

## KRUPS EA9000 BARISTA TROUBLESHOOTING GUIDE

QUESTION	ANSWER
<p><b>Display keeps requesting maintenance – rinsing/cleaning</b></p> <p><b>Plus coffee not hot enough</b></p>	<p>There may be a fault with the Claris Aquafilter or you may not have installed the Claris Aquafilter correctly. Switch off the machine. Take out the Claris Aquafilter. Switch on the machine again and run the machine without the filter for a day. If there are no problems, put a Claris Aquafilter into the water tank and run the “install” process. <b>On the display, press “settings, service, aqua filter system, install”. This installation process must be carried out each time you put a new Claris Aquafilter into the tank.</b></p> <p><b>REMEMBER:</b> Each time you switch on the machine it will ask if you want to start the automatic rinsing programme. It will only let you delay this 4 times. On the 5<sup>th</sup> time the machine will carry out a rinsing cycle.</p> <p><b>NOTE:</b> You should keep water in the tank to avoid the Claris Aquafilter from drying out. If you empty the tank and do not use the product for a period of time, you must follow the Claris Aquafilter installation programme again, even if you wish to reuse the original filter.</p>
<p><b>Fault code displayed on machine ?</b></p>	<p>Switch off the machine and unplug it for 20 sec. Remove the Aqua filter, add water to the tank if necessary and switch the machine on. If the fault is still displayed, refer to ASP.</p>
<p><b>Machine doesn't switch on ?</b></p>	<p>Ensure that the power connectors are properly inserted in the machine and the socket outlet. Try it in another socket outlet. Check to see if the power on/off button is stuck.</p>

## KRUPS EA9000 BARISTA TROUBLESHOOTING GUIDE

QUESTION	ANSWER
<b>Abnormal noise during grinding ?</b>	Switch off and disconnect the machine from the socket outlet. Clear any obstructions (e.g. stones or fibres from hessian bean bags) from inside the grinder. Make a coffee with a setting of strength = 1 bean (to open the ring of the grinder). If the above action cures the problem, change the coffee bean brand; if the noise persists refer to <b>ASP</b> .
<b>Steam : not enough quantity of steam, quantity of milk frothing too small?</b>	In the " Service " menu launch the manual cleaning program. Check the steam nozzle is screwed on properly. Check the nozzle for obstructions, clear as necessary. Put the metal tube in the dishwasher to unclog the small hole. Use very fresh, very cold, pasteurised or UHT milk, or perhaps try changing the milk brand. With the favourite menu, try a recipe with a longer frothing time. Remove the water filter temporarily, empty the water tank and fill with high calcium content (>100mg/l) mineral water. Perform 5 to 10 consecutive steam cycles into a suitable receptacle until a continuous jet of steam is achieved.
<b>Steam : The milk froth bubbles are too big?</b>	The temperature of the milk is too high (boiling) - use a cold, fresh milk. Ensure there is a sufficient quantity of milk in the glass (the steam outlet must be fully immersed in the milk). Check that the steam nozzle is screwed on properly. Clean the steam nozzle manually to unclog all the holes. Put the metal tube in the dish washer. In the favourites menu, decrease the preheating and/or the frothing time.

## KRUPS EA9000 BARISTA TROUBLESHOOTING GUIDE

QUESTION	ANSWER
<b>The steam nozzle cleaning program doesn't work properly?</b>	Check during the preparation cycle that the milk is not boiling, if it is, reduce the preheating time).Check the quantity of cleaning liquid available (no empty bottle sensor)Clean manually. Check that the cleaning tank (under the steam nozzle) is properly secured.
<b>Frothing system became noisy?</b>	Clean manually and put the metal tube in dish washer to unclog the hole.Or In favourites menu decrease the preheating and increase the frothing time.
<b>" Empty drip tray " message displayed continuously?</b>	Clean the 2 metal contacts and the gap between them at the back of the drip tray. If the drip tray water level is shown as full (you have to empty it after each coffee) clean and replace it and unplug the machine for 20 seconds.
<b>Water tank not detected?</b>	Check that the water tank is fully inserted in the machine (feel it click). Check that the float sensor is not stuck. If necessary shake the tank to free it.
<b>Water flows when the machine has finished its cycle?</b>	After each small recipe of coffee (ristretto and espresso greater than 50 ml) there is an automatic rinsing of the coffee outlet to avoid clogging.
<b>After emptying the coffee grounds container the machine still displays the " empty container " message?</b>	Check that the coffee grounds container is properly inserted. When emptying the container it is necessary to wait 8 seconds before replacing it.

## KRUPS EA9000 BARISTA TROUBLESHOOTING GUIDE

QUESTION	ANSWER
Coffee not strong enough ?	You can set the strength for each recipe by selecting the quantity of coffee beans to be used. Check that there are beans in the hopper and the coffee bean presence sensor is not clogged or dirty. Clean if necessary with a dry clothDo not use damp or oily beans. Use a recipe from the favourites menu and/or reduce quantity of water.
Flow of coffee too slow ?	Change/remove the aqua filter if used.In the " Service " menu launch the cleaning program.
Not enough crema?	Change/remove the aqua filter if used. In the " Service " menu launch the cleaning program. Coffee beans may need changing as they might not be fresh enough.
Water coming through too quickly and coffee weak. Maintenance programme requested.	If the coffee cake is wet, not enough beans or coffee grounds have been used.
Coffee not hot enough?	Check the temperature level set by the customer in the setting menu. Increase it as necessary. In the favourites menu, the temperature can be set for each recipe. If necessary heat the cup/glass before using.