

**USER MANUAL**

BEAN TO CUP COFFEE MACHINE

EN

**MANUEL DE L'UTILISATEUR**

MACHINE À CAFÉ AUTOMATIQUE

FR

**MANUAL DE USO**

MÁQUINA DE CAFÉ AUTOMÁTICA

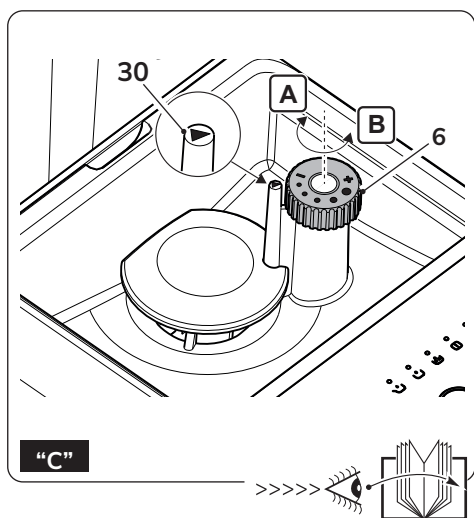
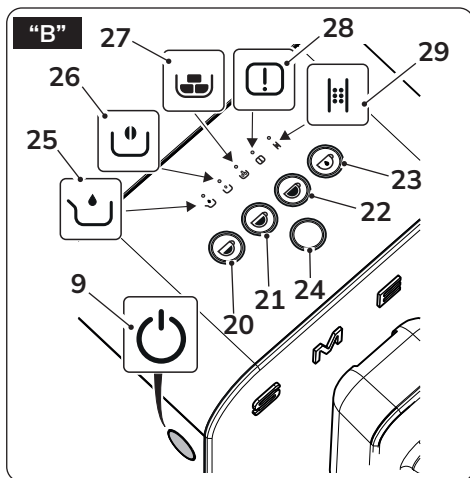
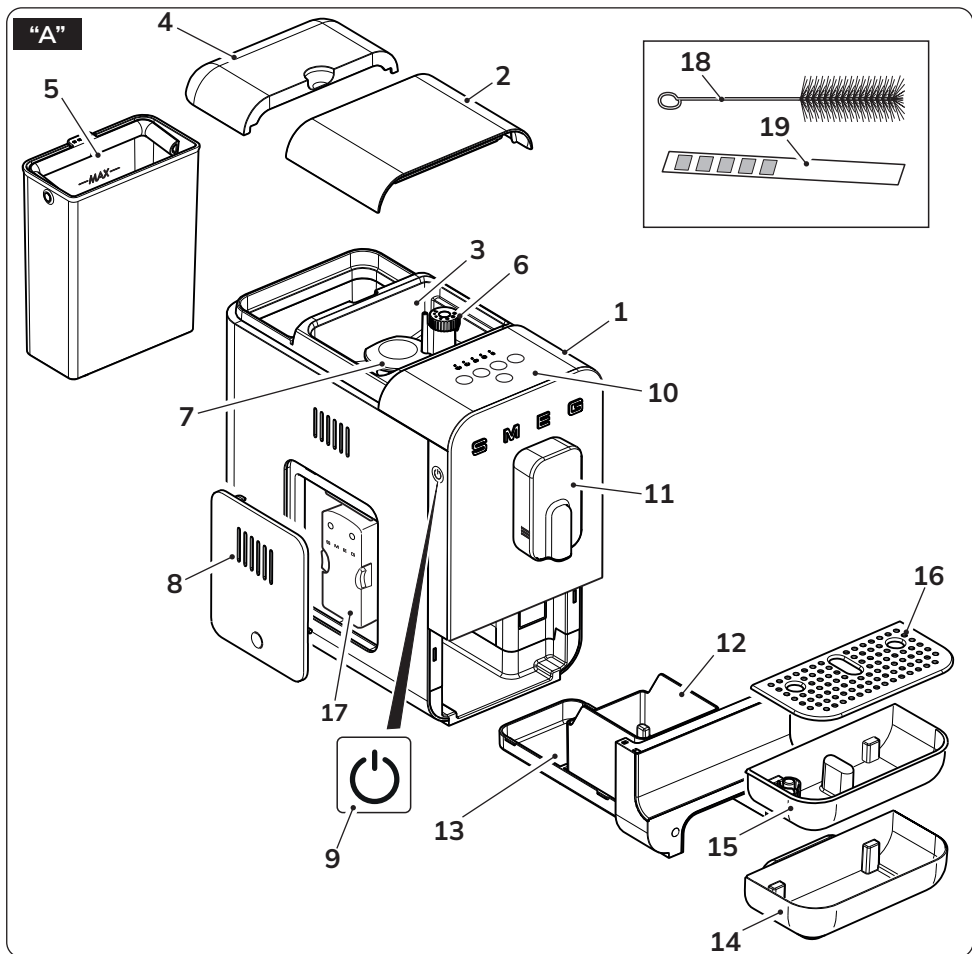
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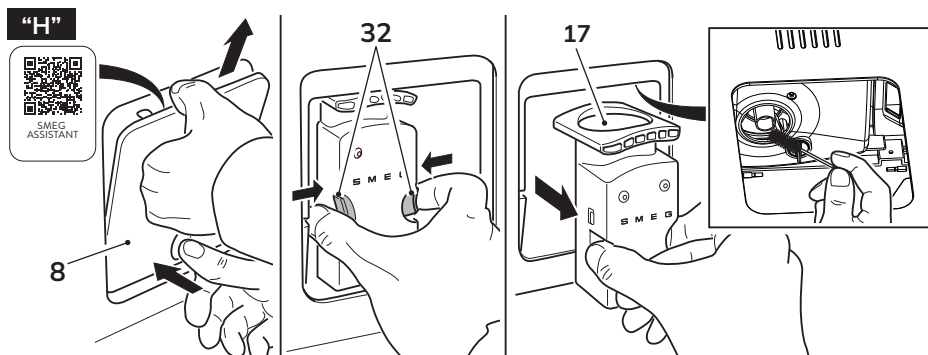
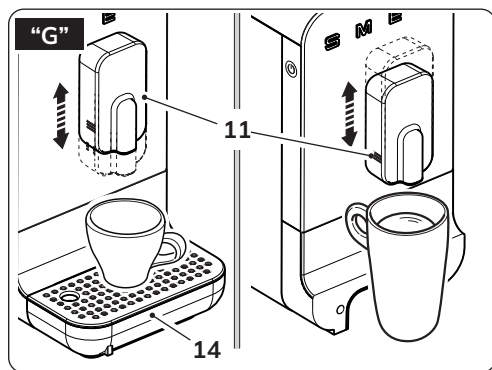
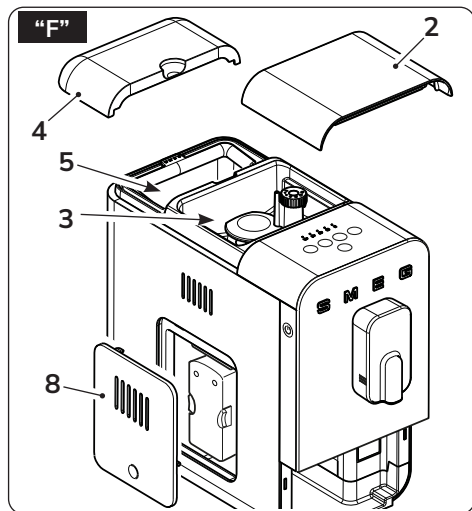
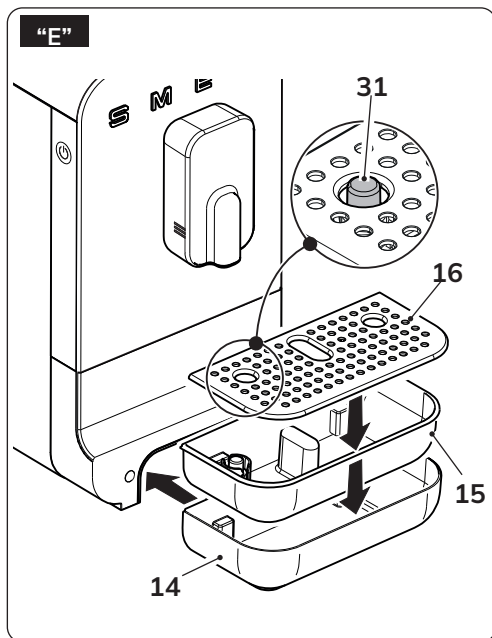
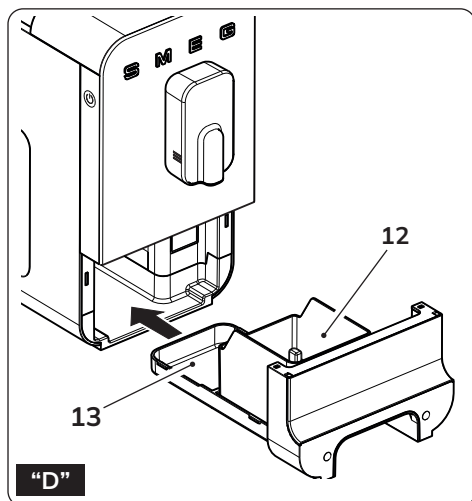


The manufacturer reserves the right to make any changes deemed useful for the improvement of its products without prior notice. The illustrations and descriptions contained in this manual are therefore not binding and are merely indicative.

Le fabricant se réserve la faculté d'apporter, sans préavis, toutes les modifications qu'il jugera utiles pour l'amélioration de ses produits. Les illustrations et les descriptions figurant dans ce manuel ne sont pas contraignantes et n'ont qu'une valeur indicative.

El fabricante se reserva el derecho a aportar sin aviso previo todas las modificaciones que considere útiles para la mejora de sus propios productos. Las ilustraciones y las descripciones contenidas en este manual no comprometen, por tanto, al fabricante y tienen un valor meramente indicativo.





**Important information for the user**  
**Informations importantes pour l'utilisateur**  
**Información importante para el usuario**



**Instructions / Instructions / Instrucciones**



**Description / Description / Descripción**



**Use / Utilisation / Uso**



**Cleaning and care / Nettoyage et entretien / Limpieza y cuidado**



**Safety instructions / Consignes de sécurité / Instrucciones de seguridad**



**Information / Informations / Información**



**Advice / Conseil / Recomendaciones**



Escanear el código QR para acceder rápidamente a la Guía SMEG "How to", que le ayudará durante el uso y la instalación del producto.

## NOTES

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Dear Customer,

Thank you for buying the Smeg Line Coffee Machine.

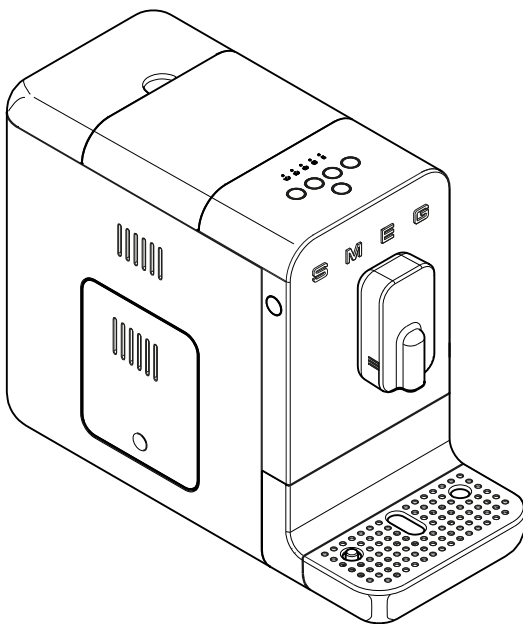
Our products offer you a solution in which research to create an aesthetically pleasing object and innovative engineering provide unique items that are decorative elements.

A Smeg appliance is always the perfect match with other products of the line while also being a designer item for the kitchen.

We hope you fully enjoy all the features of your appliance.

For more information, please visit: [www.smegusa.com](http://www.smegusa.com)

SMEG S.p.A.



Model BCC11  
Bean to cup Coffee machine



# IMPORTANT INSTRUCTIONS

## Important instructions

**WARNING:** If the instructions contained in this manual are not followed precisely, fire or explosion may result causing property damage, personal injury or death.



### READ AND SAVE THESE INSTRUCTIONS

Your safety and the safety of others are very important.

We have provided many important safety messages throughout this manual and on the appliance.

Read all the instructions before using the appliance and always obey all safety messages.

### WARNING



- **To reduce the risk of fire or electric shock, do not remove the cover (or back).**
- **No user-serviceable parts inside!**
- **Repair should be done by authorized service personnel only.**



### RECOGNIZE SAFETY INFORMATION

This is a safety alert symbol. This symbol alerts you to potential hazards that can result in severe personal injury or death.

### UNDERSTAND SIGNAL WORDS

A signal word - DANGER, WARNING or CAUTION - is used with the safety alert symbol. DANGER denotes the most serious hazards. It means you could be killed or seriously injured if you do not immediately follow the instructions. WARNING means you could be killed or seriously injured if the instructions are not followed. CAUTION indicates a potentially hazardous situation, which, if not avoided, could result in minor to moderate injury.

# IMPORTANT INSTRUCTIONS



## ATTENTION



- This appliance is intended for use in the home only.
- Use this appliance only for its intended purpose. The manufacturer cannot be held liable for damage caused by improper use of this appliance.
- This appliance complies with current safety regulations. Improper use of this appliance can result in personal injury and material damage.
- Read all the instructions before installing or using the appliance for the first time.
- Keep these operating instructions in a safe place and pass them on to any future user.

The safety messages will inform you of potential hazards, on how to avoid the risk of injury

and what can occur if the instructions are not followed.

**IMPORTANT: Observe all codes and ordinances in force.**

**WARNING: For your safety, the instructions contained in this manual must be followed to minimize the risk of fire or explosion and to prevent property damage, personal injury or death.**

Do not store or use gasoline or other flammable vapors, liquids or materials near this or any other appliance.



**NOTE:** This appliance is NOT designed for installation in manufactured (mobile) homes or in recreational vehicles (RVs).




**NOTE:**

**GROUNDING PLUG** (for product manufactured with a grounded plug)

As a safety feature, this product is equipped with grounded plug, which will only fit into a three-prong outlet. Do not attempt to bypass this safety feature. Improper connection of the grounding conductor may result in the risk of electric shock. Consult a qualified electrician if you have any doubts on whether the outlet is properly grounded.

# IMPORTANT SAFEGUARDS

**WARNING**  When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and / or injury to person including the following:

Follow all safety precautions to ensure safe use of the appliance.

- Before using the appliance, read this user manual carefully.
- Do not use the appliance outdoors.
- This appliance is for household use only.
- Do not use the appliance for other than its intended use.
- Do not allow children to use the appliance.
- Children should not play with the appliance. Keep the appliance out of the reach of children.
- Keep the packaging material (plastic bags, expanded polystyrene) out of the reach of children.
- Close supervision is necessary when any appliance is used by or near children.
- Turn off the appliance immediately after use.
- Do not leave the appliance unattended while it is running.
- Disconnect the appliance from the wall outlet before assembly, disassembly, cleaning and after each use.
- Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to "off," then remove plug from wall outlet.
- Turn the appliance OFF, then unplug from the outlet when not in use, before assembling or disassembling parts and before cleaning. To unplug, grasp the plug and pull from the outlet. Never pull from the power cord.
- To protect against fire, electrical shock and personal injury, do not immerse the appliance, the power cord or plug in water or any other liquid.
- Do not touch the appliance or the plug with wet hands.
- Never try to extinguish a flame/fire with water: turn off the appliance, unplug it from the outlet and cover the flame with a lid or a fire blanket.
- Do not use the appliance if the power cord or plug is damaged or if the appliance has been dropped or damaged in any way.
- Do not let cord hang over edge of table or counter, or touch hot surfaces.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or has been damaged in any manner. Return appliance to an authorized service facility for examination, repair or adjustment.
- Make sure the power cord does not come in contact with sharp edges.
- Do not pull on the cord to remove the plug from the socket.

## SAVE THESE INSTRUCTIONS

# IMPORTANT SAFEGUARDS



- Do not place the appliance on or near switched-on gas or electric burners, inside an oven, or near heat sources.
- Do not touch hot surfaces. Use handles and knobs.
- Do not place the appliance near faucets or sinks.
- Never attempt to repair the appliance yourself or without the help of a qualified technician. Failing to do this will void the warranty.
- In case of malfunction, have the appliance repaired by a qualified technician.
- Do not make any changes to the appliance.
- Make sure that the power outlet used is always freely accessible, because only in this way can it be unplugged when necessary.
- To remove the plug from the power outlet, operate directly on the plug. Never pull the cable, it could be damaged.
- If the appliance should break down, do not attempt to repair it.
- Do not allow the power supply cable to dangle over the edge of the table or other surface or to touch hot surfaces.
- If the plug or power supply cable are damaged, have them replaced exclusively by the Technical After-sales centre, so as to prevent all risks.



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

- Check hopper for presence of foreign objects before using.

## For this appliance

- Only insert water into the appropriate tank. Use fresh, clean water.
- The appliance shall not be placed in a cabinet when in use.
- Allow the appliance to cool down before cleaning.
- The appliance generates heat and produces hot water and steam during operation. Avoid contact with boiling steam or water.
- Do not fill the water container beyond the maximum limit indicated.
- Do not use without water in the tank or without a tank.
- Only use the appliance indoors and at a maximum altitude of 2000 meters.
- Use only coffee beans to obtain the powder, do not put already ground coffee in the coffee bean hopper.
- Use the device only to prepare coffee-based drinks from grinding coffee beans or to dispense hot water. Other uses are improper.
- Use only original spare parts from the manufacturer. The use of spare parts not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- Place the appliance on a flat, dry surface.
- Avoid wetting or spraying liquid on the appliance. In case of contact with liquid, immediately unplug the cord from the electrical outlet and dry thoroughly: Risk of electric shock!

## SAVE THESE INSTRUCTIONS



# IMPORTANT SAFEGUARDS

- Do not use abrasive cleaners or sharp objects to clean the appliance.
  - The use of an accessory not evaluated for use with this appliance may cause injuries.
  - Do not install the appliance in an environment that is not suitable.
  - Do not place the appliance on or in proximity of electric or gas cookers, or in a heated oven.
  - This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are closely supervised and instructed concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
  - Avoid contacting moving parts.
  - This appliance has important markings on the plug blade. Contact a qualified technician to replace the plug with a suitable one if damaged.
  - Connect the appliance only to a power outlet installed perfectly.
- c) If a long detachable power-supply cord or extension cord is used:
1. The marked electrical rating of the detachable power-supply cord or extension cord should be at least as great as the electrical rating of the appliance;
  2. If the appliance is of the grounded type, the extension cord should be a grounding-type 3-wire cord; and
  3. The longer cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over.

## Connect the appliance

Make sure that the mains voltage corresponds with that indicated on the data plate on the bottom of the appliance. Connect the appliance only to a power outlet installed perfectly.

If the plug and power outlet are incompatible, have the power outlet replaced with a suitable type by qualified staff.

## Electrical Cord:

- a) A short power-supply cord (or detachable power-supply cord) is provided to reduce risks resulting from becoming entangled in or tripping over a longer cord.
- b) Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use.

# SAVE THESE INSTRUCTIONS

# IMPORTANT INSTRUCTIONS



EN

## This user's manual

This user's manual is an integral part of the appliance and must be kept intact and available to the user throughout its life cycle.

## Use compliant with destination

- The appliance is intended for household and similar use, such as:
  - in the kitchen area for the staff of shops, offices and other work environments;
  - in bed and breakfast and agritourism accommodation;
  - by guests at hotels and motels, and in residential environments.
- Other uses, in restaurants, bars and cafes for example, are improper.

## Manufacturer's liability

The manufacturer declines all liability for damage undergone by persons and objects due to:

- use of the appliance different from that envisioned;
- user manual has not been read;
- tampering of individual parts of the appliance;
- use of non-original spare parts;
- failure to comply with safety recommendations.

## Identification plate

The identification plate lists the technical data, serial number and brand name. The identification plate must never be removed.

## Disposal



Power voltage  
Risk of electric shock

- Unplug the appliance.
- Unplug the cord from the wall outlet.
- **Old electrical equipment must not be disposed of with household waste!**  
In accordance with the law in force, electrical appliances at the end of their life should be taken to separate collection facilities for electrical and electronic waste. This is so that valuable materials from old appliances can be recycled and the environment can be protected. For more information, please contact your local authorities or recycling center employees.

Note that non-polluting and recyclable materials are used for packaging the appliance.

- Dispose of the packaging materials at appropriate differentiated waste collection centers.



Plastic packaging  
Risk of suffocation

- Do not leave the packaging or any part of it unattended.
- Do not allow children to play with the plastic packaging bags.

# SAVE THESE INSTRUCTIONS



## Description / Controls

### DESCRIPTION OF THE APPLIANCE (Fig. A)

- 1 Machine body.
- 2 Coffee bean container lid.
- 3 Coffee bean container.
- 4 Water tank cover.
- 5 Water tank (1,4 l).
- 6 Grinding selection knob.
- 7 Grinders protection.
- 8 Brewing group access door.
- 9 ON/OFF button.
- 10 Control panel.
- 11 Height adjustable coffee dispenser.
- 12 Coffee grounds container.
- 13 Drip tray.
- 14 External drip tray.
- 15 Internal drip tray with level indicator.
- 16 Mug holder.
- 17 Brewing group.
- 18 Cleaning brush.
- 19 Water hardness test strip.

### DESCRIPTION OF CONTROLS AND ALARMS (Fig. B-C)



#### ON/OFF button (9)

Pressing the button switches the machine on or off.



#### Change dispensing program button (24)

The product has 8 functions, accessible through two menus, **White Menu** and **Orange Menu**.

By pressing this button it is possible to change the dispensing menu from “**White**” and “**Orange**” and vice versa.

White	Keys LED white
 20	Ristretto coffee
 21	Espresso coffee
 22	Coffee
 23	Hot water
Orange	Keys LED orange
 20	Light Ristretto coffee
 21	Light Espresso coffee
 22	Long coffee
 23	Americano



## **Empty water tank alarm (25)**

The related LED flashes when the tank (5) is absent, or when the water inside it is missing or at an insufficient level. Insert the tank or fill it with water.

## **No coffee alarm (26)**

The relative LED lights up steadily indicating that the coffee beans in the container (3) have reached the minimum level or are absent. Fill the container with coffee beans.

## **Coffee grounds container alarm (27)**

Steady lit LED:

Coffee grounds container full (12); empty the container.

Flashing LED:

Coffee grounds container (12) or internal drip tray (13) missing or incorrectly assembled; the machine is blocked until the components are correctly reassembled.

## **Brewing group alarm (28)**

Flashing LED:

Door open or brewing group missing or incorrectly assembled; the machine is blocked until the brewing group is correct assembled or door closed.

Stead lit LED:

Indicates that it is advised to clean the area of the infuser group to remove coffee residues which may damage machine operation. Remove the infuser from its seat while the machine is on and reinsert it after cleaning.

## **Descaling alarm (29)**

Steady lit LED:

Indicates that it is highly recommended to carry out a descaling cycle;

Flashing LED:

The machine is blocked in all its functions, a descaling cycle is mandatory to restore machine operation.

## **Grinding adjustment knob (6) (Fig. D)**

The appliance is equipped with a knob (6) that allows you to adjust the grinding grain of the coffee according to its uses:

Turning the knob (6) clockwise "A" increases the grinding grain; turning the knob (6) anticlockwise "B" decreases the grinding grain and the ground coffee will be finer (Fig.D).

Turn the knob (6) and match the indicator (30) with the desired grinding level.



The grinding grain adjustment must be carried out when the grinder is in operation or on first use when the bean container is completely empty; turning the knob (6) with the grinder stopped and the beans inside could damage the grinding unit.



Do not use green, caramelised or candied coffee beans, as they may stick to the coffee machine and ruin it.





## Use

### BEFORE FIRST USE

#### (Fig. D-E-F)

- Unpack the appliance carefully and remove all packaging materials.
- Rinse the following removable components with warm water: water tank (5) lids (2,4), door (8) grounds container (12), drip tray (13), drip trays (14,15), cup holder (16) and infuser unit (17).



Before use, check that all components are integral and have no cracks.

### ASSEMBLY OF COMPONENTS

#### (Fig. E)

- Place the machine on a flat surface and fix the drip tray (14).
- Connect the power supply cable to the socket on the rear of the machine and the other end to a power socket.

### USE (Fig. E-F-G)

- Lift the tank cover (4) and pour fresh water in the tank (5) being sure not to exceed the indicated 'Max' level. Replace the water tank cover when full (4).
- Lift the coffee bean container lid (2) and introduce the coffee beans into the container (3).
- Check that the drip tray (14) is correctly positioned. Make sure that the tray which can be washed in the dishwasher (15) is correctly inserted inside it and mount the mug holder (16).
- Press the button (9), the machine starts the heating phase and the keys light up flashing in sequence. At the end of

the heating, a self-cleaning cycle of the internal circuits is carried out and, once the cycle is finished, the machine is ready to be used.



At the first use it is recommended to make at least one coffee to make a complete break-in of all the circuits.



We recommend setting the water hardness upon first use. Please see the "Water hardness settings" paragraph for this reason.



Remember to reassemble the tray (14) at the end of any dispensing.



After 30 minutes of non-use, the machine switches off. If it has made at least one coffee, it performs a self-cleaning cycle. Press the button (9) to switch on the machine.

### Change of dispensing program

The machine has two dispensing menus in its memory: **White** and **Orange**. To switch from one program to another, press the key (24).

In the **White** menu all the keys are illuminated in white, in the **Orange** menu, all the keys are illuminated in orange.

For the specific functions of each menu, refer to the paragraph "Description of controls and alarms"



Turning off the machine the setting of the **White** or **Orange** dispensing menu remains in the memory at the next restart.



## Dispensing a drink

- It is possible to adjust the position of the dispenser (11) according to the cup used. For very high cups it is possible to remove the drip tray (14).
- Place a cup or large cup under the dispenser.
- Press the key for the desired function. For each selected function, preparation stops automatically. For specific functions, refer to the paragraph "Description of controls and alarms".
- At the end of dispensing, all the keys light up fixed.



Remember to reassemble the tray (14) at the end of any dispensing.



It is completely normal that after a prolonged inactivity of the machine (breaks longer than 20 min) the first coffees are not at the right temperature. The tips to obtain a hot coffee immediately are given in the section "What to do if..."



Dispensing can be stopped at any time by pressing the dispensing key again.

## Customization of the quantity

It is possible to customize, for each type of dispensing, the quantity of coffee or water dispensed.

- Place a cup or large cup under the dispenser.
- Press for at least 3 seconds one of the keys relative to the drink to be dispensed. The selected key lights up flashing; the machine emits a double

sound to signal the modification of the preset program.

- On reaching the desired quantity, stop dispensing by pressing the key again; an acoustic signal indicates the memorization of the quantity.



Any customization of the drinks remains saved for future dispensing.



To restore the manufacturer's settings, press the keys (9) and (24) simultaneously for at least 3 seconds.

The machine emits a single sound to signal the restoration of the factory settings.

## Turning off the machine

- Check that the drip tray (14) is positioned correctly.
- If there is no water, the machine remains in the rinse position until the tank is filled.
- Press the button (9), the keys (20), (21), (22), (23) light up flashing in sequence and the machine, if it has dispensed at least one coffee, performs a self-cleaning cycle.

At the end of the self-cleaning cycle, the machine switches off.



## MACHINE SETTINGS

### (Fig. B)

Through a programming menu it is possible to set the water hardness and the acoustic signals.

### Activation / deactivation of acoustic signals.

The acoustic signals can be disabled / enabled by keeping the keys (21) and (24) pressed for three seconds; the key (21) flashes three times indicating the memorization of the setting.

### Setting the water hardness.

The machine is factory set to “Hard Water Level”. The machine can also be set according to the actual water hardness in the various regions for less frequent descaling.

If you don't know the water hardness, use the supplied test strip (19) and follow the instructions below.

- Remove the supplied reactive strip from its packaging.
- Fully submerge the strip in a glass of water for about one second.
- Remove the strip from the water and slightly shake it. Read the results after about one minute.




If 5 blue stripes appear on the strip, select “Soft water” settings.

If 1 or 2 pink stripes appear on the strip, select “average water” settings.

If 3, 4 or 5 pink stripes appear on the strip, select “hard water” settings.

- To open the water hardness settings, simultaneously press and hold down keys (20) and (24) for at least 3 seconds, LEDs (25), (26), (27) will flash simultaneously.

- Choose the water hardness, referring to the following table, pressing the key (20), the LED relating to the selected hardness lights up steadily, the others go off.

Led	Hardness
 25	Soft
 26	Medium
 27	Hard

- To memorize the selected hardness, press keys (20) and (24) simultaneously for at least 3 seconds or do not press any key for 15 seconds.



To prolong the machine operation and preserve the aroma and taste of the coffee, it is recommended to use the Smeg Softener Filter (optional, not supplied). For installation and operation, follow the instructions that accompany the accessory. Once installed, set the water hardness level to ‘Soft’ following the instructions in the previous paragraph.



## CLEANING AND MAINTENANCE (Fig. B-D-E-F-G-H)



Incorrect use Risk of damage to surfaces.

- Do not use steam jets to clean the coffee machine.
- Do not use cleaning products containing chlorine, ammonia or bleach on parts with metal surface finishes (e.g. anodised, nickel- or chrome-plated).
- Do not use abrasive or corrosive detergents (e.g. powder products, stain removers and metallic scourers).
- Do not use rough or abrasive materials or sharp metal scrapers.

### Automatic rinse

After dispensing a coffee beverage or beverage with milk, the machine automatically rinses the dispenser nozzle (11) before turning off.



To ease cleaning operations, it is possible to scan the QR code located inside the service door, which opens a specific web section dedicated to Cleaning and Installation (fig. H).

### Manual rinse

- Make sure that the **White** program is selected with keys (20), (21), (22), (23) illuminated in white.
- With the machine ready to dispense and the drip tray mounted, press the

- keys (24) and (23) simultaneously for at least 3 seconds: the machine will rinse the coffee circuit (coffee dispenser 11).
- At the end of the washing cycle, the keys light up steadily.

### Cleaning of the machine body

For a good preservation of the external surfaces it is necessary to clean them regularly at the end of each use, after letting them cool. Clean with a soft cloth dampened with water.



Never immerse the machine body (1) in water or other liquids.



Allow the machine to cool down before cleaning.



Use the supplied brush to clean the empty coffee bean container (3), removing any beans or residue.



Always clean when the machine is off.

### General cleaning

To ensure good operation of the machine, beyond the optimal quality of the drinks, some daily operations of simple cleaning are advised, such as tray (13), drip trays (14, 15) and grounds container (12) cleaning.

We also recommend you routinely clean some specific machine components such as the brewing group (17) or water tank (5). Please see the specific paragraphs for cleaning instructions.



## Cleaning and maintenance

### Cleaning the drip tray (14, 15)

The drip tray (14) envisages an internal tray (15) inside it which is equipped with a red float (31) which protrudes from the mug holder (16) as soon as the maximum level of liquid is exceeded.

- The internal tray (15) can be washed in the dishwasher.
- Clean the tray (14) and the grid (16) in running water with neutral dish detergent.
- Dry the components and reassemble them in the machine.



Do not wash the components in the dishwasher, except for the internal tray (15).



We recommend you clean the external drip tray daily.

### Coffee grounds container cleaning (12) and drip tray (13)



Always empty the coffee grounds container with the appliance switched on. This is the only way of resetting the coffee grounds counter. The counter resets at least 15 seconds after opening the various components and LED (27) flashes.

- Remove the trays (14, 15).
- Remove the grounds container (12) with its tray (13) by pulling it outwards.
- Empty the coffee grounds from the container (12).
- Clean the container (12) and the tray (13) in running water with neutral dish detergent.
- Thoroughly dry components and reassemble on the machine.



When the grounds container is emptied, take care to also empty the drip tray (13) from possible residues.



It is advised to daily clean the coffee grounds container (12) and the drip tray (13).

It is totally normal to find water residues in the tray. Clean and dry.

### Cleaning the water tank (5)

- Remove the lid (4) and remove the tank (5) from the machine using the appropriate handle.
- Clean the tank (5) in running water with neutral dish detergent and reassemble it in the machine.



The presence of lime scale inside the tank could cause the appliance to malfunction. Make sure the tank is always clean and without lime scale stains.

### Cleaning the brewing group (17)



We recommend cleaning the brewing group at least once a week.

- The coffee machine indicates when brewing group cleaning is recommended (steady lit LED 28).
- With the machine on, press the lower part of the door (8) until it is released and slide it out from the top.
- Press the two release clips (32) located on the sides of the infuser (17) and remove it from the machine (Fig.H).
- Wash the brewing group (17) with running water and dry it.



- Thoroughly clean its housing and the duct as well, using the cleaning brush (18) supplied, as in Figure H.
- Dry thoroughly before re-mounting the various components.
- Refit the service door (8) making sure it is correctly positioned.



Open the door and clean the brewing unit while the machine is on. This is the only way of resetting the counter.

The counter resets at least 10 seconds after opening the various components and LED 28 turns off.



We recommend running a manual circuit cleaning cycle whenever this operation is performed.

Please see paragraph "Manual rinse" for this reason.



Do not wash the brewing group in the dishwasher in order not to damage it permanently.



Coffee powder residue can be found in the brewing group compartment. We recommend thorough cleaning whenever cleaning the brewing group. Use the supplied brush to remove any residue from the brewing group compartment.



Dry all components and internal parts using a dry cloth before closing the side door.

## Descaling



Before performing the descaling cycle, remove possible softener filters inside the tank.

The coffee machine signals when it is necessary to carry out a descaling cycle based on the set water hardness (For the setting of the water hardness, see the "Setting the water hardness" paragraph). If the LED (29) lights up steadily, it means that a descaling cycle is necessary, so as not to alter the taste of the coffee and damage the machine. However, coffee and further drinks may continue to be dispensed for a limited number of cycles. If the LED (29) flashes, it means that a descaling cycle is mandatory to proceed with further dispensing of drinks.

To carry out a descaling cycle, proceed as follows:

- Place a container with a capacity of at least 1.4l under the dispenser (11).
- Make sure that the **White** program with white illuminated keys is selected.
- Fill the tank (5), up to the "MAX" level, with a solution of water and descaler in the doses recommended by the manufacturer.
- With the machine ready for use, press the keys (24) and (22) simultaneously for at least 3 seconds. The key (22) flashes with an orange light and the LED (29) has a fixed light for the entire duration of the descaling cycle.
- Stay near the machine for the entire duration of the descaling cycle since you may be required, for example, to fill the tank (5). The entire cycle lasts approximately 30 minutes.
- During the descaling cycle, the machine will take a few breaks to allow the descaler to act effectively. Wait for the end of the cycle.
- The descaling cycle ends when there is no more solution in the tank (5), the key (22) turns white and the LEDs (25) and (29) remain lit.



## Cleaning and maintenance

- Pour clean water into the tank (5) up to the “MAX” level to carry out the rinse cycle, then press the button (22) to start the rinse cycle, the button (22) flashes and the LED (29) lights up steadily for the entire duration of the washing cycle.
- The rinse cycle ends when the keys light up white.



If at the end of descaling the key (24) blinks in white and the led (29) lights up steady, that means that it is necessary to carry out a new descaling cycle since the quantity of descaling solution that has been used was insufficient for a complete cleaning.



If, at the end of the descaling process, the LED (29) remains permanently lit, it indicates that a new descaling cycle must be carried out since the quantity of descaling solution that was used was insufficient for complete cleaning.



Personal injury hazard.

- The descaler contains acids that can irritate the skin and eyes.
- Follow the manufacturer's instructions and safety warnings on the packet scrupulously in the event of contact with skin or eyes.
- Use descaler products recommended by Smeg to prevent damage to the coffee machine.



Any other servicing should be performed by an authorized service representative.

### “Empty system” procedure

The ‘Empty system’ procedure is recommended before long periods of non-use and before consulting a maintenance manager.

- Activate the procedure by holding down the key (20) and the key (23) simultaneously for three seconds, the key (21) and the key (23) flash simultaneously.
- The entire quantity of water in the tank is drained through the coffee circuit.
- The pump continues to operate, even intermittently, to also empty the internal water circuits.
- At the end of the procedure the machine switches off.



The empty system procedure takes several minutes and on-off cycles. Do not turn off the machine until the complete procedure is complete.


## What To Do If.....

Problem	Possible causes	Solution
The machine doesn't turn on.	Plug not connected.	Connect the plug.
	Plug not fully connected.	Fully connect the plug to the machine.
	ON-OFF (9) button not pressed.	Press the button to start the machine.
	ON-OFF (9) button not working.	Contact an authorised service centre.
The machine is on but does not work.	Empty tank alarm or missing (LED 25 on).	Make sure the tank is correctly assembled or fill with water, or rinse to remove any scale residues.
	No coffee alarm (LED 26 on).	Pour coffee beans in the relevant container.
	Grounds container alarm (LED 27 on).	Empty the grounds container. Note: empty by removing the drawer for at least 15 seconds with the machine on. Alarm 27 flashes to indicate the counter was correctly reset.
	Grounds container alarm (LED 27 flashing).	Grounds container not correctly assembled or internal drip tray missing. Reassemble the components.
	Generic alarm (LED 28 flashing).	Make sure the brewing group is correctly assembled and the door closed.
	Generic alarm (LED 28on).	Open the access door, remove the brewing unit, check and clean the movement area. If the problem persists, contact an authorised service centre.
	Mandatory descaling alarm on (LED 29 flashing).	Run a descaling cycle.



Problem	Possible causes	Solution
The machine stops when dispensing.	Tank removed during dispensing or water under the minimum threshold.	Make sure the tank is correctly assembled or fill with water.
	The side door was opened during dispensing.	Close the side door again.
Alarm 25 not on but water missing.	Incorrect water reading in the tank due to lime scale inside the tank.	Thoroughly clean and reassemble the tank. Run a descaling cycle if needed.
	Water erroneously poured in the tank gap.	Remove the tank and thoroughly dry its compartment.
Coffee is not hot.	Cups were not pre-heated.	Heat cups by rinsing them with hot water (Note: the hot water function can be used).
Coffee is weak or with little cream.	Coffee too roughly ground.	Turn the knob counter-clockwise to tighten the coffee grinders. Warning: to avoid machine damages, we strongly recommend you turn the knob when the machine is in the grinding phase.
	Dispensing when there are no more beans.	Fill the bean container and dispense coffee again.

Problem	Possible causes	Solution
Coffee dispensed slowly or in drips.	Coffee too finely ground.	Turn the knob clockwise to loosen the coffee grinders. Note: some blends require rougher grinding than others. To avoid machine damages, adjust grinding being sure to rotate the knob when the grinders are running.
	Dispenser clogged.	Manually clean as indicated in paragraph "Cleaning and Maintenance".
A descaling cycle was completed by the machine does not work.	The cycle was not completed.	Make sure the cycle and subsequent rinse are completed. After the first cycle, the machine requires a rinse cycle. Follow the instructions in paragraph "Cleaning and Maintenance".
	The tank was not filled to the maximum level during the descaling cycle or during the following rinse cycle.	Fill the tank being sure to empty the container under the dispenser. Press key 22 again to continue.
The machine does not turn off.	LED 25 is on indicating no water in the tank.	Fill the tank to let the machine run the final rinse cycle.
The machine emitted two beeps and the two button LEDs turned off.	General machine problem.	Contact an authorised service centre.

Problem	Possible causes	Solution
Drawer blocked.	Incorrect machine use.	Turn the machine off and on to return internal parts to their correct positions.
All buttons flash simultaneously.	Hydraulic circuit error.	Make sure there is water in the tank and wait for the circuit to reset. The machine automatically returns to its initial position. If the problem persists, contact an authorised service centre.
 Contact local technical support if the problem is not solved or in case of other types of faults.		