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De'Longhi ECAM28465M

De'Longhi Prima Donna Fully Automatic Espresso Machine

INSTRUCTION MANUAL - MODEL ECAM28465M

Introduction

Welcome to the world of authentic Italian espresso with your new De'Longhi Prima Donna Fully Automatic Espresso Machine. This manual provides detailed instructions for setting up, operating, maintaining, and troubleshooting your machine to ensure you enjoy perfect coffee beverages for years to come.

The De'Longhi Prima Donna ECAM28465M features a sophisticated LatteCrema System, allowing you to create rich cappuccinos, lattes, and other milk-based drinks with a single touch. Its integrated burr grinder ensures fresh coffee every time, and the intuitive sensor touch control panel makes operation simple and enjoyable.



Front view of the De'Longhi Prima Donna Fully Automatic Espresso Machine, showcasing its sleek silver design and a prepared latte.



Angled front view of the De'Longhi Prima Donna, highlighting its compact footprint and premium stainless steel construction.

Key Features

- **SENSOR METAL TOUCH CONTROL PANEL:** Intuitive interface for easy operation.
- **NEW LatteCrema System:** Produces rich, thick, and long-lasting foam for milk-based beverages.
- **UNIQUE TWIN –SHOT BREWING CYCLE:** Allows for brewing two espresso shots simultaneously.
- Integrated burr grinder with 13 adjustable settings for optimal coffee grounds.

- Extractable, easy-to-clean brewing unit.
- Memory function to save preferred settings for customized drinks.



Visual representation of key features: Steel burr grinder, LatteCrema system, and the ability to make drip-style coffee.



Close-up of the control panel, highlighting 13 grind settings, twin brewing cycle, and the removable brewing unit for easy cleaning.

Setup

Before first use, ensure all packaging materials are removed. Place the machine on a stable, flat surface away from heat sources and water. It is recommended to clean all removable components before initial use.

Initial Preparation:

1. **Water Tank:** Fill the water tank with fresh, cold water. Insert the water filter if included in your startup kit.
2. **Bean Hopper:** Open the bean hopper lid and fill with whole coffee beans. Avoid using oily or caramelized beans as they may clog the grinder.
3. **Milk Carafe:** Fill the milk carafe with fresh milk up to the MAX level. Ensure it is securely attached to the machine.

4. **Power On:** Plug the machine into a 120V power outlet. Press the power button to turn on the machine. The machine will perform an automatic rinse cycle.

Note: The machine may require a few minutes to prime the system with water and calibrate during the first use. Follow any on-screen prompts.



Top view of the machine, illustrating the accessible bean hopper and water tank for easy refilling.



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1-800-945-0929

A display of the included accessories, such as the milk carafe, descaler, water filter, coffee scoop, and cleaning brush.

Operating Instructions

Your De'Longhi Prima Donna machine is designed for ease of use, allowing you to prepare a variety of coffee beverages with just a few touches.

Making a Coffee Beverage:

1. Ensure the water tank is filled and the bean hopper contains sufficient beans.
2. Place a cup under the coffee spouts. For milk-based drinks, ensure the LatteCrema System milk carafe is attached and filled.

3. Select your desired beverage from the touch control panel (e.g., Espresso, Cappuccino, Latte Macchiato).
4. The machine will automatically grind the beans, brew the coffee, and, for milk-based drinks, froth and dispense the milk.
5. You can customize drink settings such as coffee strength and beverage size using the menu options on the display.

Customizing Your Drink:

- **Grind Settings:** Adjust the grind fineness using the dial inside the bean hopper. Finer grind for stronger espresso, coarser for lighter.
- **Coffee Strength:** Use the control panel to select your preferred coffee strength (e.g., extra-mild, mild, normal, strong, extra-strong).
- **Beverage Size:** Program your preferred volume for each drink type.



Illustrates the adjustable settings for various coffee types including espresso, cappuccino, and latte, emphasizing fresh brewing.



Detailed view of the intuitive sensor touch control panel, showing options for customizing and saving favorite coffee settings.

Product Demonstration Video:

Your browser does not support the video tag.

This video demonstrates the De'Longhi Prima Donna Fully Automatic Espresso Machine in operation, showcasing its ability to

prepare various coffee and milk-based beverages with ease.

Maintenance

Regular cleaning and maintenance are crucial for the longevity and optimal performance of your espresso machine.

Daily Maintenance:

- **Empty Grounds Container:** The machine will prompt you when the grounds container needs emptying. Remove, empty, and rinse it.
- **Drip Tray:** Empty and clean the drip tray daily to prevent overflow and maintain hygiene.
- **Milk Carafe:** After each use, perform the automatic clean cycle for the milk carafe. For thorough cleaning, disassemble and rinse all components with warm water. The carafe can be stored in the refrigerator between uses.

Weekly/Bi-Weekly Maintenance:

- **Brewing Unit:** The brewing unit is extractable for easy cleaning. Remove it and rinse under running water. Allow it to air dry before reinserting.
- **Coffee Spouts:** Clean the coffee spouts with a damp cloth.

Descaling:

The machine will indicate when descaling is required. Use De'Longhi EcoDecalk descaler as per the instructions provided with the descaling solution. Regular descaling prevents limescale buildup and ensures proper machine function.



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The included accessories, such as the descaler and cleaning brush, are essential for proper machine maintenance.

Troubleshooting

This section addresses common issues you might encounter with your De'Longhi Prima Donna machine.

Problem	Possible Cause	Solution
"Fill Bean" message appears frequently.	Bean hopper is empty or beans are too oily/clogging the grinder.	Refill bean hopper. Use medium roast beans to prevent clogging. Clean grinder if necessary.
Machine is leaking water.	Water tank not seated correctly or damaged.	Ensure water tank is properly inserted. Inspect tank for cracks or damage. Contact support if damaged.
Milk dispenser not frothing properly or overflowing.	Milk carafe components are clogged or not assembled correctly.	Disassemble and thoroughly clean all parts of the milk carafe. Ensure all parts are correctly reassembled.
Coffee is not hot enough.	Cups are cold or machine not fully preheated.	Preheat cups with hot water. Allow machine to complete its full heating cycle before brewing.

For issues not listed here, please refer to the full user guide or contact customer support.

Specifications

Feature	Detail
Brand	De'Longhi
Model Name	Prima Donna
Item Model Number	ECAM28465M
Color	Silver
Product Dimensions	9.37 x 17.36 x 13.58 inches
Item Weight	26.5 pounds
Voltage	120 Volts
Operation Mode	Fully Automatic
Filter Type	Reusable
UPC	044387824651
Date First Available	November 5, 2015

Warranty & Support

For detailed warranty information, please refer to the warranty card included with your product or visit the official De'Longhi website. While this specific model might be an international version, general support and troubleshooting resources are available.

You can find additional resources and a downloadable PDF user manual on the De'Longhi support page or via the link provided:

[Download User Manual \(PDF\)](#)

For direct assistance, you may contact De'Longhi customer support. A general support number is often provided on product packaging or official websites:



Image showing a general support contact number: **1-800-945-0929**. This number can be used for assistance with choosing a coffee machine, setting up, or selecting coffee beans.

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This manual is for informational purposes only. Specifications are subject to change without notice.