

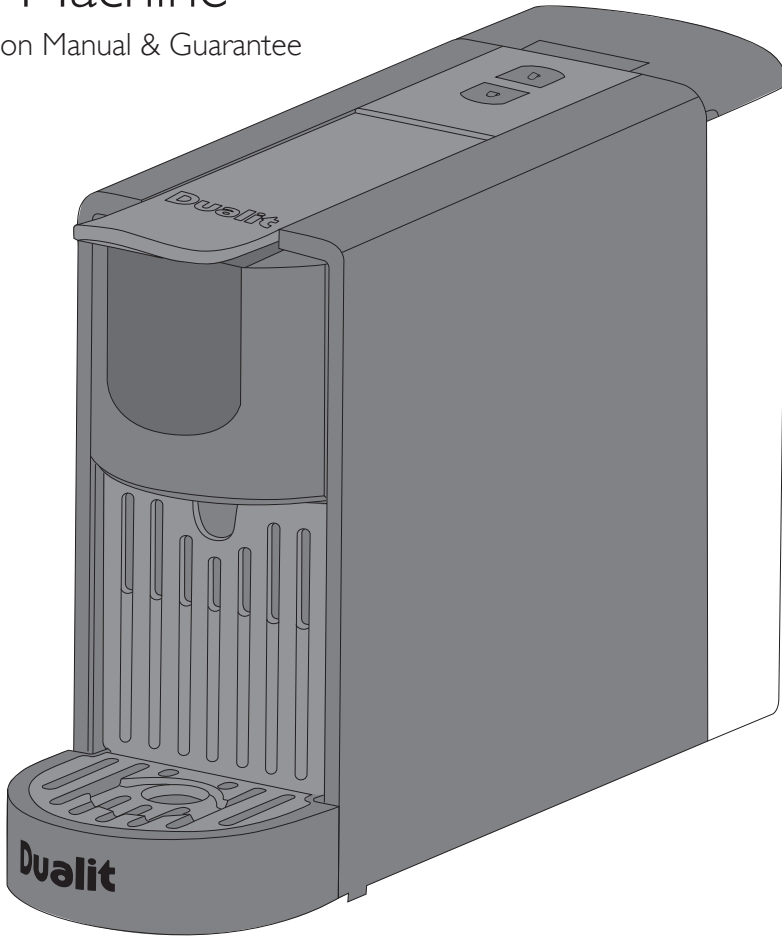
Dualit®

Since 1945



Pod Machine

Instruction Manual & Guarantee



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

**DON'T FORGET
TO REGISTER
YOUR PRODUCT**

WWW.DUALIT.COM/REGISTER

OR BY POST



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	OR BY POST 	

Unpack the box with care, keeping all the packaging materials until you are satisfied everything is present and in working order. Once satisfied remove any 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.

All illustrations are for representation only, your model may have a different appearance from illustrations shown.



IMPORTANT SAFETY PRECAUTIONS

READ ALL INSTRUCTIONS

BEFORE USING THE COFFEE MACHINE. KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE.

IMPORTANT SAFEGUARDS

• THIS IS AN ATTENDED APPLIANCE.

Do not leave unattended during use, unplug after each use (risk of fire if an unattended appliance is left operating).

- This appliance must not be used by children younger than 8 years old or 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. Children shall 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 to persons.**
- This appliance is intended for indoor 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.

Electrical safety

- Ensure that the voltage of the appliance corresponds to that of the mains supply. **Risk of electric shock and fire.**
- **WARNING:** This appliance must be earthed. **Risk of electric shock and fire.**
- In order to avoid a hazard, if the Power Cord is damaged it must, for safety reasons, be replaced by Dualit or a qualified electrician. Call Dualit's Customer Helpline on +44 (0)1293 652 500. **Risk of electric shock and fire.**
- Do not operate any appliance with a damaged Power Cord or plug, or after the appliance malfunctions or has been dropped, damaged or cracked in any manner. **Risk of electric**

shock and fire.

- Never touch the Power Cord with wet hands. **Risk of electric shock.**
- Do not pull the Power Cord over sharp edges, clamp it or allow it to hang down. It should not be allowed to come into contact with hot or damp surfaces. **Risk of electric shock.**
- This appliance conforms to directive 2014/30/ EU regarding electromagnetic compatibility.
- The use of extension cables not authorised by the manufacturer may cause damage or accidents. **Risk of electric shock.**

General safety

- The use of accessory attachments not recommended by Dualit may result in **fire, electric shock or injury to persons.**
- Product surface and inside is subject to residual heat after use. **Risk of burns or scalding.**
- The appliance's plug must fit into the mains socket properly. Do not alter the plug. Do not use plug adaptors. **Risk of electric shock.**
- 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 BS1362. **Risk of electric shock and fire.**
- Do not use the appliance without water as this may cause damage to the Pump.
- Do not touch the metal body when the appliance is in use. **Risk of burns or scalding.**
- Do not place the appliance on a polished wood, marble or porous surface. **Risk of property damage.**
- Do not place on a metal tray or any surface that may collect liquid. **Risk of electric shock.**
- Do not operate on an uneven surface. **Risk of injury.**
- Do not place the appliance over or close to sources of heat such as electric rings, hot ovens or open flames. **Risk of electric shock and fire.**
- 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. Never remove the Water Tank whilst plugged in. **Risk of electric shock.**
- Do not overfill the Water Tank. **Risk of electric shock.**
- Do not fill Water Tank whilst it is fitted to the machine. **Risk of electric shock.**



IMPORTANT SAFETY PRECAUTIONS

- 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.**
- Do not immerse in water or other liquids. **Risk of electric shock and fire.**
- If there is internal water leakage, do not operate the appliance and unplug it at once in order to avoid electric hazard. **Risk of electric shock.** Please note, condensation under the machine is normal.
- Turn the appliance off and unplug when not in use. **Risk of electric shock and fire.**
- CAUTION: To prevent damage to the appliance do not use alkaline cleaning agents when cleaning, use a soft cloth and a mild detergent. **Risk of damage.**
- Do not use a scouring pad or abrasive cleaner on the appliance body. **Risk of damage.**
- Do not use the appliance for any purpose other than mentioned in this instruction booklet. **Risk of fire, electric shock, scalding or injury to persons.**
- Steam and hot water hazard. Do not come into direct contact with hot liquid and steam. **Risk of scalding.**
- Do not lift the appliance up using the Water Tank or Power Cord or Lever. Only hold the appliance body. Unplug and allow to cool prior to moving. **Risk of scalding and electric shock.**
- The Power Cord should not be allowed to come into contact with hot surfaces. **Risk of electric shock.**
- 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.**
- This appliance operates with Nespresso® and Dualit capsules. Never use a damaged or deformed capsule. Water could flow around the capsule when not perforated by the blades and damage the appliance. **Risk of damage and scalding.**
- We recommend that the appliance is plugged into a socket that has no other appliance connected to it. Failure to do this may cause an overload, trip a circuit breaker or blow a fuse. Preferably the socket outlet should be protected by a residual current device (RCD).
- Do not come into contact with the coffee outlet. **Risk of scalding.**
- Unplug the appliance from the mains to allow to cool before cleaning, maintaining or moving. **Caution: Hot water. For details, please refer to cleaning section. Risk of fire, electric shock, scalding or injury to persons.**
- Always close the Lever completely and never lift it during operation. Do not put fingers into the capsule compartment or the capsule shaft. **Risk of injury.**
- Only the Drip Tray and Capsule Basket can only be placed into the dishwasher.
- The coffee maker shall not be placed in a cabinet or appliance garage when in 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 waste 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 instruction 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 with the local Authority for the authorised disposal location.

BEFORE FIRST USE

- Read this instruction manual before you start using the coffee machine. 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
- Follow the instructions for setting up the appliance on page 08.

*Nespresso® trademark is owned by Société des Produits Nestlé S.A.

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) 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.



WATER HARDNESS TABLE				
WATER HARDNESS		ACTION FREQUENCY		
Hardness level	CaCO ₃ 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 Softener 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 on page 05.



SHOP
SOFTENER

DURING USE - DESCALER



Always clean your machine before descaling; see page 15 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 13.



SHOP
DESCALER



HAVE YOU TRIED DUALIT'S COFFEE POD RANGE?

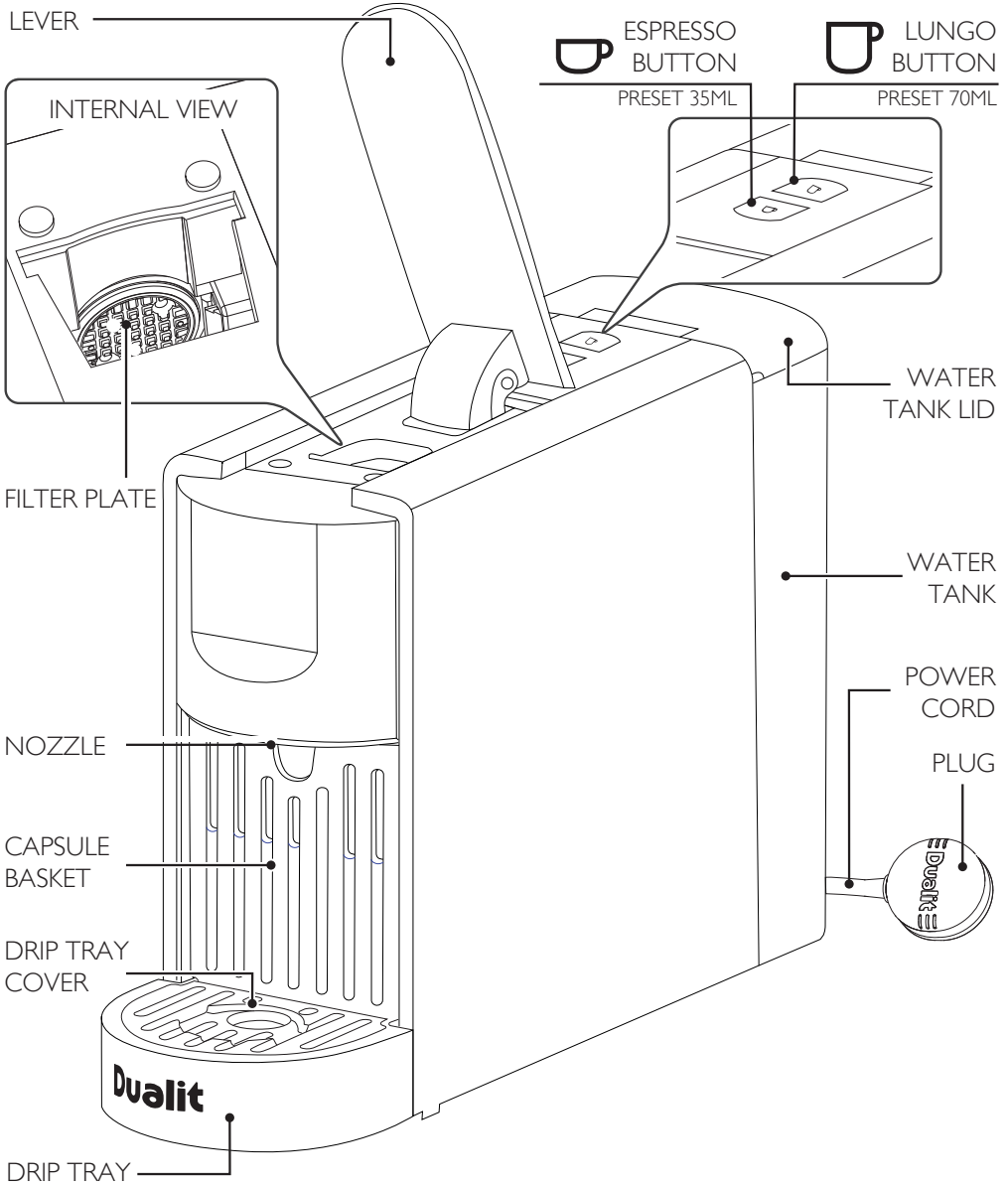
To find out more about Dualit's great tasting coffee in a wide range of flavours, scan the QR now.



SHOP
CAPSULES

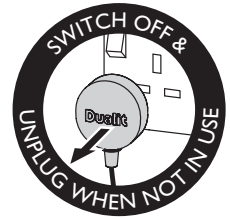
KNOW YOUR COFFEE MACHINE

BUTTON SEQUENCE	DESCRIPTION
One or both Buttons flashing slowly	Warming up
Both Buttons illuminated	Ready to use
Buttons flash alternately	Water Tank empty/ no flow
Buttons flash 3 times per second	Machine needs descaling, see page 13

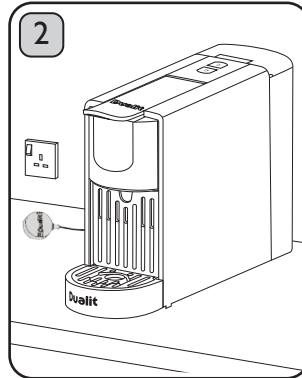


SETTING UP

Remove all packaging, tape and protective paper, ensuring the Water Tank is clear from all packaging and clean on the inside. The setting up process will take approximately 5 minutes to complete and will help you achieve optimum performance from your machine. Follow this procedure before first use or after a period of no use.



Register your appliance on www.dualit.com. This will only take 60 seconds. You will need the product model and serial number that are on the rating label on the base of the product.



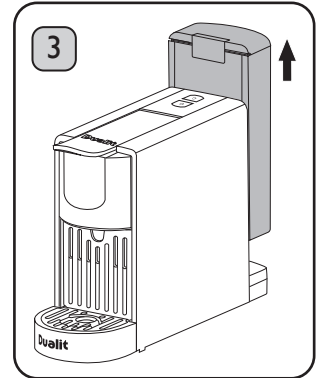
Position in a safe space away from:

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

Do not position:

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



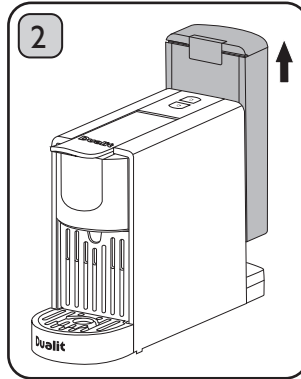
Ensure the machine is unplugged and no capsule has been inserted. Remove the Water Tank from the back of the appliance. Do not hold the Lid to remove the Water Tank. Rinse well with warm, soapy water then rinse and dry. Fill the Water Tank with water before replacing back into position. **THE COFFEE MACHINE MUST BE FLUSHED THROUGH WITH HALF A TANK OF WATER BEFORE THE FIRST USE.**

DAILY USE - DISPENSING COFFEE

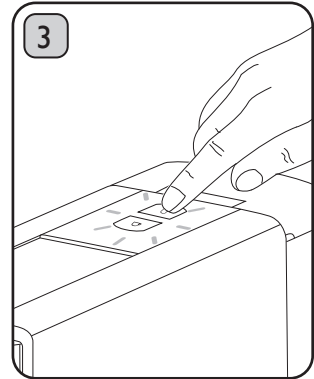
If you notice that your coffee is extracting slowly or not at all, please refer to the Cleaning section. Extraction between 10 and 40 seconds for a 35ml espresso shot is within the normal range. If extraction lasts longer than 45 seconds, please follow the cleaning procedure found on page 15, then carry out a descale.



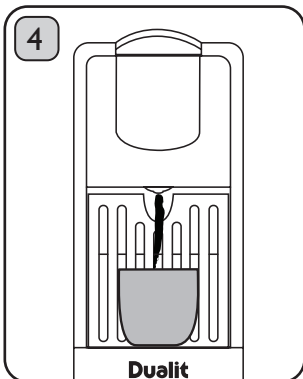
Compatible with Dualit and original Nespresso® coffee capsules. Dualit coffee capsules are available from selected retailers, online at www.dualit.com/capsules or Dualit Sales: 01293 652500. (UK only).



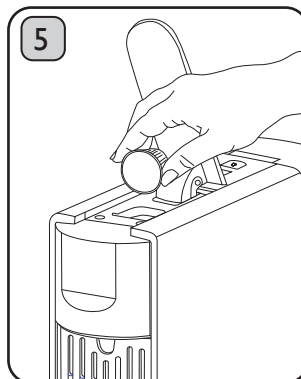
With the machine unplugged, remove the Water Tank, fill with fresh water and secure back into position. **DO NOT USE ANY OTHER LIQUID. Fill to the MAX Marker; do not overfill.**



Plug in the Power Cord at the mains and press the Espresso or Lungo Button to switch on. Ensure Lever is closed fully. Buttons will flash slowly, in unison, whilst warming up.



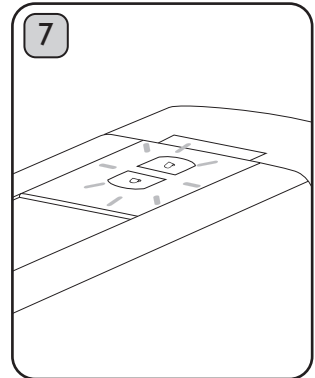
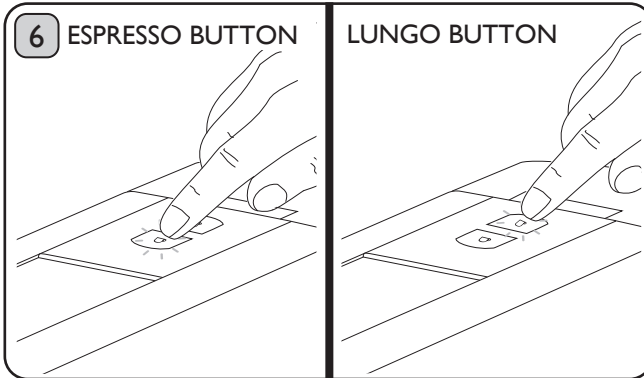
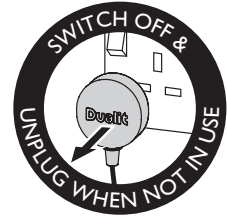
Place a cup on the Drip Tray. For best results, first pre-warm the cup by dispensing hot water into it and then discarding.



Lift the Lever fully and insert a capsule. Ensure capsule is not damaged, deformed, faulty or a non-compatible capsule. Once inserted close the Lever fully.

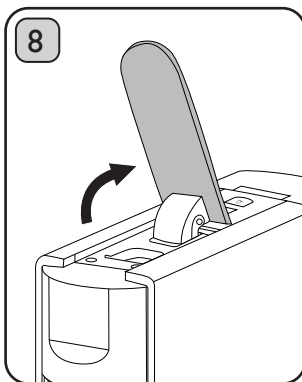
*Nespresso® trademark is owned by Société des Produits Nestlé S.A.

DAILY USE - CONTINUED

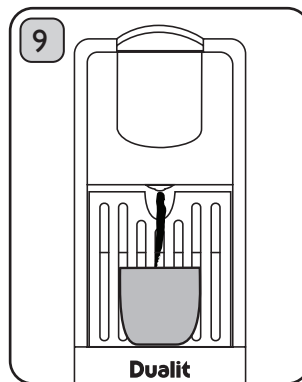


Press either the Espresso Button or Lungo Button once to dispense coffee. The Button will illuminate to indicate extraction is in progress. **CAUTION: Never lift the Lever whilst the beverage is being dispensed. Hot beverage may cause injury and burns.** If extraction lasts longer than 45 seconds for an espresso, please follow the cleaning procedure on page 15, then carry out a descale.

Both Buttons will illuminate when dispensing has finished. Note: The Buttons may flash to indicate that the machine is warming up ready for next use.



Wait 5 seconds after dispensing to allow pressure to reduce, then lift the Lever fully to empty the capsule into the Capsule Basket. We recommend emptying the Capsule Basket after use.



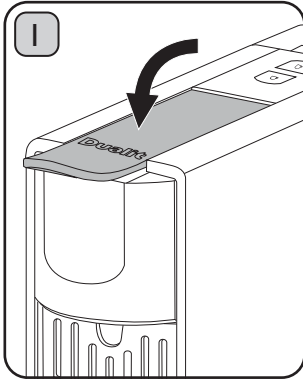
After using the machine we recommend flushing it through: remove capsule and ensure the Lever is closed fully, then press the Espresso Button. Water will flush through the machine and into the Drip Tray.

Note:

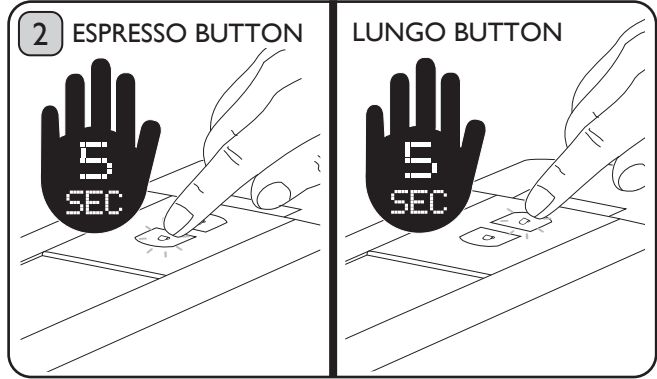
- Unplug after use. **Risk of electric shock and fire.**
- Do not leave capsules in machine after use.
- Empty Drip Tray regularly.
- To ensure the best taste and no flavour transfer, dispense water to rinse through the machine when switching between coffee flavours.
- Your machine is fitted with a descale indicator. If the Espresso and Lungo Buttons flash quickly immediately after switching on the machine, then descaling is required. See page 13 for Descaling.

PROGRAMMABLE DOSING MEMORY

The Pod Machine has an Auto-Dose feature that ensures the correct amount of coffee is dispensed every time. The factory settings have programmed the machine so that the Espresso Button dispenses 35ml and the Lungo Button dispenses 70ml. However, this can be adjusted to suit your taste preference or to fill a favourite cup. The Espresso Button can be programmed to dispense between 20ml and 50ml; the Lungo Button between 50ml and 99ml.



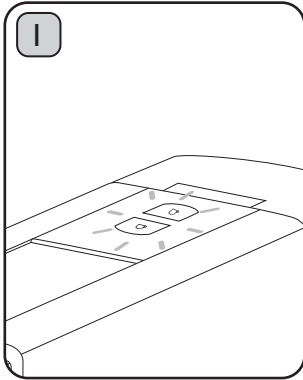
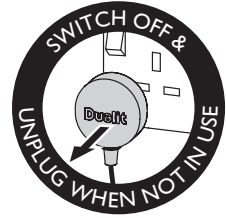
Ensure the machine has enough water in the Water Tank and has warmed up. Open the Lever fully and insert a capsule. Close the Lever fully and place a cup on the Drip Tray.



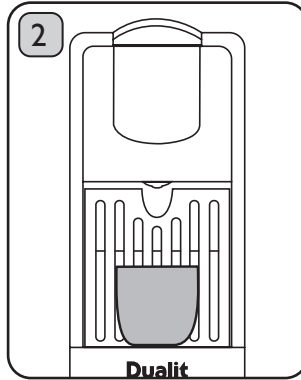
Press the Espresso or Lungo Button and hold for 5 seconds to start dispensing. Press the same Button again when the desired amount is reached to stop dispensing. The Dosing Memory has now been programmed to your preference. **Note:** program will be saved even if the machine is unplugged.

AUTO-START

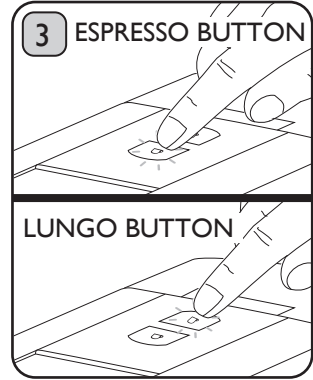
The Auto-Start feature allows you to pre-select your dose whilst the machine is warming up. Once the machine has warmed up it will automatically dispense the selected coffee.



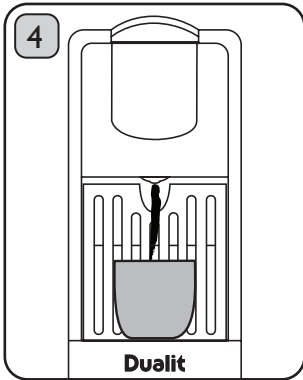
1 Fill the Water Tank, plug in the Power Cord at the mains and press either Button to switch on. Both Buttons will flash to indicate that the machine is warming up. Lift Lever fully, insert the capsule then close Lever fully.



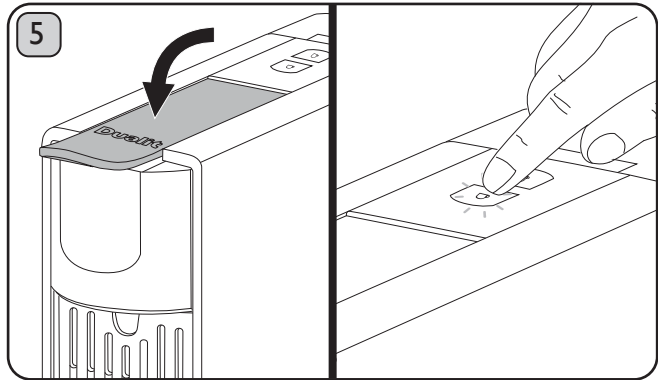
2 Place a cup on the Drip Tray. **Note:** If you like a particularly hot coffee, do not use Auto Start and pre-warm cups instead. See page 09 for pre-warming cups.



3 Whilst the machine is warming up, press the Espresso or Lungo Button once. The selected Button will flash and the other Button will cease to illuminate. Tip: press Button firmly.



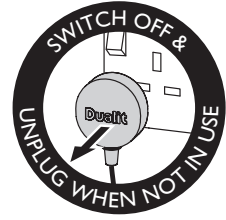
4 The machine will automatically dispense the selected coffee, once it has warmed up.



5 After using the machine we recommend flushing it through: remove capsule and ensure the Lever is closed fully, then press the Espresso Button. Water will flush through the machine and into the Drip Tray. Empty the Drip Tray, **and unplug after use.**

DESCALE

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

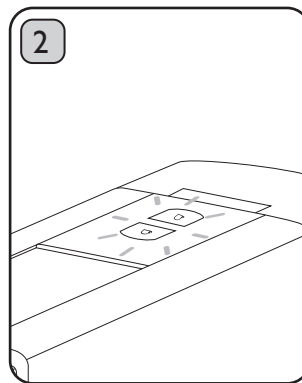


Dualit recommends cleaning and descaling regularly, in a well-ventilated area and using a Water Softener to prevent limescale build-up in the machine. For further guidance, including the frequency with which you should descale, see page 13. Please note: Always clean your machine first before beginning the descaling process. See page 15 for instructions. The descale process takes approximately 30 minutes.

Caution: Avoid contact with descaling solution. Steam released during descale process may be harmful. Risk of scalding and injury.

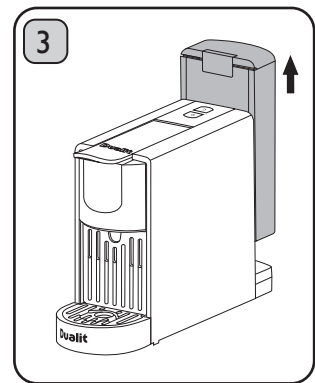


Ensure your descaling product is suitable for coffee machines; scan the QR code to purchase Dualit's recommended descaler. Follow the descaling product instructions carefully. If you are using a water softener, ensure water softener is removed before adding descaler. **Risk of chemical inhalation.**

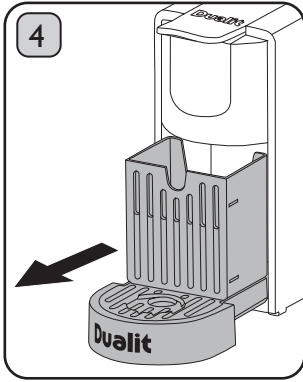


The Espresso and Lungo Buttons will flash three times per second immediately after switching on, to indicate descaling is required. This automatically occurs every 500 dispenses.

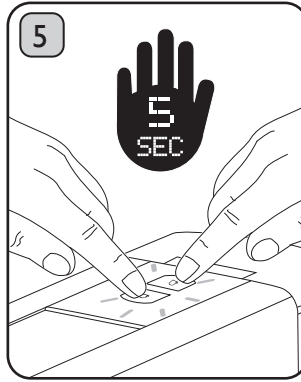
Note: Descal can be completed at any time with or without the automatic descale indicator.



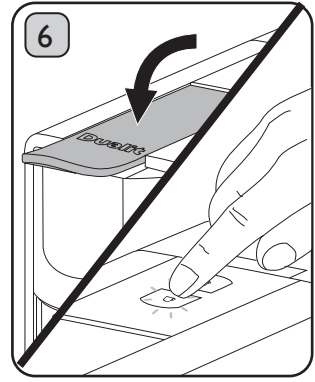
Ensure no capsule is in the machine. Lift and close Lever twice to empty any remaining water from the Brewhead Chamber. Make up the correct ratio of water to descaling solution according to the product instructions. Unplug the machine, remove the Water Tank and fill with the descaling solution to Max Mark.



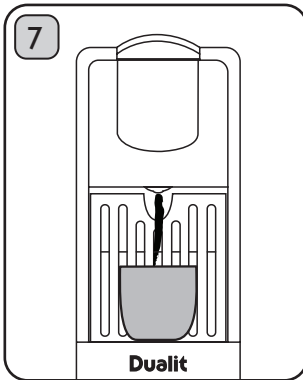
Remove Drip Tray. You may wish to put folded paper towel in place of the Drip Tray to absorb any water drips. Place a large container under the Nozzle.



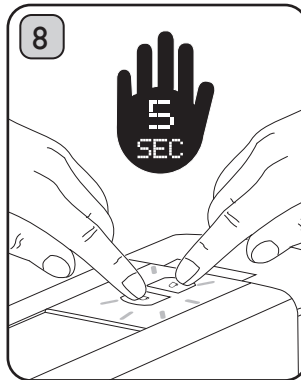
Insert Water Tank, plug in and press either Button to switch on. Press **both** Buttons firmly at the same time and hold for 5 seconds. Both Buttons will then flash quickly. The machine is now ready to descale.



Ensure the Lever is closed fully with no capsule inserted, then press the Espresso Button. Your machine will begin to dispense the descaling solution. If required, press the Espresso Button again to pause descaling to empty the container if full. Press again to continue dispensing.

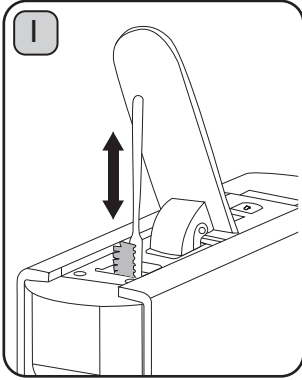


Just before the Water Tank empties, press the Espresso Button and wait 10 minutes for the descaling solution to take effect. Remove and rinse the Water Tank. Fill to Max Mark with fresh water and replace. Press the Espresso Button. Flush at least two full tanks of water through the machine to remove any traces of the descaling solution.

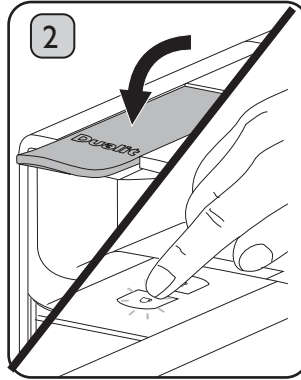


To exit Descal mode, press both Buttons together and hold for 5 seconds. Buttons will return to solid illumination. NOTE: if the machine is turned off in Descal mode, it will stay in this mode when switched back on. If you are using a water softener, ensure that it is placed back into the Water Tank once the descaling process is complete.

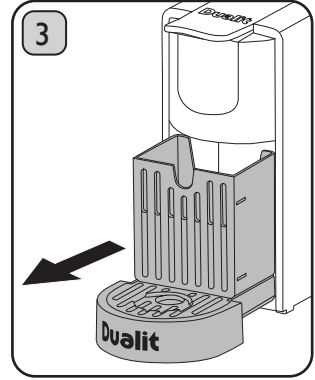
CLEANING - AFTER EACH USE



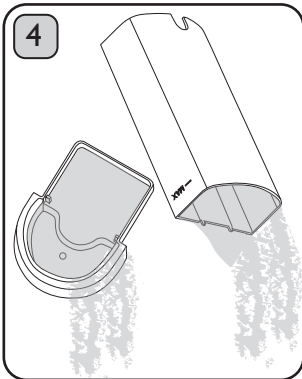
Unplug machine and allow to cool. Use a small brush such as a soft toothbrush to remove any build up of debris on the Filter Plate. A torch is useful to check the plate is completely clean. Once clean, follow the descaling process on page 13 to clean inaccessible parts within the machine. **Caution:** Do not use sharp implements. **Risk of product damage.**



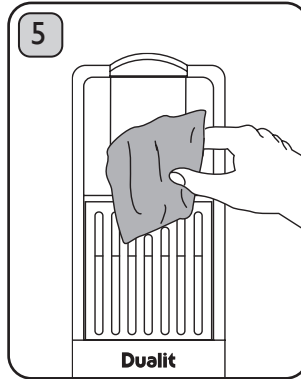
Plug in the machine and ensure the Lever is closed fully with no capsule inserted. Press the Espresso Button. Water will flush through the machine and into the Drip Tray. Unplug and allow to cool.



Remove the Drip Tray and Capsule Basket assembly, then lift the Capsule Basket out of the Drip Tray. **WARNING:** Drip Tray will be hot after use. Handle with care - **risk of scalding.**



Empty and rinse the Drip Tray and Water Tank in the sink after each session. Refill the Water Tank with fresh water, just before you make your next beverage. **Note:** Only Drip Tray and Capsule Basket can be placed into the dishwasher.

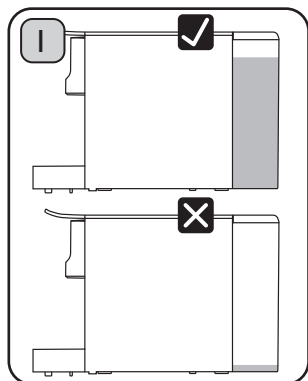


Wipe down the body and Nozzle of the machine with a damp, non abrasive cloth.

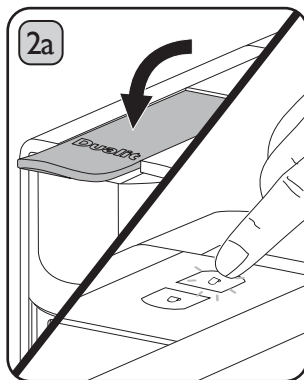


Recycle aluminium capsules using EcoPress™ Aluminium Capsule Recyclers to empty used capsules. The EcoPress™ range is available to purchase from dualit.com. EcoPressed capsules can be added to your household recycling bin and used coffee composted or put in a food waste bin.

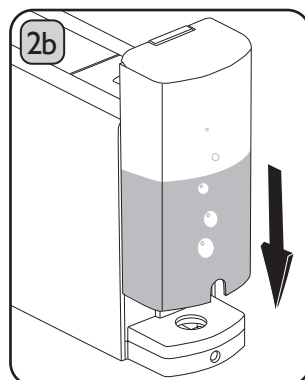
TROUBLESHOOTING THE MACHINE IS NOT DISPENSING



Running out of water during use can feed air into the pipework. This can stop extraction or cause an inconsistent flowrate. If this problem occurs, carry out steps 2a and 2b to resolve.



Purge: Clean the Filter Plate (see page 15) and fill the Water Tank with water. Close the Lever and press the Lungo Button. If the machine does not dispense, repeat until the water is dispensing out of the Nozzle with consistent flow. If this fails please follow step 2b.



Prime: Half fill the Water Tank with water. Ensure no capsule is in the machine and press the Lungo Button. Remove and replace the Water Tank 5 times while machine is running; this will allow the trapped air to escape through the valve of the Water Tank. If, after following these steps the machine is still not dispensing, contact Dualit Customer Services for help⁺.

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)
THE POD MACHINE DOES NOT TURN ON	
1. The unit may not be properly connected to the power supply.	1.1 Check the plug is in the socket and the switch is turned on. 1.2 Check and replace the fuse if necessary. Note: in order to open the plug, remove the label to reveal the screw. 1.3 The machine may be in Standby Mode, which activates automatically after 15 minutes. In this Mode the Espresso and Lungo Buttons are not illuminated to conserve energy. You can exit Standby Mode by pressing any Button.
BOTH BUTTONS ILLUMINATE BUT THE MACHINE IS NOT DISPENSING COFFEE	
1. The Nozzle could be blocked.	1. Follow the Cleaning instructions on page 15. If this does not clear the blockage refer to page 13 to descale your machine.
2. The inserted capsule could be faulty.	2. Wait 5 seconds before opening the Lever, flush the machine through and then try again with another capsule.
3. The Lever is not fully closed.	3. Ensure that the Lever is properly closed and the Capsule Basket is empty.
4. There could be air trapped in the pipework.	4. Follow instructions on page 16 to purge and prime the machine.
5. You may have run out of water.	5. Remove the Water Tank and fill with fresh water.
6. The Water Tank may not be seated correctly.	6. Position by aligning the connection and pushing down firmly. Tip: Bubbles rise in the Water Tank when it is correctly seated. Then push the Water Tank Lid down to cover the Water Tank.
MY MACHINE IS MAKING A LOUD NOISE OR HAS STOPPED DISPENSING MID-USE	
1. You may have run out of water (the machine is making a noise and the Buttons are flashing).	1. Unplug the machine and remove the Water Tank. Refill with fresh water and then replace the Water Tank.
2. There may be an airlock in the pipework.	2. Follow the instructions to purge and prime the machine on page 16.

MY POD MACHINE IS LEAKING	
1. Condensation has formed in or under the machine.	1.1 There will be a small amount of condensation forming underneath the machine after making multiple beverages. This is safe and does not mean the machine is leaking. 1.2 Ensure that the Water Tank has been correctly inserted. When refilling with water, always unplug the machine and only then remove and refill the Water Tank. Otherwise, water could leak from the appliance. If you still feel the machine is leaking, stop, unplug and contact Dualit Customer Services ⁺ for help.
MY COFFEE HAS NO CREMA	
1. The Nozzle is blocked and needs cleaning.	1. Each time coffee is dispensed, essential oil is deposited in the Nozzle. Descale by following the instructions on page 13.
2. Stale or non-compatible capsules have been used.	2.1 Use Dualit or Nespresso [®] * capsules. 2.2 Check your capsules are in date. Stale coffee affects crema and taste.
THE CAPSULE DOES NOT DROP AUTOMATICALLY INTO THE CAPSULE BASKET WHEN I LIFT THE LEVER	
1. The Capsule Basket is full.	1.1 Please empty the Capsule Basket.
2. The Lever has not been fully opened.	2. Ensure that you fully lift the Lever.
3. The capsule cannot be inserted correctly.	3. The Capsule Basket could be full. Please empty it.
BUTTONS ARE FLASHING ALTERNATELY AND THE MACHINE IS NOT DISPENSING	
1. The Water Tank is empty.	1. Fill up the Water Tank and only dispense water.
2. Internal pipes may be blocked.	2. Descale regularly. See page 13.
3. Faulty flow-sensor.	3. Contact Dualit Customer Services ⁺ for help.
4. Faulty or non-compatible capsules have been used.	4. Always use Dualit or Nespresso [®] * capsules. Remove capsule, close Lever, press Espresso Button. Clean if necessary (see page 15). Start again with a new capsule that is compatible with the machine or a capsule that is not damaged/deformed.
BUTTONS ARE FLASHING QUICKLY FOR 5-6 SECONDS EVERY TIME MACHINE IS TURNED ON	
1. Machine is recommending the user to descale.	1. Enter Descale Mode and follow the instructions on page 13.
MACHINE TURNS OFF AUTOMATICALLY AFTER A PERIOD OF INACTIVITY	
1. Machine has entered into Standby Mode after 10 minutes which is an EU approval requirement.	1. Press the Espresso or Lungo Button to reactivate the machine. The Buttons will flash and the machine will warm up, ready for use. ALWAYS UNPLUG AFTER USE.

MY MACHINE IS VIBRATING WHEN DISPENSING	
1. Your machine has a powerful 19 bar pump that can cause vibrations when machine is positioned incorrectly.	1. Unplug the device and remove the Water Tank. Ensure the machine is placed on a flat, even surface. Ensure the Water Tank and Capsule Basket/Drip Tray are fully located.
MY COFFEE IS NOT HOT ENOUGH	
1. Internals have not been pre-heated.	1. Press the Espresso Button ensuring no capsule is inside the machine; this will run hot water through internal pipework.
2. Cup or mug is not pre-warmed.	2. Pre-warm your cup by dispensing hot water into it and then discarding before dispensing coffee.
LEVER DOES NOT CLOSE	
1. The capsule may not be inserted correctly.	1.1 Ensure that the capsule is inserted correctly as per page 09. 1.2 Ensure the Capsule Basket is not over filled; empty Capsule Basket if full.

FAQS

QUESTION	ANSWER
1. What is the factory setting of the machine?	1. The factory setting of the machine is programmed to 35ml for the Espresso Button and 70ml for the Lungo Button.
2. What happens if I repeatedly press the Buttons while coffee is being dispensed?	2. Dispensing is interrupted.
3. Is the Programmable Dosing Memory deleted when the machine is unplugged?	3. No, the programming is not affected by unplugging the machine.
4. The Buttons flash for a long time. When is the machine ready to use?	4. It takes a little time for the machine to achieve the optimum water temperature (approx. 40 seconds). Once it does, the Buttons will illuminate and will be ready to dispense coffee.

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 or visit www.dualit.com

Dualit Limited

County Oak Way Crawley West Sussex RH11 7ST

+44(0)1293 652 500 info@dualit.com www.dualit.com

