



## STIRLING STR-E15BGD Espresso Machine with Grinder Instruction Manual

[Home](#) » [STIRLING](#) » STIRLING STR-E15BGD Espresso Machine with Grinder Instruction Manual 



### Contents

- [1 STIRLING STR-E15BGD Espresso Machine with Grinder Instruction Manual](#)
- [2 Welcome](#)
- [3 Warranty Details](#)
- [4 General Safety Instructions](#)
- [5 Product Overview](#)
- [6 Getting Started](#)
- [7 Instructions](#)
- [8 FAQs and Troubleshooting Guide](#)
- [9 Other Useful Information](#)
- [10 Documents / Resources](#)
  - [10.1 References](#)
- [11 Related Posts](#)

# STIRLING STR-E15BGD Espresso Machine with Grinder Instruction Manual



**Model Number: STR-E15BGD**

## Welcome

Congratulations on choosing to buy a STIRLING® product.

All products brought to you by STIRLING® are manufactured to the highest standards of performance and safety and, as part of our philosophy of customer service and satisfaction, are backed by our comprehensive warranty. We hope you will enjoy using your purchase for many years to come.

## Warranty Details

The product is guaranteed to be free from defects in workmanship and parts for a period of 36 months from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under the Competition and Consumer Act 2010 and similar state and territory laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

## General Safety Instructions

### IMPORTANT SAFETY INSTRUCTIONS

#### READ CAREFULLY AND KEEP FOR FUTURE REFERENCE

Read this manual thoroughly before first use, even if you are familiar with this type of product. The safety precautions enclosed herein reduce the risk of fire, electric shock and injury when correctly adhered to. Keep the manual in a safe place for future reference, along with the completed warranty card, purchase receipt and carton. If applicable, pass these instructions on to the next owner of the appliance.

Always follow basic safety precautions and accident prevention measures when using an electrical appliance, including the following:

## Electrical Safety and Cord Handling

- **Electrical specifications:** Ensure your outlet voltage and circuit frequency correspond to the voltage stated on the appliance rating label. Your wall outlet should be properly earthed and the appliance operated on a separate circuit.
- **Connection:** Prior to connecting or disconnecting the plug from wall outlet, turn any control to the OFF or STANDBY position.
- **WARNING:** Do not immerse! To protect against fire and electric shock, do not immerse the cord, plug or the appliance itself in water or other liquid, or expose any of the electrical connections to water. If the appliance falls or accidentally becomes immersed in water or any other liquid, unplug it immediately. Do not reach into the water! Do not use this appliance after it has fallen into or has become immersed in water. Contact our after sales support centre for examination and repair.
- **Protect the cord:** Do not kink, bend, squash or damage the power cord and protect it from sharp edges and heat. Do not let it touch hot surfaces, including the machine's hot surfaces. Make sure the cord does not hang over the edge of a table or benchtop and nothing is placed on top of the cord.
- **Winding the cord:** If winding the power cord, avoid tight bends as this could damage the cord.
- **No extension cord, no timer:** Do not use the appliance with an extension cord, plug adaptor, external timer or a separate remote control system.
- **Damage:** Do not pick up or operate the appliance if the power supply cord or plug is damaged. A damaged cord or plug must be replaced by appropriately qualified personnel in order to avoid a hazard.
- **Malfunction during use:** If this appliance begins to malfunction during use, press the POWER button to turn off the machine. Then immediately unplug the cord. Do not use or attempt to repair the malfunctioning appliance. Contact our after sales support centre.
- **Disconnect:** Switch off the appliance and unplug it from the power supply in the following circumstances:
  - After use, and if anything unusual occurs during the coffee-making process
  - Before cleaning, servicing or moving it (allow it to cool beforehand)

- Before putting on or taking off parts (allow it to cool beforehand)
- If you will not use it for an extended time (e.g. when going on holidays).

To disconnect, turn any control to the OFF or STANDBY position and unplug the machine from the wall outlet. Grab the plug when unplugging, do not pull the cord.

- **RCD:** Unless your home is already fitted with a residual current device (safety switch), we recommend installing an RCD with a rated residual operating current not exceeding 30 mA to provide additional safety protection when using electrical appliances. See your electrician for professional advice.

## Usage Conditions and Restrictions

- **Domestic use only:** This appliance is intended for private household use only, such as:
  - Staff kitchen areas in shops, offices and other working environments;
  - Farm houses;
  - By clients in hotels, motels and other residential type environments;
  - Bed and breakfast type environments.
 It is not intended for commercial or trade use.
- **Intended purpose:** Do not use the appliance for anything other than its intended use, and only use it as described in this manual. Any other use and misuse may cause fire or electric shock, or result in potential injury to persons.
- **No outdoor use:** Do not use this appliance outdoors.
- **Accessories:** Do not use this appliance with accessories that are not supplied. The use of accessory attachments not supplied may result in fire, electric shock or injury to persons, and will void your warranty.
- **Usage restriction:** 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.
- **Children:** Supervise children to ensure they do not play with the appliance. Close supervision is necessary when any appliance is used by or near children. Cleaning and user maintenance shall not be made by children without supervision.
- **Unattended:** Do not leave the appliance unattended while it is in use.
- **Work surface:** Place the machine on a stable and flat surface to avoid interruption of airflow underneath the appliance. Place it on a heat resistant surface, in a dry environment, away from water. Do not operate it on an inclined plane.
- **Clearances:** Keep the appliance at least 10 cm away from walls or other objects during operation.
- **Do not use in a cabinet:** Do not place the appliance in a cabinet when in use.
- **Do not use on hot surfaces:** Never place the machine on a hot surface such as a hotplate or inside a heated oven. Never use it around an open flame.
- **Cleaning:** In order for the appliance to work properly time after time, make sure to clean it after every use.
- **Water tank:** Before turning the appliance on, always ensure you have filled the water tank with fresh, cold tap water to between the minimum and maximum markings and placed it securely back in the unit with its lid closed. Do not open the lid or remove the water tank during operation as scalding may occur if the lid is removed while coffee is being extracted. Wait until the unit is turned off. Do not attempt to operate the machine without water in the tank. Let the machine cool down sufficiently before adding more water to avoid splattering.
- **CAUTION!** To prevent damage to the appliance, do not use abrasive or alkaline cleaning agents when cleaning.

Use a soft cloth and a mild detergent. Do not immerse the appliance in water for cleaning. Wait with cleaning until all parts are cool enough to touch. Clean the steam wand, portafilter, group head and filter baskets regularly following the cleaning instructions on pages 26-29.

## **CAUTION: HOT!**

- **CAUTION: Avoid Burns!** This appliance generates heat and escaping steam during use. Proper precautions must be taken to prevent the risk of burns from sprays of hot water or steam, fires, or other injury to persons or damage to property.
- **CAUTION: Hot Surfaces!** Parts of the machine are subject to residual heat, which means they are still hot after use. Use particular caution when handling metal parts, such as the portafilter, the group head to which it is attached, the filter basket, steam wand and water dispenser. Always use the silicone covers and tabs installed on both the steam wand and the water dispenser to rotate and swing either wand to the perfect position. Also, be aware that there may be hot water floating on top of the used coffee puck in the filter basket after extraction. Hold the portafilter only by its handle and take care when disposing of the puck.
- **CAUTION: Hot Liquids!** Exercise extreme caution and do not attempt to move the appliance containing hot liquids. Allow it to cool completely before moving.
- **CAUTION: High Pressure and Hot Steam!** The portafilter is under pressure during use. Do not remove it while the appliance is in use. Beware of hot steam when using or purging the steam wand.
- Do not use the grinder: near an open flame, hot surface, radiant cooking element or other source of heat. Do not use the grinder when empty.
- Check before use: Always check the hopper for the presence of foreign objects.
- **Moving parts:** Always switch off the grinder and wait until all parts have stopped moving before moving the appliance.
- **WARNING!** To reduce the risk of severe injury to persons or damage to the appliance, keep hands and utensils out of the coffee bean hopper while grinding, and when the appliance is plugged in.
- **Lid:** For your personal safety and to avoid creating a mess, only use the grinder with both lids securely in place. The grinder will not work if the bean hopper not in place.
- **Maximum usage time:** Do not use the coffee grinder continuously for more than one (1) minute at a time as the motor could overheat and cause damage to the appliance. Allow the appliance to rest until the motor has cooled down.
- **Misuse:** We assume no liability for any eventual damages caused by misuse of the appliance, inappropriate handling or noncompliance with the instructions.
- **Changing accessories or parts:** Switch off the appliance and disconnect from the power supply before changing accessories or approaching parts that move when in use.

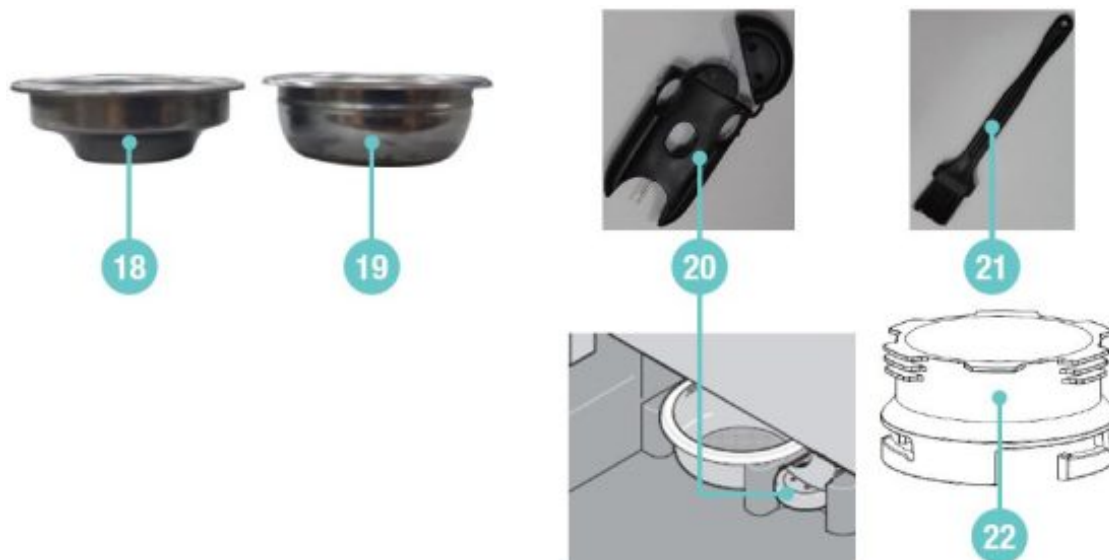
## **Product Overview**

### **Scope of Delivery**



## Espresso Machine

1. Lid of bean hopper
2. Bean hopper
3. Hot plate for cups
4. Control panel (see page 11 for details)
5. Grinder switch
6. Grinder holder
7. Drip grid
8. Drip tray
9. Tamper
10. Water tank cover (back)
11. Water tank (back)
12. Brewing head
13. Portafilter
14. Steam nozzle cover
15. Steam wand
16. Tank full float



### Accessories:

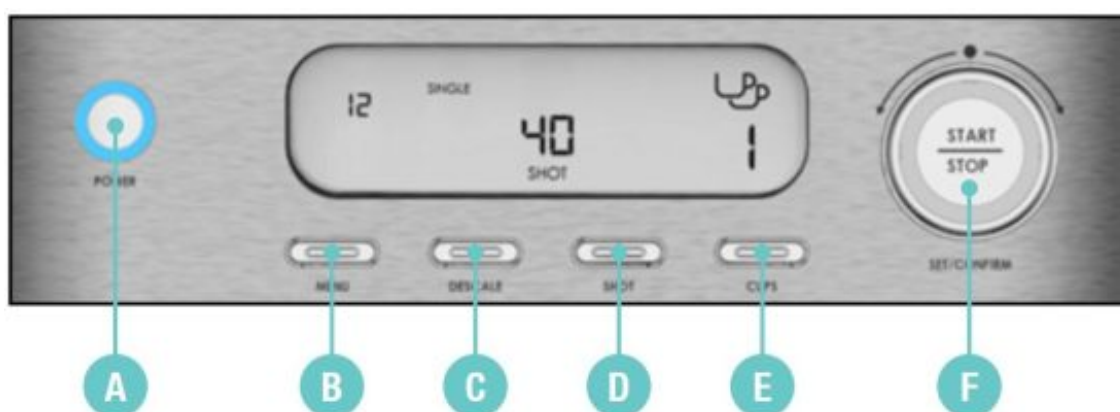
- 17 Milk jug (not shown)
- 18 Filter for single espresso
- 19 Filter for double espresso
- 20 Cleaning tool (located underneath the drip tray)
- 21 Brush
- 22 Dosing ring

### Documentation (not shown)

- Instruction manual
- Coffee guide
- Warranty certificate

**NOTE:** Due to continued product improvement, images and illustrations in this manual may vary slightly from the product purchased. All images in this manual are for reference purposes only. Parts are not necessarily pictured to scale.

### Control Panel



**A POWER button:** used to switch the espresso machine on and off. This appliance requires time to pre-heat – after turning it on, the power button will flash. Wait for it to illuminate before use. To ensure the correct temperature is reached, run a blank shot through the machine before pulling an espresso (see page 17). If no action occurs within thirty minutes, the machine will switch off automatically.

**B MENU button:** used to make selections between the different modes and functions. You can select between dispensing hot water, steam, or pulling an espresso shot.

**C DESCALE button:** used when descaling the machine. The descale icon will appear on the LCD screen to indicate that descaling is required to ensure continued optimum performance. See pages 28-29 for more information on the descaling process.

**D SHOT button:** used to change the volume of a single or double espresso shot (see page 18).

**E CUPS button:** used to switch between a single and double shot of espresso (see page 18).

**F START/STOP Rotation Knob/Button:** pressed to start/stop the flow of espresso, hot water, and steam. It can be rotated to adjust certain preprogrammed values.

## Getting Started

### Before First Use

**Unpack:** Unpack the appliance and keep the original packaging carton in a safe place. It will help prevent any damage if the product needs to be transported in the future, and you can use it to store the appliance when it is not in use. In the event that the carton is to be disposed of, please recycle it where possible.

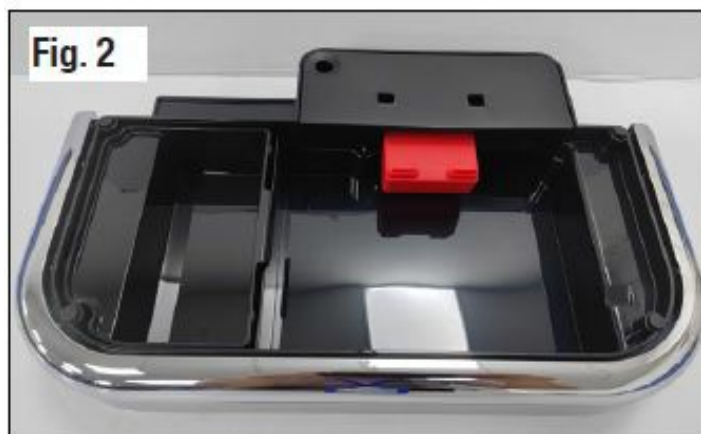
Plastic wrapping can be a suffocation hazard for babies and young children, so ensure all packaging materials are out of their reach and disposed of safely.

**Inspect:** Inspect the cord and plug for damage or wear before each use. Do not use the appliance if the appliance or its cord has been damaged or is not working properly. In case of damage, contact our after sales support centre.

**Documentation:** Read all instructions in this manual and make sure you understand all warnings. Refer to the Product Overview, pages 9-11, to familiarise yourself with the product and its parts.

**Clean:** To remove dust from transport, wash the portafilter, filter baskets, tamper, jug and other accessories in warm water and a little dish detergent. Rinse and dry. Do not immerse the appliance in water or any other liquid.

### The Drip Tray





- The drip tray (Fig. 1) slides out for easy cleaning. It has a red full indicator inside, which floats up to indicate when the tray is full of water and needs to be emptied.
- On the left side of the drip tray, below the metal grille, there is a removable small plastic compartment to collect any spilled coffee grounds (Fig. 2). It is separated from the water to avoid creating wet coffee grounds – the dry grounds can be more easily emptied from the container.
- When too much water has accumulated in the drip tray, the red full indicator will rise. To avoid water spillage, lift the draining plate off the tray. Carefully slide the drip tray straight out to remove. Empty the water, rinse and wipe the tray dry, then reassemble it into the machine.

## Filling the Water Tank

### IMPORTANT!

Ensure there is water in the tank before you start extracting espresso or frothing milk. Monitor the water level during use to ensure there is always some water in the tank.

If you leave refilling until the tank is empty, the pump may start sucking in air from the empty water tank.

Fill the water tank before switching on the espresso machine. The tank is removable for easy filling.

1. Remove the lid of the water tank.
2. Grasp the water tank at the back of the machine and lift it up and off the unit to fill the tank under the tap.
3. Fill the tank with cold tap water – never use warm or hot water. Replace the water every day, or whenever you want to use the machine.
4. Rinse the tank and discard the water.
5. To prepare the machine for priming the pump, fill the tank again with cold water to the MAX mark, then slide the full tank back into its original position. Reattach the lid.

Alternatively, use a jug and carefully pour water into the opening while the tank is in place on the base of the machine, then reattach the lid.

## Priming the Pump

Before first use, please take the time to thoroughly flush the inside of the espresso machine, as described below. This simple step will ensure optimum dispensing.

**NOTE:** There may be some noise when the machine is pumping water for the first time. This is entirely normal as the appliance is releasing air from inside the system. The noise should stop soon.

1. Place the machine on a level surface, close to a sink to discard water.
2. Put the double shot filter basket – without any ground coffee – firmly into the portafilter until it clicks securely into place.
3. Engage the portafilter onto the group head (refer to page 17, Fig. 11). Make sure it is properly locked in place.
4. Centre a larger cup or mug under the portafilter. Place the steam wand's tip into the frothing jug.
5. Plug the machine into an appropriate electrical outlet, then press the POWER button. The MENU, DESCALE, SHOT, CUP and START/STOP button will start to flash. The LCD display will be blank.
6. Press any button (MENU, DESCALE, SHOT or CUPS) to start priming the circuit. The unit will start pumping

water from the coffee outlet and dispensing water from the steam nozzle.

7. Once the circuit priming is complete, the buttons (MENU, DESCALE, SHOT or CUPS) will stop illuminating. The power button will then flash to indicate that the unit is entering the pre-heating stage. When the pre-heating is complete, the power button will stop flashing and will illuminate. The machine is now ready for use.




**NOTE:** This process will be carried out for first time use, when the temperature setting has been changed, or whenever the machine has been reset to its factory settings (see page 23).

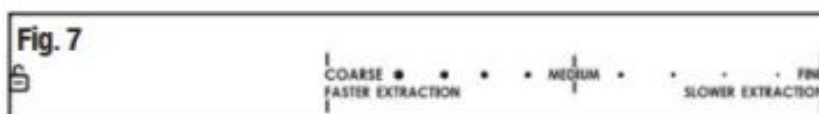
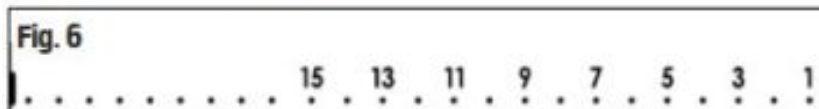
## ATTENTION! Grind Level

The factory setting for the grind volume may result in overfilling the Portafilter. To achieve the best grind volume, which may vary based on your choice of coffee bean and grind level, refer to the following instructions. This provides detailed instructions on how to override the default factory settings on the coffee machine for optimal results.

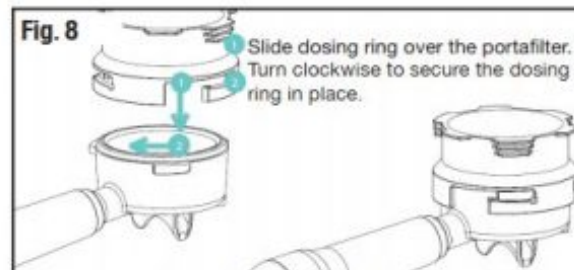
## Grinding Function

### Using the Grinder

1. The two “I” symbol onto base shaft and upper shaft should be aligned. Rotate the upper shaft until they are aligned (Fig. 3).
2. Check and make sure the two arrows on the grinding mill are aligned [  ] (Fig. 4).
3. Put the bean hopper to the grinding mill vertically. Make sure the lock symbol [  ] on the bean hopper aligns with the [  ] symbol onto the machine top cover (Fig. 4).
4. Rotate the bean hopper (Fig. 5) clockwise to select the grinding level between 1 (fine) and 15 (coarse). The numerical level is at the base of the hopper (Fig. 6) while the description of the level is at the top (Fig. 7). Select an appropriate level for your preferred coffee.

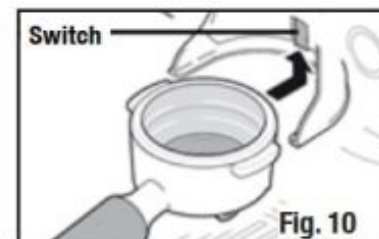
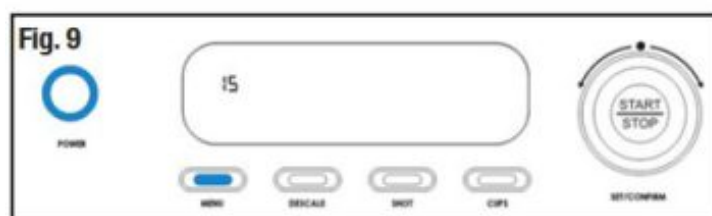


5. Open the lid of the bean hopper and pour in the fresh coffee beans.
6. Insert the preferred filter (single shot or double shot) into the portafilter. Please take care when putting the filters into the portafilter as it takes a bit of strength.



7. The dosing ring provided can be attached to the portafilter (Fig. 8) before grinding the coffee. While not necessary, the dosing ring will help to catch any loose grinds and reduce spillage.
8. Press the CUP button to select the corresponding cup size (i.e. if you have inserted the single filter, you should select 1 cup, for the double filter, select 2).
9. The screen will show default grinding time (as per the selected filter size). This is based on a grinding level of 3 (the default for a single cup is 12 seconds, and for a double cup is 17 seconds). You can adjust this (from 2-14 seconds for a single shot and 2-20 seconds for a double shot) by rotating the START/STOP knob.

**NOTE:** The default grinding time can be adjusted by repeatedly pressing the menu button until only the grinding time for single/double cups is shown (Fig. 9), and then rotating the START/STOP knob (this time can be adjusted from 2-30 seconds). The machine will remember this new default grinding time.



10. Slide the portafilter (with the attached filter) into the holder under the grinder outlet. Tilt the handle of the portafilter downwards to press the edge of the filter against the grinder switch (Fig. 10).
11. Coffee grounds will pour into the portafilter. The grinder will continue to produce grounds until the default grinding time ends, or the grinder switch is released (by raising the portafilter).  
Alternatively, to use the grinder, you can press the MENU button until the LCD screen only displays the grinding time. Slide the portafilter (with the attached filter) into the holder under the grinder outlet. Tilt the handle of the portafilter downwards to press the edge of the filter against the grinder switch. You can then release the switch and the grinder will keep grinding. To stop the grinder, engage and press the switch again, or wait until the grinding time has ended

## Grind Selection

Your coffee grinder has 15 grind size options. To adjust the grind size, rotate the bean hopper and adjust from fine to coarse depending on the type of coffee you are brewing.

	Grinding Level	Amount of coffee	Default grinding time	Grinding time range
Single espresso shot	3	Approx. 14-16 g	12 seconds	2-14 seconds
Double espresso shot		Approx. 20-22 g	17 seconds	2-20 seconds
Drip/Filter Coffee	8	-	-	User's preference

**NOTE:** Avoid adjusting the grind size during operation as it will affect the coffee ground coarseness. The optimal level of grinding also depends on the type of coffee beans. You may need to adjust the grinding level to match the type of coffee beans you are using.

### Hints for Grinding Coffee

- Your new espresso machine can be used with pre-ground coffee, but for the best taste we recommend you buy whole coffee beans and grind them yourself. Coffee for espresso and other Italian coffee drinks should be dark roasted. You may want to try a French or Italian roast.
- Only buy as much coffee as you will use within a week after opening. Fresh coffee tastes best.
- To retain optimum freshness, store the coffee beans in an airtight container in a cool, dark area. Do not store coffee in a refrigerator or freezer.
- Grind the coffee beans just before brewing, and only grind as much as you will need.
- Choosing the correct grind is a vital step in the espresso-making process and takes practice. The coffee should be of a fine grind (it should look like salt). If the grind is too fine, the water will not flow through the coffee, even under pressure.

Too fine a grind looks like powder and feels like flour when rubbed between fingers. If the grind is too coarse, the water flows through the coffee too fast, preventing a full-flavoured extraction. Too coarse a grind feels like sugar

## Instructions

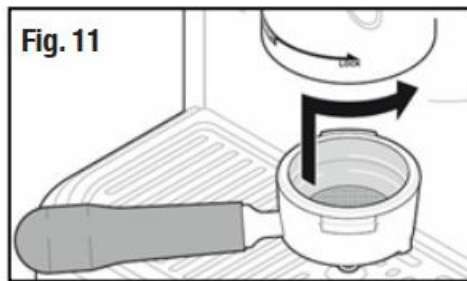
### Pulling an Espresso

The secret to a great-tasting espresso is all about achieving a perfect balance of taste, temperature and mouthfeel. To help you achieve that perfection, make sure all parts of your machine (including the pumping system) are clean and preheated, the water tank is filled with fresh, cold tap water, and your coffee is fresh and appropriately roasted and ground for espresso.

**NOTE:** See the coffee guide included with this espresso machine for more on how to create the perfect coffee.

### Step-by-Step Coffee-Making Instructions





1. Fill the water tank with the desired amount of cold tap or filtered water, ensuring it is above the MIN and below the MAX marking in the tank (see page 13). (You should have enough water in the tank for the coffee plus a first blank shot for preheating.) Close the lid.

**NOTE:** When the water tank is empty, the error code “E9” will appear on the screen, and the START/STOP button will flash. Press the START/STOP button to refill the water. Once the machine is refilled the E9 error code will disappear.

2. Connect the machine. Plug the espresso machine into an appropriate electrical outlet.
3. Preheat your cup(s). Place the empty cup(s) you are going to use on the cup warming plate on top of the espresso machine.
4. Choose the filter basket and insert it firmly into the portafilter.

5. Engage the portafilter onto the group head.

Align the portafilter handle with the INSERT mark on the group head, then turn the handle anticlockwise (to the right) until the portafilter handle is facing the front and lined up with the LOCK mark (Fig. 11).

Make sure the portafilter is sealed and locked securely into its place.

6. Place your cup(s) on the drip tray draining plate, ensuring the espresso spouts are pointing into the cup.
7. Press the POWER button to turn the machine on. When the appropriate temperature has been reached, the POWER button on the control panel will be illuminated steadily.



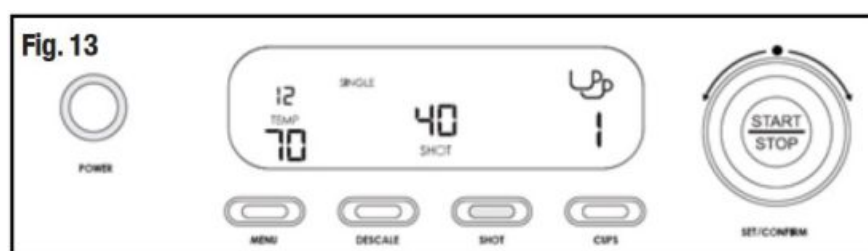
8. Run a blank shot to preheat the cup and portafilter. Press the START/STOP button (Fig. 12). This will stream hot water (a blank shot) to warm the cup and portafilter, and then the START/STOP button light will turn off.
9. Add coffee. Following the instructions on pages 14-15, grind the appropriate amount of coffee beans directly into the filter. Do not overfill the filter, otherwise the portafilter will not lock properly in place.
10. Tamp. The supplied tamper is particularly heavy to help you pack the coffee properly. Ensure the tamper is completely dry. Use it to evenly press the coffee into the filter basket with an optimal pressure of approx. 15 kg, until the top of the plate is flush with the top of the filter basket. To achieve a smooth and level surface, tamp the coffee evenly and firmly with a final polish or swirl. Remove any excess coffee from the rim to ensure proper fit under the group head.

**NOTE:** When tamping for a double shot, only tamp after you have filled the filter basket. Tamping between measures may create a layer in the coffee which may hinder extraction.

11. Engage the portafilter. Align the portafilter handle with the INSERT symbol on the group head, then turn the

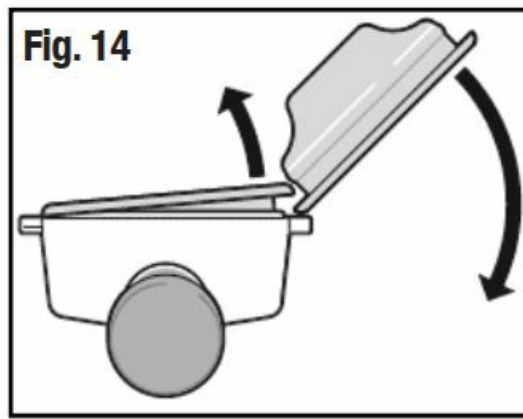
handle anticlockwise (to the right) until it is sealed and securely locked (see Fig. 11).

12. Add your cup(s). Empty the hot water from preheating out of your cup and place it on the drip tray draining plate, making sure the espresso outlets at the underside of the portafilter are pointing into the cup.
13. Select the desired settings (if they are different to the pre-sets):
  - a. Temperature (default – 70°C): Press the POWER button to switch off the machine. Once it is off, simultaneously press the MENU and SHOT buttons for at least two seconds. The machine will then enter temperature adjustment mode. Press the MENU button repeatedly to cycle through the temperature options – low (65°C), medium (70°C), and high (75°C). Press the START/STOP button to confirm your selection. Press the POWER button to switch on the machine. All the lights will flash. Press any button on the machine and it will run a shot through the coffee dispenser and the steam wand (ensure the wand is positioned above the drip tray, or have a jug positioned under each of these sections to catch the water). Once this is complete, the machine will have memorised the new temperature for future use.



- b. Single shot volume (default – 40 mL) (see Fig. 13): press the MENU button until “1” is visible under the cup section on the right. Press the SHOT button and turn the START/STOP knob to choose between 30, 35, 40, 45 and 50 mL.
  - c. Double shot volume (default – 80 mL): repeatedly press the MENU button until “2” is visible under the cup section on the right. Press the SHOT button and turn the START/STOP knob to choose between 70, 75, 80, 85 and 90 mL. Press the CUPS button to quickly switch between the single and double shot.
14. Pull the espresso. Press the START button. The pump will sound. The spouts will stream thick, rich espresso.
15. Enjoy! Your espresso is now ready for your enjoyment. Be careful when drinking it as it will be hot. If you want to make a coffee with milk, like a cappuccino, please refer to pages 22-24 for milk-frothing instructions.
16. Remove the portafilter. Holding the portafilter by its plastic handle, slowly turn it to the left and move it carefully out from under the group head.

CAUTION! The portafilter is hot after preheating and during use. Handle it with utmost care. Only hold it by its plastic handle, and take particular care when adding coffee and wiping the rim.
17. Remove the espresso puck. Gently tap the side of the portafilter against a vertical surface, or against the knock bar in a specially designed coffee grounds bin, to discard the used espresso puck.
18. Remove the filter basket. Once the filter basket is empty, take it out of the portafilter. To more easily remove it, you can use the other basket to leverage out the inserted basket (see Fig. 14).
19. Rinse and wipe the filter basket and portafilter thoroughly before reuse or storage. If you have finished with the machine, do not store the portafilter in the group head. This can adversely affect the seal between the group head and the portafilter while extracting coffee.
20. Disconnect. Press the POWER button to turn off the espresso machine, then unplug it from the power supply. (If you do not turn off the machine, it will turn off automatically after 30 minutes without operation.)



### **EXERCISE CAUTION TO AVOID SCALDING!**

- Take care when handling the metal parts, they may still be hot. The portafilter may also still have some hot water floating on top of the coffee grounds, especially after pulling a double shot of espresso.
- Do not attempt to remove the portafilter during the coffee extraction process, or when any button on the control panel is flashing.
- Take care when handling the metal parts, they may still be hot. The portafilter may also still have some hot water floating on top of the coffee grounds, especially after pulling a double shot of espresso.
- Do not attempt to remove the portafilter during the coffee extraction process, or when any button on the control panel is flashing.

### **IMPORTANT!**

- Keeping your espresso machine clean and thoroughly rinsed is critical in pulling the perfect shot. Always run water through the group head and purge the steam wand after each use.
- Refer to pages 26-29 for thorough cleaning instructions for all parts of the machine.

### **Frothing Milk**

Your new espresso machine is equipped with a steam wand for easy production of textured milk for Italian-style milk coffees (cappuccino, caffè latte), or for hot chocolate. It is equipped with a silicone tag for handling the hot steam wand.

### **For best results:**

- Use the supplied stainless steel jug for frothing milk.
- Both the milk and jug should be cold for frothing. Refrigerator milk with a temperature of 4-9°C is recommended. Do not use a jug that has just been washed in warm water.
- The milk will be heated during texturing, but it must not be allowed to reach boiling point. Milk should ideally be heated to just below 60°C, or to a maximum 70°C if you want extra hot milk. For best results, insert a milk frothing thermometer into the milk during frothing.
- Start with making an espresso, then pour the hot, textured milk into the coffee.
- Clean the steam wand after every use.

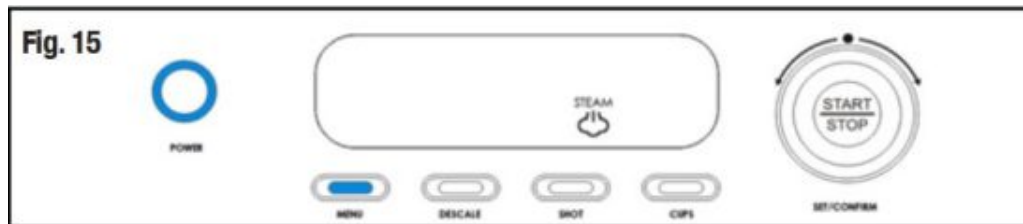
### **CAUTION!**

After producing steam, the steam wand is hot. Always use the silicone tab installed on the steam wand/water dispenser to rotate and swing the wand into the desired position.

## Step-by-Step Milk Frothing Instructions

The following instructions are for preparing cappuccino:

1. Pull an espresso. The first step in making cappuccino is to pull an espresso shot. Follow the instructions on pages 17–20, using a cappuccino cup of approximately 170–220 mL capacity. Keep the portafilter fully engaged under the group head. Place the cup with the espresso on the cup-warming plate on top of the machine to keep it warm.
2. Prepare the milk. Fill the supplied stainless steel frothing jug no more than one-third full with fresh, cold milk and place it next to the espresso machine. **IMPORTANT:** When texturing milk, the volume will double. Do not overfill the jug.



3. Transition to steam. Press the MENU button until only the steam [ ] symbol is visible (Fig. 15). It will start flashing and illuminate solid when the temperature is achieved and steam is built.
  4. Purge the steam wand. Press the START/STOP button. Make sure the steam wand is over the drip tray. Once steam starts to come out from the wand, and not water, press the START/STOP button again to stop steam wand purge. You are ready to begin the frothing process.
  5. Start frothing. After purging the steam wand, insert the frothing tip about two centimetres into the milk. Hold the frothing jug at an angle, and make sure the wand is around one third from either edge of the jug. Move the jug round with a circular motion for about 40–45 seconds, making sure the frothing tip remains submerged during the milk-texturing process. To create dense froth with small, closely packed bubbles, the steam wand should barely break the milk's surface. The automated steam time will count down on the screen.
- NOTE:** The maximum automated time is 90 seconds. This number cannot be adjusted. When your milk is done, please stop this operation manually by pressing the START/STOP button.
6. Finish frothing. When the milk is textured to your liking and has reached the desired volume and temperature (or the pre-set time has expired), press the START/STOP button. Keep the steam wand in the milk jug until the steam has stopped (this may take a few seconds), before moving the jug down and away from the steam wand.
  7. Pour. Swirl the milk around for several seconds to incorporate the milk at the bottom with the microfoam on top. Tap the frothing jug on the benchtop until the milk appears shiny and few bubbles remain. Pour the textured milk as soon as possible. Swirl the espresso slightly to break the surface tension of the crema. Slowly introduce the microfoam, integrating it with the espresso.

### **WARNING!**

Never touch the steam wand while frothing milk. It is very hot and will burn skin.

8. Straight after texturing milk, wipe the steam wand with a damp cloth. Take care to avoid getting burnt, the metal parts are very hot. Use the silicone tab to swivel the wand back over the drip tray.
9. **IMPORTANT!** To avoid milk building up inside the steam wand, purge the steam wand after every use. Make sure the steam wand is over the drip tray. Press the START/STOP button while the steam icon [ ] is fully illuminated. Wait for a few seconds, before pressing the START/STOP button again.
10. Enjoy! Pour the hot milk into the cup containing the espresso and if you wish, spoon some milk froth on top. Sprinkle with grated chocolate or instant chocolate powder, if desired. Your cappuccino is now ready for your enjoyment. Be careful when drinking it as it will be hot.

## Dispensing Hot Water

You may also use the espresso machine to heat water, which you can add to an espresso to create a long black



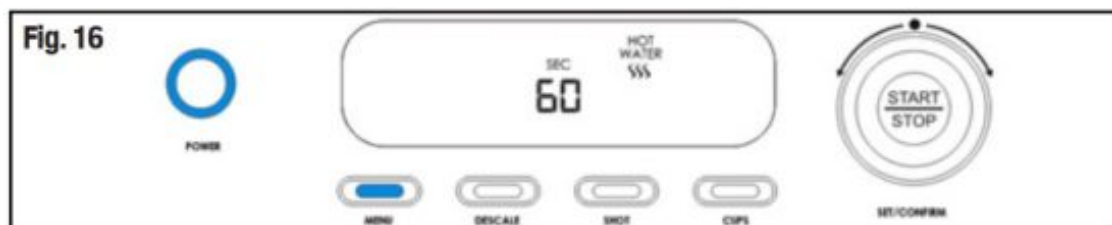
coffee.

11. Preheat. Once the POWER button is illuminated (after the power has been switched on), press the MENU button until the hot water [ ] symbol is visible (Fig. 16).

12. Dispense water. Press the START/STOP button to dispense hot water into the cup. The automated timer will count down from 60 seconds, after which time it will stop (see page 23 for information on how to alter this pre-set value between 10 and 99 seconds).

13. Stop the water flow. Alternatively, when you have enough hot water in the cup, press the START/STOP button. Wait a few seconds before removing the cup, as some water may still be expelled from the dispenser.

TIP: To retain as much crema as possible, dispense hot water into the cup first, then extract an espresso shot into the water.



### Adjusting the Preset Temperature

The espresso machine is preset to provide espresso at 70°C. If you want to adjust this preset temperature, please proceed as follows

1. Press the POWER button to switch off the machine. Once it is off, simultaneously press the MENU and SHOT buttons for at least two seconds. The machine will then enter temperature adjustment mode.
2. Press the MENU button repeatedly to cycle through the temperature options- low (65°C), medium (70°C), and high (75°C).
3. Press the POWER button to switch on the machine. It will have memorised the new temperature for future use.

### Adjusting the Hot Water Output

The espresso machine is preset to provide hot water for 60 seconds. This flow can be stopped at any time by pressing the START/STOP button. Alternatively, if you want to adjust this preset value, please proceed as follows:

1. Repeatedly press the MENU button until the hot water icon shows on the screen.
2. Rotate the START/STOP knob to adjust the hot water time.
3. Press the START/STOP button to start the flow of water. It will automatically stop when the timer reaches 0.

### Restoring the Machine to Factory Settings

1. Press the POWER button to switch off the machine.
2. Press the SHOT and CUPS buttons simultaneously for at least two seconds to enter factory reset mode.
3. The POWER button light will illuminate and all other button lights will start to flash (for MENU, DESCALE, SHOT, CUPS, START/STOP).
4. Press the START/STOP button to finalise the factory setting. All button lights will switch off.
5. Press POWER button again to power on. The machine will revert to first time use status, with the MENU, DESCALE, SHOT, CUP and START/STOP buttons flashing, and POWER button illuminated. This indicates that the machine has been restored to factory settings successfully.

## FAQs and Troubleshooting Guide

PROBLEM	POSSIBLE CAUSE	SOLUTION
Coffee does not come out.	No water in the water tank, or the tank is incorrectly assembled.	Ensure there is enough water in the tank, and press it down firmly so it is correctly positioned.
	Coffee grind is too fine.	Choose a grind that is less fine.
	Too much coffee in the filter.	Fill less coffee into the filter.
	The appliance was not switched on or plugged in.	Plug the unit into an electrical outlet and switch it on.
	Coffee has been tamped/compressed too much.	Refill the coffee, but do not tamp too much.
	The shot volume has accidentally been set too low, or there has been a control program issue.	Reset the unit to factory default settings (see page 23).
Coffee comes out around the edge of the portafilter.	The portafilter was not rotated to the full lock position.	Reinsert the portafilter and rotate it to the full lock position.
	Coffee grounds around the rim of the filter.	Wipe any coffee grounds off the rim of the filter.
	Too much coffee in the filter.	Fill the filter with less coffee.
Coffee is running fast; there is no crema.	The coffee is too coarse.	Use more finely ground coffee.
	There is not enough coffee.	Use more coffee in the filter.
	The coffee is not compacted firmly enough.	Use the tamper to press down the coffee tightly.

Coffee is too weak.	Using the small filter for a double shot of espresso.	Use the large filter for a double shot of espresso.
	Ground coffee is too coarse.	Use a finer grind.
No steam from the nozzle.	Steam nozzle is blocked, or there is limescale inside the tubes.	Clean the steam nozzle following the instructions (see page 27) and/or descale the machine.
	There is not enough water in the water tank.	Refill the water tank.
	Control program issue.	Reset the unit to factory default settings (see page 23).
Not enough froth when texturing milk.	Milk or jug were not cold enough.	Chill your milk and jug prior to frothing milk.
	Milk has been boiled.	Use fresh, cold milk.
	Milk is not fresh.	Start again with fresh milk.
	Frothing produces large bubbles rather than microfoam.	Ensure the tip of the steam nozzle is positioned just below the surface of the milk.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Coffee is too cold.	Cups, filters and portafilter are cold.	Run a blank shot to preheat cups, portafilter and filter.
	The water is too cold in the water tank.	Ensure you do not use chilled water in the water tank - use fresh, room temperature tap water.
	If making a cappuccino or caffè latte, the milk may not be heated enough.	Ensure that the milk is heated properly during texturing, but do not boil the milk.
Coffee drips out instead of flowing out properly.	No water in the tank.	Add water to the tank.
	Coffee grind is too fine.	Choose a medium grind.
	Too much coffee in the filter.	Fill the filter with less coffee.
	Coffee has been tamped/ compressed too much.	Refill the filter with coffee, but do not tamp too much.
Cups are unevenly filled.	Uneven tamping or obstruction in the pouring spouts.	Ensure the coffee is tamped evenly and the pouring spouts are free of obstructions.
	The machine is on an uneven or tilted surface.	Ensure the machine is placed on a flat, even table.
Too much water remains in the portafilter after coffee is ready.	The ground coffee is not tightly pressed down.	Use the tamper to press down the ground coffee tightly.
	There is not enough coffee.	Use more coffee.

Water leaks from the bottom of the machine.	The drip tray is full.	Empty the drip tray.
Pump is too noisy.	No or not enough water in the tank, or incorrect assembly.	Ensure there is enough water in the tank and the tank is pressed down firmly.
The espresso tastes burnt.	Wrong type of coffee beans for that temperature setting.	Experiment with different types and brands of coffee beans.
	The machine has been used continuously for too long.	Do not use the machine continuously for more than a minute.
	The temperature is too high.	Use a lower temperature setting
	The appliance needs additional rinsing after descaling.	Purge a full water tank through the machine before pulling another espresso shot.

If the solutions offered here do not help you with the problem, or if you experience any other problems with your espresso machine, do not try and manage them by yourself. Contact our after sales support centre for advice on service or repair.

## Other Useful Information

### Cleaning and Care

#### WARNING!

- Before cleaning the espresso machine or removing parts, ensure it is disconnected from the power supply and has cooled down completely.
- To avoid the risk of electric shock, never immerse the appliance in water or other liquid.
- Do not use abrasives or harsh cleaning solutions. Do not use alcohol or solvent-based cleaning solutions.

#### IMPORTANT!

Do not wash any parts or accessories of the espresso machine in the dishwasher.

## **After Use**

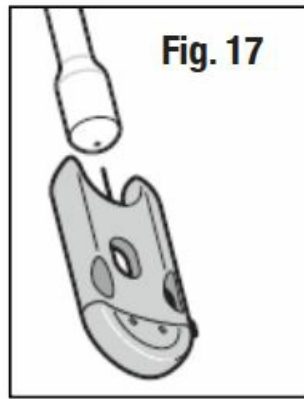
- When you have finished using your espresso machine for the day, press the POWER button to switch it off.
- Unplug the machine from the electrical outlet and allow it to cool completely before cleaning.
- CAUTION: The espresso machine generates hot water and steam under pressure. To avoid burns on fingers or hands, always make sure the unit is unplugged and all control panel lights and buttons are OFF before cleaning.

## **Portafilter and Filter Baskets**

- IMPORTANT: Empty and rinse the portafilter and filter basket(s) thoroughly with warm water after every use to remove residual coffee oils. But NEVER touch the portafilter immediately after brewing or steaming; always allow all parts to cool thoroughly before touching.
- When the machine has cooled, hold the portafilter by the handle and slowly turn it clockwise (to the left) until the handle faces the UNLOCKED position. The portafilter will drop down and out of the unit.
- IMPORTANT: Handle the portafilter with extreme care as it is heavy.
- Remove the filter basket (see Fig. 13 on page 19 for more information on how to do this more easily) and discard the espresso puck.
- Rinse and wipe the portafilter, spout and filter basket(s). If necessary, clean the filter basket(s) with a kitchen brush or soak in fresh, clean water for 20 minutes. Alternatively, use the supplied cleaning pin to help you clear blockages from the holes in the base of the filter baskets. Use the smaller end of the pin to clear blockages in the filter basket.
- Dry the parts thoroughly. Do not store the portafilter in the group head. This can adversely affect the seal between the group head and the portafilter while extracting coffee.

## **Steam Wand and Water Dispenser**

- Clean the nozzle thoroughly. If required, use the supplied cleaning pin to clear any deposits. Insert the pin's larger wire into the nozzles to clear blockages in the nozzles (Fig. 17).  
Be sure to rinse well.
- NOTE: Every 2-3 months, soak the steam wand overnight in the milk jug with warm water and a descaling agent. In the morning, thoroughly rinse the jug and steam wand, ensuring all traces of the descaling agent have been removed. Purge the steam wand for 4-5 seconds once reattached before steaming milk or dispensing water.



## Grinder

- Empty the bean hopper. To completely clear it, insert the portafilter (with a filter inserted) under the grinder and press the handle downwards to activate the mill (without any beans) to remove any remnants. Once no more grinds fall, stop grinding.
- Remove the bean hopper by turning the grind selector as far as it will go in an anticlockwise direction, until it reaches the unlocked position (aligned with the GRIND SIZE marking).
- Lift the upper part of the grinder.
- Clean the inside of the appliance with a soft cloth, wiping up any ground coffee remnants. Never use a damp or wet cloth to clean the grinder.
- Insert the grinder back onto the appliance, following the steps on page 14.

## Housing and Fixtures

- Wipe the exterior housing and the area around the group head with a damp cloth. **WARNING:** Never use solvents or any detergents that may scratch or damage the surface of the machine.
- The gasket area around the group head may need to be brushed out occasionally in order to remove coffee grounds.

## Drip Tray

- Always empty the drip tray in good time. After use, pull the drip tray straight out of the appliance for emptying and cleaning.
- Remove the draining plate and empty any water out of the drip tray. You can also remove the grounds compartment and dispose of the coffee grounds.
- Clean the tray, plate and grounds compartment with warm, soapy water. Make sure that you do not damage the floater mechanism. Rinse well.
- Dry all parts with a clean cloth and reassemble.

## Water Tank

- Remove the water tank and turn it upside down over a sink to discard any water left inside. We recommend you empty the water tank between uses and before cleaning the appliance.
- Rinse the water tank thoroughly before filling it with fresh water for use.

- Also check the valve seal at the base of the water tank regularly and, if necessary, carefully remove any dirt or limescale deposits, which could cause leaks

## **Accessories**

- Handwash the frothing jug and tamper in warm, soapy water. Rinse and dry.

## **IMPORTANT!**

Do not wash any parts or accessories of the espresso machine in the dishwasher.

## **Removal of Mineral Deposits**

- From time to time, you may need to clean off any mineral deposits (limescale) left by water inside your espresso machine to keep it operating efficiently. How often you have to do this depends on the water hardness in your area and on your frequency of use. When the descale warning appears on the screen, please descale the espresso machine as soon as possible.
- Other indications that it is time to descale the machine is if you start noticing that it takes longer to pull an espresso, if the machine is steaming excessively, or if you notice a build-up of white deposits on the surface of the group head.

## **Short Descale**

1. Put a container of at least 2.3 L underneath the portafilter and steam wand Alternatively, use two smaller containers (one underneath the portafilter, the other underneath the steam nozzle) and empty them as the machine alternates its water dispersal.
2. Press the DESCALE button. It will illuminate. The descale icon will appear on the display.
3. Fill the water tank with a commercially available descaling agent, and the amount of water recommended on the packaging.
4. Press the START/STOP button to start the descaling process.
5. The until will start pumping continuously for three cycles, dispersing water for 40 seconds from the portafilter and for 40 seconds from the steam nozzle each cycle.
6. Run a second descale cycle of clean water through the machine before use Ensure the water is completely clean before pulling espresso, dispensing water, or using the steam wand, and, if not, run through another tank of clean water.

## **Long Descale**

1. Put a container of at least 2.3 L underneath the portafilter and steam wand.  
Alternatively, use two smaller containers (one underneath the portafilter, the other underneath the steam nozzle) and empty them as the machine alternates its water dispersal.
2. Press the DESCALE button for at least two seconds. It will start to flash. The descale icon will appear on the display.
3. Fill the water tank with a commercially available descaling agent, and the amount of water recommended on the packaging.



4. Press the START/STOP button to start the descaling process.
5. The unit will start pumping continuously for five cycles, dispersing water for 40 seconds from the portafilter and for 40 seconds from the steam nozzle each cycle.
6. Run a second descale cycle of clean water through the machine before use.  
Ensure the water is completely clean before pulling espresso, dispensing water, or using the steam wand, and, if not, run through another tank of clean water.

### Adjusting the Water Hardness Level

1. Press the POWER button to switch off the machine.
2. Press the MENU and DESCALE buttons at the same time for at least two seconds to enter water hardness adjustment mode.
3. The default water hardness ("H") will appear on screen. Cycle through the water hardness levels ("L" – low, "M" – medium, and "H" – high) by repeatedly pressing the MENU button.
4. Press the START/STOP button to finalise the water hardness selection, which will change how often the machine indicates it needs to be descaled.

NOTE: For hard water, the machine will indicate that it needs to be descaled after 500 cups. For medium hardness, it will indicate after 1000 cups, and for low hardness it will indicate after 1500 cups.

### WARNING!

Never immerse the power cord, plug or the machine itself in water or any other liquid. The water tank should never be completely emptied during descaling.

### Storage

Store the clean and dry appliance in a clean and dry place, out of children's reach. We recommend you store the appliance, together with all accessories, in the original packaging carton, which will protect it from dust.

### Service Repair and Spare Parts

If your espresso machine fails to work as expected, or you experience problems that you cannot solve using the information provided on the previous pages, please contact our after sales support centre for advice on repair or replacement. Do not attempt to repair, disassemble or modify the espresso machine yourself. The unit contains no user-serviceable parts inside. Trying to repair the appliance yourself, undertaking incorrect repairs or making any modifications to the appliance or the power cord will expose you to considerable danger and will void your warranty.

### Technical Specifications

Rating	1480 – 1770 W, 220 – 240 V~, 50 – 60 Hz
Water Tank Capacity	260 mL (Min.) – 2300 mL (Max.)
Pump Pressure (Max.)	15 Bar
Dimensions (Approx.)	315 x 320 x 410 mm (incl. bean hopper, excl. portafilter)
Weight (Approx.)	9.0 kg

### Compliance

This appliance has been fully tested and meets all requirements as set out by standards AS/NZS 60335.1, AS/NZS 60335.2.14 and AS/NZS 60335.2.15.



The RCM Mark (Regulatory Compliance Mark) indicates that the product complies with the relevant guidelines of the ACMA as well as corresponding government requirements for the safety of electrical devices.

### Responsible Disposal



Packaging materials are recyclable. Please dispose of them responsibly for recycling.



At the end of its working life, do not throw this appliance out with your household waste. Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling. Contact your local authorities for advice on recycling facilities in your area. Or find recycling scheme services listed on Planet Ark's website at [www.recyclingnearyou.com.au](http://www.recyclingnearyou.com.au), or call Planet Ark on 1300 733 712.



### Premium Espresso Machine with Grinder

#### Repair and Refurbished Goods or Parts Notice

Unfortunately, from time to time, faulty products are manufactured which need to be returned to the supplier for repair.

Please be aware that if your product is capable of retaining user-generated data (such as files stored on a computer hard drive, telephone numbers stored on a mobile telephone, songs stored on a portable media player, games saved on a games console or files stored on a USB memory stick) during the process of repair, some or all of your stored data may be lost. We recommend you save this data elsewhere prior to sending the product for repair.

You should also be aware that rather than repairing goods, we may replace them with refurbished goods of the same type or use refurbished parts in the repair process.

Please be assured though, refurbished parts or replacements are only used where they meet ALDI's stringent quality specifications.

If at any time you feel your repair is being handled unsatisfactorily, you may escalate your complaint. Please telephone us on 1300 112 534 or write to us at:

Tempo (Aust) Pty Ltd (ABN 70 106 100 252)

PO BOX 6097, North Sydney 2059, NSW Australia



Web Support: [tempo.org/support](http://tempo.org/support)  
Tempo Help Desk: 1300 112 534 (Aust)  
(Operating Hours: Mon–Sat 09:00 am to 06:00 pm AEST)



**Warranty returns**

Should you for any reason need to return this product for a warranty claim, make sure to include all accessories with the product.

**Product does not work?**

If you encounter problems with this product, or if it fails to perform to your expectations, make sure to contact our After Sales Support Centre on 1300 112 534 for advice.

Instruction Manual Revision Index



Version No	Issue Date	Description
V1.0	22 March 2022	Original release (2022)
V2.0	14 February 2023	Second release (2023)
V3.0	26 June 2024	Third release (2024)
V3.1	01 August 2024	Minor updates – page 10

AFTER SALES SUPPORT  
1300 112 534

[tempo.org/support](http://tempo.org/support)

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## Documents / Resources

  Premium Espresso Machine with Grinder STR-E15BGD 15 BAR 1.5L 1500W 1500W	<p><b><a href="#">STIRLING STR-E15BGD Espresso Machine with Grinder</a></b> [pdf] Instruction Manual STR-E15BGD, STR-E15BGD Espresso Machine with Grinder, STR-E15BGD, Espresso Machine with Grinder, Machine with Grinder, Grinder</p>
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## References

- [Support Centre | Tempo Global](#)
- [Product Registration](#)
- [Planet Ark - Planet Ark Recycling Near You](#)
- [Tempo Global | Connecting the Supply chain to our Customers](#)
- [User Manual](#)

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