



# 2-in-1 Smart Espresso Coffee Machine

Brewer | Frother



GECMD627BK-U

## INSTRUCTION BOOKLET

Please read all the owner's instruction booklet before use.

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## 1. Important Safeguards

**When using electrical machines, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and /or injury to persons including the following:**

1. Read all instructions.
2. Before using check whether the voltage of wall outlet corresponds to rated voltage marked on the rating plate.
3. This machine has been incorporated with a grounded plug. Please ensure the wall outlet in your house is well earthed.
4. To protect against fire, electric shock and injury to persons do not immerse main parts of the product, cord, plug, in water or other liquid.
5. The machine must not be immersed.
6. Remove plug from wall outlet before cleaning and when not in use. Allow machine to cool down completely before taking off, attaching components or before cleaning.
7. Do not operate any machine with a damaged cord or plug or after the machine malfunctions, or is dropped or damaged in any manner. Return machine to the nearest authorized service facility for examination, repair or electrical or mechanical adjustment.
8. The use of accessory attachments not recommended by the machine manufacturer may result in fire, electric shock or injury to persons.
9. Place machine on flat surface or table, do not hang power cord over the edge of table or counter.
10. Ensure the power cord does not in contact with hot surface of the machine.

## 1. Important Safeguards

11. Do not place the machine on hot surface or beside fire to avoid damage.
12. Do not touch hot surfaces of the machine. Use handles or knobs.
13. To disconnect, remove plug from wall outlet. Always hold the plug. But never pull the cord.
14. Do not use machine for other than intended use. Place it in a dry environment.
15. Be careful not to get burned by the steam.
16. Do not let the machine operate without water.
17. Do not remove the portafilter while brewing coffee. Please remove the portafilter to make additional coffee after finish brewing for more than 10 seconds. Caution should also be taken while removing the portafilter since the portafilter will be hot. Please make sure to hold it by the handle and to use the filter retention clip to dispose the grounds.
18. Connect plug to wall outlet before using and turn any switch off before plug is removed from wall outlet.
19. To eliminate a choking hazard for young children, remove and safely discard the protective cover fitted to the power plug of the espresso machine.
20. This machine can be used by children and above if they have been given supervision or instruction concerning use of the machine in a safe way and if they understand the hazards involved. Cleaning and user maintenance shall not be made by children unless they are older than 8 years and supervised. Keep the machine and its cord out of reach of children aged less than 8 years.

## 1. Important Safeguards

21. The machine can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the machine in a safe way and understand the hazards involved.
22. Children shall not play with the machine.
23. This machine is intended to be used in household and similar machines such as:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses;
  - by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments.
24. Do not use outdoors.

### ⚠ NOTE

## SAVE THIS INSTRUCTION BOOKLET

*For electronic instruction booklet, please contact Gevi support team.*

### North American models with a grounded plug:



#### POLARIZED PLUG

This machine has a polarized plug (one blade is wider than the other). As a safety feature to reduce the risk of electrical shock, this plug is intended to fit in a polarized outlet only one way.

## 1. Important Safeguards

If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to defeat this safety feature or modify the plug in any way. If the plug fits loosely into the AC outlet or if the AC outlet feels warm, do not use that outlet.

### POWER CORD INSTRUCTIONS:

A short power-supply cord (or detachable power-supply cord) may be provided to reduce risks resulting from becoming entangled in or tripping over a longer cord. Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use. If a long detachable power-supply cord or extension cord is used:

- a. The marked electrical rating of the detachable power-supply cord or extension cord should be at least as great as the electrical rating of the machine;
- b. If the machine is of the grounded type, the extension cord should be a grounding type cord;
- c. The longer cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over unintentionally.

Do not pull, twist or otherwise abuse the power cord.

### PRODUCT NOTICES

1. Place the machine on a hard, flat, level surface to avoid interruption of airflow underneath the espresso machine.
2. Do not operate the machine with an empty water tank.



## 2. Features And Benefits

**MODEL: GECMD627BK-U 120V~60Hz 1350W**

### 1 Cup Warming Plate

Preheat cups and glasses to help for retaining the essential characteristics of true espresso, aroma and a rich, sweet taste.

### 2 Tank Cover

Open the tank cover and fill the tank with fresh clean water.

### 3 Water Tank

Push back the tank cover & fill the tank with tap water, or remove the water tank to fill water under a faucet.

### 4 Group Head

For easy positioning of the portafilter. Has two positions, lock and unlock, for easy cleaning.

### 5 Steam Wand

Powerful steam wand creates a rich, creamy froth to customize milk-based espresso drinks.

### 6 Plastic Sleeve

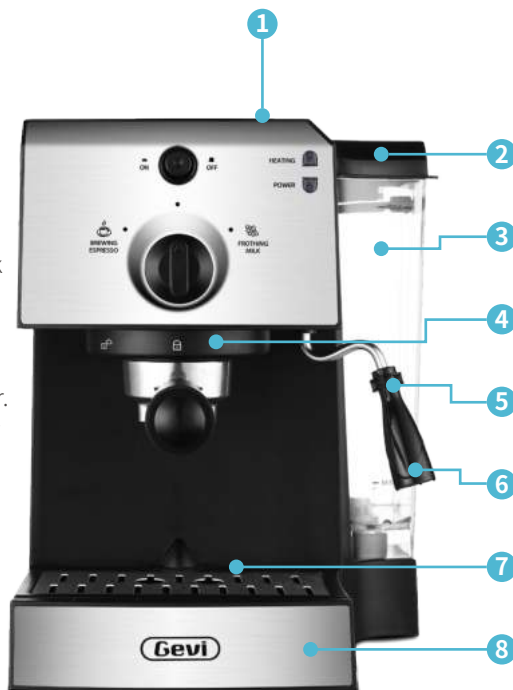
Detachable and washable.

### 7 Removable Cup Shelf

Suitable for small cups, large coffee cups, and easy to clean.

### 8 Removable Drip Tray

The drip tray should be installed before brewing coffee or steaming to receive waste water generated during the boiling process, or to collect coffee spilled during the brewing process.



## 2. Features And Benefits

### 9 Power Button

Press the Power button to turn on/off the machine.

### 10 HEATING Indicator

The HEATING Indicator keeps green fixed when the machine is in READY state.

### 11 POWER Indicator

The POWER Indicator is illuminated red when the machine will start heating.

### 12 BREWING ESPRESSO Indicator

Turn the Espresso/Steam knob to the BREWING ESPRESSO Indicator, water will start to flow out from the Group Head.

### 13 Espresso/Steam Knob

Used to activate espresso or steam.

### 14 FROTHING MILK Indicator

Turn the Espresso/Steam knob to the FROTHING indicator, some steam will be released.

### 15 Double Cup Filter Basket

Use the Double Cup filter basket for a double shot of espresso.

### 16 Portafilter

The size for a more even water flow & an improved extraction taste.

### 17 Spoon & Tamper

One end for spooning, the other end for tamping the coffee grinds in the filter basket prior to brewing.

### 18 Steam Wand Cleaning Pin

Used for cleaning any excess milk that gets stuck inside the steam wand.



### 3. More Details

#### NTC Intelligent Temperature Control System

Two separate thermostats allow for controlling the temperature of espresso extraction and the milk frothing separately, so that the taste of coffee and milk foam can reach the ideal state.

#### 15 BAR Pump

The thermoblock works in conjunction with the pump to deliver the correct water temperature at the correct pressure for complete extraction of oils, coffee solids and aroma.

#### 2 Separate Thermostats

More precise to control water and steam temperature separately. Espresso extraction temperature control for improving crema extraction is 197°F. Milk frothing temperature control for making a delicate foam is 212°F.

#### Pre-Infusion

Small amounts of water are released onto the tamped coffee grinds prior to the steady flow of water, for a richer flavored espresso.

#### Fresh Water

With thermoblock heating system, water comes out directly from the pipe, which ensures fresher water.



### 3. More Details

#### Advanced Thermoblock Fast Heating System

Quickly and efficiently ready to use in less than 45 seconds, and a precise water temperature for the best coffee extraction, and milk frothing.

#### 1350w Big Power

1350W big power can provide a fast and stable extraction, making espresso more fragrant and richer in crema.

#### Italian ODM Pump

Stable extraction and smooth coffee grease.

#### Triple Safe & Thoughtful Protection

- 25min auto shut-off
- Overheat protection
- Auto pressure relief

#### Steam Wand

Stainless steel 360° swivel-action Steam wand for effortless milk frothing.

#### Café Group Head & Portafilter

The Portafilter holds more coffee grinds, resulting in a true café tasting coffee. The wider size ensures the grinds are more evenly spread and easier to fill for an improved flavor extraction. The Filter Basket allows a more consistent grind compaction, resulting in a better tasting coffee, and an easier to empty used espresso puck.

## 4. Before First Use

### 4.1 Remove Packaging

- Ensure all packaging has been removed.

#### ⚠ IMPORTANT

Remove the silicone cap found at the base of the Water Tank.

### 4.2 Position Machine

- Ensure the espresso machine is always positioned onto a dry, stable, flat horizontal counter top.

### 4.3 Wash & Dry Parts

Wash the parts listed below in warm water:

- Double Cup Filter Basket.
- Portafilter.
- Spoon & Tamper.
- Water Tank.

#### ⚠ IMPORTANT

Below these parts are NOT-DISHWASHER SAFE:

- Portafilter.
- Drip Tray.
- Water Tank.

Rinse and dry each part thoroughly then place on the machine.

### 4.4 Preparing to Prime Machine

#### ⚠ IMPORTANT

These priming steps must be completed prior to first use.

#### • Fill Water Tank

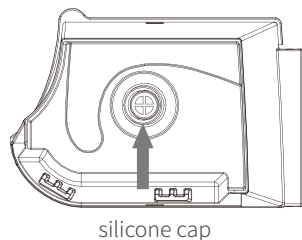
Step 1 - Make sure to tear off the silicone cap from the bottom of the water tank.

Step 2 - Extract the tank by pulling it upwards.

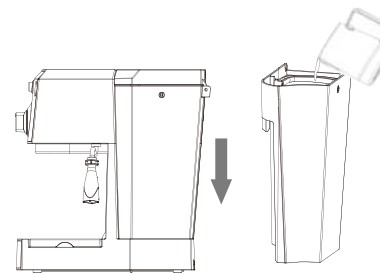
Step 3 - Open the tank cover and fill the tank with fresh clean water, take care not to exceed the MAX level.

Step 4 - Use a clean cloth to wipe off the water on the valve. Put the tank back in the machine, press lightly to open the valves located on the bottom of the tank.

Step 5 - Set up the water tank vertically and align the buckles to the hole on the back of the machine, and press it down to be parallel to the top of the machine.



## 4. Before First Use



#### ⚠ NOTE

Make sure that the Water Tank is clean & free of any debris, as any fine particles can block the water flow.

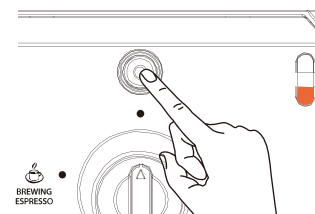
#### • Power

Ensure that:

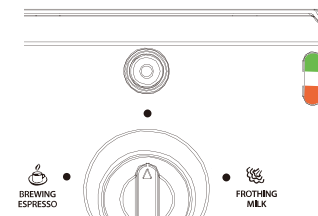
The Espresso/Steam knob is in off-position.

Step 1 - Insert the Power Plug into a 120V AC power outlet & switch the power on.

Step 2 - Press power button to turn on the machine.



- The POWER Indicator is illuminated red. The machine will start heating.
- When the HEATING Indicator keep green fixed, the machine is in READY state.



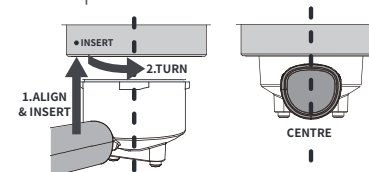
#### • Insert Portafilter

Step 1 - Place the double cup filter basket in the Portafilter.

Step 2 - Insert the Portafilter into the Group Head.

Step 3 - Make sure the Portafilter is in the correct position, align the Portafilter with the '☐' position located on the left of the Group Head.

Step 4 - Insert the Portafilter flat to the Group Head, then turn the Portafilter right all the way to the center position.



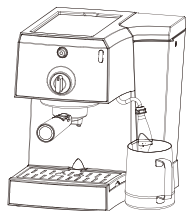
#### ⚠ NOTE

Turning the Portafilter to the centre position might be tight for the first few uses.

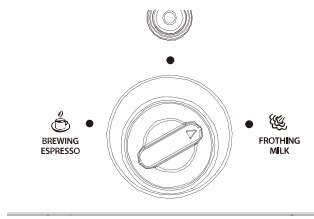
## 4. Before First Use

### 4.5 Prime Espresso Machine

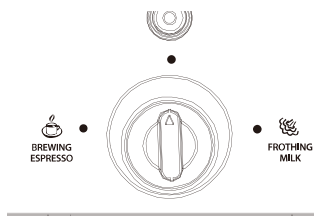
Step 1 - Position Steam Wand over the Drip Tray, or place a container with a minimum capacity of 100mL under the steam spout.



Step 2 - When the HEATING Indicator keeps green fixed, turn the Espresso/Steam knob to the FROTHING MILK indicator "☁️".



Step 3 - Release some steam for 4-5s.  
Step 4 - Return the Espresso/Steam knob back to off-position.



Step 5 - Pour away the water in the cup.

- The machine will return to READY state.

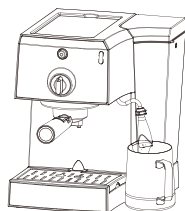
#### ⚠️ NOTE

For the first few seconds the Pump may make a louder than usual noise as it begins pumping the water through.

#### ⚠️ IMPORTANT

If water is still not running through from Steam Wand. It can be caused by pressurized air in the boiler hindering the flow. To solve this problem, follow the below **Step 6-12**. If there is water running through the Steam wand, skip to **Step 13** for next operation.

Step 6 - Position Steam Wand over the Drip Tray, or place a container with a minimum capacity of 100mL under the hot water/steam spout.



Step 7 - When the HEATING Indicator keeps green fixed, turn the Espresso/Steam knob to the FROTHING MILK indicator "☁️".

## 4. Before First Use

- Allow water to run through for 3 minutes.

Step 8 - Return the Espresso/Steam knob back to off-position and long press the power button 4s to turn off the machine.

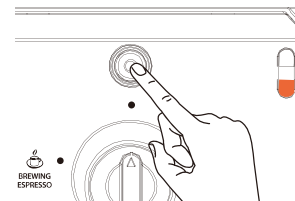
- Leave water in the water tank for 1 day.

#### ⚠️ NOTE

Don't need to pour out the water in the water tank.

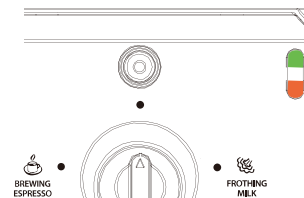
Step 9 - After 1 day, insert the Power Plug into a 120V AC power outlet & switch the machine on.

Step 10 - Press power button to turn on the machine.



- The POWER Indicator is illuminated red. The machine will start heating.

- When the HEATING Indicator keeps green fixed, the machine is in READY state.



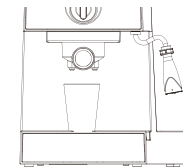
Step 11 - Repeat the above **"Prime Espresso Machine" step 6-8** at least 3 times to fill the water tank with water.

Step 12 - Return the Espresso/Steam knob back to off-position.

- The machine will return to the READY state.

**If water is still not running through, contact Gevi Customer Care.**

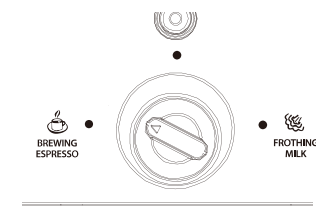
Step 13 - Put the cup on the Removable Cup Shelf.



Step 14 - Turn the Espresso/Steam knob to the BREWING ESPRESSO indicator "☕".

#### ⚠️ NOTE

After making the froth milk, if you want to continue to brew coffee, the machine will relieve the pressure automatically, refer to "16. Make Espresso Immediately After Frothing Milk", page 29.

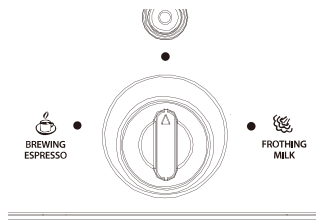


## 4. Before First Use

- Water should start to flow out from the Group Head.

- Allow water to run into the cup and the cup will be full of water.

Step 15 - After the machine brews out around 150-200mL of water, Rotate the Espresso/Steam knob back to off-position and it will stop.



The machine will return to the READY state.

Step 16 - Pour away the water in the cup.

### ⚠ NOTE

The machine is not paired with any jug, please use your own jug or coffee cup.

Now the Espresso Machine is cleaned and ready for use.

Step 17 - Wash Portafilter & Filter Basket in warm water, and dry them before making your first coffee.

**If water is still not running through, contact Gevi Customer Care.**

## 5. Espresso Making Guide

### 5.1 Brief Introduction

	<p>BREWING ESPRESSO Indicator.</p>	<p>Turn the Espresso/Steam knob to the BREWING ESPRESSO indicator “☕” to start brewing. When you get a desired amount of coffee, rotate the Espresso/Steam knob back to off-position to stop.</p>
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### 5.2 Tips for Making the Perfect Espresso

#### 1. Extraction Time

Extraction time is a good indicator of the quality of the pour. The optimum time for shot could vary by types & freshness of coffee beans. However, in general, the pour time should be between 40-50 seconds for double cup shots.

#### 2. Type of Extraction

##### • Optimum Extraction

A quality pour has a steady flow with a consistency similar to warm honey. The resulting crema is dark golden. The sweetest flavours & oils have been extracted creating a rich tasting espresso.

##### • Under Extraction

The pour is fast & light in colour, the resulting crema is thin with a creamy light brown colour which quickly dissipates. This occurs when too little of the essential oils, flavours & colours from the coffee grinds have been extracted. This creates a sour tasting espresso.

##### • Over Extraction

There may be no pour, or it may be slow & drip throughout the entire pour. The resulting crema is very dark. This occurs when too much of the essential oils, flavours & colours from the coffee grinds have been extracted. This creates a bitter tasting espresso.

## 5. Espresso Making Guide

### 3. Look for Colour Change

The optimum shot contains 3 elements:

**Heart:** At the base - starts out dark brown.

**Body:** Blends with the heart - becomes a rich caramel with reddish reflections.

**Crema:** The layer on top of the body - dark golden.



### 4. Grinds

You may need to vary the coffee grind size when using different beans.

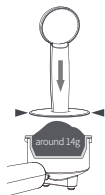
#### ⚠ IMPORTANT

Ensure beans or pre-ground grinds are fresh. Old pre-ground grinds and old beans, no matter the grind size, will not produce a good tasting espresso.

### 5. Grind Dosage

For best results, grind dosage should remain consistent:

Double Cup: 14g - about 2 Tbsp.



#### ⚠ NOTE

Use the 2 cup basket when brewing double cups or a stronger single cup or mug.

#### ⚠ NOTE

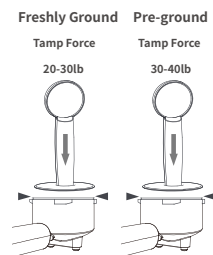
When using pre-ground bagged grinds, try using a 2 step dose & tamp method: Dose in half the grinds then tamp & repeat.

#### ⚠ NOTE

A spoon of flat coffee powder is approximately equal to 7g. Collect the coffee powder with the spoon and shake it gently to make the surface flat, the amount of coffee powder is around 7g. two spoons (14g) can make double cups of top-grade coffee.

### 6. Tamp Force

For best results, evenly tamp (press) grinds to the level indicated.



## 5. Espresso Making Guide

#### ⚠ NOTE

Isolating changes to Grind Size & Tamp Force will assist in producing a consistent taste every time.

#### ⚠ NOTE

Tamp the coffee grinds gently below the the MAX line of portafilter. Don't tamped the coffee grinds too firmly.

### 7. Filter Baskets

- Use filter baskets if grinding fresh whole coffee beans.

- Filter baskets allow you to experiment with grind, dose and tamp to create a more balanced espresso.



Double Cup Filter Basket

### 8. Extraction Guide

There are extraction variations from bean to bean, and everyone's taste is different. Use the below as a guide to improve your espresso technique so that it's just right for you.

## 5. Espresso Making Guide

### CORRECT EXTRACTION

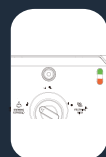


- Flow starts after 4-7 secs.
- Flow slow like warm honey.
- Crema is golden brown with a fine mousse texture.
- Espresso is dark brown.
- Extraction takes 25-35 secs.

### AFTER EXTRACTION



**Remove used grinds:**  
Used grinds will form a coffee 'puck'.



**Rinse filter basket**  
keep the filter basket clean to prevent blockages. blockages. Without ground coffee in the filter basket, lock the Portafilter into the machine and run hot water through.



### UNDER EXTRACTION



- Flows starts after 1-3 secs.
- Flow fast like water.
- Crema is thin and pale.
- Espresso is pale brown.
- Tastes bitter/sharp, weak and watery.
- Extraction takes up to 20 secs.

### SOLUTIONS

**Adjust & re-test:**  
Grind size finer  
Increase powder amount.



Tamp using too heavy of pressure. The top edge of metal cap on the tamper should be level with the top of the filter basket AFTER tamping.

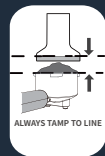
### OVER EXTRACTION



- Flow starts after 8 secs.
- Flow drips or not at all.
- Crema is dark and spotty.
- Espresso is very dark brown.
- Tastes bitter and burnt.
- Extraction takes more than 40 secs.

### SOLUTIONS

**Adjust & re-test:**  
Grind size coarser  
Decrease powder amount.



Tamp using too light of pressure. The top edge of metal cap on the tamper should be level with the top of the filter basket AFTER tamping.

## 5. Espresso Making Guide

	GRIND	GRIND DOSE	TAMP	SHOT TIME
OVER EXTRACTED (BITTER · ASTRINGENT)	TOO FINE	TOO MUCH USE RAZOR TO TRIM	TOO HEAVY	OVER 40 SEC
BALANCED	OPTIMUM	14g- about 2 Tbsp (Double Cup)	30-40lbs (15-20kg)	15-35 SEC
UNDER EXTRACTED (UNDERDEVELOPED · SOUR)	TOO COARSE	TOO LITTLE (increase dose) INCREASE DOSE & USE RAZOR TO TRIM	TOO LIGHT	UNDER 15 SEC

### ⚠ NOTE

- Ensure coffee beans or pre-ground grinds are fresh.
- The grind size will affect the water flow rate through the coffee in the filter and the flavor of the espresso.
- Old coffee beans no matter the Grind Setting will have a weak flavor and stale taste.

## 9. Why No Coffee Pours

### • If there is no water coming out of the water tank:

- Remove the silicone cap found at the base of the Water Tank.
- Fill up the water into the water tank and no exceed the MAX line.
- Group Head may be blocked. To descale and more details, refer to "Cleaning Group Head" from "Care & Cleaning".

### • If no water coming out of the group head without the mobile filter installed:

- If water is still not running through from Steam Wand. It can be caused by pressurized air in the boiler hindering the flow, refer to "Prime Espresso Machine" from "Before First Use of the coffee machine".

### • If coffee grinds are tamped too hard:

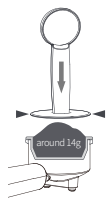
- Tamp the grinds more lightly and press the grinds to the MAX line, you can refer to "6. Tamp Force" for more specific guides.



## 5. Espresso Making Guide

### • If the powder is too much or over the MAX line:

- Check whether the coffee powder is over the MAX line, if yes, then gently press the coffee powder to the MAX line.
- For best results, ground dosage should remain consistent:
- Double Cup: 14g - about 2 Tbsp.



### • If the filter baskets is blocked:

- There is no coffee coming out of the portafilter, but remove the portafilter after making coffee and find that there is a lot of water or coffee left in filter baskets.
- It may take several incremental adjustments before you reach your optimum Grind Size. Dial in Grind Setting based on pouring time & taste, see Espresso Guide.
- When change to coarser powder to reach a better extraction, you can refer to "8. Extraction Guide" for more specific guides.
- To clean the filter baskets, you can refer to "Cleaning Filter Baskets" for more specific guides.

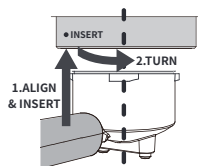
### • If the machine cannot pump out water:

- Tamp the grinds more lightly and press the grinds to the MAX line, you can refer to "6.Tamp Force" for more specific guides.
- Do not use too fine powder, you can refer to "8. Extraction Guide" for more specific guides.

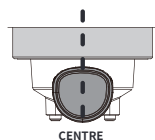
## 10. Why Coffee Pours Out In Drips

### • IF portafilter is not attached correctly, or has not been tightened sufficiently.

- Keep portafilter flat, aligned, inserted & properly turned into Group Head.



- Portafilter should be in the centre position.



### • If the coffee grinds are too much or over the MAX line:

- When change to coarser powder to reach a better extraction, you can refer to "8. Extraction Guide" for more specific guides.

## 5. Espresso Making Guide

### • If coffee grinds are too fine:

- Remove the Portafilter after making coffee and check whether there is a lot of water or coffee left in it. It may take several incremental adjustments before you reach your optimum Grind Size. Dial in Grind Setting based on pouring time & taste, see Espresso Guide.

When change to coarser powder to reach a better extraction, you can refer to "8. Extraction Guide" for more specific guides.

### • If coffee grinds are tamped too hard:

- Tamp the grinds more lightly and press the grinds to the MAX line, you can refer to "6.Tamp Force" for more specific guides.

### • Group Head may be blocked.

Step 1 - The machine is on and in the READY state, and turn the Espresso/ Steam knob to the BREWING ESPRESSO indicator "☕".

- Water should start flowing from the Group Head.

Step 2 - Allow water to run through around 150-200mL, rotate the Espresso/Steam knob back to off-position and it will stop.

- The machine will return to the READY state.

Step 3 - Wipe around the inside rim with a damp cloth & brush.



### • The Filter Baskets may be blocked.

#### Every Time

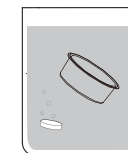
Wash after each use by rinsing them with warm water under the tap.

#### Regular Intervals

In warm soapy water using a mild detergent, rinse & dry.

### • 2-3 Months

Step 1 - Soak the Filter Baskets overnight in the cup with warm water & add Espresso Machine CleaningDescaler.



Step 2 - In the morning rinse the cup & Filter Basket (s) under running water ensuring all traces of the cleaning descaler have been removed.



## 5. Espresso Making Guide

Step 3 - The machine is on and in the READY state, and turn the Espresso/ Steam knob to the BREWING ESPRESSO indicator "☕".

Step 4 - Water should start flowing from the Group Head.

- Allow water to run through around 150-200mL, rotate the Espresso/ Steam knob back to off-position and it will stop.

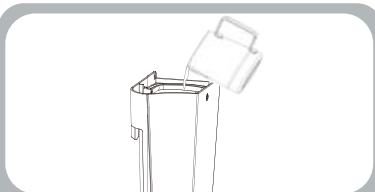
- The machine will return to the READY state.

### • If machine has dirty build up:

To descale and for more details, refer to "Descaling: Group Head & Steam Wand".

## 5.3 Operation

### 1. Check Water



Fill water into the water tank and NOT exceed the MAX line. Set up the water tank vertically and align the buckles to the holes on the back of the machine, and press it down to be parallel to the top of the machine.

### ⚠ TIPS

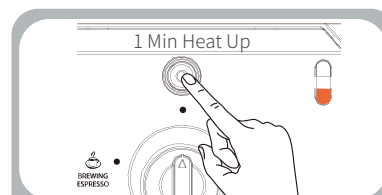
- For best espresso results, use filtered water & freshly roasted coffee beans.
- As the machine is equipped with NTC precision thermostats, the temperature for espresso extraction can be controlled at 197°F and for milk frothing can be controlled at 212°F.

### ⚠ NOTE

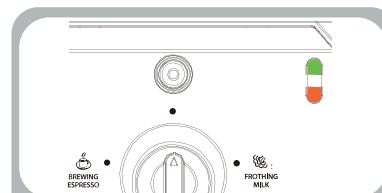
- Before insert the re-filled water tank, use a clean cloth to wipe off the water on the valve.
- If the temperature is too high to make espresso, the steam will splash from the portafilter and hot water will drip off. It will result in a small amount of coffee and a bad taste.
- When the water tank is pulled up, the water will flow out from the outlet at the bottom of the water tank, as it is a movable part. If you have pulled up several times and have not wipe the water immediately, it will accumulate more and more and run to the bottom of the machine, maybe will leave the table full of water. It's not leaking.

## 5. Espresso Making Guide

### 2. Start Up

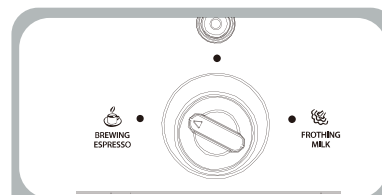


- Insert the Power Plug. Press power button to turn on the machine.
- The POWER Indicator is illuminated red= heating up.

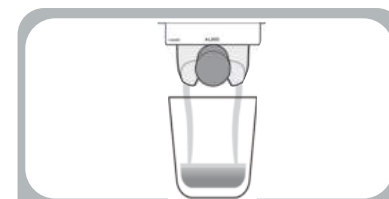


The HEATING Indicator keep green fixed = Espresso Machine ready for use.

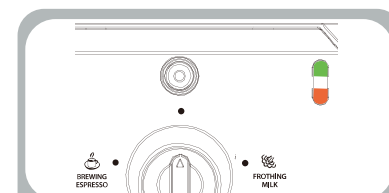
### 3. Warm Cup by Hot Water



Turn the Espresso/Steam knob to the BREWING ESPRESSO indicator "☕".

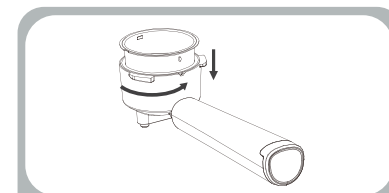


Position a cup on the Drip Tray. Allow 30~40ml of water to flow through.



Return the Espresso/Steam knob back to off-position.

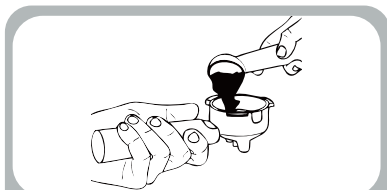
### 4. Select Filter Baskets



Select double cup filter basket and place it inside the portafilter, make sure the tube on the FilterBaskets aligns with groove in the portafilter, then press down the filter basket firmly to portafilter.

## 5. Espresso Making Guide

### 5. Dose & Tamp



Dose the Filter Basket with grinds.



Evenly tamp (press) grinds to the level indicated.

#### ⚠ TIPS

To avoid leaking, coffee grinds should be tamped **BELOW** the MAX line of portafilter.

#### ⚠ NOTE

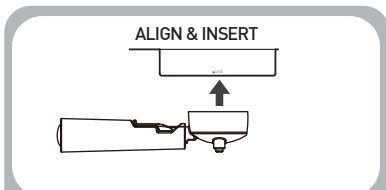
Do not press grinds with too much force. Use the tamper lightly to avoid clogging your machine. If grinds are too tightly packed, water cannot flow through the portafilter and may cause blockage or leakage.

### 6. Wipe Excess Grinds

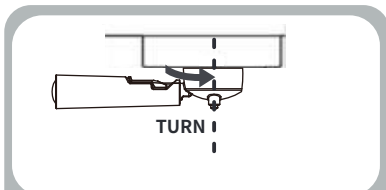


Wipe away any excess grinds to clear edges.

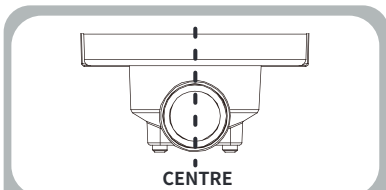
### 7. Insert Portafilter



Face up the portafilter, keep Portafilter flat, insert into Group Head.



Turn Portafilter.



Portafilter should be in the center position, otherwise the coffee will splash and leak from the gap between the connection position.

## 5. Espresso Making Guide

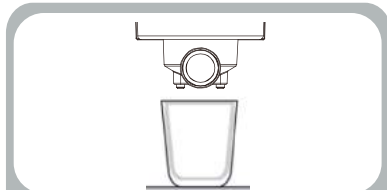
#### ⚠ TIPS

Place a warm cup on the drip tray. If the cup is tall you can remove the drip tray cover and put the cup into the drip tray.

### 8. Position Cup

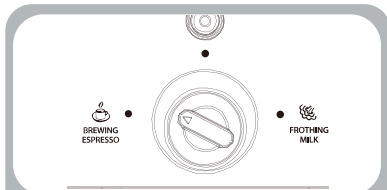


Empty cup.

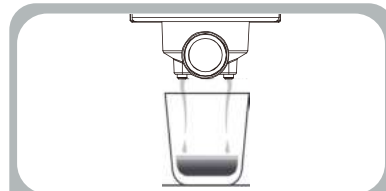


Position cup on Drip Tray under Portafilter.

### 9. Espresso Extraction



Turn the Espresso/Steam knob to the BREWING ESPRESSO indicator "☕" to start the espresso pour.



Extraction begins and will automatically stop. Now Crema is golden brown with a fine mousse texture.

#### ⚠ TIPS

- The portafilter should be removed after a while as the machine needs to relieve the pressure, otherwise, steam will splash out because of the strong pressure. Please remove it in parallel.
- Because of high pressure, the water will fully penetrate into the coffee grinds, it takes time for water to pass through the coffee grinds. So it is normal that the excess coffee will drip off.

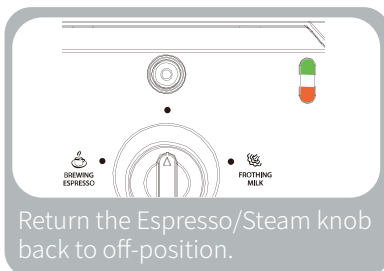
#### ⚠ NOTE

- When the machine starts to work, there will be some noise out from the machine as it is pumping water with a high pressure.
- While the machine is operating, if there is a suddenly loud noise from the machine, there might be not enough water in the water tank for pumping. In this case, please pay attention to the water volume and add water in time.

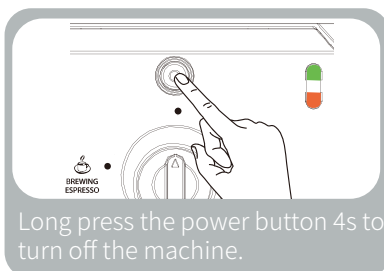
## 5. Espresso Making Guide

### ⚠ WARNING

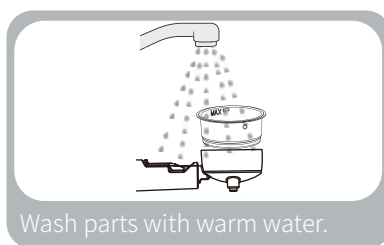
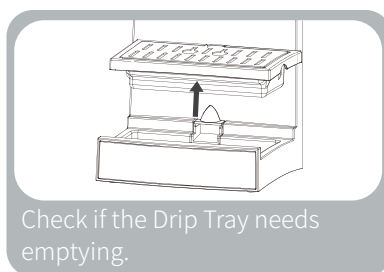
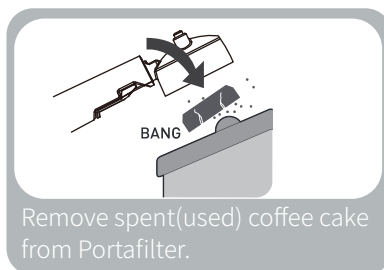
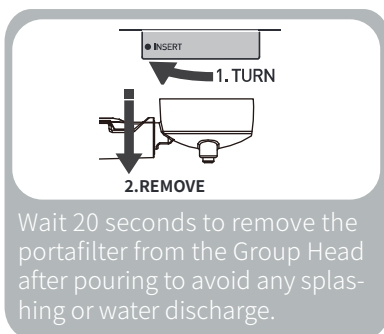
Do not leave the coffee machine unattended during making coffee, as you need to operate manually sometimes!



### 10. Turn Off



### 11. Remove Coffee Cake



## 6. Milk Frothing Guide

### 6.1 Brief Introduction

#### Milk Frothing is the steaming of milk.

#### Key Elements of Textured Milk

The steam only heats the milk. The milk also needs to be aerated (add air) to create the micro-foam, and needs to be blended well together. Milk that has been frothed correctly has been heated to between 140-149°F, and has a thick, rich micro-foam with a silky sheen. It's all about the temperature, positioning of the Steam Wand and when you move the Milk jug.

### 6.2 Tips for Milk Frothing

#### General Tips for making good milk foaming:

1. Correct Temperature. Turn the Espresso/Steam knob to the FROTHING MILK indicator "☁" from the ready mode. The machine is in the frothing milk status. (Tips: For better taste, we suggest releasing the water before frothing milk).
2. Using correct temperature milk (41~45 °F).
3. Using correct amount milk (100-150ml)
4. Using correct size pitcher (around 350mL).
5. Using the correct frothing way (show as below).

#### Detailed Tips for making good milk foaming:

##### 1. Check /Fill Water Tank

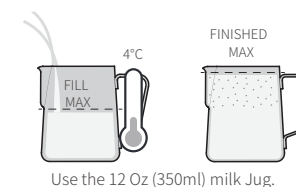
Fill water into the water tank, NOT exceed the MAX line. Set up the water tank vertically and align the buckles to the holes on the back of the machine, and press it down to be parallel to the top of the machine.

##### 2. Fill Milk jug

Add 100-150mL of cold milk around 4°C(40°F) into a chilled clean stainless steel Milk Jug.

### ⚠ NOTE

The volume of milk will increase or 'stretch' during Frothing, so don't overfill the jug.



##### 3. Steam Warm Up

Turn the Espresso/Steam knob to the FROTHING MILK indicator "☁" from the ready mode.



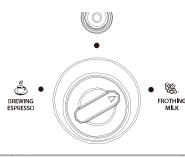
## 6. Milk Frothing Guide

### △ NOTE

For best milk frothing results every time, ensure steam has warmed up before frothing milk. Steam is ready when the HEATING Indicator keep green fixed.

### 4. Purge the Steam Wand with Any Water

With the steam wand positioned over the drip tray, activate the steam function by turning the Espresso/Steam knob to the “☁”.



Once the steam wand has been purged, stop the steam by rotate the Espresso/Steam knob back to off-position.

### △ NOTE

Be careful not to get burned by the steam.

### 5. Position

Insert the steam wand into the milk about two centimeters, then turn the Espresso/Steam knob to the “☁”, steam will come out from the steam wand. Frothed milk is produced by moving jug round from up to down.

The steam wand should barely break the milk’s surface to create fine microbubbles. Moving the wand in a circular motion, texture the milk until the desired volume is reached.

### △ NOTE

Never touch steam outlet during steam jetting and be careful not to be burnt.

### △ NOTE

Never turn the steam knob rapidly, as the steam will accumulate rapidly in short time which may increase the potential of the risk of explosion.

### 6. Sound

How air is introduced to the milk determines the consistency of the foam. If large gulps of air are added to the milk, the foam will have large bubbles. Introducing air to the milk in a controlled, gentle fashion indicated by a gentle hissing sound, will ensure the milk has fine aerated microfoam.

**Barista Tip:** Milk frothing Sounds.

- **Gurgling:** Froth nozzle not deep enough, raise Milk Jug.
- **Smooth Hissing:** Just right for latte.
- **Screeching:** Froth nozzle too deep, lower Milk Jug.

## 6. Milk Frothing Guide

### 7. Keeping Froth Nozzle Position

As the steam heats & textures the milk, the milk will stretch, causing the level of the milk in the Milk Jug to rise. If this is happening, follow the level of the milk by lowering the Milk Jug and keeping the Froth nozzle just below the surface.

### △ NOTE

Some adjustments to technique will be required when using non-dairy milk.

### 8. Amount of Foam

Create the amount of microfoam you want. Cappuccinos traditionally have more microfoam than flat whites.

### △ NOTE

Do not allow the steam to spurt unevenly, otherwise it will create aerated froth/large bubbles. If this is happening, raise the jug so that the steam nozzle is lowered farther into the milk.

### 9. Immerse Froth Nozzle

After creating the desired amount of foam, immerse the Steam wand half depth way into the milk. This heats all the milk and pulls in milk instead of air. This ensures the milk & foam

are blended together, making it denser & smoother.

### 10. Correct Temperature

An indication of reaching correct milk temperature is when the jug base can only be touched comfortably for approximately 3 seconds.

**Barista Tip:** Milk Temperature.

- **Under:** If not heated long enough, it will be warm with little texture.
- **Optimum:** between 140-149°F.
- **Over:** If heated too long it will start to boil around 72°C and will have a burnt taste with all texture lost.

### △ NOTE

Above recommendations might vary from one milk brand to another and depending on your taste preference.

### 11. After the Milk Frothing

Milk temperature from 140-149°F is recommended for milk frothing, you can increase or decrease the temperature to better suit your taste.

### △ NOTE

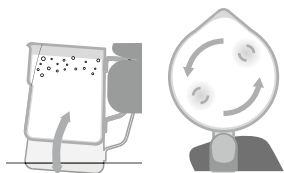
The amount of foam required will vary depending on the drinks being made. For example, a cappuccino requires more foam than a latte.

## 6. Milk Frothing Guide

Rotate the Espresso/Steam knob back to off-position. The machine will relieve the pressure automatically.

### 12. Tap & Swirl the Jug


- Gently tapping the jug on the benchtop helps to release larger trapped air bubbles.
- Swirling helps the milk & froth to combine for an even consistency & a silky appearance.

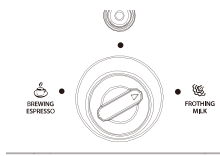


### 13. The Finishing Touches

Pour from the Milk jug into your cup in one steady motion.

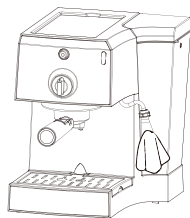
### 14. Purging the Steam Wand

- Removing the jug from the Steam Wand, place the Steam Wand over the Drip Tray and purge the Steam Wand to remove any milk that has been sucked up.
- To purge turn the knob to the “” position for a few seconds, then rotate the knob to the off-position.



### 15. Wipe Steam Wand

Wipe the Steam wand Arm with a clean damp cloth to remove any milk residue.



### 16. Make Espresso Immediately After Frothing Milk

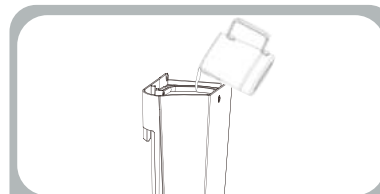
After making the froth milk, if you want to continue to brew coffee, the machine will relieve the pressure automatically.

- Rotate the Espresso/Steam knob back to off-position.
- The pressure relief hole will come out some steam and make a loud noise.
- Wait for few seconds until the HEATING Indicator is illuminated green again. Then you can continue to brew coffee and refer to "Espresso Making Guide" for more specific guides.

## 6. Milk Frothing Guide

### 6.3 Operation

#### 1. Check Water



Fill water into the water tank, NOT exceed the MAX line. Set up the water tank vertically and align the buckles to the holes on the back of the machine, and press it down to be parallel to the top of the machine.

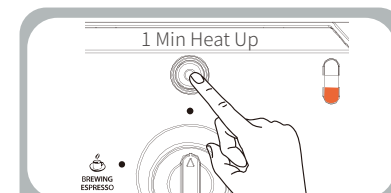
#### ⚠ TIPS

As the machine is equipped with NTC precision thermostats, the temperature for milk frothing can be controlled at 212°F.

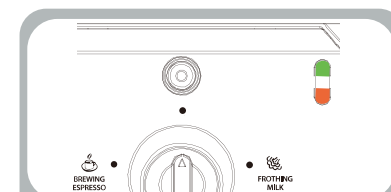
#### ⚠ NOTE

- Before insert the re-filled water tank, use a clean cloth to wipe off the water on the valve.
- When the water tank is pulled up, the water will flow out from the outlet at the bottom of the water tank, as it is a movable part. If you have pulled up several times and have not wipe the water immediately, it will accumulate more and more and run to the bottom of the machine, maybe will leave the table full of water. It's not leaking.

#### 2. Start Up

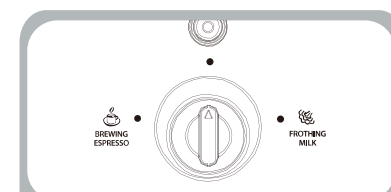


- Insert the Power Plug. Press power button to turn on the machine.
- The POWER Indicator is illuminated red = heating up.



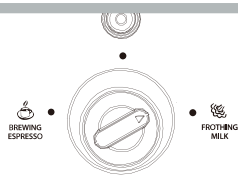
The HEATING Indicator keep green fixed = Espresso Machine ready to use.

#### 3. Before Frothing Milk

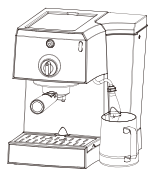


- Before milk frothing, make sure the Espresso/Steam knob in the off-position.
- Make sure the froth nozzle is clean and not blocking.

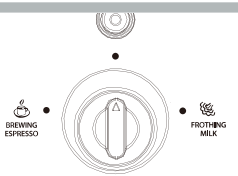
## 6. Milk Frothing Guide



Turn the Espresso/Steam knob to the FROTHING MILK indicator "☁" when the HEATING Indicator keep green fixed.



Some water may come out of the Steam Wand.



Pause steam by returning knob to off-position.

### ⚠ TIPS

For a better taste, we suggest releasing the water before frothing milk.

### ⚠ NOTE

For best milk frothing results, ensure that steam has been firstly warmed up.



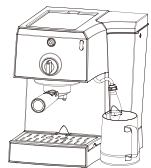
Empty cup.

## 4. Prep Milk Jug



Fill 12 Oz(350ml) stainless steel Jug with cold milk. Recommended 100ml-150ml, 41-45°F milk.

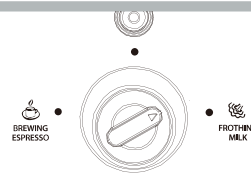
## 5. Position Steam Wand



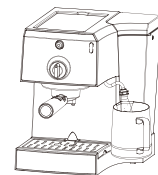
Insert the steam wand into the milk about two centimeters.

## 6. Milk Frothing Guide

### 6. Start Frothing Milk



Activate the steam function by turning knob to the FROTHING MILK indicator "☁", steam will come out from the steam wand. This will start to create a whirlpool action in the milk.



Frothed milk is produced by moving milk jug round from up to down. Moving the wand in a circular motion. The steam wand should barely break the milk's surface to create fine microbubbles.



Frothing makes a smooth hissing noise.

### ⚠ NOTE

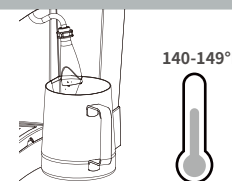
- Do not allow the steam to spurt unevenly, otherwise it will create aerated froth/large bubbles. If this is happening, raise the milk jug so that the steam nozzle is lowered farther into the milk.
- After frothing, the milk jug base is too hot to touch, wait for 3 sec. If you need more milk froth, you can continue to froth or stop according to your needs.

### ⚠ TIPS

As the steam heats and textures the milk, the level of the milk in the milk jug will begin to rise. If this is happening, lower the level of the milk by lowering the jug, always keeping the tip of the steam nozzle just below the surface.

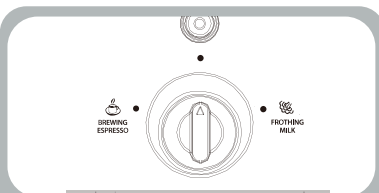
### ⚠ TIPS

The amount of foam required will vary depending on the drinks being made. For example, a cappuccino requires more foam than a latte.



Once the foam is created, raise the milk jug until the steam nozzle is in the center of the milk.

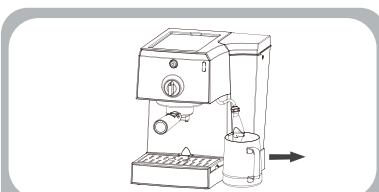
## 6. Milk Frothing Guide



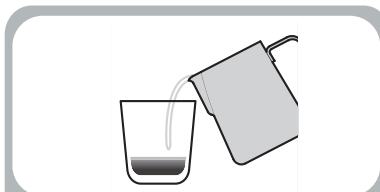
Pause steam by returning knob to off-position.



Swirl milk jug to blend milk and create a silky texture.

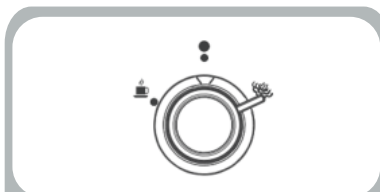


Remove milk jug from Steam Wand.

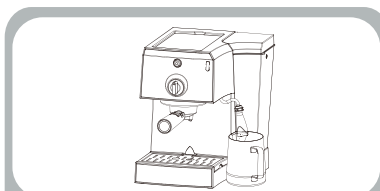


Pour milk in one steady motion.

### 8. Purge & Clean Steam Wand



Turn the Espresso/Steam knob to the FROTHING MILK indicator "☁" for 3-4 sec.

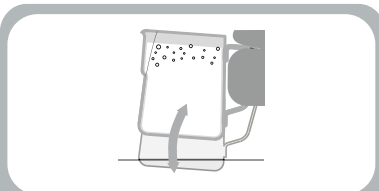


Release some steam for 4-5s to clean the froth nozzle from milk residue & prevent future blockage.

### NOTE

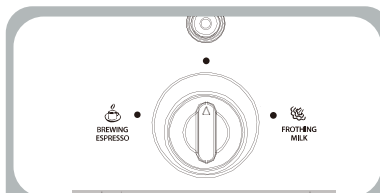
After making the froth milk, if you want to continue to brew coffee, the machine will relieve the pressure automatically.

### 7. Milk Finishing Touches

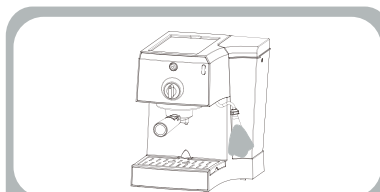


Tap milk jug to release larger air bubbles.

## 6. Milk Frothing Guide



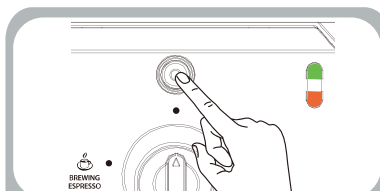
Pause steam by returning knob to off-position.



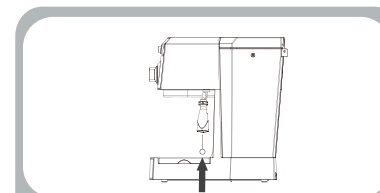
Use a damp cloth to pull out the stainless sleeve then clean the outside of steam wand.

### TIPS

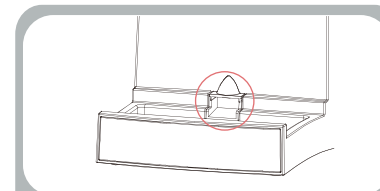
To keep optimum Steam performance, always purge & clean the Steam Wand after Frothing milk.



Long press the power button 4s to turn off the machine. (It is best to unplug the machine and keep it cool)



When steam wand becomes clogged, Remove the Plastic Sleeve and insert the steam wand cleaning pin to the froth nozzle hole and remove the obstruction. Then run steam again for 10-15s.



When you finish frothing milk and turn the knob back to off-position, the machine will relieve the pressure automatically. The pressure relief hole will come out some steam and make a loud noise.



## 7. Care & Cleaning

The espresso making process involves extracting oils out of ground coffee. Deposits of grinds & oils build up over time, affecting the taste of the coffee & operation of the machine.

Purging water through the Group Head & Steam Wand, before & after making each coffee, is the easiest way to keep your machine clean.

Wash the parts listed below in warm water:

- Double Cup Filter Basket.
- Portafilter.
- Spoon & Tamper.
- Water Tank

### ⚠ IMPORTANT

Below these parts are NOT-DISHWASHER SAFE:

- Portafilter.
- Drip Tray.
- Water Tank.

Rinse and dry each part thoroughly then place on the machine.

### Cleaning Drip Tray

#### • When Required

- Empty the Drip Tray when required, if the Drip Tray overflows, empty the Drip Tray immediately.

#### • Weekly

- Clean the Drip Tray and Grill with warm water and a little non-abrasive washing up liquid, rinse and dry.

### ⚠ NOTE

A long time it is normal for the inside of the Drip Tray to be stained by the oils in the coffee grinds.

### Cleaning Warming Plate & Exterior

- Wipe over the machine with a damp cloth and wipe dry. Do not use alkaline cleaning agents, abrasives or metal scourers, as these will scratch the exterior surface.

### ⚠ CAUTION

Do not immerse the machine in water.

### Cleaning Portafilter & Filter Basket

#### • Every Time

- Wash after each use by rinsing them with warm water under the tap.

#### • Regular Intervals

- In warm soapy water using a mild detergent, rinse & dry.

## 7. Care & Cleaning

### Cleaning Group Head

#### • Every Time

- Run water through before making an espresso.

#### • Weekly

Step 1 - When the machine is in the READY state. Turn the Espresso/Steam knob to the BREWING ESPRESSO indicator "☕".

Step 2 - Water should start flowing from the Group Head.

- Allow water to run through until rotate the Espresso/Steam knob back to off-position and it will stop.  
- The machine will return to the READY state.

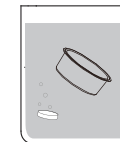
Step 3 - Wipe around the inside rim with a damp cloth & brush.



### Cleaning Filter Baskets

#### • 2-3 Months

Step 1 - Soak the Filter Baskets overnight in the cup with warm water & add Espresso Machine Cleaning Descaler.



Step 2 - In the morning rinse the cup & Filter Basket (s) under running water ensuring all traces of the cleaning descaler have been removed.

Step 3 - Place a Filter Basket into Portafilter [without coffee grinds] and insert into Group Head.

Step 4 - When the machine is in the READY state and turn the Espresso/Steam knob to the BREWING ESPRESSO indicator "☕", water should start flowing from the Group Head.

- Wait for a moment, allow water to run through until rotate the Espresso/Steam knob back to off-position and it will stop.

### Cleaning Steam Wand

#### • Every Time

- After frothing milk, purge the Steam wand by turning the Espresso/Steam knob to "☕" for just 1-2 seconds.

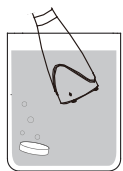
- Wipe the Steam wand with a damp cloth.



## 7. Care & Cleaning

### • 2-3 Months

Step 1 - Soak the Steam wand overnight in the cup with warm water & add Espresso Machine Cleaning Descaler.



Step 2 - In the morning remove the cup and rinse ensuring that all traces of the solution have been removed.  
Step 3 - Wipe Steam wand with a damp cloth ensuring that all traces of the cleaning descaler have been removed.  
Step 4 - Run Steam through the Steam wand for 3-4 seconds.

### • Unblocking Steam Wand

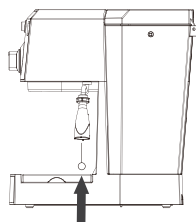
If the Froth nozzle becomes blocked with milk residue:

Step 1 - Long press the power button to turn off the machine, it is best to unplug the power plug and operate in the cold state.

#### △ TIPS

The temperature of the steam wand is very high during use, and it is easy to burn your hands.

Step 2 - Remove the Plastic Sleeve, insert the Steam Wand Cleaning Pin up the Froth nozzle hole and remove.



Step 3 - Run Steam through the Steam wand for 3-4 seconds.

### Group Head Rubber Seal

A rubber seal is located in the group head and creates a seal against the filter basket when making an espresso.

#### △ IMPORTANT

When your espresso machine is not being used, we recommend that you do not leave the Portafilter inserted into the Group Head, as this will reduce the life of the seal.

#### △ NOTE

This machine has no user serviceable parts. Any servicing beyond that described in the Cleaning Section should be performed by an Authorized Service Representative only.

## 8. Descaling: Group Head & Steam Wand

After continued use, your espresso machine may develop a build-up of mineral deposits, and therefore require occasional 'descaling'. We recommend descaling your machine every 4-6 months, although this period will depend on the hardness of water and frequency of use.

### Descaling Solution

You have 3 options:

- a. One espresso machine descaling tablet.
- or
- b. Liquid descaler.
- or
- c. White vinegar & warm water.

You also can use powder descalers or others to clean your machine as you like. For specific cleaning methods, please refer to the instructions provided by your descaler provider.

### Descaling Program

The Descaling Program takes approximately 10 minutes to complete.

#### △ IMPORTANT

If the Descaling Cycle is not completed or stopped part way through any of the Descaling Steps, then you will need to start the Descaling Cycle again from the beginning.

### Preparing for Descaling

#### • Fill Water Tank with Solution

a. Fill Water tank with 4 cups of warm water add one Espresso Machine Descaling Tablet. Allow tablet to fully dissolve.

or

b. In an empty Water tank add half a cap full of Liquid Descaler. Fill Water tank with 4 cups of warm water. Allow solution to mix thoroughly.

or

c. In an empty Water tank add 1½ tablespoons of white vinegar. Fill Water tank with 4 Cups of warm water. Allow solution to mix thoroughly.

- Insert the Water Tank into position.



#### • Power

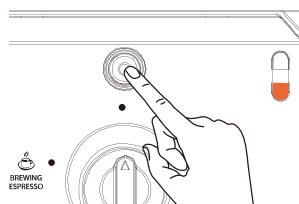
Ensure that:

The Espresso/Steam knob is in off-position.

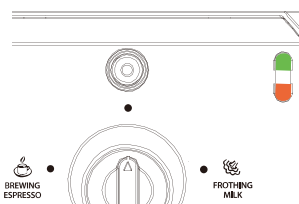
Step 1 - Insert the Power Plug into a 120V AC power outlet & switch the power on.

## 8. Descaling: Group Head & Steam Wand

Step 2 - Press power button to turn on the machine.

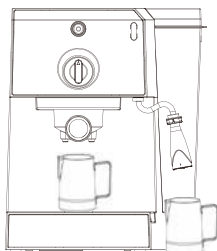


- The POWER Indicator is illuminated red. The machine will start heating.
- When the HEATING Indicator keep green fixed, the machine is in READY state.



### • Place Containers

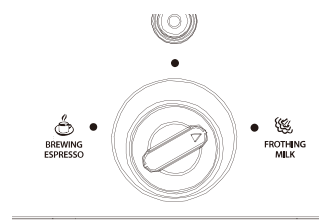
- Place a 4 Cups container under Group Head and another 4 Cups container under the Steam Wand.



### • Access the Descaling Cycle

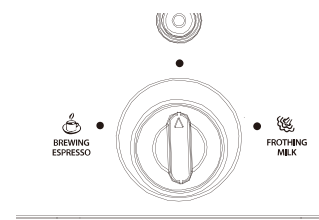
#### 1. Steam Wand Descaling

Step 1 - When the HEATING Indicator keep green fixed, turn the Espresso/Steam knob to the FROTHING MILK indicator "☁".



- The Pump will start and steam will run from the Steam Wand. Over a 2 minute period the Pump will make different noises.

Step 2 - The Steam wand will always flow out citric acid until you return the Espresso/Steam knob back to off-position.



Step 3 - Pour away the water in the cup.

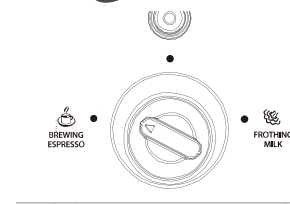
The machine will return to the READY state.

- Move to 2. Group Head Descaling

## 8. Descaling: Group Head & Steam Wand

### 2. Group Head Descaling

Step 1 - Turn the Espresso/Steam knob to the BREWING ESPRESSO indicator "☕".



- The Pump will start and hot water will run from the Group Head. Over a 2 minute period the Pump will make different noises.

Step 3 - Rotate the Espresso/Steam knob back to off-position and it will stop.

- When the hot water has stopped being released from the Group Head, this step has finished.

Step 4 - Pour away the water in the cup.

- Move to Preparing for Purge section.

### 3. Preparing for Purge

The Steam Wand and Group Head now need to be purged clean with fresh water to remove descaling solution.

Step 1 - Remove the Water tank & rinse thoroughly under running water, ensuring that all traces of the descaling solution have been removed.

Step 2 - Fill the Water tank to the 'MAX' line with clean water and replace.

Step 3 - Empty water from the containers and replace.

- Move to 3. Steam Wand Purge.

### 4. Steam Wand Purge

Step 1 - Turn the Espresso/Steam knob to the FROTHING MILK indicator "☁".

- The Pump will start and steam will run from the Steam Wand. Over a 2 minute period the Pump will make different noises.

Step 2 - When the steam wand is cleaned by hot water, rotate the Espresso/Steam knob back to off-position.

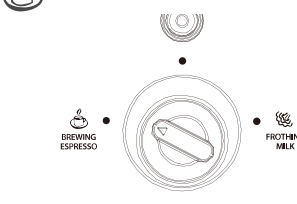
- When the hot water has stopped being released from the Steam Wand, this step has finished.

- The machine will return to the READY state.

- Move to 4. Group Head Purge.

### 5. Group Head Purge

Step 1 - Turn the Espresso/Steam knob to the BREWING ESPRESSO indicator "☕".



## 8. Descaling: Group Head & Steam Wand

- The Pump will start and hot water will run from the Group Head. Over a 2 minute period the Pump will make different noises.

Step 2 - After the machine brews out around 150-200mL, rotate the Espresso/ Steam knob back to off-position and it will stop.

- When the hot water has stopped being released from the Group Head, the Descaling Program has finished.

Step 3 - Pour away the water in the cup.

### 6. Complete

- The Descaling Cycle is completed. The machine will return to the READY state.

- Empty water from the containers.

## 9. Troubleshooting Guide - Espresso Machine

Problem	Possible Cause	Way To Check	What To Do
The coffee machine cannot work.	The machine is not plugged well.	Press the Power Button but the POWER Indicator doesn't illuminate red , check if the plug is plugged in and if the plug is loose.	Plug the power cord into a wall outlet correctly, if the machine still does not work, please contact with the authorized service facility for repairing.
1. Portafilter comes off during espresso pour.	Portafilter is not attached correctly, or has not been tightened sufficiently.	Portafilter is not in the center position in "Lock".	Ensure all three tabs of the Portafilter are fully inserted into the Group Head, & rotated to the center position.
	The powder is too much or over the MAX line.	Please check that the powder is the MAX line of the filter baskets.	Press the coffee powder lightly to the max line.
	Coffee grind is too fine.	No coffee or very little.	Change to a coarser grind.
	Coffee grinds tamped too hard.		Tamp the grinds more lightly.
2. Espresso squirts out of the Group Head during pour.	Top edge of filter is not free of coffee grinds.	The filter basket is not placed correctly on the portafilter.	Clean around the top edge of the filter and wipe the Group Head clean.
3. Espresso trickles down the side of the Portafilter.	The Group Head is dirty.	Check if the Group Head is blocked by powder.	Wipe with a damp cloth. Clean the seal including the bayonet corner areas with a brush to remove grinds.
	Group Head rubber seal is damaged or worn.	Check if the rubber of the group head is damaged or loose.	Contact Gevi Customer Care.

## 9. Troubleshooting Guide - Espresso Machine

Problem	Possible Cause	Way To Check	What To Do
No coffee pours.	The silicone cap in the water tank has not been removed.	Check if the silicone cap stayed at the base of the Water Tank.	Remove the silicone cap found at the base of the Water Tank.
	No water in the Water Tank.	The machine works making a lot of noise and no water.	Please fill up the water into the water tank but pay attention that the water to fill must not to exceed the MAX line.
	Group Head may be blocked.	Check if the Group Head is blocked by powder.	To descale and more details, refer to "Descaling: Group Head & Steam Wand".
	Pressurized air in the boiler is hindering the flow.	When the coffee is operated without a portafilter installed, the machine does not dispense water.	If water is still not running through from Steam Wand. It can be caused by pressurized air in the boiler hindering the flow, refer to "Prime Espresso Machine" from "Before First Use of the coffee machine".
	Grinds are too fine.	No coffee or very little.	Change to a coarser grind.
	Coffee tamped too hard.		Tamp the grinds more lightly.
	The filter baskets may be blocked.	There is no coffee coming out of the portafilter, but remove the portafilter after making coffee and find that there is a lot of water or coffee left in filter baskets.	When the filter is blocked, the Portafilter cannot be installed, To clean the filter baskets, you can refer to "Cleaning Filter Baskets" for more specific guides.

## 9. Troubleshooting Guide - Espresso Machine

Problem	Possible Cause	Way To Check	What To Do
Coffee pours out in drips.	Portafilter is not attached correctly, or has not been tightened sufficiently.	Coffee leaking from the side of the portafilter.	Re-install the portafilter correctly.
	The powder is too much or over the MAX line.		Press the coffee powder lightly to the max line.
	Grinds are too fine.	Remove the portafilter after making the coffee and find that there is a lot of water or coffee left in it	Change to a coarser grind.
	Coffee tamped too hard.		Tamp the grinds more lightly.
	Group Head may be blocked.	Check if the Group Head is blocked by powder.	To descale and more details, refer to "Descaling: Group Head & Steam Wand".
	The filter baskets may be blocked.	There is no coffee coming out of the portafilter, but remove the portafilter after making coffee and find that there is a lot of water or coffee left in filter baskets.	When the filter is blocked, the Portafilter cannot be installed, To clean the filter baskets, you can refer to "Cleaning Filter Baskets" for more specific guides.
	Machine has dirty build up.	The machine does not work smoothly, or the coffee comes out with a bad taste.	To descale and more details, refer to "Descaling: Group Head & Steam Wand".

## 9. Troubleshooting Guide - Espresso Machine

Problem	Possible Cause	Way To Check	What To Do
The machine makes weak coffee.	The coffee beans are inappropriate.	The color of the coffee coming out is light, and the flow rate is too fast.	Use blended coffee beans.
	The size of coffee grinds is too coarse.		Use fine coffee grinds.
	The amount of coffee grinds is inappropriate.	Please check that the powder is the MAX line of the filter baskets.	Not enough coffee grinds, use more grinds.
	The coffee grinds are tamped too tight.	There is a lot of water left in the portafilter after making coffee.	Ensure coffee is tamped evenly and check there is nothing obstructing the pouring spouts.
	Not an appropriate temperature for brewing coffee.	the HEATING Indicator do not keep green fixed and The POWER Indicator is not illuminated red.	Make sure the temperature is correct(89-95°C/ 192-203°F).
	The espresso amount is inappropriate.	Too much water for coffee.	30mL per cup.
Espresso does not have any Crema (Under Extracted).	Beans are old or pre-ground grinds are dry.	The coffee comes out with insufficient or no grease.	Use fresh beans and grinds. Be sure to store pre-ground grinds in an airtight container.
	Grinds not compacted enough.		Tamp more firmly.
	Grinds too coarse.		Use a finer grind coffee.
Uneven cup filling.	Uneven tamping or obstruction in the pouring spouts.	There are bumps on the surface of the coffee powder in the portafilter that has finished making the coffee.	Ensure coffee is tamped evenly and check there is nothing obstructing the pouring spouts.

## 9. Troubleshooting Guide - Espresso Machine

Problem	Possible Cause	Way To Check	What To Do
Used Espresso puck is wet.	Filter baskets can keep the espresso puck wet.	There is no coffee coming out of the portafilter, but remove the portafilter after making coffee and find that there is a lot of water or coffee left in filter baskets.	Keep Portafilter in Group Head until milk frothing is finished. This will give more time for the water to dissipate.
Espresso tastes burnt.	Type of coffee being used.	whether to use freshly ground coffee beans.	Try different brands of coffee.
Coffee is too cold.	The cups were not warmed before extraction.	The temperature of the cup is too low.	Warm the cup before brew.
Pump makes an unusually noise.	No water in the Water Tank.	The machine works making a lot of noise and no water.	Please fill up the water into the water tank but pay attention that the water to fill must not to exceed the MAX line.
	Water tank not correctly positioned.	There is no coffee coming out of the portafilter.	Place the Water tank firmly into the back of the unit.
	Silicone cap from the packaging may still be inserted.	Check if the silicone cap stayed at the base of the Water Tank.	Remove the silicone cap found at the base of the Water Tank.
Acid (vinegar) taste exists in Espresso coffee.	No proper clean after cleaning the mineral deposits.	The machine has not been cleaned for a long time.	Clean the coffee machine per the instructions "Descaling: Group Head & Steam Wand" for several times.

## 9. Troubleshooting Guide - Espresso Machine

Problem	Possible Cause	Way To Check	What To Do
Acid (vinegar) taste exists in Espresso coffee.	The coffee powder is stored in a hot, wet place for a long time. The coffee powder turns bad.	The machine has not been cleaned for a long time.	Please use fresh coffee powder, or store unused coffee powder in a cool, dry place. After opening a package of coffee powder, reseal it tightly and store it in a refrigerator to maintain its freshness.
Water leaks from the bottom of coffee machine.	There is much water in the drip tray.	The drip tray is overflowing.	Please clean the drip tray.
	The sealing ring of the water inlet hole of the machine base is deformed.	Water tank not installed correct.	Please contact with the authorized service facility for repair.
	Malfunction of the coffee machine.	Press the Power Button but the POWER Indicator doesn't illuminate red , check if the plug is plugged in and if the plug is loose.	Please contact with the authorized service facility for repair.
	When the water tank is pulled up after use, it is normal that there will be water left on the desk.	there will be water left on the desk.	As the water outlet at the bottom of the water tank is a movable part and it is not leaking.
The metal parts in the tank have rust.	Descaler is not recommended type. It may corrode the metal parts in the tank.	Has the water tank been cleaned with a recommended descaler agent or in the dishwasher.	Use the descaler recommended by manufacturer.

## 9. Troubleshooting Guide - Espresso Machine

Problem	Possible Cause	Way To Check	What To Do
Espresso function indicator and steam function indicator blink light.	The temperature inside the machine is too high, because making coffee immediately after making steam.	Make coffee immediately after using the steam.	1. Manual cooling: After making the milk foam through the steps above "Milk Frothing Guide", the machine will relieve the pressure automatically.
			2. Natural cooling: Do nothing and let the machine stand still and wait for about half an hour.

## 10. Troubleshooting Guide - Steam Wand

Problem	Possible Cause	Way To Check	What To Do
No steam from the Steam Wand.	No water in the Water Tank.	The machine works making a lot of noise and no water.	Fill tank with water. Run Hot Water through the Steam Wand to ensure water flows.
	Steam Wand Tip is blocked.	There is water when making coffee, but no steam or water from the froth nozzle when making steam.	To clean and more details, refer to "Care & Cleaning".
Not enough froth when frothing.	The steam temperature has not been reached.	The HEATING Indicator do not keep green fixed and The POWER Indicator is not illuminated red.	Only after the HEATING Indicator keep green fixed, the POWER Indicator is illuminated red.
	Milk may not be fresh.	The milk foam effect is poor.	Ensure the milk being used is fresh.
	Milk temperature is too warm.	The milk foam effect is poor.	Ensure you start frothing with milk that is around 39°F.
	Use skim milk.	The milk foam effect is poor.	Use whole milk or semi-skimmed milk.
	The temperature of milk is inappropriate.	The milk used is hot or the milk was not taken from the refrigerator.	The milk temperature is about 41-45°F.
	An improper type of Milk Jug is being used.	Using an unprofessional milk jug.	For best frothing results, use a chilled Stainless Steel Milk Jug.
	Milk has been boiled.	The milk foam effect is poor.	- Start again with fresh, chilled milk. - Heat till the Milk Jug can only be held for approximately 3 second, 140-149°F.

## 10. Troubleshooting Guide - Steam Wand

Problem	Possible Cause	Way To Check	What To Do
Not enough froth when frothing.	The milk is making bubbles rather than micro-foam.	The milk foam effect is poor.	Ensure the Steam Wand Tip is positioned correctly. It should be just below the surface of the milk. Tap the Milk Jug on the benchtop when finished to release larger trapped air bubbles.
	Milk is not taking in enough air.	The milk foam effect is poor.	Keep the Steam Wand Tip just under the surface of the milk. This will help to introduce air to the milk to create micro-foam.
	The quantity of jug is inappropriate.	The milk foam effect is poor.	Using 100-150ml milk for each frothing.
	The temperature of milk is inappropriate.	The milk foam effect is poor.	The milk temperature is about 41-45°F.

If this guide does not solve your question, contact Gevi Customer Care.

## 11. Warranty



**This Gevi product is covered by a 12-month replacement or repair warranty after the order is issued under normal use, and we will provide customer service to answer technical questions even after 12 months.**

In order to make a claim under our warranty, you must have the original proof of purchasing documentation for the product, including but not limited to Order Number and QR Code, and present it when requested. This guarantee is valid for the original retail purchaser from the date of initial retail purchase and is not transferable.

Upon receipt of your claim, Gevi will seek to resolve your difficulties. Should your product develop any defect within 12 months of purchase because of faulty materials or workmanship, we will repair or replace this product or any component of the product, at our discretion. Replacement will be made with a refurbished product or component. Refurbished parts may be used to repair the product.

Our replacement or repair warranty only applies where a defect arises as a result of faulty material or workmanship during the warranty period. Your warranty does not cover misuse or negligent handling (including damage caused by failing to use the product in accordance with this instruction booklet), accidental damage, normal wear and tear, or lack of maintenance. Do Not attempt to repair or adjust any electrical or mechanical functions on this product. Doing so will void this guarantee.

Your warranty does not:

- \*cover freight or any other costs incurred in making a claim, consumable items, accessories that by their nature and limited lifespan require periodic renewal (such as filters and seals) or any consequential loss or damage; or

- \*cover damage caused by:

- power surges, power dips, voltage supply problems, or use of the product on incorrect voltage;

## 11. Warranty

- servicing or modification of the product other than by Gevi or an authorized Gevi service center;
- use of the product with other accessories, attachments, product supplies, parts or devices that do not confirm to Gevi specifications; or
- exposure of the product to abnormally corrosive condition.

- \*extend beyond 3 months if the product is used in commercial, industrial, educational or rental applications.

If your warranty claim is not accepted, we will inform you and if requested to do so by you, repair the product provided you pay the usual charges for such repair. You will also be responsible for all freight and other costs.

### CONTACT INFORMATION

For any questions relating to Gevi branded products (coffee machines, grinders, milk frothers, toasters and air fryers and related accessories), please contact us through information below:

**Web:** <https://www.gevilife.com>

**E-mail:** [gevi-home@gevi-home.com](mailto:gevi-home@gevi-home.com)

**FB:** <https://bit.ly/3qIgP5S>

**YT:** <https://bit.ly/3fxrFqq>

### Gevi headquarters

**Web:** [www.gevi-tech.com](http://www.gevi-tech.com)

**E-mail:** [service@gevi-tech.com](mailto:service@gevi-tech.com)



## 12. Coffees To Try



### Espresso (Short Black)

Espresso is a concentrated, full bodied coffee with a stable layer of crema on top. An espresso is the foundation of all cafe coffee.

- Espresso glass (3 oz).
- Single or double shot of espresso (1-2 oz).



### Ristretto

A ristretto is an extremely short espresso, distinguished by its intense flavor, aftertaste and its thin crema on top.

- Espresso cup (1 oz).
- Half a single shot of espresso (0.5 oz).



### Long Black (Americano)

A standard espresso with hot water added. The hot water is added first so that the crema is maintained.

- Cup (6 oz).
- Hot Water (to preference).
- Single or double shot of espresso (1-2 oz).



### Con Panna

Con Panna, Italian for "with cream", made up of an espresso topped with lightly whipped cream. It can also be dusted with cinnamon or chocolate.

- Cup (6 oz).
- Single or double shot of espresso (1-2 oz).
- Lightly whipped cream - dusted cinnamon.



### Macchiato

Macchiato, Italian for 'to stain or mark'. Traditionally served as a standard espresso with a dash of cold or frothed milk & a small dollop of foam into the middle of the crema.

- Espresso glass (3 oz).
- Single or double shot of espresso (1-2 oz).
- Dash of cold or frothed milk & small dollop of foam.

## 12. Coffees To Try



### Flat White

An espresso with frothed milk & a thin layer of foam milk on top. The wider cup will create the slim layer of foam, the signature of the flat white.

- Wide cup (6 oz).
- Single or double shot of espresso (1-2 oz).
- Frothed milk & foam.



### Latte

An espresso with frothed milk & a finger width layer of foam milk on top. The narrower cup will create the thicker layer of foam.

- Glass or Cup (7 oz).
- Single or double shot of espresso (1-2 oz).
- Frothed milk & foam.



### Cappuccino

An espresso with 1/3 steamed frothed milk, topped with 1/3 creamy foam & a dusting of chocolate.

- Cup (6-8 oz).
- Single or double shot of espresso (1-2 oz).
- 1/3 frothed milk, 1/3 foam - dusted with chocolate.



### Mocha

Made in a similar way to a cappuccino but with the addition of chocolate. Simply stir the chocolate into the espresso prior to adding the steamed milk & foam.

- Cup or tall glass (6-8 oz).
- Single or double shot of espresso (1-2 oz).
- Chocolate Syrup (to preference).
- 1/3 Frothed milk, 1/3 foam.



### Babyccino

Steamed frothed milk with a layer of foamed milk. It can also be dusted with chocolate.

- Small cup (3 oz).
- No shot of espresso.
- Frothed milk & foam - dusted with chocolate.