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Troubleshooting Quick Guide - Updated August 28, 2025

Troubleshooting Quick Guide (Espresso Machines)

1) Safety First

- [] Power off and unplug before any checks. For plumbed-in machines, close the water shutoff.
- [] Hot surfaces and pressurized boilers can cause burns. Let the machine cool.
- [] Do not remove covers or access internal wiring—leave internal electrical work to a technician.
- [] If breakers trip, you smell burning, or water is leaking near live electricity: stop and call for service.
- [] Never run a pump dry longer than 60 seconds—prime water flow first.

2) Quick Checks (Before You Dive In)

- [] Outlet live? Check GFCI/breaker; try another outlet if safe.
- [] Water available? Reservoir filled and seated; float/magnet in place. For plumbed systems: shutoff open, filter head valves open, no kinked hoses.
- [] Machine mode? Disable energy-saver/eco modes; allow full warm-up (10–40 minutes depending on machine).
- [] Any error lights/messages? Note them for the technician.

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NO HEAT (Machine cold / not warming)

1. Confirm power: main switch ON, indicator lights on. Reset GFCI and check breaker.
2. Reservoir machines: ensure tank is full and properly seated—low-water sensors can block heating.
3. Plumbed machines: make sure water supply is ON; many units won't heat until level is confirmed.
4. Disable ECO/standby modes; give it 20–40 minutes to reach operating temperature.
5. If boiler pressure/temperature stays at 0 after 30 minutes, stop. Likely heater/thermostat/pressurestat/SSR issue—book service.

NO WATER (Pump not filling / no flow)

1. Reservoir machines: fill tank, check float/magnet, ensure intake tube is submerged. Reseat tank to prime.
2. Plumbed machines: open water shutoff; verify filter head valves are down; check for kinks. If you have a bypass on the filter head, test briefly on bypass.
3. Purge air: open hot water tap until flow is steady; then lift group lever to run the pump and bleed air.
4. If pump is loud but no water moves, try priming via the hot water tap for 20–30 seconds (do not run pump dry).
5. If still dry/no fill, stop—possible scale blockage or failed pump. Book service.

LOW PRESSURE / SLOW FLOW (Brew)

1. Grind too fine is #1 cause. Coarsen grind and test.

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2. Backflush and clean group screen and shower (use detergent if your model allows).
3. Check/replace water filters; a clogged filter throttles flow.
4. For plumbed systems, verify inlet pressure ~30–70 psi; adjust regulator to ~45 psi if equipped.
5. Run a blind shot: if pressure never reaches ~8–9 bar, pump may need adjustment or service.

LEAKS (Water where it shouldn't be)

1. Identify source area: tank, under machine, at fittings, from group, or into drip tray.
2. Reservoir models: reseal tank, check hoses and O-rings; look for cracks in the tank.
3. Plumbed systems: check filter head, regulator, and quick-connects. Gently snug fittings; do not over-tighten.
4. Leak at the group during brew often means a worn group gasket—schedule replacement.
5. Leak from safety/over-pressure valve: unplug, close water, and book service (do not operate).

3) After These Checks:

- If the issue clears, monitor for a full day of service.
- If not resolved: note brand, model, serial; describe symptoms; take photos/video of gauges/leaks; note your water setup and filter age.
- Then contact us to book service or drop-off diagnostics.

Pro Tips (Prevention)

- Replace water filters on schedule; poor water flow and scale are top causes of failures.
- Backflush and clean groups daily (if your model allows).
- Do not descale commercial machines without guidance—scale flakes can clog valves and solenoids.
- Keep a simple log: grind setting, recipe, filter changes, and service dates.

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