

Neretva PE3690SU

Neretva 15 Bar Espresso Machine User Manual

Model: PE3690SU | Brand: Neretva

IMPORTANT SAFETY INSTRUCTIONS

Please read all instructions carefully before using the appliance. Keep this manual for future reference.

- Ensure the voltage matches your power supply.
- Do not immerse the appliance, power cord, or plug in water or other liquids.
- Unplug from outlet when not in use and before cleaning.
- Do not operate any appliance with a damaged cord or plug.
- Use only manufacturer-recommended accessories.
- Keep children supervised around the appliance.
- Do not touch hot surfaces. Use handles or knobs.
- Place the appliance on a stable, level surface.
- This appliance is for household use only.

PRODUCT OVERVIEW

The Neretva 15 Bar Espresso Machine (Model PE3690SU) is designed to prepare various coffee beverages, including espresso, cappuccino, and latte. It features a 15-bar pressure system, a powerful steam wand, and a visible pressure gauge for precise control over the extraction process.



Image: Front view of the Neretva 15 Bar Espresso Machine, showcasing its stainless steel finish, control panel, portafilter, and steam wand. Two espresso shots are being dispensed into glasses.

Components Included:

- Espresso machine (main unit)
- Milk frothing pitcher
- Dosing funnel
- Single shot filter (Pressurized)
- Double shot filter (Pressurized)
- Coffee spoon/tamper
- 51mm portafilter
- User manual (this document)

SETUP

1. Unpacking and Initial Cleaning:

1. Remove all packaging materials and accessories.

2. Wipe the exterior of the machine with a damp cloth.
3. Wash the water tank, portafilter, filter baskets, and milk frothing pitcher with warm soapy water. Rinse thoroughly and dry.

2. Filling the Water Tank:

The machine features a 1.8L removable water tank located at the back.

1. Remove the water tank by lifting it upwards.
2. Fill the tank with fresh, cold water up to the MAX level indicator. Do not exceed the MAX line.
3. Place the water tank back onto the machine, ensuring it is seated correctly.



Image: A hand removing the clear, removable water tank from the back of the espresso machine for refilling.

3. First Use (Priming the Machine):

Before making coffee, prime the machine to fill the internal system with water and remove any air.

1. Ensure the water tank is filled.
2. Place a cup under the portafilter spout (without coffee).
3. Plug the machine into a grounded power outlet.
4. Press the power button to turn on the machine. The indicator lights will flash as the machine heats up.
5. Once the indicator lights stop flashing and remain solid, the machine is ready.
6. Press the single shot button to run water through the group head for approximately 30 seconds.
7. Turn the steam knob to the steam position to release steam for 30 seconds.
8. Repeat steps 6 and 7 until water flows smoothly and steam is consistent.

OPERATING INSTRUCTIONS

1. Making Espresso:

1. **Prepare the Portafilter:** Insert the desired filter basket (single or double shot) into the portafilter.



Image: Illustration showing the single cup filter basket (13-14g) and double cup filter basket (17g) for different espresso shot sizes.

2. **Grind Coffee:** Grind fresh coffee beans to a fine consistency suitable for espresso.
3. **Dose Coffee:** Fill the filter basket with ground coffee. For a single shot, use 13-14g; for a double shot, use approximately 17g. Use the dosing funnel to minimize mess.
4. **Tamp Coffee:** Use the tamper to press the ground coffee firmly and evenly. Ensure the surface is level.

Pre-infusion Function

Ensure smoother water flow and preserve coffee's purity.



Image: Diagram illustrating the pre-infusion function, showing water gently saturating coffee grounds before full pressure extraction, compared to extraction without pre-infusion.

5. **Attach Portafilter:** Insert the portafilter into the group head and turn it firmly to the right until it is securely locked.
6. **Place Cup:** Place one or two espresso cups on the drip tray beneath the portafilter spouts. Consider using the cup warming area on top of the machine for pre-heated cups.



Image: Close-up view of the top of the espresso machine, highlighting the cup warming area with two white cups placed on it.

7. **Start Extraction:** Press the single shot or double shot button. The machine will begin pre-infusion, then extract espresso. Monitor the pressure gauge for optimal extraction (typically 9-12 bar).

Visual Pressure Gauge

always know the extraction status



Image: Close-up of the espresso machine's pressure gauge during extraction, showing the optimal pressure range for perfect extraction. Below, three cups illustrate insufficient, perfect, and over-extraction.

8. **Stop Extraction:** The machine will automatically stop after a preset volume. You can manually stop it by pressing the button again if you prefer a different volume.
9. **Remove Portafilter:** Carefully remove the portafilter by turning it to the left. Dispose of the used coffee grounds.

2. Frothing Milk with the Steam Wand:

The powerful steam system allows for creating delicate milk foam for lattes and cappuccinos.

1. **Prepare Milk:** Fill the milk frothing pitcher with cold milk (dairy or non-dairy) up to just below the spout.
2. **Activate Steam:** Turn the steam knob to the steam position. Wait for the steam indicator light to illuminate steadily, indicating the machine has reached steaming temperature.
3. **Purge Steam Wand:** Briefly open the steam valve to release any condensed water. Close the valve.

4. **Position Wand:** Immerse the tip of the steam wand just below the surface of the milk in the pitcher.
5. **Start Steaming:** Open the steam valve fully. Lower the pitcher slightly to introduce air for frothing, then raise it to heat the milk. Move the pitcher in a circular motion.

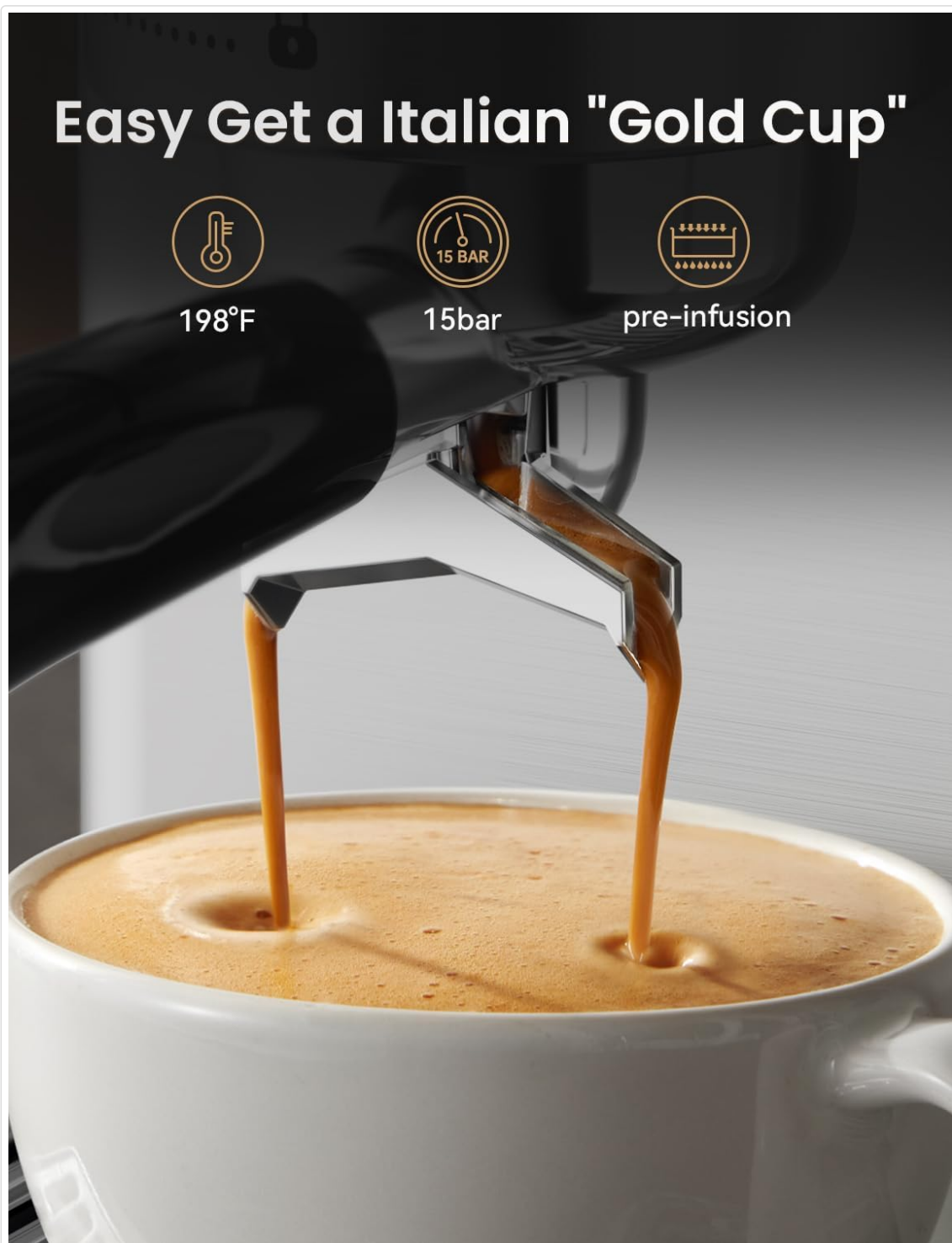


Image: The Neretva espresso machine with its steam wand actively frothing milk in a stainless steel pitcher, demonstrating the powerful steam system.

6. **Monitor Temperature:** Continue until the milk reaches the desired temperature (approximately 140-150°F or 60-65°C). The pitcher will become hot to the touch.
7. **Stop Steaming:** Close the steam valve, then remove the pitcher.
8. **Clean Wand:** Immediately wipe the steam wand with a damp cloth to remove any milk residue. Briefly open the steam valve again to clear any milk from inside the wand.

MAINTENANCE

1. Daily Cleaning:

- **Portafilter and Filter Baskets:** After each use, remove coffee grounds and rinse the portafilter and filter baskets under warm water.
- **Steam Wand:** Always wipe the steam wand immediately after frothing milk. Purge the wand to prevent blockages.
- **Drip Tray:** Empty and rinse the drip tray daily or when the indicator floats up.
- **Water Tank:** Rinse the water tank daily and refill with fresh water.
- **Group Head:** Wipe the group head screen with a damp cloth to remove any coffee residue.

2. Descaling:

Regular descaling is essential to prevent mineral buildup and maintain machine performance. The frequency depends on water hardness and usage, typically every 2-3 months.

1. Prepare a descaling solution according to the descaler manufacturer's instructions.
2. Fill the water tank with the descaling solution.
3. Place a large container under the group head and steam wand.
4. Turn on the machine. Once heated, run approximately half of the solution through the group head by pressing the double shot button.
5. Open the steam valve and release the remaining solution through the steam wand.
6. Turn off the machine and let it sit for 15-20 minutes.
7. Rinse the water tank thoroughly and fill it with fresh water.
8. Repeat steps 4 and 5 with fresh water to rinse the machine completely.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No coffee dispenses / Slow flow	<ul style="list-style-type: none">• Water tank empty• Coffee ground too fine• Coffee tamped too hard• Filter basket clogged• Machine needs descaling	<ul style="list-style-type: none">• Fill water tank• Use coarser grind• Tamp with less pressure• Clean filter basket• Descale the machine
No steam / Weak steam	<ul style="list-style-type: none">• Steam wand clogged• Machine not at steaming temperature• Water tank empty	<ul style="list-style-type: none">• Clean steam wand (purge and wipe)• Wait for steam indicator light to be solid• Fill water tank
Water leaking from machine	<ul style="list-style-type: none">• Water tank not seated correctly• Drip tray full• Portafilter not securely locked	<ul style="list-style-type: none">• Re-seat water tank• Empty drip tray• Ensure portafilter is locked firmly

Problem	Possible Cause	Solution
Espresso is too weak / no crema	<ul style="list-style-type: none">• Coffee ground too coarse• Insufficient coffee dose• Low extraction pressure	<ul style="list-style-type: none">• Use finer grind• Increase coffee dose (e.g., 17g for double shot)• Ensure proper tamping and grind size

SPECIFICATIONS

- **Model:** PE3690SU
- **Pressure:** 15 Bar
- **Power:** 1450W
- **Water Tank Capacity:** 1.8 Liters
- **Dimensions:** 9 x 11.2 x 11.5 inches (L x W x H)
- **Item Weight:** 12.52 pounds
- **Material:** Stainless Steel Exterior
- **Special Features:** Visible Pressure Gauge, Pre-infusion Function, Automatic Pressure Relief, Powerful Steam System, Cup Warming Area, Removable Water Tank

WARRANTY AND SUPPORT

Neretva provides customer service and support for its products. For any issues, questions, or warranty claims, please contact Neretva customer service.

Customer Service: Neretva offers 12-hour quick-response customer service. Refer to the contact information provided with your purchase or visit the official Neretva website for support details.

We care about each customer's experience and satisfaction. If we can assist in any way, please do not hesitate to contact us.