

**PHILIPS
EP3349 Fully
Automatic
Espresso Machine**



PHILIPS EP3349 Fully Automatic Espresso Machine User Manual

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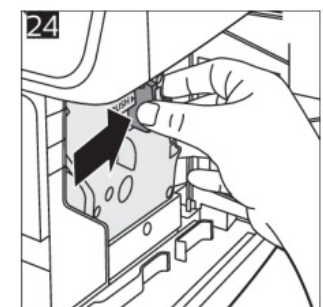
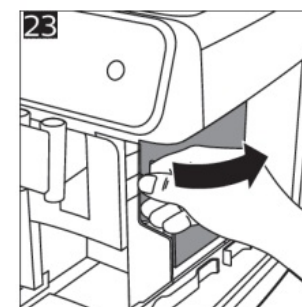
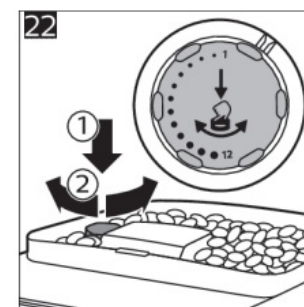
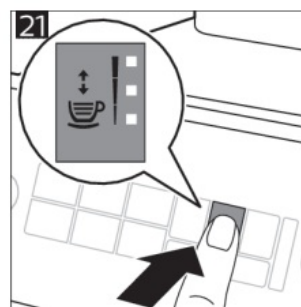
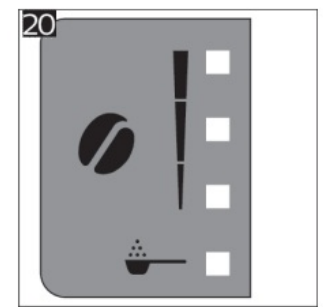
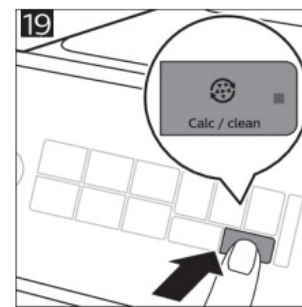
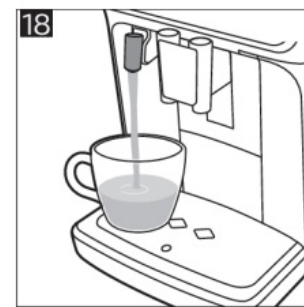
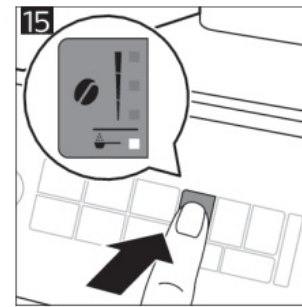
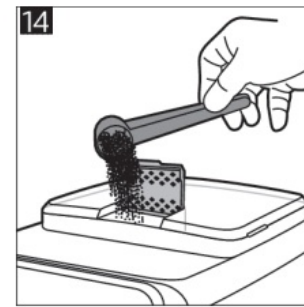
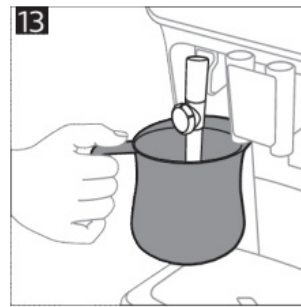
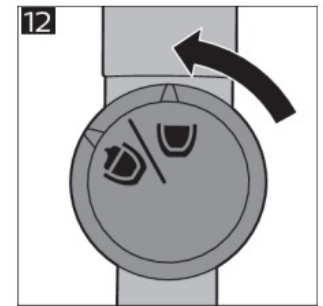
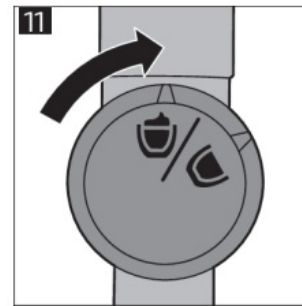
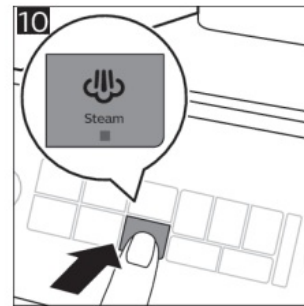
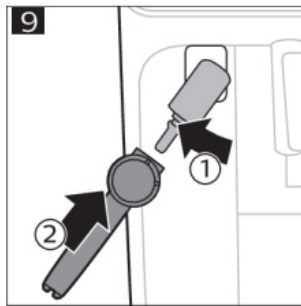
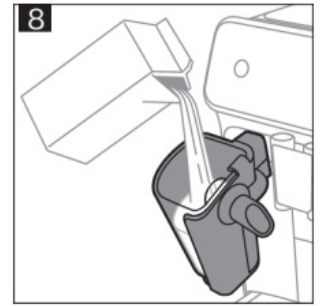
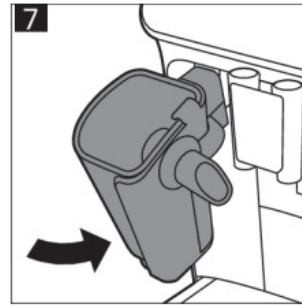
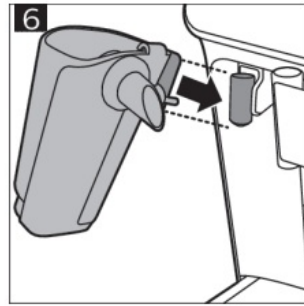
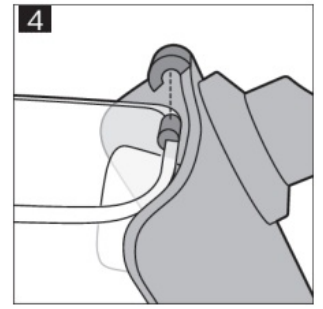
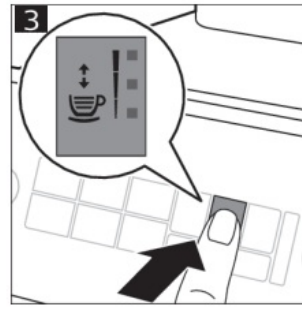
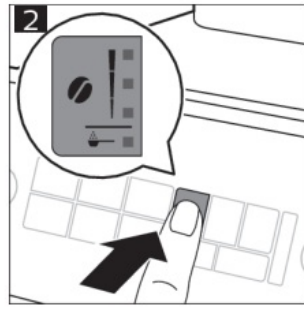
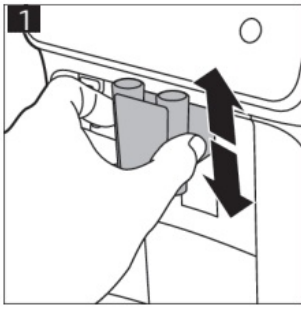
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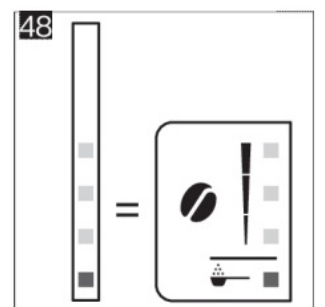
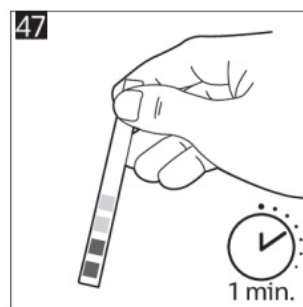
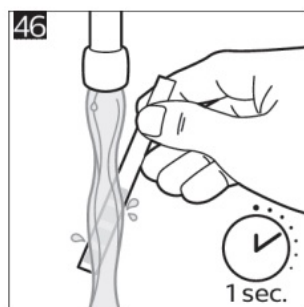
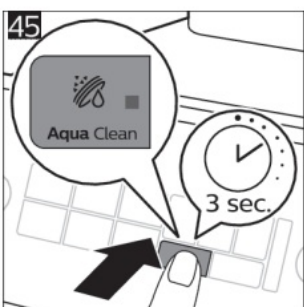
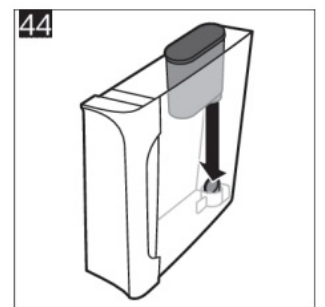
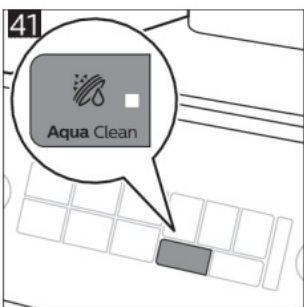
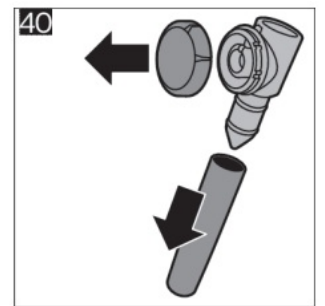
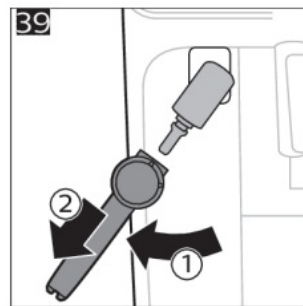
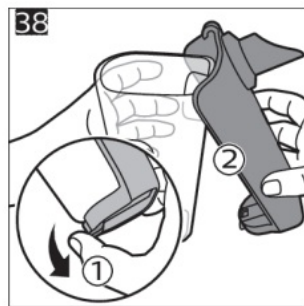
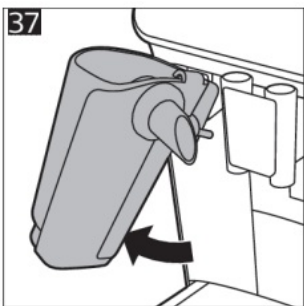
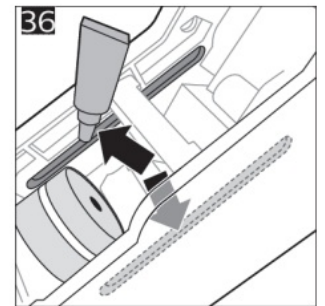
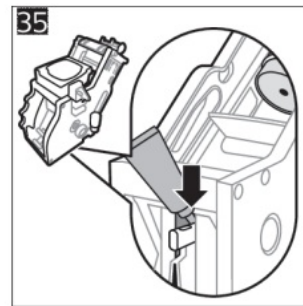
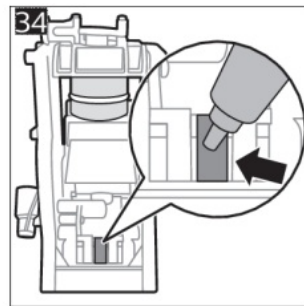
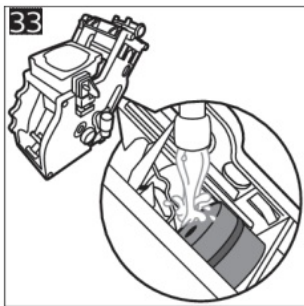
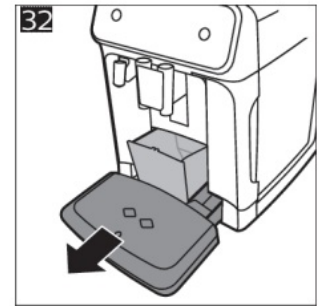
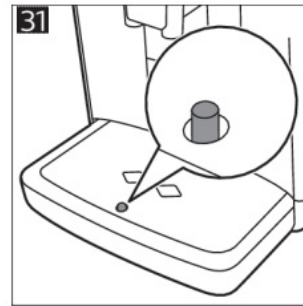
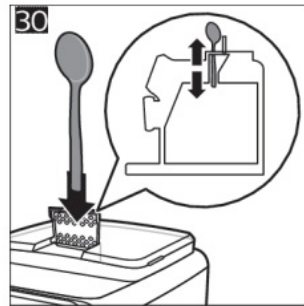
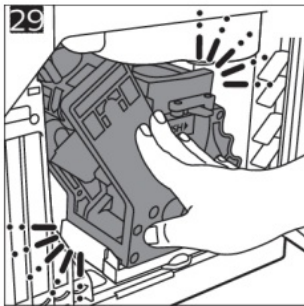
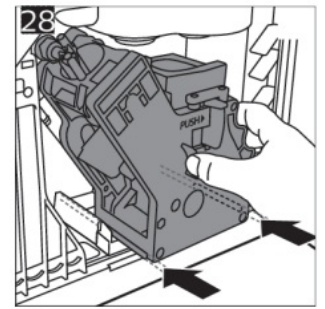
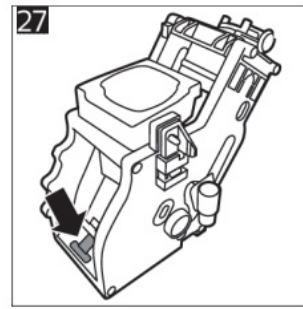
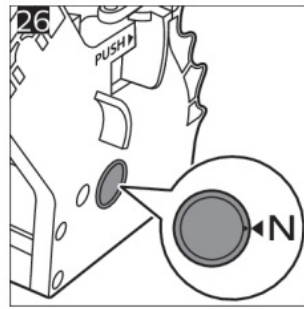
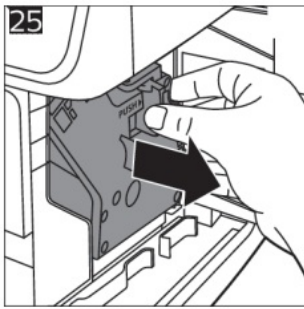
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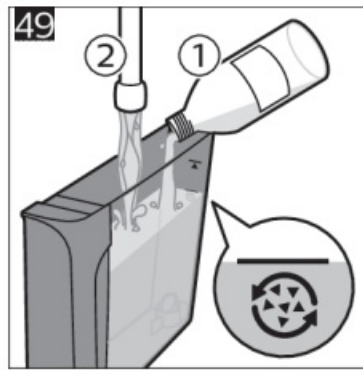
PHILIPS EP3349 Fully Automatic Espresso Machine



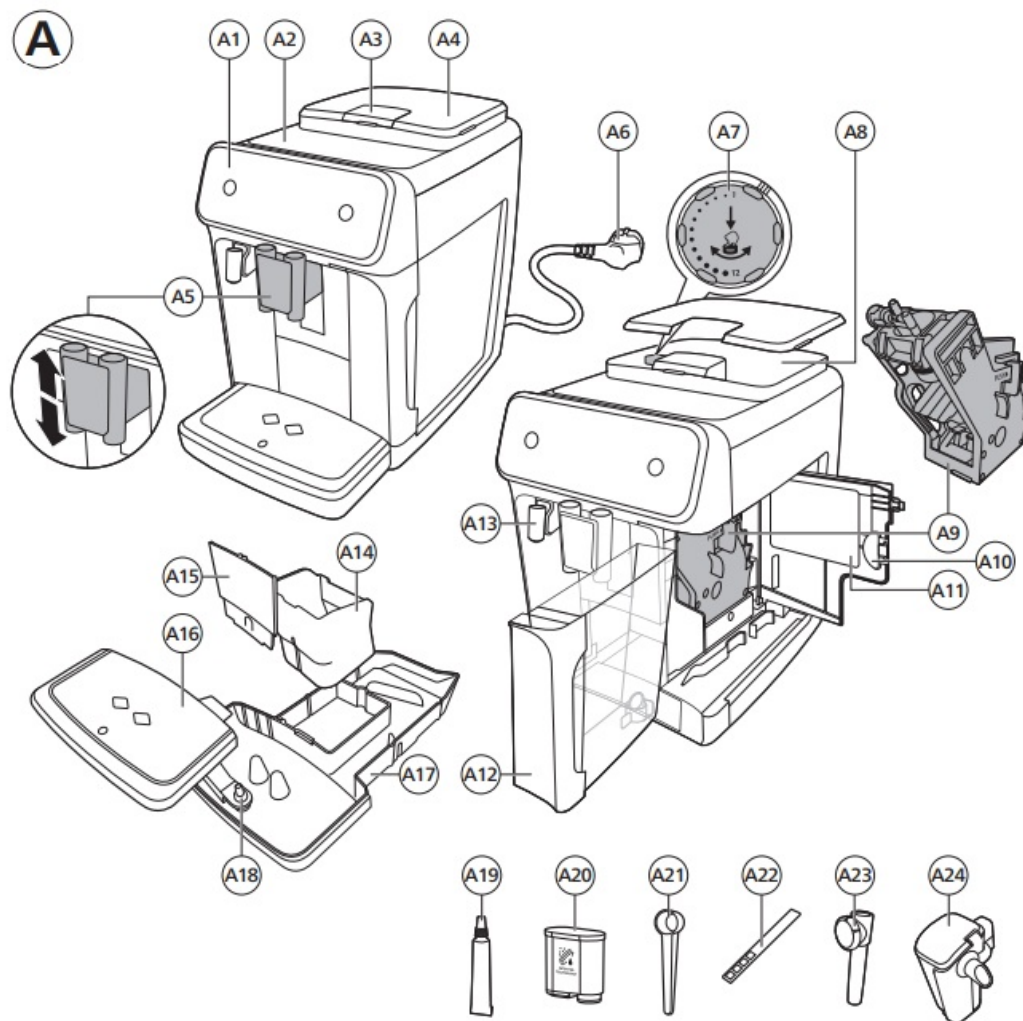
OVERVIEW







Machine overview











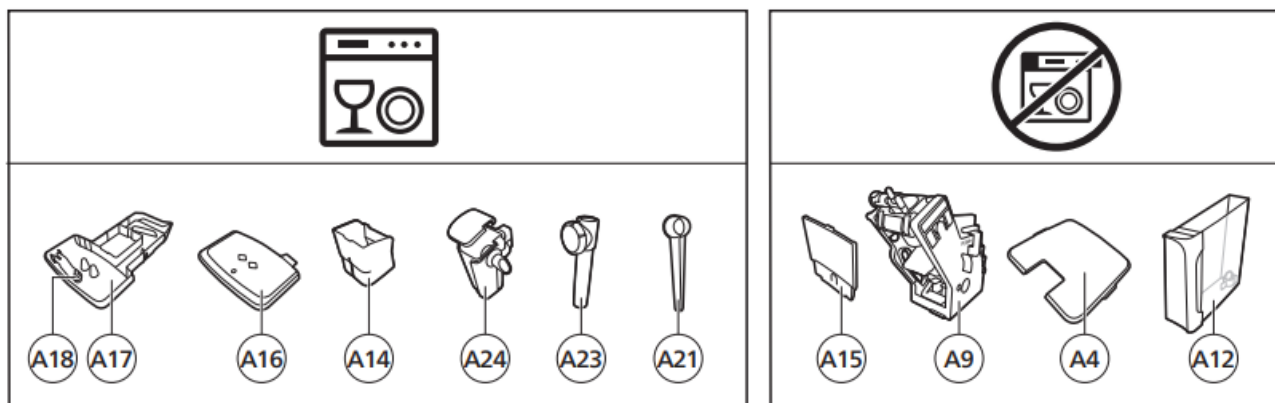
- A1 Control panel
- A2 Cup holder
- A3 Pre-ground coffee compartment
- A4 Lid of bean hopper
- A5 Adjustable coffee spout
- A6 Mains plug
- A7 Grind setting knob
- A8 Coffee bean hopper

- A9 Brew group
- A10 Service door
- A11 Data label with type number
- A12 Water tank
- A13 Hot water spout
- A14 Coffee grounds container
- A15 Front panel of coffee grounds container
- A16 Drip tray cover
- A17 Drip tray
- A18 'Drip tray full' indicator

Accessories

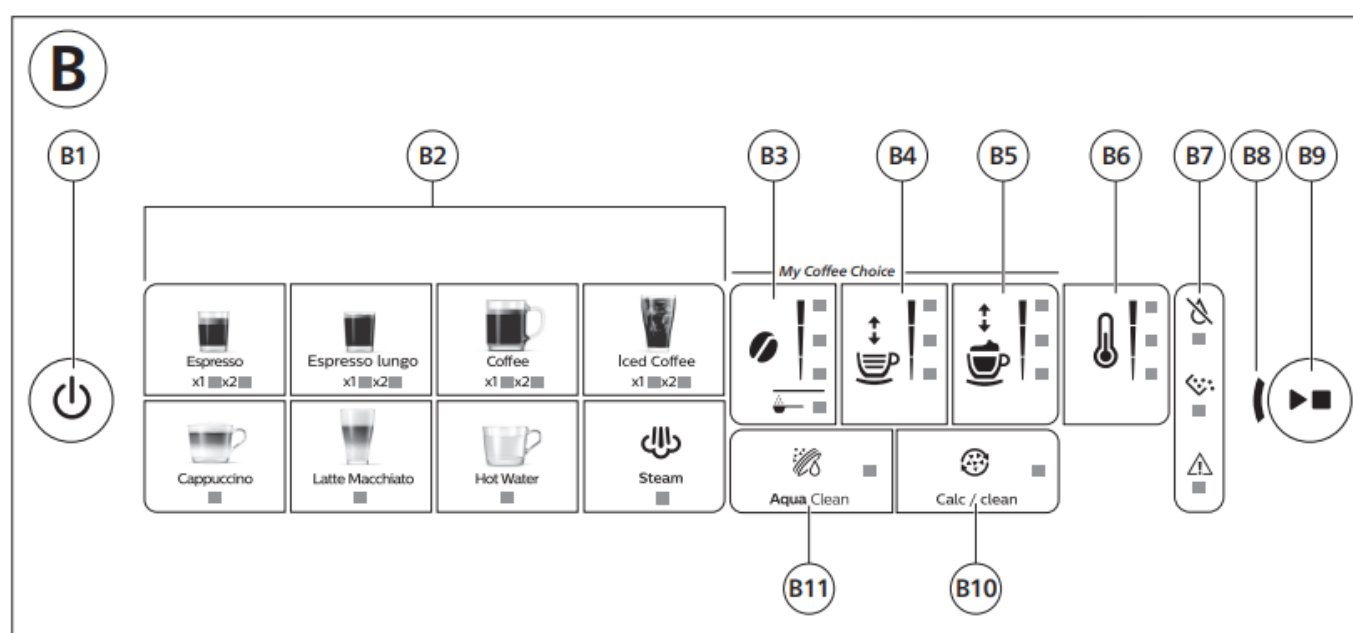
- A19 Grease tube
- A20 AquaClean water filter
- A21 Measuring scoop
- A22 Water hardness test strip
- A23 Classic milk frother (specific types only)
- A24 LatteGo (milk container) (specific types only)

2300 series 3300 series	A19 	A20 	A21 	A22 	A23 	A24 
Classic Milk Frother EP3321 EP3323 EP3324 EP3326 EP3329 	✓	✓	✓	✓	✓	×
LatteGo EP2330 EP2331 EP2333 EP2334 EP2336 EP2339 EP3341 EP3343 EP3347 EP3349 	✓	✓	✓	✓	×	✓




Control panel

Refer to figure B for an overview of all buttons and icons. Below you find the description.



Some of the buttons/icons are for specific types only.

- B1 On/off button
- B2 Drink icons*
- B3 Aroma strength/pre-ground coffee icon
- B4 Drink quantity icon
- B5 Milk quantity icon (specific types only)
- B6 Coffee temperature icon (specific types only)
- B7 Warning icons
- B8 Start light
- B9 Start/stop  button
- B10 Calc / Clean icon
- B11 AquaClean icon
 - Drink icons (specific types only): espresso, espresso lungo, coffee, iced coffee, cappuccino, latte macchiato, hot water, steam

Introduction

Congratulations on your purchase of a Philips fully automatic coffee machine! To fully benefit from the support that we offer, please register your product at www.philips.com/welcome.

Read the separate safety booklet carefully before you use the machine for the first time and save it for future reference.

To help you get started and to get the best out of your machine, we offer support in multiple ways. In the box you can find:

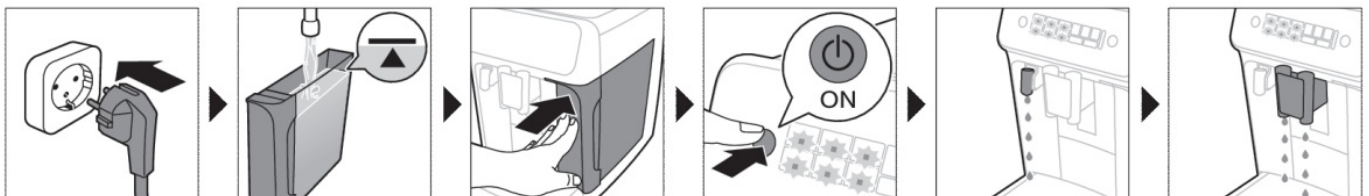
1. The quick start guide with picture-based usage instructions and information on cleaning and maintenance.
2. The separate safety booklet with instructions on how to use the machine in a safe way.
3. For online support (this extended user manual, frequently asked questions, videos, etc.), scan the QR code on the cover of this booklet to download the HomeID app, or visit www.philips.com/coffee-care.
 - There are multiple versions of this espresso machine, which all have different features. Each version has its own type number. You can find the type number on the data label on the inside of the service door (see fig A11).
 - This machine has been tested with coffee. Although it has been carefully cleaned, there may be some coffee residue left. We guarantee, however, that the machine is absolutely new.

The machine automatically adjusts the amount of ground coffee that is used to make the best-tasting coffee. You should brew 5 coffees initially to allow the machine to complete its self-adjustment. Make sure you rinse the LatteGo (milk container) or the classic milk frother before first use.

Before first use

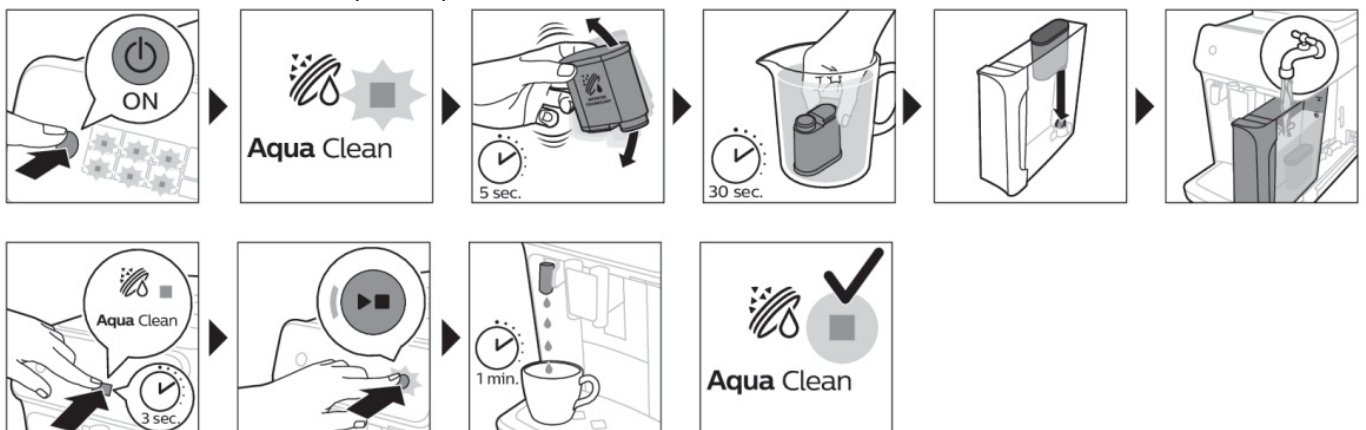
Setting up the machine

After you have switched on the machine, some water may be dispensed from the hot water spout or coffee spout. This is normal.



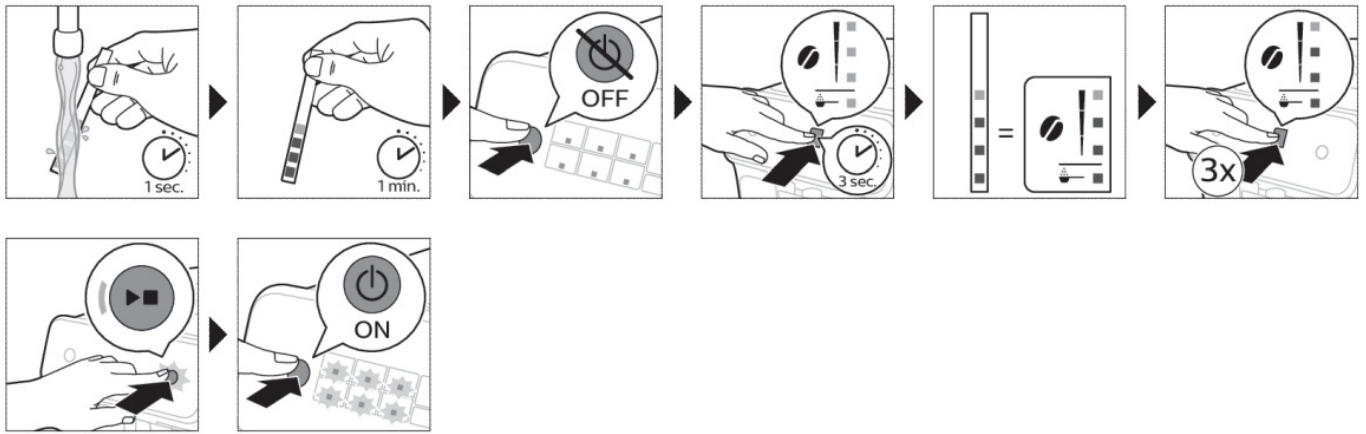
Activating the AquaClean water filter (5 min.)

For more information see chapter 'AquaClean water filter'.



Setting the water hardness

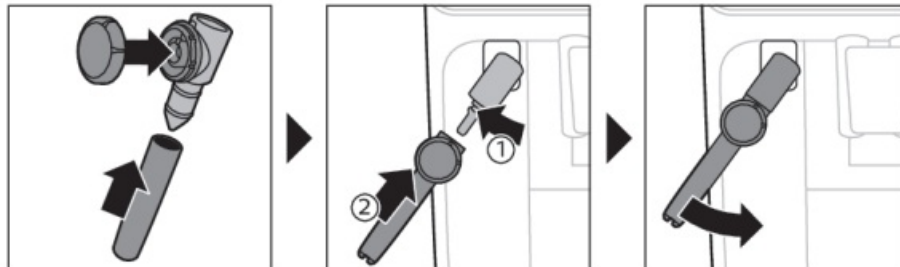
See chapter 'Setting the water hardness' for step-by-step instructions. The default water hardness setting is 4: hard water.



Assembling LatteGo (specific types only)



Assembling the classic milk frother (specific types only)



Brewing drinks

General steps

1. Fill the water tank with tap water and fill the bean hopper with beans.
2. Place the lid (A4) on the coffee bean hopper (A8).
3. Press the on/off button to switch on the machine.
 1. The machine starts heating up and performs the automatic rinsing cycle. During heating up, the lights in the drinks icons light up and go out slowly one by one.
 2. When all lights in the drink icons light up continuously, the machine is ready for use.
4. Place a cup under the coffee dispensing spout. Slide the coffee dispensing spout up or down to adjust its height to the size of the cup or glass you are using (Fig. 1).

Personalizing drinks

This machine allows you to adjust the settings of a drink to your own preference. After selecting a drink you can:

1. Adjust the aroma strength by tapping the aroma strength icon (Fig. 2). There are 3 strengths, the lowest is the mildest and the highest is the strongest.
2. Adjust the drink quantity by tapping the drinking quantity (Fig. 3) and/or the milk quantity icon (specific types only). There are 3 quantities: low, medium, and high.


You can also adjust the coffee temperature to your own preference (see 'Adjusting the coffee temperature').

Brewing coffee with beans

1. To brew a coffee, tap the drink icon of your choice.
 - The aroma strength and quantity lights go on and show the previously selected setting.
 - You can now adjust the drink to your preferred taste (see 'Personalizing drinks').

2. Press the start/stop  button.



The light in the drink icon flashes while the drink is being dispensed.

To stop dispensing coffee before the machine is finished, press the start/stop  button again.

3.
 - To brew 2 coffees at the same time, tap the drink icon twice. The 2x light lights up.

Brewing milk-based drinks with LatteGo (milk container)



LatteGo consists of a milk container, a frame and a storage lid. To avoid leakage, make sure the frame and the milk container are properly assembled before you fill the milk container.

1. To assemble LatteGo, first insert the top of the milk container under the hook at the top of the frame (Fig. 4). Then press the bottom part of the container. You hear a click when it locks into place (Fig. 5). Note: Make sure that the milk container and the frame are clean before you connect them.
2. Slightly tilt LatteGo and put it on the hot water spout (Fig. 6). Then press it home until it locks into place (Fig. 7).
3. Fill LatteGo with milk up to the level indicated on the milk container for the drink you are brewing (Fig. 8). Do not fill the milk container beyond the maximum indication.
 - If you have personalized the milk quantity, you may need to fill the milk container with more or less milk than indicated for this drink on LatteGo. Always use milk coming directly from the fridge for optimal results.
4. Place a cup on the drip tray.
5. Tap the milk-based drink icon of your choice.
 - You can now adjust the drink to your own preference (see 'Personalizing drinks').
6. Press the start/stop  button.
7.
 - The light in the drink icon flashes while the drink is being dispensed. When you brew a cappuccino or latte macchiato, the machine first dispenses milk and then coffee.
 - To stop dispensing milk before the machine has dispensed the preset amount, press the start/stop  button.
8. To stop dispensing the complete drink (milk and coffee) before the machine is finished, press and hold the

start/stop  button.



Frothing milk with classic milk frother

Always use milk coming directly from the fridge for the best foam quality.

1. Tilt the black silicone handle on the machine to the left and slide the milk frother onto it (Fig. 9).
2. Fill a milk jug with approx. 100 ml milk for cappuccino and approx. 150 ml milk for latte macchiato.
3. Insert the milk frother approx. 1 cm into the milk.
4. Tap the steam icon (Fig. 10).
 - The light in the steam icon goes on and the start light starts pulsing.
5. Turn the knob on the classic milk frother to the milk frothing icon (Fig. 11) if you want to froth milk. Turn the knob on the classic milk frother to the flat milk icon (Fig. 12) if you want to heat up the milk.
6. Make sure that the icon on the knob of the classic milk frother is aligned with the black arrow.
7. Press the start/stop  button to froth the milk (Fig. 13).
 - The machine starts heating up, steam is forced into the milk and the milk is frothed.
9. When the milk foam in the milk jug has reached the required volume, press the start/stop  button again to stop frothing milk.
10.
 - Never froth milk longer than 90 seconds. The frothing automatically stops after 90 seconds.
 - You do not have to move the milk jug during milk frothing to get the best milk froth quality.

Brewing coffee with pre-ground coffee



You can choose to use pre-ground coffee instead of beans, for example if you prefer a different coffee variety or decaffeinated coffee.

1. Press the on/off button to switch on the machine and wait until it is ready for use.
2. Open the lid of the pre-ground coffee compartment and pour one leveled measuring scoop of preground coffee into it (Fig. 14). Then close the lid.
3. Place a cup under the coffee dispensing spout.
4. Select a single drink.
5. Press the aroma strength icon for 3 seconds (Fig. 15).
 - The pre-ground coffee light goes on and the start light starts pulsing.
6. Press the start/stop  button.
7. To stop dispensing coffee before the machine is finished, press the start/stop  button again.
8.
 - With pre-ground coffee you can only brew one coffee at a time.
 - Pre-ground coffee is not a setting that is saved as a previous selected strength setting. Each time you want to use pre-ground coffee, you need to press the aroma strength icon for 3 seconds.
 - When you select pre-ground coffee, you cannot select a different aroma strength.



Brewing iced coffee (specific types only)

The coffee is brewed with warm water. Brew over ice cubes for optimal results.

1. Take a glass and fill it two-thirds with ice cubes.
2. Place the glass under the coffee dispensing spout.


3. Tap the iced coffee icon.
 - The aroma strength and quantity lights go on.
 - You can now adjust the drink to your preferred taste.
 - We recommend using aroma strength 3.
4. Press the start/stop  button.
5. To stop dispensing coffee before the machine is finished, press the start/stop  button again.
6. For a special iced coffee treat, top it up with cold milk.

Dispensing hot water

1. If attached, remove LatteGo or the milk frother.
2. Tap the hot water icon.
 - The drink quantity lights go on and show the previously selected drink setting for hot water.
3. Adjust the hot water quantity to your preference by tapping the drink quantity icon (Fig. 3).
4. Press the start/stop  button.
5.
 - The light in the hot water icon flashes and hot water is dispensed from the hot water spout (Fig. 18).
6. To stop dispensing hot water before the machine is finished, press the start/stop  button again.

Adjusting machine settings



Adjusting the standby time

1. Press the on/off button to switch off the machine.
2. When the machine is switched off: press and hold the Calc / Clean icon (Fig. 19) until the Calc / Clean light and the Aroma strength lights go on (Fig. 20).
3. Tap the Aroma strength icon to select the required stand-by time: 15, 30, 60 or 180 minutes. Respectively 1, 2, 3 or 4 lights of the Aroma strength icon light up.
4. When you have finished setting the stand-by time, press the start/stop  button. The machine switches off.
5. Press the on/off button to switch on the machine again.




Adjusting the highest default setting of your drinks

The machine has 3 default settings for each drink: low, medium, high. You can only adjust the quantity of the highest setting. The new quantity can be stored as soon as the start light starts to pulse.

Before you start programming the quantity of a milk drink, assemble LatteGo and pour milk in it.


1. To adjust the highest quantity setting, press and hold the icon of the drink you want to adjust for 3 seconds.
 - The upper light of the drinks quantity icon and the upper light of the milk quantity icon (specific types only) start to pulse and the start/stop  button starts to pulse, indicating that you are in programming mode.
2. Press the start/stop  button. The machine starts to brew the selected beverage.
3.
 - The start light lights up continuously at first. When the machine is ready to store the adjusted volume, the

start/stop light starts to pulse.

4. Press the start/stop  button again when the cup contains the desired quantity of coffee or milk
 - In case of cappuccino or latte macchiato, first the milk will be dispensed. Press the start/stop  button when the cup contains the desired milk quantity. The machine automatically starts dispensing the coffee.
- Press the start/stop  button again when the cup contains the desired quantity. After you have programmed the new highest default quantity for a drink, the machine will dispense this new amount each time you select the highest quantity of this drink.

Adjusting grinder settings

You can change the coffee strength with the grind setting knob inside the bean container. The lower the grind setting, the finer the coffee beans are ground and the stronger the coffee. There are 12 different grind settings you can choose from. The machine has been set up to get the best taste out of your coffee beans. Therefore we advise you not to adjust the grind setting until you have brewed 100-150 cups (approx. 1 month of use).

- You can only adjust the grind settings when the machine is grinding coffee beans. You need to brew 2 to 3 drinks before you can taste the full difference.
 - Do not turn the grind setting knob more than one notch at a time to prevent damage to the grinder.
1. Place a cup under the coffee dispensing spout.
 2. Open the lid of the coffee bean hopper.
 3. Tap the espresso icon and then press the start/stop  button.
 4. When the grinder starts grinding, press down the grind setting knob and turn it to the left or right. (Fig. 22)

Deactivate the beeps of the control panel

1. Press the on/off button to switch off the machine.
2. When the machine is switched off, tap and hold the coffee icon until the light in the icon goes on. The start light starts flashing.
3. Tap the coffee icon again to deactivate the beeps of the control panel. The light in the coffee icon goes out.
4. Press the start/stop button to confirm your choice.
5. Press the on/off button to switch on the machine again. The beeps of the control panel have now been deactivated.

Note: If the light in the coffee icon does not go on after tapping and holding the icon, this means that the beeps of the control panel already have been deactivated. To activate them again, tap the icon again and confirm by pressing the start/stop button. The beeps in the on/off button and in the start/stop button cannot be deactivated.

Removing and inserting the brew group

Go to www.philips.com/coffee-care for detailed video instructions on how to remove, insert and clean the brew group.

Removing the brew group from the machine

1. Switch off the machine.

2. Remove the water tank and open the service door (Fig. 23).
3. Press the PUSH handle (Fig. 24) and pull at the grip of the brew group to remove it from the machine (Fig. 25).

Reinserting the brew group

Before you slide the brew group back into the machine, make sure it is in the correct position.

1. Check if the brew group is in the correct position. The arrow on the yellow cylinder on the side of the brew group has to be aligned with the black arrow and N (Fig. 26).
 - If they are not aligned, push down the lever until it is in contact with the base of the brew group (Fig. 27).
2. Slide the brew group back into the machine along the guiding rails on the sides (Fig. 28) until it locks into position with a click (Fig. 29). Do not press the PUSH button.
3. Close the service door and place back the water tank.

Cleaning and maintenance

Regular cleaning and maintenance keeps your machine in top condition and ensures good-tasting coffee for a long time with a steady coffee flow. Consult the table below for a detailed description on when and how to clean all detachable parts of the machine. You can find more detailed information and video instructions in the HomeID app and on www.philips.com/coffee-care. See figure D for an overview of which parts can be cleaned in the dishwasher.

Detachable parts	When to clean	How to clean
Brew group	Weekly	Remove the brew group from the machine (see 'Removing and inserting the brew group'). Rinse it under the tap (see 'Cleaning the brew group under the tap').
	Monthly	Clean the brew group with the Philips coffee oil remover tablet (see 'Cleaning the brew group with the coffee oil remover tablets').
Classic milk frother	After every use	First dispense hot water with the milk frother attached to the machine for thorough cleaning. Then remove the milk frother from the machine and disassemble it. Clean all parts under the tap or in the dishwasher.
Pre-ground coffee compartment	Check the pre-ground coffee compartment weekly to see if it is clogged.	Unplug the machine and remove the brew group. Open the lid of the pre-ground coffee compartment and insert the spoon handle into it. Move the handle up and down until the clogged ground coffee falls down (Fig. 30). Scan the QR code to download the HomeID app for detailed video instructions, or go to www.philips.com/coffee-care
Coffee grounds container	Empty the coffee grounds container when prompted by the machine. Clean it weekly.	Remove the coffee grounds container while the machine is switched on. Rinse it under the tap with some washing-up liquid or clean it in the dishwasher. The front panel of the coffee grounds container is not dishwasher-safe.
Drip tray	Empty the drip tray daily or as soon as the red 'drip tray full' indicator pops up through the drip tray (Fig. 31). Clean the drip tray weekly.	Remove the drip tray (Fig. 32) and rinse it under the tap with some washing-up liquid. You can also clean the drip tray in the dishwasher. The front panel of the coffee grounds container (fig. A15) is not dishwasher-safe.

- www.philips.com/coffeecare

Detachable parts	When to clean	How to clean
LatteGo	After every use	Rinse LatteGo under the tap or clean it in the dishwasher.
Lubrication of the brew group	Every 2 months	Consult the lubrication table and lubricate the brew group with the Philips grease (see 'Lubricating the brew group').
Water tank	Weekly	Rinse the water tank under the tap

Cleaning the brew group



Regular cleaning of the brew group prevents coffee residues from clogging up the internal circuits. Scan the QR code on the cover of this booklet for support videos on how to remove, insert and clean the brew group, or visit www.philips.com/coffee-care

Cleaning the brew group under the tap

1. Remove the brew group (see 'Removing and inserting the brew group').
2. Rinse the brew group thoroughly with water. Carefully clean the upper filter (Fig. 33) of the brew group.
3. Let the brew group air-dry before you place it back. Do not dry the brew group with a cloth to prevent fibers from collecting inside the brew group.

Cleaning the brew group with the coffee oil remover tablets

Only use Philips coffee oil remover tablets.

1. Put a cup under the coffee spout. Fill the water tank with fresh water.
2. Put a coffee oil remover tablet in the pre-ground coffee compartment.
3. Tap the coffee icon and then press the aroma strength icon for 3 seconds to select the pre-ground coffee function (Fig. 2).
4. Do not add pre-ground coffee. Press the the start/stop  button to start the brewing cycle. When half a cup of water has been brewed, unplug the machine.
5. Let the coffee oil remover solution act for at least 15 minutes.
6. Insert the mains plug back into a wall socket and switch on the machine to complete the brewing cycle. Empty the cup.
7. Remove the water tank and open the service door. Remove the brew group (see 'Removing the brew group from the machine') and rinse it thoroughly under the tap.
8. Reinsert the brew group and water tank and place a cup under the coffee spout.
9. Tap the coffee icon and then press the aroma strength icon for 3 seconds to select the pre-ground coffee function (Fig. 2). Do not add pre-ground coffee. Press the start/stop  button to start the brewing cycle. Repeat this twice. Empty the cup.

Lubricating the brew group

Lubricate the brew group every 2 months, to ensure that the moving parts continue to move smoothly.

1. Apply a thin layer of grease on the piston (grey part) of the brew group (Fig. 34).
2. Apply a thin layer of grease around the shaft (grey part) in the bottom of the brew group (Fig. 35).
3. Apply a thin layer of grease to the rails on both sides (Fig. 36).

Cleaning LatteGo (milk container)

Cleaning LatteGo after every use

1. Remove LatteGo from the machine (Fig. 37).
2. Pour out any remaining milk.
3. Press the release button and remove the milk container from the frame of LatteGo (Fig. 38).
4. Clean all parts in the dishwasher or under the tap with lukewarm water and some washing-up liquid.

Cleaning the classic milk frother

Cleaning the classic milk frother after every use

Clean the milk frother each time you use it for hygiene reasons and to avoid the build-up of milk residues.

1. Place a cup under the milk frother.
2. Tap the steam icon and then press the start/stop  button to start dispensing steam and to remove any milk that may be left inside the milk frother.
3. To stop dispensing steam after a few seconds, press the start/stop  button again.
4. Clean the milk frother with a damp cloth.

Daily cleaning of the classic milk frother

1. Let the milk frother cool down completely.
2. Tilt the milk frother to the left and remove the metal part and the silicone part (Fig. 39).
3. Disassemble the three parts (Fig. 40) and rinse them with fresh water or clean them in the dishwasher.
4. Let the three milk frother parts air dry, reassemble the parts, and reattach the milk frother to the machine.

AquaClean water filter

Your machine is AquaClean enabled. You can place the AquaClean water filter in the water tank to preserve the taste of your coffee. It also diminishes the need for descaling by reducing limescale build-up in your machine. You can purchase an AquaClean water filter from your local retailer, from authorized service centers or online at www.philips.com/parts-and-accessories.

AquaClean icon and light

Your machine is equipped with an AquaClean water filter light (Fig. 41) to indicate the status of the filter. Use the table below to see what actions are required when the light is on or when it is flashing.



When you use the machine for the first time, the AquaClean light starts flashing orange. This indicates that you can start using the AquaClean water filter. If you do not activate an AquaClean water filter, the light will switch off automatically after a while.



Once you have installed the filter and activated it with the AquaClean icon, the AquaClean light turns blue to confirm that the AquaClean water filter is active.



When the filter is exhausted, the AquaClean light starts flashing orange again to remind you to replace the filter with a new one.




When the orange AquaClean light is off, you can still activate an AquaClean filter, you will need to descale the machine first.

Activating the AquaClean water filter (5 min.)

- The machine does not automatically detect that a filter has been placed in the water tank. Therefore you need to activate each new AquaClean water filter that you install with the AquaClean icon. When the orange AquaClean light is off, you can still activate an AquaClean water filter, but you will need to descale the machine first. Your machine has to be completely limescale-free before you start to use the AquaClean water filter.

Before activating the AquaClean water filter, it has to be prepared by soaking it in water as described below. If you don't do this, air might be drawn into the machine instead of water, which makes a lot of noise and prevents the machine from being able to brew coffee.

1. Make sure that the machine is switched on.

2. Shake the filter for about 5 seconds (Fig. 42).
3. Immerse the filter upside down in a jug with cold water and shake/press it (Fig. 43).
4. The filter is now prepared for use and can be inserted into the water tank.
5. Insert the filter vertically onto the filter connection in the water tank. Press it down to the lowest possible point (Fig. 44).
6. Fill the water tank with fresh water and place it back into the machine.
7. If attached, remove the LatteGo.
8. Place a bowl under the hot water spout/milk frother.
9. Press the AquaClean icon for 3 seconds (Fig. 45). The start light starts to pulse.
10. Press the start/stop  button to start the activation process.
11. Hot water will be dispensed from the hot water spout/milk frother (3 min.).
12. When the activation process is finished, the blue AquaClean light goes on to confirm that the AquaClean water filter has been activated correctly.

Replacing the AquaClean water filter (5 min.)

After 95 liters of water have flowed through the filter, the filter will cease to work. The AquaClean light turns orange and starts to flash to remind you to replace the filter. As long as it flashes, you can replace the filter without having to descale the machine first. If you do not replace the AquaClean water filter, the orange light will go out eventually. In that case, you can still replace the filter but you first need to descale the machine.

When the orange AquaClean light flashes:

1. Take out the old AquaClean water filter.
2. Install a new filter and activate it as described in chapter 'Activating the AquaClean water filter (5 min.)'.
Replace the AquaClean water filter at least every 3 months, even if the machine does not yet indicate that replacement is required.

Deactivating the AquaClean reminder

If you do not want to use Philips AquaClean water filters anymore, you can always deactivate the AquaClean reminders (AquaClean light flashing orange):

1. Press the on/off button to switch off the machine.
2. When the machine is switched off, press and hold the AquaClean icon until the light in this icon goes on. The start light starts flashing.
3. Tap the AquaClean icon again to deactivate the reminders. The light in the AquaClean icon goes off.
4. Press the start/stop button to confirm your choice.
5. Press the on/off button to switch on the machine again. The AquaClean reminders are now deactivated.

Note: The activation of a new AquaClean filter will automatically re-activate the AquaClean reminders.


Setting the water hardness

1. We advise you to adjust the water hardness to the water hardness in your region for optimal performance and a longer lifetime of the machine. This also prevents you from having to descale the machine too often. The default water hardness setting is 4: hard water.

Use the water hardness test strip supplied in the box to determine the water hardness in your region:



1. Immerse the water hardness test strip in tap water or hold it under the tap for 1 second (Fig. 46).
2. Wait 1 minute. The number of squares on the test strip that turn red indicates the water hardness (Fig. 47).

Set the machine to the correct water hardness

1. Press the on/off button to switch off the machine.
2. When the machine is switched off, tap and hold the aroma strength icon until all lights in the icon go on (Fig. 2).
3. Tap the aroma strength icon 1, 2, 3 or 4 times. The number of lights that are on should be the same as the number of red squares on the test strip (Fig. 48). When there are no red squares on the test strip (so all squares are green) please select 1 light.
4. When you have set the correct water hardness, press the start/stop  button. Since you only set the water hardness once, the aroma strength function is used to select the water hardness. This does not affect the aroma strength of the drinks you make afterward.

Descaling procedure (30 min.)

Please use Philips descaler only. Under no circumstances should you use a descaler based on sulfuric acid, hydrochloric acid, sulfamic or acetic acid (vinegar) as this may damage the water circuit in your machine and not dissolve the limescale properly. Not using the Philips descaler will void your warranty. Failure to descale the appliance will also void your warranty. You can buy Philips descaling solution in the online shop at www.philips.com/coffee-care. When the Calc / Clean light switches on, you need to descale the machine.

1. Make sure that the machine is switched on.
2. If attached remove LatteGo or milk frother.
3. Remove the drip tray and the coffee grounds container, empty them and put them back into place.
4. Remove the water tank and empty it. Then remove the AquaClean water filter.
5. Pour the whole bottle of Philips descaler in the water tank and then fill it with water up to the Calc / Clean indication (Fig. 49). Then place it back into the machine.
6. Place a large container (1.5 l) under the coffee dispensing spout and the water spout.
7. Press the Calc / Clean icon for 3 sec. and then press the start/stop  button.
8. The first phase of the descaling procedure starts. The descaling procedure lasts approx. 30 minutes and consists of a descaling cycle and a rinsing cycle. During the descaling cycle the Calc / Clean light flashes to show that the descaling phase is in progress.
9. Let the machine dispense the descaling solution until the display reminds you that the water tank is empty.
10. Empty the water tank, rinse it and then refill it with fresh water up to the Calc / Clean indication.
11. Empty the container and place it back under the coffee dispensing spout and the water spout. Press the start/stop  button again.
12. The second phase of the descaling cycle, the rinsing phase, starts and lasts 3 minutes. During this phase the lights on the control panel go on and off to show that the rinsing phase is in progress.
13. Wait until the machine stops dispensing water. The descaling procedure is finished when the machine stops dispensing water.
14. The machine will now heat up again. When the lights in the drink icons light up continuously, the machine is ready for use again.

15. Install and activate a new AquaClean water filter in the water tank (see 'Activating the AquaClean water filter (5 min.)').

- When the descaling procedure is finished, the AquaClean light flashes for a while to remind you to install a new AquaClean water filter.

Tip: Using the AquaClean filter reduces the need for descaling!

What to do if the descaling procedure is interrupted

You can exit the descaling procedure by pressing the on/off button on the control panel. If the descaling procedure is interrupted before it is completely finished, do the following:

1. Empty and rinse the water tank thoroughly.
2. Fill the water tank with fresh water up to the Calc / Clean level indication and switch the machine back on. The machine will heat up and perform an automatic rinsing cycle.
3. Before brewing any drinks, perform a manual rinsing cycle. To perform a manual rinsing cycle, first dispense half a water tank of hot water by repeatedly tapping the hot water icon and then brew 2 cups of pre-ground coffee without adding ground coffee.
 - If the descaling procedure was not completed, the machine will require another descaling procedure as soon as possible.

Ordering accessories

To clean and descale the machine, only use the Philips maintenance products. These products can be purchased from your local retailer, from the authorized service centers or online at www.philips.com/parts-and-accessories. To find a full list of spare parts online, enter the model number of your machine. You can find the model number on the inside of the service door.

Maintenance products and type numbers:

- Descaling solution CA6700
- AquaClean water filter CA6903
- Brew group grease HD5061
- Coffee oil remover tablets CA6704

Troubleshooting

This chapter summarizes the most common problems you could encounter with the machine. For support, download the HomeID app through your app store, or by scanning the QR code on the cover of this booklet. Support videos and a complete list of frequently asked questions are available on www.philips.com/coffee-care. If you are unable to solve the problem, contact the Consumer Care Center in your country.

Warning icons

Warning icon

Solution



The 'water tank empty' light is on

- The water tank is almost empty. Fill the water tank with fresh water to the maximum level indication.
- The water tank is not in place. Place back the water tank.



The 'empty coffee grounds container' light is on

- The coffee grounds container is full. Remove and empty the coffee grounds container while the machine is switched on. Wait at least 5 seconds before you reinsert the container.



The alarm light is on

- The coffee grounds container and/or the drip tray is not in place or not placed correctly. Place back the coffee grounds container and/or the drip tray and make sure they are in the correct position.
- The service door is open. Remove the water tank and make sure the service door is closed.



The alarm light is flashing

- The brew group is not in place or not placed correctly. Remove the brew group and make sure it is locked into place. See chapter 'Removing and inserting the brew group' for step-by-step instructions.
- The brew group is blocked. Remove the brew group and rinse it with water under the tap. Then lubricate the brew group and place it back into the machine. See chapter 'Cleaning and maintenance' for step-by-step instructions.



The alarm light is on and the start light flashes.

Some air is trapped inside the machine. To release the air from the machine, fill the water tank with water, place a cup under the classic milk frother and press the flashing start/stop button.

Be careful: small jets of hot water will be dispensed from the classic milk frother to release the air.



AquaClean light is flashing: place or replace the AquaClean water filter and activate it. See chapter 'AquaClean water filter' for step-by-step instructions.



Descaling light is on continuously: Descale the machine.

Warning icon

Solution



The lights in the drink icons light up and go out one by one.

The machine is heating up and/or trying to release the air that was drawn into the machine. Wait until all drink lights light up continuously.



The lights of all warning icons are flashing.

Reset the machine by unplugging it and plugging it back in. Before switching the machine back on, follow these steps:

- Remove the AquaClean water filter from the water tank.
- Place back the water tank. Push it into the machine as far as possible to make sure it is in the right position.
- Open the lid of the pre-ground coffee compartment and check if this is clogged with coffee powder. To clean it, insert a spoon handle into the pre-ground coffee compartment and move the handle up and down until the clogged ground coffee falls down (Fig. 30). Remove the brew group and remove all ground coffee that has fallen down. Place back the clean brew group.
- Switch the machine back on.

If the problem is solved the AquaClean filter was not prepared well. Prepare the AquaClean filter before placing it back by following steps 1 and 2 in chapter 'Activating the AquaClean water filter (5 min)'.
If the lights continue to flash, the machine could be overheated. Switch the machine off, wait 30 minutes and switch it on again. If the lights are still flashing, contact the Consumer Care Center in your country. For contact details, see the international warranty leaflet.

Troubleshooting table

This chapter summarizes the most common problems you could encounter with the machine. Support videos and a complete list of frequently asked questions are available at www.philips.com/coffee-care. If you are unable to solve the problem, contact the Consumer Care Center in your country. For contact details, see the warranty leaflet.

Problem	Cause	Solution
The drip tray fills up quickly.	This is normal. The machine uses water to rinse the internal circuit and brew group. Some water flows through the internal system directly into the drip tray.	Empty the drip tray daily or as soon as the red 'drip tray full' indicator pops up through the drip tray cover. Tip: place a cup under the dispensing spout to collect rinsing water that comes out of it.
The 'empty coffee grounds container' light remains on.	You emptied the coffee grounds container while the machine was switched off.	Always empty the coffee grounds container while the machine is switched on. Remove the coffee grounds container, wait at least 5 sec. and then insert it again.
The machine prompts to empty the coffee grounds container even though the container is not full.	The machine did not reset the counter the last time you emptied the coffee grounds container.	Always wait approx. 5 seconds when you place back the coffee grounds container. In this way the coffee grounds counter will be reset to zero.

Problem	Cause	Solution
		Always empty the coffee grounds container while the machine is switched on. If you empty the coffee grounds container when the machine is switched off, the coffee grounds counter won't reset.
The coffee grounds container is too full and the 'empty coffee grounds container' light did not go on.	You removed the drip tray without emptying the grounds container.	When you remove the drip tray, also empty the coffee grounds container even if it contains only a few coffee pucks. In this way the coffee grounds counter will be reset to zero, re-starting to correctly count the coffee pucks.
I cannot remove the brew group.	The brew group is not in the correct position.	Reset the machine in the following way: close the service door and place back the water tank. Switch the machine off and back on again. Try again to remove the brew group. See chapter 'Removing and inserting the brew group' for step by step instructions.
I cannot insert the brew group.	The brew group is not in the correct position.	Reset the machine in the following way: close the service door and place back the water tank. Leave the brew group out. Switch the machine off and unplug it. Wait for 30 sec. and then plug the machine back in and switch it on. Then put the brew group in the correct position and reinsert it into the machine. See chapter 'Removing and inserting the brew group' for step by step instructions.
The coffee is watery.	The brew group is dirty or needs to be lubricated.	Remove the brew group (see 'Removing the brew group from the machine'), rinse it under the tap and leave it to dry. Then lubricate the moving parts (see 'Lubricating the brew group').
	The machine is performing its self-adjustment procedure. This procedure is started automatically when you use the machine for the first time, when you change to another type of coffee beans or after a long period of non-use.	Brew 5 cups of coffee initially to allow the machine to complete its self-adjustment procedure.
	The grinder is set to a too coarse setting.	Set the grinder to a finer (lower) setting. Brew 2 to 3 drinks to taste the full difference.
The coffee is not hot enough.	The temperature is set too low.	Set the temperature to the maximum (see 'Adjusting the coffee temperature').

Problem	Cause	Solution
The milk does not froth.	Machines with LatteGo: LatteGo is incorrectly assembled.	Make sure that the milk container is properly assembled to the frame of LatteGo ('click').
	Machines with LatteGo: the milk container and/or frame of LatteGo are dirty.	Disassemble LatteGo and rinse both parts under the tap or clean them in the dishwasher (see 'Cleaning LatteGo after every use').
	Machines with classic milk frother: the milk frother is dirty.	Thoroughly clean the milk frother (see 'Cleaning the classic milk frother').
	The type of milk used is not suitable for frothing.	Different types of milk result in different amounts of froth and different froth qualities. We have tested the following milk types which proved to deliver a good milk froth result: semi-skimmed or full-fat cow's milk and lactose-free milk.
Milk is leaking from the bottom of the LatteGo milk container.	The frame and the milk container are not assembled properly.	First insert the top of the milk container under the hook at the top of the frame. Then press the bottom part of the container. You hear a click when it locks into place.
The machine seems to be leaking.	The machine uses water to rinse the internal circuit and brew group. This water flows through the internal system directly into the drip tray. This is normal.	Empty the drip tray every day or as soon as the 'drip tray full' indicator pops up through the drip tray cover. Tip: Place a cup under the dispensing spout to collect rinsing water and reduce the amount of water in the drip tray.
	The drip tray is too full and has overflowed which makes it look like the machine is leaking.	Empty the drip tray every day or as soon as the 'drip tray full' indicator pops up through the drip tray cover.
	The water tank is not fully inserted and air is drawn into the machine.	Make sure the water tank is in the correct position: remove it and insert it again pushing it as far as possible.
	The brew group is dirty/clogged.	Rinse the brew group.
	The machine is not placed on a horizontal surface.	Place the machine on a horizontal surface so that the drip tray does not overflow and the 'drip tray full' indicator works properly.
	The water tank is not fully inserted and air is drawn into the machine.	Make sure the water tank is in the correct position: remove it and insert it again pushing it as far as possible.

Problem	Cause	Solution
I cannot activate the AquaClean water filter and the machine asks for descaling.	The filter has not been installed or replaced in time after the AquaClean water filter light started to flash. This means your machine is not completely limescale free.	Descale your machine first and then install the AquaClean water filter.
The new water filter does not fit.	You are trying to install another filter than the AquaClean water filter.	Only the AquaClean water filter fits into the machine.
	The rubber ring on the AquaClean water filter is not in place.	Place back the rubber ring on the AquaClean water filter.
The machine is making a loud noise.	It is normal that your machine makes noise during use.	If the machine starts to make a different kind of noise, clean the brew group and lubricate it (see 'Lubricating the brew group').
	The AquaClean water filter was not prepared properly and air is now drawn into the machine.	Remove the AquaClean water filter from the water tank and properly prepare it for use before you place it back. See chapter 'AquaClean water filter' for step-by-step instructions.
	The water tank is not fully inserted and air is drawn into the machine.	Make sure the water tank is in the correct position: remove it and insert it again pushing it as far as possible.

Technical specifications

The manufacturer reserves the right to improve the technical specifications of the product. All the preset quantities are approximate.

Description	Value
Size (w x h x d)	247x366x434 mm
Weight	7 - 7.5 kg
Power cord length	1000 mm
Water tank	1.8 litres, removable
Coffee bean hopper capacity	275 g
Coffee grounds container capacity	12 pucks
LatteGo (milk container) capacity	250 ml
Adjustable spout height	85-145 mm
Nominal voltage - Power rating - Power supply	See data label on inside of service door (fig. A11)

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- www.philips.com/coffee-care



References