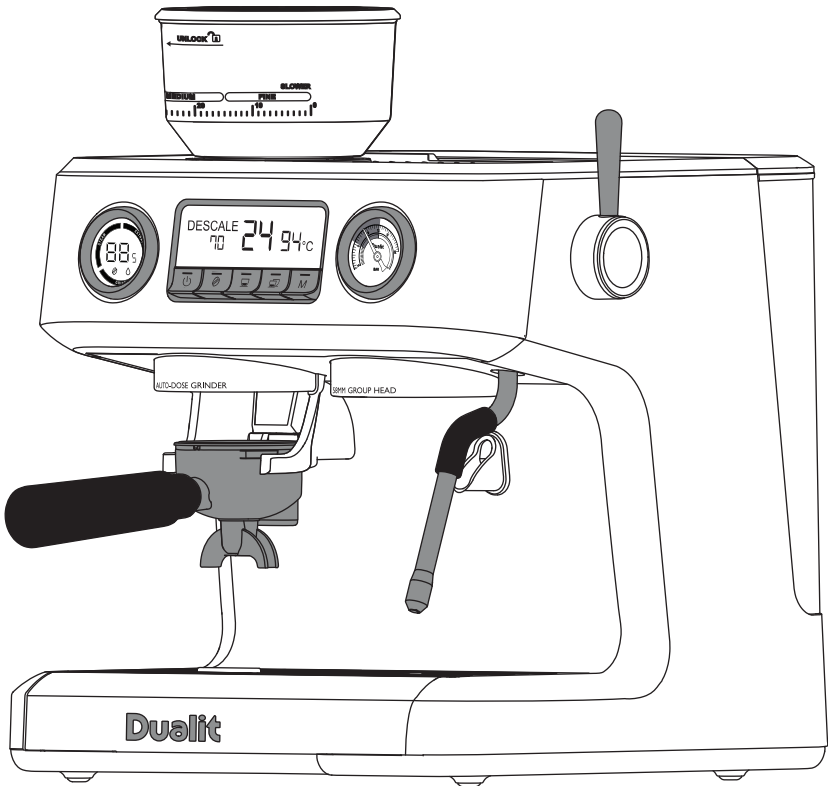


# Dualit®

Since 1945

## Espresso Pro Coffee Machine

Instruction Manual & Guarantee



**REGISTER YOUR PRODUCT FOR THE CHANCE TO  
WIN A £225 PRIZE DRAW!**

DON'T FORGET  
TO **REGISTER**  
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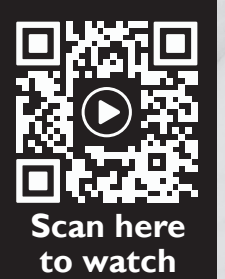
FREE SERIES  
OF SHORT  
**HOW TO  
VIDEOS**



Watch our free series of short **how to videos** to learn how to use your Espresso Pro® Coffee Machine.

From Dialling In to Setting Headroom, our **Barista School** covers all the basics to get the most out of your Coffee Machine.

Here's our full list of videos:



				
DIAL IN THE COFFEE GRINDER	TAMP COFFEE & SET THE HEADROOM	EXTRACT AN ESPRESSO	TEXTURISE MILK & CLEAN THE STEAM WAND	MAKE CAFÉ QUALITY DRINKS

				
DESCALE YOUR COFFEE MACHINE	PROGRAMME YOUR COFFEE MACHINE	CLEAN YOUR MACHINE & BURRS	USE A WATER SOFTENING BAG	CHOOSE THE RIGHT COFFEE BEANS



## IMPORTANT SAFETY PRECAUTIONS

When using electrical appliances, basic safety precautions should always be followed including the following:

### READ ALL INSTRUCTIONS BEFORE USING THE COFFEE MACHINE.

### KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE IMPORTANT SAFEGUARDS

- **THIS IS AN ATTENDED APPLIANCE** Do not leave appliance unattended during use, unplug after each use. **Risk of fire if an unattended appliance is left operating or plugged in.**
- This appliance must not be used by children younger than 8 years old and persons with very extensive and complex disabilities. Children aged 8-14 years and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge shall not use this appliance, unless they are supervised and have been given instruction concerning the use of the appliance in a safe way and understand the hazards involved. Close supervision is necessary when any appliance is used by or near children. Children shall be supervised to ensure that they do not play with the appliance. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised. Keep the appliance and its cord out of reach of children less than 8 years old. **Risk of fire, electric shock, scalding or injury.**
- This appliance is intended for household use only. If the appliance is used improperly or for professional or semi-professional purposes or if it is not used according to these instructions, the Guarantee becomes invalid and Dualit refuses any liability for damage caused. **Risk of fire, electric shock, scalding or injury to persons.**

#### Electrical Safety

- Check that the voltage marked on the appliance corresponds with the supply voltage. **Risk of electric shock and fire.**
- Use this product with rated voltage A.C. outlet only. **Risk of electric shock and fire.**


- Never use the plug without the fuse cover fitted. Ensure replacement fuse is the same current value as the original. Replacement fuses are available and should be ASTA approved to BSI 362. **Risk of electric shock and fire.**
- Do not operate any appliance with a damaged lead or plug, or after the appliance malfunctions or has been dropped, damaged or cracked in any manner. Return the appliance to the nearest authorised service facility for examination, repair or adjustment. **Risk of fire, electric shock or injury.**
- Never plug an appliance into a socket/outlet with other appliances connected to it or a socket/outlet with additional features such as, but not limited to, USB sockets, built-in Wi-Fi boosters, remote Wi-Fi/Bluetooth or similar smart switching functionality. Failure to do this may cause an overload, trip a circuit breaker or blow a fuse. **Risk of electric shock and fire or damage to socket/outlet and plug.** The socket/outlet should be protected by a Residual Current Device (RCD)
- To be protected against electrical hazards, fire and injury to persons, do not immerse the power cord, plug or appliance in water or any other liquid. **Risk of electric shock.**
- **NOTE:** Any plug cut from the power supply cord should be disposed of immediately. Inserting any cut off plug into a 13A socket-outlet is hazardous. **Risk of electric shock and fire.**
- Unplug the unit when not in use, before fitting or removing parts and before cleaning. To unplug it, hold the plug and pull it out of the socket. Never pull it out by the power cord. **Risk of electric shock and fire.**

#### General Safety

- Do not use in bathroom or outdoors. **Risk of electric shock.**
- Do not operate on an uneven surface. The appliance must only be operated on a flat, horizontal surface. **Risk of injury.**
- Do not store or use in an appliance garage or under cupboards. **Risk of fire.**
- The use of accessory attachments is not recommended by Dualit. **Risk of fire, electric shock or injury.**
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. **Risk of electric shock and fire.**



## IMPORTANT SAFETY PRECAUTIONS

- Do not allow Power Cord to touch hot surfaces, or to hang over edge of a table or counter top. **Risk of fire or electric shock.**
- Make sure the Power Cord or Plug isn't in contact with anything hot or wet. **Risk of electric shock.**
- Do not use the appliance without water as this may cause damage to the Pump/Boiler. **Risk of damage.**
- Do not touch the metal parts, the filter holder or its housing when the appliance is in use. **Risk of burns or scalding.**
- Do not place the appliance on a polished wood or permeable surface, it could damage the surface. **Risk of damage.**
- Do not place the coffee machine on a metal tray or other metal surface during use. **Risk of electric shock.**
- Do not leave the appliance in a room with a temperature below 0°C, as any water remaining in the appliance could freeze. **Risk of damage.**
- Before refilling the Water Tank, unplug the appliance from the mains. **Risk of electric shock.**
- Do not overfill the Water Tank. **Risk of electric shock.**
- Do not use sparkling water (with carbon dioxide). **Risk of burns or scalding.**
- Never fill the Water Tank with hot or boiling water. **Risk of burns or scalding.**
- Only use the appliance with the Drip Tray correctly fitted. **Risk of property damage.**
- If there is internal water leakage, do not operate the coffee maker and unplug it at once in order to avoid **electric hazard.**
- Do not place on a tray or surface that may collect liquid. **Risk of electric shock.**
- Steam and hot water hazard. Do not get into direct contact with hot liquid and steam. **Risk of scalding.**
- Do not lift the appliance up using the Water Tank, Power Cord, Portafilter or Hopper. Only hold the appliance body. Unplug and allow to cool prior to moving.
- When moving the appliance, use both hands and lift holding the appliance body. Never lift the appliance using the Hopper. **Risk of damage and injury.**
- A short Power Cord is provided to reduce risks resulting from becoming entangled in or tripping over a longer cord. **Risk of injury and electric shock.**
- Do not come into contact with the Group Head, Filter Holder Body or Grind Outlets. The surface will be hot. Use Filter Holder Handle only. **Risk of scalding.**
- Clean all parts of the appliance that will be in contact with food before use. For details, please refer to Cleaning section.
- The appliance is not designed for commercial or industrial use; it is for domestic use only. **Risk of fire, electric shock, scalding or injury.**
- Caution when using Milk Jug as edges may be sharp. **Risk of injury.**
-  Accessible surfaces of the appliance may get hot during use. Therefore use handles, buttons or knobs only. **Risk of scalding.**
- Never tamper with the safety systems. They are included for your personal safety. **Risk of injury.**
- Do not use appliance for any purpose other than the intended use. **Risk of fire, electric shock, scalding or injury to persons.**
- Do not use scouring pads or abrasive cleaner on the appliance body. **Risk of damage.**
- The Burrs are extremely sharp; take extra care when handling these parts, especially when removing from the main body during cleaning. Avoid touching the sharp parts. **Risk of injury.**
- Never operate the appliance with an empty Hopper, unless cleaning. **Risk of damage.**
- Do not misuse the appliance; it is designed for use with roasted coffee beans only. **Risk of fire, electric shock or injury.**
- Ensure that the Hopper is securely in place before switching the appliance on. The Grinder will not work without the Hopper locked in place.
- Never remove the Hopper or Hopper Lid until the Burrs have come to a complete stop and you have switched off the power. **Risk of injury and electric shock.**
- Never touch moving parts or insert your hand or any utensils into the Hopper. **Risk of injury and electric shock.**



# IMPORTANT SAFETY PRECAUTIONS

- To prevent overheating, do not grind for more than 3 minutes within any 6 minute period. If you exceed 3 minutes, the grinder will stop: unplug the machine and leave to cool for 30 minutes, before plugging back in and resuming grinding. **Risk of injury.**
- Do not place appliance or any of its parts in the dishwasher. **Risk of damage.**
- If you are using a water softener, ensure this is removed from the Water Tank before descaling and adding any descaler. **Risk of chemical ingestion.**
- Remove all packaging before use. **Risk of fire.**

## SAVE THESE INSTRUCTIONS

In the interest of improving products, Dualit Ltd reserves the right to change the product specification without prior notice. All illustrations are for representation only, your model may vary from illustrations shown.



### INSTRUCTIONS ON ENVIRONMENT PROTECTION

Do not dispose of this product in the usual household garbage at the end of its life cycle. Please hand it over to a collection point for the recycling of electrical and electronic appliances. The symbol on the product, the instructions of use or the packaging will inform you about the methods of disposal. The materials are recyclable as mentioned on its marking. By recycling, material recycling or other forms of re-utilization of old appliances, you are making an important contribution to protect our environment. Please enquire about the community administration for the authorised disposal location.

## IMPORTANT: BEFORE FIRST USE

- Read this instruction manual before you start using the appliance. It gives you important safety information and will ensure you get the most out of your Dualit product.
- Keep this manual and your proof of purchase in a safe place.
- Don't forget to register your product at [www.dualit.com/register](http://www.dualit.com/register).
- Unpack the box with care, keeping all the packaging materials until you are satisfied everything is present and in working order. Once satisfied, remove all packaging and tags from the appliance body and recycle the packaging appropriately. Do not remove tags from the cord. You may wish to keep the box to store your appliance.

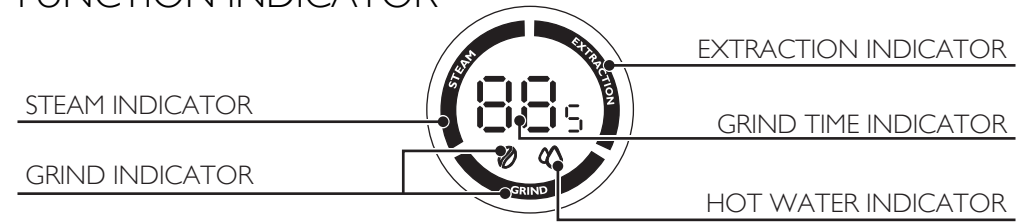


Watch our how to videos to become a coffee pro. [Scan here.](#)

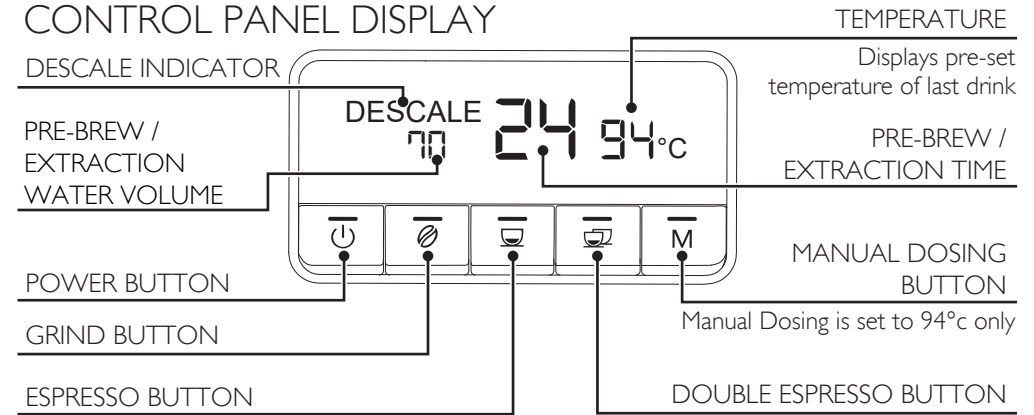


# KNOW YOUR APPLIANCE

## FUNCTION INDICATOR

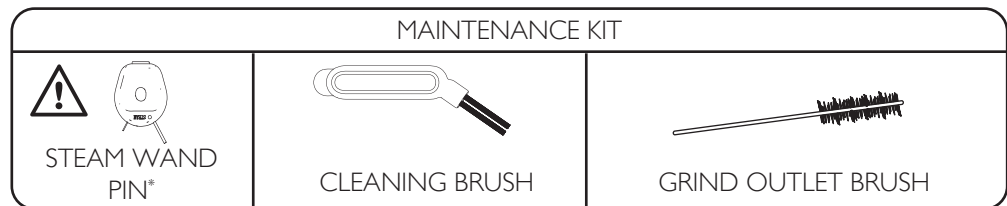
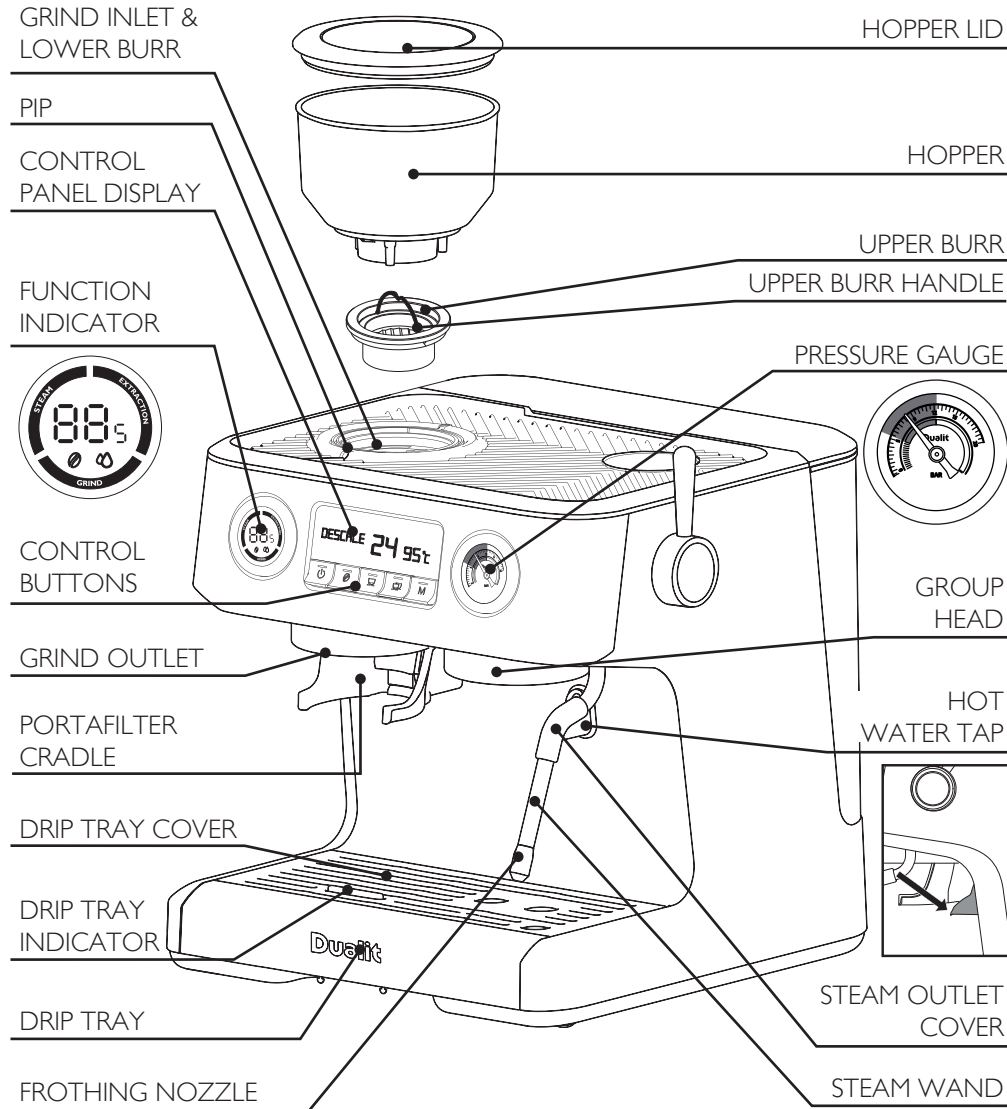


## CONTROL PANEL DISPLAY

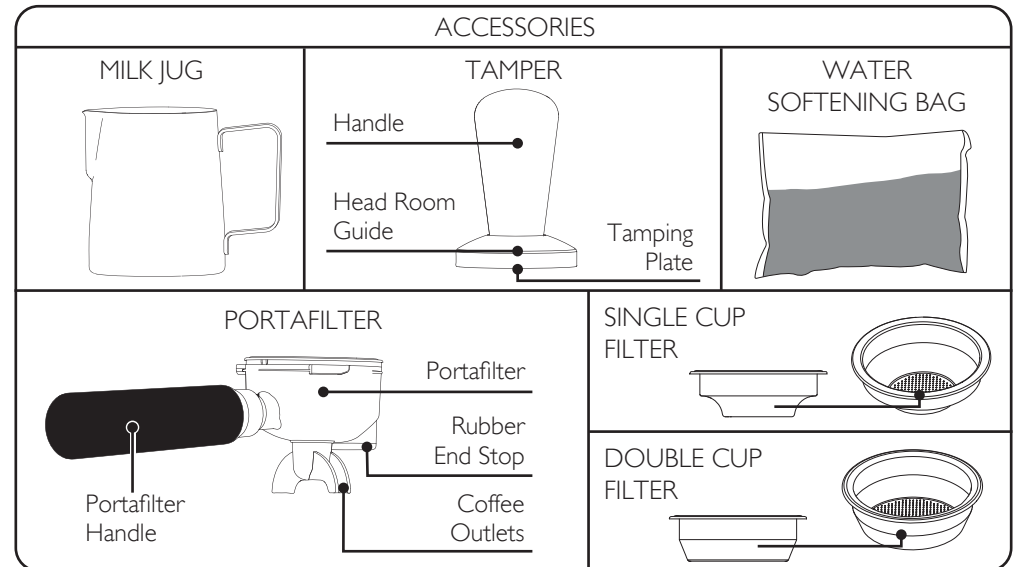
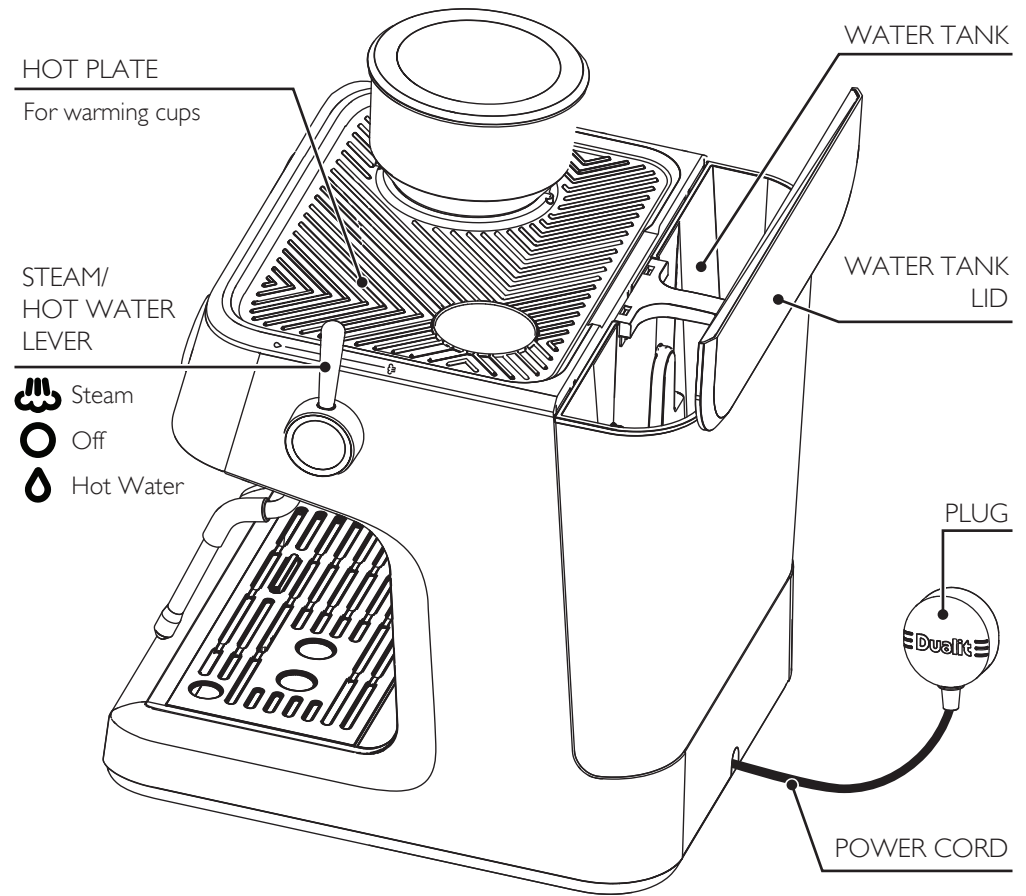


BUTTON FUNCTIONS	INSTRUCTION	
Turn power on or standby		Press the Power Button once
Grind beans		Press the Grind Button once
Extract a single espresso (preset)		Press the Espresso Button once
Extract a double espresso (preset)		Press the Double Espresso Button once
Extract and Stop	<b>M</b>	Press the Manual Dosing Button once
Enter descale mode	+ <b>M</b>	Press and hold the Double Espresso Button and Manual Dosing Button until the appliance beeps once (approx. 3 seconds) and the Espresso Button flashes
Exit descale mode		Press the Power Button once to turn off then turn back on
Factory Reset	+  + <b>M</b>	Press and hold the Grind Button, Single Espresso Button and Manual Dosing Button at the same time until four buttons flash and appliance beeps once (approx. 3 seconds)

# KNOW YOUR APPLIANCE



\* CAUTION when using Steam Wand Pin, edges are sharp. **Risk of injury.**



# LIMESCALE WARNING!

HARD WATER WILL CAUSE LIMESCALE BUILD-UP, RESULTING IN BLOCKAGES THAT WILL CAUSE PERMANENT DAMAGE OR WILL DECREASE THE LIFE OF YOUR MACHINE. TO PREVENT THIS, DESCALE REGULARLY AND USE A WATER SOFTENER.




IMPORTANT NOTICE: PRODUCT FAILURE DUE TO THE BUILD UP OF LIMESCALE IS NOT COVERED BY GUARANTEE.

## HOW TO MANAGE LIMESCALE BUILD-UP

Before Use – Know Your Water Hardness:

- Confirm the hardness of your water with your local water company or use the quick reference map as a guide.
- Find your water company on the OFWAT site ([ofwat.gov.uk/contact-companies](http://ofwat.gov.uk/contact-companies)) and check the water hardness of your area.
- If you are unable to establish the water hardness of your area, or require further support, contact Dualit Customer Services by emailing [info@dualit.com](mailto:info@dualit.com).



WATER HARDNESS TABLE				
WATER HARDNESS		ACTION FREQUENCY		
Hardness level	CaCO <sub>3</sub> mg/l	Descale	Water Softener	Slow Coffee Extraction or Drop in Steam Output
Soft 	0-100	At Least Once Every 2 Months or Every 100 Cycles	Replace Annually	Descale Immediately
Medium 	101-200	At Least Once Per Month or Every 50 Cycles	Replace Bi-Annually	Descale Immediately
Hard+ 	201+	At Least Once per Month or Every 25 Cycles	Replace Bi-Annually	Descale Immediately

+ Treat bottled water as hard water.

# MACHINE CARE

## DURING USE - WATER SOFTENERS



You must use a Water Softening Bag in medium and hard water areas, but Dualit recommends these are used in all areas. Scan the QR code to purchase. Follow the manufacturer's instructions for use and replace according to the Water Hardness Table above.



SHOP SOFTENER

## AFTER USE - DESCALER



Always clean your machine before descaling; see page 28 for cleaning instructions. Dualit recommends using a specific limescale removing solution; coffee machine cleaners will not descale your machine. Scan the QR code to purchase. Descale your appliance regularly according to the Water Hardness Table, in a well-ventilated area to prevent limescale build-up in the machine. See full descale instructions on page 33.



SHOP DESCALER

# SETTING UP

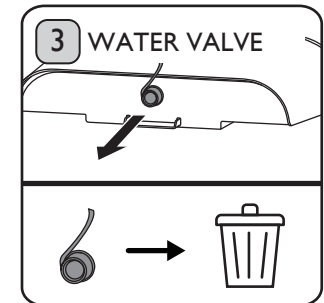
Remove all packaging, tape and protective paper.



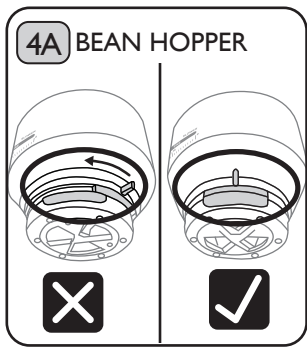
Register your appliance on [www.dualit.com](http://www.dualit.com). This will only take 60 seconds. You will need the product model and serial numbers that are on the rating label on the base of the product.



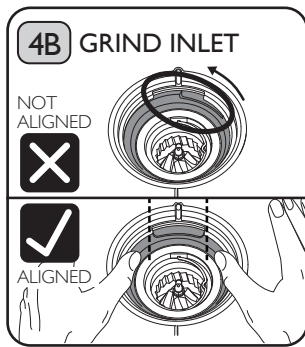
Check that all the accessories and attachments are complete and not damaged. Ensure that the machine is unplugged. Wash the Hopper Lid, Water Tank, Drip Tray, Portafilter and Cup Filters in warm, soapy water. Rinse and dry thoroughly. Wipe the Bean Hopper with a damp cloth. **WARNING:** Do not submerge the Bean Hopper. Dry thoroughly.



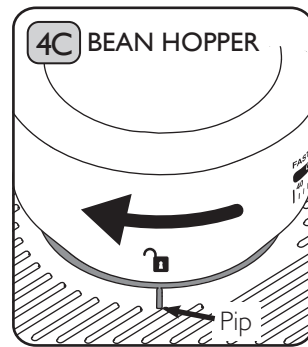
Remove the red seal from the Water Valve by pulling the tab and check there is no other packaging inside. Replace the Water Tank.



Ensure the bottom of the Bean Hopper is correctly aligned before attempting to attach the Bean Hopper to the machine. If it is not correctly aligned, push the Tab in the direction shown until it is in the correct position.



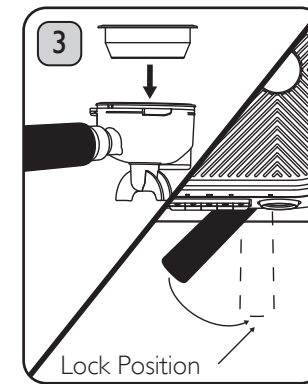
Ensure the Grind Inlet is correctly aligned before attempting to attach the Bean Hopper to the machine. You will not be able to attach the Bean Hopper if this is not correctly aligned. If it is not correctly aligned, twist the feature highlighted so it is aligned and in the correct position as shown. **Caution: sharp edges.** Keep fingers away from Burrs. **Risk of injury.**



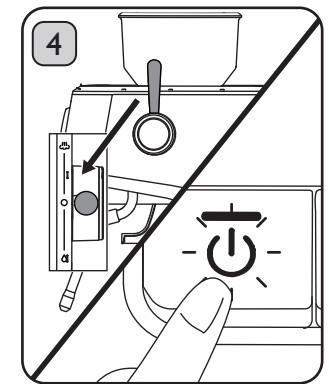
Check that there are no foreign bodies in the Bean Hopper. Fit the Bean Hopper into position by aligning the unlock symbol with the Pip at the front, gently pressing the Bean Hopper down and rotating clockwise. Do not force the Bean Hopper if it feels tight when turning. If it does feel tight, remove the Bean Hopper and repeat steps 4A to 4C. **Risk of damage to the machine.**



Follow the instructions provided with the Water Softening Bag to install in the Water Tank. Ensure that the Water Tank is filled with fresh water, not exceeding the "MAX" mark. **DO NOT USE ANY OTHER LIQUID.**



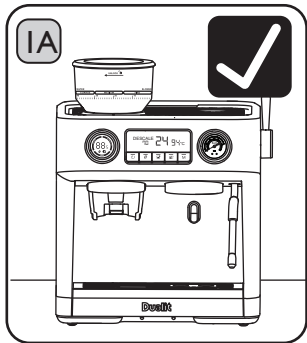
Insert the Double Cup Filter into the Portafilter (ensure Cup Filter is empty of coffee). Attach the Portafilter to the Group Head and rotate anti-clockwise until resistance is felt.



Ensure that the Steam/Hot Water Lever is in the "OFF" position. Plug in the Power Cord and press the Power Button. The Grind Button will illuminate. The Power Button and Function Indicator will flash for up to 1 minute to indicate you're in Preheat mode.

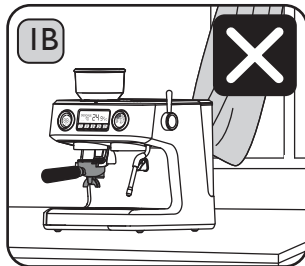
## BEFORE FIRST USE

Follow these steps before first use or after a period of no use.



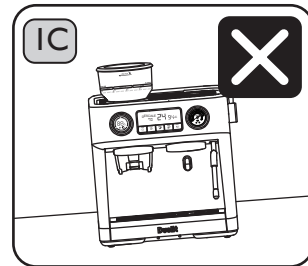
Position in a safe space away from:

- Heat sources. **Risk of electric shock and fire.**
- Water taps. **Risk of electric shock.**



Do not position:

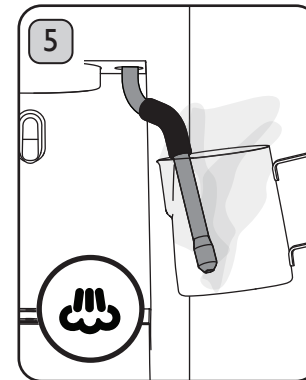
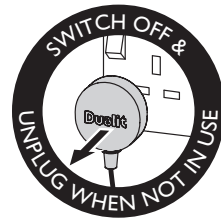
- In a cupboard or appliance garage. **Risk of fire.**
- Close to curtains or flammable material. **Risk of fire.**
- On a tray that collects liquid. **Risk of electric shock.**



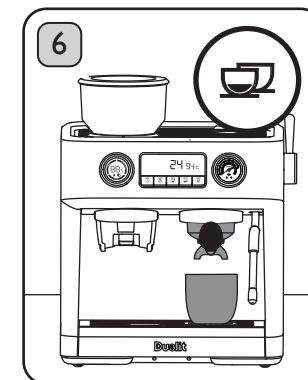
Do not position:

- On a polished wood, marble or porous surface. **Risk of property damage.**

The surface must be flat in order to keep the machine level and stable. **Risk of injury.**



Once Preheating is complete, the appliance will enter Standby mode (indicated by all buttons illuminating) and is ready to use. Position the Steam Wand in the Milk Jug. Turn the Steam/Hot Water Lever to the Steam position and run steam through the Steam Wand for 10 seconds.



Place a cup under the Portafilter and press the Double Cup Button to dispense water through the Portafilter and clean the internal pipework. Place a cup under the Hot Water Tap and turn the Steam/Hot Water Lever to hot water position for 10 seconds. Then turn the Lever back to the "OFF" position. Repeat this twice. Discard the water in the cup and empty the Drip Tray.



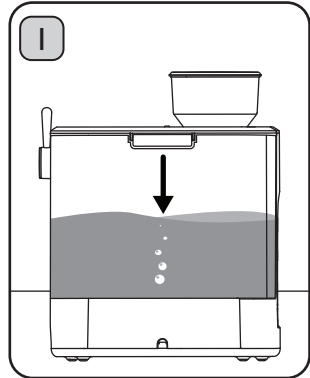
Watch our how to videos to become a coffee pro.



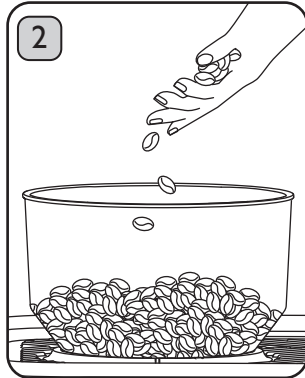
# DIALLING IN YOUR GRINDER

There are lots of different factors that influence grind settings and dosing amounts: coffee origins, roast colours and whether you are using a Single or Double Cup Filter. Lighter roasted beans will often need a finer grind setting than darker roasts. If you are using the appliance for the first time, changing your coffee beans or switching between the Single or Double Cup Filters, you will need to dial in your grind setting and adjust the dosing amount to ensure a perfect espresso extraction. You will need a Knock Box, cloth and plenty of patience! Follow these steps and be aware that you may need to repeat this process up to five times until you are happy with your espresso. This will take around ten minutes, but don't worry, the time it takes will shorten every time you do it. We promise it will be worth the effort!

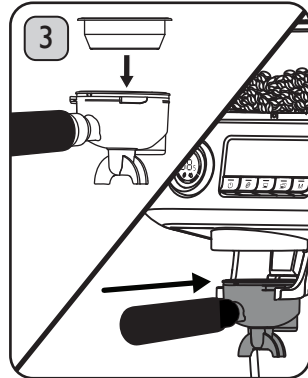
**CAUTION:** Do not grind for more than three minutes within any six minute period. If you exceed three minutes, the machine will stop. Unplug machine and leave it to cool for 30 minutes before plugging back in and resuming grinding.



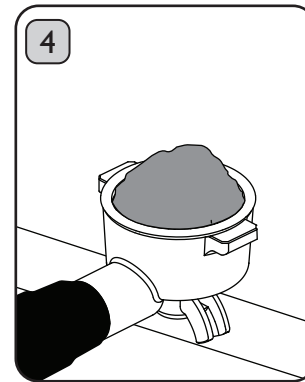
Fill the Water Tank with fresh water; do not go above the "MAX" mark. You will see air bubbles at the connection when correctly located. Plug in the Power Cord and press the Power Button once. The appliance will beep once and the Display will illuminate. Avoid letting the Water Tank run empty.



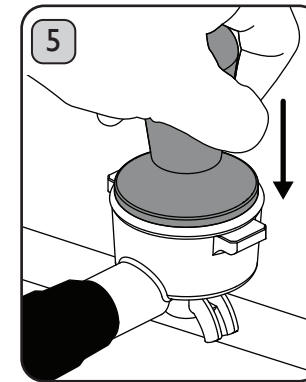
Add fresh beans to the Bean Hopper and secure the Lid. Set the grind size to 10-15 and the dosing amount to 14 seconds (the appliance is preset to 14 seconds). Note: Check your coffee beans for foreign objects e.g. glass, nails or stones. **Risk of damage and injury.**



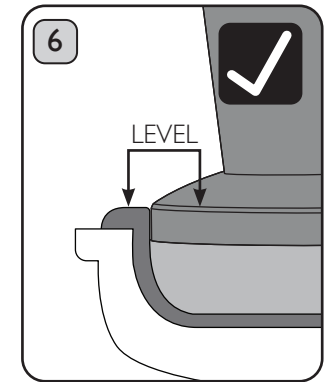
Fit the Double Cup Filter into the Portafilter and place into the Portafilter Cradle. Press the Grind Button once. Press again to stop grinding, if ground coffee has formed a high mound and is overflowing. Note the time this took.



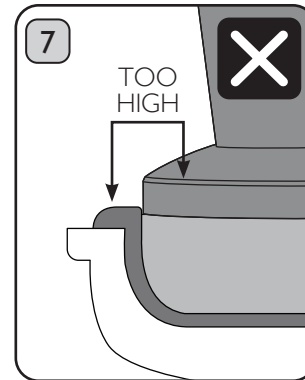
Remove the Portafilter and level the coffee grounds in the Cup Filter by gently tapping on the work surface or using your finger.



Using the supplied Tamper, place into the Cup Filter, and gently press down. Don't press too hard; you are aiming for 2.5kg of force or the equivalent weight of a bag of potatoes.

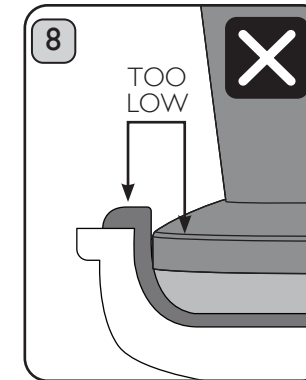


**Pro's Tip:** Use the Tamper as a guide to check you have the correct amount of coffee. The top of the Tamper should be level with the top of the Cup Filter. For more detail on tamping, see page 18.

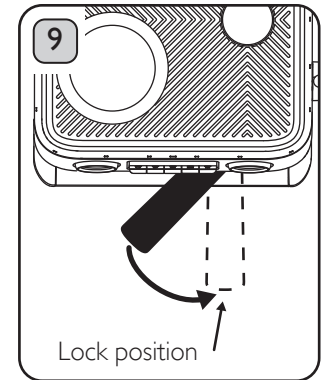


If the Tamper is sitting too high, there is too much coffee. Reduce the grind time by 1 second and grind again (see page 21). Lower by 1 second at a time until the Headroom Guide aligns with top of the Cup Filter. See page 23 for how to adjust presets.

**Pro's Tip:** Keep the ground coffee you have discarded; it will be great to use in a French Press or Filter Coffee machine.



If the Headroom Guide sits below the top of the Cup Filter, there is too little coffee. Increase the grind time by 1 second and grind again. Keep adding 1 second at a time until the Headroom Guide aligns with the top of the Cup Filter.

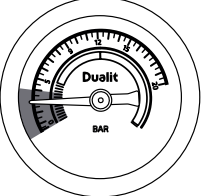
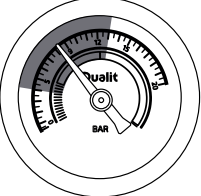
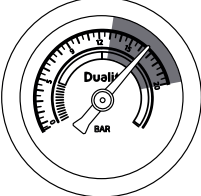





When you are happy with the coffee grounds in the Portafilter, attach to the Group Head and rotate Portafilter anti-clockwise to lock into place. Press the Double Cup Button.

Monitor the Pressure Gauge and quality of the extraction. Use table on the next page, to determine where you are with your dialling in settings.



# EXTRACTION GUIDE

UNDER EXTRACTION	CORRECT EXTRACTION	OVER EXTRACTION
		
0-4 BAR Pressure	4-13 BAR Pressure	13-20 BAR Pressure
		
<ul style="list-style-type: none"> <li>• Flow starts within 1-3 seconds</li> <li>• Fast flow like running water</li> <li>• Extraction takes less than 20 seconds</li> <li>• Thin, pale crema or no crema at all</li> <li>• Very pale brown espresso</li> <li>• Tastes weak and/or watery</li> <li>• Coffee puck is wet and/or sloppy</li> </ul>	<ul style="list-style-type: none"> <li>• Flows starts within 4-7 seconds</li> <li>• Slow, steady flow of coffee</li> <li>• Extraction takes between 20-40 seconds</li> <li>• Crema is dense and a walnutty colour</li> <li>• Dark brown espresso</li> <li>• Tastes like a strong espresso</li> <li>• Coffee puck can be knocked out in one piece</li> </ul>	<ul style="list-style-type: none"> <li>• Flows starts after 8 seconds</li> <li>• Slow drips or no flow at all</li> <li>• Extraction takes more than 40 seconds</li> <li>• Patchy crema or no crema at all</li> <li>• Very dark brown espresso</li> <li>• Tastes bitter and/or burnt</li> <li>• Coffee puck is dry and hard to remove</li> </ul>
<b>SOLUTIONS</b>		<b>SOLUTIONS</b>
<p>If pressure is too low or extraction takes less than 20 seconds, adjust to a finer grind size:</p> <ul style="list-style-type: none"> <li>• Just under pressure or time; adjust the Grind Setting clockwise by 2 clicks (3-5 BAR pressure).</li> <li>• Significantly under pressure or time; adjust the Grind Setting clockwise by 4 clicks (1-3 BAR pressure).</li> </ul>		<p>If pressure is too high or extraction takes more than 40 seconds, adjust to a coarser grind size:</p> <ul style="list-style-type: none"> <li>• Just over pressure or time; adjust the Grind Setting anti-clockwise by 2 clicks (12-15 BAR pressure).</li> <li>• Significantly over pressure or time; adjust the Grind Setting anti-clockwise by 4 clicks (over 15 BAR pressure).</li> </ul>

## Pro's Tips:

If you want to keep things simple, only set up your grinder using the Double Cup Filter, and discard the second shot (let it run into the Drip Tray); you will create less mess and overall waste less coffee beans. If you are jumping between drinks that require single or double espressos, discard the second shot if not needed. This means you don't have to dial in the machine again. As you get more experienced, then start using the Single Cup Filter. Each time you change the grind size, press the Grind Button before adding fresh beans to flush through any remaining grounds from the previous attempt.

If the crema and taste of the espresso is good, don't put too much emphasis on the pressure as this is just a guide.

As you have adjusted the grind size, the volume of the coffee will have changed. Discard the coffee in the Portafilter and go back to Step 3 to find the correct Dosing Time. Repeat this process until you get the correct extraction.

When you are happy with your espresso, make a note of your settings for those coffee beans and keep for future reference.

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VIDEOS





Watch our free series of short **how to videos** to learn how to use your Espresso Pro® Coffee Machine.

From Dialling In to Setting Headroom, our **Barista School** covers all the basics to get the most out of your Coffee Machine.



**Scan here  
to watch**

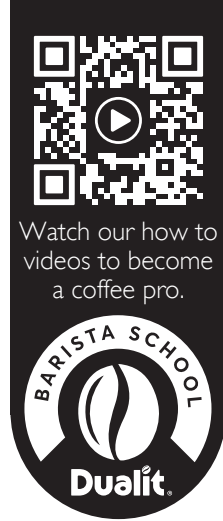
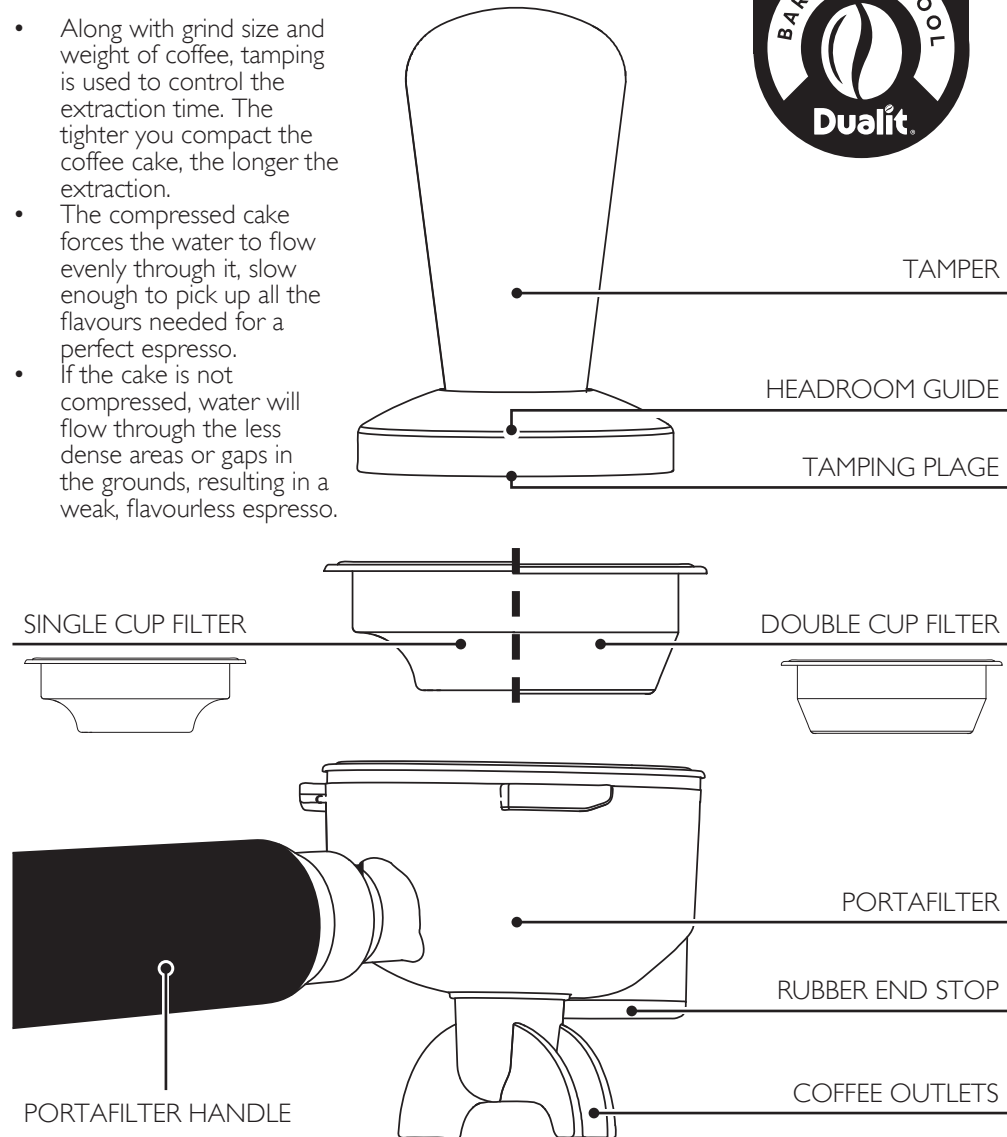
# TAMPING GUIDE

## WHAT IS A COFFEE TAMPER

- A coffee Tamper is used to ensure that the coffee grounds in the Cup Filter are evenly distributed and compacted in a compressed cake.

## WHY IS TAMPING IMPORTANT?

- Along with grind size and weight of coffee, tamping is used to control the extraction time. The tighter you compact the coffee cake, the longer the extraction.
- The compressed cake forces the water to flow evenly through it, slow enough to pick up all the flavours needed for a perfect espresso.
- If the cake is not compressed, water will flow through the less dense areas or gaps in the grounds, resulting in a weak, flavourless espresso.



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## TAMPER

Your Dualit Tamper is made of Stainless Steel and is used to compact the ground coffee in your Portafilter. Use approximately 2.5kg of pressure to tamp your ground coffee.

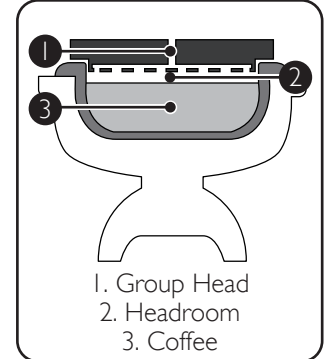
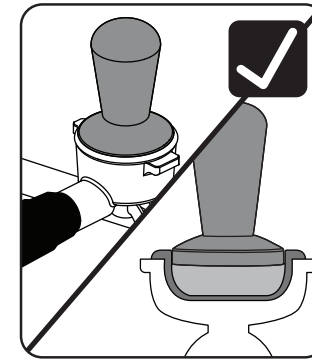
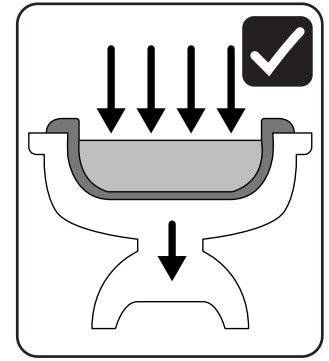
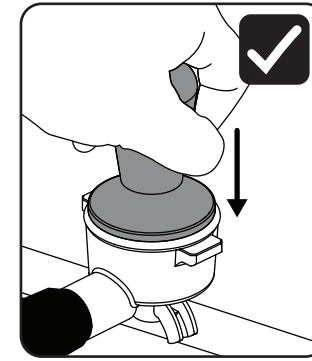
## HEADROOM GUIDE

The Tamper has a Headroom Guide to help ensure that the thickness of the ground coffee is consistent and the surface is level. This is essential to prevent the water finding the easiest way through the ground coffee, resulting in a weak espresso. When tamping, the Headroom Guide should be level with the top of the Cup Filter.

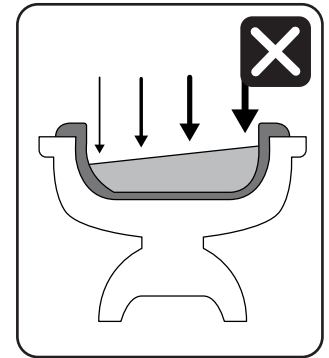
Headroom is the distance between the tamped coffee and the Group Head of your coffee machine. If the Headroom is too large, the water will sit on the coffee surface. This creates a wet puck, which is hard to clean, and leads to poor extraction. If the Headroom is too small, the water will not properly penetrate the coffee (resulting in no flow) or you will not be able to fit the Portafilter into the Group Head.

## TAMPING PLATE

This is the most important part of the Tamper. It comes into contact with the ground coffee and creates a smooth, flat surface when you apply downward pressure.



1. Group Head
2. Headroom
3. Coffee





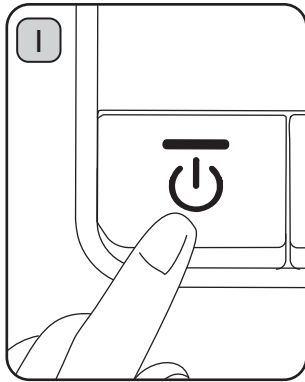
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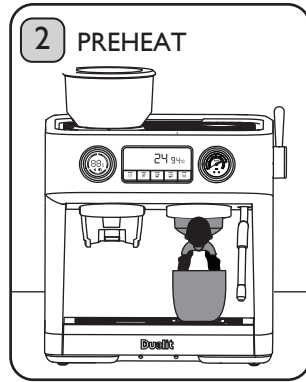
# MAKING COFFEE - DAILY USE

Follow these steps when you have Dialled in the Grinder and you are happy with the espresso. NOTE: If you change your coffee beans or wish to use a different Cup Filter, you will need to Dial in the Grinder again for the best results (see page 14 for instructions).

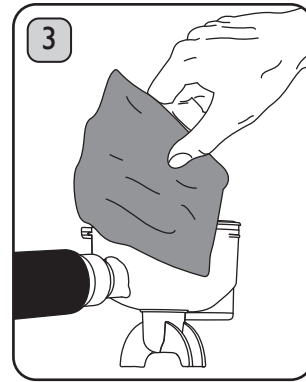
CAUTION: THE GRINDER IS FOR USE WITH ROASTED, WHOLE BEAN COFFEE ONLY. DO NOT ATTEMPT TO GRIND OTHER INGREDIENTS E.G. SPICES, SALT, PEPPER, PRE-GROUND COFFEE OR INSTANT COFFEE.



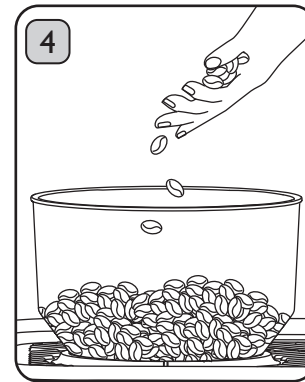
1 Fill up the Water Tank if required. Plug in the Power Cord and press the Power Button once. The appliance will beep once and the Display will illuminate.



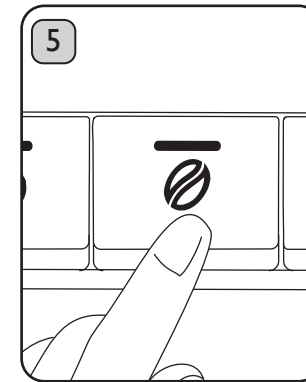
2 **PREHEAT** Preheat the Portafilter, Cup Filter and cup for best results. Place the required Cup Filter into the Portafilter and attach to the Group Head, turning anti-clockwise until it stops. Place your cup under the Group Head and press the Single or Double Cup Button. Water will dispense into the cup. Also, warming the Cup Filter and Portafilter provides a hotter drink and ensures they are clean and not blocked.



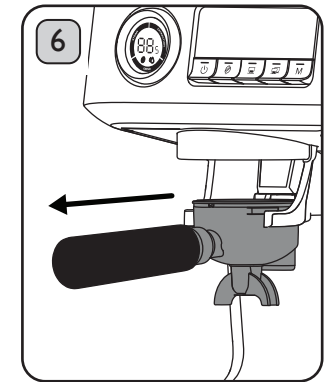
3 Discard the water from the cup. Remove the Portafilter from the Group Head and dry the inside of the Cup Filter with a cloth. Caution: Portafilter will be hot. Always hold by the handle, do not touch the metal Cup Filter. **Risk of burns and scalding.**



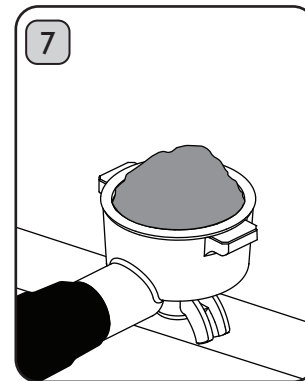
4 Top up the Bean Hopper with fresh beans if required and secure the Lid. Remember to only grind what you need. Note: Check your coffee beans for foreign objects e.g. glass, nails or stones. **Risk of damage and injury.**



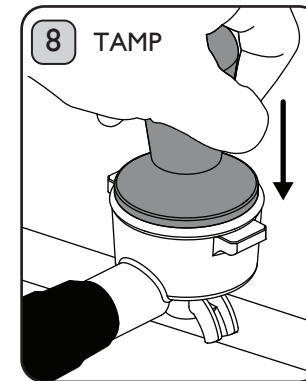
5 Press the Grind Button once. If you haven't used your Grinder for a while, purge any residual coffee beans before grinding fresh beans.



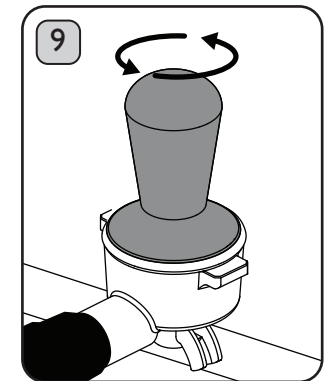
6 Remove the Portafilter and level the coffee grounds in the Cup Filter by gently tapping on the work surface or using your finger.



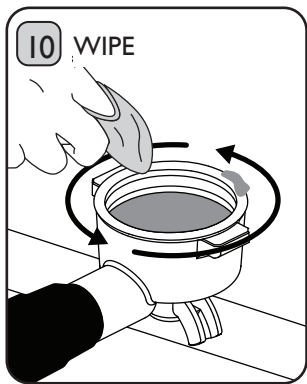
7 Place the Portafilter so that the Rubber End Stop is resting on the edge of the work surface.



8 **TAMP** Place the Tamper into the Cup Filter, gently pressing downwards. Stop when the Headroom Guide is level with the top of the Cup Filter.



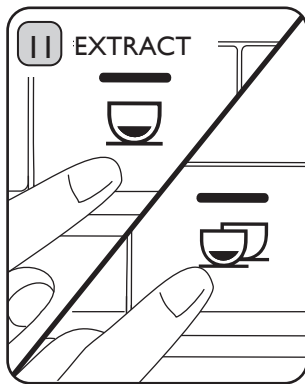
9 Keeping the Tamper level, give the handle a twist before releasing. This prevents coffee sticking to the Tamper and polishes the surface of the coffee.



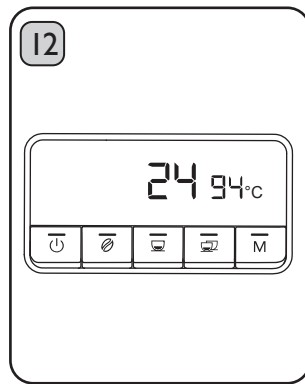
Remove the Tamper and clean any excess coffee grounds from the rim of the Cup Filter.

**Pro's Tip:**

If the edge is not clean, a water tight seal cannot be formed and water or coffee will leak from the Group Head.



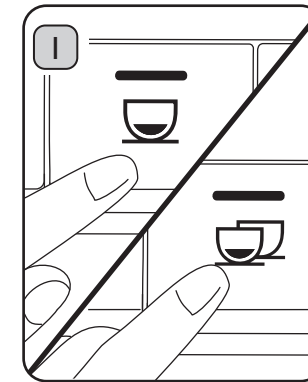
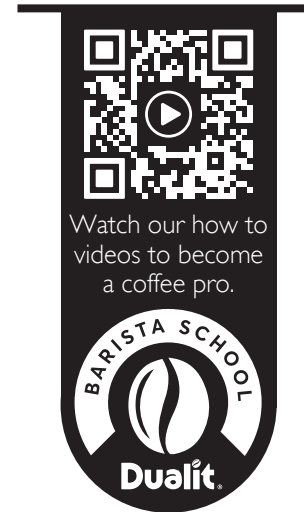
Press the Espresso Button or Double Espresso Button once to start extraction. There will be a slight pause while the appliance pre-infuses. **Risk of scalding.**



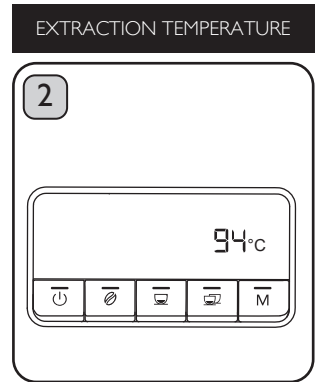
The Display will count up the extraction time and stop automatically when the dose is reached. The coffee machine is preset to extract 35ml of coffee for a single cup and 70ml for a double cup.

## CHANGING THE PRESETS

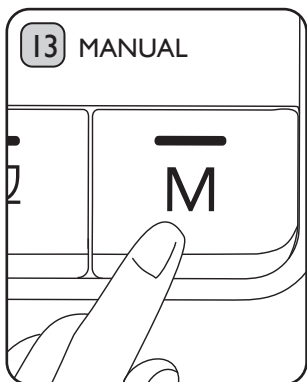
It is possible to adjust the pre-brew water volume, pre-brew time, extraction temperature and extraction water volume of both the Espresso and Double Espresso functions, as well as the grind time by following these steps. NOTE: When changing the presets, you must cycle through all stages even if you only wish to change one. To return to the default factory settings, press and hold the Grind Button, Espresso Button and Manual Dosing Button at the same time, until the appliance beeps once and the buttons flash three times.



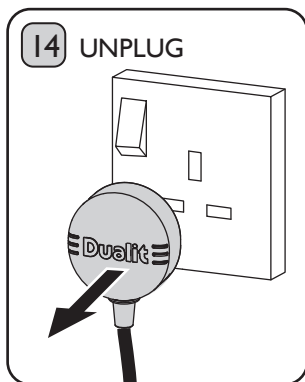
To start the cycle, press and hold the Espresso or Double Espresso Button depending on which you would like to adjust, until the appliance beeps once and the selected button flashes. You can now adjust the settings.



The extraction temperature will flash on the Display Panel. Press the Espresso Button to decrease the temperature by 1°C per press. Press the Double Espresso Button to increase the temperature by 1°C per press. The temperature range is 88°C to 96°C.

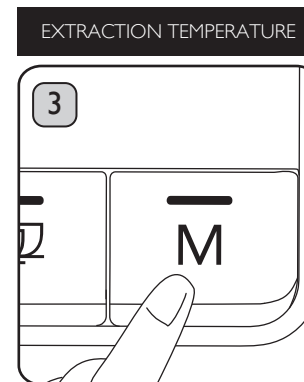


To extract coffee manually, press the Manual Dosing Button once. Press again when you wish to stop extraction.

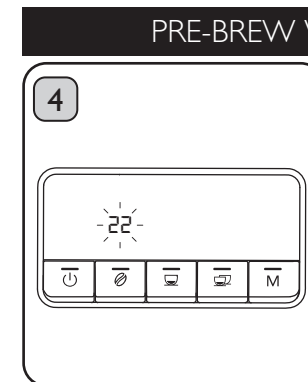


Switch off and unplug the appliance once you have finished using. **Risk of fire.**

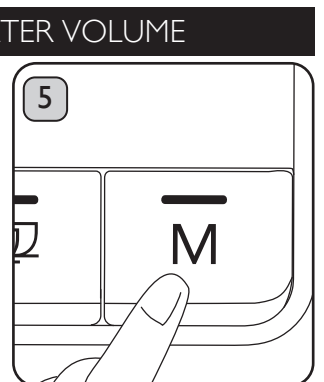
If you are frothing milk, continue to page 25.



Press the Manual Dosing Button once to confirm the temperature. The appliance will beep once.

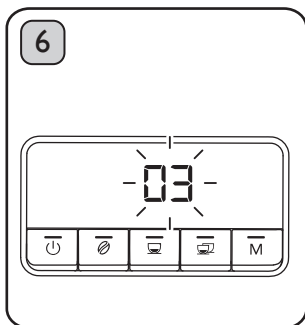


The pre-brew water volume will flash on the Display Panel. Press the Espresso Button to decrease the volume by 1ml per press. Press the Double Espresso Button to increase the volume by 1ml per press. The volume range is 10ml to 80ml.

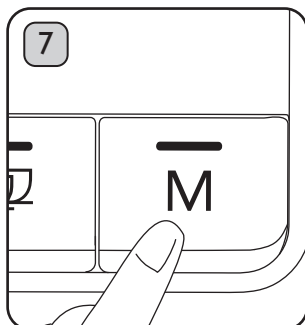


Press the Manual Dosing Button once to confirm the pre-brew water volume. The appliance will beep once.

## PRE-BREW TIME

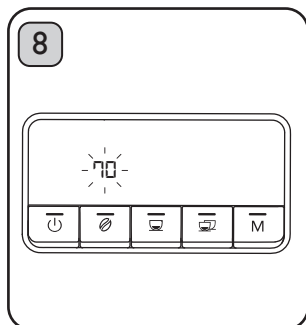


The pre-brew time will flash on the Display Panel. Press the Espresso Button to decrease the time by 1 second per press. Press the Double Espresso Button to increase the time by 1 second per press. The pre-brew time range is 0 to 10 seconds.



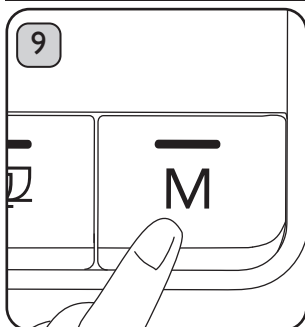
Press the Manual Dosing Button once to confirm the Pre-brew time. The appliance will beep once. At any stage of the process, pressing the Grind Button will take you back to the previous setting.

## EXTRACTION WATER VOLUME

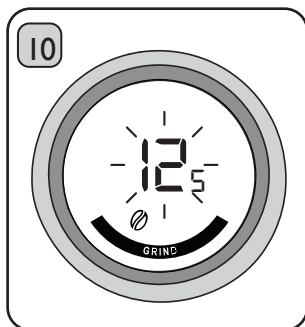


The extraction water volume will flash on the display panel. Press the Espresso Button to decrease the volume by 1ml per press. Press the Double Espresso Button to increase the volume by 1ml per press. The volume range is 10ml to 200ml.

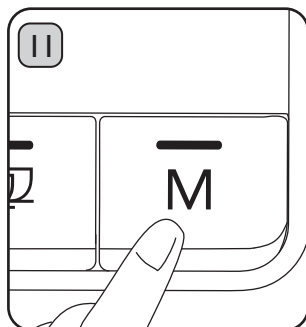
## EXTRACTION WATER VOLUME



Press the Manual Dosing Button once to confirm the extraction water volume. The appliance will beep once. You have now completed the cycle and the appliance is ready to use.



Press and hold the Grind Button until the appliance beeps and the time shown on the Grind Screen flashes. Press the Espresso Button to decrease the time by 1 second per press. Press the Double Espresso Button to increase the time by 1 second per press. The grind time range is 1 to 60 seconds.



Press the Manual Dosing Button once to confirm the grind time. The appliance will beep once.

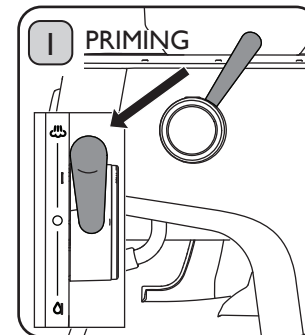
## GRIND TIME

## FROTHING MILK

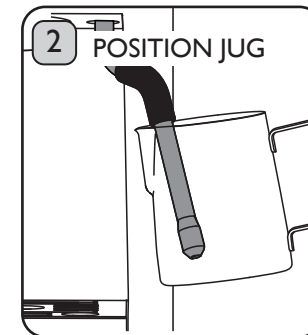
For best results, Dualit recommends chilling the Milk Jug before use and using fresh, semi-skimmed milk straight from the fridge. Barista-grade plant-based, skimmed and full fat milk may also be used. **CAUTION:** Take care when using the Milk Jug as edges may be sharp. Always keep hands away from the Steam Wand. Metal Milk Jug will get hot during the warming process. **Risk of scalding and burns.**



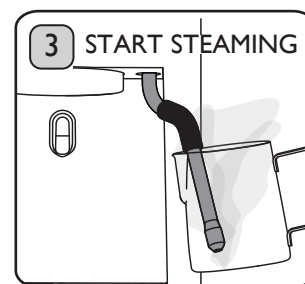
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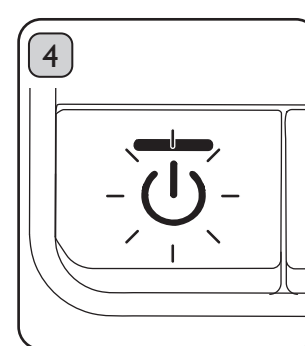
If you are using the appliance from a cold start e.g. the first use of the day/just switched on, prime the Steam Wand by turning the Steam/Hot Water Lever to the Steam position. Run steam for 3 to 5 seconds before turning to the "O" position.



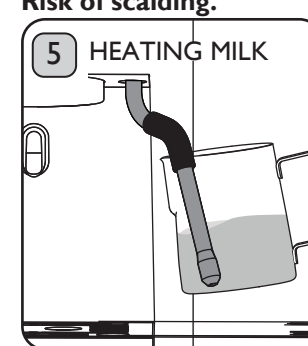
Pour cold milk into the Milk Jug until it is half-full. Hold the Milk Jug by the handle and tilt at a slight angle. Position the Frothing Nozzle (at the end of the Steam Wand) just under the surface of the milk, ensuring it is fully submerged to prevent milk splashback. **Risk of scalding.**



Turn the Steam/Hot Water Lever to the Steam position. The Steam Indicator will illuminate, the pump will start and steam will dispense for up to 5 minutes continuously. Then the machine will beep. For best results, use a thermometer to measure the temperature of the milk while you are steaming and aim for around 67°C. **Risk of scalding.**



After 5 minutes, the machine will beep twice, the Power Button will flash and the Steam Wand will stop dispensing. For more steam, turn the Lever to the "O" position and then turn back to the Steam position. **Risk of scalding.**



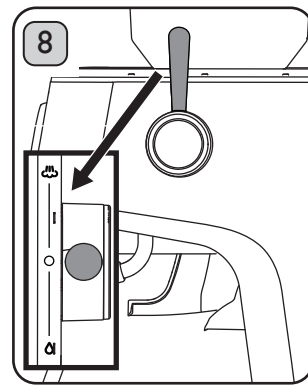
To heat the milk only, leave the Steam Wand positioned well under the surface of the milk. Do not move the Milk Jug. Caution: Never allow the milk to boil. **Risk of scalding.**



To froth milk, introduce air by slowly lowering the Milk Jug, ensuring the Steam Wand remains just under the surface of the milk. For best results, use a thermometer to measure the temperature of the milk while you are frothing and aim for around 67°C. Caution: Never allow the milk to boil. **Risk of scalding.**



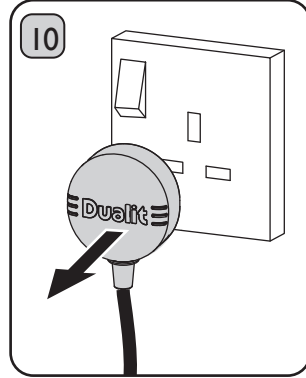
**Pro's Tip:** Make a deliciously frothy, barista-grade hot chocolate by adding 25g to 35g of chocolate to the Milk Jug. Use a thermometer to measure the temperature of the liquid while you are frothing; you are aiming for 67-70°C.



To stop steaming/frothing turn the Steam/Hot Water Lever to the "O" position. Ensure steaming has stopped before removing the Steam Wand from the Milk Jug. **Risk of scalding.**



After every use, flush the Steam Wand by dispensing steam to remove milk residue from inside the Steam Wand. Wipe the Steam Wand with a damp cloth. **PRODUCT FAILURE DUE TO THE BUILD-UP OF MILK RESIDUE IS NOT COVERED BY YOUR GUARANTEE.** Keep hands away from steam and Steam Wand. **Risk of scalding.**

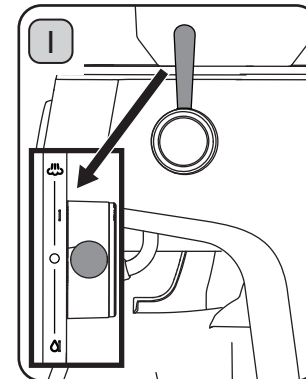


Once you have finished using the appliance, turn off the Power Button and unplug or continue to the next step. **Risk of fire.**

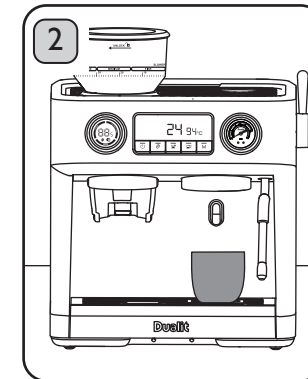
## DISPENSING HOT WATER



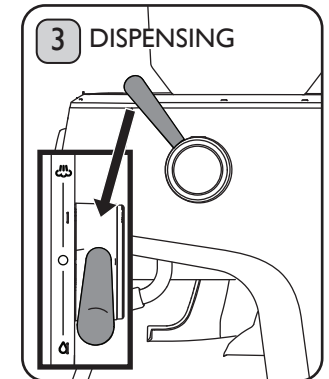
The appliance has a separate Hot Water Tap dispensing instant hot water. Use for pre-warming cups, topping up hot drinks, making herbal teas or filling a teapot. The temperature of the water dispensed will be between 80°C - 85°C. **CAUTION:** Water will be hot and dispensed at high pressure. **Risk of scalding.**



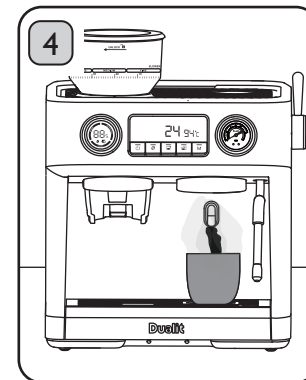
Check that the Steam/Hot Water Lever is in the "O" position.



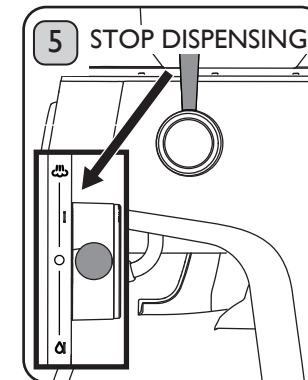
Place your cup, mug or teapot on the Drip Tray, under the Hot Water Tap.



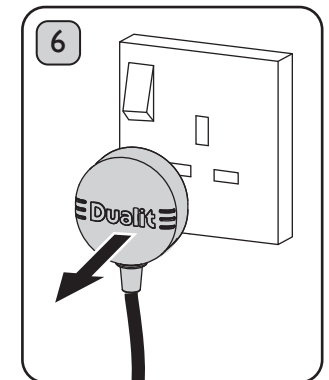
Turn the Steam/Hot Water Lever to the Hot Water position. The Hot Water Indicator will illuminate and hot water will dispense. Note: The Hot Water Tap will not operate whilst coffee is extracting. **Risk of scalding.**



The Hot Water Tap will dispense up to 200ml at one time. For more hot water, turn the Lever to the "O" position and then turn back to the Hot Water position. **Risk of scalding.**



Once the Power Light flashes and the machine beeps twice, turn the Steam/Hot Water Lever to the "O" position to stop the water flow.



Once you have finished using the appliance, turn off the Power Button and unplug or continue to the next step. **Risk of fire.**



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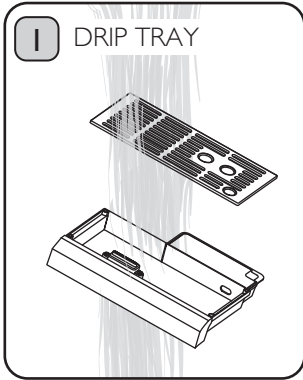
# CLEANING

## AFTER EACH USE

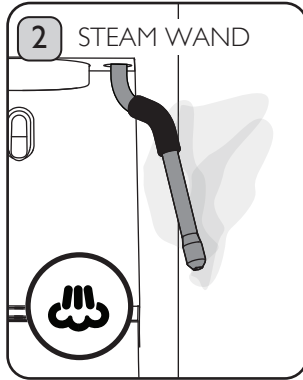
Before cleaning, ensure that the appliance is switched off, unplugged and allowed to cool. **Risk of electric shock, burns and scalding.**

All attachments and accessories should be hand-washed; not suitable for dishwashers.

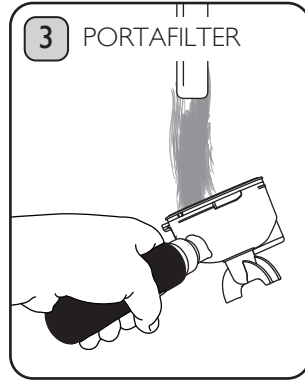
PRODUCT FAILURE DUE TO THE BUILD-UP OF LIMESCALE OR MILK RESIDUE OR NOT FOLLOWING DAILY OR MONTHLY CLEANING IS NOT COVERED BY YOUR GUARANTEE.



Empty and clean the Drip Tray regularly. Spoon out any solid matter first to avoid blocking drains and discard or add to your compost. Whenever the Drip Tray Indicator is visible, empty immediately. Rinse after each use.



**IMPORTANT NOTICE:** AFTER EACH USE, FLUSH THE STEAM WAND BY DISPENSING STEAM (see page 25 for instructions). This will remove any milk residue from inside the Steam Wand. **Risk of scalding.**

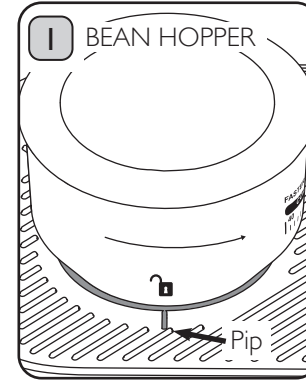


Wash the Portafilter and Cup Filters under running water to remove any dried coffee.

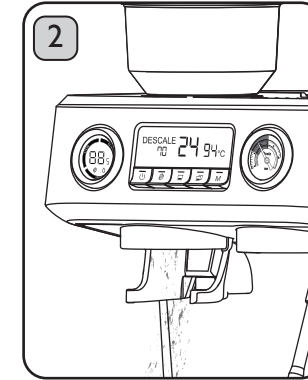
# CLEANING

## MONTHLY OR WHEN CHANGING BEANS

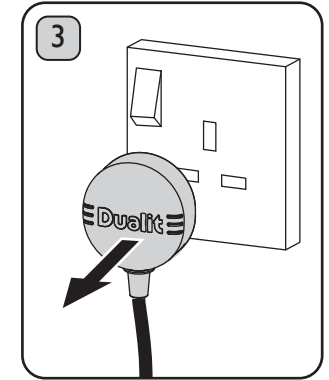
Before cleaning, ensure that the appliance is switched off, unplugged and allowed to cool. **Risk of electric shock, burns, scalding and injury.**



Clean the Grinding System once a month or before changing coffee beans, to avoid flavour tainting. Rotate the Bean Hopper anti-clockwise until the unlock symbol meets the Pip. Lift to remove the Bean Hopper and empty any beans into an airtight container to store.



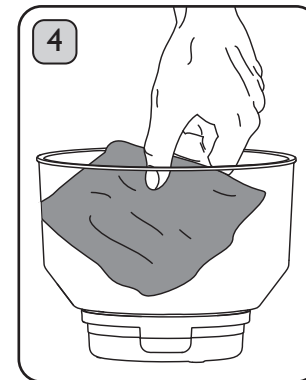
Refit the empty Bean Hopper and set to a coarse grind. Plug in the machine and switch on. Place a container under the Grind Outlet and press the Grind Button. Stop the Grinder when there is no more coffee to grind. This will grind only the remaining beans in the Burrs.



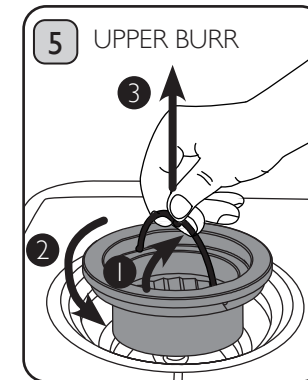
Before continuing, ensure that the appliance is switched off, unplugged and allowed to cool.

Remove Bean Hopper.

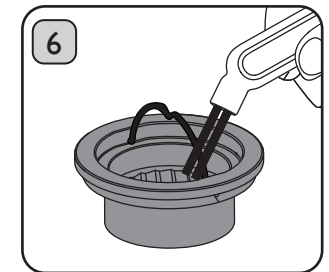
**Risk of electric shock, burns, scalding and injury to persons.**



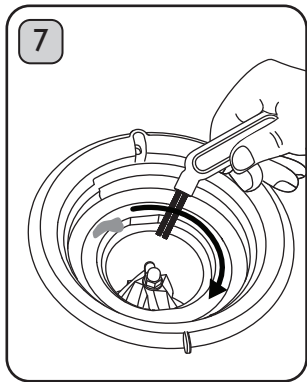
Wipe the Bean Hopper clean with a damp cloth, then dry thoroughly before storing. **WARNING:** do not submerge Bean Hopper in water, as water will get trapped in valve mechanism.



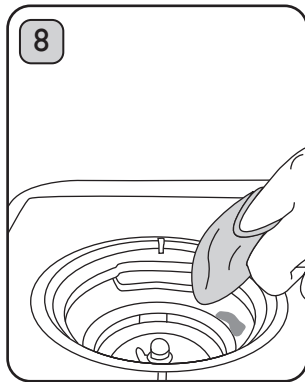
Lift up the Upper Burr Handle (1) and use it to turn the Upper Burr anti-clockwise until you hear a click (2). Lift out the Upper Burr (3).



Use the Cleaning Brush to remove any coffee from the Upper Burr. Do not immerse the Upper Burr in water. Remove stubborn coffee build-up with a damp cloth and dry thoroughly. **WARNING:** Burrs will have sharp edges, take care when cleaning. **Risk of injury to persons.**

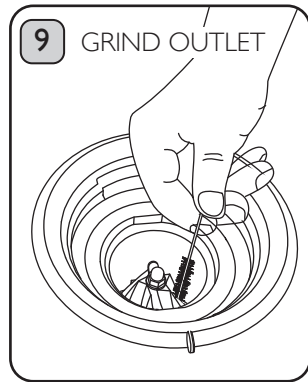


Use the Cleaning Brush to sweep away any excess coffee into the Grind Outlet. Use a circular motion to remove all debris in the Grind Inlet and around the Clips.

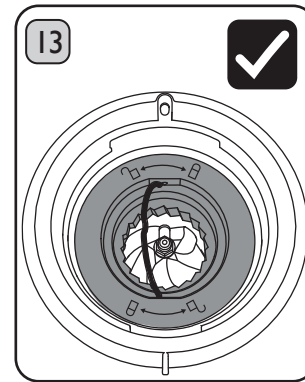


If required, use a soft, dry cloth to wipe away stubborn debris. **CAUTION:** Do not use sharp implements. **Risk of damage.**

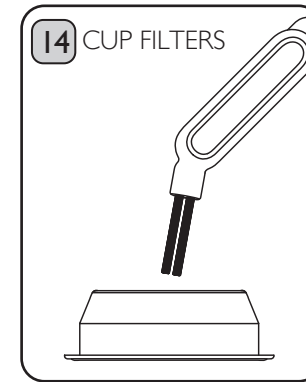
Pro's Tip: Make sure Grind Outlet and Lower Burr are completely clear from debris or Upper Burr won't sit flush



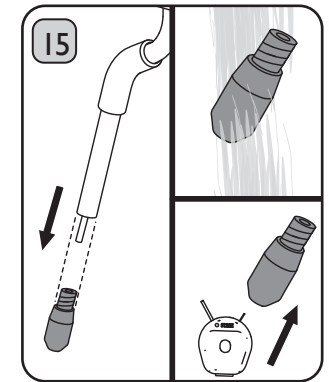
Use the Grind Outlet Brush to remove any build-up of debris in the Grind Outlet or on the Lower Burr. A torch is useful to check that the Grind Outlet is clean of loose coffee and oil build-up from the beans.



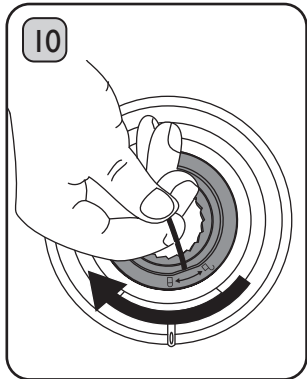
You will know when it is fitted correctly as it sits flush with the surrounding surfaces.



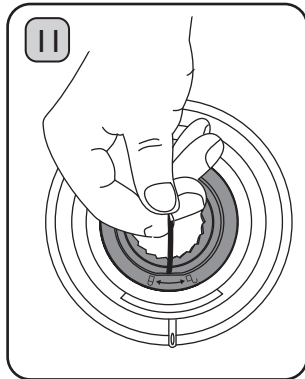
Use the Cleaning Brush to remove any coffee build-up on the Cup Filters.



Ensure that the Steam Wand is cool before cleaning. Using your fingers, unscrew the Froth Nozzle from the Steam Wand, wash under running water to remove any milk residue. Using the thinner Cleaning Pin, remove dried milk from the Frothing Nozzle. **Risk of burns.** **WARNING:** Cleaning Pin is sharp, take care when cleaning. **Risk of injury to persons.**

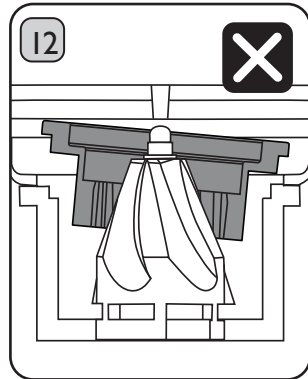


With the Upper Burr Handle aligned parallel to the front of the coffee machine, slowly rotate clockwise until the Upper Burr drops down. Then, using the Upper Burr Handle, rotate clockwise until it clicks into place and the handle is parallel to the side of the coffee machine. There are markings to indicate which way to turn the Upper Burr into place.

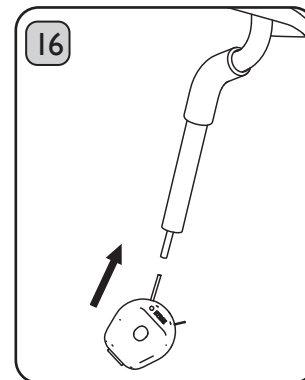


Push the handle down flat. Check that there are no foreign bodies in the Bean Hopper. Fit the Bean Hopper into position by aligning the unlock symbol with the Pip at the front, pressing the Bean Hopper down and rotating clockwise back to your preferred grind setting.

Replace the Bean Hopper Lid.



If the Hopper does not fit, lift it off and check that the Upper Burr is in the correct position - adjust and re-fit Hopper.



Use the thicker Cleaning Pin to remove dried milk from the Steam Tube. **WARNING:** Cleaning Pin is sharp, take care when cleaning. **Risk of injury to persons.**



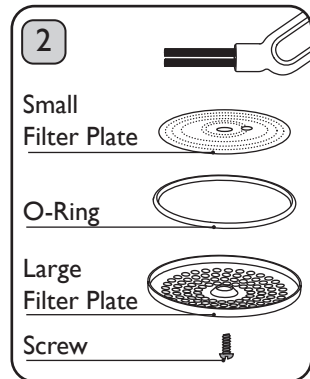
# CLEANING

## DEEP CLEAN

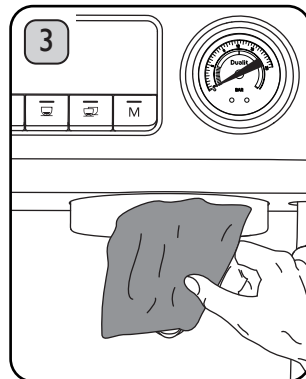
Before cleaning, ensure that the appliance is switched off, unplugged and allowed to cool. **Risk of electric shock, burns and scalding.**



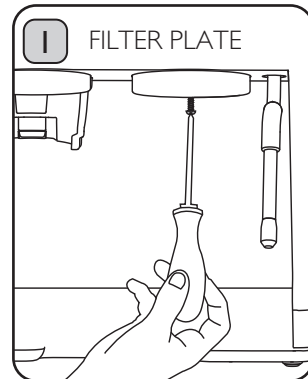
WHEN TO DEEP CLEAN	
MACHINE USAGE PER WEEK	FREQUENCY OF DEEP CLEAN
Daily	Every 2 months
2-3 times a week	Every 4 months
Once a week	Every 6 months



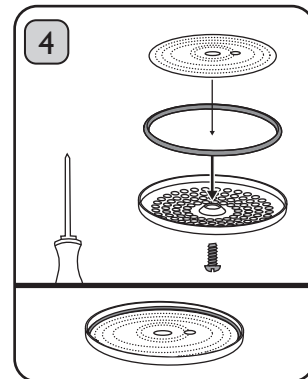
Remove the two Filter Plates and O-ring. Using the Cleaning Brush, remove any build-up of coffee grounds. If required, wash in warm, soapy water and dry thoroughly.



Wipe the Group Head with a damp cloth, to remove stubborn coffee build-up. Dry thoroughly.



Remove the Drip Tray. Using a Philips screwdriver (PH2), remove the screw from the centre of the Filter Plate.



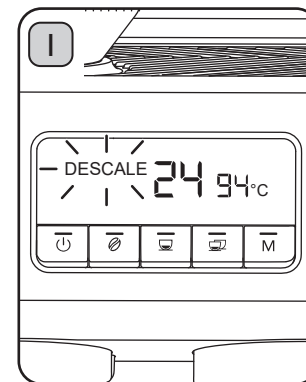
Place the O-Ring into the Large Filter Plate, then place the Small Filter Plate as shown. Position the assembled Plates back into the Group Head, rethread the screw and tighten.

# DESCALE

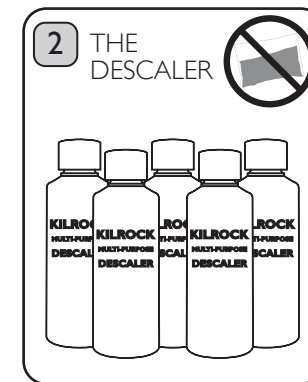
HARD WATER WILL CAUSE LIMESCALE BUILD-UP, RESULTING IN BLOCKAGES THAT CAUSE PERMANENT DAMAGE. IMPORTANT NOTICE: PRODUCT FAILURE DUE TO THE BUILD-UP OF LIMESCALE IS NOT COVERED BY GUARANTEE.

Dualit recommends descaling regularly, in a well ventilated area to prevent limescale build-up in the appliance. See Limescale warning on page 10 for the frequency in your area in accordance with the hardness of your water. It is essential that a compatible descaler is used. Visit [www.dualit.com](http://www.dualit.com) to purchase our tested and approved descaler. The Descale Indicator will flash when 40 litres of liquid has been dispensed (approximately 1100 espressos or 160 cups). The appliance must be descaled when 50 litres of liquid has been dispensed (approximately 1400 espressos or 200 cups). The Descale Indicator will illuminate solidly and the appliance will not operate. Follow the steps to activate the Descale programme. The descale process will take approximately 15 minutes.

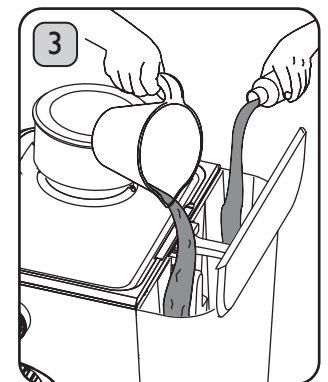
CAUTION: Avoid contact with the descaling solution. Steam released during the descale process may be harmful. **Risk of scalding and injury to persons.**



The Descale Indicator will be flashing to warn a descale is due, or illuminated solidly to indicate the appliance is in lockdown and will not operate.



Ensure your descaling product is suitable for coffee machines. We recommend Kilrock for espresso making. Follow the descaler product instructions carefully. If you are using a Water Softening Bag, ensure this is removed from the Water Tank before adding any descaler. **RISK OF CHEMICAL INGESTION.**

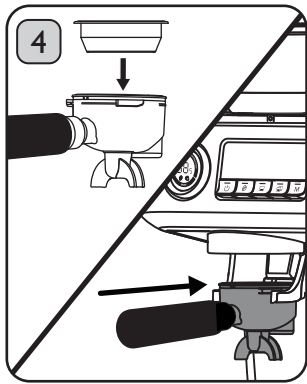


Fill the Water Tank with a minimum of 1.5 litres of water and the recommended amount of descaler (see the instructions on your descaler).

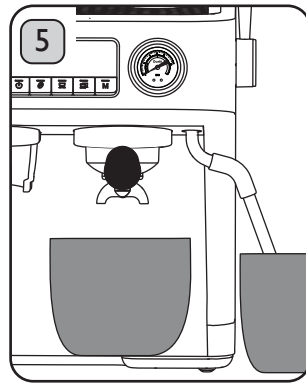


Watch our how to videos to become a coffee pro.

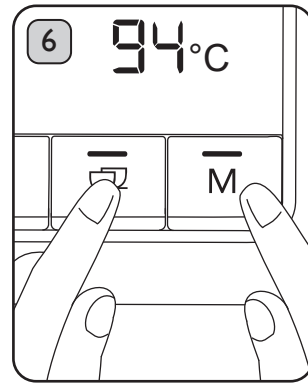




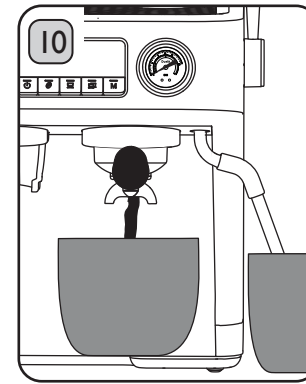
Fit the 2 Cup Filter to the Portafilter, empty of coffee. Attach to the Group Head. **DO NOT SOAK THE PORTAFILTER OR FILTER CUPS IN DESCALING SOLUTION.** Ensure they are rinsed thoroughly after descaling.



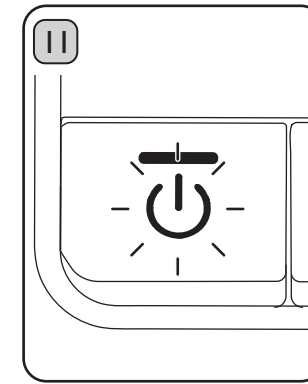
Place a plastic container with a 1.5 litre capacity under the Group Head and another under the Steam Wand.



Press the Power Button to switch the appliance on. Press and hold the Double Cup and Manual Buttons at the same time until the appliance beeps once.



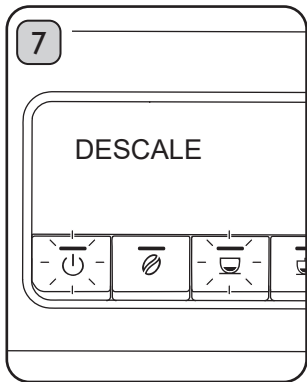
Turn the Steam/Hot Water Lever to the Hot Water position. The Hot Water Indicator will illuminate and water will dispense from the Hot Water Tap. This will take approximately 2 minutes and dispense around 500ml water.



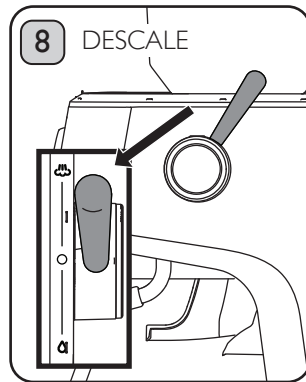
When the water stops dispensing from the Hot Water Tap, the Indicator lights will illuminate, and the Power Button will flash. Turn the Steam/Hot Water Lever to the "OFF" position. All Buttons will illuminate.



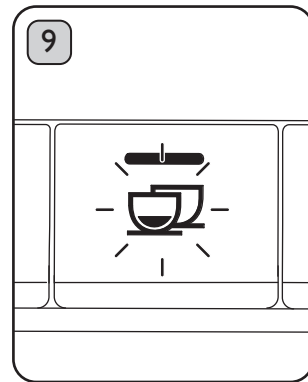
Thoroughly rinse the Water Tank and fill with fresh water. Repeat steps 6 to 11 with water only to remove any trace of descaling solution. Replace the Water Softening Bag and refill the Water Tank with fresh water.



The Power Button will illuminate and the Single Cup Button will flash. You have activated the Descal programme.



Turn the Steam/Hot Water Lever to the Steam position. The Steam and Coffee Indicators will illuminate. Hot water will dispense from the Group Head and Steam Wand. **Risk of chemical inhalation.**



The Group Head will dispense approximately 500ml and the Steam Wand 350ml. This will take approximately 2 minutes. When complete, the Double Cup Button will flash. **Risk of chemical inhalation.**

Please note: Steam Wand may sputter. **Risk of scalding or chemical inhalation.**

# TROUBLESHOOTING



**IMPORTANT NOTICE: PRODUCT FAILURE DUE TO THE BUILD-UP OF LIMESCALE IS NOT COVERED BY GUARANTEE: DESCALE REGULARLY.**

**\*TO CONTACT CUSTOMER SERVICES, PLEASE EMAIL INFO@DUALIT.COM WITH YOUR MODEL AND SERIAL NUMBERS.**



POSSIBLE CAUSE(S)	SOLUTION(S)
<b>MY APPLIANCE IS NOT WORKING - THE LIGHTS ARE OFF AND THE APPLIANCE FAILS TO OPERATE</b>	
1. The Plug fuse may have failed.	1. Check and replace the fuse if necessary. Note: To replace fuse, remove silver label to access screw or remove cover.
2. Appliance is not plugged into the mains.	2. Ensure that the appliance is plugged into the mains supply and the socket is switched on.
3. Appliance is not switched on.	3. Press the Power Button to switch on.
4. The appliance has switched off to conserve energy.	4. Press the Power Button to switch on.
<b>THE BUTTONS ON THE CONTROL PANEL DO NOT ILLUMINATE</b>	
1. The Bean Hopper may not be positioned correctly.	1.1 Check for any loose beans or grounds caught in the Burrs and remove using the Cleaning Brush. If the Upper Burr is not in position, the Bean Hopper will not tighten correctly.
	1.2 Position the Bean Hopper by aligning the unlock symbol with the notch on the Main Body. Turn clockwise to secure.
<b>THERE IS WATER UNDERNEATH THE APPLIANCE</b>	
1. The Drip Tray is full or overflowing.	1.1 Empty the Drip Tray.
	1.2 Ensure that the Drip Tray is always correctly positioned before use.
2. The Water Tank is not in position.	2.1 Ensure that the Water Tank is always correctly positioned before use.
	2.2 If the issue persists, stop using the appliance and contact Dualit Customer Services* for help.
3. Condensation has formed in or under the appliance.	3.1 There will be a small amount of condensation forming underneath the appliance after making multiple beverages. This is safe and does not mean the appliance is leaking.
	3.2 If you still feel the appliance is leaking or there is a large area of water, stop using, unplug and contact Dualit Customer Services* for help.

POSSIBLE CAUSE(S)	SOLUTION(S)
<b>THE APPLIANCE IS MAKING A TICKING NOISE</b>	
1. You hear a ticking noise after starting the appliance.	1. This is the sound of the pressure control valve during normal operation and should not cause concern.
<b>THE APPLIANCE IS MAKING A HISSING NOISE</b>	
1. You hear a hissing noise after dispensing coffee.	1. This is the sound of the pressure control valve during normal operation and should not cause concern.
<b>THE GRINDER DOES NOT START AFTER PRESSING THE GRIND BUTTON</b>	
1. The appliance may not be properly connected to the power supply.	1.1 Check that the Plug is in the socket and the switch is turned on.
	1.2 Check and replace the fuse if necessary. Note: To replace fuse, remove silver label to access screw or remove cover.
2. The Bean Hopper may not be positioned correctly.	2.1 Check for any loose beans or grounds caught in the Burrs and remove using the Cleaning Brush. If the Upper Burr is not in position, the Bean Hopper will not tighten correctly.
	2.2 Position the Bean Hopper by aligning the unlock symbol on the Hopper with the notch on the Main Body. Turn clockwise to secure.
3. The appliance has overheated.	3.1 If you grind for more than three minutes in any six minute period, the Grinder will stop. Switch off, unplug and leave to cool for 30 minutes before resuming grinding.
4. The Grinder is blocked	4. If the Grinder is blocked, the Espresso, Double Espresso and Manual Dosing Buttons will flash and the appliance will beep three times. A coffee bean or foreign object may be lodged in the Burrs, causing the blockage detector to activate. Unplug the appliance and remove the blockage. Allow the appliance to cool for 30 minutes before resuming grinding. If the appliance still doesn't grind, contact Dualit Customer Services* for help.
5. A power surge has activated the current limiting device.	5. Contact Dualit Customer Services* for help.
<b>THE MOTOR STARTS BUT NO GROUNDS COME FROM THE GRIND OUTLET</b>	
1. The Bean Hopper is empty.	1. Add fresh coffee beans to the Bean Hopper.
2. The Burrs are blocked.	2. See page 29 for cleaning instructions to clean Burrs.
3. A build-up of oil and/or coffee is blocking the Grind Outlet.	3. See page 29 for instructions on cleaning the Grind Outlet.
<b>THERE IS A LOUD NOISE EMITTING FROM THE APPLIANCE WHEN GRINDING</b>	
1. There is a foreign body blocking the Burrs or Grind Outlet.	1.1 See page 29 for cleaning instructions to clean Burrs.
	1.2 See page 29 for instructions on cleaning the Grind Outlet.

POSSIBLE CAUSE(S)	SOLUTION(S)
<b>MY COFFEE IS WEAK</b>	
1. You have not put enough coffee into the Cup Filter or coffee grind is too coarse.	1. Follow the instructions on page 14 to Dial in the Grinder.
2. You like your coffee extra strong.	2.1 Fit the Double Cup Filter to the Portafilter and follow the instructions on page 14 to Dial in the Grinder. Select the Double Espresso Button to dispense. 2.2 Use a stronger blend or darker roasted beans.
3. The top of the tamped coffee is not level.	3. Follow the instructions on page 18 to tamp the coffee correctly.
<b>MY COFFEE IS TOO STRONG</b>	
1. The volume being dispensed into my cup is too low.	1. Follow the instructions on page 14 to Dial in the Grinder. 1.2 Descale your machine. Follow instructions on page 33.
2. You like your coffee weaker.	2.1 Add extra water or milk to your coffee. 2.2 Use a lighter blend or lighter roasted coffee beans.
3. Coffee has been tamped too hard.	3. Follow the instructions on page 18 to tamp the coffee correctly.
4. Level of tamped coffee is too high, or coffee grind is too fine.	4. Follow the instructions on page 14 to Dial in the Grinder.
<b>MY COFFEE HAS NO CREMA</b>	
1. Essential oils have built up in the Cup Filters and Portafilter.	1. Follow the instructions on pages 28-32 to clean the appliance.
2. Incorrect amount of coffee and/or unsuitable grind size is used. Coffee has not been tamped correctly.	2. Follow the instructions on page 14 to Dial in the Grinder.
3. Your beans are damp or not fresh.	3. Use fresh coffee beans only. Once opened, store in an airtight container and use within a week.
4. Different coffee beans produce different amounts of crema.	4. Try different flavours or roasts of whole coffee beans until you are satisfied with the results.
<b>THE APPLIANCE IS VIBRATING DURING USE</b>	
1. The appliance has a powerful pump that can cause vibrations.	1. Unplug the appliance and remove the Water Tank. Ensure the machine is placed on a flat, even surface.
<b>MY COFFEE IS NOT HOT ENOUGH</b>	
1. The Cup Filters, Portafilter and Cups have not been warmed.	1. See instructions on page 13 to pre-warm.
2. The extraction temperature needs increasing.	2. Follow the instructions on page 23 to increase the extraction temperature. Factory reset sets extraction temperature back to 94°C.

POSSIBLE CAUSE(S)	SOLUTION(S)
<b>THE APPLIANCE HAS STOPPED DURING USE/COFFEE IS NOT BEING DISPENSED FROM GROUP HEAD</b>	
1. The appliance may have run out of water.	1. Refill the Water Tank to MAX. Ensure the Water Tank is fitted correctly.
2. The Group Head, Cup Filter and/or internal pipes may be blocked.	2. Use a pin to clear the holes then follow the Monthly Clean instructions on page 29. To clean the Group Head, follow Deep Clean instructions on page 32.
3. You have tamped too hard; water cannot penetrate the puck.	3. Use less force when you tamp the coffee. If using a calibrated tamp, reduce the force.
4. You have used too much ground coffee.	4. Put less coffee into the Cup Filter before tamping.
5. The ground coffee may be too fine and is stopping the water from dispensing.	5. Follow the instructions on page 14 to Dial in the Grinder.
<b>MY COFFEE IS TOO HOT</b>	
1. You have preheated your Filter Holder and Cups.	1.1 Try not heating Cups and Filter Holder. 1.2 Make coffee before you steam. 1.3 Make a smaller, stronger coffee and add cold water.
2. The extraction temperature needs decreasing.	2. Follow the instructions on page 23 to decrease the extraction temperature.
<b>THE PORTAFILTER WON'T FIT THE GROUP HEAD</b>	
1. You are using too much coffee.	1. Try using less coffee in the Filter Holder. Use the Tamp Guide as a reference.
2. The Filter Holder is not aligned with the Group Head.	2. Look at the Group Head and align the bayonets with the recesses in the Group Head - this will align with the unlock symbol. Lift, then twist until the Filter Holder is in line with the lock symbol.
<b>COFFEE LEAKING FROM THE GROUP HEAD</b>	
1. The Group Head is blocked.	1. Follow the deep cleaning instructions on page 32 and then descale (see page 33).
2. Water is dripping from Group Head when steaming.	2. Excess water in the Group Head is left over from previous operation. This is not a cause for concern.
3. Coffee grounds on the Portafilter rim are stopping a seal forming.	3. Wipe the rim of the Portafilter and Group Head clean before attaching.
4. The Portafilter hasn't been fully inserted into the Group Head and locked in place.	4. Ensure that the Portafilter has been correctly inserted into the Group Head and that it is locked in place.
5. The Group Head seal is dirty or has split.	5. Use the Cleaning Brush to remove any coffee grounds. If the seal has split contact Dualit Customer Services*.

POSSIBLE CAUSE(S)	SOLUTION(S)
<b>THERE ARE COFFEE GROUNDS IN MY ESPRESSO</b>	
1. The coffee grounds are too fine.	1. Follow the instructions on page 14 to dial in the Grinder.
2. Coffee grounds on the Portafilter rim are stopping a seal forming.	2. Wipe the rim of the Portafilter and Group Head clean before attaching.
3. The Group Head seal is dirty or has split.	3. Use the Cleaning Brush to remove any coffee grounds. If the seal has split contact Dualit Customer Services*.
<b>THERE ARE COFFEE BEANS COMING FROM THE GRIND OUTLET WHEN I GRIND COFFEE</b>	
1. You Forgot to replace the Upper Burr when cleaning the coffee machine.	1. Follow the instructions on pages 29-31 to replace the Upper Burr.
<b>GROUND COFFEE IS STICKING TO THE TAMPER</b>	
1. Tamper is damp when tamping.	1. Dry the Tamper before use.
2. You are not twisting the Tamper as you remove it from the Cup Filter to polish the coffee.	2. Twist the Tamper as you remove it from the Cup Filter.
<b>THE MILK IS NOT FROTHING</b>	
1. Your milk is not cold or fresh enough.	1. It is easier to make froth using cold, semi skimmed milk in a stainless steel jug.
2. The Steam Wand is blocked with milk residue.	2.1 See page 31 for instructions on how to clean the Steam Wand and Nozzle.
	2.2 Descale machine (see page 33). If you are unable to unblock your Steam Wand then contact Dualit Customer Services* for advice.
3. The milk is burning.	3. Steam for a shorter period of time.
4. You are not using the Froth Nozzle.	4. Ensure Froth Nozzle is screwed onto the end of the Steam Wand.

POSSIBLE CAUSE(S)	SOLUTION(S)
<b>NO HOT WATER FROM THE HOT WATER TAP OR STEAM FROM THE STEAM WAND</b>	
1. The Steam/Hot Water Lever is in the "O" position.	1. Turn the Lever to the Hot Water or Steam position.
2. The Water Tank is empty.	2.1 Ensure Water Tank is installed correctly.
	2.2 Fill Water Tank to MAX.
3. The Steam Wand is blocked with milk residue.	3. See page 31 for instructions on how to clean the Steam Wand and Nozzle.
4. The appliance needs to be descaled.	4. Follow the instructions on page 33 to descale the appliance.
5. You have cleaned the Steam Wand with a pin and descaled but performance has not improved.	5. Contact Dualit Customer Services* for advice.
<b>I HAVE RUN OUT OF WATER SOFTENER BAGS OR DESCALER</b>	
1. To purchase more Dualit Water Softener Bags or Descaler, visit our website.	
	
	SHOP SOFTENER
	SHOP DESCALER
<b>THE COFFEE MACHINE DOES NOT OPERATE AND THE DESCALE INDICATOR IS SOLID</b>	
1. The Coffee Machine has dispensed 50 liters of water and needs to be descaled.	1. Follow the instructions on page 33 to descale the appliance.

FREE SERIES  
OF SHORT  
**HOW TO**  
VIDEOS



Watch our free series of short **how to videos** to learn how to use your Espresso Pro® Coffee Machine.

From Dialling In to Setting Headroom, our **Barista School** covers all the basics to get the most out of your Coffee Machine.

Here's our full list of videos:



# GUARANTEE

This appliance is of excellent quality and construction. However, if any defects in materials or workmanship do appear during the relevant guarantee period, we will, at our discretion, either repair or replace the defective parts, free of charge, subject to the terms and conditions of our Guarantee shown below.

This Guarantee covers both parts and labour. Carriage is not included.

Your Guarantee period is as follows:

- 1 year

This Guarantee provides benefits which are additional to, and do not affect, your statutory rights. This Guarantee does not cover the cost of returning the product to the dealer from whom it was purchased or to ourselves. This Guarantee applies only to products sold and located in mainland Great Britain. It does not cover liability in respect of or replacement of plugs, cables or fuses and also does not cover defects due to:

- Failure to use or maintain product in accordance with Dualit's instructions.
  - The product being connected to an unsuitable electricity supply.
  - Accidental damage to or abuse or misuse of the product.
  - Product modification except by Dualit or approved agent.
  - Dismantling of or interference with the product.
  - Theft or attempted theft of the product.
- Before returning any product under this Guarantee, please check that:
- You have followed the product instructions correctly.
  - Your mains electricity supply is functional.
  - The defect is not due to a blown fuse.

If you wish to claim under this Guarantee you should:

- Send the product, postage or carriage paid, to the dealer from whom it was purchased or to Dualit direct.
- Ensure that the product is clean and packed carefully (preferably in its original carton).
- Enclose details of your name, address and telephone number and when and where the product was purchased, together with proof of purchase (e.g. a till receipt).
- Give exact details of the nature of the defect.

This Guarantee does not cover any other claims whatsoever, including, without limitation, any liability for incidental, indirect or consequential damage, nor does it cover any claims for conversion or modification or for the costs of repair carried out by any third party without the prior consent of Dualit. If replacement parts are fitted to the product this will not extend the period of the Guarantee.

+ For further advice contact the Dualit customer helpline on +44 (0)1293 652 500 (09:00 to 17:00 Monday to Friday).

Alternatively, email Dualit at [info@dualit.com](mailto:info@dualit.com) or visit [www.dualit.com](http://www.dualit.com)



# Dualit®

## CLASSIC COLLECTION

The **Classic Toaster** has been hand built in the UK since the 1950s and the **Classic Kettle** features a revolutionary replaceable element.

The **Classic Toaster** and **Classic Kettle** are repairable to save waste and help protect the planet.



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