

# Troubleshooting guidelines for Capsule Machine

**Problem: My coffee is not hot enough in the cup.**

Solution: Are your cups cold? The coffee temperature will drop very quickly if poured into a cold cup. Simply preheating the cup will ensure a good product temperature in the cup.

1. Fill the water tank with fresh cold tap water and switch the machine on.
2. Place your cup underneath the steam arm, which is located alongside the capsule holder.
3. Rotate the black steam knob on the side of the machine until water flows from the steam arm.
4. When you have hot water in your cup close the steam knob.
5. Discard the hot water from your cup. Your cup is now preheated.
6. Insert a capsule into the capsule holder. Place your preheated cup into the product dispense area. Press the desired product button.

**Problem: My machine is very noisy when I try to use it / does not dispense any water.**

Solution: First things first, make sure you have filled the water tank with fresh cold water and switched the machine on. Then follow these 'priming' instructions:

1. Place a cup or jug underneath the steam arm, which is located alongside the capsule holder.
2. Rotate the black steam knob on the side of the machine until water flows from the steam arm.  
This should happen within 10-15 seconds.
3. When water flows from the steam arm close the steam knob.
4. The machine is now primed and ready for use.

**Problem: I find the machine doesn't fill up my cup to the level I want and results in my coffee being either too strong or too weak.**

Solution: You can change the dispense levels to suit your own preferences. The machine comes with pre-programmed fill levels. The fill levels can be changed as follows:

1. Fill the water tank with fresh cold tap water and switch the machine on.
2. Place the desired capsule into the capsule holder and pull down the capsule holder lever.
3. Place a preheated cup into the product dispense area.
4. Press and hold the product button that you wish to change until your desired fill level has been reached.
5. Release the product button. Your new fill level is now programmed. The machine will now dispense your new fill level from now on.

**Note: We recommend that you do not change the default setting on the espresso product button. An espresso is an intense short shot of coffee that is extracted quickly under pressure. An ideal espresso volume is between 1fl oz - 1½fl oz (30ml - 45ml)**

