



4-Cup Drip Coffee Machine

One-touch Brewing & Warm-keeping Function

Paired with a High Quality Permanent Filter & Spoon



INSTRUCTION BOOKLET

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

GECMD008-U

Delicious Coffee Made Easily

Drip coffee machines are essentially automatic pour-over machines, and with pour-over coffee experiencing a resurgence, now might be the perfect time to try a drip coffee machine.

The Gevi drip coffee machine gets going with the flip of ON/OFF button, heating water to the optimal temperature for full flavor extraction. Coffee brews into the improved glass carafe that is engineered for comfortable handling and drip-free pouring. All you need to do is sit back, sip and enjoy!

Its compact design makes it small enough to be used for a small household or second home, without sacrificing the features we love. Its Grab-A-Cup auto pause capability allows you to pour a cup before the brewing cycle is finished.

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1. Important Safeguards

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

1. Read all instructions.
2. Do not touch hot surfaces. Use handles or knobs.
3. To protect against fire, electric shock and injury to persons, do not immerse cord, plugs, base or kettle in water or other liquid.
4. Close supervision is necessary when the machine is used by or near any children.
5. Turn the coffee machine OFF and unplug the power cord from the power source when the coffee machine is not in use and before cleaning. Allow the coffee machine parts to cool down before putting on or taking off parts and before cleaning the machine.
6. Do not operate any machine with a damaged cord or plug or after the machine malfunctions, or has been damaged in any manner. Return machine to the nearest authorized service facility for examination, repair or adjustment.
7. The use of accessory attachments not recommended by the machine manufacturer may result in fire, electric shock or injury to persons.
8. Do not use outdoors. For household use only.
9. Do not let cord hang over edge of table or counter, or touch hot surfaces.
10. Do not place on or near a hot gas or electric burner, or in a heated oven.
11. Always attach plug to machine first, then plug cord into the wall outlet. To disconnect, turn any control to off position, then remove plug from wall outlet.
12. Do not use machine for other than intended use.
13. Scalding may occur if the lid is removed during brewing cycles. Be careful not to get burned by the steam.

1. Important Safeguards

14. Never use the machine if the carafe shows any signs of cracks or carafe having a loose or weakened handle. The glass carafe is designed for use with this machine only. It must never be used on the range top.
15. The container is designed for use with this machine. It must never be used on a range top. (Unless specific instructions for use on a range top are provided and include the precautions to be observed).
16. Do not set a hot container on a wet or cold surface.
17. Do not use a cracked container or a container having a loose or weakened handle.
18. Do not clean container with cleansers, steel wool pads, or other abrasive material.
19. Avoid contacting with moving parts.
20. Do not place cloth beneath the machine or otherwise restrict airflow.
21. Use only the Gevi filter with this unit. Other filters may cause the machine to overflow.
22. Do not operate the machine in a machine garage or under a wall cabinet. When storing in a machine garage, always unplug the unit from the electrical outlet. Not doing so could create a risk of fire, especially if the machine touches the walls of the garage or the door touches the unit as it closes.
23. This machine is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instructions concerning use of the machine by a person responsible for their safety.
24. Some parts of the machine are hot when it operates, so do not touch with hand. Use handles or knobs only.
25. Do not let the coffee machine operate without water.
26. There would be potential injury from misuse.

1. Important Safeguards

27. Be care of the residual heat of heating element after use.
28. Never leave the empty carafe on the warming plate, otherwise the carafe is liable to crack.

⚠ NOTE

SAVE THIS INSTRUCTION BOOKLET

For electronic instruction booklet, please contact Gevi support team.

North American models with grounded plugs:



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. 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;

1. Important Safeguards

- 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 machine.
2. Do not operate the machine with an empty water tank.

2. Know Your New Machine

Model: GECMD008-U

Electrical Parameters: 120V~ 60Hz 600W



2. Know Your New Machine

Re.	Description	Specification
1	Permanent Filter	Using our permanent filter may allow some fine coffee grounds to fall into and appear as sediment in the carafe.
2	Filter Insert With Drip Stop	Holds paper filter or permanent filter.
3	Filter Basket	Used to fix the filter insert.
4	Coffee Carafe	The easy-pour and dripless carafe is available for making coffee for 2 to 4 cups.
5	Warming Plate	Scratch resistant with a nonstick coating. After brewing, the coffee can be kept warm.
6	One-piece Cover	The cover can be easily opened for adding water and coffee powder.
7	Showerhead	Steam can more evenly spill on the surface of coffee powder.
8	Water Tank	A big tank enough for 2 to 4 cups of coffee.
9	Water Level Gauge	Easier for you to fill water and monitor water level.
10	ON/OFF Button	Click the ON/OFF button to start, pause or exit the brewing.
11	Spoon	Used to spoon coffee powder.

3. More Details

One-piece Design

Easy to open for checking the water tank and filter basket.

600W Fast Boiling Drip Extraction

600W of power can provide a fast and stable extraction.

Grab-A-Cup Auto Pause

Allows for pouring a cup at any time during the brew cycle, and the coffee will not drip within 30 seconds.

Coffee Temperature $\geq 175^{\circ}\text{F}$

Coffee in the carafe can be warmed within temp range $175\text{-}185^{\circ}\text{F}$ on the warming plate.

Warming Plate

After brewing, coffee in the carafe can be warmed on the warming plate.

Compact Size

Compact machine takes up less counter space.

Separate Type Basket And Filter

Easy to uninstall and clean.

600mL Water Tank With A Visible Gauge

Easier for you to fill water and monitor the water level.

4-6 Minute Brew Time

Enjoy a cup of coffee soon and save time.

Borosilicate BPA-Free Material

The carafe is made of strong material, with standing 300 thermal shocks.

Boil-Dry Protection

When there is no water in the water tank and the temperature exceeds the rated temperature, the brewing will automatically stop thanks to boil-dry protection.

One-Touch Brewing

One-touch control for easy operation, and an ON/OFF indicator light for peace of mind.



4. Before First Use

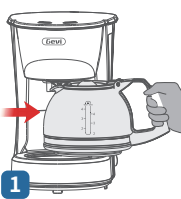
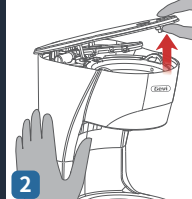
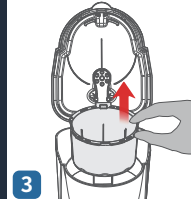
Step 1 - Remove Packaging

Remove all protective films and other packaging material from the coffee machine.

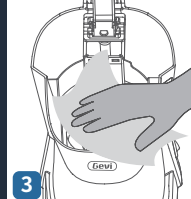
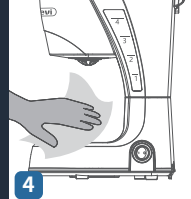
Step 2 - Position Coffee Machine

Place the coffee machine on a flat stable surface and ensure a minimum 10cm of free space around the coffee machine. This coffee machine is not suitable for installation in a cabinet or for outside use.

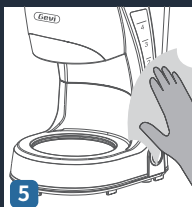
Step 3 - Remove All Accessories

			
1 Hold the handle and take the coffee carafe out from the coffee machine.	2 Hold the coffee machine and open the one-piece filter cover.	3 Hold the handle of the filter insert with your hand and take out the filter insert together with the permanent filter.	4 Take out the permanent filter from filter insert.

Step 4 - Wash & Dry

			
1 Rinse thoroughly with warm water or clean in a dishwasher.	2 Dry with a clean cloth.	3 Wipe the filter basket with a damp and soft cloth.	4 Use a clean cloth to scrub the warming plate.

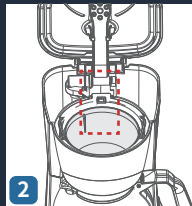
4. Before First Use

	Use a clean cloth to scrub the coffee machine.
5	

△ NOTE

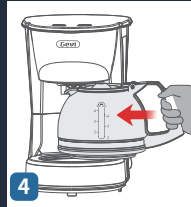
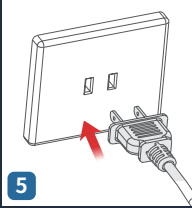
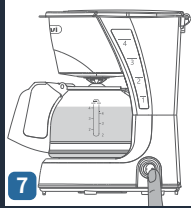
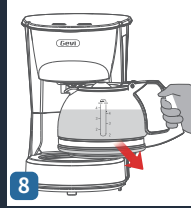
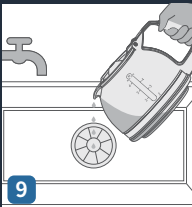
- 1 - Permanent filter and spoon are dishwasher safe, coffee carafe and filter insert are not dishwasher safe.
- 2 - Do not leave water over on the ON/OFF button and warming plate.
- 3 - Do not immerse the coffee machine in water or any other liquid.

Step 5 - Install Accessories

	
1 Insert the permanent filter into filter insert.	2 Install the filter insert by aligning its handle with the groove on filter basket.

4. Before First Use

Step 6 - Test

			
1 Fill the glass carafe with fresh and clean water. Do not exceed the marking  4. WATER.	2 Pour the water from the carafe into water tank.	3 Close one-piece cover securely.	4 Hold the handle and place the glass carafe onto the warming plate.
			
5 Insert the power plug into a 120V AC power outlet.	6 Press ON/OFF button to the "I" position to switch on the coffee machine, and ON/OFF indicator will illuminate.	7 After all water has passed through, press the ON/OFF button again to "O" position to turn off the coffee machine.	8 Take the coffee carafe out from the coffee machine.
			
9 Pour away the water to empty the carafe. Repeat 1-9 for 2 times to clean the flow channel.			

4. Before First Use

△ NOTE

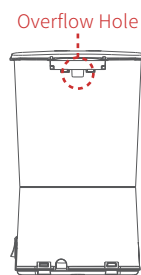
- 1 - Make sure that the water tank is clean & free of any debris, as any fine particles can block the water flow and damaging the machine.
- 2 - Brew water through machine without adding powder. This removes any dust or residue that may remain in the system during the manufacturing process.
- 3 - Always make sure that the carafe is transported in an upright position. If you turn the carafe on its side or upside down with its cover closed, water may escape.
- 4 - Coffee may overflow if carafe cover is not properly aligned.
- 5 - As our coffee machine is equipped with a UL plug and can work normally only when connected to a voltage of 100-120V, to prevent burning out, do not connect the coffee machine with any improper power supply. (If the coffee machine is not connected to a voltage of 100-120V, you have to make sure an adapter is being used, otherwise it will not function normally or even could be burnt out).

5. The Quest For Perfect Coffee

5.1 Filling Water

Coffee is 98% water. The quality of that water is as important as the quality of your coffee. If water doesn't taste good from the tap, it won't taste good in your coffee. Every time to use water and ensure that water has removed chlorine, bad tastes and odors, for the purest coffee flavor, every time you brew. Do not pour hot water, milk, ground coffee or tea into the water tank.

- 1 - Do not let foreign objects enter the water tank.
- 2 - We recommend using pure water.
- 3 - The numbers(cup quantity) marked on the carafe correspond to that on the water tank. You can add water to the carafe and then fill it in the water tank.
- 4 - Do not add more than a maximum of 4 cups of water into the water tank, otherwise, the water will leak from the overflow hole of the water tank.



5.2 Roast Degree of Coffee Beans

- 1 - We recommend using light or medium roasted coffee beans or pre-ground coffee for making drip coffee. There are many types of beans on the market. To ensure best grinding results, high quality beans are recommended. Buildup of oils may occur more frequently if dark roasted coffee beans are used. Clean the coffee machine and filter more often when using oily beans.
- 2 - Buy in small batches to reduce the storage time due to use freshly roasted coffee beans with a 'roasted on' date to maximize flavor, not a use-by or best before date.
- 3 - Store coffee beans in a dark, cool and dry place. Vacuum seal if possible.

5.3 Grind Size

We recommend medium size coffee grinds. If the coffee grinds are too fine, over-extraction and bitterness will result. Too fine coffee grinds may also clog the filter and even flow into the carafe to affect the taste. If the coffee grinds are too coarse, under extraction will occur and the flavor will be weak.

5. The Quest For Perfect Coffee

5.4 Grind Dose

- 1 - We recommend 10g of coffee grinds for one cup, but do not add more than 40g of grinds to the filter.
- 2 - Use the supplied measuring spoon for measuring coffee amounts. Refer to the following table for your required amounts:

Recommended Amounts Of Coffee	
2 CUPS	20g (4 Tablespoons)
3 CUPS	30g (6 Tablespoons)
4 CUPS	40g (8 Tablespoons)

⚠ TIPS

We recommend 10g or 2 flat spoons of coffee grinds for 1 cup of coffee, but you may adjust according to your personal taste.

5.5 Choosing Filter

- 1 - You can use either the permanent filter we provided or a disposable paper filter for making coffee, but do not use them together to avoid blockage.
- 2 - After choosing the filter, assemble it closely with the filter insert, and ensure they are installed into the filter basket properly.

5.6 Water Volume

The amount of water added to the water tank should correspond to the cup quantity of coffee grinds, for example, if you add 20g of coffee grinds and you should add 2 cups of water, otherwise, the machine will finish boiling all the water in the water tank, which will make the coffee weak. If you want a bold coffee, you can add 1.5 cups of water.

5.7 Closing the Cover

Firmly close the one-piece cover to prevent steam from escaping out to avoid scalding.

5. The Quest For Perfect Coffee

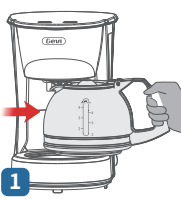
5.8 Placing Carafe

Close the lid of the carafe and make sure the lid is upping against the filter insert's drip stop.

△ TIPS

Do not make coffee with used coffee grinds as this will greatly reduce the flavor. Reheating coffee is not recommended as coffee is at its peak flavor immediately after brewing.

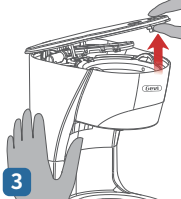
6. Operation Guide



1 Hold the handle and take the coffee carafe out from the coffee machine.



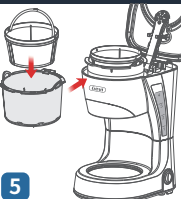
2 Fill the glass carafe with fresh and clean water. Do not exceed the marking  4.



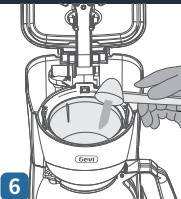
3 Hold the coffee machine and open the one-piece cover.



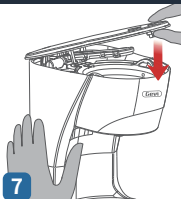
4 Pour the water from the carafe into the water tank.



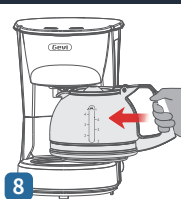
5 Check whether the machine has filter insert together with the permanent filter or disposable filter paper (do not use the permanent filter & filter paper together).



6 Add your desired amount of coffee powder into the filter but do not exceed 40g.

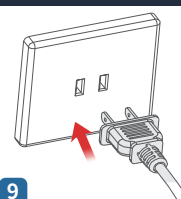


7 Close one-piece cover securely.

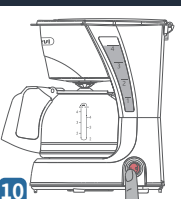


8 Hold the handle and place the glass carafe onto the warming plate.

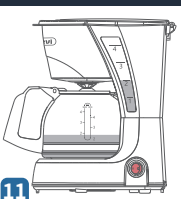
6. Operation Guide



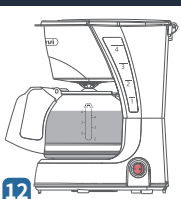
9 Insert the power plug into a 120V AC power outlet.



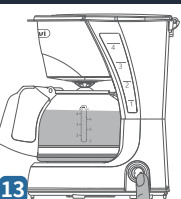
10 Press ON/OFF button to the "I" position to switch on the coffee machine, and ON/OFF indicator will illuminate.



11 The coffee machine will begin the brewing cycle.



12 In a few minutes, your coffee machine will finish brewing fresh coffee, and the water in the water tank will run out.



13 The coffee machine will automatically keep your coffee warm after it finishes brewing. Shut it down by pressing the ON/OFF button. For a better taste, enjoy the coffee within 1 hour.

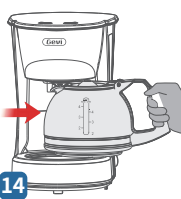
△ NOTE

1 - Keep your body away from the steam outlet of the coffee machine cover to avoid scalding.

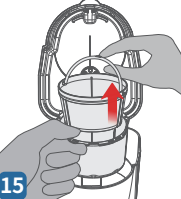
2 - Do not open the one-piece cover to prevent steam from escaping out to avoid scalding.

3 - Do not place parts of the body under the drip stop while the machine is in operation.

4 - While the coffee is brewing you can remove the carafe to pour a cup or two. The drip stop will close automatically. To avoid any overflow, replace the carafe within 30 seconds.



14 Remove the coffee carafe.



15 Open the one-piece cover to take out the filter and filter insert with drip stop.

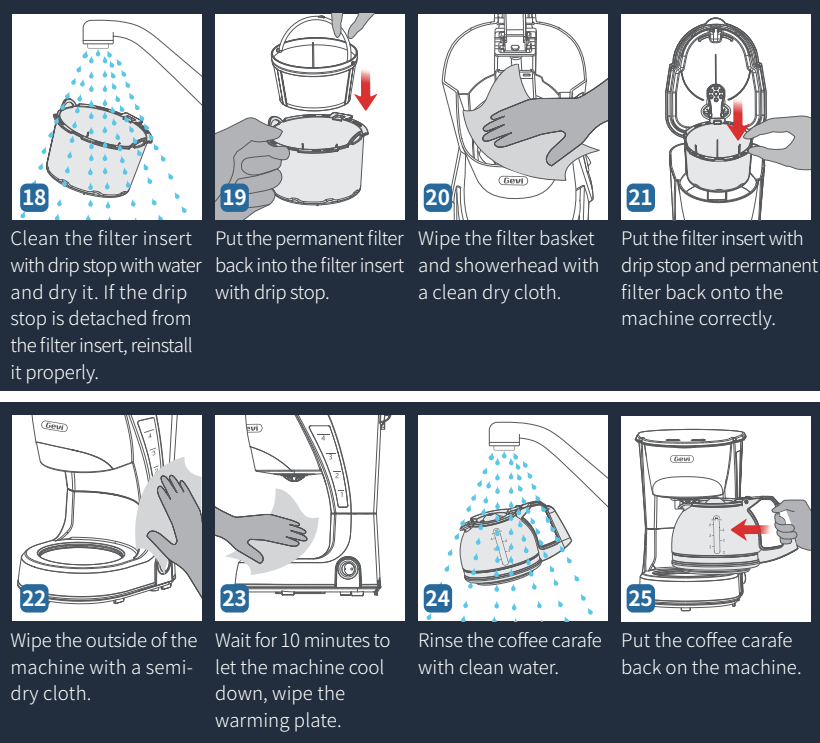


16 Take out the filter and discard the used coffee grinds.



17 Clean the filter with water and dry it.

6. Operation Guide



⚠ TIPS

To achieve a better taste, we suggest completing the above cleaning steps 14-21 before each brewing.

7. Grab-A-Cup Auto Pause Feature

- 1 - Grab-A-Cup Auto Pause is a lifesaver when you need a cup before the brew cycle is finished. It stops brewing so you can pour a rich-tasting cup and then finishes the brewing cycle after you place the carafe back in position.
- 2 - Replace the carafe within 30 seconds to avoid any overflow without making a mess. If coffee drips onto the warming plate, the dripstop might be not completely closed. In this case, immediately place the carafe back into the machine and let all the coffee flow into the carafe.

7. Grab-A-Cup Auto Pause Feature

- 3 - Be aware that using this feature will weaken the flavor strength of the finished pot, because the flavor profile of coffee brewed at the beginning of the cycle differs from coffee made at the end.

8. Cleaning & Maintenance

8.1 Before Use

- 1 - Do not let foreign objects enter the water tank.
- 2 - We recommend using pure water.
- 3 - The numbers(cup quantity) marked on the carafe correspond to that on the water tank. You can add water to the carafe and then fill it in the water tank.
- 4 - Do not add more than a maximum of 4 cups of water into the water tank, otherwise, the water will leak from the overflow hole of the water tank.
- 5 - Ensure your coffee is made by fulfilling the following 8 requirements, For detail guide, refer to 5.1-5.8 in section “5. The Quest for Perfect Coffee”, page 13.
- 6 - Do not make coffee with used coffee grinds as this will greatly reduce the flavor. Reheating coffee is not recommended as coffee is at its peak flavor immediately after brewing.

8.2 In Use

- 1 - Keep your body away from the steam outlet of the coffee machine cover to avoid scalding.
- 2 - Do not open the one-piece cover to prevent steam from escaping out to avoid scalding.
- 3 - Do not place parts of the body under the drip stop while the machine is in operation.
- 4 - While the coffee is brewing you can remove the carafe to pour a cup or two. The drip stop will close automatically. To avoid any overflow, replace the carafe within 30 seconds.

8.3 After Use

- 1 - If you add 4 cups of water in the carafe to the water tank, it is normal that

8. Cleaning & Maintenance

the amount of coffee produced is less than the “4” cup marking on the carafe, because some water evaporated and some has been absorbed by the coffee grinds.

2 - Enjoy your coffee at its peak flavor after it's freshly brewed. Brew your coffee separately several times if you want a big amount but cannot drink up once.

3 - After brewing the machine will automatically switch to warm keeping, and you can flip the ON/OFF button to the "O" position to turn the machine off. The machine will continuously keep your coffee warm until it is turned off.

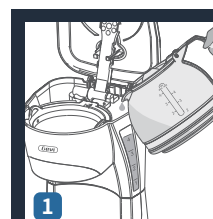
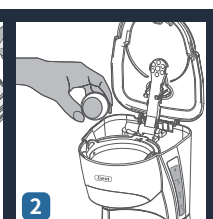
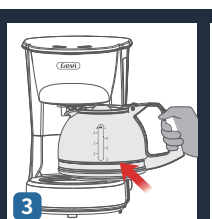
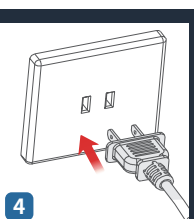
4 - To pour coffee from the carafe, you need to press its lid close with your fingers, and slowly tilt its bottom to a 45-degree angle to let the coffee flow out.

5 - Please strictly follow the instructions and requirements below to clean the machine and its accessories, otherwise, the flavors of your coffee will be affected or the lifespan of the machine will be shortened.

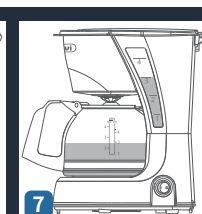
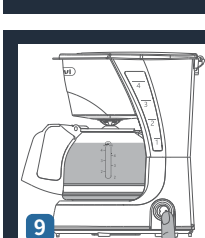
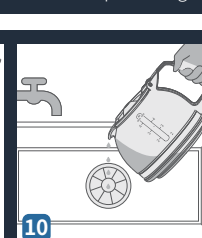
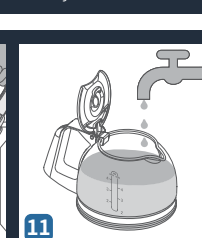
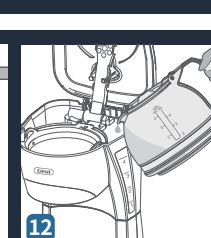
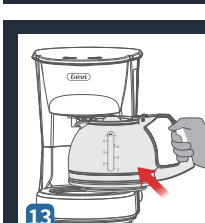
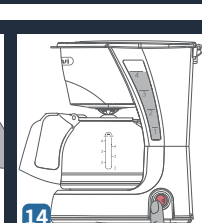
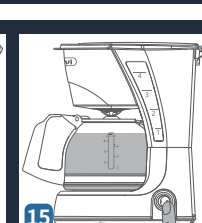
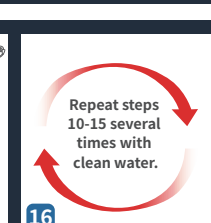
After Each Brew

Make sure to clean the coffee grinds from the filter after each use, as some older coffee grinds may be sitting inside your machine and will affect the quality of your next batch. For an operation guide, refer to page 16, steps 14-25 in section “6. Operation Guide”.

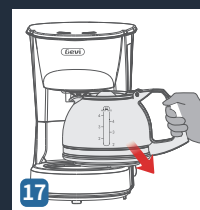
After 100 Uses

			
1 Fill the water tank with water to the 4-cup marking that is 600mL.	2 Add 12g of the descaler into the water tank, then mix evenly.	3 Put the coffee carafe onto the warming plate.	4 Plug the machine.

8. Cleaning & Maintenance

			
5 Press the ON/OFF button, the machine starts to brew.	6 When the water level of the water tank reaches 2 cups, flip the ON/OFF button to the "O" position and the machine will stop working.	7 Let the machine stand for 5 hours to make sure the limescale is in better contact with the descaling solution and totally dissolved.	8 After 5 hours, flip the ON/OFF button to the "I" position to pour the remaining 2 cups of descaling solution.
			
9 Wait until there is no descaling solution coming out from the machine, flip the ON/OFF button to the "O" position and the machine will stop working.	10 Take out the coffee carafe and pour away the descaling solution.	11 Add 4 cups of water to the coffee carafe.	12 Pour the water in the coffee carafe into the water tank.
			
13 Put the coffee carafe onto the warming plate.	14 Flip the ON/OFF button to the "I" position, the machine starts to brew.	15 When all the water is poured out, flip the ON/OFF button to the "O" position, the machine will stop working.	16 Repeat the steps 11-15 several times until the residual descaling solution is removed.

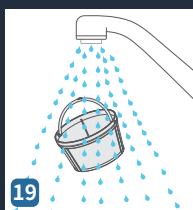
8. Cleaning & Maintenance



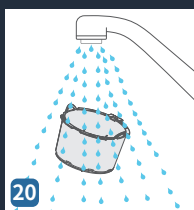
17 Remove the coffee carafe.



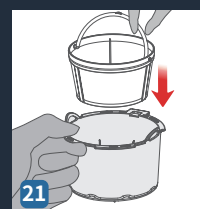
18 Open the one-piece cover to take out the filter and filter insert with drip stop.



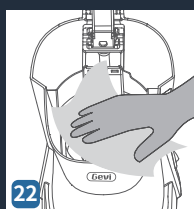
19 Clean the filter with water and dry it.



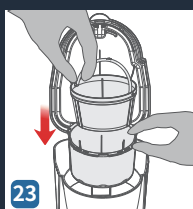
20 Clean the filter insert with water and dry it. If the drip stop is detached from the filter insert, reinstall it properly.



21 Put the permanent filter back into the filter insert with drip stop.



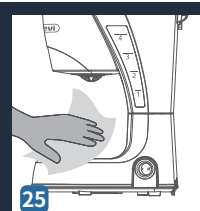
22 Wipe the filter basket and showerhead with a clean dry cloth.



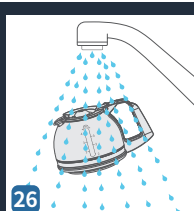
23 Put the filter insert with drip stop and permanent filter back onto the machine correctly.



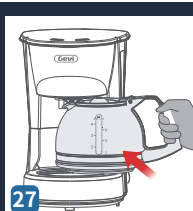
24 Wipe the outside of the machine with a semi-dry cloth.



25 Wait for 10 minutes to let the machine cool down, wipe the warming plate.



26 Rinse the coffee carafe with clean water.



27 Put the coffee carafe back on the machine.

8. Cleaning & Maintenance

Whenever the Water Output of the Machine is Less Than Usual

If 5 hours are not long enough in step 7, let the descaling solution soak the limescale inside the machine for 3 days instead. Other steps are the same.

9. Troubleshooting

Problems	Possible Causes	What To Do
The machine cannot be switched on.	The machine is not connected to the power supply.	Connect the machine to a power outlet properly.
	The ON/OFF button is broken.	Contact the Gevi support team.
The one-piece cover does not close.	The removable filter insert with drip stop may not be correctly placed.	Reposition the filter insert with drip stop correctly into the filter basket.
No water flowing out from the coffee machine.	The water tank is empty.	Add water to the water tank.
	The removable filter insert with drip stop may not be correctly placed.	Reposition the filter insert with drip stop correctly into the filter basket.
	The water quality is not good or the machine is not cleaned in time, so there is a buildup of limescale inside the heating tubes.	A deep descaling is needed for your machine, refer to "After 100 Uses", page 19.
	The coffee carafe is not placed correctly on the warming plate.	Place the carafe correctly on the warming plate. Make sure its lid is closed and upping against the drip stop.
	Use filter paper and the permanent filter at the same time.	Do not use them at the same time.

9. Troubleshooting

Problems	Possible Causes	What To Do
Less water is poured out than usual, for example, set 4 cups but 3 cups poured.	There is a build-up of limescale inside the heating tubes, which will result in a machine premature shut-down without brewing enough coffee.	A deep descaling is needed for your machine, refer to "After 100 Uses", page 19.
Weak coffee.	Inappropriate coffee beans are used.	Use light- or medium-roasted coffee beans for making drip coffee.
	The coffee beans are not fresh enough or have been stored for a long time.	Use freshly roasted beans to ensure the best flavor of your coffee, the fresher the better. Coffee beans are best consumed between 5 to 20 days after the "Roasted On" date.
	Coffee grinds are too coarse.	Coarse coffee grinds will make the coffee weak, change to a finer grind.
	Too little ground coffee was used.	Add more ground coffee.
	Too much water was added to the water tank.	Add less water to the water tank.
The coffee machine only brews water.	There is no ground coffee in the filter basket.	Add your desired amount of ground coffee to the filter basket.

9. Troubleshooting

Problem	Possible Cause	What To Do
Coffee overflows.	Overfilled ground coffee.	We recommend 10g of ground coffee for 1 cup. Fill ground coffee not past 40g.
	The ground coffee is too fine.	Change to coarser ground coffee.
	Use filter paper and the permanent filter at the same time.	Do not use them at the same time.
	Misplacement of the coffee carafe.	Place the carafe correctly on the warming plate. Make sure its lid is closed and upping against the drip stop.
	The carafe is taken away for more than 30 seconds during the brewing process.	The carafe should not be taken away for more than 30 seconds during the brewing process.
Ground coffee is flowing over the filter.	Coffee was ground too finely.	Change to a coarser grind.
	Too much ground coffee was placed in the filter.	Take the filter out and discard the ground coffee. If that is a piece of filter paper, replace it; if that is the permanent filter, rinse it. Begin the brewing process again.
There are coffee grinds in the coffee.	The filter is not properly seated in the filter basket.	Seat the filter properly in the filter basket.
	The filter collapsed.	Remove the filter and replace.

9. Troubleshooting

Problems	Possible Causes	What To Do
Coffee is not hot enough.	No preheating for the coffee carafe.	Preheat the coffee carafe before coffee machine starts to brew.
	The water quality is not good or the machine is not cleaned in time, so there is a build-up of limescale inside the heating tubes.	A deep descaling is needed for your machine, refer to "After 100 Uses", page 19.
The coffee tastes bad.	Bad coffee beans were used.	Use fresh and quality ground coffee.
	Too much ground coffee was used.	Use a proper amount of ground coffee for the machine.
	The ground coffee-to-water ratio was unbalanced.	Ensure a proper ground coffee-to-water ratio for your brew (10 grams of ground coffee is recommended for 1 cup of coffee).
	A buildup of limescale inside the machine.	A deep descaling is needed for your machine, refer to "After 100 Uses", page 19.
The warming plate is not working.	The ON/OFF button is in the "O" position.	Flip the ON/OFF button to the "I" position.
	The warming plate malfunctions.	Contact the Gevi support team.
The coffee machine brews slowly.	The coffee machine needs cleaning.	A deep descaling is needed for your machine, refer to "After 100 Uses", page 19.
The coffee machine makes a rumbling noise.	A buildup of limescale inside the machine.	A deep descaling is needed for your machine, refer to "After 100 Uses", page 19.

10. 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;

10. 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, air fryers and related accessories), please contact us through information below:

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

E-mail: gevi-home@gevi-home.com

Phone: 855-9922-888

FB: <https://bit.ly/3pqt61v>

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

Gevi headquarters

Web: www.gevi-tech.com

E-mail: service@gevi-tech.com