NESPRESSO EXPERT&MILK
MY MACHINE
Get the App

1. **Download** the Nespresso App. If you have it already, please update the App.

   ![Download on the App Store](image)
   ![GET IT ON Google Play](image)

   To check your device’s compatibility, go on www.nespresso.com

2. **Launch** the App.

   ![Launch App](image)

3. **Click** on the Machine Icon.

   ![Click on Machine Icon](image)

---

Pairing

- **Please remember** that the Bluetooth® mode must be activated beforehand on your smartphone or tablet.

   ![Pairing Icon](image)

When the pairing is complete, the Nespresso Light will blink 3 times.

Connectivity Functions

- Recipe Management
- Capsules stock management
- Schedule a coffee brewing
- Brew Now
- Maintenance notifications
- Descaling alert
- And more to see via the App
Packaging Content

1 Nespresso Expert&milk Coffee Machine

2 Tasting Box of Nespresso Capsules

3 Nespresso Welcome Brochure

4 User Manual

5 Quick Start Guide

6 1 Water Hardness Test Stick, in the User Manual

Nespresso Expert&milk

USER MANUAL
Nespresso is an exclusive system creating the ultimate Espresso, time after time. All Nespresso machines are equipped with a unique extraction system that guarantees up to 19 bar pressure. Each parameter has been calculated with great precision to ensure that all the aromas from each capsule can be extracted, to give the coffee body and create an exceptionally thick and smooth crema.

⚠️ CAUTION: when you see this sign, please refer to the safety precautions to avoid possible harm and damage.

ℹ️ INFORMATION: when you see this sign, please take note of the advice for the correct and safe usage of your coffee machine.

とっても CAUTION: when you see this sign, please refer to the safety precautions to avoid possible harm and damage.

ℹ️ INFORMATION: when you see this sign, please take note of the advice for the correct and safe usage of your coffee machine.

_sound NOTE: when you see this sign, please note that you can also use the App for this function. Consult App for more information.

_sound NOTE: when you see this sign, please note that you can also use the App for this function. Consult App for more information.
**C85 Specifications**

- 220-240 V~, 50-60 Hz, 1700 W
- Frequency 2.402 - 2.480 GHz
- Max Transmit Power 4dBm
- **P<sub>max</sub>** 19 bar / 1.9 MPa
- Standard version: ~5 kg / 11 lbs
- ~1.11 / 37.5 oz

**Dimensions**

- 38.54 cm / 15.17 in
- 28.7 cm / 11.3 in
- 22.3 cm / 8.8 in

**Content**

- Get the App 2
- Pairing 2
- Connectivity Functions 2
- Packaging Content 3
- Nespresso Expert&milk 3
- Specifications 4
- Safety Precautions 5-8
- Machine Overview 9
- First use (or after a long period of non-use) 10
- Turning the machine ON / OFF 11
- Regular Coffee Preparation 12-13
- Aeroccino instructions of use 14
- Cleaning the Aeroccino 15
- Entering the settings mode 16
- Settings mode: Energy Saving Concept 16
- Programming the water volume 17
- Settings mode: Reset to Factory Settings 17
- Settings mode: Emptying the System 18
- Cleaning 19
- Water Hardness 20
- Descaling 21-22
- Troubleshooting 23
- Troubleshooting milk froth preparation 24
- Contact Nespresso Club 25
- Disposal and Environmental Protection 25
- Limited Guarantee 26
Safety Precautions

⚠️ CAUTION: the safety precautions are part of the appliance. Read them carefully before using your new appliance for the first time. Keep them in a place where you can find and refer to them later on.

⚠️ CAUTION: when you see this sign, please refer to the safety precautions to avoid possible harm and damage.

⚠️ CAUTION: risks of injuries if you don’t use this appliance correctly.

⚠️ CAUTION: after using, do not touch hot surfaces (brewing unit, coffee and hot water nozzles), subjected to residual heat.

⚠️ CAUTION: do not insert foreign objects into the water tank and the brewing unit.

ℹ️ INFORMATION: when you see this sign, please take note of the advice for the correct and safe usage of your appliance.

- The appliance is intended to prepare beverages according to these instructions.
- Do not use the appliance for anything other than its intended use.
- This appliance has been designed for indoor and non-extreme temperature conditions use only.
- Protect the appliance from direct sunlight effect, prolonged water splash and humidity.
- This is a household appliance only. It is not intended to be used in: 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.
- This appliance may be used by children of at least 8 years of age, as long as they are supervised and have been given instructions about using the appliance safely and are fully aware of the dangers involved. Cleaning and user maintenance shall not be made by children unless they are older than 8 and they are supervised by an adult.
- Keep the appliance and its cord out of reach of children under 8 years of age.
- This appliance may be used by persons with reduced physical, sensory or mental capabilities, or whose experience or knowledge is not sufficient, provided they are supervised or have received instruction to use the appliance safely and understand the dangers.
- Children shall not use the device as a toy.
- The manufacturer accepts no responsibility and the warranty will not apply for any commercial use, inappropriate handling or use of the appliance, any damage resulting from use for other purposes, faulty operation, non-professionals repair or failure to comply with the instructions.

Always follow the cleaning instruction to clean your appliance.
- Unplug the appliance.
- Do not clean the appliance while hot.
- Clean with a damp cloth or sponge.
- Never immerse the appliance in water or put it under running water.
Safety Precautions

Avoid risk of fatal electric shock and fire.
• In case of an emergency: immediately remove the plug from the power socket.
• Only plug the appliance into suitable, easily accessible, earthed mains connections. Make sure that the voltage of the power source is the same as that specified on the rating plate. The use of an incorrect connection voids the warranty.

The appliance must only be connected after installation.
• Do not pull the cord over sharp edges, clamp it or allow it to hang down.
• Keep the cord away from heat and damp.
• If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons, in order to avoid all risks.
• If the cord is damaged, do not operate the appliance; return the appliance to the Nespresso Club or to a Nespresso authorised representative.
• If an extension cord is required, use only an earthed cord with a conductor cross-section of at least 1.5 mm² or matching input power.
• To avoid hazardous damage, never place the appliance on or beside hot surfaces such as radiators, stoves, ovens, gas burners, open flame, or similar.
• Always place it on a horizontal, stable and even surface. The surface must be resistant to heat and fluids, like water, coffee, descaler or similar liquids.
• Disconnect the appliance from the mains when not in use for a long period. Disconnect by pulling out the plug and not by pulling the cord itself or the cord may become damaged.
• Before cleaning and servicing, remove the plug from the mains socket and let the appliance cool down.
• Never touch the cord with wet hands.
• Never immerse the appliance or part of it in water or other liquid.
• Never put the appliance or part of it in a dishwasher.
• Electricity and water together is dangerous and can lead to fatal electrical shocks.
• Do not open the appliance. Hazardous voltage inside!
• Do not put anything into any openings. Doing so may cause fire or electrical shock!
• The use of accessory attachments not recommended by the manufacturer may result in fire, electric shock or injury to persons.
• Use cold milk for better quality foam.
• Use UHT Milk (or minimum fresh pasteurized).

Avoid possible harm when operating the appliance.
• Never leave the appliance unattended in case of manually operated brewing mode. In case of pre-programmed or remote brewing mode, additional safety precautions must be undertaken to avoid any possible harm, such as: respect the intended use, make sure the cup of adequate size is placed on the cup support, slider is completed closed, ensure there is water in the water tank and keep the appliance and its cord out of reach of unassisted children or pets.
• Do not use the appliance if it
is damaged or not operating perfectly. Immediately remove the plug from the power socket. Contact the Nespresso Club or Nespresso authorised representative for examination, repair or adjustment.

- A damaged appliance can cause electrical shocks, burns and fire.
- Always completely close the slider and never open it during operation. Scalding may occur.
- Do not put fingers under coffee outlet, risk of scalding.
- Do not put fingers into capsule compartment or the capsule shaft. Danger of injury!
- Water could flow around a capsule when not perforated by the blades and damage the appliance.
- Never use a damaged or deformed capsule. If a capsule is blocked in the capsule compartment, turn the machine off and unplug it before any operation. Call the Nespresso Club or Nespresso authorised representative.
- Fill the water tank only with fresh potable water.
- Empty water tank if the appliance will not be used for an extended time (holidays, etc.).
- Replace water in water tank when the appliance is not operated for a weekend or a similar period of time.
- Do not use the appliance without the drip tray and drip grid to avoid spilling any liquid on surrounding surfaces.
- Do not touch hot surfaces. Use handles, protected surfaces or knobs.
- To avoid scalding, keep always the milk frother lid closed during preparation.
- Do not use any strong cleaning agent or solvent cleaner. Use a damp cloth and mild cleaning agent to clean the surface of the appliance.

Descaling

- Nespresso descaling agent, when used correctly, helps ensure the proper functioning of your machine over its lifetime and that your coffee experience is as perfect as the first day.
- When unpacking the machine, remove the plastic film and dispose.
- This appliance is designed for Nespresso coffee capsules available exclusively through the Nespresso Club or your Nespresso authorised representative.
- All Nespresso appliances pass stringent controls. Reliability tests under practical conditions are performed randomly on selected units. This can show traces of any previous use.
- Nespresso reserves the right to change instructions without prior notice.
- This machine contains magnets.
Safety Precautions

• Make sure you descale your machine as soon as the machine requests it; a late descaling procedure may not be completely efficient.

Cleaning the Aeroccino
• Clean after each preparation. Use detergent and rinse with warm/hot water. For Aeroccinos, remove seal from lid and remove whisk.
• Unplug appliance when not in use for a long period and before cleaning. Allow to cool down before putting on or taking off parts, and before cleaning. Remove the appliance from the base before cleaning.
• Please make sure the bottom of the Aeroccino and area underneath the base is dry, especially the connector area, prior to use.

Electricity and water together can cause a fatal electric shock.
• Never immerse the base nor the Aeroccino in water or other liquid. Do not clean in dishwasher.
• Dry all Aeroccino with a fresh and clean towel, cloth or paper and reassemble all parts.
• If the bottom part of the Aeroccino is wet, dry it before putting it back in contact with the plug.

SAVE THESE INSTRUCTIONS
Pass them on to any subsequent user.
This instruction manual is also available as a PDF at nespresso.com
**Americano** is a new recipe feature making a long mild coffee based on coffee extraction first followed by hot water.

1. Water Tank & Lid
2. Maintenance Light
3. Brewing button
4. Slider for Capsule Insertion
5. Beverage selection dial (Ristretto, Espresso, Lungo, Americano**, Hot water)
6. Temperature dial (Warm, hot, extra hot)
7. Nespresso Light*: capsules stock management
8. Coffee and hot water outlet
9. Adjustable Cup Support & Drip Grid
10. Metallic base

**Available only with a connected machine**

** Americano is a new recipe feature making a long mild coffee based on coffee extraction first followed by hot water.
**First Use**

⚠️ **Read the safety** precautions first to avoid risks of fatal electrical shock and fire.

1. **Remove** the water tank and capsule container to clean them (see cleaning section).

2. **Adjust the cable** length and store the excess under the machine. Ensure machine is in the upright position.

⚠️ **Removable parts** are not dishwasher safe.

3. **Fill the water tank** with fresh potable water.

4. **Place the water tank** on its base and place the drip tray and the capsule container in position.

5. **Plug the machine** into the mains.
**Turning the machine ON/OFF**

1. **Turn the machine ON** by pressing the brewing button, moving the dials or by opening the slider. Lights will blink. Heating up takes approximately 25-30 seconds. Steady lights: machine is ready.

2. **Turn the machine OFF** by turning the temperature dial anti-clockwise until it reaches 0 temperature. The light will blink for 5 seconds before shutting off.

3. **Before making any coffee**, make sure to rinse your machine by:
   1. Placing a container under coffee outlet.
   2. Close the slider, select the Lungo icon and press the brewing button.
   3. Repeat three times.
   4. Select hot water icon and press the brewing button.
   5. Repeat two times.
   6. Empty the drip tray.

4. **To connect your machine**, please follow the instructions in sections “Get the App” and “Pairing” on page 2. Multiple devices can be connected to your Nespresso Expert&milk machine only if using a unique Club Members number. To pair these additional devices, please follow the instructions in the sections “Get the App” and “Pairing”.

5. **To connect your machine**, please follow the instructions in sections “Get the App” and “Pairing” on page 2. Multiple devices can be connected to your Nespresso Expert&milk machine only if using a unique Club Members number. To pair these additional devices, please follow the instructions in the sections “Get the App” and “Pairing”.

6. **Before making any coffee**, make sure to rinse your machine by:
   1. Placing a container under coffee outlet.
   2. Close the slider, select the Lungo icon and press the brewing button.
   3. Repeat three times.
   4. Select hot water icon and press the brewing button.
   5. Repeat two times.
   6. Empty the drip tray.
Regular Coffee Preparation

1. Fill the water tank with fresh potable water. Place a cup under the coffee outlet.

2. Open the slider, insert a capsule and close the slider.

- Ristretto (25 ml / 0.84 oz)
- Espresso (40 ml / 1.35 oz)
- Lungo (110 ml / 3.7 oz)
- Americano (25 ml / 0.84 oz coffee; 125 ml / 4.2 oz hot water)
- Hot water (200 ml / 6.7 oz)

To select your recipe, turn the beverage dial until the desired beverage. Then select the desired temperature by turning the temperature dial. Push the brewing button on the top of the machine. The coffee will then flow.

3. Preparation will stop automatically. The capsule will eject automatically after 10 seconds.

4. To manually top up your beverage, press the brewing button within 10 seconds from the end of preparation. For water top-up you may add manually by selecting the water icon on the beverage button. Please note the temperature cannot be changed during the brew.

To ensure hygienic conditions, it is highly recommended to not reuse a used capsule.

The highest temperature setting is very hot, we recommend to use a cup with a handle.
5 To stop the coffee flow, press the brewing button or slightly move the slider towards the right of the machine. Please note, a manual top-up is not possible in this case.

6 To change the selected cup size during brewing select the new desired coffee button. The machine will immediately stop if the coffee volume extracted is larger than new desired coffee size.

7 To accommodate a tall recipe glass, slide the cup support across the metallic base of the machine.
Aeroccino instructions of use

⚠️ CAUTION: Risk of electrical shock and fire! Make sure the under side of the milk frother is dry.

TIP: For optimal milk froth, use whole or semi skimmed milk at refrigerated temperature (about 4-6 °C). To guarantee hygiene conditions, use heat treated milk (pasteurized), refrigerated & freshly opened only. Milk which has been frozen will not froth.

Overview:

a) Lid
a1) Storage area for frothing spring
a2) Seal
b) Start/stop Button
c) Milk frother
d) Mixer (for hot milk)
e) Frothing spring (for milk froth)
f) Base

Clean before the first use. Attach the relevant whisk.

⚠️ CAUTION: To ensure hygienic conditions and proper maintenance of the equipment, it is highly recommended to not use special enriched milks, powdered reconstituted milks nor flavoured milks. ⚠️ CAUTION: Syrup, sugar, chocolate powder or any other additives should not be added directly in the jug. This may damage the coating during the preparation.

Fill milk frother up to one of the two "Max" level indicators.

⚠️ CAUTION: Use only a non-metal spoon to collect the foam in the jug. ⚠️ CAUTION: Clean before the first use and after each use according to the cleaning instructions. ⚠️ CAUTION: Ensure the jug is cold before removing it from the base. Or, if removing with care, rinse with cold water immediately to cool down the jug and avoid burning risks.

Place the lid on the Aeroccino. For a hot preparation, briefly press button to start. Button lights up Red. Takes approx. 70-80 sec. For cold milk froth, keep button pressed for approx. 2 seconds. Button lights up Blue. Takes approx. 60 sec.
Cleaning the Aeroccino

1. **Remove the jug** from the base, remove seal from lid, remove the whisk, remove the spring from the whisk.

2. **Wash inner jug, seal, lid, whisk and spring with detergent and rinse with warm/hot water.**

3. **Do not put the jug in the dishwasher** and do not immerse into water for cleaning purposes, do not water the bottom part of the Aeroccino which contains the electrical plug, but clean the interior of the Aeroccino with detergent and rinse with warm/hot water. Use non-abrasive materials.

4. **Dry all Aeroccino parts** with a fresh and clean towel, cloth or paper and reassemble all parts.

⚠️ **CAUTION:** In case base needs to be cleaned unplug it first and use only a damp cloth. Make sure the connector is dry before operating. Do not immerse the base in water neither put in the dishwasher. ⚠️ **CAUTION:** If the bottom part of the jug is wet, dry it before putting it back in contact with the plug. ⚠️ **CAUTION:** Only use non-abrasive cleaning materials. Do not use abrasives, sharp objects, brushes: risk of scratches and harm to the jug coating.
Entering the settings mode

To enter a settings mode:
- Ensure machine is OFF and slider is closed.
- Press the brewing button for 6 seconds.
- Select the relevant dial.
- Press the brewing button.

To exit settings mode:
- The machine goes back to stand-by mode automatically after 30 seconds.
- Open the slider.

Settings mode: Energy Saving Concept

To change automatic OFF mode:
- Enter settings mode and select the hot water icon  
- Press the brewing button for confirmation.
- Use temperature dial to choose desired time.
- Confirm by pressing the brewing button.

You can now program another auto OFF mode:

- 9 minutes
- 30 minutes
- 2 hours
- 8 hours

The selected icon will blink twice to confirm change has been made and then the machine will turn OFF.

Settings mode options:
- Ristretto: Descaling
- Espresso: Emptying the system
- Lungo: Reset to factory settings
- Americano: Water hardness
- Hot water: Energy savings mode
- All Lights lit up: Bluetooth®
Programming the water volume

Any coffee button can be programmed:

- **Ristretto**: from 15 to 30 ml / 0.5 to 1 oz
- **Espresso**: from 30 to 70 ml / 1 to 2.33 oz
- **Lungo**: from 70 to 130 ml / 2.33 to 3 oz
- **Americano**: coffee from 15 to 110 ml / 0.5 to 3.7 oz, hot water from 25 to 300 ml / 0.84 to 10.1 oz
- **Hot water**: from 50 to 300 ml / 1.7 to 10.1 oz

→ To program Ristretto, Espresso and Lungo volumes:
1. Ensure the machine is ON.
2. Open the slider and insert the capsule.
3. Close the slider.
4. Select desired coffee and press and hold brewing button.
5. Release the button when desired volume is reached.
6. Brewing button will flash 3 times for confirmation.

→ To program Americano volume:
1. Select Americano recipe and press and hold brewing button until desired coffee volume is reached.
2. Press and hold again and keep pressed until desired water volume is reached.
3. Brewing button will flash once for confirmation.
4. Water and coffee volume are now stored.

→ To program water volume:
1. Select hot water icon and press and hold brewing button until desired water volume is reached.
2. Water volume is now stored.

Settings mode: Reset to Factory Settings

**If you reset to factory settings**, this will cancel the pairing and capsule stock management and reset the water hardness level.

**Factory settings are:**
1. Ristretto (25 ml / 0.84 oz), Espresso (40 ml / 1.35 oz), Lungo (110 ml / 3.7 oz), Americano (25 ml / 0.84 oz coffee; 125 ml / 4.2 oz hot water). Or select the drop icon for hot water (200 ml / 6.7 oz).
2. Automatic OFF mode after 9 minutes.
3. The water hardness set by default is hard.
4. No device paired.

**To do it via your machine:**
- Ensure machine is OFF and slider is closed.
- Press brewing button for 6 seconds - both dials will flash to confirm you are in settings mode.
- Select Lungo cup and press brewing button.
- The Lungo cup will blink to confirm you have entered this mode.
- To exit this mode without doing a factory reset, push the brewing button.
- To factory reset, turn temperature dial up to maximum position and press brewing button.
- All lights will blink to confirm.
Settings mode: Emptying the System before a period of non-use or for frost protection

⚠️ Steam may come out of outlet.

1. Remove the water tank. Place a container under the coffee outlet. Remove, empty and place back the drip tray.

2. Ensure machine is OFF, and slider is closed.

ℹ️ The machine remains blocked for 10 minutes after emptying!

3. Enter settings mode:
   - Press brewing button for 6 seconds - both dials will flash to confirm you are in settings mode.
   - Select Espresso and press brewing button - Espresso icon flashes for confirmation.
   - To exit this mode without doing a factory reset, push the brewing button. No/Exit: ↓ Yes/Confirm: ↓
   - To factory reset, turn temperature dial up to maximum position and press brewing button.
   - The emptying process will begin.
   - When the procedure is finished, clean the drip tray and the cup support.
   - Machine turns to OFF mode automatically when empty.
Cleaning

To ensure hygienic conditions, it is highly recommended to empty and clean the used capsule container every day.

1. Remove lid and water tank and clean them all with odorless detergent and rinse with warm/hot water.

2. Dry all water tank container parts with a fresh and clean towel, cloth or paper and reassemble all parts.

3. Clean the surface of the machine, including under the metallic grid, with a damp cloth and odorless detergent.

⚠️ Never immerse the appliance or part of it in water or any other liquid.

⚠️ Do not use any strong or abrasive solvent, sponge or cream cleaner. Do not put in the dishwasher.
**Water Hardness**

The water hardness level can be tested with the water hardness stick available on the first page of the user manual. To enter the water hardness mode:

- Ensure machine is OFF and slider is closed.
- Press brew button 6 seconds, both dials will flash for confirmation.
- Select Americano icon, press brew button, Americano icon will flash for confirmation.
- Use the temperature dial to select the appropriate level.
- Once done, press brew button for confirmation.
- The machine will exit setting mode and turn off.

<table>
<thead>
<tr>
<th>Water hardness*</th>
<th>App.</th>
<th>fH</th>
<th>dH</th>
<th>CaCO₃</th>
<th>Cups (40 ml / 1.35 oz)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 0</td>
<td></td>
<td>&lt; 5</td>
<td>&lt; 3</td>
<td>&lt; 50 mg/l</td>
<td>4000</td>
</tr>
<tr>
<td>Level 1</td>
<td></td>
<td>&gt; 7</td>
<td>&gt; 4</td>
<td>&gt; 70 mg/l</td>
<td>3000</td>
</tr>
<tr>
<td>Level 2</td>
<td></td>
<td>&gt; 13</td>
<td>&gt; 7</td>
<td>&gt; 130 mg/l</td>
<td>2000</td>
</tr>
<tr>
<td>Level 3</td>
<td></td>
<td>&gt; 25</td>
<td>&gt; 14</td>
<td>&gt; 250 mg/l</td>
<td>1500</td>
</tr>
<tr>
<td>Level 4</td>
<td></td>
<td>&gt; 38</td>
<td>&gt; 21</td>
<td>&gt; 380 mg/l</td>
<td>1000</td>
</tr>
</tbody>
</table>

* On the App, the water hardness can be adjusted any time under “Water status”.

---

**A strong use** of Americano or hot water function may lead to an earlier descaling.
Descaling

⚠️ Read the safety precautions on the descaling package and refer to the table for the frequency of use. The descaling solution can be harmful. Avoid contact with eyes, skin and surfaces. Never use any product other than the Nespresso descaling kit available at the Nespresso Club to avoid damage to your machine. Please refer to the table on the "water hardness" section that indicates the descaling frequency required for the optimum performance of your machine, based on water hardness. For any additional questions you may have regarding descaling, please contact the Nespresso Club.

To exit the descaling mode before final validation with the temperature dial, open slider or machine goes back to stand-by mode automatically after 30 seconds.

1. Empty the drip tray and the used capsule container.

2. Fill the water tank with 2 units of Nespresso descaling liquid and add potable water up to the max level.

3. Place a container (minimum volume: 1.2 L) under the coffee outlet.
To enter the descaling mode: Ensure machine is OFF and slider is closed. Press brewing button for 6 seconds - both dials will flash for confirmation. On the recipe dial, select Ristretto icon, press brewing button to validate selection. Then, on the temperature dial, select high level “I” to confirm or lower level “O” to cancel, press brewing button to validate choice. Ristretto icon blinks to confirm you are in descaling mode.

Ristretto icon will blink during the entire descaling process. Maintenance light will be steady ON while machine is automatically proceeding. Maintenance light will blink when a manual user action is required.

Press brewing button to start the descaling cycle; descaling agent will flow through the coffee and hot water outlets. When machine stops and maintenance light blinks, remove and empty the drip tray and place back. Push brewing button again. Machine will stop when water tank is empty.

Throughout the descaling process you can pause at any time by pressing the brewing button (e.g. to empty and place back your container). Continue by pressing the brew button again.

Rinse the water tank, drip tray and cup support thoroughly to avoid any residue.

Refill the water tank with 1.2 L/41 oz fresh potable water.

Press brewing button to start rinsing the machine, pump will run. Machine will stop automatically when the water tank is empty. Remove and empty the drip tray and place back. The machine will automatically switch OFF when the descaling process is done. The machine is now ready for use.

If maintenance light continues to blink after rinsing it means less than 1.2 L/41 oz water was added. Repeat step 7.
# Troubleshooting

---

**Videos are available** on the App and on www.nespresso.com - Go to section “services”.

| Pairing has not succeeded. |  - Check that the Bluetooth® on the smartphone or tablet is activated.  
  - Check the compatibility of your smartphone or tablet with the machine (see page 2).  
  - Ensure the smartphone or tablet is placed next to the machine (max distance 20 cm) during the pairing.  
  - Make sure to not turn ON any microwave close to the machine during pairing. |
| --- | --- |
| If you want to unpair your machine, via the App. |  - Go on the App “Name”, click on “Machine status”, then click on “Unpair this machine”.  
  - Click on “unpair this device” to confirm the unpairing.  
  - Note: In case of an unpairing, all the setups and specifications will be lost and the machine will be reset to factory settings. |
| No lights on the coffee machine. |  - Machine turned OFF automatically. See paragraph on “Energy Saving Concept”.  
  - Check the mains: plug, voltage, fuse. |
| No coffee, no water, unusual coffee flow. |  - Check if the water tank is correctly positioned, if empty, fill with potable water.  
  - Descale it if necessary. |
| Coffee is not hot enough. |  - Preheat cup.  
  - Descale the machine if necessary. |
| The slider does not close completely or the machine doesn’t start brewing. |  - Empty the capsule container.  
  - Check that no capsule is blocked inside the machine. (Note: do not put the finger inside the machine) |
| Leakage (water under the machine). |  - Unplug the machine.  
  - Empty drip tray if full and remove all the water under the machine. Then plug again the machine.  
  - If problem persists, call the Nespresso Club. |
| Maintenance light is ON. |  - Brew button light ON and maintenance LED slow blinking means descaling is required.  
  - Brew button is OFF and maintenance LED is ON means water tank is empty and/or capsule tray full.  
  - If problem persists, call the Nespresso Club. |
| Nespresso light is ON. |  - It means your capsule stock is empty. You can order capsules via the App or Nespresso website. |
| Machine overheating or in an environment below 0°. |  - Maintenance light will go on.  
  - Brewing button will be off.  
  - Temperature button will blink fast. Please wait for all buttons to switch off, this will take a few minutes. During this time the machine cannot be used. |
| Water or coffee flow does not stop even when pushing the brewing button. |  - Gently move the slider towards the back of the machine to stop the flow.  
  - Hot water flow always stops a short time after pressing the brewing button to stop. this is a normal behavior not a troubleshooting. |
| No coffee flow, water goes directly into the drip tray (despite inserted capsule). |  - Pull the slider to ensure it is closed.  
  - If problem persists, call the Nespresso Club. |
| Machine turns to OFF mode. |  - To save energy the machine will turn to OFF mode after 9 minutes of non-use.  
  - See paragraph on “Energy Saving Concept”.  
  - Press one of the coffee buttons to turn to “ON-mode” or open the slider. |
| Capsule container and drip tray are stuck. |  - Unplug the main.  
  - Lift the machine.  
  - Use the hole underneath the machine to manually push out the container.  
  - Clean the capsule container, the drip tray and the insert. |
## Troubleshooting milk froth preparation

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aerocino does not start.</td>
<td>- Be sure to position the jug correctly on a clean base. Be sure to attach the whisk to the jug correctly.</td>
</tr>
<tr>
<td>Quality of milk froth not up to standard.</td>
<td>- Be sure to use whole or semi-skimmed milk at refrigerated temperature (about 4-6 °C). For a best result, the milk must be newly opened.</td>
</tr>
<tr>
<td></td>
<td>- Be sure to use the appropriate whisk and the jug is clean.</td>
</tr>
<tr>
<td></td>
<td>- It is highly recommended to not use special enriched milks, powdered reconstituted milks nor flavoured milks.</td>
</tr>
<tr>
<td>Red Button blinking.</td>
<td>a) The appliance is too hot. Rinse it under cool water.</td>
</tr>
<tr>
<td></td>
<td>b) Whisk is missing.</td>
</tr>
<tr>
<td></td>
<td>c) Not enough milk. Fill milk frother up to one of the two “max” level.</td>
</tr>
<tr>
<td>Milk Overflows.</td>
<td>- Be sure to use the appropriate whisk.</td>
</tr>
<tr>
<td></td>
<td>- Check the corresponding indicator level.</td>
</tr>
</tbody>
</table>
Contact the Nespresso Club

As we may not have foreseen all uses of your appliance, should you need any additional information, in case of problems or simply to seek advice, call the Nespresso Club or your Nespresso authorised representative.
Contact details for your Nespresso Club or your Nespresso authorised representative can be found in the “Welcome to Nespresso” folder in your machine box or at nespresso.com

Disposal and environmental protection

This appliance complies with the EU Directive 2012/19/EC. Packaging materials and appliance contain recyclable materials.
Your appliance contains valuable materials that can be recovered or can be recycled. Separation of the remaining waste materials into different types facilitates the recycling of valuable raw materials. Leave the appliance at a collection point. You can obtain information on disposal from your local authorities.
To know more about Nespresso sustainability strategy, go to www.nespresso.com/positive
Breville guarantees this product against defects in materials and workmanship for two years domestic use (or 3 months commercial use) from the date of purchase. During this period, Breville will either repair or replace, at its discretion, any defective product at no charge to the consumer. In the event of a product or accessory being repaired or replaced during the guarantee period, the guarantee on the repaired product will expire two years from the purchase date of the original product, not two years from the date of repair. This guarantee excludes liability for consequential loss or any other loss or damage caused to property or person arising from any cause whatsoever. It also excludes defects caused by the product not being used in accordance with instructions, accidental damage, misuse, being tampered with by unauthorised persons, improper maintenance, consumable items or normal wear and tear and does not cover the cost of claiming under the warranty. Except to the extent applicable by law, the terms of this warranty do not exclude, restrict or modify, and are in addition to, the mandatory statutory rights applicable to the sale of the product to you. Only the use of Nespresso capsules will guarantee the proper functioning and lifetime of your Nespresso machine. Any defect resulting from the usage of non-genuine Nespresso capsules will not be covered by this warranty.

How to Claim Under the Breville Warranty
Nespresso is handling product enquiries and product servicing on Breville’s behalf. If you believe your product is defective, contact the Nespresso customer service team directly for instructions on where to send or bring it for repair by a Breville authorised service agent. Contact Nespresso Australia: 1800 623 033 or New Zealand: 0800 234 579 auclub@nespresso.com

This product is imported and distributed by Breville and this warranty is provided by Breville. To the extent permitted by law, Nespresso has no liability for the product and all guarantees, warranties and conditions by Nespresso are excluded.