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Read carefully

all parts of this manual before using the product.

The espresso coffee machine that you have purchased has been designed and manufactured with innovative methods and technology which ensure long lasting quality and reliability.

This manual will guide you in discovering the advantages of selecting this product. You will find information on how to get the best out of your machine, how to always keep it efficient and what to do if you should have any problems. Keep this manual in a safe place. If you lose it, you can ask the manufacturer for another copy.

ENJOY YOUR READING ... AND YOUR COFFEE

How to use this manual

The manufacturer reserves the right to make any improvements and/or modifications to the product. We also guarantee that this manual reflects the technical state of the product at the time it is marketed.

We would like to take this opportunity to invite customers to make any suggestions to improve the product or the manual.

General warnings

- After removing the packaging, check the condition of the appliance. If in doubt, do not use it but contact the retailer directly.
- The packaging material must not be left within the reach of children since it is a potential source of danger. It is advisable to keep the packaging until after the guarantee has expired.
- Before using the machine, make sure that the mains voltage corresponds to the information on the data plate of the machine.
- The installation must be done in accordance with the safety standards in force and by qualified and trained personnel. Incorrect installation may be harmful to people, property or animals.
- This appliance is completely safe only if it is connected to an effective grounding system, executed as required by current safety standards. The electric system must be equipped with a suitable differential circuit breaker. It is important to have compliance with these requirements checked. If in doubt, have the system carefully checked by qualified personnel. The manufacturer cannot be considered responsible for any damage caused by an inadequate electric system.
- Upon installation of the machine, qualified personnel will be required to install a main switch as required by current safety regulations, with a distance of contact aperture greater than or equal to 3 mm.
- It is not advisable to use extensions or electrical adaptors with multiple outlets. If their use is indispensable, use only simple or multiple plug adaptors and extensions which are in accordance with the safety standards in force. Never exceed the power value in kW indicated on the simple adaptor and on the extensions and the maximum power value indicated on the adaptor.
- The espresso coffee machine is intended for the preparation of hot beverages such as coffee, tea or warm milk. This appliance is to be used only for its intended purpose. Any other use is considered improper and therefore dangerous. The manufacturer cannot be responsible for any damage caused by incorrect and unreasonable use.

- When using the electrical appliance, several safety standards must be observed:
 - do not touch the appliance when hands or feet are wet or damp;
 - do not use the appliance in bare feet;
 - do not use extensions in rooms where there are showers or baths;
 - do not pull on the power cord to disconnect the appliance from the power outlet;
 - do not leave the appliance exposed to atmospheric agents (rain, sun, etc.);
 - do not allow the appliance to be used by children or the disabled.
- Make sure that the machine is used in a room that is sufficiently lit, aerated, and hygienic.
- The spaces accessing the machine and the main switch must be left clear, in order to allow the user to intervene without any constriction and to be able to leave the area immediately in the case of necessity.
- Do not spray water on the machine to clean it. Clean daily following the instructions given in this manual.
- Before any maintenance, disconnect the appliance from the electrical mains through the main switch.
- For daily cleaning, follow the instructions in this manual.
- In case of breakdowns or poor functioning, turn off the appliance and unplug it. Do not attempt any repairs; call for specialised technical service.
- Any repairs must be done only by the manufacturer or an authorised service centre using original spare parts only. If this requirement is not observed, the safety of the appliance is compromised and the guarantee becomes void.
- The power cord of the appliance must not be replaced by the user. If the cord is damaged, turn the machine off and contact professionally qualified personnel only.
- Inside the device is a lithium button battery to prevent programming data loss.
- If you should decide not to use the appliance any longer, unplug it and have it drained of water by qualified personnel.
- To guarantee that the machine is efficient and to keep it operating correctly, it is indispensable to follow the manufacturer's instructions, having periodical maintenance and a check of all the safety devices performed by qualified personnel.
- Do not expose your hands or other body parts in the direction of the coffee dispensing spouts or in the direction of the steam and hot water dispensing terminals. The steam and the water that exit the nozzles can cause burns.
- When in operation, the steam and water nozzles and the filter-holder cups are extremely hot and should be handled with care only in the indicated parts.
- Cups must be placed on the special cup-heating surface only after having been thoroughly dried.
- The dishes belonging to the machine itself are to be placed on the cup-heater surface. It is incorrect to place any other object on this surface.
- The appliance must not be used by people (including children) with reduced physical, sensorial or mental capacities or by people without experience or knowledge, unless they can be supervised by or receive instructions regarding appliance use from a person who is responsible for their safety.
- Children must be supervised, to make sure they do not play with the appliance.
- The coffee machine must be used at a temperature between 5°C and 40°C.
- Any unauthorised tampering with any parts of the machine renders any guarantee null and void.
- **WARNING:** consuming beverages that have been prepared in this espresso machine will expose you to lead, a chemical known to the State of California to cause birth defects or other reproductive harm.



GUARANTEE

15 months on all components except electrical and electronic components and expendable pieces.

Presentation

This product has been manufactured in compliance with the regulations for foodstuff machinery according to par. 2.1 of Directive 2006/42/EC.

The espresso coffee machine is strictly for professional use only. It is designed for the preparation of hot drinks such as tea, cappuccinos and long, short and espresso coffee, etc.

The instructions for a proper use of the machine are provided below.



The user must be sufficiently informed to operate the machine correctly. It is recommended not to carry out any operations on the machine which may modify or alter its operation.

WHEN THE MACHINE IS IN OPERATION, THE BOILER CONTAINS STEAM AND HOT WATER UNDER PRESSURE.



The installation and maintenance of the machine must be carried out only by qualified service personnel with knowledge and practical experience of the machine, with particular attention to the aspects of safety and hygiene.

1. Warnings for the installer

1.1 Power

The water supply of the appliance must be carried out with water which is suitable for human consumption, in compliance with the regulations in force in the place of installation. The owner / manager of the system must confirm to the installer that the water meets the above listed requirements.

1.2 Materials to be used

During the installation of the appliance the components and materials that were provided with the appliance are to be used. Should the use of other components be necessary, the installer must verify their suitability to be used in contact with water used for human consumption.

1.3 Hydraulic connections

The installer must carry out the hydraulic connections in accordance with the hygiene norms and the hydraulic safety norms for environmental protection in force in the place of installation.

1.4 Activation

When installation is complete, the appliance has to be started, brought to the nominal working condition and left for 30 minutes in the "ready to operate" condition.

Afterwards, the appliance has to be turned off and emptied of the first water introduced in the whole hydraulic circuit, to eliminate possible initial impurities.

Then the appliance must be once again loaded and brought to the nominal working conditions.

After having reached the "ready to operate" condition, the following deliveries have to be performed:

- for each coffee unit, carry out a continuous delivery, in order to release the water of the coffee circuit. In the case of several dispensing points matched with the same exchanger/coffee boiler, divide the volume on the base of the number of the dispensing points;
- release the whole volume of hot water inside the boiler, by performing a continuous delivery from the appropriate nozzle. In the case of several dispensing points, divide the volume on the base of the number of the dispensing points;
- Continuously release steam for at least 1 minute.

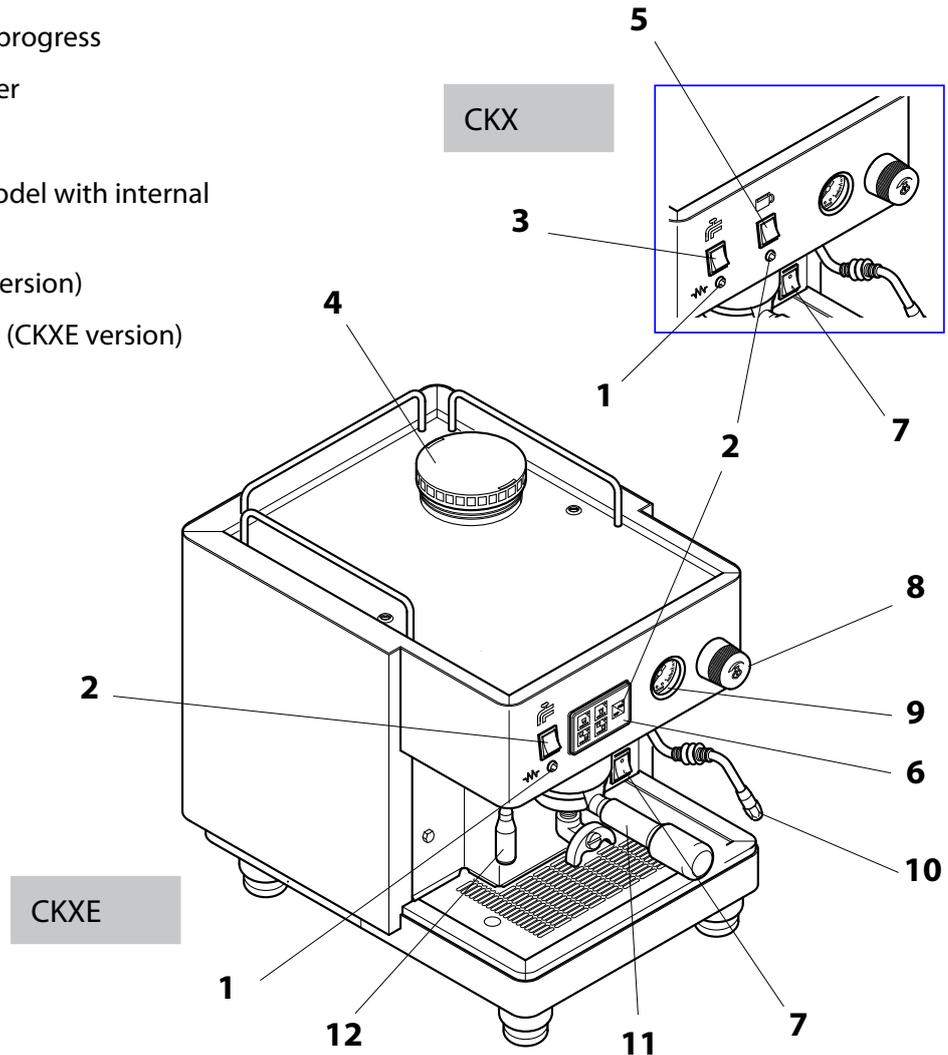
1.5 Maintenance and repairs

After a maintenance and/or repair intervention, the components used must ensure that the hygiene and safety requirements initially foreseen for the appliance are still met. These are met by using original spare parts only.

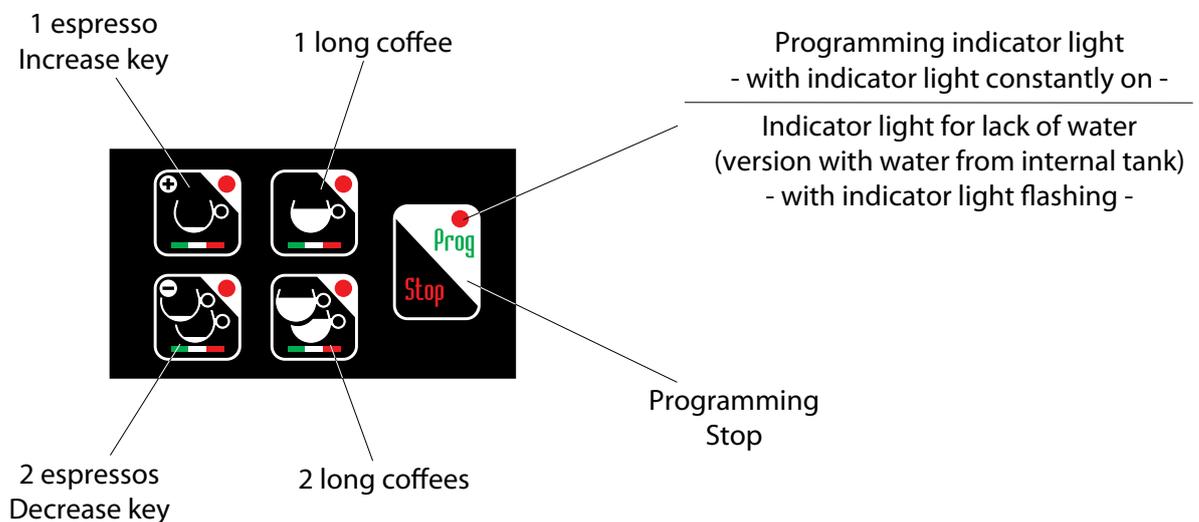
After a repair or a substitution of components related to parts in direct contact with water and food, a washing procedure has to be carried out, as in the case of first installation.

2. General description

- 1 Indicator light for heating in progress
- 2 Indicator light for lack of water
- 3 Hot water dispensing key
- 4 Hot water tank (excluding model with internal motorised pump)
- 5 Coffee dispensing key (CKX version)
- 6 Electronic push button panel (CKXE version)
- 7 Machine main switch
- 8 Steam dispensing knob
- 9 Boiler pressure gauge
- 10 Steam dispensing nozzle
- 11 Filter holder
- 12 Hot water dispensing nozzle



ELECTRONIC PUSH BUTTON PANEL (CKXE version)



3. Preparation of the machine

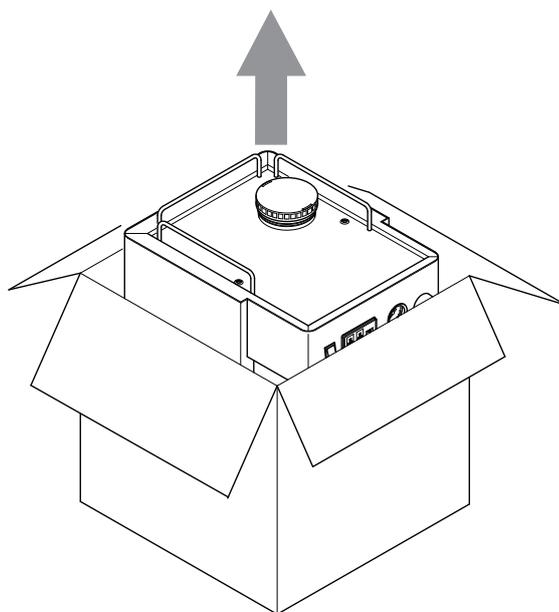
The preparation of the machine and the installation operations must be carried out by qualified personnel only. The installer must strictly follow the indications provided in chap. 1 "Warnings for the Installer".



Use of the machine without all the installation operations having been carried out by technical personnel could damage it seriously.

3.1 Unpacking

- Open the package, remove the internal protective materials and extract the machine;
- After removing the packaging, check the condition of the appliance. If in doubt, do not use it but contact the retailer directly.



3.2 Positioning

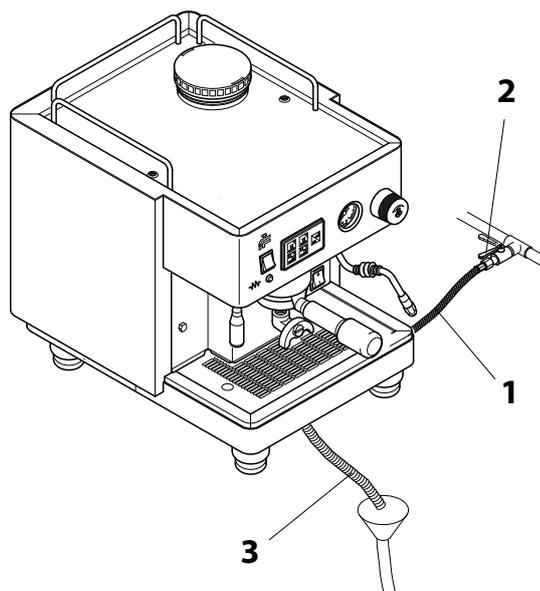
Place the machine on a support base which is suitable for correct and convenient use of the coffee machine.

3.2 Water supply

Supply from WATER MAINS

For plumbing connections follow these instructions:

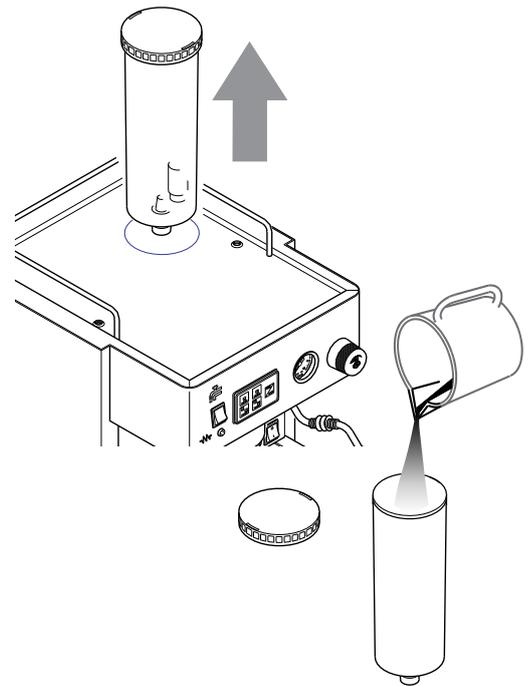
- connect the tube of the machine (1) to the water mains and open the mains tap (2);
- connect the machine drain (3) to the sewer drain.



Supply from INTERNAL TANK

For proper operation follow these instructions:

- extract the tank from its housing;
- carefully wash the tank with lukewarm water;
- fill the tank with potable water;
- place the tank correctly in place;
- periodically check the level of water in the tank and refill as required;
- for subsequent filling with water, it is not necessary to remove the tank;
- it is advisable to extract the tank and to wash it carefully from time to time.



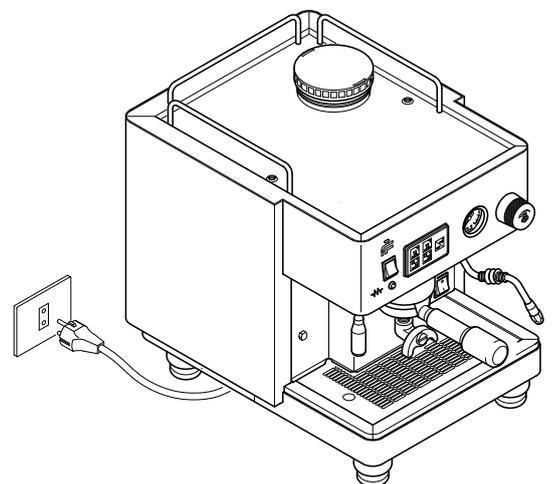
- Fill the tank only with cold potable water.
- Do not use other liquids or other carbonated beverages.
- Operating without water may damage the machine.
- To modify the type of water supply, ask for assistance from qualified personnel.

3.5 Water renewal

In case of breaks longer than 1 week, it is necessary to perform the changing of the water contained in the hydraulic circuits of the machine, by using the appropriate dispensing points, as described in the Par. 1.4 "Activation".

3.6 Electrical connection

- Make sure that the information on the data plate of the machine corresponds with the voltage of the electrical mains;
- plug in the machine. Make sure that the voltage on the data plate is the same as the voltage of the electrical power supply.

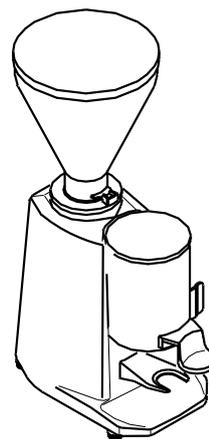


4. Coffee preparation

4.1 Grinding and dosing

It is important to have a dosing-grinding device next to the machine with which to grind the coffee to use daily. The grinding and the dosing of the coffee must be done according to that indicated by the manufacturer of the dosing-grinding device. The following points are also to be kept in mind:

- to obtain a good espresso it is recommended not to keep large stocks of coffee grains. Observe the expiry date indicated by the producer.
- never grind large volumes of coffee, it is advisable would be to have the quantity contained in the dosing device and use it if possible by the end of the day.
- if possible, never buy coffee that is already ground as it expires quickly. if necessary, to buy it in small vacuum-sealed packages.



4.2 Coffee preparation

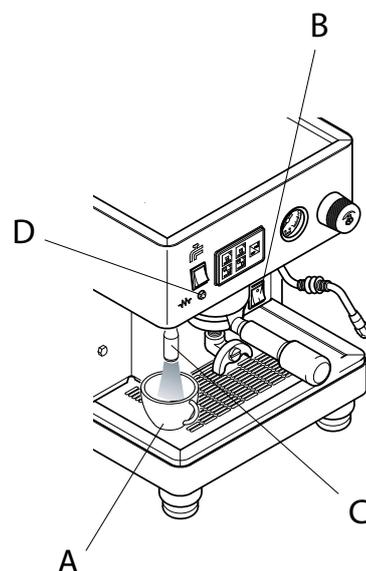
- Fill the filter with a dose of ground coffee (circa 6-7 gr.) and press it with the press;
- hook the filter-holder to the unit without closing it too tightly in order to avoid excessive wear of the gasket;
- for the same reason it is recommended to clean the edge of the filter before attaching the filter holder to the dispensing unit;
- follow the procedures specified by the manufacturer of the grinder.



5. Machine operation

5.1 Machine start-up

- Place a cup (A) under the water dispensing spout;
- turn on the machine (B): during heating, the machine will dispense air and water from the water spout twice for about 5 seconds each time (C);
- when the red indicator light (D) located on the front panel goes off, it means the heating cycle is complete. The machine is now ready to use.



- When turning on the machine for the first time, be sure to follow these instructions;
- When the red indicator light (D) comes on, it shows activation of machine heating.



- during the machine's warm-up phase (roughly 20 minutes), the negative pressure valve will release steam for a few seconds until the valve itself closes;
- before using the machine, run deliveries dry with the filter holder attached for a few seconds to release any air which may be in the circuit, so that the delivery groups are completely heated;
- before using the machine, dispense a few servings of coffee to test the grinding and to check the operating pressure of the machine.

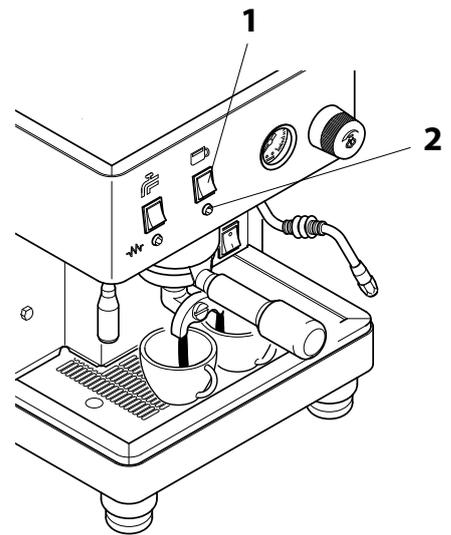
5.2 Dispensing coffee

CKX VERSION (semiautomatic)

- Put the coffee cup under the dispensing spout;
- press the dispensing switch (1);
- upon reaching the desired amount of coffee in the cup, stop dispensing by means of the switch (1).



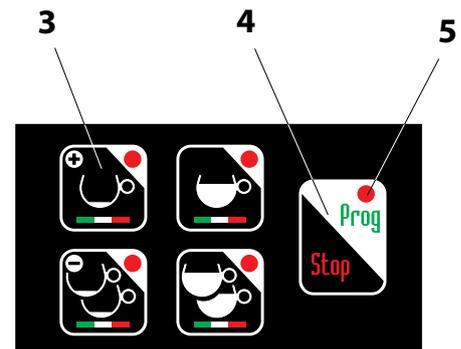
If the LED is flashing (2) place water in the tank (if included) or refer to the chapter on malfunctions and troubleshooting.



CKXE VERSION (electronic dosing)

Programming:

- Put the coffee cup under the dispensing spout;
- press the PROG/STOP key (4) for at least 5 seconds until the LED of the dose keys comes on;
- press the desired dose key (3);
- when the desired dose has been attained, confirm by pressing the PROG/STOP key (4);
- repeat this operation for the other dose keys;
- to exit programming, press the key STOP/PROG (4). Programming will be exited after 25 seconds of inactivity.



Coffee dispensing:

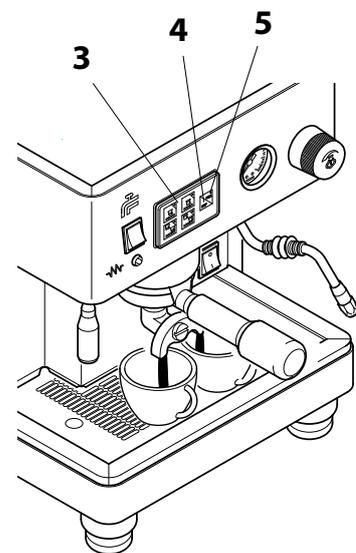
- Put the coffee cup under the dispensing spout;
- press the desired dose key (3): wait for coffee to be delivered;
- to stop delivery of coffee in advance, press the delivery key again (3) or press the keyPROG/STOP (4).



During the programming phase, the LED (5) stays on. If the LED (5) flashes intermittently, refer to the chapter on malfunctions and troubleshooting.



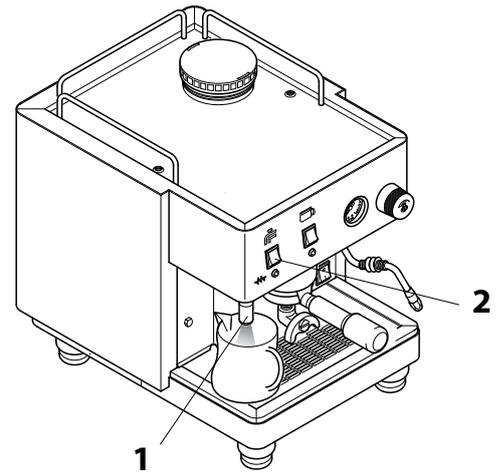
The programming of every dose must be done with ground coffee and not with previously used grounds.



5.3 Dispensing hot water

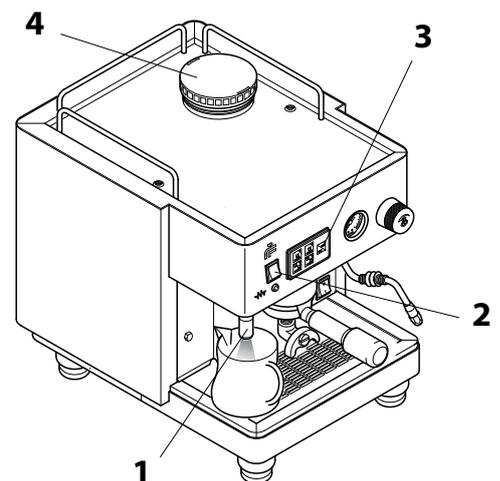
CONTINUOUS DISPENSING

- Put the coffee cup under the dispensing spout (1);
- hold down the water dispensing key (2) Dispensing will start after about 3 seconds;
- upon reaching the desired amount of water in the cup, release the water dispensing key (2).



TIMED DISPENSING

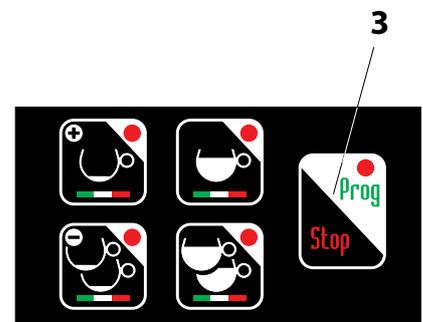
- Put the coffee cup under the dispensing spout (1);
- press and release immediately the water dispensing key (2);
- wait for dispensing to occur;
- to interrupt dispensing ahead of time, press the key (2).



If the STOP/PROG LED is flashing on the push button panel (3), fill the tank with potable water (4).

Programming (only CKXE version):

- Put the coffee cup under the dispensing spout;
- press the STOP/PROG key (3) for at least 5 seconds until the LED of the dose keys comes on;
- press the water dispensing key (2);
- upon reaching the desired serving confirm by again pressing the key for water delivery (2);
- to exit programming press the STOP/PROG key (3).



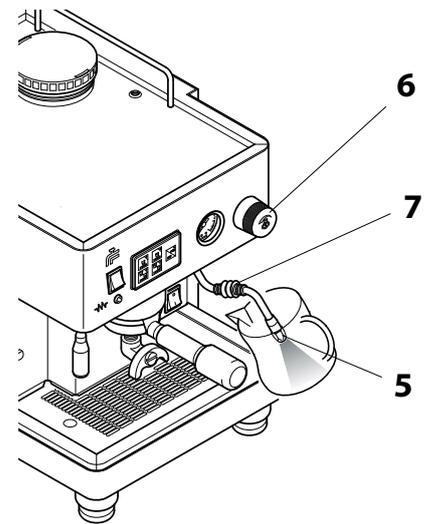
You can modify programming of the dispensing of steam for the CKX version as well by requesting assistance from qualified service personnel.



Do not touch the hot water nozzle: contact with the hot water may be harmful to people, animals or property.

5.4 Dispensing steam

- Immerse the steam dispensing tube(5) in the liquid to be heated;
- turn the steam knob counter-clockwise (6);
- to interrupt steam dispensing turn the steam knob counter-clockwise (6).



The use of the steam dispensing point (steam nozzle), must always be preceded by the performance of the condensation draining operation for at least 2 seconds.



Leave the steam nozzle immersed in the milk only for the time required for heating. Do not open the steam tap with the steam nozzle immersed in milk while the machine is off.

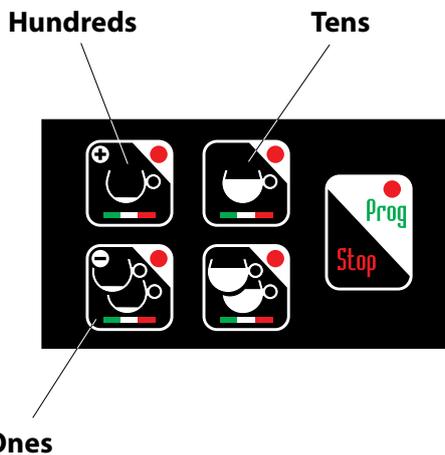


Carefully move the steam nozzle with the anti-burn nozzle (7) and do not touch the hot water nozzle: contact with the hot water and steam may be harmful to individuals, animals or property.

6. Boiler temperature programming (only for CKXE version)

The boiler installed in the machine is set to a temperature of 120 °C which corresponds to a pressure in the boiler of 1 Bar. You can change the temperature (and the pressure) of the boiler as follows :

- turn on the machine by pressing the PROG/STOP key for at least 5 seconds;
- the set temperature value can be seen by observing the flashing modes of the push button panel:



Example :

- one flash of key LED  100°C
- two flashes of key LED  20°C
- one flash of key LED  1°C

Set temperature: 121°C

- to increase the temperature of the boiler, press the key  To reduce the temperature press the key  (each press of a key modifies the temperature by 1°C);
- to confirm and exit programming, turn the machine off and then back on.



It is advisable to set a boiler temperature inclusive between the following values: minimum: 116°C (0,8 Bar) - maximum 122°C (1,2 Bar).



You can modify programming of the boiler temperature for the CKX version as well by requesting assistance from qualified service personnel.

7. Checks and Maintenance

Maintenance must be carried out in order to ensure perfect safety and efficiency of the machine over time. In particular, it is advisable to ask the Technical Service to carry out an overall check of the machine at least once a year.

Intervention	Weekly	Monthly
GAUGE Keep the boiler pressure between 0.8 and 1.4 bar.	X	
GAUGE Periodically check water pressure during coffee delivery: check the pressure indicated on the gauge, which must be between 8 and 9 bar inclusive.		X
FILTERS and PORTAFILTERS Check the condition of the filters. Check for any damage on the edge of the filters and check whether any coffee grounds settle in the coffee cup.		X
GRINDER-DOSER Check the dose of ground coffee (between 6 and 7 gr. per stroke) and check the degree of grinding. The grinders must always have sharp cutting edges. Their deterioration is indicated by the presence of too much powder in the grounds. You should replace the flat grinders after every 400/500 kg of coffee. For conical grinders, replace every 800/900 kg.		X
SOFTENER The build-up of lime scale deposits in the hydraulic circuit of the machine indicates that regeneration has been neglected. Use care in areas where the water is very hard. It will be necessary to regenerate at more frequent intervals, likewise if there is high consumption of hot water for tea and so forth.		X



If the problem cannot be resolved, turn the machine off and contact Technical Service. Do not attempt any sort of repairs.



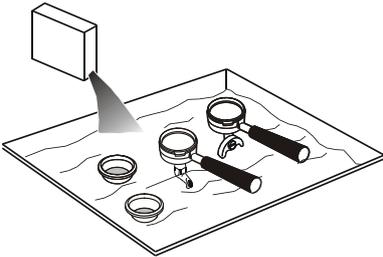
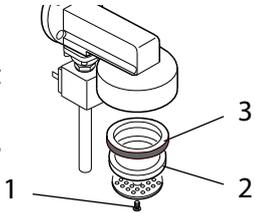
The descaling of the machine must be carried out by professional technicians to ensure that such operation does not lead to release of hazardous materials for food use.

8. Suggestions on how to obtain a good cup of coffee

- To obtain high-quality coffee, it is important that the hardness of the water used does not exceed 4-5 °f (French degrees). If the water hardness exceeds these values, it is advisable to use a water softener.
- avoid using a water softener if the water hardness is less than 4 °f.
- if the taste of chlorine in the water is particularly strong, a special filter should be installed.
- it is not advisable to keep large stores of coffee beans. Never grind large amounts of coffee. Use the amount the doser holds and if possible use it by the end of the day. Never purchase ground coffee as it expires quickly.
- after the machine has not been used for a period of time (2-3 hours) make a few dry runs.
- make sure to carry out regular cleaning and maintenance.

9. Cleaning

For perfect cleaning and efficiency of the appliance, several simple cleaning operations are necessary on the functional parts and accessories as well as the body panels. The indications given here are applicable for normal use of the coffee machine. If the machine is used continuously, then cleaning should be performed more frequently. Before cleaning the machine, turn it off the machine and let it cool off.

Cleaning	Daily	Weekly
<p>FILTERS and PORTAFILTERS The filters and filter-holders must be cleaned daily in hot water. The best thing to do is to let them soak in hot water overnight so that the fatty coffee deposits can dissolve. It is advisable to add special detergent to the water, and then to rinse everything off with water. Failure to clean the filter holders daily will compromise the quality of the coffee and the filterholder correct operation.</p> 	X	
<p>BODY Clean the panels of the body with a cloth dampened in lukewarm water. Do not use abrasive detergents which may scratch the surface of the body.</p>	X	
<p>STEAM NOZZLE Clean the steam nozzles making a quick delivery till empty after each use and clean with a cloth dampened with warm water.</p>	X	
<p>DELIVERY GROUP Wash the units as indicated: 1. use the solid portafilter; 2. pour the special detergent (see spare parts) into the solid filter and attach the filter holder; 3. carry out a series of deliveries until the water comes out clean; 4. remove the portafilter from the unit and carry out at least one delivery so as to eliminate the detergent residue.</p>	X	
<p>PERFORATED DISK and CONTAINMENT RING Clean the perforated disk (2) and its containment ring (3) in hot water. To do this, loosen the screw (1) and remove the two elements from the dispensing unit.</p> 		X
<p>STEAM NOZZLE Check and clean the terminals of the steam nozzles, using a small needle to reopen the exit holes.</p>		X
<p>GRINDER-DOSER Every week clean the bell jar and the dosing device with a cloth soaked in lukewarm water, both inside and out, then dry it.</p>		X



- When cleaning, always use cloths that are completely clean and hygienic.
- To guarantee the correct operation and hygiene of the hot beverages dispenser, it is necessary to use the cleaning methods and products suitable for this purpose.
- Do not immerse the machine into water.
- Never use alkaline detergents, solvents, alcohol or aggressive substances.
- The descaling of the machine has to be performed by specialized technicians, by dismantling the components with deposits, so that no descaling debris are put into circulation. The used products/ detergents have to be suitable for this purpose and must not corrode the materials of the hydraulic circuits.

10. List of hazards

This chapter describes possible hazards for the user if the specific safety standards (described in this manual) are not adhered to.

The appliance must be connected to an efficient grounding system

If this is not done, the appliance can be a source of dangerous electrical discharges as it is no longer able to discharge electricity to earth.

Do not use running water for washing

The use of pressurized water directly on the machine can seriously damage the electrical equipment. Never use water jets to wash any part of the appliance.

Be careful of the steam and hot water nozzles

During use, the steam and hot water nozzles become very hot and are thus a potential source of danger. Handle these parts carefully. Never direct steam or hot water jets directly on parts of the body.

Do not work on the machine when it is supplied with electrical power

Before carrying out any maintenance or repair work on the machine you must turn it off using the main switch or, better yet, disconnecting the mains connection terminals. Never remove any body panel when the machine is supplied with electrical power.

Never work on the hydraulic system before having emptied it

All work regarding the hydraulic system and the related boiler is to be avoided when there is still water and pressure in the system. Thus you must empty it beforehand by closing the mains tap and dry-running the delivery group for a short time. Switch off the machine and turn on all the steam and water taps. When the pressure is zero, empty the boiler completely by unscrewing the special pipe fitting located on the lower part of boiler.

If the above procedure is not carried out correctly, opening any part of the hydraulic system can cause a sudden outburst of superheated water under pressure.

Use of the appliance

This espresso coffee machine is an appliance for professional use only. Any other type of use is considered incorrect and therefore dangerous. Never allow children or people not familiar with it to use the machine.

Non-observance of the above-described standards can cause serious harm to people, property or animals.

Never work on the electronic apparatus when the machine is still supplied with electrical energy.

Shut down the machine completely by disconnecting it from the mains before carrying out any operation.

11. Malfunctions and solutions

Problem	Cause	Solution
MACHINE LACKING POWER	The machine is off	Turn on the machine
NO WATER IN BOILER	The water mains tap is closed	Open the water mains tap
TOO MUCH WATER IN BOILER	Malfunction of the electrical system or hydraulic system	Contact Technical Support
STEAM DOES NOT COME OUT OF STEAM SPOUTS	1) The nozzle sprayer is clogged 2) The machine is off	1) Clean the steam nozzle sprayer 2) Turn on the machine
STEAM MIXED WITH WATER COMES OUT OF THE NOZZLES	Malfunction of the electrical system or hydraulic system.	Contact Technical Support
NO DISPENSING	The water mains tap is closed	Open the water mains tap
WATER LEAKS FROM THE MACHINE	1) The tub does not drain 2) The drain tube is broken or detached or has an obstruction in the water flow	1) Check the sewer drain 2) Check and restore the connection of the drain tube to the tub
COFFEE IS TOO HOT or TOO COLD	Malfunction of the electrical system or hydraulic system	Contact Technical Support
COFFEE DISPENSED TOO QUICKLY	Coffee is ground too finely	Adjust the grinding of the coffee
COFFEE DISPENSED TOO SLOWLY	Coffee is ground too finely	Adjust the grinding of the coffee
WET COFFEE GROUNDS	1) Dispensing group dirty 2) The dispensing unit is too cold 3) Coffee is ground too finely 4) Coffee is too old	1) Wash the unit with the solid filter 2) Wait for the machine to heat up completely request 3) Adjust the grinding of the coffee 4) Replace with fresh coffee
THE GAUGE SHOWS AN UNACCEPTABLE PRESSURE	Failure in the hydraulic system	Contact Technical Support
GROUNDS IN CUP	1) The filter holder is dirty 2) The filter holes are worn 3) The coffee is not ground evenly	1) Clean the filter holder 2) Replace the filter 3) Adjust the grinding suitably

Problem	Cause	Solution
THE CUP IS DIRTY WITH SPLASHED COFFEE	1) Coffee is ground too coarsely 2) The filter edge is damaged	1) Adjust the grinding of the coffee 2) Replace the filter
INCORRECT COFFEE DELIVERY THE COFFEE DOSE IS NOT MET THE LED OF THE DOSE BUTTON FLASHES	Coffee is ground too finely	Adjust the grinding of the coffee
COFFEE DELIVERY OCCURS ONLY USING THE MANUAL BUTTON	Failure in the electronic system	Contact Technical Support
SHUTDOWN OF THE ELECTRONIC SYSTEM	Malfunction of the electrical system or hydraulic system.	Contact Technical Support
THE PUMP LEAKS WATER	Pump malfunction.	Contact Technical Support
THE MOTOR STOPS SUDDENLY OR THE THERMAL PROTECTOR INTERVENES DUE TO OVERLOAD	Pump malfunction.	Contact Technical Support
THE PUMP FUNCTIONS BELOW NOMINAL CAPACITY	Pump malfunction.	Contact Technical Support
THE PUMP IS NOISY	Pump malfunction.	Contact Technical Support



If the problem cannot be resolved, turn the machine off and contact Technical Service. Do not attempt any sort of repairs.