

Troubleshooting

Use the symptom guide below before contacting service. Most issues trace to grind, dose, or scale buildup rather than a hardware fault.

- Weak, watery shot: grind is too coarse, or dose is too low. Tighten the grind one or two steps and re-check shot time.
- Sour shot (under-extracted): shot ran too fast (under 22 seconds). Tighten the grind or increase dose slightly.
- Bitter shot (over-extracted): shot ran too slowly (over 35 seconds). Coarsen the grind or reduce dose slightly.
- Low or no pressure during brew: the basket may be choked, or the group head needs backflushing. Run a blind-basket backflush cycle and retry.
- Steam wand produces water but no steam: the boiler needs more time to recover. Wait 30 seconds and retry; if the problem persists, descale.
- Machine leaks from the group head: replace the portafilter gasket. Replacement gaskets are inexpensive and the most common service item.

