

TASSIMO TROUBLESHOOTING

In the table below are solutions to problems that may occur.

PROBLEM	SITUATION	SOLUTION				
All the indicator lights are flashing.	<ol style="list-style-type: none"> 1. Machine not prepared for use. 2. Water level is too low. 3. Water container not fitted correctly 4. No T DISC in machine. 5. T DISC not read or damaged. 6. Piercing unit blocked. 7. The machine may require descaling. 8. Internal machine fault. 	<ol style="list-style-type: none"> 1. Follow the procedure "Preparing Your Machine for Use". 2. Refill the water container. 3. Place a T DISC, label side down, on the T DISC holder and close the brew mechanism. 4. Clean the bar code reading window or replace the T DISC. 5. Remove and clean the piercing unit. 6. Descale the machine following the "Descaling" procedure. 7. Contact Tassimo Customer Service 1-877-TDISCS1 (1-877-834-7271). 				
The machine will not move past <i>STANDBY</i> .	The brew mechanism may not be closed properly.	Make sure that a T DISC is placed on the T DISC holder and the brew mechanism is firmly closed.				
The "Auto Mode" is not working.	Bar code reader may not be able to read the T DISC label.	Clean the bar code reading window . Replace the T DISC. You can still enjoy your preferred drink by using the "Manual Mode".				
My cup is overflowing.	Each drink has been formulated to produce the perfect amount of liquid. Be sure that you are using the right sized cup for your drink.	<p>Ensure that you use the following recommended cup sizes:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Espresso</td> <td style="text-align: right;">3 oz / 90 ml cup</td> </tr> <tr> <td>Filter Coffee, Café Crema, Cappuccino, Latte, Tea and Chocolate</td> <td style="text-align: right;">11 oz / 325 ml cup</td> </tr> </table>	Espresso	3 oz / 90 ml cup	Filter Coffee, Café Crema, Cappuccino, Latte, Tea and Chocolate	11 oz / 325 ml cup
Espresso	3 oz / 90 ml cup					
Filter Coffee, Café Crema, Cappuccino, Latte, Tea and Chocolate	11 oz / 325 ml cup					
My cup doesn't fit.	The cup stand is too close to the brew mechanism .	Try lowering the cup stand to fit your cup. You can also temporarily remove the cup stand and drip tray , leaving the backsplash in place.				
Liquid is splashing out of the cup.	Cup is placed too far away from the brew mechanism .	Adjust the height of the cup stand up to ensure that the cup is closer to the brew mechanism .				
The machine is leaking from the brew mechanism .	<ol style="list-style-type: none"> 1. T DISC is damaged or leaking. 2. The piercing unit is not fitted properly. 	Press the start/stop button to stop the brew cycle. Slowly open the brew mechanism , remove the T DISC, and clean the inside of the brew mechanism . Remove and refit the piercing unit .				
The machine is leaking from	<ol style="list-style-type: none"> 1. Drip tray is full of water. 2. Backsplash is not properly 	TURN OFF AND UNPLUG MACHINE				

the bottom.

fitted.

- 3. **Water expansion outlet** is not properly descaled.
- 4. **Water container** is not properly fitted
- 5. **Piercing unit** is missing or damaged (check the rubber seal around it)

- 1. Empty the **removable drip tray**.
- 2. Remove and refit the **backsplash, cup stand, and drip tray** back on the machine.
- 3. Clean the **water expansion outlet** using a clean cloth moistened with white vinegar.
- 4. Refit the **water container**.
- 5. Refit **piercing unit** if available; or call customer service for replacement **piercing unit** and replace

My drinks are brewing smaller than usual.

The machine may require descaling.

Descal the machine following the "Descaling" procedure.

I have lost my **cleaning disc**.

A **cleaning disc** is needed to rinse and descale the machine.

Contact Tassimo Customer Service 1-877-TDISCS1 (1-877-834-7271).

My machine is not operating; there are no lights illuminated.

The electrical supply may not be connected properly.

Check that the machine is properly plugged into the electrical supply. Check the **on/off switch** at the back of the machine.