



# GAGGIA

## MILANO



ENGLISH

ESPAÑOL

PORTUGUÊS

# GAGGIA

## ANIMA / ANIMA BARISTA PLUS

R18760 (SUP 043)

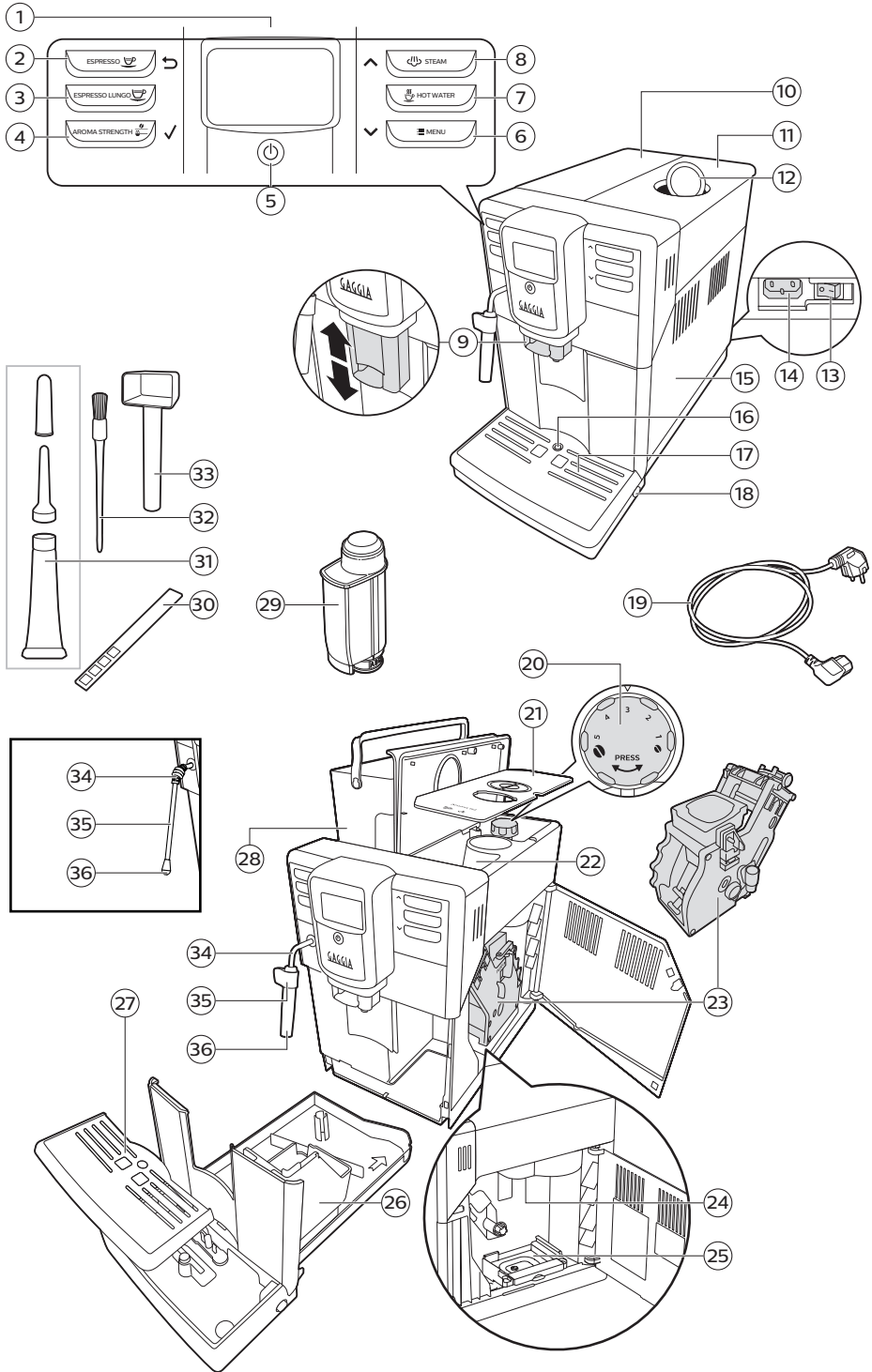
User manual

Manual de instrucciones

Manual de instruções









# Contents

---

Overview of the machine	5
Classic pannarello version	5
Steam wand version	5
Introduction	6
Control panel and display	6
One touch beverage buttons	6
Navigation buttons	6
AROMA STRENGTH button	6
MENU button	7
First installation	7
Measuring water hardness	9
"INTENZA+" Water Filter	9
"INTENZA+" Water Filter Installation	10
Replacing the "INTENZA+" Water Filter	11
Types of beverages	11
Brewing coffee	11
Brewing coffee with beans	11
Brewing coffee with pre-ground coffee	12
Frothing Milk	13
Dispensing Hot Water	14
Customization	14
Adjusting the amount of coffee in the cup	14
Adjusting the Aroma Strength	15
Adjusting Grinding Settings	15
Cleaning and Maintenance	16
Cleaning table	16
Cleaning the brew group	17
Brew Group Cleaning under Running Water	17
Cleaning the brew group with the Coffee Clean tablets	18
Reinserting the Brew Group	19
Lubricating the Brew Group	20
Cleaning the classic pannarello	21
Cleaning the steam wand	21
Descaling procedure	22
What to do if the descaling procedure is interrupted	23
Error Codes and attention icons	24
Attention Icons Meaning	24
Error Codes Meaning	25
Troubleshooting	26
Technical specifications	29





## Overview of the machine

1	User interface	18	Drip tray release buttons
2	ESPRESSO button	19	Power cord
3	LONG ESPRESSO button	20	Grinder adjustment knob
4	AROMA STRENGTH button (aroma intensity)	21	Aroma lid
5	Standby button	22	Coffee bean container
6	MENU button	23	Brew group
7	HOT WATER button	24	Pre-ground coffee outlet duct
8	STEAM button	25	Coffee residues drawer
9	Adjustable coffee dispensing spout	26	Coffee pucks container
10	Water tank lid	27	Drip tray grill
11	Coffee bean container lid	28	Water tank
12	Pre-ground coffee compartment lid	29	"INTENZA+" filter
13	Power button	30	Water hardness tester
14	Power cord socket	31	Lubricant tube
15	Maintenance door	32	Cleaning brush (Optional)
16	"Drip tray full" indicator	33	Measuring scoop
17	Drip tray		

## Classic pannarello version

34	Steam tube	36	Classic pannarello
35	Classic pannarello handle		

## Steam wand version

34	Steam wand handle	36	Steam wand nozzle
35	Steam wand		



## Introduction

Congratulations on your purchase of a Gaggia fully automatic coffee machine!

In this user manual you will find all the information needed to install, use, clean and descale your machine. Before using your machine for the first time, please read carefully the safety manual provided separately and store it for future use.

## Control panel and display

This espresso coffee machine has a self-explaining display for easy use. For a quick overview of the buttons, please read the following sections.





### One touch beverage buttons

Press the beverage buttons only once (ESPRESSO, LONG ESPRESSO, HOT WATER and STEAM) to quickly make one of the predefined beverages.

- Press the OK button to stop product brewing before the preset amount of coffee has been dispensed.
- Press the OK button to stop steam dispensing.

### Navigation buttons

Some of the one touch buttons for quick preparation of beverages have a double function, namely, they can also be used to navigate the menu:

	↳ ESPRESSO button = <b>ESC button</b> : press this button to return to the main menu.		↑ STEAM button = <b>UP button</b> : press this button to scroll upwards in the display menu.
	✓ AROMA STRENGTH button = <b>OK button</b> : press this button to select, confirm or stop a function.		↓ MENU button = <b>DOWN button</b> : press this button to scroll downwards in the display menu.

### AROMA STRENGTH button

Use the AROMA STRENGTH button to adjust the intensity of the coffee aroma (see "Adjusting the Aroma Strength") or to brew a coffee using pre-ground coffee (see "Brewing Coffee with Pre-ground Coffee").



## MENU button

You can use the MENU button to modify the following settings:

- Coffee temperature;
- Stand-by time: this is the period of time after which the machine enters stand-by mode;
- Display contrast;
- Water hardness: this adjusts the machine settings depending on the water hardness in your area;
- To activate the "INTENZA+" filter;
- To start descaling.
- To RESET the machine.

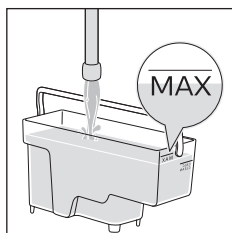
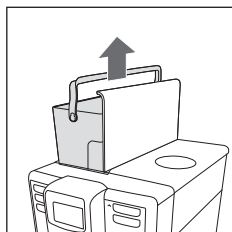
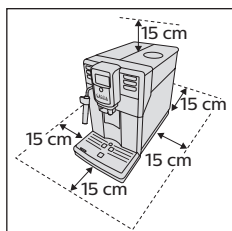
## First installation

**Note:** This machine has been tested with coffee. Although properly cleaned, it may show residues of said substance. In any case, we can guarantee that the machine is brand new.

Remove the machine from the packaging.

For best use, we recommend to:

- choose a safe and level surface, where there will be no danger of overturning the machine or being injured;
- choose a location that is sufficiently lit, clean and near an easily reachable socket;
- allow for a minimum distance from the machine sides as shown in the figure.

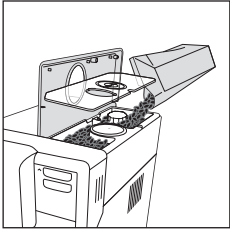


Remove the water tank, rinse it and fill it with running water up to the MAX level. Make sure that the water tank is fully inserted into the compartment.

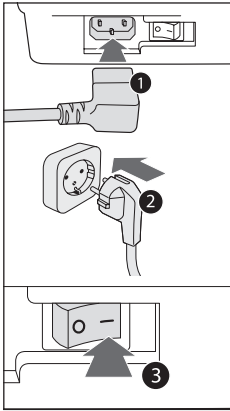




## 8 ENGLISH

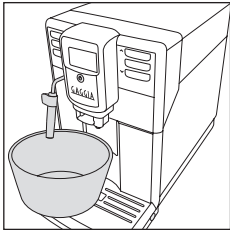


Lift the coffee bean container lid and the aroma lid.  
Pour the coffee beans and place back both lids.

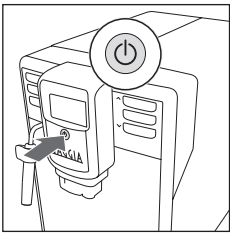


Insert the plug into the outlet located on the back of the machine and the other end of the power cord into a wall socket with suitable power voltage.

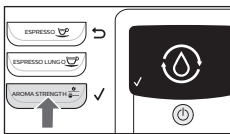
Switch the power button to "I".



Place a container under the coffee dispensing spout and the classic pannarello or steam wand (depending on the model).



The standby button will blink. Press the button to switch on the machine.



Press the OK button to start the circuit priming.



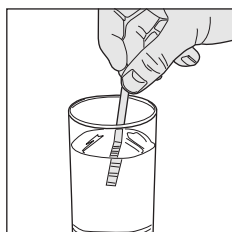
The machine will start dispensing hot water from the classic pannarello or steam wand (depending on the model).



The bar under the icon shows the operation progress status. When the operation is complete, the machine stops dispensing automatically and starts warming up, before starting the automatic rinse cycle.

## Measuring water hardness

Use the supplied strip for measuring water hardness.

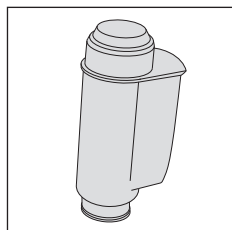


- 1 Immerse the provided strip into running water for 1 second.
- 2 Remove the strip from water and wait for 1 minute.
- 3 Count the number of small squares which have turned red and compare the result to the following table.

Number of small red squares	Value to set	Water hardness	INTENZA+
■ ■ ■ ■	1	very soft water	A
■ ■ ■ ■	2	soft water	A
■ ■ ■ ■	3	hard water	B
■ ■ ■ ■	4	very hard water	C

- 4 Press the MENU button, and scroll until selecting the water hardness. Select the preferred water hardness setting and press the OK button in order to confirm.

## "INTENZA+" Water Filter

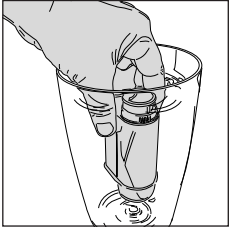


We recommend that you install the "INTENZA+" water filter as this prevents limescale build-up in your machine and preserves a more intense aroma to your coffee.

The "INTENZA+" water filter can be purchased separately.

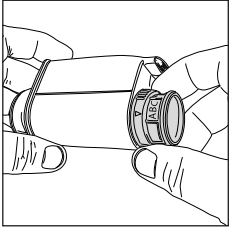
Water is a crucial part of every coffee, so it is very important to always have it professionally filtered.

Using the "INTENZA+" water filter will prevent mineral deposits from building up and improve your water quality.



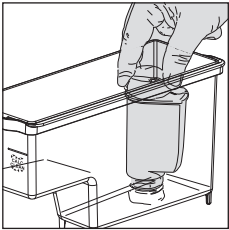
## “INTENZA+” Water Filter Installation

Immerse the “INTENZA+” water filter vertically in cold water (with the opening in upward position) and gently press its sides to let the air bubbles out.



Set the “INTENZA+” water filter according to the measurements performed (see “Measuring the water hardness”) and indicated on the base of the filter:

- A** = soft water – equals 1 or 2 small squares
- B** = hard water (standard) – equals 3 small squares
- C** = very hard water – equals 4 small squares



Insert the “INTENZA +” water filter in the empty water tank and push it down to the lowest point.

Fill the water tank with running water and put it back into the machine.

Dispense all the water in the water tank by using the hot water function (see the “Dispensing Hot Water” chapter).

Then, fill the tank again.

- 1 Press the MENU button and scroll until selecting the water filter. Press the OK button.
- 2 Select ON, then press OK and exit from the menu.





## Replacing the “INTENZA+” Water Filter

When the “INTENZA+” water filter needs to be replaced, the filter icon is displayed.

Replace the water filter by scrolling the menu until selecting the water filter as described in the “INTENZA+ Filter Installation” chapter.

Select RESET and confirm with the OK button.

The machine is now programmed to manage a new “INTENZA+” water filter.

## Types of beverages

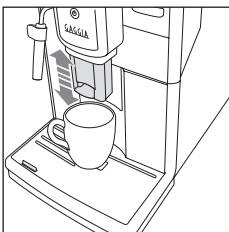
Name of beverage	Description	Selection mode
Espresso	Coffee with dense crema served in a small cup.	One touch beverage button on the control panel.
Long espresso	Long espresso with dense crema served in a medium-sized cup.	One touch beverage button on the control panel.
Steam	Steam for the preparation of milk-based beverages.	STEAM button on the control panel.
Hot water	Water for the preparation of water-based beverages.	One touch hot water button on the control panel.

## Brewing coffee

### Brewing coffee with beans

**Warning:** use only coffee beans for espresso preparation. Do not use ground coffee, unroasted coffee, freeze-dried coffee or instant coffee in the coffee bean container, as they may damage the machine.

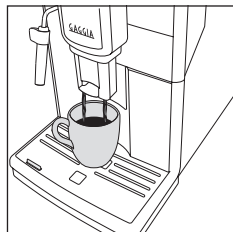
**Note:** using the aroma lid helps keeping the beans fresh.



- Place 1 or 2 cups under the coffee dispensing spout by manually lifting or lowering the coffee dispensing spout to adjust its height depending on the size of the cups.
- To brew a coffee, press the espresso or the long espresso button.



## 12 ENGLISH

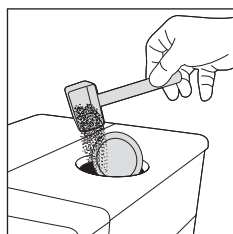


Coffee dispensing stops automatically when the set level is reached; however, it is possible to stop it earlier by pressing the OK button.

**Note:** to prepare two cups of espresso or espresso lungo, press the button of the preferred beverage twice. The machine performs two consecutive grinding cycles automatically.

### Brewing coffee with pre-ground coffee

To prepare coffee using pre-ground coffee, use the measuring scoop provided to insert the correct shot in the pre-ground coffee compartment.



- 1 Lift the pre-ground coffee compartment lid.
- 2 Add a measuring scoop of pre-ground coffee in its compartment and close the lid.

**Warning:** do not insert substances other than pre-ground coffee in the pre-ground coffee compartment, as they may damage the machine.

- 3 Place a cup under the dispensing coffee spout.
- 4 Press the AROMA STRENGTH button and select the pre-ground coffee function.
- 5 Press the button of the preferred beverage and the machine will start dispensing automatically.

**Note:** with pre-ground coffee, it is possible to prepare just one cup of coffee at a time.

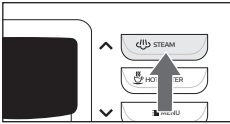


## Frothing Milk

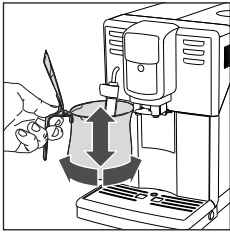
**Note:** Use cold (~5°C / 41°F) milk with a protein content of at least 3% to ensure optimum results when preparing a cappuccino. Whole milk, skimmed milk, soy milk or lactose-free milk may be used depending on individual taste.

**Note:** we recommend rinsing the water circuit before use. Press the STEAM button to dispense steam for a few seconds.

### Model with the classic pannarello

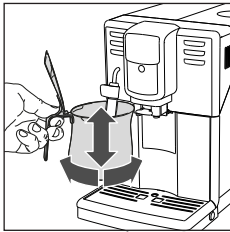


- 1 Fill 1/3 of a carafe with cold milk.
- 2 Insert the classic pannarello into the milk. Press the STEAM button.

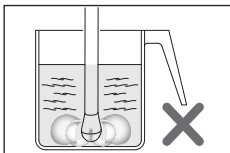


- 3 Froth the milk by gently swirling the carafe and moving it up and down.
- 4 Press the OK button to stop steam dispensing.

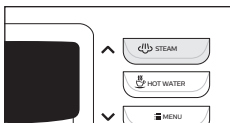
### Model with the steam wand



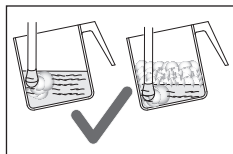
- 1 Fill 1/3 of a jug with milk.
- 2 Place the steam nozzle just below the surface of the milk; if it has been inserted too deep, the milk will not be frothed; if it has not been inserted deep enough, big bubbles will be produced.



- 3 It is important to keep the nozzle not at the centre but close to the edge of the jug, with an appropriate angle to produce a stronger vortex.



- 4 Press the STEAM button.



- 5 To froth the milk correctly, the steam nozzle must always be in contact with the milk and not with the froth.  
Therefore, as the layer of froth increases, the jug must be slightly raised trying to keep the nozzle in contact with the milk, without touching the bottom of the jug.  
Once the desired frothing has been achieved, the steam nozzle must be pushed further to heat the milk well.
- 6 Press the OK button to stop steam dispensing.

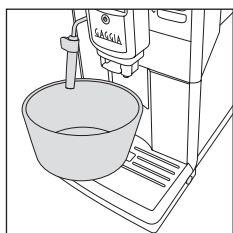
**Note:** It is advisable to always keep a hand on the rounded part of the jug to feel the temperature increase of the milk.

**Note:** After frothing the milk, to make the froth more compact, it is advisable to lightly tap the jug on a flat surface and leave it to rest for at least 30 seconds. The milk will become more homogeneous.

**Note:** After frothing milk, clean the circuit by dispensing a small quantity of steam.

## Dispensing Hot Water

**Warning:** when the machine starts preparing hot water, the classic pannarello or steam wand (depending on the model) may spray steam and hot water.



- 1 Place a container under the classic pannarello or steam wand (depending on the model).
- 2 Press the HOT WATER button.
- 3 The machine will start dispensing hot water.
- 4 To stop hot water dispensing, press the OK button.

## Customization

### Adjusting the amount of coffee in the cup

It is possible to adjust the amount of the beverage according to your taste and to the size of the cups.

- 1 To adjust the amount of espresso, hold the ESPRESSO button until the display shows the MEMO icon.

The machine enters the programming stage and starts preparing the selected beverage.

- 2 When the cup contains the desired amount of espresso, press the OK button.

The tick on the display indicates that at every pressing the machine will prepare the set amount of espresso.

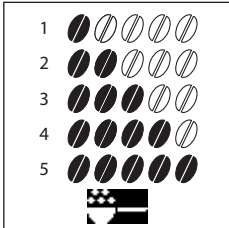
**Note:** To set the amount of LONG ESPRESSO, follow the same operation.





## Adjusting the Aroma Strength

To modify the aroma strength, press the AROMA STRENGTH button. Every time you press the AROMA STRENGTH button, the aroma strength changes by one degree. The display shows the selected strength which will be saved by preparing a cup of coffee.



- 1 Very light
- 2 Light
- 3 Normal
- 4 Strong
- 5 Very strong

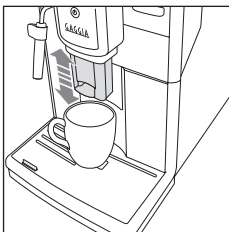
**Note:** you can also use the AROMA STRENGTH button to prepare coffee with pre-ground coffee.

## Adjusting Grinding Settings

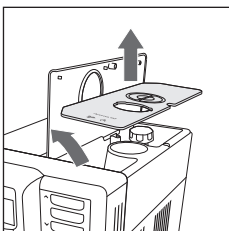
You can adjust the grinding settings using the grinder adjustment knob in the coffee bean container. For every selected setting, the ceramic coffee grinder guarantees a perfect and even grinding for the preparation of every cup of coffee. The aroma is preserved and every cup ensures a perfect flavour.

**Note:** you can adjust the grinding settings only when the machine grinds the coffee beans. The difference in flavour will be perceived after 2-3 cups of coffee have been brewed.

**Warning:** to avoid damaging the coffee grinder, do not rotate the grinder adjustment knob more than one notch at a time.



- 1 Place a cup under the coffee dispensing spout.

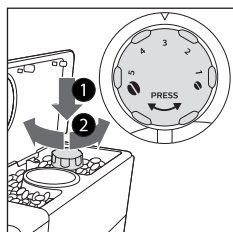


- 2 Open the coffee bean container lid and lift the aroma lid.





3 Press the ESPRESSO button.



4 When the coffee grinder starts working, press the grinder adjustment knob and simultaneously rotate it to the left or to the right. You can choose between 5 different grinding settings. The lower the setting, the stronger the coffee aroma.

## Cleaning and Maintenance

Regular cleaning and maintenance keep the machine in perfect conditions and ensure a perfect coffee flavour, a constant coffee flow and an excellent milk froth. Refer to the following table to know when and how to clean the removable parts of the machine. For more detailed information, please read the relevant chapters.

### Cleaning table

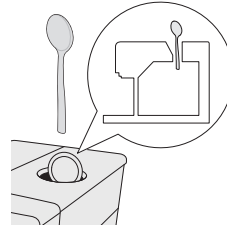
Part description	When to clean	How to clean
Brew group	Weekly	Remove the brew group and clean it under running water.
	Depending on the usage	Lubricate the brew group.
	Monthly	Clean the brew group with the GAGGIA coffee clean tablets.
Classic pannarello	After every use	Rinse with fresh water.
	Weekly	Disassemble the classic pannarello and clean all its parts under running water.
Steam wand	After use	Clean the steam wand with a damp cloth. To clean it more thoroughly, you can unscrew the nozzle and wash it with running water.
Full Drip tray	When the "Full drip tray" indicator emerges from the drip tray grill	Empty the drip tray and clean it under running water.
Coffee pucks container	Whenever the machine requires it	Empty the coffee pucks container and clean it under running water. Make sure that the machine is switched on while emptying and cleaning the coffee pucks container.
Water tank	Weekly	Clean it under running water.

**Part description****When to clean****How to clean**

Pre-ground coffee compartment/coffee outlet duct

Check the coffee filling funnel weekly to make sure it is not clogged

Disconnect the machine and remove the brew group. Open the pre-ground coffee container lid and insert the handle of a spoon into the coffee filling funnel. Move the spoon up and down until the clogged ground coffee falls down, as shown below.

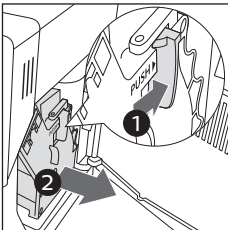
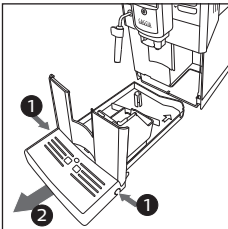


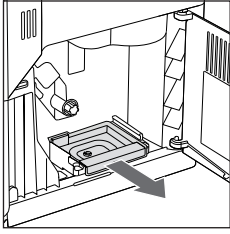
## Cleaning the brew group

**Warning:** do not wash the brew group in the dishwasher and do not use dish-washing detergents, since they may cause the malfunctioning of the brew group and alter the coffee flavour.

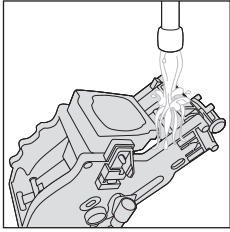
### Brew Group Cleaning under Running Water

- 1 Switch off the machine and unplug it.
- 2 Push the buttons on the sides of the drip tray (1) and remove it with the coffee pucks container (2).
- 3 Open the maintenance door.
- 4 Press the PUSH lever (1) and pull the handle of the brew group to remove it from the machine (2).





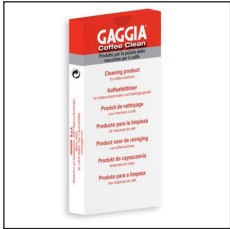
- 5 Remove the residues drawer.
- 6 Thoroughly rinse the brew group using lukewarm water. Carefully wash the upper filter .



- 7 Let the brew group dry in the air.

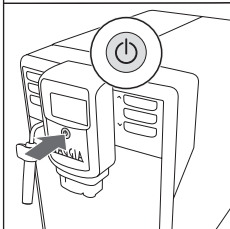
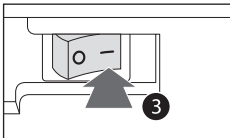
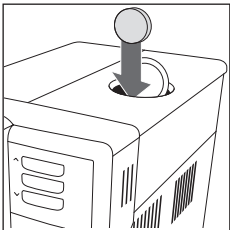
**Note:** to avoid the build-up of fibres in its interior, do not dry the brew group with cloths.

## Cleaning the brew group with the Coffee Clean tablets



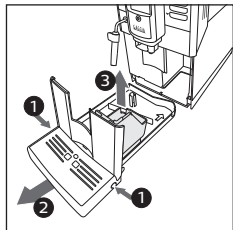
**Warning:** while cleaning the machine, only use Gaggia tablets for the removal of fat coffee residues since they do not perform a descaling action.

- 1 Place a container under the coffee dispensing spout.
- 2 Press the AROMA STRENGTH button and select pre-ground coffee.
- 3 Insert a Coffee Clean tablet into the pre-ground coffee compartment.
- 4 Press the LONG ESPRESSO button. The machine dispenses water from the coffee dispensing spout.
- 5 When the progress bar is halfway, switch the power button located on the back of the machine to "0".
- 6 Let the solution for the removal of fat coffee residues act for about 15 minutes.
- 7 Switch the power button to "I". Press the Stand-by button.





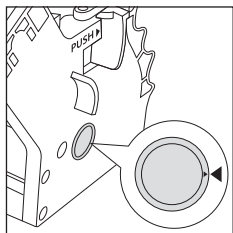
- 8 Wait for the machine to perform an automatic rinse cycle.
- 9 Perform the "Brew Group Cleaning under Running Water" operation.
- 10 Push the buttons on the sides of the drip tray (1) and remove it with the coffee pucks container (2). Empty them and insert them in the machine again.



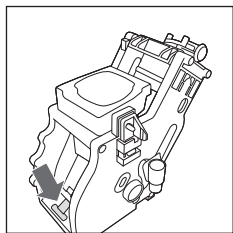
- 11 Press the AROMA STRENGTH button and select pre-ground coffee.
- 12 Press the LONG ESPRESSO button. The machine dispenses water from the coffee dispensing spout.
- 13 Repeat steps 11 and 12 twice. Throw away the dispensed water.

### Reinserting the Brew Group

- 1 Before reinserting the brew group into the machine, make sure that the two reference indicators on the side coincide. If this is not the case, perform the following step:

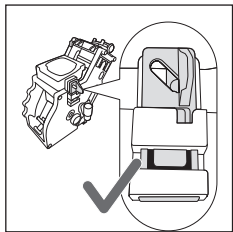


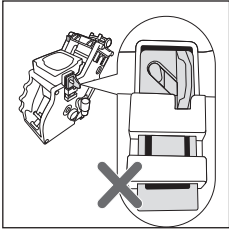
Make sure that the lever is in contact with the brew group base.



- 2 Ensure that the yellow locking hook of the brew group is in the right position.

To correctly position the hook, push it upwards to the highest possible position.





If the hook is still in a lower position, this means that it has not been correctly positioned.



- Slide the brew group along the side guides into the machine until it locks in the right position with a click.

**Warning:** do not press the PUSH lever.

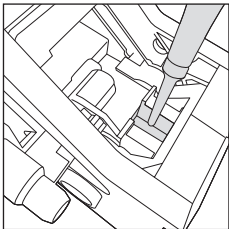
- Close the maintenance door.

## Lubricating the Brew Group

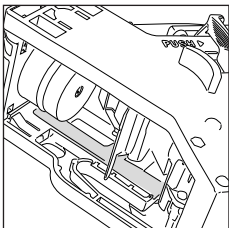
In order to ensure perfect performances of the machine, it is necessary to lubricate the brew group. Refer to the following table for the frequency of lubrication.

Frequency of use	Number of daily prepared beverages	Frequency of lubrication
Low	1-5	Every 4 months
Regular	6-10	Every 2 months
High	>10	Every month

- Switch off the appliance and unplug it.
- Remove the brew group and rinse it using lukewarm water (see "Brew Group Cleaning under Running Water").
- Spread a thin layer of lubricant around the inserting pin in the lower part of the brew group.



- Spread a thin layer of lubricant onto the guides on both sides (see figure).
- Reinsert the brew group (see "Reinserting the Brew Group").



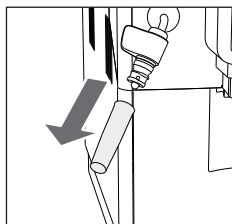
**Note:** you can use the lubricant tube multiple times.



## Cleaning the classic pannarello

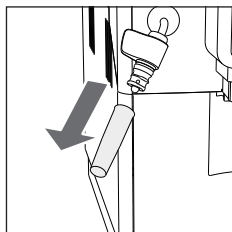
### Daily Cleaning of the classic pannarello

Remove the lower part of the classic pannarello and rinse it with running water.

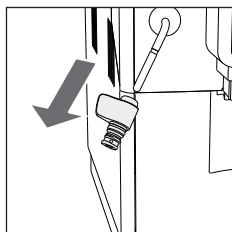


### Weekly Cleaning of the classic pannarello and the Steam Dispensing Spout

1 Remove the lower part of the classic pannarello and rinse it with running water.

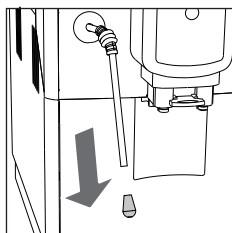


- 2 Remove the classic pannarello rubber protection from the steam dispensing spout and rinse it with running water.
- 3 Clean the steam dispensing spout with a damp cloth.
- 4 Reassemble the parts of the classic pannarello.



## Cleaning the steam wand

- 1 Clean the steam wand with a damp cloth.
- 2 To clean it more thoroughly, you can unscrew the nozzle and wash it with running water.
- 3 Press the STEAM button.
- 4 Allowing the steam to escape for one or two seconds to clean the nozzle hole.





## Descaling procedure

When the display shows **START CALC CLEAN**, you have to descale the machine. If you do not descale the machine when the display shows this message, the machine will stop functioning correctly. In this case, any repairs are not covered by the guarantee.

Only use Gaggia descaling solution to remove scale from the machine. Gaggia descaling solution has been designed to ensure excellent machine performance. The use of other products may damage the machine and leave residues in the water.

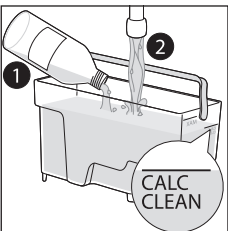
The descaling procedure lasts for about 30 minutes and consists of a descaling cycle and a rinse cycle. You can pause the descaling cycle or the rinse cycle by pressing the ESC button. To continue the descaling cycle or the rinse cycle press the OK button.

**Note:** do not remove the brew group during the descaling procedure.

**Warning:** do not ingest the descaling solution or the water dispensed during the descaling procedure.

- 1 Remove the "INTENZA+" filter.
- 2 Remove the drip tray and the coffee pucks container, empty them, clean them and insert them into the machine again.
- 3 Remove the lower part of the classic pannarello if present.
- 4 Place a large container (1.5 l) under the coffee dispensing spout and the hot water/steam dispensing spout.
- 5 When the display shows START CALC CLEAN, press the OK button to start the descaling procedure.

**Note:** you can press ESC to postpone the descaling. If you wish to start the descaling procedure later, press the MENU button and scroll until selecting START CALC CLEAN, press OK to confirm.



- 6 Pour the Gaggia descaling solution in the water tank. Fill the tank with clean water up to the CALC CLEAN level indication. Put the tank back in the machine. Press the OK button to confirm. The first stage of the descaling will start. The machine will start dispensing the descaling solution at regular intervals. The display will show the descaling icon, stage and duration. The first stage lasts for 20 minutes.
- 7 Let the machine dispense the descaling solution until the water tank is empty.
- 8 Remove the water tank and rinse it.
- 9 Fill the tank with clean water up to the CALC CLEAN level indication. Put the tank back in the machine.
- 10 Remove the container, empty it and put it back under the coffee dispensing spout. Press OK to confirm.

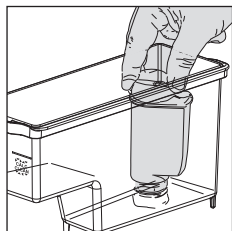


- 11 The second stage of the cleaning cycle starts, that is the rinse cycle. This stage lasts for 3 minutes. The display will show the rinse icon and the duration of this stage.

**Note:** if the water tank is not filled up to CALC CLEAN level, it may be necessary to repeat the rinse cycle.

- 12 Wait until the machine does not dispense water anymore. The descaling procedure is complete when the display shows a tick.
- 13 Press the OK button to end the descaling procedure. The machine starts warming up and performs an automatic rinse cycle.
- 14 Remove the container and empty it.
- 15 Insert the Classic Pannarello (depending on the model).
- 16 Clean the brew group as described in the "Brew Group Cleaning under Running Water" chapter.
- 17 Install a new "INTENZA+" filter in the water tank.

**Note:** the "INTENZA+" filter reduces the frequency of the descaling.



## What to do if the descaling procedure is interrupted —

You can exit the descaling procedure pressing the STAND-BY button on the control panel. In case the descaling procedure stops before its completion, perform the following operations:

- 1 Empty the water tank and wash it thoroughly.
- 2 Fill the water tank with running water up to the CALC CLEAN level indication and switch on the machine again. The machine will warm up and perform an automatic rinse cycle.
- 3 Perform a manual rinse cycle before preparing any beverage. To perform a manual rinse cycle, dispense half a tank of hot water, then prepare 2 cups of pre-ground coffee without adding ground coffee.

**Note:** if this operation is not complete, it is necessary to perform another descaling procedure as soon as possible.



# Error Codes and attention icons

## Attention Icons Meaning

Error codes are displayed in red. The list below reports the error codes that the display can show along with their meanings.



The water tank is empty, fill the tank with running water up to the MAX level indication.



Insert the drip tray and close the maintenance door.



The coffee bean container is empty. Insert the coffee beans in the coffee bean container .



The brew group is not in the machine or it has not been inserted correctly. Insert the brew group.



The brew group is clogged by coffee powder. Clean the brew group.



Empty the coffee pucks container. Wait for about 5 seconds before reinserting it.



The coffee pucks container is full. Check that the machine is switched on. Remove the coffee pucks container and empty it.



If an error is shown on the display, refer to the "Error Code Meaning" section to check the meaning of the code shown and how to proceed. You cannot use the machine when the display shows this icon.

## Error Codes Meaning

The list below reports the error codes that the display can show, their meanings and how to solve the problem. If the indicated solutions are ineffective because the display keeps showing the error code icon and the machine does not function correctly, please contact the Gaggia customer service.

In case other error codes are shown, please take the machine to an authorized after-sale service centre.

The contacts are listed in the guarantee brochure or on the [www.gaggia.com](http://www.gaggia.com) and [www.gaggia.it](http://www.gaggia.it) websites.

Error code	Problem	Cause	Possible solution
01	The coffee grinder is clogged.	The coffee outlet duct is clogged.	Switch off the machine using the power button and remove the brew group. Clean the coffee outlet duct thoroughly using the handle of the measuring scoop or the handle of a spoon. Switch on the appliance again.
03 - 04	A problem occurred in the brew group.	The brew group is dirty or not well lubricated.	Switch off the machine using the power button. Remove the brew group and clean it thoroughly. (Refer to the "Cleaning the Brew Group" chapter)
		The brew group is not positioned correctly.	Switch off the machine using the power button. Remove the brew group and reinsert it. Ensure that the brew group is in the correct position, before inserting it turn the machine on and off again. Refer to the "Reinserting the Brew Group" chapter.
05	A problem occurred in the water circuit.	There is air in the water circuit.	Remove and reinsert the tank in the machine twice. Make sure you insert the tank correctly in the machine. Check that the water tank seat is clean.  If you use an "INTENZA+" filter: pull out the filter from the water tank and shake it to remove all air from the filter. Reinsert the "INTENZA+" filter into the water tank.
14	The machine is overheated.	There may be multiple causes.	Switch off the machine and switch it on again after 30 minutes. Perform this operation 2 or 3 times.

## Troubleshooting

This chapter summarises the most common problems you may encounter while using the machine. If you are not able to solve the problem following the information below, visit the [www.gaggia.com](http://www.gaggia.com) or [www.gaggia.it](http://www.gaggia.it) websites for FAQs or contact the Customer Service Centre in your country.

Problem	Cause	Solution
The machine does not switch on.	The machine is not plugged in or the power button is in the "off" (0) position.	Check that the power cord has been inserted correctly. Ensure the power button is in the "on" (I) position.
The machine is in DEMO mode.	You have pressed the Standby button for more than 8 seconds.	Switch off the machine and switch it on again using the main power button located on the back of the machine.
The drip tray fills quickly.	It is a normal phenomenon. The machine uses water to rinse the internal circuit and the brew group. Part of the water flows through the internal system directly into the drip tray.	Empty the drip tray when the indicator is shown through the drip tray grate. Place a cup under the dispensing spout to gather rinse water.
The display continuously shows the "coffee pucks container full" icon.	The coffee pucks container has been emptied when the machine was off.	Always empty the coffee pucks container when the machine is on. If you empty the coffee pucks container when the machine is off, the coffee cycle counter does not reset. In this case, the display shows the icon even if the container is not full.
	The coffee pucks container has been put back too quickly.	Always wait for about 5 seconds when you put back the coffee pucks container. This way, the coffee pucks counter will reset to zero.
The coffee pucks container is too full and the "Empty the coffee pucks container" message is not shown.	The drip tray has been removed without emptying the coffee pucks container.	When removing the drip tray, empty the coffee pucks container completely, even if it is almost empty. This way, the coffee pucks container will reset to zero and it will start to count the coffee grounds correctly again.
The machine requests to empty the coffee pucks container even if the container is not full.	The machine has not reset the counter last time the coffee pucks container has been emptied.	Always wait for about 5 seconds when you put back the coffee pucks container. This way, the coffee pucks counter will reset to zero.
		Always empty the coffee pucks container when the machine is on. If you empty the coffee pucks container when the machine is off, the coffee cycle counter does not reset.
Impossible to remove the brew group.	The brew group is not in its correct position.	Close the maintenance door. Switch off the machine and switch it on again. Wait for the display to show the ready message, then remove the brew group.

Problem	Cause	Solution
The brew group cannot be inserted.	The brew group is not in its correct position.	The brew group has not been placed in its correct position before being put back. Ensure that the lever is in contact with the base of the brew group and that the hook of the brew group is in its correct position (see: "Reinserting the Brew Group").  To reset the machine: put the drip tray and the coffee pucks container back. Do not insert the brew group. Close the maintenance door, switch on the machine and switch it off again. Then try to reinsert the brew group.
Coffee does not have enough crema or it is watery.	The coffee grinder is set to a coarse grinding.	Adjust the coffee grinder to a finer setting.
	The coffee blend is not suitable.	Change the coffee blend.
	The machine is performing the self-adjustment.	Prepare some cups of coffee.
	The brew group is dirty or it needs lubrication.	Clean the brew group.
Coffee drops leak from the dispensing spout.	The coffee dispensing spout is clogged.	Clean the coffee dispensing spout and its holes with a bottlebrush.
	The coffee outlet duct is clogged.	Clean the coffee outlet duct.
Coffee is not hot enough.	The cups that have been used are cold.	Pre-heat the cups washing them under hot water.
	The set temperature is too low. Check the menu settings.	Set the menu temperature to "MAX".
	You have added milk.	Adding milk could lower the coffee temperature to some extent.
The machine grinds coffee beans, but the coffee is not dispensed or is dispensed slowly.	The coffee outlet duct is clogged.	Clean the coffee outlet duct using the handle of the measuring scoop or the handle of a spoon. Switch off the appliance and switch it on again.
	The coffee grinder is set to a too fine grinding.	Set the coffee grinder to a coarser grinding and/or use a different coffee blend.
	The brew group is dirty.	Clean the brew group.
	The coffee dispensing spout is dirty.	Clean the coffee dispensing spout and its holes with a bottlebrush.
	The machine circuit is clogged by limescale.	Perform the descaling.
The milk froth is too cold.	The cups are cold.	Preheat the cups using hot water.

Problem	Cause	Solution
The milk does not foam.	The classic pannarello is dirty or not assembled correctly.	Clean the classic pannarello and check that it is assembled correctly.
	The type of milk used does not produce froth.	The amount and the quality of froth vary depending on the type of milk. We have tested the following types of milk and obtained satisfying results of froth: semi-skimmed or whole cow's milk, soy milk and lactose-free milk. We have not tested other types of milk because they may produce a scarce amount of froth.
	The steam wand nozzle is clogged. (model with steam wand)	Wash the steam nozzle with running water and clean the circuit by dispensing a small quantity of steam.
The "INTENZA+" filter icon is shown on the display after the filter has been replaced.	The RESET has not been confirmed through the machine menu.	Confirm the activation of the filter using the machine menu (see "Enabling the "INTENZA+" filter").
The "INTENZA+" filter cannot be inserted.	Remove air from the filter.	Let the air bubble flow out from the filter.
	The tank still contains some water.	Empty the water tank before installing the filter.
	You have tried to install a filter other than "INTENZA+" filter.	"INTENZA+" filter is the only one that can be inserted into the machine.
	The rubber O-ring is not connected to the "INTENZA+" filter.	Check the O-ring packaging and connect it to the "INTENZA+" filter.
There is some water under the machine.	The drip tray is too full and has spilled over.	Empty the drip tray when the indicator appears through the tray. Always empty the drip tray before starting the descaling procedure.
	The machine has not been placed on a horizontal surface.	Place the machine on a horizontal surface so as that the "drip tray full" indicator works correctly.



## Technical specifications

---

Nominal voltage - Power rating - Power supply	See data plate on the inside of the service door
Housing material	Thermoplastic type
Size (w x h x d)	221 x 340 x 430 mm
Weight	7.5 kg
Power cord length	1200 mm
Control panel	Front panel
Water tank	1.8 litres - Removable type
Coffee bean container capacity	250 g
Coffee pucks container capacity	15
Pump pressure	15 bar
Boiler	Stainless steel boiler
Safety device	Thermal Fuse

