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## Troubleshooting Guide

### 1. Machine display says “Decalcify”

All water in Australia contains calcium and this causes lime scale to build up inside the coffee machine. To counter this, from time to time the coffee machine needs to be Decalcified or Descaled. This is a very simple process, takes about 30 minutes and only needs to be done every 2-3 months (depending on usage). Descaling not only protects the machine from damage by lime scale calcification, but also ensures that the machine functions optimally and the coffee tastes great. Instructions on how to do this can be found on our website, in your welcome pack, or email us for another copy.

### 2. Machine has been descaled but still says “Descal”

This is most likely a case of the message not having been reset. If you have just run the descale process, follow these steps to reset the program.

- Press “Menu” button.
- Use up arrow to search for “Signal.Descal” and press “Enter” button.
- Use up arrow to change display to “Yes” and press “Enter” button again.
- Press “ESC” button. Display should now be back to “Select Product”

### 3. Steam wand produces no steam or weak steam

There can be a few causes of this so let’s go through them.

#### a. Milk build up

Sometimes the hole in the steam wand can get blocked up with milk, especially if it hasn’t been cleaned properly after use. To fix this, get a paper clip and straighten it out then push it up into the hole about an inch or two. If there is any blockage, this should clear the way and restore steam. To prevent this from happening, ensure that you not only wipe the steam wand but also shoot a jet of steam through the wand for 1 -2 seconds after each use. For a full set of cleaning instructions, please see our website, refer to your welcome pack, or email us for a copy.

#### b. Lime scale build up.

The coffee machine will notify you from time to time to “descal the machine” however this is only based on how much it has been used. Different locations around Australia have different hardness of water so lime scale can build up at different rates. Lime scale build up can definitely cause this symptom. Running the descale procedure may help to resolve the problem. Use the descale solution and instructions that came with the machine, or contact us if you need more solution sent.

#### c. Internal Issue

If the suggestions above don’t solve the problem, there may be an internal component that is causing the issue. Please contact us to report the fault.

### 4. Auto-Frother isn’t working

Over time the auto-frother builds up calcium on the wall of the small hole between the two chambers and this causes it to stop sucking. It may look like the hole is not blocked but it only has to reduce in size by 5% and it will stop working. Please pull the auto-frother off the machine, pop the lid off and locate the small hole. You will need to scratch the inside wall of the hole with a paper clip to get it clean. Please enter this link on youtube to watch a demo on how to do this <http://www.youtube.com/watch?v=XdYhIMd9OPM>

**5. Milk isn't hot enough through the auto-frother.**

The milk should come through at 60°C with the standard tubing that comes with the machine. Sometimes, the first cup after the machine has been on standby is slightly cooler than this, as the boiler hasn't yet built up enough pressure to produce steam straight away. To avoid this, try either of the following:

- a. Run a cup of cold water through the autofrother into an empty cup and then make your coffee as normal.
- b. Place an empty cup under the steam wand, turn the knob on full and wait until steam comes out before closing the knob and making your coffee as normal (with autofrother)

There is also special tubing available with a thinner diameter, which makes the milk travel more slowly through the tube and gives it more time to heat. If you would like to purchase this tubing please contact us.

**6. Machine tries to grind the coffee but no coffee coming through.**

The most likely cause is that someone has accidentally gotten water in the grinder. It doesn't take much water to cause the coffee grinds in the grinder to create a kind of sludge that can block it up. The machine will need to be returned to us for servicing. Unfortunately, this is not covered under the terms of the contract and there may be shipping and service charges applicable. We will still send you a replacement machine so your coffee supply isn't interrupted any longer than necessary. To prevent this in future, please always ensure that the water tank is filled at the tap and then carefully placed on the machine, do not fill the water tank while on the machine.

**7. Machine is stuck on "warming up".**

This is an issue that requires servicing by a technician. Contact us so we can either schedule a service or send a replacement.

**8. Display says "Fill water tank" but it is full**

This can happen when the small float device within the water tank loses buoyancy. An interim measure is to use something like the end of a plastic teaspoon to insert under the float and keep it off the bottom of the tank. It is important to ensure the tank is always full while this interim measure is in place, as the machine won't register if the tank is empty while the float is propped up. If propping up the float doesn't work then it is likely that the magnet within the float has lost its magnetism. Either way, email us at [info@aricocoffee.com.au](mailto:info@aricocoffee.com.au) or call us on 0423 980 500 so we can send you a replacement water tank or float.

**9. The "Empty Dreg Drawer" message won't go away.**

When you remove the dreg drawer to empty it, give it a good 10 – 15 seconds before replacing it. If the problems persist, try again but wait for 20 seconds. If the problem persists please contact us.

**10. Machine display says "Ventilate"**

This can happen when there is an airlock in the system. Try running water through the steam wand into a jug, by pressing the hot water button (top left of menu pad). You may need to drain an entire water tank in this way for the error to clear. If the error persists, contact us and we will send a replacement machine.

**11. Machine fails to turn on**

Check that the machine is plugged in and turned on at the powerpoint and the machine itself is turned on. The power switch for the machine is located on the left side at the bottom of the machine. Check that the side door of the machine is closed properly (open and close again to be sure). If the problem persists, please email us at [info@aricocoffee.com.au](mailto:info@aricocoffee.com.au) or call us on 0423 980 500.

**If in any doubt about the machine, please don't hesitate to call or email us.**