


7 Troubleshooting

Problem	Cause/Result	Action
When preparing a latte macchiato, the typical three layers do not form.	–	<ul style="list-style-type: none"> ▶ Turn the setting wheel of the cappuccino to the far right and the Milk Foam position . ▶ Change the length of the interval to at least 30 seconds in programming mode (see Chapter 4 'Permanent settings in programming mode – Product settings').
Insufficient foam is produced when the milk is frothed or milk sprays from the cappuccino frother.	The cappuccino frother is dirty.	<ul style="list-style-type: none"> ▶ Rinse and clean the cappuccino frother (see Chapter 5 'Maintenance – Rinsing the cappuccino frother'). ▶ Check that the air intake pipe is fitted on the cappuccino frother. ▶ Rinse or replace the air intake pipe. You will find a replacement in the Welcome Pack.
Coffee only comes out in drips when it is being prepared.	Coffee or ground coffee has been ground too finely and is blocking the system. The same filter cartridge may have been used several times or the water hardness set incorrectly in the programming mode.	<ul style="list-style-type: none"> ▶ Put the grinder on a coarser setting or use coarser ground coffee (see Chapter 1 'Preparing and using for the first time – Adjusting the grinder'). ▶ Perform descaling (see Chapter 5 'Maintenance – Descaling the machine').
Water hardness cannot be adjusted.	The CLEARYL Blue filter cartridge is activated.	<ul style="list-style-type: none"> ▶ Deactivate the filter cartridge in programming mode.
'Fill bean container' is not displayed although the bean container is empty.	The bean monitor is dirty.	<ul style="list-style-type: none"> ▶ Clean the bean container (see Chapter 5 'Maintenance – Cleaning the bean container').
'Empty drip tray' is always displayed.	The metal contacts of the drip tray are dirty or wet.	<ul style="list-style-type: none"> ▶ Clean and dry the metal contacts on the back of the drip tray.

Problem	Cause/Result	Action
'Fill water tank' is displayed although the water tank is full.	The water tank float is trapped.	<ul style="list-style-type: none"> ▶ Descale the water tank (see Chapter 5 'Maintenance – Descaling the water tank').
Little or no water or steam comes out of the cappuccino frother. The pump is very quiet.	The connector of the cappuccino frother may be blocked by milk residues or limescale fragments loosened during descaling.	<ul style="list-style-type: none"> ▶ Remove the cappuccino frother. ▶ Unscrew the black connector with the aid of the hexagonal hole on the measuring spoon for ground coffee. ▶ Clean the connector thoroughly. ▶ Screw the connector back on by hand. ▶ Carefully tighten it using the hexagonal hole on the measuring spoon, turning by no more than a quarter of a rotation.
Grinder is making a very loud noise.	There are foreign objects in the grinder.	<ul style="list-style-type: none"> ▶ Contact customer support in your country (see Chapter 11 'JURA contact details / Legal information').
'ERROR 2' is displayed.	If the machine was exposed to the cold for a long period of time, heating is disabled for safety reasons.	<ul style="list-style-type: none"> ▶ Warm the machine at room temperature.
Other 'ERROR' messages are displayed.	–	<ul style="list-style-type: none"> ▶ Switch the IMPRESSA off at the power switch. Contact customer support in your country (see Chapter 11 'JURA contact details / Legal information').

i If you were unable to solve the problem, contact customer support in your country (see Chapter 11 'JURA contact details / Legal information').