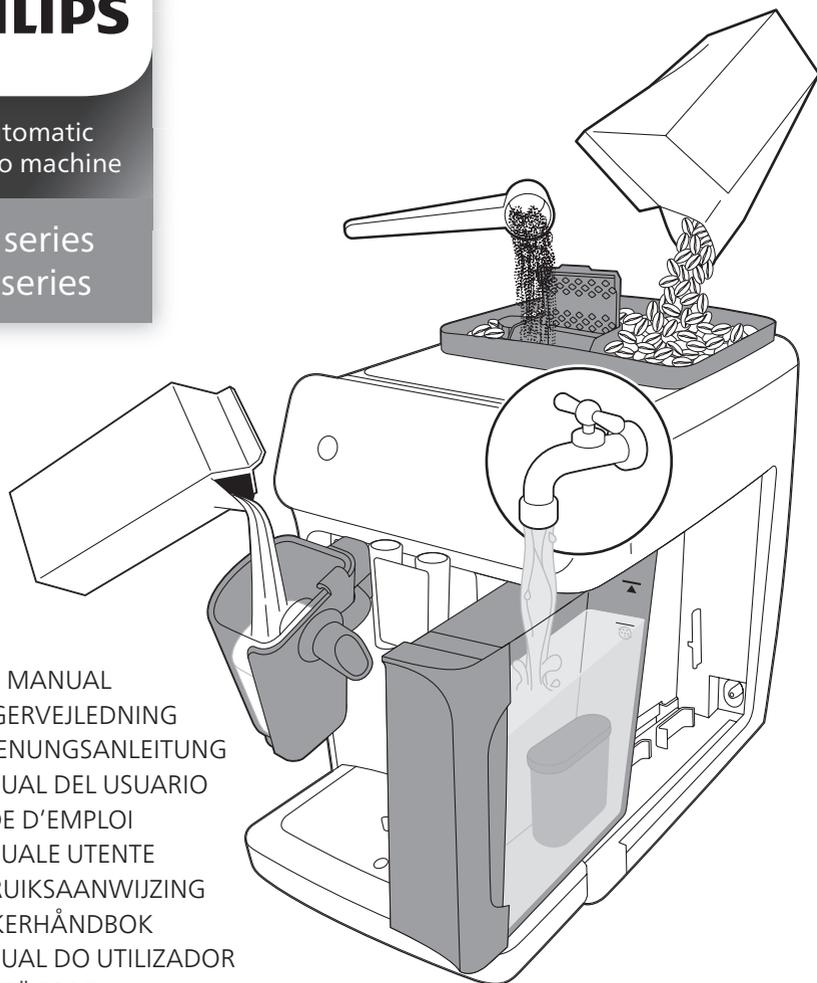


PHILIPS

Fully automatic
espresso machine

4400 series
5500 series



EN USER MANUAL
DA BRUGERVEJLEDNING
DE BEDIENUNGSANLEITUNG
ES MANUAL DEL USUARIO
FR MODE D'EMPLOI
IT MANUALE UTENTE
NL GEBRUIKSAANWIJZING
NO BRUKERHÅNDBOK
PT MANUAL DO UTILIZADOR
FI KÄYTTÖOPAS
SV ANVÄNDARHANDBOK
EL ΕΓΧΕΙΡΙΔΙΟ ΧΡΗΣΗΣ
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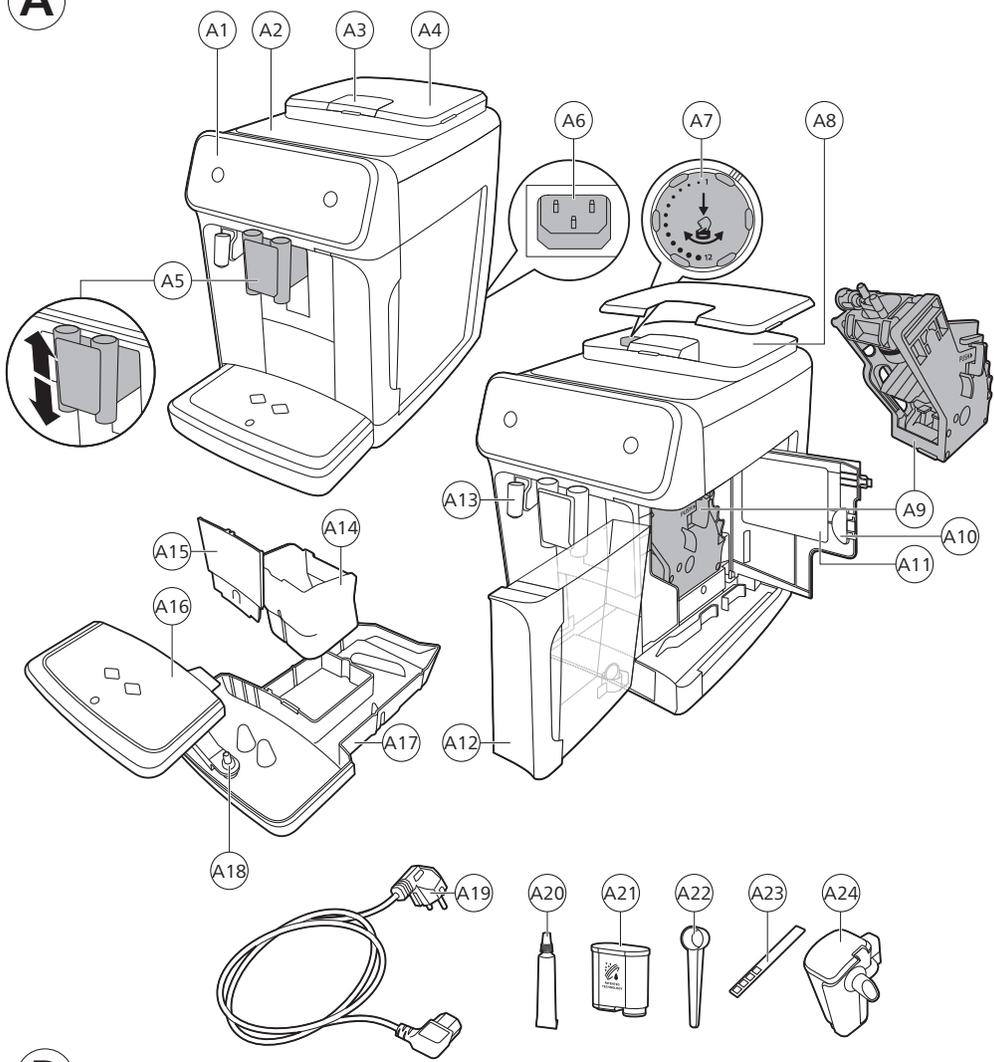


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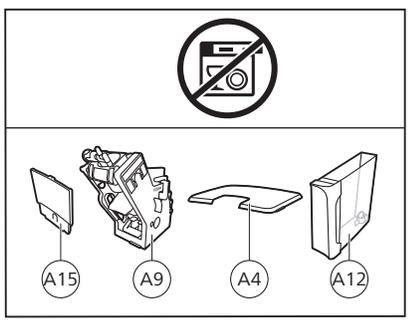
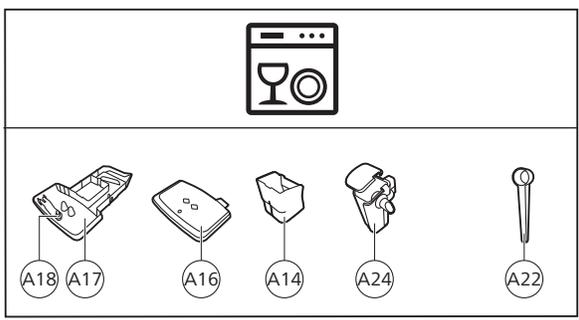


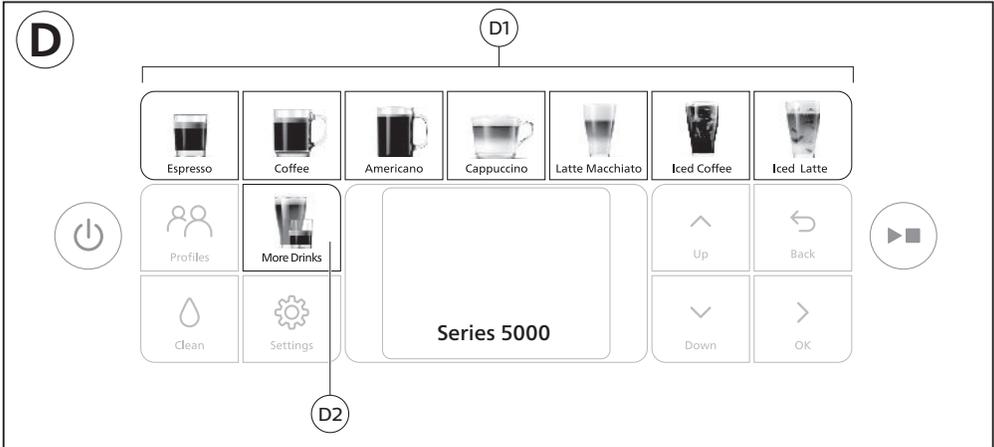
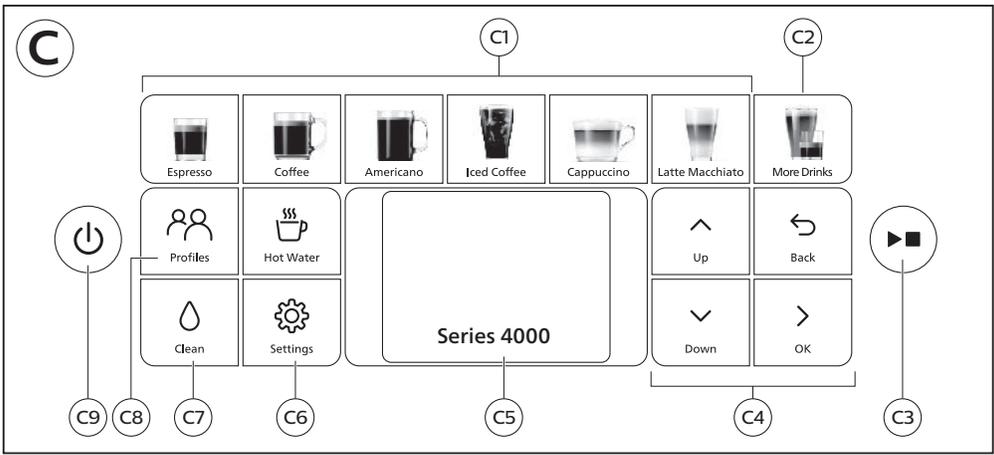


A



B





E

Series 4400 Series 5500	(A20) 	(A21) 	(A22) 	(A23) 	(A24) 
LatteGo EP4441 EP4443 EP4444 EP4446 EP4447 EP4449 EP5541 EP5543 EP5544 EP5545 EP5546 EP5547 EP5549 	✓	✓	✓	✓	✓

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Machine overview (Fig. A)

A1	Control panel	A10	Service door
A2	Cup holder	A11	Data label with type number
A3	Pre-ground coffee compartment	A12	Water tank
A4	Lid of bean hopper	A13	Hot water spout
A5	Adjustable coffee spout	A14	Coffee grounds container
A6	Socket for power cord	A15	Front panel of coffee grounds container
A7	Grind setting knob	A16	Drip tray cover
A8	Coffee bean hopper	A17	Drip tray
A9	Brew Group	A18	'Drip tray full' indicator

Accessories

A19	Power cord	A22	Measuring scoop
A20	Grease tube	A23	Water hardness test strip
A21	AquaClean water filter	A24	LatteGo (milk container)

Control panel

There are multiple versions of this espresso machine, with different control panels. Each version has its own type number. You can find the type number on the data label on the inside of the service door (Fig. A11). You can also find the type number by tapping the Settings  icon and selecting 'Support'.

Refer to figure C and D for an overview of all buttons and icons. Below you find the description.

Use the up and down arrows to scroll through the display and tap the OK icon to select or confirm your choices.

All types (Fig. C/D)

C1/D1 One-touch drink icons	C4. Navigation icons (up, down, back, ok)	C7. Cleaning menu 
C2/D2. Menu with More Drinks	C5. Display	C8. Personal profiles 
C3 Start/stop  button	C6. Machine settings 	C9. On/off button

4000 Series only (Fig. C)

C1 One-touch drink icons: Espresso, Coffee, Americano, Iced Coffee, Cappuccino, Latte Macchiato

5000 Series only (Fig. D)

D1 One-touch drink icons: Espresso, Coffee, Americano, Cappuccino, Latte Macchiato, Iced Coffee, Iced Latte

Introduction

Congratulations on your purchase of a Philips fully automatic coffee machine! To fully benefit from the support that we offer, please register your product at www.philips.com/welcome.

Read the separate safety booklet carefully before you use the machine for the first time and save it for future reference.

To help you get started and to get the best out of your machine, we offer support in multiple ways. In the box you can find:

- 1 The quick start guide with picture-based usage instructions and information on cleaning and maintenance.
- 2 The separate safety booklet with instructions on how to use the machine in a safe way.
- 3 For online support (this extended user manual, frequently asked questions, videos, etc.), scan the QR code on the cover of this booklet to download the app, or visit www.philips.com/coffee-care.

i There are multiple versions of this espresso machine, which all have different features. Each version has its own type number. You can find the type number on the data label on the inside of the service door (see fig A11).

i This machine has been tested with coffee. Although it has been carefully cleaned, there may be some coffee residues left. We guarantee, however, that the machine is absolutely new.

The machine automatically adjusts the amount of ground coffee that is used to make the best-tasting coffee. You should brew 5 coffees initially to allow the machine to complete its self-adjustment.

Make sure you rinse the LatteGo (milk container) before first use.

Before first use

The initial setup sequence consists of the following steps:

- Plugging the power cord into the wall outlet.
- Filling the water tank with water.
- Pressing the power button (ON) to turn the machine on.
- Touch screen menu: Language selection (English is highlighted).
- Touch screen menu: Confirmation to change language to English.
- Touch screen menu: Water Hardness selection (Next, set the water hardness level).
- Using a test strip to check water hardness (1 min).
- Touch screen menu: Select Level (Level 3 is selected).
- Touch screen menu: Water Hardness confirmation (You've selected 3 red squares. Press OK to confirm).
- Getting Ready screen: Filling water circuit...
- Getting Ready screen: Heating up...
- Getting Ready screen: Rinsing...
- Final check of the water dispenser with a checkmark.
- AquaClean screen: Would you like to install an AquaClean filter? (Press OK to install, Press Back to skip).
- 5 sec timer: Rinsing the AquaClean filter.
- 30 sec timer: Soaking the AquaClean filter in water.
- Final check of the AquaClean filter in the machine.
- 1 min timer: Running the AquaClean cycle.
- AquaClean screen: Complete!

Assembling LatteGo

The assembly sequence consists of the following steps:

- Filling the LatteGo frother with milk.
- Attaching the frother to the coffee machine's spout.
- Clicking the frother into place (CLICK).
- Final check of the assembled LatteGo with a checkmark.

Brewing drinks

General steps

- 1 Fill the water tank with tap water and fill the bean hopper with beans.
- 2 Insert the small plug into the socket located on the back of the machine. Insert the mains plug into the wall socket.
- 3 Press the on/off button to switch on the machine.
 - When all lights in the drink icons light up continuously, the machine is ready for use.
- 4 Place a cup under the coffee dispensing spout. Slide the coffee dispensing spout up or down to adjust its height to the size of the cup or glass you are using (Fig. 2).

Brewing coffee with beans

- 1 To brew a coffee, tap the drink icon of your choice or tap the 'More Drinks' icon.
 - You can now adjust the drink to your personal taste. Use the up and down arrows to adjust the coffee strength. Tap the OK icon if you want to adjust more settings.
- 2 Press the start/stop ►■ button at any time to start brewing the selected drink.
- 3 To stop dispensing coffee before the machine is finished, press the start/stop ►■ button again.

i To brew 2 coffees at the same time, tap the drink icon twice or select the 2x icon scrolling the dedicated bar.

⚠ Do not use caramelized or flavored coffee beans.

Brewing milk-based drinks with LatteGo (milk container)

⚠ LatteGo consists of a milk container, a frame and a storage lid. To avoid leakage, make sure the frame and the milk container are properly assembled before you fill the milk container.

- 1 To assemble LatteGo, first insert the top of the milk container under the hook at the top of the frame (Fig. 8). Then press home the bottom part of the milk container. You hear a click when it locks into place (Fig. 9).

Note: Make sure that the milk container and the frame are clean before you connect them.

- 2 Slightly tilt LatteGo and put it on the hot water spout (Fig. 10). Then press it home until it locks into place (Fig. 11).
- 3 Fill LatteGo with milk (Fig. 12). Do not fill the milk container beyond the maximum indication.

i If you have personalized the milk quantity, you may need to fill the milk container with more or less milk than indicated for this drink on LatteGo.

🥛 Always use milk coming directly from the fridge for optimal results.

- 4 Place a cup on the drip tray.
- 5 Tap the milk-based drink icon of your choice or tap the 'More Drinks' icon to select a different drink
 - You can now adjust the drink to your own preference.
- 6 Press the start/stop ►■ button.
 - When you brew cappuccino, flat white, latte macchiato, iced cappuccino or iced latte, the machine first dispenses milk and then coffee. When you brew caffè latte, café au lait, iced caffè latte, or iced café au lait, the machine first dispenses coffee and then milk.

8 English

- To stop dispensing milk before the machine has dispensed the preset amount, press the start/stop ► button.
- 7 To stop dispensing the complete drink (milk and coffee) before the machine is finished, press and hold the start/stop ► button.

Brewing iced drinks

i The coffee is brewed with warm water. Brew over ice cubes for optimal results.

- 1 Take a glass and fill it two-thirds with ice cubes.
- 2 Place the glass under the coffee dispensing spout.
- 3 Tap the iced coffee icon.
 - You can now adjust the drink to your preferred taste.

i We recommend using aroma strength 3.

- 4 Press the start/stop ► button.
- 5 To stop dispensing coffee before the machine is finished, press the start/stop ► button again.
- 6 For a special iced coffee treat, top it up with cold milk.

Extra shot (ExtraShot)

Your machine offers you the possibility to add an extra shot of Ristretto to your coffee and milk drinks, for example if you want to have a stronger coffee.

- 1 Place a cup under the spout
- 2 Tap one of the one-touch drinks icons to select a drink or tap the 'More Drinks' icon to select a drink.
- 3 Use the up arrow to set the strength to the top level and then select the ExtraShot function.
- 4 Tap the OK icon if you want to personalize the other settings. Then press the start/stop ► icon to start brewing the drink.
- 5 To stop dispensing the drink before the machine has finished, press the start/stop ► icon again.

i When you have selected the ExtraShot function, you can only brew one coffee at the time.

Brewing coffee with pre-ground coffee

You can choose to use pre-ground coffee instead of beans, for example if you prefer a different coffee variety or decaffeinated coffee.

- 1 Open the lid of the pre-ground coffee compartment and pour one leveled measuring scoop of pre-ground coffee into it (Fig. 14). Then close the lid.
- 2 Tap one of the one-touch drink icons or tap the 'More Drinks' icon to select another drink.
- 3 Select the pre-ground coffee function. You can do this in 2 different ways:
 - use the down arrow to set the strength to the lowest level and then select the pre-ground function.
 - press the Settings ⚙ icon and use the down arrow to select the pre-ground function.
- 4 To stop dispensing coffee before the machine has finished, press the start/stop ► button again.

i When you select the pre-ground coffee function:

- it is automatically stored.
- you can only brew one coffee at a time.
- you cannot select a different aroma strength.

Dispensing hot water

- 1 If attached, remove LatteGo.
- 2 Place a cup under the hot water spout.
- 3 Tap the 'More Drinks' icon and use the up and down arrows to select hot water.
- 4 Use the up and down arrows to adjust the hot water quantity and/or temperature to your preference.
- 5 Press the start/stop ► button.
 - Hot water is dispensed from the hot water spout (Fig. 15).
- 6 To stop dispensing hot water before the machine is finished, press the start/stop ► button again.

Personalizing drinks

The machine allows you to adjust the settings of a drink to your own preference and to store the adjusted drink in a personal profile. The different profiles have different colors.

After selecting a drink by tapping one of the one-touch drink icons or by tapping the 'More Drinks' icon, you can do the following things:

- 1 adjust the aroma strength with the up and down icons (Fig. 5). There are 5 strengths, the lowest is the mildest and the highest is the strongest.
- 2 adjust the coffee quantity (Fig. 16) and/or the milk quantity with the up and down icons. There are 5 quantities for each of the settings.

i As soon as the machine has finished brewing, the settings you selected will be stored automatically in the profile you chose.

Select a profile

You can select a profile and store a recipe using My coffee choice profiles (My Coffee Choice Profiles).

- 1 Tap the profiles  icon repeatedly to select one of the colored profiles. All profiles have a different color.
- 2 Select a drink by tapping one of the one-touch drink icons or by tapping the 'More Drinks' icon.
- 3 Adjust the drink settings to your favorite taste.
- 4 Press start/stop ► button to brew the drink you selected
 - Your new settings have now been stored in the colored profile you selected.

i You can always restore the factory settings of the machine (see 'Restoring factory settings').

Guest profile

Your machine is equipped with a guest profile. When the guest profile is selected, the profile icon is off. When you select this profile, you can still personalize the settings to your own preference but the recipes you brew will not be stored.

Adjusting machine settings

Setting the water hardness

i We advise you to adjust the water hardness setting to the water hardness level in your region for optimal performance and a longer lifetime of the machine. This also prevents you from having to descale the machine too often. The default water hardness setting is 4: hard water.

Use the water hardness test strip supplied in the box to determine the water hardness in your region:

- 1 Immerse the water hardness test strip in tap water or hold it under the tap for 1 second (Fig. 17).
- 2 Wait 1 minute. The number of squares on the test strip that turn red indicate the water hardness (Fig. 18).

Set the machine to the correct water hardness:

- 1 Tap the Settings  icon and use the up and down arrows to select 'Water hardness'. Then press the OK icon to confirm.
- 2 Use the up and down arrows to select the water hardness level. The number of red squares selected on the display should be the same as the number of red squares on the test strip (Fig. 19).
- 3 When you have set the correct water hardness, tap the OK icon to confirm.

Adjusting grinder settings

You can change the coffee strength with the grind setting knob inside the bean container. The lower the grind setting, the finer the coffee beans are ground and the stronger the coffee. There are 12 different grind settings you can choose from.

The machine has been set up to get the best taste out of your coffee beans. Therefore we advise you not to adjust the grind setting until you have brewed 100-150 cups (approx. 1 month of use).

i You can only adjust the grind settings when the machine is grinding coffee beans. You need to brew 2 to 3 drinks before you can taste the full difference.

A Do not turn the grind setting knob more than one notch at a time to prevent damage to the grinder.

- 1 Place a cup under the coffee dispensing spout.
- 2 Open the lid of the coffee bean hopper.
- 3 Tap the espresso icon and then press the start/stop  button.
- 4 When the grinder starts grinding, press down the grind setting knob and turn it to the left or right. (Fig. 20)

Adjusting other machine settings

By tapping the Settings  icon you can adjust the following machine settings:

- Water hardness: you can select between 5 levels according to the water hardness in your region;
- Standby time: you can select 15, 30, 60 or 180 min
- Display brightness: you can select low, medium and high.
- Language
- Sound: you can activate or deactivate the beeping sound of the machine
- Temperature: you can choose between 3 brewing temperatures for your coffee
- Front illumination (5500 series only): you can choose 'always on', 'on during brewing' or 'always off'.
- Measuring unit: you can choose between ml. or oz.
- Profile activation: you can activate or deactivate profiles.
- Rinsing on start-up: you can activate or deactivate an automatic rinsing cycle when you switch on the machine.
- Display backlight: you can activate or deactivate the backlight in the drink buttons.

Restoring factory settings

The machine offers you the possibility to restore the factory settings at any moment.

- 1 Tap the Settings  icon.
- 2 Use the up and down icons to select 'Factory settings'. Confirm by tapping the OK icon.
- 3 Press the start/stop  button to confirm you want to restore the settings.
 - The settings are now being restored.

i The following factory settings are restored to default: water hardness, standby time, brightness, display backlight, start-up rinsing, sound, temperature, front illumination, profiles.

Removing and inserting the brew group

Go to www.philips.com/coffee-care for detailed video instructions on how to remove, insert and clean the brew group.

Removing the brew group from the machine

- 1 Switch off the machine.
- 2 Remove the water tank and open the service door (Fig. 21).
- 3 Press the PUSH handle (Fig. 22) and pull at the grip of the brew group to remove it from the machine (Fig. 23).

Reinserting the brew group

i Before you slide the brew group back into the machine, make sure it is in the correct position.

- 1 Check if the brew group is in the correct position. The arrow on the yellow cylinder on the side of the brew group has to be aligned with the black arrow and N (Fig. 24).
 - If they are not aligned, push down the lever until it is in contact with the base of the brew group (Fig. 25).
- 2 Slide the brew group back into the machine along the guiding rails on the sides (Fig. 26) until it locks into position with a click (Fig. 27). Do not press the PUSH button.
- 3 Close the service door and place back the water tank.

Cleaning and maintenance

Regular cleaning and maintenance keeps your machine in top condition and ensures good-tasting coffee for a long time with a steady coffee flow.

Consult the table below for a detailed description on when and how to clean all detachable parts of the machine. You can find more detailed information and video instructions on www.philips.com/coffee-care. See figure B for an overview of which parts can be cleaned in the dishwasher.

Detachable parts	When to clean	How to clean
Brew group	Weekly	Remove the brew group from the machine (see 'Removing and inserting the brew group'). Rinse it under the tap (see 'Cleaning the brew group under the tap').
	Monthly	Clean the brew group with the Philips coffee oil remover tablet (see 'Cleaning the brew group with the coffee oil remover tablets').

Detachable parts	When to clean	How to clean
Pre-ground coffee compartment	Check the pre-ground coffee compartment weekly to see if it is clogged.	Unplug the machine and remove the brew group. Open the lid of the pre-ground coffee compartment and insert the spoon handle into it. Move the handle up and down until the clogged ground coffee falls down (Fig. 28). Go to www.philips.com/coffee-care for detailed video instructions.
Coffee grounds container	Empty the coffee grounds container when prompted by the machine. Clean it weekly.	Remove the coffee grounds container while the machine is switched on. Rinse it under the tap with some washing-up liquid or clean it in the dishwasher. The front panel of the coffee grounds container (Fig. A15) is not dishwasher-safe.
Drip tray	Empty the drip tray daily or as soon as the red 'drip tray full' indicator pops up through the drip tray (Fig. 29). Clean the drip tray weekly.	Remove the drip tray (Fig. 30) and rinse it under the tap with some washing-up liquid. You can also clean the drip tray in the dishwasher. The front panel of the coffee grounds container (Fig. A15) is not dishwasher-safe.
LatteGo	After every use	First clean LatteGo while it is attached to the machine by using the 'Quick milk clean' program (see 'Quick cleaning LatteGo'). Then remove it from the machine and rinse it under the tap or clean it in the dishwasher.
Lubrication of the brew group	Every 2 months	Consult the lubrication table and lubricate the brew group with the Philips grease (see 'Lubricating the brew group').
Water tank	Weekly	Rinse the water tank under the tap
Machine front	Weekly	Clean with a non-abrasive cloth

Cleaning the brew group

Regular cleaning of the brew group prevents coffee residues from clogging up the internal circuits. Visit www.philips.com/coffee-care for support videos on how to remove, insert and clean the brew group.

Cleaning the brew group under the tap

- 1 Remove the brew group (see 'Removing and inserting the brew group').
- 2 Rinse the brew group thoroughly with water. Carefully clean the upper filter (Fig. 31) of the brew group.
- 3 Let the brew group air-dry before you place it back. Do not dry the brew group with a cloth to prevent fibers from collecting inside the brew group.

Cleaning the brew group with the coffee oil remover tablets

Only use Philips coffee oil remover tablets.

- 1 Tap the Clean  icon and use the up and down arrows to select 'Brew group clean'.
- 2 Tap the OK icon to confirm and then follow the instructions on the screen.

Lubricating the brew group

To improve your machine's performance, we suggest that you lubricate the brew group every 2 months, to ensure that the moving parts continue to move smoothly.

- 1 Apply a thin layer of grease on the piston (grey part) of the brew group (Fig. 32).
- 2 Apply a thin layer of grease around the shaft (grey part) in the bottom of the brew group (Fig. 33).
- 3 Apply a thin layer of grease to the guiding rails on both sides (Fig. 34).

Cleaning LatteGo (milk container)

Quick cleaning LatteGo

- 1 Make sure LatteGo is properly attached to the machine (Fig. 10).
- 2 Place a cup under the spout.
- 3 Tap the Clean  icon and use the up and down arrows to select the 'Quick milk clean' program.
- 4 Tap the OK icon to confirm and then follow the instructions on the screen to remove any milk that may be left inside the milk system.
 - Small jets of hot water will be dispensed by the milk system.
- 5 Store LatteGo with the remaining milk in the fridge.

Thoroughly cleaning LatteGo

- 1 Remove LatteGo from the machine (Fig. 35).
- 2 Pour out any remaining milk.
- 3 Press the release button and remove the milk container from the frame of LatteGo (Fig. 36).
- 4 Clean all parts in the dishwasher or under the tap with lukewarm water and some washing-up liquid.

AquaClean water filter

Your machine is AquaClean enabled. You can place the AquaClean water filter in the water tank to preserve the taste of your coffee. It also diminishes the need for descaling by reducing limescale build-up in your machine. You can purchase an AquaClean water filter from your local retailer, from authorized service centers or online at www.philips.com/parts-and-accessories.

AquaClean filter status indication

When the AquaClean is active, the status of the AquaClean filter is always visible on the screen as a percentage.

- If the status of the AquaClean filter is 10% or less, the screen shows a message for 2 seconds each time you switch on the machine. This message advises you to buy a new filter.
- If the status of the filter is 0%, the machine asks you to replace the AquaClean filter every time you switch on the machine.

Activating the AquaClean water filter (5 min.)

i The machine does not automatically detect that a filter has been placed in the water tank. Therefore you need to activate each new AquaClean water filter that you install in the 'Clean' menu.

When the machine stops showing the filter activation message, you can still activate an AquaClean water filter, but you will need to descale the machine first.

i Your machine has to be completely limescale-free before you start using the AquaClean water filter.

Before activating the AquaClean water filter, it has to be prepared by soaking it in water as described below. If you don't do this, air might be drawn into the machine instead of water, which makes a lot of noise and prevents the machine from being able to brew coffee.

- 1 Tap the 'Clean'  icon and use the up and down arrows to select 'AquaClean'.
- 2 Tap the OK icon to confirm.
- 3 Tap the OK icon again when the activation screen appears. Follow the instructions on the screen.
- 4 Shake the filter for about 5 seconds (Fig. 37).
- 5 Immerse the filter upside down in a jug with cold water and shake/press it (Fig. 38).
- 6 Insert the filter vertically onto the filter connection in the water tank. Press it down to the lowest possible point (Fig. 39).
- 7 Fill the water tank with fresh water and place it back into the machine.
- 8 If attached, remove the LatteGo.
- 9 Place a bowl under the hot water spout.
- 10 Press the start/stop  button to start the activation process.
- 11 Hot water will be dispensed from the hot water spout during 1 minute.
- 12 The filter is now successfully activated.

Replacing the AquaClean water filter (5 min.)

After 95 liters of water have flowed through the filter, the filter will cease to work. The AquaClean status indicator drops to 0% to remind you to replace the filter. As long as the AquaClean status indicator is shown on the display, you can replace the filter without having to descale the machine first. If you do not replace the AquaClean water filter in time, the AquaClean indicator goes out after some time. In that case you can still replace the filter but you first need to descale the machine.

When the AquaClean status indicator drops to 0% or when the machine reminds you to replace the AquaClean filter:

- 1 take out the old AquaClean water filter.
- 2 install a new filter and activate it as described in chapter 'Activating the AquaClean water filter (5 min.)'.

i Replace the AquaClean water filter at least every 3 months, even if the machine does not yet indicate that replacement is required.

Descaling procedure (30 min.)

Please use Philips descaler only. Under no circumstances should you use a descaler based on sulfuric acid, hydrochloric acid, sulfamic or acetic acid (vinegar) as this may damage the water circuit in your machine and not dissolve the limescale properly. Not using the Philips descaler will void your warranty. Failure to descale the appliance will also void your warranty. You can buy Philips descaling solution in the online shop at www.philips.com/coffee-care.

When the machine needs descaling, a message appears on the display.

- 1 Touch the clean  icon on the user interface and select 'Descaling' in the menu.
- 2 Follow the instructions on the screen.
- 3 If attached, remove LatteGo.
- 4 Remove the drip tray and the coffee grounds container, empty them and put them back into place.
- 5 Remove the water tank and empty it. Then remove the AquaClean water filter.
- 6 Pour the whole bottle of Philips descaler in the water tank and then fill it with water up to the Calc / Clean indication (Fig. 40). Then place it back into the machine.
- 7 Place a large container (1.5 l) under the coffee dispensing spout and the water spout.

- 8 Press the start/stop ►■ button to start the descaling procedure. The descaling procedure lasts approximately 30 minutes and consists of a descaling cycle and a rinsing cycle.
- 9 Wait until the machine stops dispensing water. Refill the water tank when the message appears on the display. The descaling procedure is finished when the machine stops dispensing water.
- 10 Install and activate a new AquaClean water filter in the water tank.
 - When the descaling procedure is finished, the machine reminds you to install the new AquaClean filter (see 'Replacing the AquaClean water filter (5 min.)').

 Tip: Using the AquaClean filter reduces the need for descaling!

What to do if the descaling procedure is interrupted

You can exit the descaling procedure by pressing the on/off button on the control panel. If the descaling procedure is interrupted before it is completely finished, do the following:

- 1 Empty and rinse the water tank thoroughly.
- 2 Fill the water tank with fresh water up to the Calc / Clean level indication and switch the machine back on.
- 3 Before brewing any drinks, perform a manual rinsing cycle. To perform a manual rinsing cycle, first dispense half a water tank of hot water by repeatedly selecting the hot water function and then brew 2 cups of pre-ground coffee without adding ground coffee.

 If the descaling procedure was not completed, the machine will require another descaling procedure as soon as possible.

Ordering accessories

To clean and descale the machine, only use the Philips maintenance products. These products can be purchased from your local retailer, from the authorized service centers or online at www.philips.com/parts-and-accessories. To find a full list of spare parts online, enter the model number of your machine. You can find the model number on the inside of the service door.

Maintenance products and type numbers:

- Descaling solution CA6700
- AquaClean water filter CA6903
- Brew group grease HD5061
- Coffee oil remover tablets CA6704

 Brita-filters are not compatible with this machine.

Troubleshooting

This chapter summarizes the most common problems you could encounter with the machine. Support videos and a complete list of frequently asked questions are available on www.philips.com/coffee-care. If you are unable to solve the problem, contact the Consumer Care Center in your country. For contact details, see the warranty leaflet.

Warning icons

Warning icon	Solution
	<p>The 'water tank empty' icon pops up on the display.</p> <ul style="list-style-type: none"> - The water tank is almost empty. Fill the water tank with fresh water to the maximum level indication. - The water tank is not in place. Place back the water tank.
	<p>The 'add beans' icons pops up on the display.</p> <ul style="list-style-type: none"> - Fill the bean hopper with coffee beans.
	<p>The 'empty coffee ground container' icon pops up on the display.</p> <ul style="list-style-type: none"> - The coffee grounds container is full. Remove and empty the coffee grounds container while the machine is switched on. Wait 5 seconds before you place it back.
	<p>The 'insert brew group' icon pops up on the display.</p> <ul style="list-style-type: none"> - The brew group is not in place or not placed correctly. Remove the brew group and make sure it is locked into place. See chapter 'Removing and inserting the brew group' for step-by-step instructions.

Error codes

Below you find a list of the error codes showing problems that you can solve yourself. Video instructions are available on www.philips.com/coffee-care. If another error code appears, please contact the Philips Consumer Care Center in your country. For contact details, see the warranty leaflet.

Error code	Problem	Possible solution
01	The coffee funnel is clogged.	Switch off the machine and unplug it. Remove the brew group. Then open the lid of the pre-ground coffee compartment and insert the spoon handle. Move the handle up and down until the clogged ground coffee falls down. Visit www.philips.com/coffee-care for detailed video instructions.
03	The brew group is dirty or not well-greased.	Switch off the machine. Rinse the brew group with fresh water, let it air-dry and then lubricate it. Consult chapter 'Cleaning the brew group' or visit www.philips.com/coffee-care for detailed video instructions. Then switch the machine on again.
04	The brew group is not positioned correctly.	Switch off the machine. Remove the brew group and reinsert it. Make sure that the brew group is in the correct position before you insert it. Consult chapter 'Handling the brew group or visit www.philips.com/coffee-care for detailed video instructions. Then switch the machine on again.
05	There is air in the water circuit.	Restart the machine by switching it off and on again. If this works, dispense 2-3 cups of hot water. Descale the machine if you have not done so for a longer period of time.
	The AquaClean filter was not prepared properly before installation or it is clogged.	Remove the AquaClean filter and try again to brew a coffee. If this works, make sure that the AquaClean filter is prepared properly before you place it back. Put the AquaClean filter back into the water tank. If this still does not work, the filter might be clogged and needs to be replaced.

Error code	Problem	Possible solution
11	Machine needs to adjust to room temperature	Allow some time for the machine to adjust from transport/outdoor temperature to room temperature. Switch off the machine for 30 minutes and switch it on again. If this does not work, contact the Consumer Care Center in your country. For contact details, see the warranty leaflet.
14	The machine is overheated.	Switch the machine off and switch it back on again after 30 minutes.
19	The machine is not connected to the wall socket properly.	Make sure that the small plug of the power cord is properly connected to the socket on the back of the machine.

Troubleshooting table

This chapter summarizes the most common problems you could encounter with the machine. Support videos and a complete list of frequently asked questions are available on www.philips.com/coffee-care. If you are unable to solve the problem, contact the Consumer Care Center in your country. For contact details, see the warranty leaflet.

Problem	Cause	Solution
There are some coffee residues inside my new coffee machine.	This machine has been tested with coffee.	Although it has been carefully cleaned, there may be some coffee residues left. However, the machine is absolutely new.
The drip tray fills up quickly / there is always some water in the drip tray.	This is normal. The machine uses water to rinse the internal circuit and brew group. Some water flows through the internal system directly into the drip tray.	Empty the drip tray daily or as soon as the red 'drip tray full' indicator pops up through the drip tray cover. Tip: place a cup under the dispensing spout to collect rinsing water that comes out of it.
The 'empty coffee grounds container' icon remains on.	You emptied the coffee grounds container while the machine was switched off, or placed it back too fast.	Always empty the coffee grounds container while the machine is switched on. Remove the coffee grounds container, wait at least 5 sec. and then insert it again.
The machine prompts to empty the coffee grounds container even though the container is not full.	The machine did not reset the counter the last time you emptied the coffee grounds container.	Always wait approx. 5 seconds when you place back the coffee grounds container. In this way the coffee grounds counter will be reset to zero and the number of coffee pucks is counted correctly.
		Always empty the coffee grounds container while the machine is switched on. If you empty the coffee grounds container when the machine is switched off, the coffee grounds counter won't reset.

Problem	Cause	Solution
The coffee grounds container is too full and the 'empty coffee grounds container' icon did not appear on the display.	You removed the drip tray without emptying the grounds container.	When you remove the drip tray, also empty the coffee grounds container even if it contains only a few coffee pucks. This ensures that the coffee pucks counter is reset to zero and that the number of coffee pucks is counted correctly.
I cannot remove the brew group.	The brew group is not in the correct position.	Reset the machine in the following way: close the service door and place back the water tank. Switch the machine off and back on again and wait for the lights in the drinks icons to come on. Try again to remove the brew group. See chapter 'Removing and inserting the brew group' for step by step instructions.
I cannot insert the brew group.	The brew group is not in the correct position.	Reset the machine in the following way: close the service door and place back the water tank. Leave the brew group out. Switch the machine off and unplug it. Wait for 30 sec. and then plug the machine back in and switch it on and wait for the lights in the drinks icons to come on. Then put the brew group in the correct position and reinsert it into the machine. See chapter 'Removing and inserting the brew group' for step by step instructions.
The coffee is watery.	The brew group is dirty or needs to be lubricated.	Remove the brew group (see 'Removing the brew group from the machine'), rinse it under the tap and leave it to dry. Then lubricate the moving parts (see 'Lubricating the brew group').
	The machine is performing its self-adjustment procedure. This procedure is started automatically when you use the machine for the first time, when you change to another type of coffee beans or after a long period of non-use.	Brew 5 cups of coffee initially to allow the machine to complete its self-adjustment procedure.
	The grinder is set to a too coarse setting.	Set the grinder to a finer (lower) setting. Brew 2 to 3 drinks to be able to before taste the full difference.
The coffee is not hot enough.	The temperature is set too low.	Set the temperature to the maximum setting. To adjust the temperature, press the 'Settings'  icon.

Problem	Cause	Solution
	The automatic rinsing cycle is disabled.	Activate the automatic rinsing cycle by pressing press the 'Settings'  icon. When this setting is activated, the machine will heat up and perform an automatic rinsing cycle when you turn on the machine.
	A cold cup reduces the temperature of the drink.	Preheat the cups by rinsing them with hot water.
	Adding milk reduces the temperature of the drink.	Regardless of whether you add hot or cold milk, adding milk always reduces the temperature of the coffee. Preheat the cups by rinsing them with hot water.
Coffee does not come out or coffee comes out slowly.	The AquaClean water filter was not prepared properly for installation.	Remove the AquaClean filter and dispense some hot water. If this works, the AquaClean filter was not installed properly. Reinstall and activate the AquaClean filter and follow all steps in chapter 'AquaClean water filter'.
		After a long period of non-use, you need to prepare the AquaClean water filter for use again and dispense 2-3 cups of hot water.
	The AquaClean water filter is clogged.	Replace the AquaClean water filter every 3 months. A filter that is older than 3 months can become clogged.
	The grinder is set to a too fine setting.	Set the grinder to a coarser (higher) setting. Note that this will impact the coffee taste.
	The brew group is dirty.	Remove the brew group and rinse it under the tap (see 'Cleaning the brew group under the tap').
	The coffee dispensing spout is dirty.	Clean the coffee dispensing spout and its holes with a pipe cleaner or needle.
	The pre-ground coffee compartment is clogged	Switch off the machine and remove the brew group. Open the lid of the pre-ground coffee compartment and insert the spoon handle into it. Move the handle up and down until the clogged ground coffee falls down (Fig. 28).
	The machine circuit is blocked by limescale.	Descale the machine with Philips descaler. Always descale when the machine prompts you.
The milk does not froth.	LatteGo is assembled incorrectly.	Make sure that the milk container is properly assembled to the frame of LatteGo ('click') (see 'Assembling LatteGo').

Problem	Cause	Solution
	The milk container and/or frame of LatteGo are dirty.	Disassemble LatteGo and rinse both parts under the tap or clean them in the dishwasher.
	The type of milk used is not suitable for frothing.	Different types of milk result in different amounts of froth and different froth qualities. We have tested the following milk types which proved to deliver a good milk froth result: semi-skimmed or full-fat cow's milk and lactose-free milk.
Milk is leaking from the bottom of the LatteGo milk container.	The frame and the milk container are not assembled properly.	First insert the top of the milk container under the hook at the top of the frame. Then press home the bottom part of the milk container. You hear a click when it locks into place.
	The milk container and/or frame of LatteGo are dirty.	Disassemble LatteGo and rinse both parts under the tap or clean them in the dishwasher.
The machine seems to be leaking.	The machine uses water to rinse the internal circuit and brew group. This water flows through the internal system directly into the drip tray. This is normal.	Empty the drip tray every day or as soon as the 'drip tray full' indicator pops up through the drip tray cover. Tip: place a cup under the dispensing spout to collect rinsing water and reduce the amount of water in the drip tray.
	The drip tray is too full and has overflowed which makes it look like the machine is leaking.	Empty the drip tray every day or as soon as the 'drip tray full' indicator pops up through the drip tray cover.
	The water tank is not fully inserted, some water is leaking out of the water tank and air is drawn into the machine.	Make sure the water tank is in the correct position: remove it and insert it again pushing it as far as possible.
	The brew group is dirty/clogged.	Rinse the brew group.
	The machine is not placed on a horizontal surface.	Place the machine on a horizontal surface so that the drip tray does not overflow and the 'drip tray full' indicator works properly.
I cannot activate the AquaClean water filter and the machine asks for descaling.	The filter has not been installed or replaced in time after the screen shows the AquaClean reminder. This means your machine is not anymore completely limescale free.	Descale your machine first and then install the AquaClean water filter.
The new water filter does not fit.	You are trying to install another filter than the Philips AquaClean water filter.	Only the Philips AquaClean water filter fits into the machine.