

# *the Barista Touch™*

BES880 / SES880



EN USER GUIDE

# Sage®



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## **SAGE® RECOMMENDS SAFETY FIRST**

**At Sage® we are very safety conscious. We design and manufacture appliances with your safety foremost in mind. We also ask that you exercise a degree of care when using any electrical appliance and adhere to the following precautions.**

### **READ ALL INSTRUCTIONS BEFORE USE AND SAVE FOR FUTURE REFERENCE**

- A downloadable version of this document is also available at **sageappliances.com**
- Before using for the first time, please ensure that your electricity supply is the same as shown on the rating label on the underside of the appliance. If you have any concerns please contact your local electricity company.
- The installation of a residual current safety switch is recommended to provide additional safety when using all electrical appliances. Safety switches with a rated operating current not more than 30mA are recommended. Consult an electrician for professional advice.
- Remove and discard any packaging materials safely, before first use.
- To eliminate a choking hazard for young children, discard the protective cover fitted to the power plug safely.
- Ensure the product is properly assembled before first use.
- This appliance is for household use only. Do not use the appliance for anything other than its intended purpose. Do not use in moving vehicles or

boats. Do not use outdoors.

**Misuse may cause injury.**

- Position the appliance on a stable, heat resistant, level, dry surface away from the counter edge, and do not operate on or near a heat source such as a hot plate, oven or gas hob.
- Fully unwind the power cord before operating.
- Do not let the power cord hang over the edge of a counter or table. Do not let the power cord touch hot surfaces or become knotted.
- Do not leave the appliance unattended when in use.
- If the appliance is to be:
  - left unattended
  - cleaned
  - moved
  - assembled; or
  - stored
- Always switch off the espresso machine by pressing the POWER button to OFF. Switch off and unplug from the power outlet.
- Regularly inspect the power cord, plug and actual appliance for any damage. If found to be damaged in any way, immediately cease use of the appliance and return the entire appliance to the nearest authorised Sage Service Centre for examination, replacement or repair.
- Keep the appliance and accessories clean. Follow the cleaning instructions provided in this book. Any procedure not listed in this instruction booklet should be performed at an authorised Sage Service Centre.
- The appliance can be used by children aged 8 years or older and persons with reduced physical, sensory or mental capabilities or a lack of experience and knowledge, only if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should not play with the appliance.
- Cleaning of the appliance should not be carried out by children unless they are 8 years or older and under adult supervision.
- The appliance and its cord should be kept out of reach of children aged 8 years and younger.
- Do not use attachments other than those provided with the appliances.
- Do not attempt to operate the appliance by any method other than those described in this booklet.
- Do not move the appliance whilst in operation.

- Do not use any other liquid apart from cold mains/town water. We do not recommend the use of highly filtered, de-mineralised or distilled water as this may affect the taste of the coffee and how the espresso machine is designed to function.
- Never use the appliance without water in the water tank.
- Ensure the portafilter is firmly inserted and secured into the brewing head before using the machine.
- Never remove the portafilter during the brewing operation as the machine is under pressure.
- Do not place anything, other than cups for warming, on top of the appliance.
- Use caution when operating machine as metal surfaces are liable to get hot during use.
- Do not touch hot surfaces. Allow the product to cool down before moving or cleaning any parts.
- Heating element surface is subject to residual heat after use.
- Always ensure the appliance is turned OFF, unplugged at the power outlet and has been allowed to cool before cleaning, attempting to move or storing.
- The appliance is not intended to be operated by means of an external timer or separate remote-control system.
- The use of attachments not sold or recommended by Sage may cause fire, electric shock or injury.
- Always turn the appliance to the off position, switch off at the power outlet and unplug at the power outlet when the appliance is not in use.
- Any maintenance other than cleaning should be performed by an authorised Sage® service centre.
- Do not use the appliance on a sink drain board.
- Do not operate the appliance if it is in an enclosed space, or within a cupboard.
- Use caution when descaling as hot steam may be released. Before descaling, ensure drip tray is empty and inserted. Refer to 'Care & Cleaning' for further instructions.
- Do not operate the grinder without the hopper lid in position. Keep fingers, hands, hair, clothing and utensils away from the hopper during operation.

## NOTICE TO CUSTOMERS REGARDING MEMORY STORAGE

Please note that in order to better serve our customers, internal memory storage has been imbedded into your appliance. This memory storage consists of a small chip to collect certain information about your appliance including the frequency of use of the appliance and the manner in which your appliance is being used. In the event your appliance is returned for service, the information collected from the chip enables us to quickly and efficiently service your appliance.

The information collected also serves as a valuable resource in developing future appliances to better serve the needs of our consumers. The chip does not collect any information regarding the individuals who use the product or the household where the product is used. If you have any questions regarding the memory storage chip please contact us at [privacy@sageappliances.com](mailto:privacy@sageappliances.com)

## SPECIFIC INSTRUCTIONS FOR WATER FILTER

- Filter cartridge should be kept out of reach of children.
- Store filter cartridges in a dry place in the original packaging.
- Protect cartridges from heat and direct sunlight.
- Do not use damaged filter cartridges.
- Do not open filter cartridges.
- If you are absent for a prolonged period of time, empty the water tank and replace the cartridge.



The symbol shown indicates that this appliance should not be disposed of in normal household waste. It should be taken to a local authority waste collection centre designated for this purpose or to a dealer providing this service. For more information, please contact your local council office.

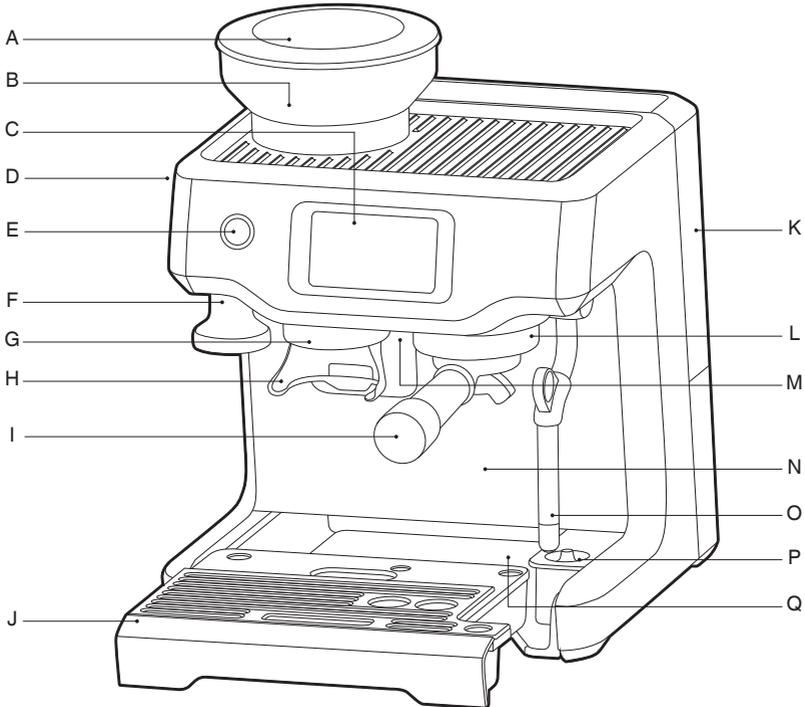


To protect against electric shock, do not immerse the power cord, power plug or appliance in water or any other liquid.

# FOR HOUSEHOLD USE ONLY SAVE THESE INSTRUCTIONS



# Components



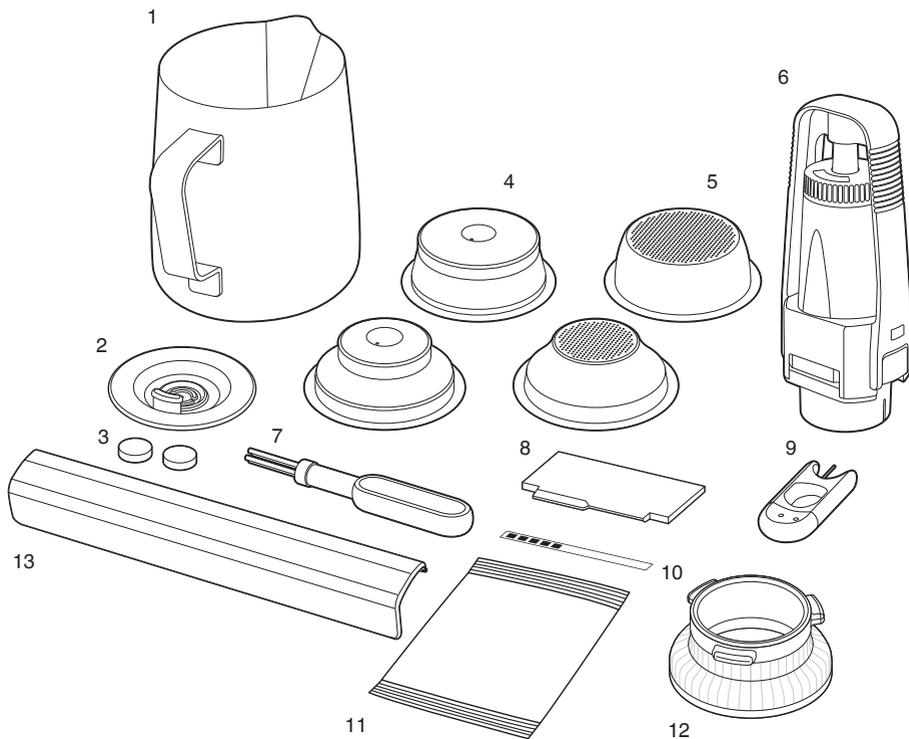
- A. 250g bean hopper
- B. Integrated conical burr grinder
- C. Touch screen control panel
- D. GRIND SIZE selector
- E. POWER button
- F. Integrated removable 54mm tamper
- G. Grind outlet
- H. Hands free grinding cradle
- I. 54mm stainless steel portafilter
- J. Removable wet & dry coffee separator drip tray
- K. 2L removable water tank
- L. Group Head
- M. Dedicated hot water outlet
- N. Extra-tall cup clearance for tall mugs
- O. Easy clean steam wand
- P. Milk temperature sensor
- Q. Storage tray (located behind drip tray)



## Rating Information

220-240V~ 50-60Hz 1380-1650W

All parts of the Barista Touch™ that come into contact with coffee, water and milk are BPA Free.



## ACCESSORIES

1. Stainless steel milk jug
2. Cleaning disc
3. Cleaning tablets
4. Dual Wall filter baskets (1 cup & 2 cup)  
Use with pre-ground coffee.
5. Single Wall filter baskets (1 cup & 2 cup)  
Use when grinding fresh whole coffee beans.
6. Water filter and holder
7. Cleaning brush
8. The Razor™ precision dose trimming tool
9. Steam wand cleaning tool
10. Water hardness test strip
11. Descaling powder
12. The Dosing Funnel™ 54
13. Drip Tray Guard  
(Included with machines in colour only.  
DO NOT DISCARD)



# Functions

## BEFORE FIRST USE

### Machine Preparation

Remove and discard all labels and packaging materials attached to your espresso machine.

Ensure you have removed all parts and accessories before discarding the packaging.

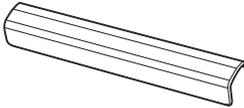
Remove the packaging and the plastics bags containing the water filter and water filter holder.

Clean the water tank, portafilter, filter baskets, milk jug and drip tray using warm water and a gentle dish washing liquid. Rinse well, then dry thoroughly before reassembling.



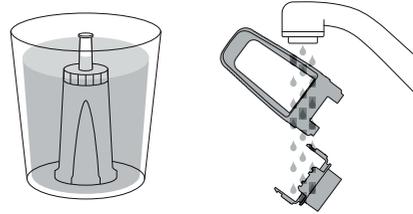
### NOTE

For machines in colour, attach the provided drip tray protection guard cover to the drip tray. **DO NOT DISCARD.**



## INSTALLING THE WATER FILTER

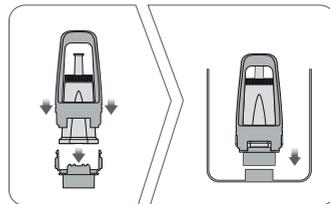
- Remove the water filter and water filter holder from the plastic bag.
- Soak the filter in cold water for 5 minutes.
- Wash the filter holder with cold water.



- Set the reminder for next month of replacement. We recommend to replace the filter after 3 months.



- Insert the filter into the two parts of the filter holder.
- To install the assembled filter holder into the water tank the base of the filter holder with the adapter inside the water tank. Push down to lock into place.



- Fill the water tank with cold water before sliding back into position at the back of the machine and locking into place.

## FIRST USE

1. Press **POWER** button to turn the machine on.
2. Follow the instructions on screen to guide you through first use setup.
3. After completing setup, the machine will tell that it is ready to use.

< Your Barista Touch is now ready

Select the guide to find out more about your Barista Touch or exit to proceed to your drink selection



Exit

Guide

The machine is now in **STANDBY** mode.

4. Touch "Guide" and the machine will guide you step by step to make your first coffee. Touch the ✓ and go to the Drinks Menu or < to repeat the Setup. To repeat the Guide at any time, go to Settings Menu.

### NOTE

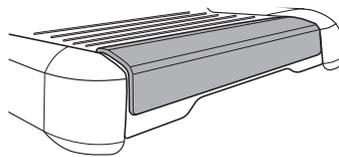
If your water hardness is either 4 or 5 when tested, we strongly recommend you change to an alternate water source.

## ATTACHING THE DRIP TRAY

- Place the drip tray grill on top of the drip tray.
- Machines with colour, attach the drip tray protection guard cover on the drip tray.
- Slide the drip tray into the machine.

### NOTE

Using the drip tray protection guard cover is optional. But note that using the drip tray protection guard can protect your drip tray from dents and scratches.



## GRINDING OPERATION

Insert bean hopper into position on-top of the machine. Turn dial to lock into place. Fill hopper with fresh beans.



## DRINK SELECTION

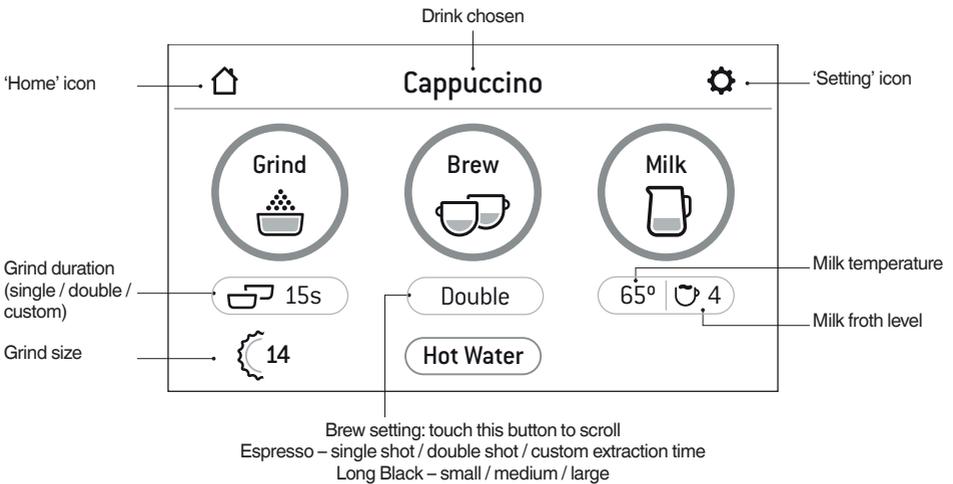
To enter Drinks Menu screen, touch the Home icon . Swipe & select your drink. Touch the 'Help & Tip' icon  to see Barista Touch™ Guide.



## NOTE

Please keep the touch screen dry and clean to ensure that the machine functions properly.

## DRINK SCREEN



## SETTING GRIND SIZE



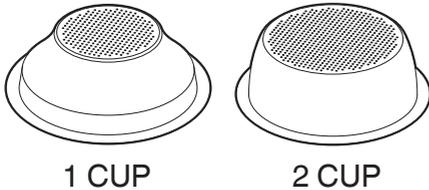
### NOTE

This machine is designed only for whole roasted coffee beans. Avoid grinding unroasted green and under-roasted coffee beans. These are dense and not brittle enough to run through a burr grinder. This will damage or break burr grinders and even pose a safety risk.

## Selecting Your Filter Basket

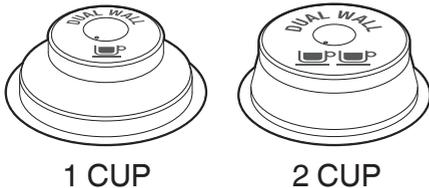
### Single Wall Filter Baskets

Use Single Wall filter baskets if grinding fresh whole coffee beans.



### Dual Wall Filter Baskets

Use Dual Wall filter baskets if using pre-ground coffee.

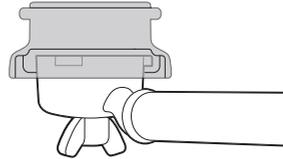


## Selecting Grind Size

In the touchscreen, select the chosen filter basket by touching the toggle option under the 'Grind' button.

## Automatic Dosing

- Insert the required filter basket into the portafilter
- Attach and twist the dosing funnel onto the portafilter.



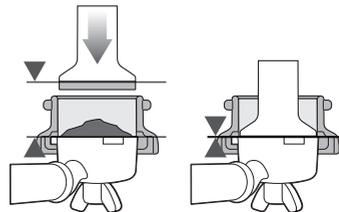
- Insert the portafilter (with the dosing funnel) into the grinding cradle.
- Touch the 'Grind' button once, or push and release the portafilter to engage the grinding activation switch. Then allow fresh ground coffee to fill the portafilter.
- Grinding will automatically stop, however if you wish to stop grinding before the cycle has finished, push and release the portafilter.

## Manual Dosing

- If you prefer to manually dose, with the portafilter inserted in the grinding cradle, push and hold the portafilter to engage the grinding activation switch. Continue holding until the desired amount of ground coffee has been dosed.
- To stop grinding, release the portafilter. This will release the grinding activation switch and stop the grinding function.

## Tamping the Ground Coffee

- Once grinding is complete, Tamp down firmly.
- Tap the portafilter several times to collapse and distribute the coffee evenly in the filter basket.
- Tamp down firmly using approx. 10-15kgs of pressure. The amount of pressure is not as important as consistent pressure every time.
- After tamping, remove the dosing funnel from the portafilter.



### NOTE

As a guide to dose, the top edge of the metal cap on the tamper should be level with the top of the filter basket AFTER the coffee has been tamped.

## Trimming the Dose

The Razor™ precision dose trimming tool allows you to trim the puck to the right level for a consistent extraction.



- Insert the Razor™ dose trimming tool into the filter basket until the shoulders of the tool rest on the rim of the basket.
- Rotate the Razor™ dose trimming tool back and forth while holding the portafilter on an angle over a knock box to trim off excess coffee grinds.



- Wipe excess coffee from the rim of the filter basket to ensure a proper seal is achieved in the group head.

## Purging the Group Head

Before placing the portafilter into the group head, run a short flow of water through the group head by touching the 'Brew' button. This will stabilise the temperature prior to extraction.

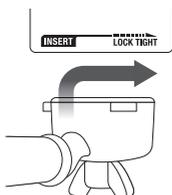
## Inserting the Portafilter



### WARNING

DO NOT insert the portafilter with the dosing funnel in the group-head.

Insert the portafilter into the group head and rotate the handle towards the centre until resistance is felt.



## ESPRESSO EXTRACTION

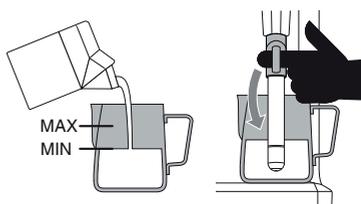
Touch the 'Brew' button on the display to start extraction. You can switch between single shot, double shot or Custom by touching the 'Single', 'Double' or Custom button. The duration times are preset, but can be customised.



## MANUAL OVERRIDE

Press and hold the 'Brew' button (approx 2 secs) to enter manual extraction mode. Touch the Brew button to start the extraction, touch the Brew button to stop the extraction.

## TEXTURING MILK



## NOTE

Use the indicator on the screen for the correct milk jug position.

Under the 'Milk' button, temperature level and froth level are displayed. They are preset based on the drink you've chosen but you can customise by touching those options.

To start, touch the 'Milk' button. The screen will display the temperature of the milk as it heats. Milk texturing will stop automatically when the selected milk temperature is reached. Lift steam wand to remove milk jug. Wipe the wand & tip with a clean damp cloth. Lower steam wand to the down position and the wand will automatically purge.



## NOTE

Prior to texturing milk, it is recommended to momentarily purge the steam wand by first touching the 'Milk' button. Touching the button again will stop steam delivery.

## MANUAL MILK TEXTURING

Auto milk texturing and auto shut-off are disabled during manual milk texturing mode. Lift the steam wand. Start frothing by touching the button. When frothing is done, touch the Milk button to stop.

Wipe the wand & tip with a clean damp cloth. Lower steam wand to the down position and the wand will automatically purge.



## CAUTION: BURN HAZARD

Pressurised steam can still be released, even after machine has been switched off.

Children must always be supervised.



## NOTE

- After 90 seconds of continuous steaming, the machine will automatically disable the steam function.
- Use exclusively the stainless steel milk jug included in the pack to froth milk. The use of container made of glass or plastic material to froth milk may lead to dangerous conditions.

## AMERICANO

There are 3 preset Americano settings – Small (180ml), Medium (240ml), and Large (360ml). Grind dose & tamp your portafilter & insert into the group head. Position your cup underneath the portafilter spouts & the hot water spout. The hot water is delivered first, and espresso will be extracted after that.

## CAFÉ CREMA

There are 3 presets for the Café Crema setting, Small (120ml), Medium (150ml), Large (180ml). Insert the single cup filter basket, adjust grinder to a coarse setting as prompted on screen.

## HOT WATER

The HOT WATER function can be used to pre-heat cups or add hot water manually.

To start & stop hot water, touch 'Hot Water' on the screen.

Hot water limit is approximately 90 seconds. Depending on the size of your cup, you may need to touch the 'Hot Water' button to stop pouring.



## NOTE

You cannot run hot water and extract espresso at the same time.

## ADDING A NEW DRINK

Touch 'Add New' in the menu screen to create a customised drink. You can adjust parameters based on a standard style and save your own.



## Add New

Alternatively, after manually adjusting parameters touch the small icon  to save the current setting.



## TIPS

Ensure the drip tray is firmly pushed in place and emptied whenever the Empty Me! indicator is displayed.

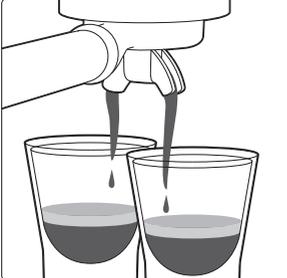
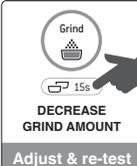
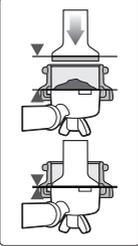
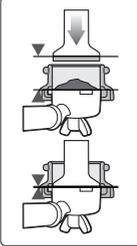
## AUTO OFF MODE

The machine automatically switches to AUTO OFF mode after 30 minutes.

## SETTINGS

To enter settings menu, touch the icon  on the upper right of the screen.

# EXTRACTION GUIDE

CORRECT EXTRACTION	UNDER EXTRACTION	OVER EXTRACTION
 <ul style="list-style-type: none"> <li>• Flow starts after 8-12 secs</li> <li>• Flow slow like warm honey</li> <li>• Crema is golden brown with a fine mousse texture</li> <li>• Espresso is dark brown</li> </ul>	 <ul style="list-style-type: none"> <li>• Flow starts after 1-7 secs</li> <li>• Flow fast like water</li> <li>• Crema is thin and pale</li> <li>• Espresso is pale brown</li> <li>• Tastes bitter/sharp, weak and watery</li> </ul>	 <ul style="list-style-type: none"> <li>• Flow starts after 12 secs</li> <li>• Flow drips or not at all</li> <li>• Crema is dark and spotty</li> <li>• Espresso is very dark brown</li> <li>• Tastes bitter and burnt</li> </ul>
<p><b>AFTER EXTRACTION</b></p>	<p><b>SOLUTIONS</b></p>	<p><b>SOLUTIONS</b></p>
 <p><b>REMOVE USED GRINDS</b> Used grinds will form a coffee 'puck'. If the puck is wet, refer to the 'Under Extraction' section.</p>	 <p><b>TURN</b> <b>FINE</b> SLOWER EXTRACTION Adjust &amp; re-test</p>  <p><b>Grind</b> 15s <b>INCREASE GRIND AMOUNT</b> Adjust &amp; re-test</p>	 <p><b>TURN</b> <b>COARSE</b> FASTER EXTRACTION Adjust &amp; re-test</p>  <p><b>Grind</b> 15s <b>DECREASE GRIND AMOUNT</b> Adjust &amp; re-test</p>
 <p><b>RINSE FILTER BASKET</b> Keep the filter basket clean to prevent blockages. Without ground coffee in the filter basket, lock the portafilter into the machine and run hot water through.</p>	 <p>Tamp using 10-15kg of pressure. The top edge of metal cap on the tamper should be level with the top of the filter basket <b>AFTER</b> tamping. Remove the dosing funnel from the portafilter then trim the puck to the right level using the Razor™ precision dose trimming tool.</p>	 <p>Tamp using 10-15kg of pressure. The top edge of metal cap on the tamper should be level with the top of the filter basket <b>AFTER</b> tamping. Remove the dosing funnel from the portafilter then trim the puck to the right level using the Razor™ precision dose trimming tool.</p>

	GRIND	GRIND DOSE	TAMP
<b>OVER EXTRACTED</b> BITTER • ASTRINGENT	Too fine	Too much Use razor to trim	Too heavy
<b>BALANCED</b>	Optimum	8–11g (1 cup) 16–19g (2 cup)	10-15kg
<b>UNDER EXTRACTED</b> UNDERDEVELOPED • SOUR	Too coarse	Too little Increase dose & use razor to trim	Too light

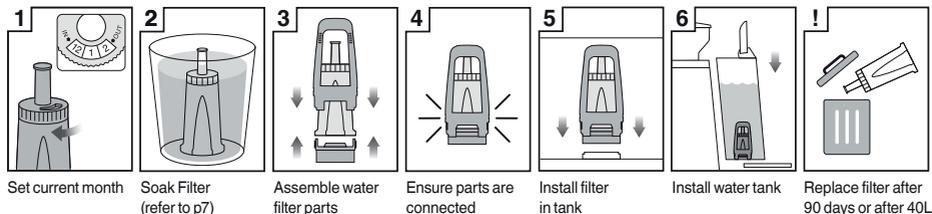


## Care & Cleaning

### COLOUR TOUCH SCREEN DISPLAY

Please keep the touch screen dry and clean to ensure that the machine functions properly.

### REPLACING THE WATER FILTER



The provided water filter helps prevent scale build-up in and on many of the inner functioning components. Replacing the water filter after three months or 40L will reduce the need to descale the machine.

The limitation of 40L is based on water hardness level 4. If you are in level 2 area, you can increase this to 60L.



#### NOTE

To purchase water filters visit Sage® webpage.

### CLEANING CYCLE

There will be a message prompt when a cleaning cycle is required. This is a back-flushing cycle and is separate from descaling. Follow the instruction on the screen.

### DESCALING

After regular use, hard water can cause mineral build up in and on many of the inner functioning components, reducing the brewing flow, brewing temperature, power of the machine, and taste of the espresso. Even if you used the provided water filter, we recommend you to descale if there is scale build-up in the water tank.

Go to 'Settings' and select 'Descal cycle'. Follow the instructions on the screen.

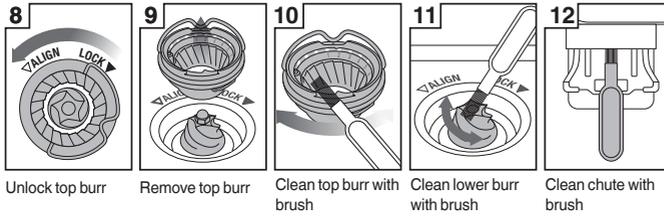
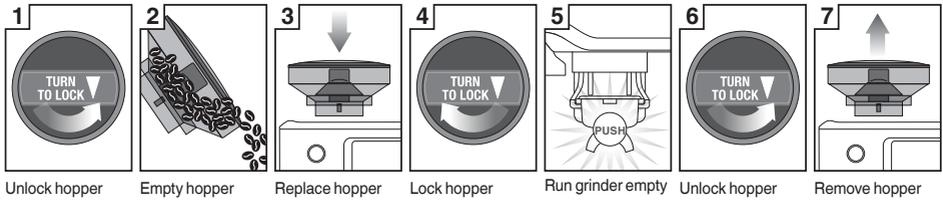


#### WARNING

Do not immerse power cord, power plug or appliance in water or any other liquid. The water tank should never be removed or completely emptied during descaling.

## CLEANING THE CONICAL BURR GRINDER

This grinder cleaning cycle removes oil build-up on the burrs which can impede performance.



### **WARNING**

Care should be taken as the grinder burrs are extremely sharp.

## CLEANING THE STEAM WAND

- The steam wand should always be cleaned after texturing milk. Wipe the steam wand with a damp cloth.
- If any of the holes in the tip of the steam wand become blocked, it may reduce frothing performance.
- Go to 'Settings' > 'Steam wand cleaning' and follow the guide on the screen.

## CLEANING THE FILTER BASKETS AND PORTAFILTER

- The filter baskets and portafilter should be rinsed under hot water immediately after use to remove all residual coffee oils.
- If any of the holes in the filter basket become blocked, use the pin on the end of the provided cleaning tool to unblock the hole(s).
- If the hole(s) remain blocked, dissolve a cleaning tablet in hot water and soak filter basket and portafilter in solution for approx. 20 minutes. Rinse thoroughly.

## CLEANING THE SHOWER SCREEN

- The group head interior and shower screen should be wiped with a damp cloth to remove any ground coffee particles.
- Periodically purge the machine. Place an empty filter basket and portafilter into the group head. Touch the 'Brew' button and run a short flow of water to rinse out any residual coffee.

## CLEANING THE DRIP & STORAGE TRAY

- The drip tray should be removed, emptied, and cleaned at regular intervals, particularly when the drip tray full indicator is visibly floating.
- Remove the grid from the drip tray. Lift the coffee grind separator and dispose of any coffee grounds. The drip tray full indicator can also be removed from the drip tray by pulling upwards to release the side latches. Wash all parts in warm soapy water with a soft cloth. Rinse and dry thoroughly.
- The storage tray (located behind the drip tray) can be removed and cleaned with a soft, damp cloth. Do not use abrasive cleansers, pads or cloths which can scratch the surface.



### NOTE

All parts should be cleaned by hand using warm water and a gentle dish washing liquid. Do not use abrasive cleansers, pads or cloths which can scratch the surface. Do not clean any of the parts or accessories in the dishwasher.

## CLEANING THE OUTER HOUSING & CUP WARMING TRAY

The outer housing and cup warming tray can be cleaned with a soft, damp cloth. Polish with a soft, dry cloth. Do not use abrasive cleansers, pads or cloths which can scratch the surface.

## STORING YOUR MACHINE

Before storing, press the POWER button to switch the machine off and remove the plug from the power outlet. Remove unused beans from the hopper, clean the grinder, empty the water tank and the drip tray. Ensure the machine is cool, clean and dry. Insert all accessories into the storage tray. Store upright. Do not place anything on top.



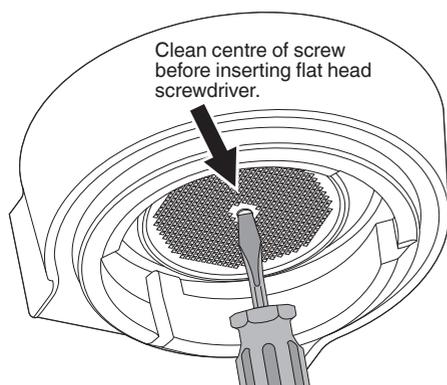
### WARNING

Do not immerse power cord, power plug or appliance in water or any other liquid.

## REPLACING THE SILICONE SEAL

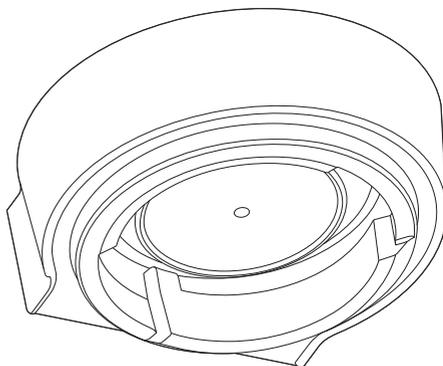
Over time, the silicone seal surrounding the shower screen will need to be replaced to ensure optimum brewing performance.

1. Press the **POWER** button to switch the machine off and unplug the cord from the power outlet.
2. Carefully remove the water tank and drip tray, taking particular care if they are full.
3. Using a skewer or similar, clean the centre of the screw of any residual coffee.
4. Insert a flat head screwdriver into the centre of the screw. Turn counter-clockwise to loosen the screw.



5. Once loosened, carefully remove and retain the screw and the stainless steel shower screen. Make note of the side of the shower screen that is downwards. This will make re-assembly easier. Wash the shower screen in warm soapy water, then dry thoroughly.

6. Remove the silicone seal with your fingers or a pair of long-nose pliers. Insert the new seal, flat side first, so the ribbed side is facing you.

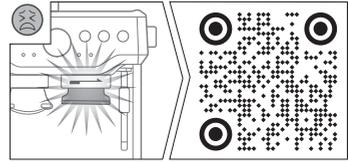


7. Re-insert the shower screen, then the screw. With your fingers, turn the screw clockwise for 2-3 revolutions then insert flat head screwdriver to tighten until the screw is flush with the shower screen. Do not overtighten screw.
8. Re-insert the drip tray and water tank.

Contact Sage Consumer Support or visit the Sage® webpage for replacement silicone seals or for advice.

## TRANSPORTING AND STORING

Press the **POWER** button to switch the machine off and remove the plug from the power outlet. Remove unused beans from the hopper, clean the grinder, empty the water tank and the drip tray. Ensure the machine is cool, clean and dry. Insert all accessories into the storage tray. Store upright. Do not place anything on top.



EUK



## Troubleshooting

PROBLEM	POSSIBLE CAUSES	EASY SOLUTION
<b>Water does not flow from the group head. No hot water.</b>	Water tank is empty.	Fill tank.
	Water tank is not fully inserted and locked into position.	Push water tank down completely to lock into place.
	Machine needs to be descaled.	Perform descale cycle.
	Coffee is ground too finely and / or too much coffee in filter basket and / or over tamping and / or filter basket is blocked.	See below, 'Espresso only drips from the portafilter spouts or not at all'.
<b>Espresso only drips from the portafilter spouts or not at all.</b>	Coffee is ground too finely.	Use slightly coarser grind. Refer to 'Setting the Grind Size', and 'Over Extraction'.
	Too much coffee in the filter basket.	Lower dose of coffee. Refer to 'Dosing' and 'Over Extraction'. After tamping, trim the coffee dose using the Razor™ dose trimming tool.
	Coffee tamped too firmly.	Tamp between 10-15kg of pressure.
	Water tank is empty.	Fill tank.
	Water tank is not fully inserted and locked into position.	Push water tank down completely to lock into place.
	The filter basket may be blocked.	Use the pin on the end of the provided cleaning tool to unblock the hole(s). If the hole(s) remain blocked, dissolve a cleaning tablet in hot water and soak filter basket and portafilter in solution for approx. 20 minutes. Rinse thoroughly.
	Machine needs to be descaled.	Perform descale cycle.
<b>Water doesn't come through (the machine makes loud noise).</b>	Water tank is empty or water level is below MIN.	Fill tank.
	There is an error on purging setting.	Perform factory reset ('Settings' > 'Factory Reset').

<b>PROBLEM</b>	<b>POSSIBLE CAUSES</b>	<b>EASY SOLUTION</b>
<b>Espresso runs out too quickly.</b>	Coffee is ground too coarsely.	Use slightly finer grind. Refer to 'Setting the Grind Size' and 'Under Extraction'.
	Not enough coffee in the filter basket.	Increase dose of coffee. Refer to 'Dosing' and 'Under Extraction'. Tamp then use the Razor™ dose trimming tool to trim off excess coffee.
	Coffee tamped too lightly.	Tamp between 10-15kg of pressure.
<b>Espresso runs out around the edge of the portafilter.</b>	Portafilter not inserted in the group head correctly.	Ensure portafilter is completely inserted and rotated until resistance is felt.
	There are coffee grounds around the filter basket rim.	Clean excess coffee from the rim of the filter basket to ensure a proper seal in group head.
	Too much coffee in the filter basket.	Lower dose of coffee. Refer to 'Dosing'. After tamping, trim the coffee dose using the Razor™ dose trimming tool.
	The silicone seal surrounding the shower screen needs to be replaced to ensure the portafilter is properly secured into the group head.	Refer to 'Replacing the Silicone Seal'.
<b>No steam.</b>	Machine has not reached operating temperature.	Allow time for the machine to reach operating temperature.
	Water tank is empty.	Fill tank.
	Water tank is not fully inserted and locked into position.	Push water tank down completely to lock into place.
	Machine needs to be decalcified.	Perform descale cycle.
	Steam wand is blocked.	Refer to 'Cleaning the Steam Wand'.
<b>Pulsing / pumping sound while extracting espresso or steaming milk.</b>	The machine is carrying out the normal operation of the pump.	No action required as this is the normal operation of the machine.
	Water tank is empty.	Fill tank.
	Water tank is not fully inserted and locked into position.	Push water tank down completely to lock into place.

PROBLEM	POSSIBLE CAUSES	EASY SOLUTION
<b>Coffee not hot enough.</b>	Cups not pre-heated.	Rinse cups under hot water outlet and place on cup warming tray.
	Portafilter not pre-heated.	Rinse portafilter under hot water outlet. Dry thoroughly.
	Milk not hot enough (if making a cappuccino or latté etc).	Make sure sensor is in contact. Adjust milk temperature setting on screen.
	Water temperature needs to be adjusted.	Increase the brew temperature in 'Settings' menu.
<b>No crema.</b>	Coffee tamped too lightly.	Tamp between 10-15 kg of pressure.
	Coffee is ground too coarsely.	Use slightly finer grind. Refer to 'Setting the Grind Size' and 'Under Extraction'.
	Coffee beans or pre-ground coffee are not fresh.	If grinding fresh whole coffee beans, use freshly roasted coffee beans with a 'Roasted On' date and consume between 5–20 days after that date. If using pre-ground coffee, use within a week of grinding.
	The filter basket may be blocked.	Use the pin on the end of the provided cleaning tool to unblock the hole(s). If the hole(s) remain blocked, dissolve a cleaning tablet in hot water and soak filter basket and portafilter in solution for approx. 20 minutes. Rinse thoroughly.
	Single Wall filter baskets are being used with pre-ground coffee.	Ensure you use Dual Wall filter baskets with pre-ground coffee.
<b>Water leaking.</b>	Auto purge feature. Immediately after the espresso, hot water and steam functions, the machine will purge water into the drip tray. This ensures the thermocoil is at the optimal temperature.	Ensure the drip tray is firmly pushed in place and emptied whenever the Empty Me! indicator is displayed.
	Water tank is not fully inserted and locked into position.	Push water tank down completely to lock into place.
	The silicone seal surrounding the shower screen needs to be replaced to ensure the portafilter is properly secured into the group head.	Refer to 'Replacing the Silicone Seal'.

<b>PROBLEM</b>	<b>POSSIBLE CAUSES</b>	<b>EASY SOLUTION</b>
<b>Machine is on but ceases to operate.</b>	The safety thermal-cut out may have activated due to the pump or grinder overheating.	Press the POWER button to switch the machine off and unplug from the power outlet. Allow to cool for about 30–60 minutes. If problem persists, call Sage Support.
<b>No ground coffee coming from grinder.</b>	No coffee beans in hopper.	Filler hopper with fresh coffee beans.
	Blocked grinder chamber or chute.	Clean and clear grinder chamber and chute. Refer to 'Cleaning the Conical Burr Grinder'.
	Water / moisture in grinder chamber and chute.	Clean and clear grinder chamber and chute. Refer to 'Cleaning the Conical Burr Grinder'. Ensure burrs are thoroughly dry before re-assembling. It is possible to use a hair dryer to blow air into the grinder chamber.
<b>Too much / too little ground coffee is being delivered to the filter basket.</b>	Grind amount settings are incorrect for particular grind size.	Use the grind duration button to increase or decrease the grind amount. Refer to 'Dosing' and 'Extraction Guide'.
<b>Too much / too little espresso is being delivered to the cup.</b>	Grind amount and / or grind size settings and / or shot volumes require adjustment.	Adjust the grind amount and / or grind size settings. Refer to 'Setting the Grind Size', 'Dosing' and 'Extraction Guide'.
<b>Grinder is making a loud noise.</b>	Blockage or foreign object in grinder.	Remove hopper, check for debris or blockage. If necessary, clean and clear grinder chamber and chute. Refer to 'Cleaning the Conical Burr Grinder'.



## Guarantee

### **2 YEAR LIMITED GUARANTEE**

Sage Appliances guarantees this product for domestic use in specified territories for 2 years from the date of purchase against defects caused by faulty workmanship and materials. During this guarantee period Sage Appliances will repair, replace, or refund any defective product (at the sole discretion of Sage Appliances).

All legal warranty rights under applicable national legislation will be respected and will not be impaired by our guarantee. For full terms and conditions on the guarantee, as well as instructions on how to make a claim, please visit [sageappliances.com](https://www.sageappliances.com)

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# Sage®

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