

FAQ and Troubleshooting Guide for B07RQ84JV9

Title: Swan Retro Pump Espresso Coffee Machine, Pink, 15 Bars of Pressure, Milk Frother, 1.2L Tank, SK22110PN.

Vendor SKU: SK22110PN

FAQ.

- [How long is the warranty or guarantee?](#)
The product is covered by a two-year warranty which you can extend via the manufacturing website, swan-brand.co.uk. If the customer is within their first year of purchase with Amazon EU then legally it is Amazon's responsibility to either replace or refund the item at his or her own discretion. When it is the second term of ownership then the responsibility is taken over by the manufacturer. You can extend your warranty via our website, swan-brand.co.uk.
- [I have lost the instruction manual, where can I find a replacement?](#)
If you have lost, damaged or need a replacement for your instruction manual then please visit our website, swan-brand.co.uk. Simply search the item using the Vendor SKU and this will bring up the product page. From there, you have the ability to download the manual for safekeeping.
- [What are the product Dimensions?](#)
Height 31cm, Width 20cm, and 28.50 Depth.
- [Does this coffee machine come with a tamper?](#)
The device does come with a tamper.
- [Is It BPA Free?](#)
Yes, all of our devices are lead and BPA Free.
- [What is the voltage?](#)
The input voltage is 220-240V with a power consumption of 1100 Watts.
- [What is the weight of the device?](#)
The item weight is 3.41kg
- [What type of coffee can I make?](#)
The device gives you the chance to make all your barista favourites including, Espressos, Americanos, Lattes, Cappuccinos, flat whites and mochas. Please review our barista guide located in our instruction manual, which gives details of each type of coffee.

Troubleshooting B07RQ84JV9

1. Plastic/ Metallic taste.

Cause:

- Beans are poor quality
- Beans are not fresh
- Improper cleaning
- Water sat in the tank for too long.

Solution:

Change the quality of the beans being used. Always use a fresh batch of beans and ensure the portafilter is cleaned after every use. Please ensure that the water tank is emptied after every use, we would suggest using bottled or filtered water, as this will greatly enhance the taste of the coffee and prevent limescale building up.

2. Device Not Pumping Water.

Cause:

- Limescale/residue in the device
- Poor Water Quality
- Blocked Valve.
- Portafilter not secured properly.

Solution:

Limescale or residue will reduce the heat being transferred into the heating chamber. As no heat is being registered this will stop the device from pumping water. We would suggest de-scaling the device in accordance with the information in our instruction manual, as well as turning to filtered or bottled water.

A blocked valve will stop the device from pulling through the cold water; this could be linked to dirt or other solid residue being trapped. You may hear a clicking sound. Please clean the valve with a thin instrument such as a toothpick.

Please check that the portafilter is secure properly. If the portafilter is out of position then this will stop the device from working.

3. Pressure Issues

Cause:

- Limescale
- Consistency of Coffee
- Circulation of water

Solution:

The limitation of water circulation would be a result of needing to de-scale the device as according to the instructions found in the instruction manual; limescale will prohibit the ability of the device to filter through water.

Please review the amount of coffee being used, if it is too coarse or has insufficient tamping of the coffee this will limit the device's ability to pull through the water.

4. The device is not steaming nor heating the milk.

Cause:

- Milk Type
- Blockage
- Air lock O Ring
- Portafilter

Solution:

We would suggest using full-fat milk for the best performance rather than skimmed or semi-skimmed milk.

The steam wand will become clogged if there has been a build-up of fatty modules.

Please flush the wand after every use to stop this build-up of fatty modules, which will block the steam tube.

To flush the wand:

After frothing the milk, put an empty jug under the steam wand, then turn on the steam knob and press down the pump control button to the lower position, for 30 seconds, then turn it off again. This will clean out the steam tube. Then clean the steam outlet with a wet sponge. Please be aware at this moment the wand will be hot, so take precautions not to be burnt.

The above procedure will help with any air lock in the wand. We would also suggest cleaning the steam wand with a small instrument to ensure the passage is clear. If the airlock persists, please follow these instructions, please fill the water tank, turn the steam dial all the way up and let it steam

until it is coming out as normal. Take care with this as it will spurt water out which could be hot but this should also clear the airlock.

Signs of the wand leaking between the tip and the arm of the wand could mean that the o-ring is broken, missing, or out of position. The steam tip O-ring is easy to access. Simply unscrew the steam tip and there will be a small O-ring between the tip and the wand arm. Inspect this O-ring for damage or clean it. If you find that the O-ring is missing or is faulty please contact our customer support helpline, 0333 220 6050. Please inspect this when the device is cold.

Please check that the portafilter is in the correct position, as the steam process will not work.

5. The device is leaking

Cause:

- Portafilter
- Cracks or chips to the water tank.
- Mineral built up.
- Water tray

Solution:

Please ensure that the portafilter is secured correctly. Please ensure the coffee inside is not too coarse and is tampered to a correct consistency. Please also check that the gasket inside the portafilter has not been dislodged and is clean.

Please switch off the device and wait for it to cool. Check the water tank for any chips or cracks, which may have occurred during transit. If any are discovered please contact our customer service helpline, 0333 220 6050.

Any mineral build-up will clog the valve pump. This is also linked to a build-up in limescale, especially in hard water areas. Any blockage will stop the water flow and could cause leaks. Please de-scale the device as occurring to our instruction manual. To prevent future issues we would suggest using filtered or bottled water.

Please ensure that the water tray is correctly seated and cleaned before and after every use.

6. Coffee not filtering through

Cause:

- Coffee consistency
- Portafilter

Solution:

Please check the consistency of the coffee grounds being used.

- Please ensure the grounds are not too fine as water will not penetrate, this will create excessive water pressure.
- Please ensure the coffee grounds are not pressed too heavily or overfilled, this will stop the water from filtering through.

Always use fresh coffee grounds and clean the portafilter and seal after every use.

Additional information:

Limescale checks;

To help check for an interlude with the item, see the following steps;

- Have a quick look inside your kettle
- Is there any limescale in it?
- If there is then you need to use bottled water in this appliance because limescale will clog the precision-engineered parts and break them.
- If there isn't any limescale and you never need to de-scale your kettle then you're probably OK with tap water.

Important information:

Please ensure when checking the above that the device is turned off, and has properly cooled down before inspecting.

Should the issue persist please contact our customer service team who will be able to assist and troubleshoot any queries that you may have.

Contact number: 0333 220 6050