



**GAGGIA**  
MILANO

# TROUBLESHOOTING



English Version

Velasca Black & Velasca Prestige

# Troubleshooting VELASCA Black & Prestige

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# GRINDER

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## **My GAGGIA espresso machine does not grind the coffee beans.**

*In the unfortunate event your GAGGIA espresso machine will not grind the coffee beans, the coffee funnel may be blocked*

### Unblock the coffee funnel with a spoon handle

- 1) Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds).
- 2) Remove the brew group.
- 3) Open the lid of the pre-ground coffee funnel and place the spoon handle into the funnel.  
*Note: If there is no pre-ground coffee funnel, insert the spoon handle into the coffee funnel from below*
- 4) Move the handle up and down until the clogged ground coffee falls down. *Note: Some force may be required*
- 5) Remove all fallen ground coffee and place back the brew group.
- 6) Brew an espresso.
- 7) After brewing, check if the funnel is still free from ground coffee. If not, repeat the unblocking procedure.

### To prevent the coffee funnel from getting blocked:

- Do not pour/spill any water into the coffee bean container
- Clean the coffee funnel weekly

# GRINDER

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**If your GAGGIA espresso machine will not grind the coffee beans but the grinder is turning, unblock the coffee funnel and change the grind setting.**

Unblock the coffee funnel, perform extra cleaning

[Unblock the coffee funnel with a spoon handle and clean with a vacuum cleaner](#)

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds).
2. Remove the brew group.
3. Open the lid of the pre-ground coffee funnel and place the spoon handle into the funnel.  
*Note; If there is no pre-ground coffee funnel, insert the spoon handle into the coffee funnel from below*
4. Move the handle up and down until the clogged ground coffee falls down. *Note: Some force may be required.*
5. Remove all fallen ground coffee with a vacuum cleaner.
6. Then put the vacuum cleaner on the outlet of the coffee funnel and cover the pre-ground coffee funnel with your hand. Or visa versa, put the vacuum cleaner on the top and cover the bottom.
7. Place back the brew group, switch the machine back on and brew an espresso.
8. After brewing, check if the funnel is still free from ground coffee. If not, repeat the unblocking procedure.

To prevent the coffee funnel from getting blocked:

- Do not pour/spill any water into the coffee bean container
- Clean the coffee funnel weekly

# GRINDER

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## *Change the grind setting to a coarser grind*

- Change the grind setting to a coarser grind
- The grind setting knob is placed in the bean container. For some machines you need an extra tool to change the grind setting, the multi-functional tool.
- Place a cup under the dispensing spout.
- Press the button to brew a large coffee
- When the grinder starts to grind the beans, press the grinder adjustment knob down and turn the knob one notch at a time. Stop turning when the grinder stops grinding. For some machines you need to use the multi-functional key (coffee scoop) to change the setting. Place the back-end of the pre-ground coffee scoop on the grinder adjustment knob, press it down and then adjust one notch).
- Brew a cup of espresso and adjust again when needed.

# MILK

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**My VELASCA PRESTIGE espresso machine does not froth the milk.**

*In the unfortunate event your GAGGIA espresso machine's milk carafe won't froth the milk, there might be a simple solution.*

*The milk carafe/parts are dirty*

1. Detach all parts and clean them with warm water /washing-up liquid
2. For a thorough cleaning use the Gaggia Milk circuit cleaner
3. When cleaning does not improve the milk frothing result, descale your machine. Internal circuits might be clogged up with scale

*The milk carafe dispensing spout is not completely pulled out or set in the correct position*

- Pull the dispensing spout of the milk carafe fully out, set to milk froth

*Different types of milk result in different amounts of froth and froth qualities*

We have tested the following milk types which proved to deliver a good milk froth result:

- Semi-skimmed or full-fat cow's milk
- Soy milk
- Lactose free milk

*When cleaning does not improve the milk frothing result, descale your machine. Internal circuits might be clogged up with scale.*

# MILK

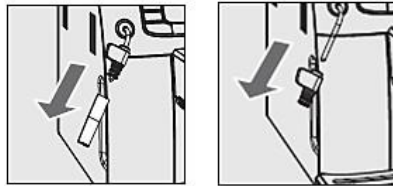
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**My VELASCA BLACK espresso machine does not froth the milk.**

Using a Classic Milk frother or Pannarello

*The Classic Milk Frother/Pannarello parts are dirty*

1. Remove the external and upper part and clean them with warm water /washing-up liquid
2. Use cold milk (approx. 5° C / 41° F) and froth the milk by gently swirling the container and moving it up and down
3. Clean the steam wand with a wet cloth
4. Check the steam wand on clogging. If there is dirt remove it with a needle



*When cleaning does not improve the milk frothing result, descale your machine. Internal circuits might be clogged up with scale.*

# NOISE

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## **My GAGGIA espresso machine makes squeaking sounds**

*If your GAGGIA espresso machine makes high-pitched noises while brewing coffee, there is no need to worry.*

### Moving parts on the inside

Your GAGGIA espresso machine is working vigorously on the inside to brew you a nice cup of coffee. Sometimes this is accompanied by scratching sounds, which is normal and does not affect the quality of your coffee.

### Cleaning and maintenance:

- Weekly remove and rinse the brew group under the tap.
- Grease the brew group with the Philips / Saeco grease. frequency depending on brewed cups per day.
- When brewing 1-5 cups per day, grease every 4 months
- When brewing 6-10 per day, grease every 2 months
- When brewing more than 10 cups per day, grease every month



# NOISE

## My GAGGIA espresso machine makes an odd noise

*Sounds are normal when using your GAGGIA espresso machine. If you hear unusual sounds, discover here what could cause this and how to easily resolve it.*

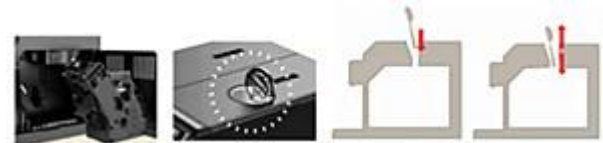
### The coffee funnel is blocked by ground coffee

#### Unblock the coffee funnel with a spoon handle

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group
3. Open the lid of the pre-ground coffee funnel and place the spoon handle into the funnel  
*Note; If there is no pre-ground coffee funnel, insert the spoon handle into the coffee funnel from below*
4. Move the handle up and down until the clogged ground coffee falls down *Note: Some force may be required*
5. Remove all fallen ground coffee and place back the brew group
6. Brew an espresso
7. After brewing, check if the funnel is still free from ground coffee. If not, repeat the unblocking procedure

#### To prevent the coffee funnel from getting blocked

1. Do not pour/spill any water into the coffee bean container
2. Clean the coffee funnel weekly



#### There are coffee beans trapped under the water tank

1. Remove the water tank
2. Remove any beans that are located at the bottom of water tank compartment
3. Place back the water tank filled with water
4. Restart the machine by switching it OFF and back ON

# NOISE

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## The brew group is clogged by dirt or not well greased

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group and rinse it with fresh water, especially the filter on the brew group
3. Make sure the brew group is well greased, see movie for instructions
4. Place back the brew group, coffee grounds container, drip tray and close the service door
5. Switch the machine back ON

*For a thorough cleaning of the brew group, use the coffee oil remover tablet*

## The machine needs to be descaled

Descal the machine with the GAGGIA decalcifier. Lime-scale deposits in the water circuit can also cause unusual sounds.

## The grind setting is set to a fine grind

1. Adjust the grind setting to a courser grind  
You can adjust the grind settings by the knob inside the bean container.
2. Only adjust the grind settings when the machine is grinding coffee beans
3. Place a cup under the coffee spout
4. Press the 'Espresso' button to brew a coffee
5. When the grinder starts grinding, place the grinder adjustment key on the grinder adjustment knob
6. Push it down and turn it one notch to the left or to the right to adjust the setting

# FUNCTIONALITY

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## **There is coffee powder in the interior/under the brew group**

*Ground coffee in the interior or under the brew group can have various causes. Most causes do not directly lead to a ??technical default.*

### Powder during first time use

*Some coffee powder was left behind after testing*

We test all machines before leaving the factory. Although your machine has been carefully cleaned, there might be some coffee residual left. We guarantee however that the appliance is absolutely new.

### Powder when brewing a pre-ground coffee

*Only use one stroked coffee spoon of pre-ground coffee with the provided coffee spoon*

1. Restart the machine by switching it off and back on
2. Select pre-ground coffee with the aroma strength button
3. Add one stroked coffee spoon of pre-ground coffee
4. Press the espresso button

### Powder after some days of usage

*This is normal behavior due to the fineness of coffee powder*

1. Because of the fineness of the ground coffee powder, some coffee powder residues in the interior and under the brew group are normal
2. Weekly clean the brew group and the inside of your machine with a damp cloth

### There is an increase of coffee powder that ends up in the interior/under the brew group

*The piston of the brew group is not well greased*

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group and rinse it with fresh water, especially the filter on the brew group
3. Make sure the brew group is well greased
4. Place back the brew group, coffee grounds container, drip tray and close the service door
5. Switch the machine back ON

# DISPLAY

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## **The display of my GAGGIA machine is not working**

Is the power cord connected correctly to your GAGGIA coffee machine?

Check if the power cord is connected properly on the reverse side. Especially the part that goes into the machine.

The power cord is connected but the display is still not switching on.

Try another power socket.

*If the machine is still not switching on, please send your GAGGIA coffee machine to service.*

# BREW GROUP

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## I cannot insert the brew group into my espresso machine

### *Set the brew group in a neutral position*

1. Place back the coffee ground container and close the service door. NOTE: Leave the brew group out.
2. Press the power button to turn off the espresso machine
3. Wait at least 5 seconds and turn on the espresso machine.
4. Set the brew group in a neutral position before inserting it. Watch our video for clear instructions.
5. Push the black lever all the way down
6. Align the two arrows on the yellow circle
7. Push the yellow lock pin in an upwards position
8. Remove the coffee ground container, open the service door and insert the brew group.

*Did this not solve the issue? Please contact us.*

Check if the power cord is connected properly on the reverse side. Especially the part that goes into the machine.

# BREW GROUP

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## I cannot remove the brew group from my espresso machine

### *Set the machine in a neutral position*

1. Close the service door, place back the coffee ground container and drip tray.
2. Press the ON/OFF button to switch the machine OFF. Wait until the machine is completely switched OFF and you hear no more sounds (this can take up to 15-20 seconds).
3. Press the ON/OFF button to switch the machine ON. Wait until the machine is completely switched ON and you hear no more sounds.  
Do not take any actions as opening the service door/removing drip tray or coffee ground container before the machine is ready for use.
4. Remove the drip tray and coffee ground container.
5. Open the service door and try again to remove the brew group. Push the handle to the side and pull the brew group towards you.

### *Machine is still in descaling mode*

During descaling the brew group can never be removed. First finish the descaling process and then try again to remove the brew group.

### *Tips for easier removing*

Turn the machine about 45 degrees so that you face the brew group when you open the service door.

# POWER/CHARGING/BATTERY LIFE

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## My GAGGIA espresso machine does not switch on

### *Check the power cord*

1. Make sure the electrical cord is inserted correctly. Push the power cord firmly into the coffee machine and the power socket.
2. Check if the power button at the back of the coffee machine is switched on.

### *Connect to another power socket*

Check if there are too many appliances connect to the power supply group.  
Try to connect the machine on an another power socket

### *All solutions are not working*

In case all the solutions are not working, the machine needs service.

# LEAKING

## My GAGGIA espresso machine is leaking

*What is the color of the water that leaked and where is it leaking?*

1. Brownish water / water containing coffee particles in the drip tray or under the machine, see possible causes 1,2,3
2. Lots of clear water under the machine, see possible cause 4
3. Coffee / water is leaking behind the coffee spout, see possible cause 5

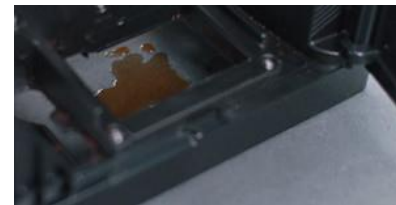
### Cause 1: the drip-tray is full and overflown

1. If you see water in the drip tray do not worry. This is water from the self-rinsing cycles made by the machine during use, which ends up directly in the drip tray.
2. To prevent the drip tray from overflowing:
3. Empty the drip tray when the 'drip tray full indicator' pops up through the drip tray cover
4. Fully insert the water tank
5. Before you start descaling the machine, make sure that the drip trays are empty
6. Place the machine on a horizontal surface



### Cause 2: the drip tray is removed during use

If the drip tray is removed, it cannot collect anymore the water drops that fall from the brew group. This is normal behavior. Dry the space under the machine.





# LEAKING

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## Cause 3: The brew group or coffee residue drawer is clogged

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group and rinse it with fresh water, especially the filter on the brew group
3. Clean the area under the brew group with a damp cloth
4. Place back the brew group, coffee grounds container, drip tray and close the service door
5. Switch the machine back ON

## Cause 4: Lots of clear water under the machine

The water tank is not fully inserted, make sure you push it to the back as far as possible.

If this does not solve the problem, please contact our Consumer Care Center to help you out as the machine might need service.



# DISPENSING

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## **My GAGGIA espresso machine only dispenses a few drops of coffee**

*If your GAGGIA espresso machine dispenses only a few drops, this can have various causes. Find out how to easily resolve this by following these simple steps.*

### The brew group is clogged by dirt or not well greased

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group and rinse it with fresh water, especially the filter on the brew group
3. Make sure the brew group is well greased, see movie for instructions
4. Place back the brew group, coffee grounds container, drip tray and close the service door
5. Switch the machine back ON



### The coffee spout is clogged

Clean the coffee spout with a pipecleaner/needle

### When using an AquaClean Filter

1. The AquaClean filter is not well prepared or the filter is clogged
2. Remove the filter from the water tank.
3. Immerse the filter upside down in cold water and wait until no more air bubbles emerge
4. Place back the filter in the water tank and first dispense 2-3 cups of hot water. Then dispense an espresso
5. If it still does not work, remove the filter from the water tank
6. Dispense 2-3 cups of hot water and then an espresso. If this works, the filter is clogged and needs to be replaced

# DISPENSING

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## The machine needs to be descaled

Descale the machine with the GAGGIA decalcifier. Internal circuits might be clogged up with scale

## The grind setting is set to a fine grind

### *Adjust the grind setting to a coarser grind*

1. You can adjust the grind settings by the knob inside the bean container
  - \*Only adjust the grind settings when the machine is grinding coffee beans
2. Place a cup under the coffee spout
3. Press the 'Espresso' button to brew a coffee
4. When the grinder starts grinding, place the grinder adjustment key on the grinder adjustment knob
5. Push it down and turn it one notch to the left or to the right to adjust the setting

## During first time use it is normal behavior

It is normal that the first brewed cups can be watery as the GAGGIA adapting system is still adjusting. Brew 5-7 more cups of coffee.

# DISPENSING

## **The coffee brewed with my GAGGIA espresso machine is watery**

*Your GAGGIA espresso machine brewing watery coffee can have several causes. Discover how to easily resolve this and enjoy your espresso machine.*

### During first time use it is normal behavior

It is normal that the first brewed cups can be watery as the GAGGIA adapting system is still adjusting. Brew 5-7 more cups of coffee.

### The brew group is clogged by dirt or not well greased

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group and rinse it with fresh water, especially the filter on the brew group
3. Make sure the brew group is well greased, see movie for instructions
4. Place back the brew group, coffee grounds container, drip tray and close the service door
5. Switch the machine back ON

*For a thorough cleaning of the brew group, use the coffee oil remover tablet*

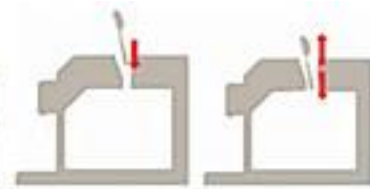
### The coffee funnel is blocked by ground coffee. Unblock the coffee funnel with a spoon handle

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group
3. Open the lid of the pre-ground coffee funnel and place the spoon handle into the funnel  
*Note; If there is no pre-ground coffee funnel, insert the spoon handle into the coffee funnel from below*
4. Move the handle up and down until the clogged ground coffee falls down. *Note: Some force may be required*
5. Remove all fallen ground coffee and place back the brew group
6. Brew an espresso
7. After brewing, check if the funnel is still free from ground coffee. If not, repeat the unblocking procedure

### To prevent the coffee funnel from getting blocked

1. Do not pour/spill any water into the coffee bean container
2. Clean the coffee funnel weekly

**GAGGIA**  
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# DISPENSING selez. Aroma strength

The grind setting is set to a coarse grind

*Adjust the grind to a finer grind*

1. You can adjust the grind settings by the knob inside the bean container
2. Only adjust the grind settings when the machine is grinding coffee beans
3. Place a cup under the coffee spout
4. Press the 'Espresso' button to brew a coffee
5. When the grinder starts grinding, place the grinder adjustment key on the grinder adjustment knob
6. Push it down and turn it one notch to the left or to the right to adjust the setting

Adjust the aroma setting with Optiaroma

*Adjust the aroma strength with Optiaroma*

1. Press the 'Aroma strength' button to change the coffee strength
2. Each time you press the 'Aroma strength' button, the aroma strength changes by one level
3. Most coffee machines have 5 strength choices
  - 1 bean = extra mild aroma
  - 2 beans = mild aroma
  - 3 beans = medium aroma
  - 4 beans = strong aroma
  - 5 beans = extra strong aroma



The coffee length was adjusted with the MEMO function

*Change the coffee length with the coffee button to your own preferences*

1. For the coffee you desire, press and hold the appropriate button until the display shows the 'Memo' icon
2. Your machine then enters the programming phase and starts to brew the selected coffee
3. Stop the process by pressing the 'OK' button or the button you are programming. This will depend on your espresso machine model

# DISPENSING

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## **No coffee nor hot water is coming out of my GAGGIA espresso machine**

### GAGGIA adapting system is not yet finished

When using your GAGGIA espresso machine for the first time, make sure that you fully run the GAGGIA adapting system. This system will automatically adjust the preferred coffee volume. Brew 2 or 3 more cups to fully complete the cycle.

### The AquaClean is not prepared before placement

*It might happen that the AquaClean filter is not well prepared. Follow these steps to see if the filter is installed correctly.*

1. Remove and empty the water tank
2. Remove the filter from the water tank.
3. Immerse the filter upside down in cold water until it is completely filled with water (watch below video)
4. Place back the filter and fill the water tank
5. Dispense 2-3 cups of hot water followed by an espresso

*Did this not solve the issue? Remove the filter from the water tank and try step 4 again. If you can complete step 4 without any trouble, the filter might be clogged and needs to be replaced. Please contact us for further help.*

### Coffee beans are trapped underneath the water tank

*Check to see if coffee beans are trapped underneath the water tank. If so, remove the beans:*

1. Remove the water tank
2. Remove any beans that are located at the bottom of the water tank compartment (see image below)
3. Place the water tank back in position
4. Restart the machine by turning it off and on again

# DISPENSING

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The grind setting is set to a fine grind

*Adjust the grind setting to a courser grind. You can adjust the grind settings by turning the adjustment knob inside the bean container. NOTE: Only adjust the grind settings when the machine is grinding coffee beans*

1. Place a cup under the coffee spout
2. Press the espresso button
3. When the grinder starts grinding, push down the grinder adjustment knob and turn left or right to adjust the settings

# DISPENSING

## My GAGGIA espresso machine wastes coffee powder without brewing a cup

### When brewing a pre-ground coffee

*Only use one stroked coffee spoon of pre-ground coffee with the provided coffee spoon*

1. Restart the machine by switching it off and back on
2. Select pre-ground coffee with the aroma strength button
3. Add one stroked coffee spoon of pre-ground coffee
4. Press the espresso button

### In regular use

*The brew group might be clogged, dirty or not well greased. This might keep it from moving into the right position to brew coffee.*

Clean and grease the brew group.

1. Switch the machine OFF and wait until it stops producing sounds (this can take up to 15-20 seconds)
2. Remove the brew group and rinse it with fresh water. Pay extra attention to the filter on the brew group
3. Make sure the brew group is well greased, see video for instructions
4. Place back the brew group, coffee grounds container, drip tray and close the service door
5. Switch the machine back ON

*Use the coffee oil remover tablet to thoroughly clean the brew group.*



### Not enough coffee beans

After grinding coffee beans, there might not be enough coffee powder to brew a coffee. When the espresso machine measures a low amount of coffee in the brew group, it will throw away the coffee powder and prompt a message stating the coffee bean container is empty. Fill your coffee bean container and try again.



# PERFORMANCE

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## **My GAGGIA espresso machine's coffee pucks are watery**

*The consistency of your GAGGIA espresso machine's coffee pucks is related to the settings of the machine and type of brewed beverages.*

### During first time use

*It is normal that the first brewed cups can be watery as the GAGGIA adapting system is still adjusting. Brew 5-7 more cups of coffee.*

### During regular use and brewing a specific beverage type

1. After brewing a "low pressure product" the consistency of the coffee pucks will always be wet and more water is visible in the coffee grounds container
2. After the automatic rinse/cleaning cycle some water ends up in the coffee ground container, which causes wet coffee pucks

### After changing machine settings

*When you change the settings on your machine, this will influence the taste of your coffee and the consistency of the coffee puck*

Try different settings to create your preferred coffee taste.

*For example, change the grinder settings (finer) or the coffee volume (less) a little and try again.*

1. A coarse grind setting leads to less strong coffee and a waterier coffee puck
2. A higher coffee volume leads to less strong coffee and a waterier coffee puck
3. A lighter aroma setting leads to a waterier coffee puck

# PERFORMANCE

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## **The espresso machine's coffee is lukewarm**

*If your coffee is not warm enough, read along for some tips and tricks on reaching a higher temperature for your coffee..*

Change temperature settings in the machine menu/settings (optional)

Enter the Menu and select temperature and adjust the setting to High/Max

*Did you add milk or warm milk frothed milk?*

Adding cold milk or warm frothed milk to a coffee, in both cases the temperature will decrease to some extent. This is normal behavior.

*Did you pre-heat the cups?*

Pre-heat the cups with warm water or use a cup heater. Temperature will decrease when brewing coffee in cold cups.

*Are you using thick walled cups or a mug?*

Use thin walled cups. Thick walled cups absorb heat of the coffee which lowers the in-cup coffee temperature.

*Did the temperature dropped over time?*

Descale the machine with the Philips/Saeco decalcifier as the internal circuits might be clogged up with scale.

*If all above solutions do not work*

Please contact the Consumer Care in your country as the machine needs service.

# PERFORMANCE

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## **There is coffee powder in the interior/under the brew group**

*Ground coffee in the interior or under the brew group can have various causes. Most causes are not linked to a technical default.*

### Powder during first time use

Some coffee powder was left behind after testing. We test all machines before leaving the factory. Although your machine has been carefully cleaned, there might be some coffee residual left. We guarantee however that the appliance is absolutely new.

### Powder when brewing a pre-ground coffee

*Only use one stroked coffee spoon of pre-ground coffee with the provided coffee spoon.*

1. Restart the machine by switching it off and back on
2. Select pre-ground coffee with the aroma strength button
3. Add one stroked coffee spoon of pre-ground coffee
4. Press the espresso button

### Powder after some day's of usage

*This is normal behavior due to fines of the coffee powder*

1. Because of the fineness of the ground coffee powder, some coffee powder residues in the interior and under the brew group are normal
2. Weekly clean the brew group and the inside of your machine with a damp cloth

### There is an increase of coffee powder that ends up in the interior/under the brew group

*The piston of the brew group is not well greased*

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group and rinse it with fresh water, especially the filter on the brew group
3. Make sure the brew group is well greased, see movie for instructions
4. Place back the brew group, coffee grounds container, drip tray and close the service door
5. Switch the machine back ON

# ALARM

## Prime machine symbol does not disappear from my GAGGIA espresso machine



Start the process when the symbol appears on the display

*If the prime symbol appears on the display, there is air in the system. Perform the following steps to start the process:*

1. Check if there is water in the water tank
2. Insert the hot water spout (machines with a milk carafe)
3. Press the OK button to start the process. The machine will start dispensing some water

Are the coffee beans under the water tank?

1. Remove the water tank
2. Clean the part below the water tank, remove any loose coffee beans
3. Place back the water tank, switch the machine off and back on
4. If the prime symbol appears, start the priming.

Are you using an extra water filter, AquaClean or Brita filter?

*It can be that the extra water filter is not well prepared or clogged.*

1. Remove the extra placed water filter from the water tank.
2. Hold the filter upside down in a bowl of water until all air bubbles have come out.
3. Place back the filter in the water tank, and fill with water.
4. Place back the water tank.
5. Switch the machine off and back on.
6. If the prime symbol appears, start the priming.

*If the symbol does not disappear, the filter might be clogged.*

*Always replace the filter when the machine indicates this, or when you are using it longer then 2 months.*

# ALARM

If error code 1, 3, 4, 5 or 14 occurs on your GAGGIA espresso machine's display, we can help you out with some simple solutions. Regarding any other error codes, we recommend bringing your GAGGIA espresso machine to service.

## E01

Unblock the coffee funnel with a spoon handle

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group
3. Open the lid of the pre-ground coffee funnel and place the spoon handle into the funnel  
*Note; If there is no pre-ground coffee funnel, insert the spoon handle into the coffee funnel from below*
4. Move the handle up and down until the clogged ground coffee falls down. *Note: Some force may be required.*
5. Remove all fallen ground coffee and place back the brew group
6. Brew an espresso
7. After brewing, check if the funnel is still free from ground coffee. If not, repeat the unblocking procedure



## E03

Clean and grease the brew group

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group and rinse it with fresh water, especially the filter on the brew group
3. Make sure the brew group is well greased, see movie for instructions
4. Place back the brew group, coffee grounds container, drip tray and close the service door
5. Switch the machine back ON



# ALARM

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## E04

Re-insert the brew group, make sure it is locked into place

1. Switch the machine OFF and wait until you hear no more sounds (this can take up to 15-20 seconds)
2. Remove the brew group and rinse it with fresh water, especially the filter on the brew group
3. Set the brew group in neutral position, otherwise it cannot be inserted. See movie for instructions
4. Place back the brew group and make sure it is locked into place. You hear a soft click when it is locked and correct inserted
5. Place back the coffee grounds container, drip tray and close the service door
6. Switch the machine back ON

## E05

This indicates that there is air in the system or the internal pipes are clogged with lime-scale.

*Please check below situations and solutions.*

*When using an AquaClean/Brita filter*

1. Remove the filter from the water tank and switch the machine OFF and back ON
2. If the message disappears the filter was not well prepared or clogged. Prepare or replace the filter.

*The message appears directly after the machine has been switched on*

1. Switch OFF the machine.
2. Remove the water tank and remove any coffee beans located on the bottom of the water tank compartment.
3. Check if the steam wand is clogged. Remove scale/dirt of the steam wand with a needle
4. Switch the machine back ON and dispense 2-3 cups of hot water.

*The message appears during brewing*

1. Switch the machine OFF.
2. Clean and grease the brew group
3. For BABILA only: Turn the SBS knob to the middle and restart the machine

*The message appears directly after or during descaling*

- Parts of lime-scale are blocking the system. Switch off the machine for one hour. If the message disappears, descale another time the machine as lime-scale is still inside.

# ALARM



## **Other Error Code**

In case there is an other error code displayed. Please contact our Consumer Care Center to help you out as the machine needs service.

## **Neither of the suggested solutions has helped me**

Please contact our Consumer Care Center to help you out as the machine needs service.

# ALARM

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## **My GAGGIA machine prompts «empty coffee grounds container» even though it's not full**

### Empty when prompted

After a certain amount of brewed coffees, your espresso machine will prompt to empty the coffee ground container.

If you empty the dump box before the machine requires you to, the system will not reset and therefore ask you to empty the coffee ground container without it being completely filled.

Try to empty the dump box only when prompted to prevent these mix-ups from happening.

## **My coffee machine displays «empty ground container» but it is already empty**

### The coffee ground container is placed back too fast

Wait approximately 5 seconds before placing back the coffee grounds container. This will reset the coffee grounds counter to zero.

### The machine was turned off

Only empty the coffee grounds container when the GAGGIA coffee machine is turned on. This will enable the coffee grounds counter to reset.



# ERROR NOTIFICATIONS

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## **My GAGGIA espresso machine doesn't display the «empty bean container» warning message**

### Fill the bean container completely with beans

*The bean container indicator has not yet adjusted itself. Follow these steps, to fix this:*

1. Fill up the bean container with coffee beans and do not refill until the container is entirely empty
2. When the beans in the bean container are used up, the machine has had enough time to adjust itself
3. The empty bean container message will from now on appear on the display
4. Repeat these steps every time you change bean type

# Warning icons & error codes

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## **Note: from the DFU, not on website**

*Warning signals are displayed in red. Below you find a list of the warnings that may appear on the display and their meaning.*



Fill the water tank with fresh water to the MAX level indication.



The bean hopper is empty. Put new coffee beans in the bean hopper.



The brew group is not in the machine. Insert the group.



Close the service door.



Remove the coffee grounds container and empty it



There is too much powder in the brew group. Clean the brew group



You forgot to place the lid on the coffee bean hopper. If you do not place it back within 30 seconds the display will return to the main menu and the brewing cycle will be stopped.



If an error code is triggered, check the section 'Meaning of error codes' to see what the code on the display means and what you can do. The machine cannot be used when this icon is on the display.



**GAGGIA**  
MILANO

**THANK YOU**