

Sage®
Sage
SES985BS
S4EEU1
Oracle Jet



Sage SES985BSS4EEU1 Oracle Jet User Guide

[Home](#) » [Sage](#) » Sage SES985BSS4EEU1 Oracle Jet User Guide 

Contents

- [1 Sage SES985BSS4EEU1 Oracle Jet](#)
- [2 Product Usage Instructions](#)
- [3 GUARA NTEE](#)
- [4 SAGE® RECOMMENDS SAFETY FIRST](#)
- [5 SPECIFIC INSTRUCTIONS FOR WATER FILTER](#)
- [6 Components](#)
- [7 Accessories](#)
- [8 Features](#)
- [9 Assembly](#)
- [10 Guide and Settings](#)
- [11 Care & Cleaning](#)
- [12 CLEANING CONICAL BURRS](#)
- [13 Troubleshooting](#)
- [14 QR Code Links](#)
- [15 Documents / Resources](#)
 - [15.1 References](#)
- [16 Related Posts](#)

Sage®

Sage SES985BSS4EEU1 Oracle Jet



Specifications

- Model: OracleTMJet SES985
- Power Consumption: 30mA
- Wireless Frequencies:
 - BT Classic: 2402 MHz to 2480 MHz @ 11 dBm
 - BT LE: 2402 MHz to 2480 MHz @ 11 dBm
 - 2.4G WIFI: 2412 MHz to 2472 MHz @ 18 dBm
 - 5G WIFI: 5180 MHz to 5320 MHz @ 15 dBm
 - 5500 MHz to 5720 MHz @ 15 dBm
 - 5745 MHz to 5865 MHz @ 15 dBm
- Indoor Use Only

Product Usage Instructions

Assembly

Follow the provided user guide for step-by-step assembly instructions.

Settings

Customize the heated group head temperature to your preference by adjusting in +/- 1 degree celsius increments.

Care & Cleaning

Use a soft cloth for cleaning, avoid alkaline cleaning agents. Refer to the manual for detailed cleaning instructions.

Troubleshooting

If you encounter issues, refer to the troubleshooting section of the user guide or contact customer support.

FAQ

- **Q: Can I use alkaline cleaning agents for cleaning?**

A: No, it is recommended to avoid alkaline cleaning agents and use a soft cloth for cleaning to prevent damage to the appliance.

• **Q: What should I do if I face issues during operation?**

A: Refer to the troubleshooting section in the user guide for solutions or contact customer support for assistance.

GUARANTEE

2 YEAR LIMITED

Sage Appliances guarantees this product for domestic use in specified territories for 2 years from the date of purchase against defects caused by faulty workmanship and materials. During this guarantee period Sage Appliances will repair, replace, or refund any defective product (at the sole discretion of Sage Appliances).

All legal warranty rights under applicable national legislation will be respected and will not be impaired by our guarantee. For full terms and conditions on the guarantee, as well as instructions on how to make a claim, please visit www.sageappliances.com

SAGE® RECOMMENDS SAFETY FIRST

At Sage® we are very safety conscious. We design and manufacture appliances with your safety foremost in mind. We also ask that you exercise a degree of care when using any electrical appliance and adhere to the following precautions.

IMPORTANT

SAFEGUARDS READ ALL INSTRUCTIONS BEFORE USE AND SAVE FOR FUTURE REFERENCE

- Remove and discard any packaging materials safely, before first use.
- Ensure the product is properly assembled before first use and fully unwind the power cord before operating.
- Before using for the first time, please ensure that your electricity supply is the same as shown on the rating label on the underside of the appliance. If you have any concerns, please contact your local electricity company.
- The installation of a residual current safety switch is recommended to provide additional safety when using all electrical appliances. Safety switches with a rated operating current not more than 30mA are recommended. Consult an electrician for professional advice.
- Regularly inspect the power cord, plug and actual appliance for any damage. If found to be damaged in any way, immediately cease use of the appliance and return the entire appliance to the nearest authorised Sage Service Centre for examination, replacement or repair.
- Do not let the power cord hang over the edge of a counter or table. Do not let the power cord touch hot surfaces or become knotted.
- To eliminate a choking hazard for young children, discard the protective cover fitted to the power plug safely.
- Position the appliance on a stable, heat resistant, level, dry surface away from the counter edge, and do not operate on or near a heat source such as a hot plate, oven or gas hob.
- Do not operate the appliance in an enclosed space, or inside a cupboard.
- Do not use attachments other than those provided with the appliances. The use of attachments not sold or recommended by Sage may cause fire, electric shock or injury.
- This appliance is for household use only. Do not use the appliance for anything other than its intended purpose. Do not use in moving vehicles or boats. Do not use outdoors. Misuse may cause injury.
- Keep the appliance and accessories clean. Follow the cleaning instructions provided in this book. Servicing

other than cleaning should be performed at an authorised Sage Service Centre.

- Do not touch hot surfaces. Always ensure the appliance has been allowed to cool; if the appliance is to be:
 - Left unattended, cleaned, changed accessories, moved, assembled or stored, always switch off the espresso machine by pressing the POWER button to OFF. Switch off at the power outlet and unplug.
- Improper use of the appliance incorrectly operated or unprofessionally repaired. In such a case, any warranty claim is void. No warranty for any damages can be accepted.
- The appliance is not intended to be operated by means of an external timer or separate remote-control system.
- Use caution when operating machine as metal surfaces are liable to get hot during use. Heating element surface is subject to residual heat after use.
- Do not fill the water tank or front top fill with hot water or milk.
- Do not use the appliance without water in the water tank.
- The appliance 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 instruction concerning use of the appliance by a person responsible for their safety. Cleaning and user maintenance shall not be made by children. Keep the appliance and its cord out of reach of children.
- Do not open the programming port, this is exclusively for authorised service personnel only.
- Do not operate the grinder without the hopper lid in position. Keep fingers, hands, hair, clothing, and utensils away from the hopper during operation.
- Ensure the portafilter is firmly inserted and secured into the group head before starting an extraction. Never remove the portafilter during the extraction process. Failure to follow this instruction may lead to scalding by hot steam or hot coffee.
- The front top fill is not for milk. Do not pour milk in the front top fill.
- Use caution after milk texturing, as the 'Auto Purge' function may purge hot steam when steam wand is lowered.
- Wipe the outer surface with a soft dry cloth. Keep the appliance and accessories clean.
- Servicing other than cleaning should only be performed by an authorised service representative or at an authorised Sage Service Centre.
- Any alcohol based cocktail drinks are intended for use solely by the responsible adults of legal drinking age in their respective country and /or state and/ or province. Please use the recipes wisely and responsibly.

NOTICE TO CUSTOMERS REGARDING MEMORY STORAGE

Please note that in order to better serve our customers, internal memory storage has been embedded into your appliance. This memory storage consists of a small chip to collect certain information about your appliance including the frequency of use of the appliance and the manner in which your appliance is being used. In the event your appliance is returned for service, the information collected from the chip enables us to quickly and efficiently service your appliance.

The information collected also serves as a valuable resource in developing future appliances to better serve the needs of our consumers. The chip does not collect any information regarding the individuals who use the product or the household where the product is used. If you have any questions regarding the memory storage chip please contact us at privacy@sageappliances.com

SPECIFIC INSTRUCTIONS FOR WATER FILTER

- Filter cartridge should be kept out of reach of children.
- Store filter cartridges in a dry place in the original packaging.

- Protect cartridges from heat and direct sunlight.
- Do not use damaged filter cartridges.
- Do not open filter cartridges.
- If you are absent for a prolonged period of time, empty the water tank and replace the cartridge.

WARNING

To avoid the risk of injury, do not open the brew chamber during the brew process.

NOTE

To prevent damage to the appliance, do not use alkaline cleaning agents when cleaning, use a soft cloth.



To protect against, fire, electric shock; do not immerse the power cord, power plug or appliance in water or any other liquid.



■ The symbol shown indicates that this appliance should not be disposed of in normal household waste.

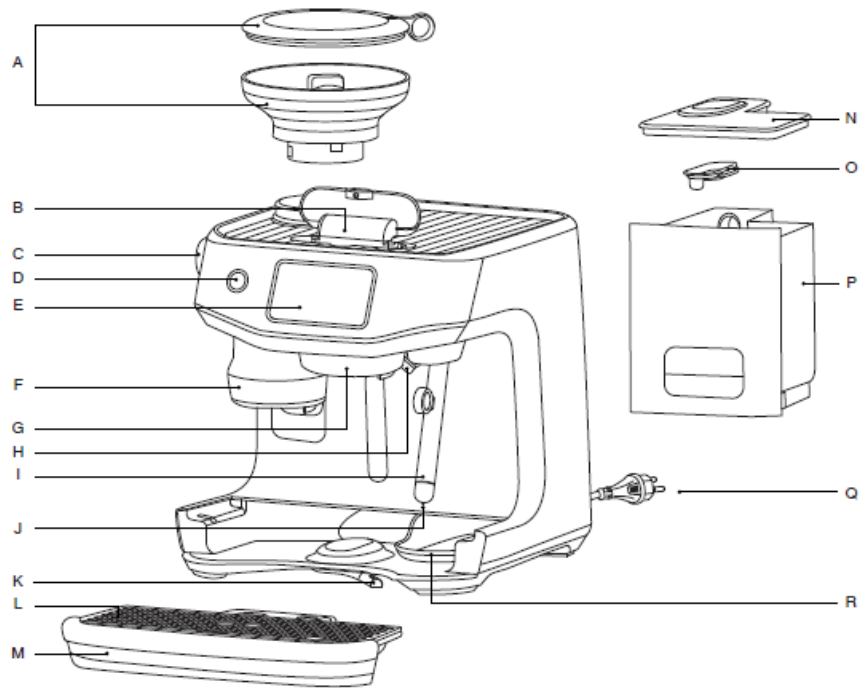
It should be taken to a local authority waste collection centre designated for this purpose or to a dealer providing this service. For more information, please contact your local council office.

- BT classic: 2402 MHz to 2480 MHz @ 11 dBm
- BT LE: 2402 MHz to 2480 MHz @ 11 dBm
- 2.4G WIFI: 2412 MHz to 2472 MHz @ 18 dBm
- 5G WIFI: 5180 MHz to 5320 MHz @ 15 dBm
- 5500 MHz to 5720 MHz @ 15 dBm
- 5745 MHz to 5865 MHz @ 15 dBm

The device is restricted to indoor use when operation in the 5150-5350 MHz frequency range.

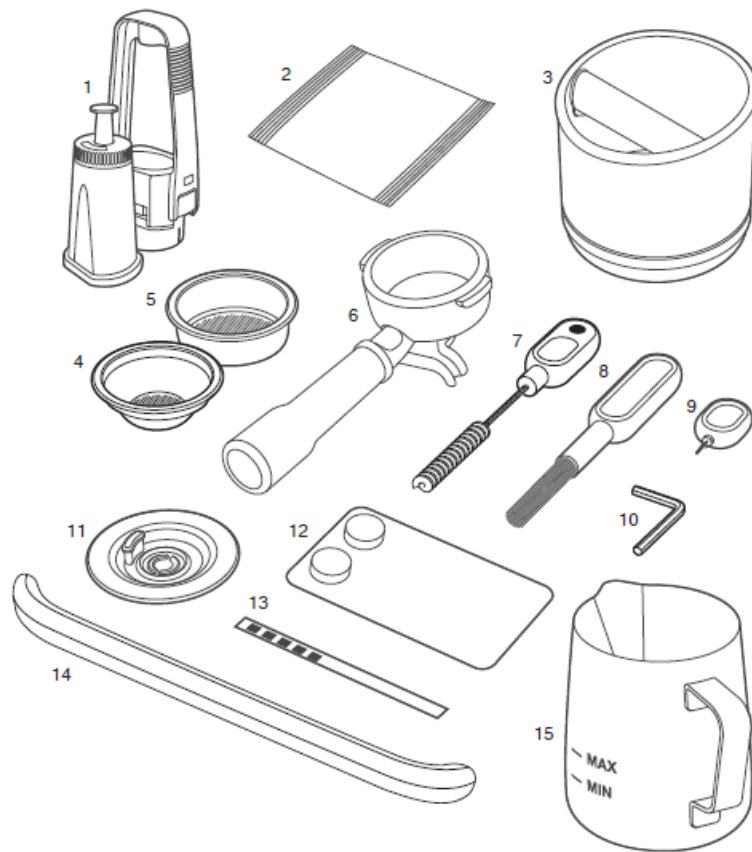
FOR HOUSEHOLD USE ONLY SAVE THESE INSTRUCTIONS

Components



- A. 340g bean hopper
- B. Front top water fill
- C. Grind size adjustment dial
- D. Power button
- E. 5 inch HD touch screen
- F. Grind and tamp outlet
- G. Heated 58mm group head
- H. Dedicated hot water outlet
- I. Auto MilQ™ steam wand 6
- J. Milk temperature sensor
- K. Front lever 3rd wheel
- L. Drip tray grill
- M. Drip tray
- N. Water tank lid
- O. Water tank mesh lid
- P. Water tank
- Q. Power cord with storage
- R. Hidden tool storage tray

Accessories



1. Water filter and filter holder
2. Descaling Powder
3. Knock Box™ 10
4. Single wall 1 Cup filter basket
5. Single wall 2 Cup filter basket*
6. 58 mm Stainless Steel Portafilter
7. Grind outlet brush and tamp removal magnet
8. Cleaning brush
9. Cleaning tool for steam wand tip
10. Hex Key
11. Cleaning disc
12. Cleaning tablets
13. Water hardness strip
14. Drip tray guard (included with machines in colour only)
15. Stainless steel milk jug

* Single wall 2 Cup filter basket comes installed in the portafilter

Features

THERMOJET HEATING SYSTEM

The state-of-the-art heating system is our fastest and most efficient heating system. Ready to go in seconds.

THERMOJET HEATED GROUP HEAD

Ensuring a stable and optimised extraction that meets professional level specifications. The heated group head can be customised in +/- 1 degree celsius increments to suit your taste.

AUTO GRIND DOSE & TAMP

Fully-integrated hardened precision conical burr grinder automatically grinds, doses and tamps 22 grams of coffee straight into the 58mm professional style portafilter.

AUTO MILQ

Silky smooth microfoam with settings for dairy, soy, almond and oat. Adjustable temperatures (45°C to 75°C) and 8 texture levels.

BARISTA GUIDANCE

By automatically detecting an over or under extracted espresso shot, Barista Guidance helps you adjust the grind size to achieve a more ideal pour.

5 INCH HD TOUCH SCREEN

A dynamic screen that is 4 times richer and 20 times more powerful than before. You can swipe, select and enjoy in high definition.

COLD COFFEE

Cold Brew

Brewing at lower temperatures reduces acidic flavour notes that heat retains. This creates a smooth and mellow flavour profile that can be enjoyed on its own or form the base for your cold brew experiments!

Cold Espresso

Extract at lower temperature produces a full flavoured crema topped espresso without the heavy tones. The cold espresso feature keeps the classic flavour while being softer and lighter in body.

AUTO QUEUE

Auto queue is a feature that allows to sequence the next function during selected milk based drinks:

- Brew coffee first and queue milk texturing.
- Texture milk first and queue coffee brewing.

PID TEMPERATURE CONTROL

Electronic temperature control delivers precise water temperature for optimum espresso flavour.

DEDICATED HOT WATERSPOUT

Dedicated hot water outlet for making long blacks, teas, and pre-heating cups.

DOUBLE TAP

Double tap on the grind, brew or steam icons to automatically purge the system ready for your brew.

Assembly

BEFORE FIRST USE

Machine Preparation

- Remove and discard all labels and packaging materials attached to your espresso machine.
- Ensure you have removed all parts and accessories from the box before discarding the packaging.
- Remove the water tank located at the back of the machine unlocking the latch and pulling the water tank from

the latch handle.

- Clean parts and accessories (water tank, portafilter, filter baskets, milk jug) using warm water and a gentle dish washing liquid. Rinse well then dry thoroughly.

NOTE

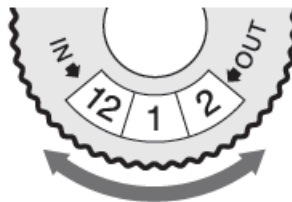
Machines with colour, drip tray protection guard is included. DO NOT DISCARD.

INSTALLING THE WATER FILTER

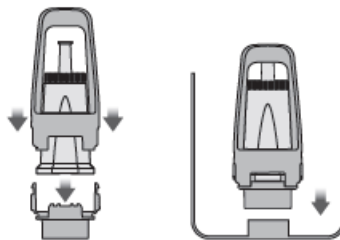
- Remove the water filter and water filter holder from the plastic bag.
- Soak the filter in cold water for 5 minutes.
- Rinse the filter holder with cold water.



- Set a reminder for replacement. We recommend to replace filter every 3 months.



- Insert the filter into the two parts of the filter holder.
- To install the assembled filter holder into the water tank, align the base of the filter holder with the adapter inside the water tank. Push down to lock into place.



NOTE

Replacing the water filter every three months will reduce the need to descale the machine. Filters can be purchased at www.breville.com

NOTE

Input the water hardness test strip result to the machine. If result is 4 or 5 bars when tested, we strongly recommend to change to an alternate water source. Filtered water will extend both the life of your built-in filter and descale intervals as well as provide superior taste. Ensure to test the water hardness of the alternative water source you've chosen and input into the machine accordingly. Avoid using overly filtered water, like RO water unless some mineral content is being added back to the final water. Never use distilled water, or water with no or low mineral content as this will affect the taste of coffee.

Guide and Settings

GUIDES

- Startup Tutorial – Take you through the startup tutorial on how to make a coffee with the machine.
- QR code links – Provides QR code links to areas such as Support, Machine Registration and Maintenance Products.
- Understanding your Oracle Jet – Describes the key components of your coffee machine.

SETTINGS

Drink Settings

- Barista Guidance – Switch on for grind size recommendations during your extractions.
- Brew control settings – Switch between time or volumetric based brew output.
- Temperature settings – Adjust the brew temperature.

Maintenance

- Clean steam wand – Guides you through cleaning the steam wand to remove any blockage for better steaming performance.
- Clean group head – Cleans the group head of oils and residue. Will require an Espresso cleaning tablet or powder.
- Descale – Descaling prevents excess mineral and scale build-up. Will require descaling powder or solution.
- Change water filter – To ensure machine has clean water to use.
- Water hardness test – Configures the water hardness your machine is using. You will need an unused test strip.

Machine Settings

- Theme – Switch between light or dark mode. Sound – Adjusts the volume of the interface. Screen brightness – Adjusts the brightness of the screen.
- Light brightness – Adjust the brightness of the LED lights.
- Units – Switch between imperial and metric units. Country and Language – Select your region and preferred language on screen.
- Time and Date – Set the time and date on the machine.
- Wi-Fi – Connect to Wi-Fi to receive the latest software updates.
- Demo mode – Looping video to showcase key features of the machine.
- About the machine – Shows the serial number and firmware version of the machine.
- Reset factory settings – Use this function to reset all programmable values back to the factory settings and delete all custom drinks.

WARNING

Do not unplug the machine while it is performing this function.

Care & Cleaning

HD TOUCH SCREEN DISPLAY

Excess dirt and grime can get in the crevices of your touch screen impairing its functionality. Keep the touch screen dry and clean to ensure optimal functionality. Use a screen cleaning wipe or a dry soft cloth.

CLEANING CYCLE

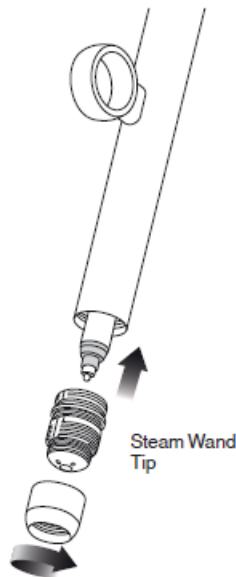
- There will be a message prompt when a cleaning cycle is required.
- This is a backflushing cycle and is separate from descaling. There is also the option to start the cleaning cycle by choosing 'Clean Cycle' in
- 'Settings'. The cleaning cycle cleans the shower screen and back-flushes the group head to remove the build up of coffee and oils.
- Follow the instruction on the screen.

DESCALING

- There will be a message prompt when a descale cycle is required.
- Even with the provided water filter, it is recommended to descale if there is scale buildup in the water tank.
- There is also the option to start the descale cycle by choosing 'Descale Cycle' in the 'Settings'.
- Follow the instruction on the screen.

CLEANING THE STEAM WAND

- The steam wand should always be cleaned after texturing milk. Wipe the steam wand with a damp cloth.
- If any of the holes in the tip of the steam wand become blocked, it may reduce frothing performance.
- Go to 'Settings' > 'Steam wand cleaning' and follow the guide on the screen.



NOTE

Ensure the steam wand tip is tightly fastened after cleaning

CLEANING THE FILTER BASKET AND PORTAFILTER

- The filter basket and portafilter should be rinsed under hot water after each coffee making session to remove all residual coffee oils.

- If the holes in the filter basket become blocked, dissolve a cleaning tablet in hot water and soak filter basket and portafilter in solution for approx. 20 minutes. Rinse thoroughly.

CLEAR WATER BACKFLUSH

- After each coffee making session we recommend doing a clear water backflush before you turn off the machine. Empty drip tray. Insert the cleaning disc into the filter basket then insert the portafilter into the group head. Touch the brew icon button and allow pressure to build for 20 seconds, then tap the glass image to stop & release pressure.

CLEANING THE SHOWER SCREEN

- The group head interior and shower screen should be wiped with a damp cloth to remove any ground coffee particles.
- Periodically purge the machine. Place an empty filter basket and portafilter into the group head. Tap the brew icon on the screen and run a short flow of water to rinse out any residual coffee.

CLEANING THE DRIP TRAY & STORAGE TRAY

- The drip tray should be removed, emptied and cleaned at regular intervals, particularly when the drip tray is full.
- Remove the grill from the drip tray. Lift the coffee grind separator and dispose of any coffee grounds. Wash all parts in warm soapy water with a soft cloth. Rinse and dry thoroughly. The storage tray (located behind the drip tray) can be removed and cleaned with a soft, damp cloth. Do not use abrasive cleansers, pads or cloths which can scratch the surface.

CLEANING THE OUTER HOUSING

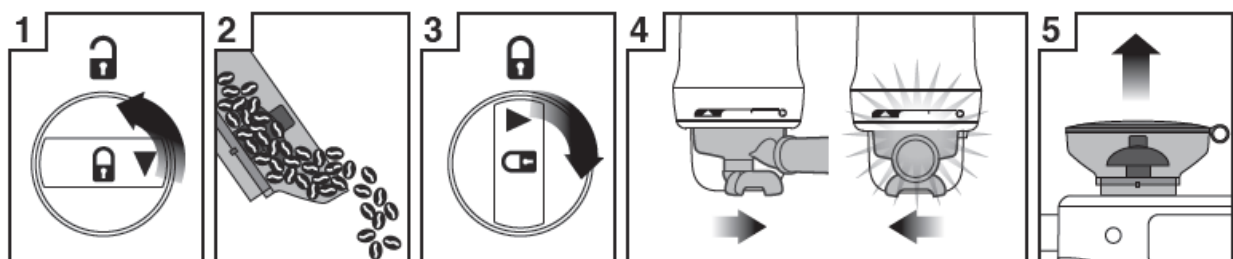
The outer housing can be cleaned with a soft, damp cloth. Polish with a soft, dry cloth. Do not use abrasive cleansers, pads or cloths which can scratch the surface.

NOTE

All parts should be cleaned by hand using warm water and a gentle dish washing liquid. Do not use abrasive cleansers, pads or cloths which can scratch the surface. Do not clean any of the parts or accessories in the dishwasher.

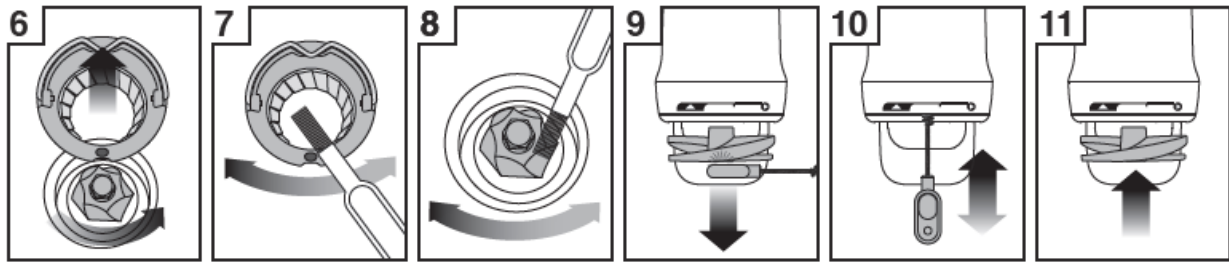
CLEANING CONICAL BURRS

Regular cleaning helps the burrs achieve consistent grinding results which is especially important when grinding for espresso.

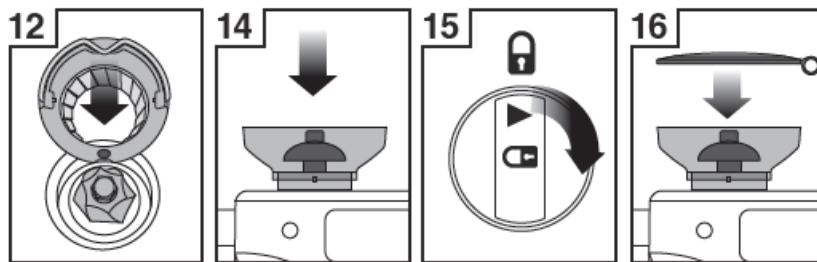


1. Unlock hopper

2. Remove beans
3. Replace & lock hopper
4. Run grinder until empty
5. Unlock & remove hopper



6. Remove upper burr
7. Clean upper burr with burr brush
8. Clean lower burr with burr brush
9. Remove tamping fan with tamp removal magnet
10. Clean grind outlet with grind outlet brush
11. Replace tamping fan by hand



12. Push upper burr until it clicks and firmly locked into position.
13. With the burr firmly locked in position, safely replace the hopper into the machine
14. Lock the hopper
15. Replace the hopper lid

NOTE

This machine is designed only for whole roasted coffee beans. Avoid grinding unroasted green and under-roasted coffee beans. These are dense and not brittle enough to run through a burr grinder. This will damage or break burr grinders and even pose a safety risk.

TIP

It is recommended to use quality 100% Arabica beans with a 'Roasted On' date stamped on the bag, not a 'Best Before' or 'Use By' date. Coffee beans are best consumed between 5–20 days after the 'Roasted On' date. Stale coffee may pour too quickly from the portafilter spouts and taste bitter and watery.

ADJUSTING TAMPING HEIGHT FROM THE GRIND COLLAR

Turn off and disconnect the machine from the power source. To adjust the tamping height, use the hex key provided. Pull the tamping fan down from the grind collar, and then pull down on the fan coupling inside the grind collar to remove it. Adjust the length of the coupling by loosening the fastener with the hex key and rotating the coupling to the desired length.

Troubleshooting

CONNECTING YOUR ORACLE JET

The Oracle Jet is a Wi-Fi-enabled machine that will support downloading the latest software version. If the machine is not connected to a Wi-Fi, the machine can still be operated in the same way as an espresso machine with no network connection.

NOTE

We are constantly working to improve the software that may lead to changes in functionality and setup steps. Please rely on the instructions in the latest version by upgrading the software to guide you through the setup process.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Grinder Motor starts but no ground coffee coming from grind outlet	<ul style="list-style-type: none"> No coffee beans in bean hopper. Grinder/bean hopper is blocked. Coffee bean may have become stuck in hopper. 	<ul style="list-style-type: none"> Fill bean hopper with fresh coffee beans. Remove bean hopper. Inspect bean hopper & grinding burrs for blockage. Replace parts and try again.
Grinder Motor starts but operates with a loud 'clicking' noise	<ul style="list-style-type: none"> Grinder is blocked with foreign item or chute is blocked. Moisture clogging grinder. 	<ul style="list-style-type: none"> Remove bean hopper, inspect burrs and remove any foreign objects. Clean the burrs and grind outlet. Leave burrs to dry thoroughly before re-assembling. It is possible to use a hair dryer to blow air into the burr area to quicken the drying process.
Grinder motor over heating		<ul style="list-style-type: none"> Switch off and unplug from the power outlet and rest the machine for 5 minutes.
Unable to lock bean hopper into position	<ul style="list-style-type: none"> Coffee beans obstructing bean hopper locking device. 	<ul style="list-style-type: none"> Remove bean hopper. Clear coffee beans from top of burrs. Re-lock bean hopper into position.
Portafilter overfills	<ul style="list-style-type: none"> Tamping fan was removed for cleaning and not replaced. 	<ul style="list-style-type: none"> Check that the tamping fan is properly assembled, in position, and mounted correctly to the drive shaft.
Grinder Emergency stop		<ul style="list-style-type: none"> Rotate the portafilter to the left to stop the auto grind, dose & tamp function. Unplug power cord from power outlet.
Grinder running continuously	<ul style="list-style-type: none"> No beans in hopper. 	<ul style="list-style-type: none"> Fill hopper with beans. Rotate the portafilter to the left to stop the auto grind, dose & tamp function.
	<ul style="list-style-type: none"> Tamping fan has been removed. 	<ul style="list-style-type: none"> Check that the tamping fan is in position and mounted correctly to the drive shaft.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Coffee is grinding very coarse, even at low grind settings and/or cannot put the burr back in place	<ul style="list-style-type: none"> Upper burr many not be aligned and not inserted properly. 	<ul style="list-style-type: none"> Move the grind dial to a coarse setting (i.e. 45), this will make it easier to twist it counter clockwise to remove the upper burr holder. Clean grinds from both the upper and lower burrs. Ensure the dots on the upper burr are aligned before aligning it back to the dot on the lower burr by twisting it clockwise. Move the grind dial back to the original setting.
Espresso runs out around the edge of the portafilter	<ul style="list-style-type: none"> Portafilter not inserted in the group head correctly. 	<ul style="list-style-type: none"> Ensure portafilter is rotated to the right until the handle is past the centre and is securely locked in place. Rotating past the centre will not damage the silicone seal.
and/or	<ul style="list-style-type: none"> There are coffee grounds around the filter basket rim. 	<ul style="list-style-type: none"> Clean excess coffee from the rim of the filter basket after grinding to ensure a proper seal in group head.
Portafilter comes out of the group head during an extraction	<ul style="list-style-type: none"> Filter basket rim is wet or underside of portafilter lugs are wet. Wet surfaces reduce the friction required to hold the portafilter in place whilst under pressure during an extraction. 	<ul style="list-style-type: none"> Always ensure filter basket and portafilter are dried thoroughly before filling with coffee, tamping and inserting into the group head.

Pumps continue to operate / Steam is very wet / Hot water outlet leaks	<ul style="list-style-type: none"> Using highly filtered, demineralised or distilled water which is affecting how the machine is designed to function. 	<ul style="list-style-type: none"> We recommend using cold, filtered water. We do not recommend using water with no/low mineral content such as highly filtered, demineralised or distilled water. If the problem persists, contact Breville Consumer Support.
Water does not flow from the group head	<ul style="list-style-type: none"> Water tank is empty. 	<ul style="list-style-type: none"> Fill tank. Prime the system by: <ol style="list-style-type: none"> 1) Touching the 'Brew' button to run water through the group head for 30 seconds. 2) Touching 'Hot Water' to run water through the hot water outlet for 30 seconds.
	<ul style="list-style-type: none"> Water tank not fully inserted & locked. 	<ul style="list-style-type: none"> Push water tank in fully and lock latch closed.
	<ul style="list-style-type: none"> Over heated water pump due to back-to-back extraction 	<ul style="list-style-type: none"> Switch off the machine and unplug from the power outlet and let the machine cool down.
PROBLEM	POSSIBLE CAUSE	WHAT TO DO
The machine is 'On' but won't operate		<ul style="list-style-type: none"> Switch off the machine, unplug from the power outlet, then plug the machine to the power outlet and turn the machine back on. If problem persists, call Breville Consumer Support.
Espresso only drips from the portafilter spouts, restricted flow	<ul style="list-style-type: none"> Coffee is ground too finely. 	<ul style="list-style-type: none"> Adjust the grind size to a higher number to make the grind size slightly coarser. There may be a blockage due to scale build up. Run the descale process.
Espresso flows out too quickly	<ul style="list-style-type: none"> The coffee is ground too coarsely. Coffee beans are stale. 	<ul style="list-style-type: none"> Adjust the grind size to a lower number to make the grind size slightly finer. Use freshly roasted coffee beans with a 'Roasted On' date and consume between 5–20 days after that date.
No crema	<ul style="list-style-type: none"> Coffee beans are stale. 	<ul style="list-style-type: none"> Use freshly roasted coffee beans with a 'Roasted On' date and consume between 5–20 days after that date.
Not enough milk texture	<ul style="list-style-type: none"> Steam wand is blocked. 	<ul style="list-style-type: none"> Refer to 'Cleaning the Steam Wand'. There may be a blockage due to scale build up. Run the descale process. Different brands and types of milk and milk alternatives will texture differently. You may need to adjust the froth level accordingly.

I cannot connect my machine to the Wi-Fi	<ul style="list-style-type: none"> • Wrong password entered for the SSID. • Check the router proximity, signal strength might be weak. 	<ul style="list-style-type: none"> • Unplug and plug the machine into the powerpoint. • Retry entering Wi-Fi credentials again. • Install the router closer to the appliance for stronger signal strength.
No Wi-Fi router available	<ul style="list-style-type: none"> • No device available to provide internet access. 	<ul style="list-style-type: none"> • Try using a mobile phone hot-spot. • For optimal performance, it is highly recommended to purchase a Wi-Fi router.
No mobile phone hot-spot available	<ul style="list-style-type: none"> • No device available to provide internet access. 	<ul style="list-style-type: none"> • To skip the Wi-Fi selection, follow these steps: <ol style="list-style-type: none"> 3) Enter the "Select your network" mode. 4) Select "Other" if there is no internet. 5) Click the arrow button in the top right corner to skip the "Network" selection. 6) Click the arrow button in the top right corner to skip the "Password" entry. 7) A "Connecting" error is likely to occur. • Select "Try again" and repeat above steps. • After the second failed attempt, choose "Update later" to skip the Wi-Fi setup.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
It is taking a long time to connect to the cloud and taking a long time to initialize	<ul style="list-style-type: none"> • Router proximity issue. 	<ul style="list-style-type: none"> • Unplug and plug the machine into the powerpoint. • Reboot the router. • Retry entering the Wi-Fi credentials again. • If problem persists, call Breville Consumer Support.
It is taking a long time to download the software update	<ul style="list-style-type: none"> • Wi-Fi signal strength is weak. 	<ul style="list-style-type: none"> • Restart the coffee machine. • Move the Wi-Fi router closer to the coffee machine.
Software is downloaded but not installing	<ul style="list-style-type: none"> • Machine requires a reboot. 	<ul style="list-style-type: none"> • Unplug and plug the machine into the powerpoint. • Perform a factory reset. • If problem persists, call Breville Consumer Support.

No Wi-Fi available

- NO signal coverage, mobile phone or Wi-Fi router available.
- Connect your coffee machine to your mobile phone hot spot.
- Connect your coffee machine to your Wi-Fi router (if available). NOTE: For optimal performance, it is highly recommended to continue to have your machine connected to Wi-Fi so that it can regularly check for software updates.
- It is possible to use the machine without Wi-Fi. If the software version persist on connecting to Wi-Fi, follow these steps on the connection screen:
 - Enter the Select your network.
 - Select Other if there is no internet.
 - Click the arrow button to skip the Network selection.
 - Click the arrow button to skip the Password entry.
 - A "Connecting" error is likely to occur.

Select Try again and repeat above steps. After the second failed attempt, click Update later to skip Wi-Fi setup.

QR Code Links

Extraction Guide

<https://scan.sageappliances.com/bes985/extractionguide>



Clean Steam Wand

<https://scan.sageappliances.com/bes985/cleansteamwand>



Tutorial

<https://scan.sageappliances.com/bes985/tutorials>



Descale

<https://scan.sageappliances.com/bes985/descale>



Texture Milk

<https://scan.sageappliances.com/bes985/milktexturing>



UK PSTI Statement of Compliance

1. Product type:
2. Model name:
3. Name and address of manufacturer:
 - Coffee Machine
 - SES985
 - Breville Pty Ltd.
 - Suite 2, 170-180 Bourke Road Alexandria, NSW, 2015, AUSTRALIA
4. This declaration of compliance is prepared by the manufacturer of this product.
5. To the best of their knowledge, the manufacturer has complied with the deemed compliance conditions in Schedule 2:

UK Product Security and Telecommunications Infrastructure Act 2022 and UK PSTI Regulations 2023 – Security Requirements for Relevant Connectable Products, Schedule 2.

 - References to the relevant standards in relation to which conformity is declared:
 - ETSI EN 303 645 V2.1.1 (issued 2020-06) Provisions:
 - 5.1-1 and 5.1-2 for passwords (if applicable) 5.2-1 for reporting security issues
 - 5.3-1 for minimum security update periods
6. Defined support period for the product.
 - Signed for and on behalf of
 - the manufacturer:
 - Place and date of issue:
 - Name:
 - Function:
 - Signature:

The support period of the connected product listed will have a minimum of 5 (five) years from its first commercial launch in Oct 2024.

- Breville Pty Ltd Australia
- Place: Sydney
- Date: 15 July 2024
- Brendan Foxlee
- Head of Compliance and Market Expansion



EU & UK Declaration of Conformity Hereby we,

Name and address of manufacturer: Breville Pty Ltd, Suite 2, 170-180 Bourke Road, Alexandria, NSW, 2015, AUSTRALIA declare that this DoC is issued under our sole responsibility for below equipment:

- Product description: Coffee Machine
- Type designation(s): SES985
- Trademark: Sage

- Batch number: SES985XXXXXXXX (X = 0-9 or A-Z or blank)

Object of the declaration described above is in conformity with the relevant Union harmonization legislation as below:

Radio Equipment Directive: 2014/53/EU The Radio Equipment Regulations 2017

- EN 62311:2020
- EN 60335-1:2012 + A11:2014 + A13:2017 + A1:2019 + A14:2019 + A2:2019 + A15:2021
- EN 60335-2-14:2006 + A1:2008 + A11:2012 + A12:2016
- EN 60335-2-15:2016 + A11:2018 + A1:2021 + A2:2021 + A12:2021 EN 62233: 2008
- EN IEC 55014-1:2021
- EN IEC 55014-2:2021
- EN IEC 61000-3-2:2019+A1:2021
- EN 61000-3-3:2013+A1:2019+A2:2021
- EN 301 489-1 V2.2.3
- EN 301 489-3 V2.3.2
- EN 301 489-17 V3.2.4
- EN 300 328 V2.2.2 EN 301 893 V2.1.1 EN 300 440 V2.2.1

Furthermore, the notified body [SGS North America, Inc.], with notified body number [2906], performed Module B in Annex III of Directive [2014/53/EU], and issued the EU TEC No. [NB2906.2023.000272].

Signed for and on behalf of the manufacturer: Breville Pty Ltd Australia

- Place and date of issue: Place: Sydney
- Printed name: Brendan Foxlee
- Date: 22 July 2024
- Function: Head of Compliance and Market Expansion
- Signature:



- BRG Appliances Limited
- 86–90 Paul Street, London, EC2A 4NE, United Kingdom
- Freephone (UK Landline): 0808 178 1650 Mobile Calls (National Rate): 0333 0142 970

www.sageappliances.com

- Registered in England & Wales No. 8223512
- Registered in Germany No. HRB 81309 (AG Düsseldorf)
- Registered in France No. 879 449 866 RCS

Due to continued product improvement, the products illustrated or photographed in this document may vary slightly from the actual product.

Documents / Resources

	<p>Sage SES985BSS4EEU1 Oracle Jet [pdf] User Guide</p> <p>SES985BSS4EEU1 Oracle Jet, SES985BSS4EEU1, Oracle Jet, Jet</p>
---	--

References

- [B Breville](#)
- [S Sage Appliances](#)
- [B Breville](#)
- [🕒 Sage Appliances](#)
- [🕒 Sage Appliances](#)
- [🕒 Sage Appliances](#)
- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.