



ESPERTA

USER MANUAL



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1. SAFETY PRECAUTIONS

Read all instructions and keep these safety instructions. Any type of misuse of the appliance may result in a potential injury.

In case of any inappropriate use or failure to comply with the instructions, the manufacturer accepts no responsibility and the guarantee may not apply.

The guarantee does not cover appliances that do not work or do not work properly because they have not been maintained and/or descaled.

INTENDED USE

1. This appliance is intended to be used in household only. It is not intended to be used in following applications, and the guarantee will not apply for:
 - staff kitchen areas in shops, offices and other working environments;
 - farm houses;
 - by clients in hotels, motels and other residential type environments;
 - bed and breakfast type environments;
2. Your appliance is intended for domestic use inside the home only at an altitude below 3400 m.

ELECTRICAL POWER SUPPLY

3. Connect the appliance to a mains power socket with an earth connection only. Mains voltage must be the same as the details on the rating plate. The use of incorrect connection will negate the guarantee and may be hazardous.
4. To protect against fire, electric shock and injury to persons do not immerse the power cord, plugs or the appliance in water or other liquid. Avoid spillage on the plug. Never touch the power cord with wet hands. Do not overfill the water tank.
5. In case of an emergency remove the plug from the mains power socket immediately.
6. Unplug from the mains power socket when not in use.
7. To disconnect, remove the plug from the mains power socket. Do not unplug by pulling the cord.
8. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces or sharp edges. Do not allow the cord to dangle (risk of tripping up). Never touch the cord with wet hands.
9. Do not operate any appliance with a damaged cord or plug. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Do not operate any appliance that malfunctions or has been damaged in any manner. Unplug cord immediately. Return the damaged appliance to the nearest authorised service facility designated by the NESCAFÉ® Dolce Gusto® hotline.
10. If the mains power socket does not match the plug on the appliance, have the plug replaced with a suitable type by aftersales service centres designated by the NESCAFÉ® Dolce Gusto® hotline.

CONDITIONS OF USE

11. Always use the appliance on a flat, stable, heat resistant surface away from sources of heat or water splashes.
12. Do not use the appliance without the drip tray and drip grid, except when a very tall mug is used. Do not use the appliance for hot water preparation.
13. Never turn the machine upside down.
14. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury to persons.
15. Do not place on or near a hot gas or electric burner, or in a heated oven.
16. Do not put fingers under the outlet during beverage preparation.
17. Do not touch the injector of the machine head.
18. Never carry the appliance by the extraction head.
19. The capsule holder is equipped with a permanent magnet. Avoid placing the capsule holder near appliances and objects that can be damaged by magnetism, e.g. credit cards, USB drives and other data devices, video tapes, television and computer monitors with picture tubes, mechanical clocks, hearing aids and loud speakers.
20. Do not turn off the appliance during the descaling process. Rinse the water tank and clean the appliance to avoid any residual descaling agent.
21. If away for prolonged periods, on holiday, etc. the appliance must be emptied, cleaned and unplugged. Rinse before reuse. Operate the rinse cycle before re-using your appliance.
22. We recommend using the NESCAFÉ® Dolce Gusto® capsules designed and tested for the NESCAFÉ® Dolce Gusto® machine. They were designed to interact together – the interaction provides the in-cup quality that NESCAFÉ® Dolce Gusto® is known for. Each capsule is designed to prepare a perfect cup, and cannot be reused.
23. Do not remove hot capsules by hand. Always use capsule holder handle to dispose of used capsules.
24. Always insert the capsule holder in the machine to prepare a beverage. The appliance will not work if the capsule holder is not inserted. Do not pull out the capsule holder before the indicator stops blinking.
25. Machines equipped with a locking handle: Scalding may occur if the locking handle is opened during the brewing cycles. Do not pull up the locking handle before the lights on the machine stop flashing.
26. For health reasons, always fill the water tank with fresh drinking water.
27. After use of the appliance always remove the capsule and clean the capsule holder. Empty and clean the drip tray and capsule bin daily. Food allergy sufferers must rinse the appliance according to cleaning procedure.

28. The heating element surface is subject to residual heat after use and plastic housings may feel warm to touch several minutes upon use.
29. Patients with pacemakers or defibrillators: Do not hold the capsule holder directly over the pacemaker or defibrillator.
30. The appliance shall not be placed in a cabinet when in use.

CHILDREN

31. Keep the appliance and its cord out of reach of children aged less than 8 years. Children shall not play with the appliance.
32. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
33. This appliance is not intended for use by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Persons who have a limited or no understanding of the operation and use of this appliance must first read and fully understand the contents of the user manual, and where appropriate seek additional guidance on its operation and use from the person responsible for their safety.
34. Children should be supervised to ensure that they do not play with the appliance.
35. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised by an adult.
36. Children should not use the appliance as a toy.

MAINTENANCE

37. Unplug from the mains power socket before cleaning. Allow to cool before putting on or taking off parts, before cleaning the appliance. Never clean wet or immerse appliance in any fluid. Never clean the appliance with running water. Never use detergents to clean the appliance. Clean the appliance only using soft sponges/brushes. The water tank should be cleaned with a clean food-safe brush.
38. Any operation, cleaning and care other than normal use must be undertaken by after-sales service centres designated by the NESCAFÉ® Dolce Gusto® hotline. Do not dismantle appliance and do not put anything into openings.
39. To reduce the risk of fire or electric shock, do not remove the cover. No user serviceable parts inside. Repair should be done by authorized service personnel only!
40. For additional guidance on how to use the appliance, refer to the user manual on www.dolce-gusto.com or call the NESCAFÉ® Dolce Gusto® hotline number.

RECYCLING

41. Packaging is made of recyclable materials. Contact your local council / authority for further information on recycling programs. Your appliance contains valuable materials which can be recovered or recycled.

EUROPEAN MARKETS ONLY: Think of the environment!



Your appliance contains valuable materials which can be recovered or recycled.

Leave it at a local civic waste collection point or at an approved service centre, where it will be disposed of properly. European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE), stipulates that used household appliances must not be disposed of in normal unsorted municipal waste. Old appliances must be collected separately to optimise the sorting and recycling of their parts and to reduce the impact on human health and the environment.

2. MACHINE OVERVIEW



1. Rinsing tool
2. Injector
3. Capsule holder
4. Volume display
5. XL volume function
6. ESPRESSO BOOST indicator light
7. DELICATE BREW indicator light
8. Descaling indicator light
9. "COLD" button
10. ON/OFF button + selection of special modes
11. Volume selection button up
12. "HOT" button
13. Volume selection button down
14. Locking handle
15. Water tank cap
16. Water tank
17. Drip grid
18. Drip tray
19. Cleaning needle
20. Drip tray support

ECONOMY MODE:

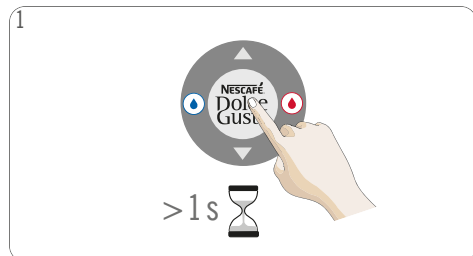
After 5 minutes of non-usage: volume display vanishes. Please be aware that the appliance is still using electricity whilst in eco-mode (0.4 Wh).

TECHNICAL DATA

- GB / ZA
220–240 V, 50/60 Hz, 1340–1600 W
Frequency Band: 1480–2402 MHz
Maximum radio frequency power: 8.66 dBm
- max. 15 bar
- 1.4 L
- ~2.7 kg
- 5–45 °C
41–113 °F
- A = 26.6 cm
B = 36.4 cm
C = 21.4 cm

3. KEY FEATURES

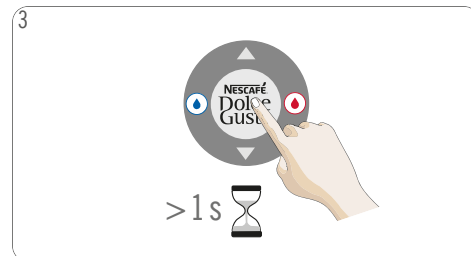
3.1 SWITCH THE MACHINE ON/OFF



Press ON/OFF button and hold it for at least 1 second to switch machine on.

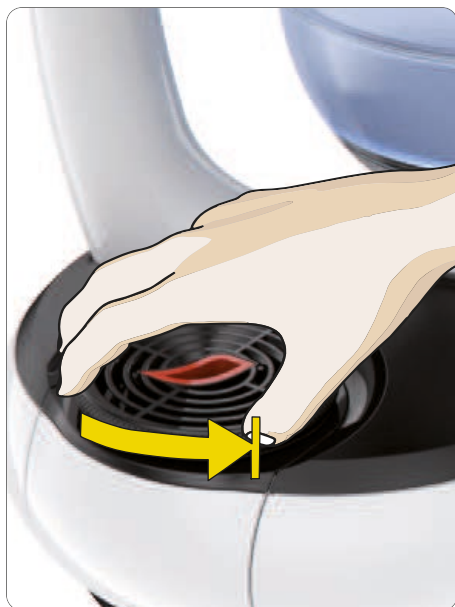


The machine can also be switched on by opening the locking handle.



To switch the machine off, hold ON/OFF button for at least 1 second. Machine switches off automatically after 5 minutes of non-usage.

3.2 LIFT & CLICK DRIP TRAY



To adjust drip tray position: Turn drip tray counter clockwise to unlock it.



Lift drip tray up to middle position. Lock drip tray by turning it clockwise until it clicks. The drip tray is locked.



Lift drip tray up to highest position. Lock drip tray by turning it clockwise until it clicks. The drip tray is locked.



4. PERSONALIZE YOUR BLACK COFFEES

4.1 DISCOVER 2 SPECIAL EXTRACTION MODES



ESPRESSO BOOST

Boost the taste intensity of your Espressos.



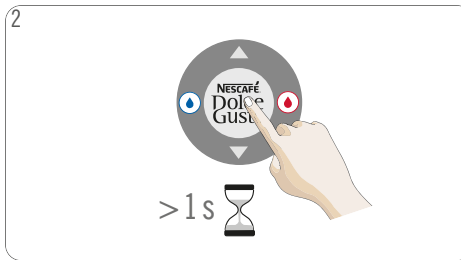
DELICATE BREW

The full aroma and taste for your Americanos & Grandes.

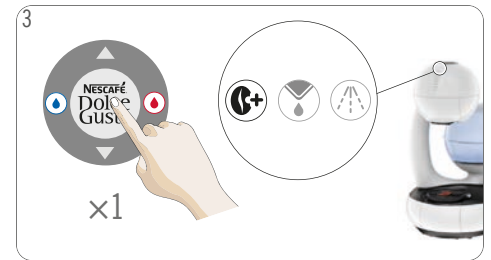
4.2 ESPRESSO BOOST



1 Check number of bars shown on capsule. Prepare ESPRESSO BOOST with recommended level 1 to 3 capsules only.



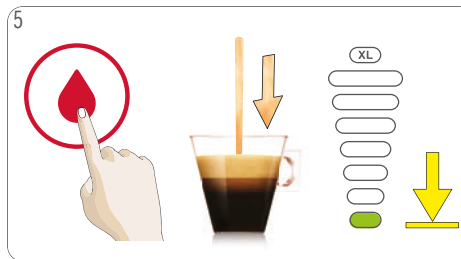
2 Press ON/OFF button and hold it for at least 1 second to switch machine on.



3 Press ON/OFF button once to switch to ESPRESSO BOOST mode. ESPRESSO BOOST indicator lights up.



4 Use volume selection buttons to set volume display in accordance with the number of bars shown on capsule, or select amount of bars to your own taste.



5 Press "HOT" button. Beverage preparation starts. Wait until extraction stops. Volume display lights vanish progressively. Machine stops preparation automatically. Extraction can be stopped at any time manually by pressing the "HOT" or "COLD" button again.



ESPRESSO BOOST

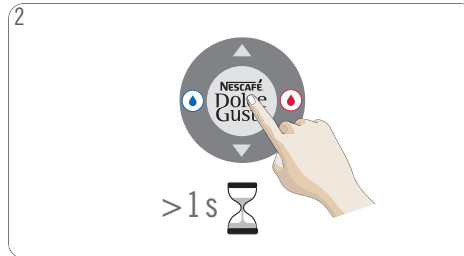
6 Enjoy your beverage!

4. PERSONALIZE YOUR BLACK COFFEES

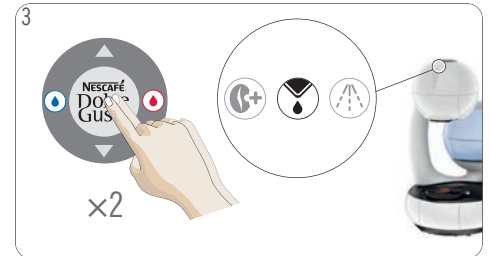
4.3 DELICATE BREW



1 Check number of bars shown on capsule. Prepare DELICATE BREW with recommended level 4 to 7 capsules only.



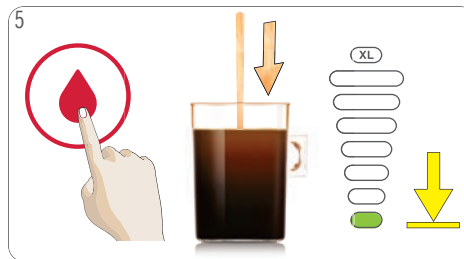
2 Press ON/OFF button and hold it for at least 1 second to switch machine on.



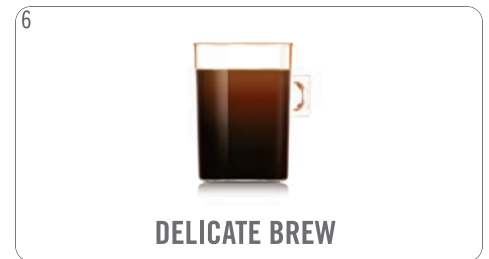
3 Press ON/OFF button 2 times to switch to DELICATE BREW mode. DELICATE BREW indicator lights up.



4 Use volume selection buttons to set volume display in accordance with the number of bars shown on capsule, or select amount of bars to your own taste.



5 Press "HOT" button. Beverage preparation starts. Wait until extraction stops. Volume display lights vanish progressively. Machine stops preparation automatically. Extraction can be stopped at any time manually by pressing the "HOT" or "COLD" button again.

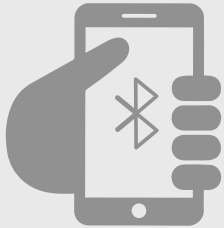


6 Enjoy your beverage!



5. NESCAFÉ® DOLCE GUSTO® APP AND BLUETOOTH® CONNECTION

5.1 NEW EXCLUSIVE FEATURES



Personalize your black Coffees

- Discover 2 new extraction modes (see chapter 4 on page 8):
ESPRESSO BOOST: Boost the taste intensity of your Espressos.
DELICATE BREW: The full aroma and taste for your Americanos & Grandes.
- Schedule your preferred beverage for later.
- Save your favourite coffee settings.
- Ensure best coffee cup with online maintenance and troubleshooting guide.

Search NESCAFÉ® Dolce Gusto® in app stores

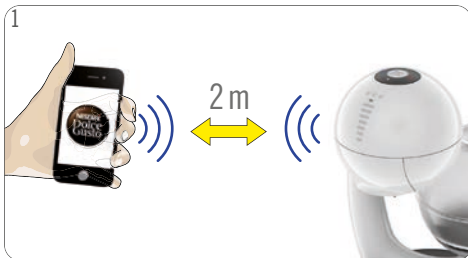


iPhone®
mobile digital device

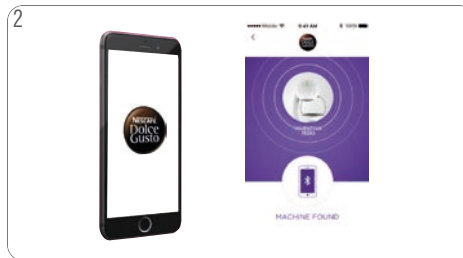


Android™

5.2 HOW TO PAIR YOUR MACHINE WITH THE APP



1 Switch off machine. User must be close to the machine (2 meters max.). Turn on Bluetooth® on your smartphone.

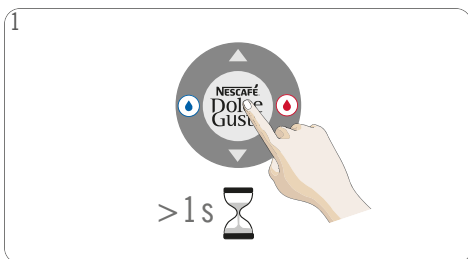


2 Open the NESCAFÉ® Dolce Gusto® app, and launch the pairing process. The app will start searching for your machine.

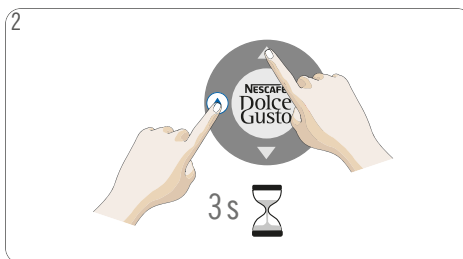


3 When instructions appear on the app, within 10 seconds confirm pairing by pressing the “COLD” button.

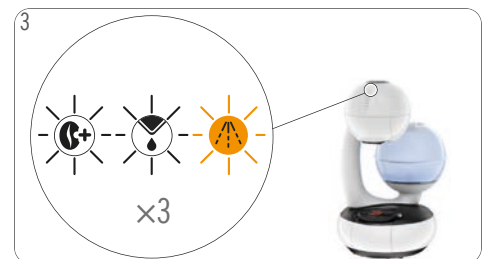
5.3 HOW TO DEACTIVATE OR REACTIVATE BLUETOOTH® ON YOUR MACHINE



1 Switch off machine.



2 When instructions appear on the app, within 10 seconds confirm pairing by pressing the “COLD” button. Press and hold “COLD” and “UP” button for 3 seconds.

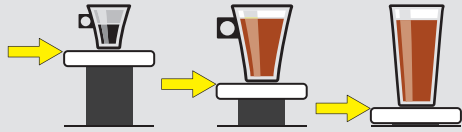


3 The indicator lights flash 3 times. Bluetooth® connection is deactivated/reactivated.

6. BEVERAGE EXAMPLES



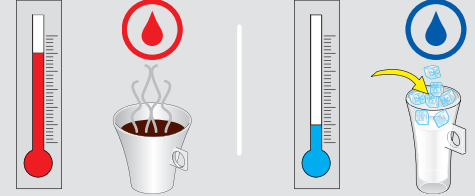
Adjust drip tray



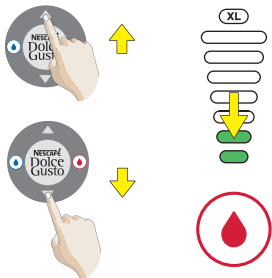
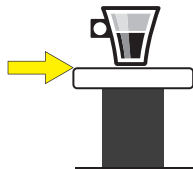
Select volume



Choose hot or cold



ESPRESSO



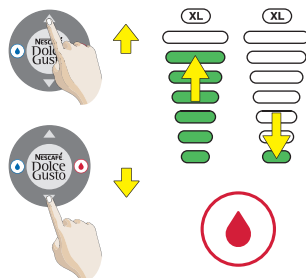
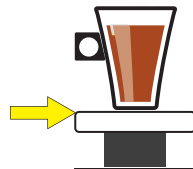
35 ml
Ristretto

50 ml
Espresso
Espresso Intenso

CAPPUCCINO



① + ②

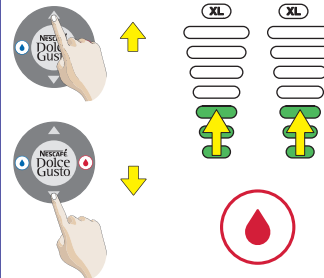
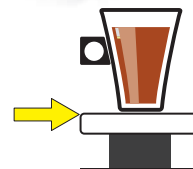


① 200 ml + ② 40 ml = 240 ml

CHOCOCINO



① + ②

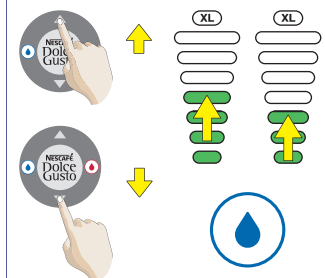
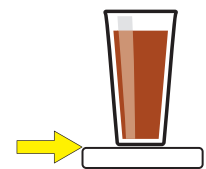


① 100 ml + ② 110 ml = 210 ml

CAPPUCCINO ICE

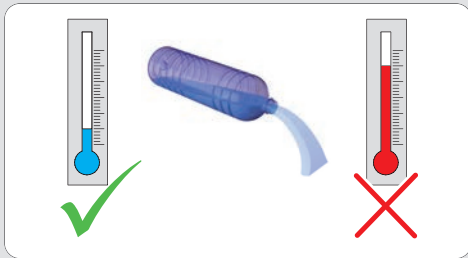


① + ②

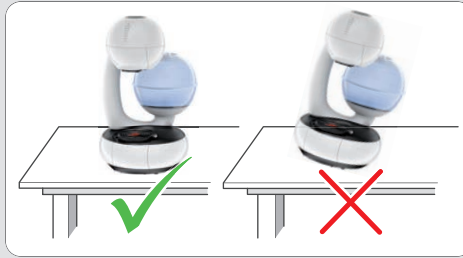


① 30g + ② 125 ml + 85 ml = 240 ml

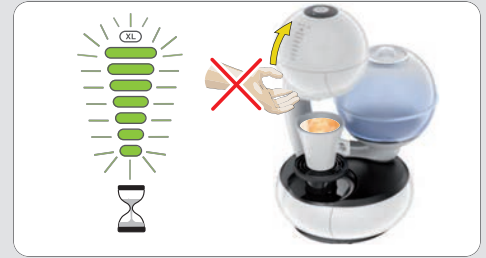
7. RECOMMENDATIONS FOR SAFE USE



- ⚠ Never add hot water to the water tank!
- ⚠ For rinsing and beverage preparation only use fresh drinking water.



- ⚠ Always keep the machine upright!



- ⚠ After finishing preparation volume display flashes for a few seconds. **During that time do not open locking handle!**



- ⚠ Do not touch plug with wet hands. Do not touch machine with wet hands!



- ⚠ Never use a wet sponge. Only use a soft damp cloth to clean the top of the machine.



- ⚠ Do not touch used capsule after beverage preparation! Hot surface, risk of burns!



- ⚠ Do not use the rinsing tool for tea or hot water preparation.



- ⚠ IF LEFT UNUSED FOR MORE THAN 2 DAYS: Empty water tank, rinse it, refill it with fresh drinking water and insert it into machine. Rinse machine, therefore follow instructions in "Cleaning" on page 17, beginning with step 4.

8. FIRST USE



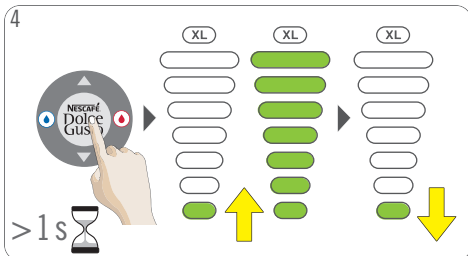
1 Rinse water tank manually with fresh drinking water. Fill water tank with fresh drinking water. Insert water tank into machine. Open locking handle.



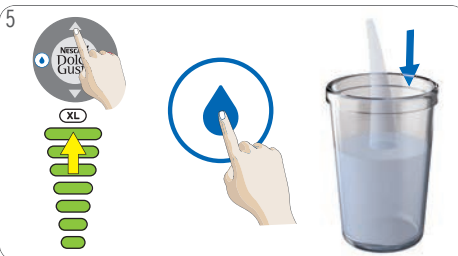
2 Take capsule holder and press locking tab to open it. Make sure that rinsing tool is in capsule holder. Close capsule holder.



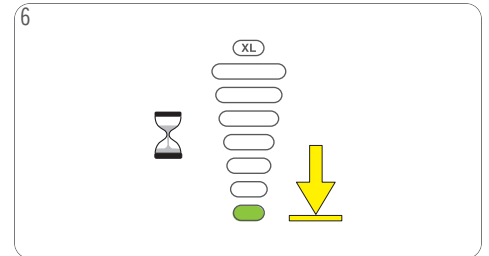
3 Insert capsule holder into machine. Close locking handle. Place a large empty container underneath the coffee outlet. Connect power plug to mains power socket.



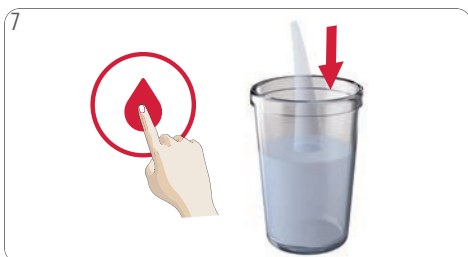
4 Switch on machine. Lights on volume display appear progressively while machine is heating up for approx. 40 seconds. Machine is ready to be used.



5 Set volume display to 7 with volume selection buttons. Press "COLD" button. Machine starts rinsing. Lights on volume display vanish progressively.



6 Wait until countdown is finished and machine stops.



7 Continue rinsing with hot water. Press "HOT" button. Machine starts rinsing. Lights on volume display vanish progressively.



8 Wait until countdown is finished and machine stops. Open locking handle. Pull out capsule holder. Open capsule holder. Remove rinsing tool. Keep it in a safe place for later cleaning or descaling. Reinsert capsule holder.



9 Empty container. Fill water tank with fresh drinking water. Insert water tank into machine. Machine is ready to be used.

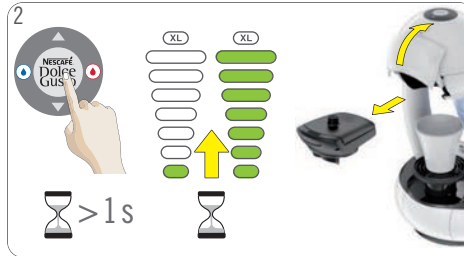


9. PREPARING A BEVERAGE

9.1 ONE CAPSULE (E. G. LUNGO)



Adjust drip tray position. Place cup with correct cup size on drip tray. See "BEVERAGE EXAMPLES" or package. Check if the water tank contains enough fresh drinking water.



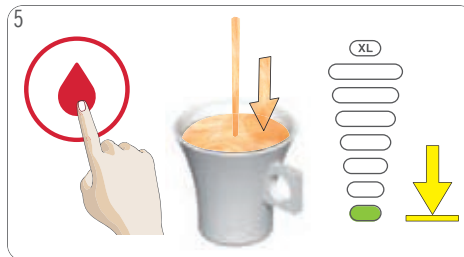
Switch on machine. Lights on volume display appear progressively while machine is heating up for approx. 40 seconds. Afterwards volume display shows last volume setting. Open locking handle. Pull out capsule holder.



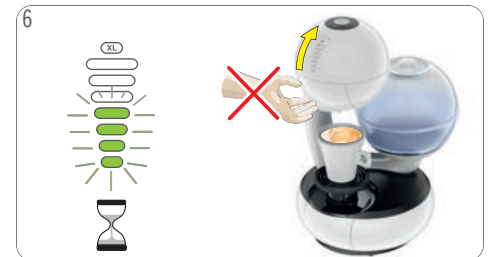
Open capsule holder. Make sure rinsing tool is not inside. Insert capsule in capsule holder. Close capsule holder. Insert it back into machine. Close locking handle.



Use volume selection buttons to set volume display in accordance with the number of bars shown on capsule, or select amount of bars to your own taste. Choose XL beverage for an extra big cup. Wait around 1.5 min if you want to prepare a second extra big cup.



Press "HOT" or "COLD" button as recommended on capsule packs. Beverage preparation starts. Wait until extraction stops. Volume display lights vanish progressively. Machine stops preparation automatically. Extraction can be stopped at any time manually by pressing the "HOT" or "COLD" button again.



After finishing preparation volume display flashes for a few seconds. **During that time do not open locking handle!**



After extraction is finished open locking handle. Remove cup from drip tray.



Pull out capsule holder. Open capsule holder. Put used capsule in dustbin. Pay attention not to throw away capsule holder.



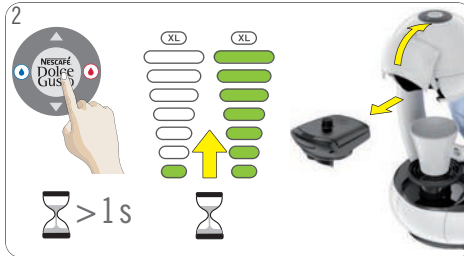
Rinse capsule holder with fresh drinking water from both sides. Dry capsule holder. Insert it back into machine. Enjoy your beverage!

9. PREPARING A BEVERAGE

9.2 TWO CAPSULES (E. G. CAPPUCCINO)



Adjust drip tray position. Place cup with correct cup size on drip tray. See "BEVERAGE EXAMPLES" or package. Check if the water tank contains enough fresh drinking water.



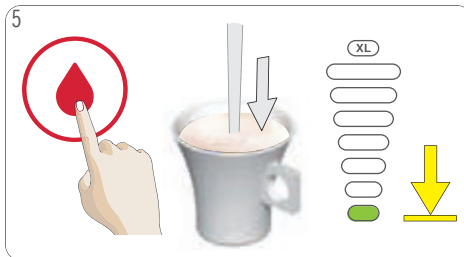
Switch on machine. Lights on volume display appear progressively while machine is heating up for approx. 40 seconds. Afterwards volume display shows last volume setting. Open locking handle. Pull out capsule holder.



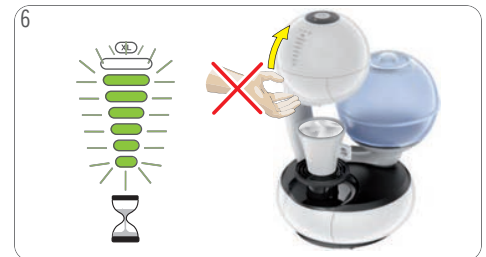
Open capsule holder. Make sure rinsing tool is not inside. Insert first capsule in capsule holder. Close capsule holder. Insert it back into machine. Close locking handle.



Use volume selection buttons to set volume display in accordance with the number of bars shown on capsule, or select amount of bars to your own taste. Choose XL beverage for an extra big cup. Wait around 1.5 min if you want to prepare a second extra big cup.



Press "HOT" or "COLD" button as recommended on capsule packs. Beverage preparation starts. Wait until extraction stops. Volume display lights vanish progressively. Machine stops preparation automatically. Extraction can be stopped at any time manually by pressing the "HOT" or "COLD" button again.



After finishing preparation volume display flashes for a few seconds. **During that time do not open locking handle!**



Open locking handle. Pull out capsule holder. Open capsule holder. Put used capsule in dustbin. Pay attention not to throw away capsule holder.



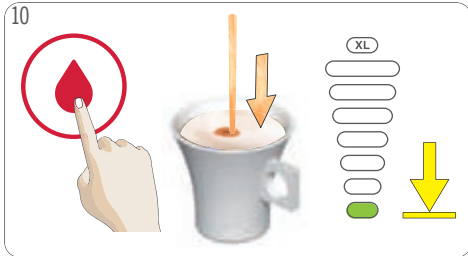
Insert second capsule in capsule holder. Close capsule holder. Insert it back into machine. Close locking handle.



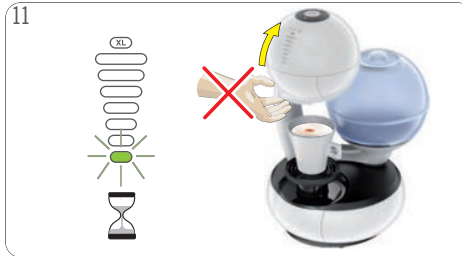
Use volume selection buttons to set volume display in accordance with the number of bars shown on capsule, or select amount of bars to your own taste.

9. PREPARING A BEVERAGE

9.2 TWO CAPSULES (E. G. CAPPUCCINO)



Press "HOT" or "COLD" button as recommended on capsule packs. Beverage preparation starts. Wait until extraction stops. Volume display lights vanish progressively. Machine stops preparation automatically. Extraction can be stopped at any time manually by pressing the "HOT" or "COLD" button again.



After finishing preparation volume display flashes for a few seconds. **During that time do not open locking handle!**



After extraction is finished open locking handle. Remove cup from drip tray.

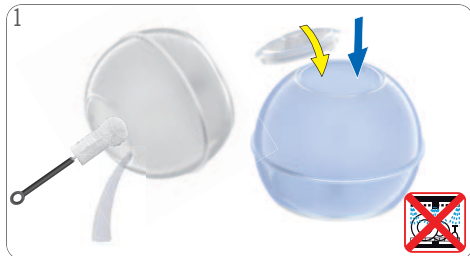


Pull out capsule holder. Open capsule holder. Put used capsule in dustbin. Pay attention not to throw away capsule holder.



Rinse capsule holder with fresh drinking water from both sides. Dry capsule holder. Insert it back into machine. Enjoy your beverage!

10. CLEANING



Rinse and clean water tank. Use a clean food-safe brush and washing-up liquid as needed. Afterwards refill with fresh drinking water and insert it into machine. The water tank is not dishwasher proof!



Rinse drip tray and rinsing tool with fresh drinking water. Clean drip tray with clean food-safe brush. The drip tray is not dishwasher proof!



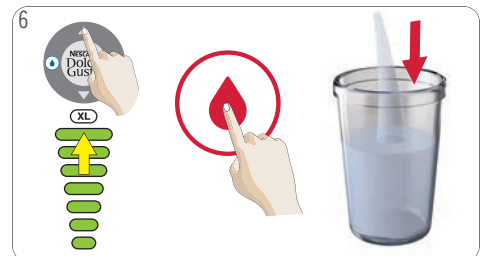
Clean with washing-up liquid and fresh drinking water both sides of capsule holder. Alternatively wash in dishwasher. Dry it afterwards.



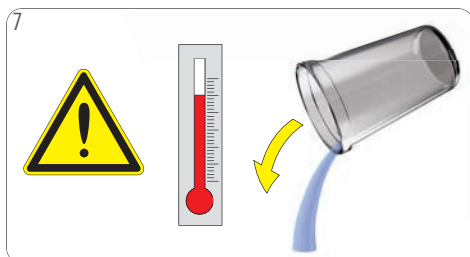
Open locking handle. Put rinsing tool into capsule holder. Insert capsule holder into machine. Close locking handle.



Lights on volume display appear progressively while machine is heating up for approx. 40 seconds. Afterwards volume display shows last volume setting. Machine is ready to be used. Place a large empty container underneath the coffee outlet.



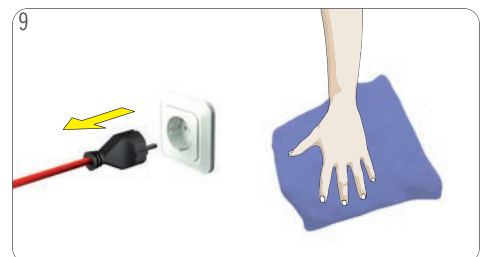
Set volume display to 7 with volume selection buttons. Press "HOT" button. Machine starts rinsing. Lights on volume display vanish progressively.



Empty and clean container. **Warning: Hot water! Handle with care!**



Open locking handle. Pull out capsule holder. Remove rinsing tool. Keep it in a safe place for later cleaning or descaling. If any, remove water from water tank.



Switch off machine. Unplug power plug! Clean machine with a soft damp cloth. Dry it afterwards with a soft dry cloth.



11. DESCALING AT LEAST EVERY 3–4 MONTHS



www.dolce-gusto.com

Use NESCAFÉ® Dolce Gusto® liquid descaler. To order, call the NESCAFÉ® Dolce Gusto® hotline or go on the NESCAFÉ® Dolce Gusto® website.



Do not use vinegar for descaling!



Avoid contact of descaling liquid with any part of the machine.



Do not push ON / OFF button during descaling cycle.



1 If the orange descaling indicator light turns on, or the beverage comes out slower than usual (even in droplets), or if it is cooler than usual, the machine has to be descaled.



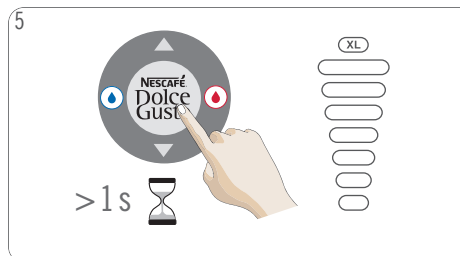
2 If any, remove water from water tank.



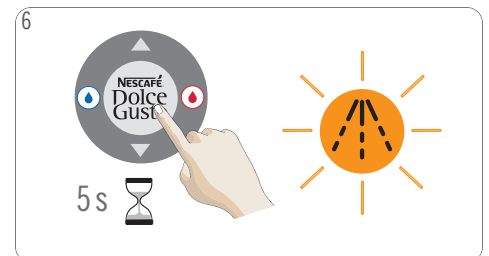
3 Mix 0.5 liter fresh drinking water with descaler in a measuring cup. Pour descaling solution into water tank and insert water tank into machine.



4 Open locking handle. Put rinsing tool into capsule holder. Insert capsule holder into machine. Close locking handle. Place a large empty container underneath the coffee outlet.

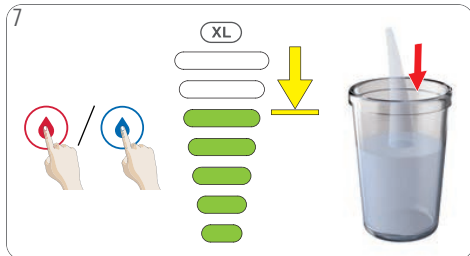


5 Switch off machine.

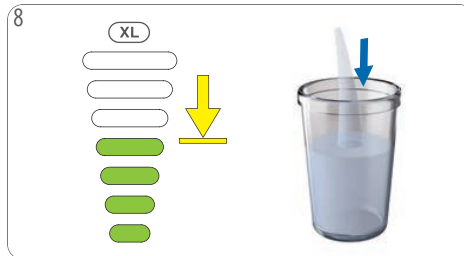


6 Press and hold ON / OFF button for at least 5 seconds. Orange descaling indicator light starts blinking and machine enters descaling mode.

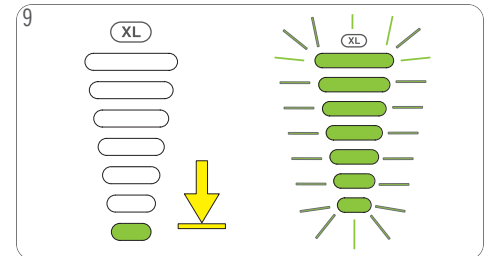
11. DESCALING AT LEAST EVERY 3–4 MONTHS



Press "HOT" or "COLD" button. Volume display lights vanish progressively. Machine descales with hot water in start-stop operation for approximately 2 minutes. Extraction can be paused at any time manually by pressing the "HOT"/"COLD" button.



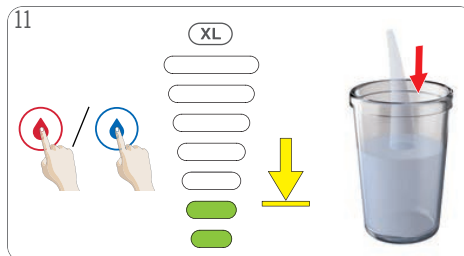
Machine descales continuously with cold water. Volume display lights vanish progressively. Machine stops preparation automatically.



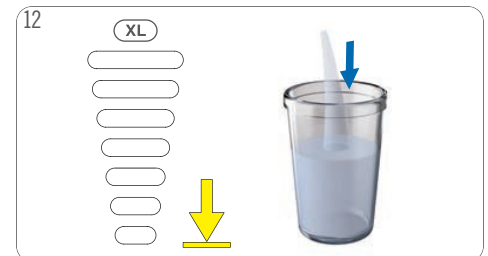
For a better effect of the descaler, the machine enters a waiting time of 2 minutes. Volume display lights vanish progressively. At the end of the waiting time volume display blinks fast.



Empty and clean container. Rinse and clean water tank. Use a clean food-safe brush and washing-up liquid as needed. Afterwards refill with fresh drinking water and insert it into machine.



Press "HOT" or "COLD" button. Volume display lights vanish progressively. Machine rinses continuously with hot water. Extraction can be paused at any time manually by pressing the "HOT"/"COLD" button.



Machine rinses continuously with cold water. Volume display lights vanish progressively. Machine stops preparation automatically.



Remove container. Empty and clean container. Pull out capsule holder. Remove rinsing tool. Keep it in a safe place for later cleaning or descaling. Rinse capsule holder with fresh drinking water from both sides. Reinsert capsule holder.



Clean machine with a soft damp cloth. Dry it afterwards with a soft dry cloth.



12. TROUBLESHOOTING

12.1 ORANGE DESCALING INDICATOR LIGHT TURNS ON



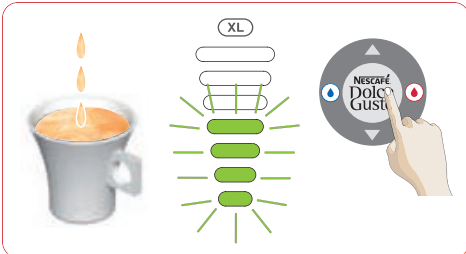
Orange descaling indicator light turns on.

1



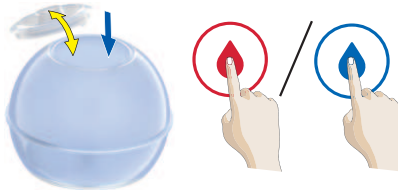
This means that the machine needs to be descaled. To do so, please follow the descaling instructions. See "Descaling at least every 3–4 months" on page 18.

12.2 NO LIQUID COMES OUT – NO WATER?



Beverage preparation stops part way during delivery or does not start at all. Volume display flashes at current level. No liquid comes out: The water tank may be empty.

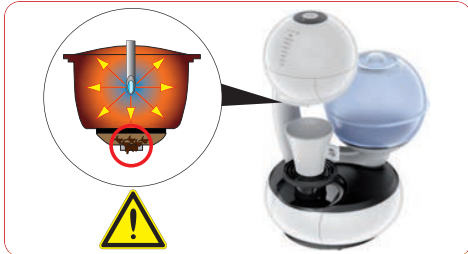
1



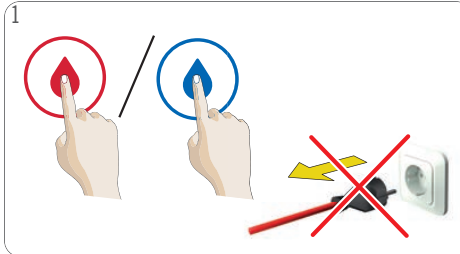
Check if the water tank contains enough fresh drinking water. If not, refill with fresh drinking water and press "HOT" or "COLD" button to continue preparation. In case there is still no liquid coming out check 12.3 "NO LIQUID COMES OUT – CAPSULE BLOCKED?".

12. TROUBLESHOOTING

12.3 NO LIQUID COMES OUT – CAPSULE BLOCKED?



No liquid comes out: The capsule may be blocked and under pressure.



1 Always keep the machine upright! To stop preparation, touch "HOT" or "COLD" button again. Do not unplug the machine!



2 Do not drink the coffee! Open locking handle. Machine releases pressure. Remove capsule holder. Put used capsule in dustbin.



3 Try to operate machine without capsule. If water flows, it shows that the capsule was faulty. Just use a different capsule. If not, follow with 12.4 "NO LIQUID COMES OUT - INJECTOR BLOCKED?".

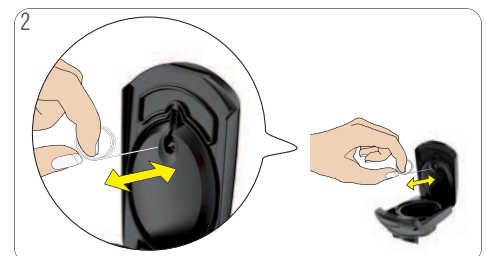
12.4 NO LIQUID COMES OUT – INJECTOR BLOCKED?



No liquid comes out: The injector may be blocked and under pressure.



1 Ensure the drip tray is empty. Remove and tilt drip tray. Take out cleaning needle. **Keep needle out of reach of children!**



2 Open capsule holder and clean injector with cleaning needle. Follow instructions in "Descaling at least every 3–4 months" on page 18.

12. TROUBLESHOOTING

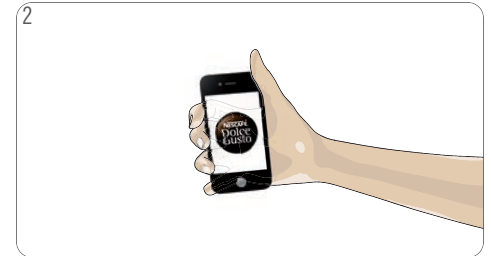
12.5 VARIOUS



Machine cannot be switched on.



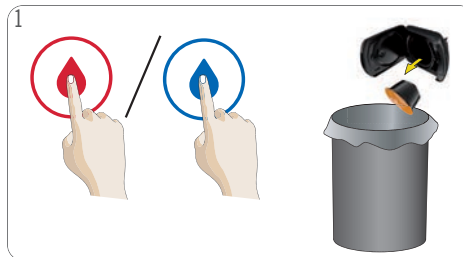
1 Check if the power plug is correctly plugged into a mains power socket. If yes, check your electricity supply.



2 If machine still cannot be switched on, call the NESCAFÉ® Dolce Gusto® hotline. For hotline numbers see "Machine Hotlines".



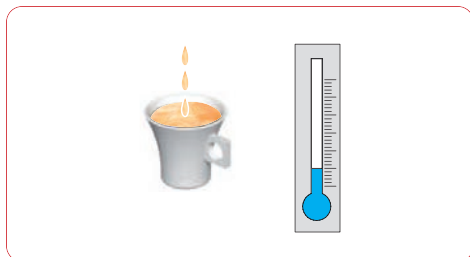
Beverage is splashing out of coffee outlet.



1 Press "HOT" or "COLD" button to stop preparation. Pull out capsule holder. Put used capsule in dustbin.



2 Clean capsule holder. Insert a new capsule in capsule holder and insert it back into machine.



If the beverage comes out slower than usual (even in droplets), or if it is cooler than usual the machine has to be descaled.



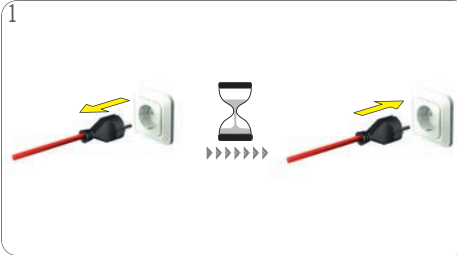
1 To do so, please follow the descaling instructions. See "Descaling at least every 3–4 months" on page 18.

12. TROUBLESHOOTING

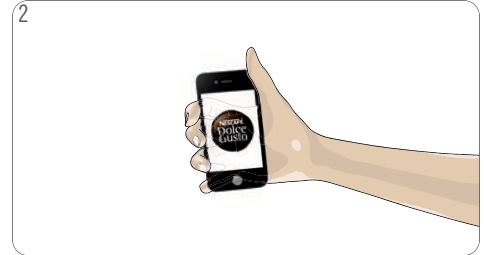
12.5 VARIOUS



Volume display and indicator lights flash fast.



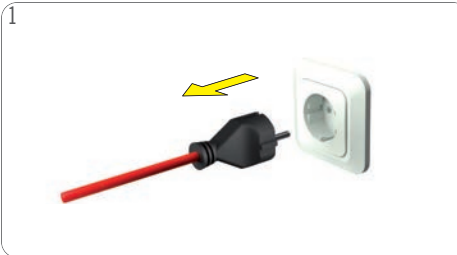
1
Check if capsule is blocked, see "No liquid comes out – capsule blocked?" on page 21. Unplug power plug and wait 20 minutes. Afterwards insert power plug into mains power socket and switch machine on.



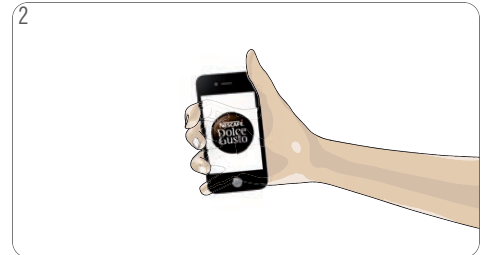
2
If volume display still flashes fast call the NESCAFÉ® Dolce Gusto® hotline. For hotline numbers see last page.



Water accumulates underneath or around machine. Clear water leaks around capsule holder during beverage preparation.



1
Unplug power plug!



2
Call the NESCAFÉ® Dolce Gusto® hotline or go on the NESCAFÉ® Dolce Gusto® website. For hotline numbers see last page.



Water is splashing out of coffee outlet during rinsing or descaling.



1
Put rinsing tool into capsule holder. Insert capsule holder into machine.



HOTLINES

AE 800348786	GB 0800 707 6066	MK 0800 00 200	TH 1-800-295588
AL 0842 640 10	GR 210 6371000	MT 80074114	0-2657-8601
AR 0800 999 81 00	GT 1-800-299-0019	MY 1800 88 3633	TR 0800 211 02 18
AT 0800 365 23 48	HK (852) 21798999	NI 1-800-4000	4 44 31 60
AU 1800 466 975	HN 800-2220-6666	NL 0800-3652348	TT (868) 663-6832
BA 0800 202 42	HR 0800 600 604	NO 800 80 730	TW 0800-000-338
BE 0800 93217	HU 06 40 214 200	NZ 0800 365 234	UA 0 800 50 30 10
BG 0 700 10 330	ID 0800 182 1028	PA 800-0000	US 1-800-745-3391
BR 0800 7762233	IE 00800 6378 5385	PE 80010210	UY 0800-2122
CA 1 888 809 9267	IL 1-700-50-20-54	PH 898-0061	VN 1800 6699
CH 0800 86 00 85	IT 800365234	PK 0800-62282	ZA 086 009 6116
CL 800 213 006	JO +96265902997	PL 0800 174 902	+27 11 514 6116
CO 01800-05-15566	JP 0120-879-816	PT 800 200 153	
CN 4006304868	KR 080-234-0070	PY 0800-112121	
CR 0-800-542-5444	KW +965 22286847	QA +97444587615	
CZ 800 135 135	KZ 8-800-080-2880	RO 0 800 8 637 853	
DE 0800 365 23 48	LB +9614548593	RU 8-800-700-79-79	
DK 80 300 100	LU 8002 3183	SA 8008971971	
DO (809) 508-5100	LT 8 700 55 200	SE 020-299200	
EC 1800 637-853 (1800 NESTLE)	LV 67508056	SG 1 800 836 7009	
EE 6 177 441	MA 080 100 52 54	SI 080 45 05	
ES 900 10 21 21	ME 020 269 902	SK 0800 135 135	
FI 0800 0 6161	Middle East: +97143634100	SR 0800 000 100	
FR 0 800 97 07 80	MX 01800 365 2348	SV 800-6179	