
Troubleshooting Guide

1. Machine display says “CALC CLEAN”

This means the machine needs to be decalcified, or descaled. 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. The machine will prompt you to complete each step of the decalcify process – please only use Descaling Solution bought from Arico Coffee.

2. Cappuccinatore not producing hot milk, or milk is not as “frothy” as usual

The most likely cause is milk build up in the cappuccinatore. Please follow the steps below:

- a) Dismantle the first cappuccinatore and place all 4 parts in a small bowl of clean water.
- b) Pour half a cap of Milk Cleaning Solution into the bowl and leave 2 – 3 hours (or overnight)
- c) Rinse thoroughly before drying and putting back together.
- d) Insert back in the machine.

If this doesn't rectify the problem, there may be an internal component that is causing the issue. Please contact us to report the fault.

3. 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.

4. The machine displays “Empty Dreg Drawer”.

Remove the drip tray and then take out the dreg drawer (the removable draw on bottom right of the machine) – empty out the coffee grinds, rinse and insert back in the machine. Replace the drip tray and you should be ready to use the machine again.

5. 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 back of the machine where the power cord inserts into the machine. Check also 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 or call us on 0423 980 500.

If in any doubt about using the machine or a message on the screen, please don't hesitate to call or email us.