

ERROR/FAULT	CAUSES	SOLUTIONS
Milk over heating or overflowing	Non Caffe Assist Jug used Dirty temperature sensor window Jug pulled out before automatic purging complete – Temperature Sensor window is now blinded by steam.	Use correct Caffe Assist jug. Dried Milk residue on external surface of jug. Clean sensor with a damp Caffe Assist microfibre Cloth, then Dry completely with Caffe Assist soft tissue.
Not enough Froth	Dirty or blocked wand	Soak wand in jug with water adding 7g (2 scoops) of Caffe Assist Steam Wand Cleaning powder. Soak wand Daily.
Frothing too much	Dirty temperature sensor widow	Clean sensor with a damp Caffe Assist microfibre Cloth, then Dry completely with Caffe Assist soft tissue.
Not registering milk level	Dirty wand	Soak wand in jug adding 7g of Caffe Assist Steam Wand Cleaning powder. Soak wand Daily. If error continues - Contact your service provider.
Milk level too low	Milk not filled to line in the jug	Fill milk to the line in jug.
Milk did not stretch	Non refrigerated milk used. Milk left out for longer then 60 minutes will become ambient (warm) Dirty Wand.	Only use refrigerated Milk. Soak wand in jug with water adding 7g (2 scoops) of Caffe Assist Steam Wand Cleaning powder. Soak wand Daily.
Not enough Froth	Dirty or blocked wand	Soak wand in jug with water adding 7g (2 scoops) of Caffe Assist Steam Wand Cleaning powder. Soak wand Daily.
Milk level not detected.	Milk level too low. Wrong jug size selected.	Leave jug in position on jug rest. Check jug size against your selection or Add extra milk.
Milk level not detected.	Jug base not clean	Wipe down the front and base of jug and wipe down the jug rest
Milk level too high	Wrong jug size selected, or Jug overfilled with milk	Leave jug in position on jug rest Check jug size against selection on screen remove some milk.
Motor movement error	Wand is unable to move up or down.	Leave jug in position, Press OK and retry. If error repeats, call your service provider.



Correct Jug Position



Incorrect Jug Position

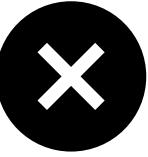
Warning Only use Caffe Assist milk jugs

DO NOT remove the jug early

Clean wand



Dirty Wand



Temperature Sensor Window

Your sensor window should be clean and reflect your face



Operating process



1. Start (GREEN)



2. Steaming
(ORANGE)

DO NOT TOUCH JUG



3. FINISHED STEAMING AND
CLEANING (GREEN)

It's now safe to remove the jug.