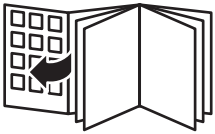
Register your product and get support at

www.philips.com/welcome

HD7852, HD7850

PHILIPS



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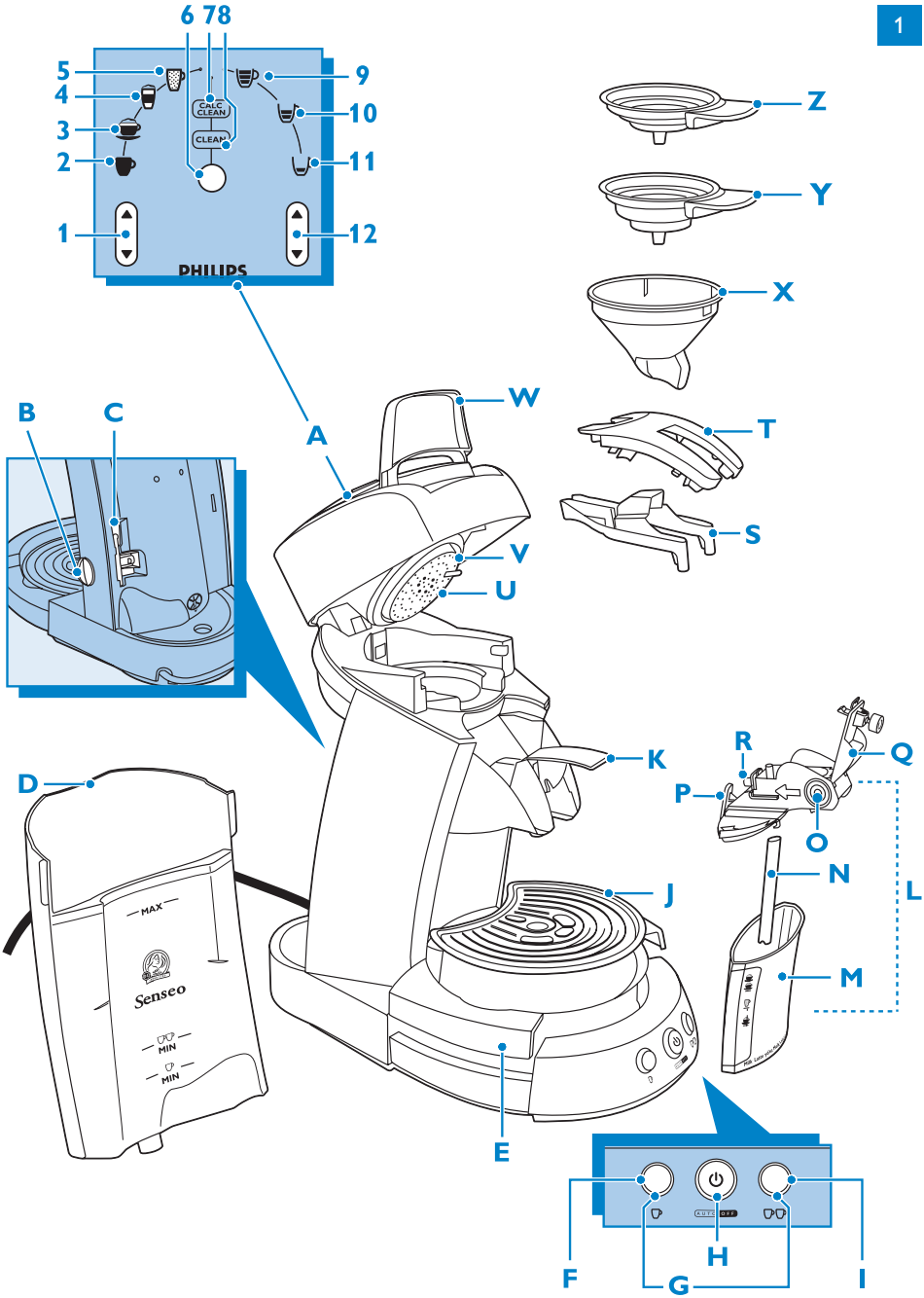
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Introduction

Congratulations on your purchase and welcome to Philips! To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.
Make your coffee moments truly special with SENSEO®. This unique system combines the easy-to-use Philips SENSEO® coffee machine with the specially developed Douwe Egberts SENSEO® coffee pods, giving you a full, smooth coffee with a delicious foam layer.
The SENSEO® Caffè Latte coffee machine offers you delicious coffee specialties made with fresh frothed milk. Choose from cappuccino, latte macchiato, caffè latte and regular SENSEO® black coffee - all at the touch of a button.
To ensure a smooth and full coffee taste, you should keep the following things in mind:

Fresh water

Use fresh water every day.

Fresh coffee pods

Use the SENSEO® coffee pods that have been specially developed by Douwe Egberts for your SENSEO® coffee machine for a full, round taste.
The Douwe Egberts SENSEO® coffee pods stay fresh longer if you store them in an airtight storage container.

A clean machine

Clean your coffee machine regularly as described in chapter 'Cleaning'.
Remove used coffee pods after brewing. If you have not used the machine for some time, flush the machine before you use it again (see section 'Flushing the machine' in chapter 'Cleaning').
Flush the milk container unit after you have brewed a cappuccino, latte macchiato or caffè latte (see section 'Flushing after every use' in chapter 'Cleaning'). Clean the milk container and the lid thoroughly if you are not going to use the milk container again that day (see section 'Cleaning after the last use of the day' in chapter 'Cleaning').
For the best long-term results make sure you descale the machine regularly according to the instructions in chapter 'Descaling'. Always use a descaler based on citric acid, for instance the descaler specifically developed for SENSEO® coffee machines. Do not use white vinegar to descale your SENSEO® machine!
This machine is intended for household use only and not for professional use.

General description (Fig. 1)

A Control panel
- **1** Coffee select button
- **2** SENSEO® black coffee indicator
- **3** Cappuccino indicator
- **4** Latte macchiato indicator
- **5** Caffè latte indicator
- **6** Clean/Calc-Clean button
- **7** Calc-Clean indicator
- **8** Clean indicator

- **9** Large black coffee volume indicator
- **10** Medium black coffee volume indicator
- **11** Small black coffee volume indicator
- **12** Volume select button

B Height adjustment knob for drip tray
C Calc-Clean tool
D Water reservoir
E Drip tray
F 1-cup button
G Water level light rings
H On/off button with indicator light
I 2-cup button
J Cup tray
K Milk container lever
L Milk container unit
M Milk container
N Milk tube
O Milk container lid, including frothing unit
P Milk container lid release lever
Q Milk container lid cover
R Steam inlet
S Coffee spout
T Coffee spout cover
U Water distribution disc
V Sealing ring
W Lid lever
X Coffee collector
Y 2-cup pod holder
Z 1-cup pod holder

Important

Read this user manual carefully before you use the machine and save it for future reference.

Danger

- Never immerse the machine in water or any other liquid.

Warning

- Check if the voltage indicated on the bottom of the machine corresponds to the local mains voltage before you connect the machine.
- 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 have been given supervision or instruction 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.
- Do not use the machine if the plug, the mains cord or the machine itself is damaged.
- If the mains cord is damaged, you must have it replaced by Philips, a service centre authorised by Philips or similarly qualified persons in order to avoid a hazard.

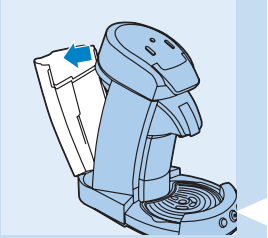
Caution

- Always return the machine to a service centre authorised by Philips for examination or repair. Do not attempt to repair the machine yourself, otherwise your guarantee becomes invalid.
- Never put normal ground coffee or use torn pods in the SENSEO® machine, as this causes it to become blocked.
- Do not use the machine in combination with a transformer, as this could cause hazardous situations.
- Always put the machine on a flat and stable surface.
- Never let the machine operate unattended.
- Do not use the machine at altitudes higher than 2200 metres above sea level.
- The machine does not work at temperatures below 10°C.
- Flush the coffee machine with fresh water before you use it for the first time (see chapter 'Before first use'). This causes the boiler to fill with water, which is essential for the machine to work properly.
- Do not use the SENSEO® machine in combination with water softeners based on sodium exchange.
- Philips strongly advises you to descale this SENSEO® machine every 3 months. If the machine is not descaled in time and according to the procedure described in chapter 'Descaling', this may lead to technical failures.
- Never use a descaling agent based on mineral acids such as sulphuric acid, hydrochloric acid, sulphamic acid and acetic acid (e.g. vinegar). These descaling agents may damage your SENSEO® coffee machine.
- ⚠ Never turn your SENSEO® machine on its side. Always keep it in upright position, also during transport.

Electromagnetic fields (EMF)

This machine complies with all standards regarding electromagnetic fields (EMF). If handled properly and according to the instructions in this user manual, the machine is safe to use based on scientific evidence available today.

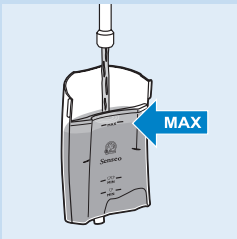
Before first use



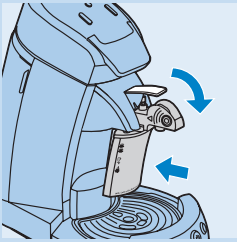
YOU CANNOT BREW COFFEE IF YOU HAVE NOT FLUSHED THE SENSEO® COFFEE MACHINE FIRST! Note that the buttons do not work and the indicator light does not start to flash until you have flushed the machine.

The flushing cycle causes the boiler to be filled with water. After this cycle the coffee machine is ready for use.
Flush the machine in the following way:

1 Remove the water reservoir.



2 Fill the water reservoir with cold water up to the **MAX** indication and put it back onto the machine.

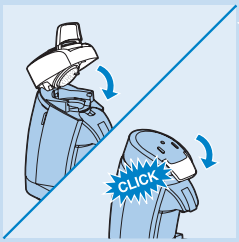


3 Make sure the milk container is in place.

4 Move the lid lever upwards to release the lid.

5 Open the lid.

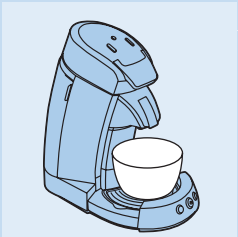
6 Put the 1-cup pod holder or the 2-cup pod holder in the machine without pod(s).



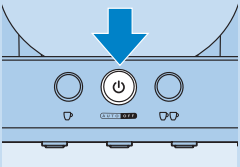
7 Close the lid and lock the lid lever.

Note: Make sure the lid lever is properly locked by pushing it down until it snaps home with a click. It is not possible to flush the machine when the lid is not properly closed.

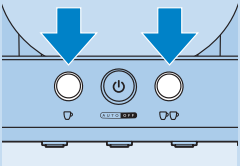
8 Put the plug in an earthed wall socket.



9 Put a bowl (with a capacity of at least 1.5 litres) under the coffee spout to collect the water.



10 Press the on/off button ⏻.
After you press the on/off button ⏻, the light rings around the 1-cup button ☕ and the 2-cup button ☕☕ light up continuously.



11 Press the 1-cup button ☕ and the 2-cup button ☕☕ briefly at the same time.
- The boiler fills itself with water from the water reservoir. This may take some time (approx. 90 to 150 seconds). The machine switches off automatically when the flushing cycle ends. During the flushing cycle, the machine produces more noise than during a regular brewing cycle.

Never interrupt the flushing cycle halfway. If you do, the boiler does not fill itself properly.

Note: If the machine does not work properly, repeat steps 1 to 11. Do not interrupt the flushing cycle.

12 Clean the coffee spout, the coffee collector, the pod holders, the milk container and the milk container lid with hot water and some washing-up liquid or in the dishwasher. Clean the water reservoir thoroughly in hot water, if necessary with some washing-up liquid.

Now your Philips SENSEO® coffee machine is ready for use.

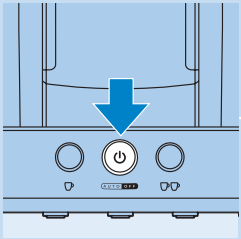
Using the machine

Preparing for use

1 Fill the water reservoir with cold water up to the **MAX** indication and put it back onto the machine.

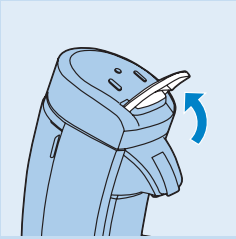
Never pour milk, coffee, hot water or carbonated water into the water reservoir.

- MIN: minimum amount of water required to brew 1 cup of SENSEO® black coffee, cappuccino, latte macchiato or caffè latte.
- MIN: minimum amount of water required to brew 2 cups of SENSEO® black coffee.
- A full reservoir allows you to make 6 large cups, 8 medium cups or 10 small cups of SENSEO® black coffee. This makes it unnecessary to fill the water reservoir each time you want to make a cup of coffee.



2 Press the on/off button ⏻.

- The indicator light flashes slowly while the water is heating up. Heating up takes approx. 90 seconds.
- The coffee machine is ready for use when the indicator light is on continuously and the light rings around the 1-cup button and/or the 2-cup button go on.
- If the indicator light flashes rapidly, the water reservoir does not contain enough water for brewing one cup of coffee.



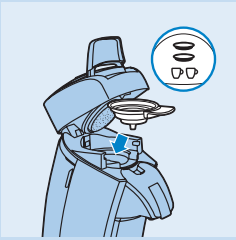
3 Move the lid lever upwards to release the lid.

4 Open the lid.

5 Place the appropriate pod holder in the machine.

Note: Make sure the pod holder is clean and the sieve in the centre is not clogged, e.g. with loose coffee grounds.

- Use 1 coffee pod in combination with the 1-cup pod holder and the 1-cup button if you want to make one cup of SENSEO® black coffee, cappuccino, latte macchiato or caffè latte.



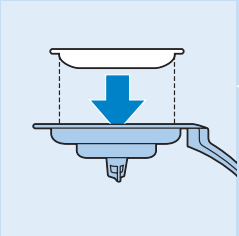
- Use 2 coffee pods in combination with the deeper 2-cup pod holder and the 2-cup button if you want to make two cups of SENSEO® black coffee.

6 Place the SENSEO® coffee pod(s) properly in the centre of the pod holder, with the convex side pointing downwards.

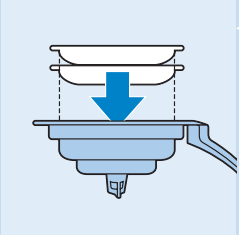
Note: Use SENSEO® coffee pods from Douwe Egberts specially designed for your SENSEO® coffee machine for a full and round taste.

Note: Make sure the coffee in the pod(s) is evenly distributed and press the pod(s) lightly into the pod holder.

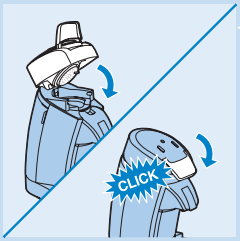
Note: Never put normal ground coffee or use torn pods in the SENSEO® machine, as this causes it to become blocked.



- Place 1 SENSEO® coffee pod in the 1-cup pod holder.



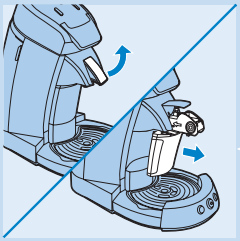
- Place 2 SENSEO® coffee pods in the 2-cup pod holder.



7 Close the lid and lock the lid lever.
Make sure you push down the lid lever until it snaps home with a click.

Note: It is not possible to brew coffee when the lid is not properly closed and the lid lever is not locked.

Filling the milk container

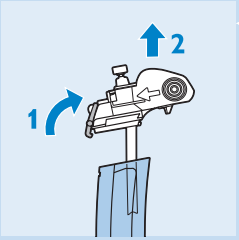


Always use milk at refrigerator temperature (5-8°C) to obtain good quality milk froth for your cappuccino, latte macchiato or caffè latte.

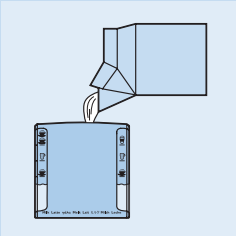
Note: If you want to brew SENSEO® black coffee, it is not necessary to fill the milk container.

1 Move the milk container lever upwards to release the milk container unit.

2 Pull the milk container unit forwards to remove it from the machine.

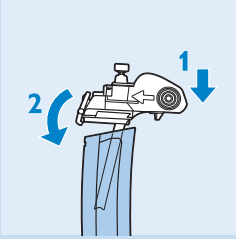


3 Push the milk container lid release lever (1) and remove the milk container lid from the milk container (2).



4 Fill the milk container with cold milk straight from the refrigerator (5-8°C) up to the level required for the coffee variety.
- = amount of milk required to brew one cup of cappuccino.
- = amount of milk required to brew one cup of caffè latte.
- / = amount of milk required to brew one cup of latte macchiato or two cups of cappuccino.

Note: We advise you not to use rice or soy milk. These types of milk do not produce a good quality milk froth.



5 To fasten the milk container lid onto the milk container, first push the front of the milk container lid onto the edge of the milk container (1) and then push the rear end onto the milk container (2).

6 Place the milk container unit into the coffee machine (1) and push down the milk container lever (2).

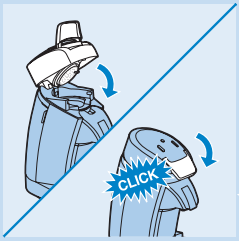
Brewing black coffee, cappuccino, latte macchiato or caffè latte

Coffee varieties with milk

Each coffee variety with milk has its own distinctive brewing process:
- **Cappuccino** is a rich combination of one-third coffee and two-thirds fresh, hot milk with a creamy froth layer. When you brew a cappuccino, your cup is first filled with hot milk froth and then the strong black coffee is brewed onto the froth. This causes the coffee to sink below the froth layer.
- **Latte macchiato** is a 3-layer drink. It contains more milk than coffee. When you brew a latte macchiato, the machine first fills your cup with milk and milk froth and then stops for 15 seconds. During this time the milk sinks below the froth. Then the machine brews black coffee, which also sinks below the froth and settles above the milk layer.
- **Caffè latte** is a drink that contains milk and coffee in more or less equal amounts. When you brew a caffè latte, your cup is first filled with coffee and then hot milk and a crema layer are added.

Brewing black coffee or a coffee variety with milk

To brew a delicious black coffee, cappuccino, latte macchiato or caffè latte, follow the steps below.



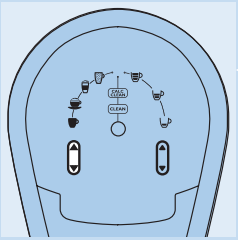
1 Place 1 SENSEO® coffee pad in the 1-cup pod holder.
If you want to brew black coffee, you can also make two cups. To brew 2 cups of black coffee, place 2 SENSEO® coffee pads in the 2-cup pod holder.

Note: You cannot make two cups of cappuccino, latte macchiato or caffè latte at the same time.

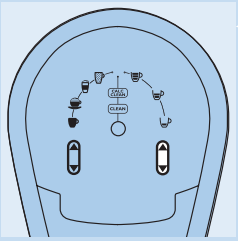
Note: If you want to brew two cups of cappuccino, you have to brew one cup at a time using the 1-cup button.

2 Close the lid and lock the lid lever.
Make sure you push down the lid lever until it snaps home with a click.

Note: It is not possible to brew coffee when the lid is not properly closed and the lid lever is not locked.

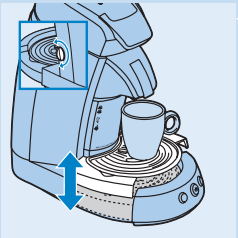


3 Press the coffee select button to select the desired coffee variety with milk.
- Select to brew SENSEO® black coffee.
- Select to brew cappuccino.
- Select to brew latte macchiato.
- Select to brew caffè latte.



4 If you have selected SENSEO® black coffee, press the volume select button to select the desired coffee volume. By varying the volume, you also affect the strength of coffee.
- Select for a small amount of black coffee (80ml).
- Select for a medium amount of black coffee (125ml).
- Select for a large amount of black coffee (145ml).

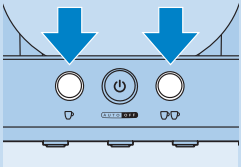
Note: You cannot operate the volume select button when you have selected one of the coffee varieties with milk.



5 Place one or two cups under the coffee spout. Turn the knob to adjust the height of the drip tray so that the top of your cup is just under the spout.

Tip: Do not use cups that are too large as they cause the coffee to get cold more quickly.
The amounts of the coffee varieties with milk are:
- 160ml for cappuccino.
- 190ml for latte macchiato.
- 220ml for caffè latte.

Note: The amount of the milk varieties may vary due to variations in milk temperature, type of milk, how dirty the milk container unit is, etc.



6 Press the button indicating the number of cups of SENSEO® coffee you want to brew.
- Press the 1-cup button for one cup.
- Press the 2-cup button for two cups.

Note: If there is not enough water for brewing 2 cups of SENSEO® black coffee or if you have selected a coffee variety with milk, the light ring around the 2-cup button is off and this button cannot be operated.

The SENSEO® coffee machine starts brewing.
- The machine automatically supplies the correct amount of water and milk, depending on the coffee variety selected.
- You can interrupt the brewing process at any time by pressing the on/off button ⏻. If you switch the machine back on after having interrupted the brewing process, the machine does not complete the interrupted brewing cycle.

Caution: Do not remove the water reservoir during a brewing cycle, as this causes the machine to draw in air. When this happens, the next cup is only partly filled.

Caution: Do not remove the milk container during a brewing cycle.

7 Remove the coffee pod(s) after use by lifting the pod holder out of the machine and emptying it.

Be careful when you do this, for there may still be some water/coffee on the coffee pod(s).

8 After you have brewed a coffee variety with milk, flush the milk container unit immediately after use (see section 'Flushing after every use' in chapter 'Cleaning').

Note: After each use of the milk container unit, the clean indicator flashes slowly a few times to remind you to flush the milk container unit.

Cleaning

Danger: Never immerse the machine in water or any other liquid.

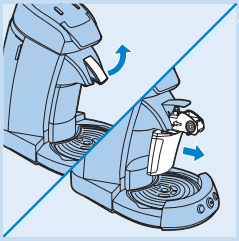
Cleaning the milk container unit

For a reliable performance of the milk container unit and good frothing results, please follow the instructions below:
- Flush the milk container unit immediately after use when you do not intend to froth milk again straightaway. After each use, the clean indicator starts to flash slowly to remind you to flush the milk container unit. See section 'Flushing after every use'.
- Clean the milk container unit after the last use of the day. See section 'Cleaning after the last use of the day'.

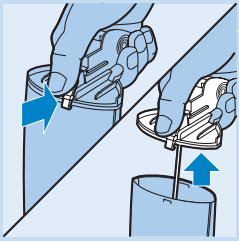
Note: The machine only continues to produce good quality froth if you follow these instructions closely.

Note: If you are unable to obtain good quality froth, the milk container unit is probably dirty. Clean the milk container unit by following the instructions in the section 'Cleaning after the last use of the day' below.

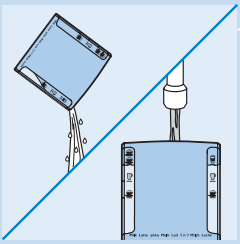
Flushing after every use



1 Move the milk container lever upwards and remove the milk container unit.



2 Push the milk container lever release lever and remove the milk container lid from the milk container.

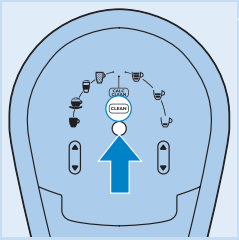


3 Pour out any milk that is left in the milk container and rinse the milk container briefly under the tap.

4 Fill the milk container with cold water up to the latte macchiato / 2-cup cappuccino indication.

Note: Do not fill the milk container with warm or hot water. If you do, the machine only produces steam and does not clean the milk container unit properly.

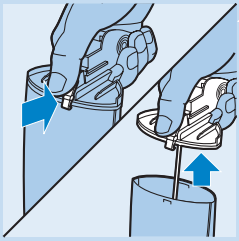
5 Place the milk container unit back into the machine and place an empty cup under the coffee spout.



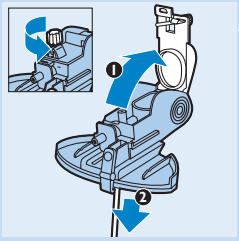
6 Press the Clean button.

- The milk container unit is flushed.

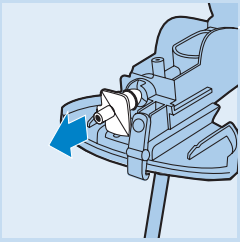
Cleaning after the last use of the day



1 Push the milk container lid release lever (1) and remove the milk container lid from the milk container (2).



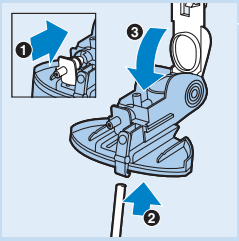
2 Open the milk container lid cover by pulling and slightly turning its knob (1) and pull the milk tube off the lid (2).



3 Pull the steam inlet out of the milk container lid.

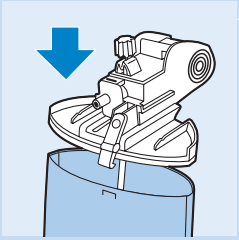
Note: You can only pull the steam inlet out of the milk container lid when the milk container lid cover is open.

4 Clean the milk container, the milk container lid and the milk tube in the dishwasher or with a washing-up brush in hot water with some washing-up liquid. Rinse the parts with fresh water after cleaning.

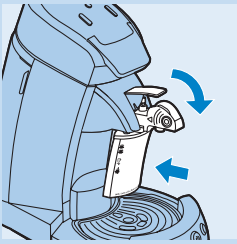


5 Push back the steam inlet (1), connect the milk tube (2) and close the milk container lid cover (3).

Note: Make sure you push the milk tube far enough onto the connector so that the holes in the connector are covered.



6 Fasten the milk container lid onto the milk container.



7 Place the milk container unit into the machine and push down the milk container lever.

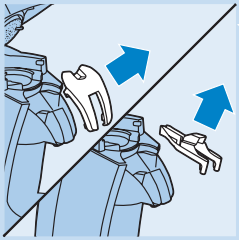
Note: Make sure the parts of the milk container lid are dry before you reassemble the lid.

Cleaning the machine

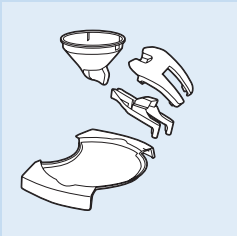
1 Always unplug the machine before you clean it.

2 Clean the outside of the machine with a damp cloth.

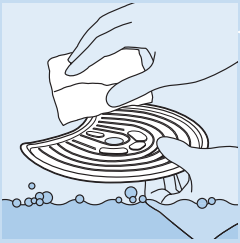
3 Remove the coffee collector.



4 Remove the coffee spout cover and take the coffee spout out of the machine.



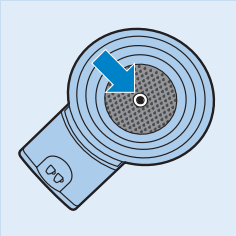
5 Clean the coffee spout cover, the coffee spout, the coffee collector and the drip tray in hot water, if necessary with some washing-up liquid, or in the dishwasher.



6 Hold the cup tray in your hand while you clean it with hot water. If necessary, use some washing-up liquid.

The cup tray can also be cleaned in the dishwasher.

To clean the cup tray, always remove it from the machine, as it might prove sharp when handled incorrectly. Always handle it carefully.

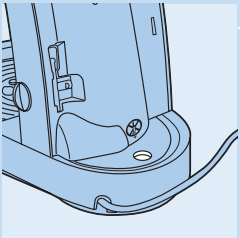


7 Clean the pod holders in hot water, if necessary with some washing-up liquid, or in the dishwasher.

Check if the sieve in the centre of the pod holder is clogged. If this is the case, rinse the pod holder under a running tap to unclog the sieve. Use a washing-up brush to clean the sieve, if necessary.

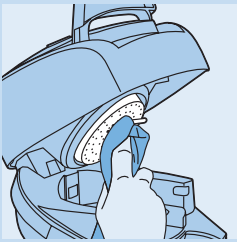
8 Clean the water reservoir in hot water, if necessary with some washing-up liquid.

Note: If you use a washing-up brush, be careful not to damage the valve in the bottom of the water reservoir.



9 Do not use an object with sharp edges to clean the water inlet on the machine.

10 Rinse the parts with fresh water after cleaning and put them back into the machine.

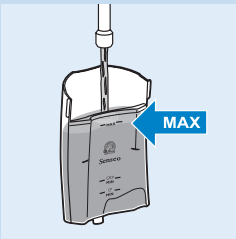


11 Clean the water distribution disc with a damp cloth.

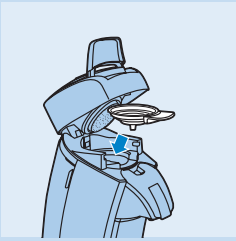
Be careful when you do this; make sure that the rubber sealing ring does not get stuck under the edge of the water distribution disc. If it does, the coffee machine starts leaking.

Flushing the coffee machine

If you have not used the coffee machine for three days, you have to flush it with fresh water before you use it again.
Flush the machine in the following way:



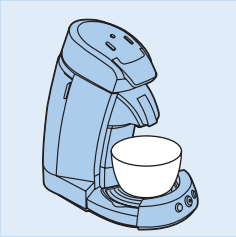
1 Fill the water reservoir with cold water up to the **MAX** indication and put it back onto the machine.



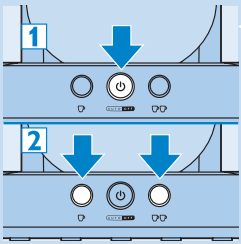
2 Put the 1-cup pod holder ☕ or the 2-cup pod holder ☕☕ in the machine without pod(s).

3 Close the lid and lock the lid lever.

Note: Make sure the lid lever is properly locked by pushing it down until it snaps home with a click. It is not possible to flush the machine when the lid is not properly closed.



4 Put a bowl (with a capacity of 1.5 litres) under the coffee spout to collect the water.

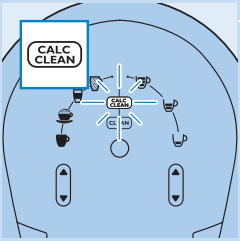


5 Press the on/off button ⏻ (1) and subsequently press the 1-cup button ☕ and the 2-cup button ☕☕ briefly at the same time (2).

The machine fills itself with water from the water reservoir. While this happens, water comes out of the spout. When the flushing cycle is finished, the machine switches itself off. During the flushing cycle, the machine produces more noise than during a regular brewing cycle.

Descaling

Note: This machine is intended for household use only. It is not intended for professional use.



When to descale

Note: Descale the machine when the Calc-Clean indicator goes on.

Why to descale

Scale builds up inside the appliance during use. It is essential to descale the SENSEO® coffee machine at least every 3 months. Your reasons to descale:

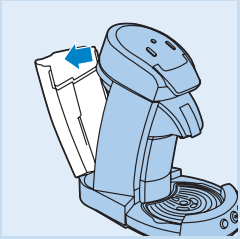
- It prolongs the life of your SENSEO® coffee machine
- It ensures maximum cup volume
- It ensures maximum coffee temperature
- The machine produces less sound during brewing
- It prevents malfunctioning

If the descaling procedure is not performed correctly, scale residue remains behind in the machine. This causes scale to build up more quickly and may cause permanent and irreparable damage to the machine.

Use the correct descaling agent

Only citric acid-based descalers are suitable for descaling the SENSEO® machine. This type of descaler descales the appliance without damaging it. For the correct amount, see under 'Descaling procedure' below. Each descaling mixture can be used only once. After use, the descaling mixture is no longer active.

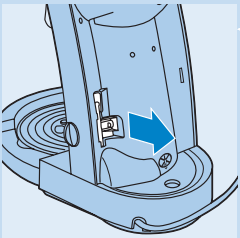
Never use a descaling agent based on mineral acids such as sulphuric acid, hydrochloric acid, sulphamic acid and acetic acid (e.g. vinegar). These descaling agents will certainly damage your SENSEO® coffee machine.



Descaling procedure

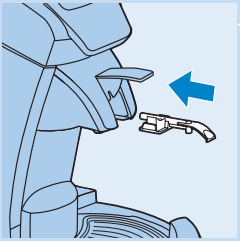
1 Mix 50 grams of citric acid with 1 litre of water in a measuring jug. Stir until the powder is completely dissolved.

2 Remove the water reservoir.



3 Take the Calc-Clean tool out of the recess in the back of the machine.

4 Remove the milk reservoir unit from the machine.

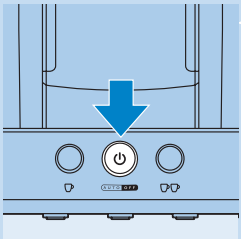


5 Insert the Calc-Clean tool into the coffee spout.

Note: Push the Calc-Clean tool into the machine until it locks into position with a click.

6 Push down the milk container lever.

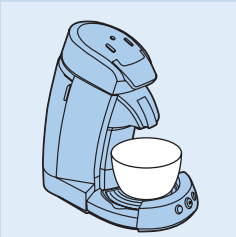
7 Fill the water reservoir up to the MAX indication with the descaler mixture. Then put the water reservoir back into the coffee machine.



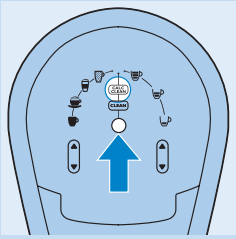
8 Press the on/off button ⏻.
The machine is ready for use when the indicator light is on continuously.

9 Place the 1-cup pod holder in the coffee machine. Close the lid and make sure it is properly locked.

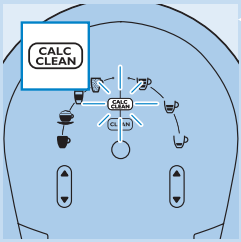
Note: Always put a used coffee pod in the pod holder when you descale the machine. This pod serves as a 'filter' to prevent the sieve in the pod holder from getting clogged with scale residue.



10 Put a bowl with a capacity of at least 1.5 litres under the spout to collect the descaling mixture.



11 Press the Calc-Clean button to start the descaling program.
- During the descaling program, the machine pauses a few times to remove scale deposits from the inside of the SENSEO® machine.
- During the descaling program, the indicators on the control panel on the lid light up sequentially to indicate that the machine is descaling.



- The descaling program takes about 35 minutes. When the descaling program is finished, the Calc-Clean indicator flashes rapidly.

⚠ Never interrupt the descaling process!

⚠ Never descale the SENSEO® coffee machine with the lid open. Make sure the lid is properly locked.

12 Empty the water reservoir, rinse it and fill it with fresh water.

Caution: Do not refill the water reservoir with used hot water or the used descaling mixture.

13 Press the Calc-Clean button to rinse the machine.

Note: The rinsing process takes a few minutes.

14 Remove the pod from the pod holder and clean the pod holder to prevent the sieve in the centre from getting clogged.

15 Rinse the machine a second time by repeating steps 12 and 13.

16 Remove the Calc-Clean tool from the coffee spout. Reinsert the Calc-Clean tool into the recess in the back of the machine.
The descaling procedure is now finished and the machine is ready to brew coffee again.

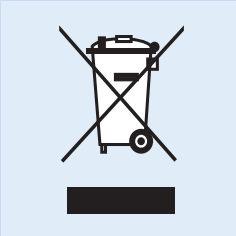
Frost-free storage

If the coffee machine has already been used and therefore has been flushed with water, it may only be used and stored in a frost-free place to prevent it from becoming damaged.

Replacement

You can order all removable parts from your Philips dealer or a Philips service centre.

Environment



- Do not throw away the appliance with the normal household waste at the end of its life, but hand it in at an official collection point for recycling. By doing this, you help to preserve the environment.

Guarantee & service

If you need service or information or if you have a problem, please consult the worldwide guarantee leaflet or visit our website at **www.philips.com**. You can also contact the Philips Consumer Care Centre in your country; they will be happy to help you.
The telephone numbers are:
- UK: 0845 601 0354 (local rate)
- NL: 0900 8407 (€ 0.10/min.)
- BE: 078 250 145 (€ 0.06/min.)
- F: 0821 61 16 55 (€ 0,09/min.)
- DE: 01803 386 852 (€ 0.09/min.)
- A: 0810 000 205 (€ 0.07/min.)
- CH: 0844 800 544
- DK: 3525 8759

You find the telephone numbers for other countries in the worldwide guarantee leaflet. If there is no Consumer Care Centre in your country, go to your local Philips dealer.
The purchase of the Philips SENSEO® coffee machine does not exhaust any of the rights of Sara Lee/Douwe Egberts or Philips under any of their patents nor does it confer upon the purchaser a licence under these patents.

Troubleshooting

If you have a problem, you may find the solution in the table below. If the table does not provide the solution to your problem or if you have a question, see chapter 'Guarantee & service'.

Problem	Solution
The SENSEO® machine produces less coffee than before.	1. The sieve/hole in the centre of the pod holder may be clogged. Try to unclog the sieve/hole by holding the pod holder under a running tap. If necessary, you can use a washing-up brush to unclog the sieve or a pin to unclog the hole. To avoid this problem, never put ground coffee (filter-fine grind) in the pod holder of the SENSEO® machine. Prevent pods from tearing by placing them in the pod holder with the convex side pointing downwards.
	2. The inside of the SENSEO® machine may be clogged with lime scale. Descale the machine by following the instructions in chapter 'Descaling' of the user manual. Use a descaler based on citric acid. Do not use white vinegar to descale the machine. You can also buy a descaler specially developed by Philips for the SENSEO® machine: type HD7006. This descaler comes in a pack that contains 3 sachets and sells at the price of €4.99.
	3. You may have selected a smaller amount of black coffee. Check the volume selection on the control panel on top of the machine. By pressing the volume select button you can select a small (80ml), medium (125ml) or large (145ml) amount of black coffee.
When I brew a coffee variety with milk, the amount is not what I expected.	1. Perhaps you have not filled the milk container up to the required level. Make sure you fill the milk container up to the level of the selected coffee variety. Icons on the milk container indicate the required level for the different coffee varieties with milk.
	2. The milk container unit may be dirty. Clean the milk container unit by following the instructions in chapter 'Cleaning', section 'Cleaning after the last use of the day'.
	3. The coffee varieties with milk require different cup sizes. Latte macchiato requires a cup volume of 260ml. For caffè latte, the required cup volume is 220ml and for cappuccino the required cup volume is 180ml. You can try another coffee variety with milk if you want more or less coffee. The varieties also have different tastes and different ratios of coffee to milk, so try them all to find out what you like best.
The SENSEO® machine continues to drip too long after brewing.	1. Some dripping is normal, so there is no need to worry. The drip tray will catch the drops, and you can easily remove the drip tray and the drip tray cover for cleaning.
	2. If the SENSEO® machine continues to drip for more than one minute and a half after the brewing cycle, the machine needs to be examined to determine the cause of the problem and the best solution. We advise you to take the machine to your dealer or a Philips service centre.
When I brew 2 cups of black coffee, the cups are not filled equally.	1. One outflow opening of the coffee spout may be clogged. Clean the coffee spout and the coffee spout cover with a washing-up brush and some washing-up liquid. You can also put the coffee spout and the coffee spout cover in the dishwasher. For details on cleaning the coffee spout, see chapter 'Cleaning' in the user manual.
	2. Perhaps the SENSEO® machine is not placed on a level surface. Put the SENSEO® machine on a level surface to make sure both cups are filled equally.

Problem	Solution
	3. Perhaps you are using the wrong pods. We advise you to use Douwe Egberts SENSEO® coffee pods. The SENSEO® coffee machine has been developed in cooperation with Douwe Egberts. Use of Douwe Egberts SENSEO® pods in the SENSEO® machine guarantees the best results.
The coffee is too weak.	1. You may not have placed the coffee pod in the pod holder correctly. Put the pod in the centre of the pod holder with its convex side pointing downwards.
	2. You may have accidentally used the same coffee pod twice. Use a new pod for every cup you brew.
	3. You may have used the wrong pod holder or the wrong number of pods. Use 1 pod in combination with the 1-cup pod holder and the 1-cup button. Use 2 pods in combination with the 2-cup pod holder and the 2-cup button.
	4. You have selected a large amount of coffee (only with 'black' coffee). Press the volume select button to choose a smaller amount of black coffee to give your coffee a stronger flavour.
	5. You have chosen a pod with a milder flavour. We advise you to experiment with other pods, e.g Dark Roast for a stronger flavour.
	6. If you prefer your coffee strong, you can also try using 2 pods in the 2-cup holder and pressing the 1-cup button.
The coffee is too strong	1. You may have accidentally pressed the 1-cup button while you intended to brew two cups of coffee. Check if the coffee tastes good when you press the 2-cup button when you want to brew two cups of coffee at the same time.
	2. You may have chosen a smaller amount of coffee (only with "black" coffee). Press the volume select button to choose a larger amount of black coffee to give your coffee a weaker flavour.
	3. If you used Dark Roast or Regular coffee pods, these varieties are too strong. We advise you to buy Mild Roast. This coffee has a milder flavour.
	4. If Mild Roast or Decaffeinated coffee is too strong, press the volume select button to choose a larger amount of black coffee to get weaker coffee.
	5. You may have used the wrong pod holder or the wrong number of pods. Use 1 pod in combination with the 1-cup pod holder and the 1-cup button. Use 2 pods in combination with the 2-cup pod holder and the 2-cup button.
The fuse cuts off the power supply when I switch on the SENSEO® machine or during use.	Unplug other appliances connected to the same circuit. Then plug in the SENSEO® machine again to check if the fuse cuts off the power supply again. If it does, take the SENSEO® machine to your dealer or to a Philips service centre. The SENSEO® Caffè Latte has a maximum power consumption of 2650W.
When I brew black SENSEO® coffee, the coffee is cold/not hot enough.	1. The machine is may be clogged with lime scale. Descale the machine by following the instructions in chapter 'Descaling' in the user manual. Use a descaler based on citric acid. Do not use white vinegar to descale the machine.

Problem	Solution
	2. You used cups that are too large. Coffee gets cold more quickly in larger cups. Use 100ml cups when you brew a small amount of black coffee. Use 150ml cups when you brew a medium amount of black coffee. Use 170ml cups when you brew a large amount of black coffee.
	3. You did not preheat the cups. To keep the coffee hot longer, preheat the cups with hot water. The best way to do this is by pressing the 1-cup button, without using a coffee pod.
The coffee varieties with milk are not hot enough	1. You did not preheat the cups. To keep the coffee hot longer, preheat the cups with hot water. The best way to do this is by pressing the 1-cup button, without using a coffee pod.
	2. You used cups that are too large. Do not use cups that are too large, as larger cups will cause the coffee to get cold more quickly. Use a 180ml cup when you brew a cappuccino. Use a 260ml cup when you brew a latte macchiato. Use a 220ml cup when you brew a caffè latte.
A part of the SENSEO® machine is missing, damaged or broken.	The SENSEO® machine needs to be examined to determine the cause of the problem and the best solution. We advise you to take the SENSEO® machine to your dealer or a Philips service centre.
The SENSEO® machine leaks.	1. You may not have placed the coffee pod properly in the pod holder. When the coffee pods are not placed properly in the centre of the pod holder, water may escape along the edges of the pods. The coffee pod needs to be placed properly in the centre of the pod holder with the convex side pointing downwards. When you use two pods on top of each other, make sure the convex sides of both pods point downwards and press the pods lightly into the 2-cup pod holder. Also make sure the coffee in the pod or pods is distributed evenly.
	2. The coffee spout may be clogged. Remove the coffee spout cover and take the coffee spout out of the machine. Clean the coffee spout and the coffee spout with a washing-up brush and some washing-up liquid or in the dishwasher.
	3. The water reservoir is damaged/broken. The water reservoir needs to be replaced. Go to your dealer or a Philips service centre to obtain a new water reservoir.
	4. It is normal that some water drips from the bottom of the water reservoir when you remove it from the machine or place it in the machine.
	5. The sealing ring may be stuck under the edge of the water distribution disc in the lid of the machine. Carefully pull the part of the sealing ring that is stuck out from under the distribution disc.
	6. Perhaps you filled the water reservoir beyond the MAX indication. When you put too much water in the water reservoir, the water may spill over the edge when you place the water reservoir back in the machine. Pour out some water so that the water reservoir contains not more than the maximum quantity indicated.
	7. The drip tray overflowed because it was not emptied in time. Empty the drip tray.

Problem	Solution
Some water drips from the bottom of the water reservoir.	When the water reservoir is removed or a full water reservoir is placed, some drops of water may escape from the bottom of the reservoir. This is normal.
The lid cannot be closed.	1. You may have put too many pods in the pod holder. Check if you used the correct pod holder. Use 2 pods on top of each other in the deeper 2-cup pod holder. Use 1 pod in the 1-cup pod holder.
	2. There may be a used coffee pod sticking to the water distribution disk. Remove the used pod.
	3. The pod holder has not been placed in the machine correctly, making it impossible to close the lid. If the pod holder is slightly askew, the lid cannot be closed. Place the pod holder in the machine correctly.
	4. You may have used a wrong version of the pod holder. Make sure you use the pod holders that have been specially developed for the SENSEO® Caffè Latte.
The indicator light of the on/off button continues to flash rapidly.	1. When the indicator light flashes and the light rings round the 1-cup and 2-cup buttons are off, there is not enough water in the water reservoir to brew a cup of coffee. To brew one cup of coffee, the water in the water reservoir must be above the 1-cup MIN level. To brew two cups of coffee, the water in the water reservoir must be above the 2-cup MIN level. If the water is above the 1-cup MIN level but below the 2-cup MIN level, the light ring round the 2-cup button is off. In this case you can still brew one cup of coffee before the indicator light starts to flash and the light ring round the 1-cup button goes out
	2. You selected a coffee variety with milk (cappuccino, caffè latte, latte macchiato) and you did not place the milk container in the machine or did not place it correctly. Place a milk container filled with milk in the machine if you want to brew a coffee variety with milk.
	3. The water reservoir has not been placed properly. Remove the water reservoir and put it back on the machine in the correct position.
	4. The lid may not be locked. Check if the lock lever is properly locked.
	5. The valve of the water reservoir is stuck. Check if the valve is stuck when you fill the reservoir with water. If de valve does not move, take the water reservoir to your dealer or a Philips service centre.
	6. You may be using the SENSEO® machine in a room with a temperature below 10 degrees Celsius. The SENSEO® machine does not work below 10 degrees Celsius. Check if the SENSEO® machine functions normally when it is used in a room with a temperature above 10 degrees Celsius.
There is no foam layer on the coffee.	The coffee spout is probably dirty and needs to be cleaned. Remove the coffee spout cover and take the coffee spout out of the machine. Clean the coffee spout and the coffee spout cover with a washing-up brush and some washing-up liquid or in the dishwasher.

Problem	Solution
	Perhaps you used the wrong coffee pods. We advise you to use SENSEO® coffee pods because they have been specially developed by Douwe Egberts for the SENSEO® coffee machine for coffee with a full, round taste and a delicious foam layer.
The SENSEO® machine does not flush.	1. The water reservoir may not have been placed correctly or there is not enough water in the water reservoir. Check if the SENSEO® machine functions properly when you have made sure that the water reservoir is placed correctly and there is enough water in the water reservoir, i.e. the water reservoir is filled up to the MAX indication.
	2. Perhaps you have not performed the flushing procedure correctly. Follow these steps to flush the machine. Fill the water reservoir up to the MAX indication. Press the on/off button and subsequently press the 1-cup button and the 2-cup button briefly at the same time. It will take some time before the SENSEO® machine starts flushing.
	3. The room in which you have placed the SENSEO® machine may be too cold. Make sure the SENSEO® machine is in a room where the temperature is above 10 degrees Celsius. The SENSEO® machine does not function properly at lower temperatures.
	4. The lid may not be locked properly. Make sure the lid is closed and locked properly before you start to use the machine.
	5. You may not have placed the milk container. You can only flush the machine when the milk container is placed in the machine
The SENSEO® machine does not operate on my boat/in my truck/in my camper.	Because of its power consumption, the SENSEO® machine is not suitable for use in combination with a transformer. Use in combination with a transformer may even cause a hazardous situation.
The SENSEO® machine vibrates strongly.	You have placed the SENSEO® machine on an unstable surface or on a stainless steel worktop. It is normal for the SENSEO® machine to vibrate a little. Always put the SENSEO® machine on a stable, flat surface and preferably not on a stainless steel worktop.
The SENSEO® machine stopped working during the brewing cycle.	1. You may have connected too many appliances to the same circuit. Unplug a number of appliances connected to the same circuit (consult an electrician in case of doubt). After you have unplugged the other appliances, plug in the SENSEO® machine again to check if it works properly. If the fuse cuts off the power supply again, we advise you to take the SENSEO® machine to your dealer or to a Philips service centre.
	2. The SENSEO® machine may also have stopped working during the brewing cycle due to a technical defect. In that case the SENSEO® machine needs to be examined to determine the cause of the problem and the best solution. We advise you to take the SENSEO® machine to your dealer or a Philips service centre.
Steam escapes from the SENSEO® machine during the brewing cycle.	1. When you brew a coffee variety with milk some steam may escape from the machine. To ensure a perfect cup of coffee and to minimise steaming, fill the milk container up to the required level for the coffee variety.

Problem	Solution
	2. You may have forgotten to fill the milk reservoir before brewing a coffee variety with milk. Fill the milk container up to the required level for the coffee variety.
	3. You pressed the Clean/Calc-Clean button to flush the milk container unit. Full steam power is required for a thorough flushing of the milk container unit. That is why, during the flushing process, more steam can escape than during normal use.
	4. You may have filled the milk reservoir with warm water for flushing. Fill the milk reservoir with cold water.
	5. The milk tube is not connected to the milk reservoir lid. Connect the milk tube to the milk reservoir lid.
The lid cannot be opened.	A vacuum may have formed under the lid. Pull the lever up as far as it will go and wait 24 hours before opening the lid. You may need to use quite some force to open the lid. When the lid opens, check if the sieve/hole in the centre of the pod holder is clogged. Unclog the sieve/hole by holding the pod holder under a running tap. If necessary, you can use a washing-up brush to unclog the sieve or a pin to unclog the hole. To avoid this problem, never put ground coffee (filter-fine grind) in the pod holder. Prevent pods from tearing by placing them in the pod holder with the convex side pointing downwards. Check if the coffee in the pod is evenly distributed when you place the pod in the pod holder and press the pods lightly into the pod holder. If you cannot open the lid or if the problem continues to occur, take the machine to your dealer or to a Philips service centre.
	Make sure you do not move the SENSEO® machine. Moving the machine, placing it outdoors or in a cool or cold environment does not accelerate the unlocking of the lid.
	Do **NOT** put the SENSEO® machine in the fridge or freezer, as this does not accelerate the unlocking of the lid.
The water reservoir doesn't seem to fit.	There is always a small gap visible between the water reservoir and the machine. This is normal. Put the water reservoir correctly on the machine.
I recently bought a SENSEO® machine but the buttons do not work so I cannot brew coffee.	You have to flush the machine before you use the machine to brew coffee. Follow the steps below to flush the machine (see also chapter 'Before first use' in the user manual). • Fill the water reservoir up to the MAX indication. • Make sure the milk container is placed. • Open the lid. • Place the 1-cup pod holder or 2-cup pod holder without pod(s) in the machine • Close the lid and lock the lever. • Put the plug in an earthed wall socket • Put a bowl (with a capacity of at least 1500ml) under the coffee spout to collect the water • Press the on/off button and subsequently press the 1-cup button and the 2-cup button briefly at the same time • The boiler fills itself with water from the water reservoir. This takes some time (approx. 90 to 150 seconds). The machine switches off automatically when the flushing cycle ends. During the flushing cycle, the machine produces more noise than during a regular brewing cycle.

Problem	Solution
The SENSEO® machine is quite loud when I brew a coffee variety with milk or flush the milk container unit.	Steam pressure is required for a perfect cup of coffee with frothed milk. It is therefore normal that you hear a hissing sound. The machine is louder during flushing because more steam pressure is necessary to flush the milk container unit than is required to froth the milk.
The SENSEO® machine does not produce good or enough milk froth.	1. The milk container unit may be dirty. Clean the milk container unit by following the instructions in chapter 'Cleaning', section 'Cleaning after the last use of the day'.
	2. You may have used milk that is not cold enough. Make sure you use cold milk straight from the refrigerator (5-8 degrees).
	3. You may have used rice or soy milk. This kind of milk does not produce a good quality milk froth. Use other milk for a perfect cup of coffee with milk froth.
Can the milk container lid be opened for cleaning?	To clean the milk container lid, press the milk container lid release lever and remove the milk container lid from the milk container. Open the milk container lid cover by pulling and slightly turning the knob and remove the milk tube. For more thorough cleaning you can also remove the steam inlet. For cleaning instructions, see chapter 'Cleaning', section 'Cleaning after the last use of the day'.
What is the Clean/Calc-Clean button for?	You use this button to flush the milk container unit with fresh cold water immediately after use. You also use this button to descale the machine when the Calc-Clean indicator comes on.
The light ring round the 2-cup button is off and I cannot operate this button.	1. You wanted to brew two cups of black coffee and the light ring round the 2-cup button is off because there is not enough water in the water reservoir for 2 cups of black coffee. Fill the water reservoir.
	2. If you selected a coffee variety with milk, you can only brew 1 cup at the time. That's why the light ring round the 2-cup button is off and only the light ring round the 1-cup button is on.
The Clean indicator flashes slowly.	When you have brewed a coffee variety with milk, the Clean indicator starts to flash to remind you to flush the milk container unit (see chapter 'Cleaning').
The Calc-Clean indicator is on continuously.	The Calc-Clean indicator goes on when you need to descale the machine. This happens after 1000 cups of SENSEO® black coffee or 500 cups of cappuccino, latte macchiato or caffè latte have been brewed. To descale your SENSEO® machine, follow the instructions in chapter 'Descaling'. When the Calc-Clean indicator flashes rapidly, the descaling program is finished.
I pressed the Clean/Calc-Clean button but the machine doesn't work.	1. If you want to flush the milk container unit, make sure the milk container is placed and filled with cold water.
	2. If you want to descale the machine, make sure the Calc-Clean tool is placed correctly. See chapter 'Descaling' in the user manual for more details.
	3. Perhaps you switched the machine off. The machine needs some time to heat up before cleaning is possible.

Problem	Solution
The Calc-Clean indicator remains on continuously.	1. The descaling program is not yet finished or you have not performed the descaling procedure correctly. Follow the instructions in chapter 'Descaling' in the user manual to descale the machine.
	2. You probably forgot to remove the Calc-Clean tool. After you have completed the descaling procedure, i.e. let the descaling program run and then flushed the machine with water twice, you need to remove the Calc-Clean tool from the coffee spout.
I can't fasten the lid onto the milk container.	First push the rear end of the milk container lid (the end without the lever) onto the edge of the milk container. Then push the other end of the milk container lid downwards and forwards until the release lever snaps in place.
I can't place the milk container into the appliance	1. You may have tried to place the milk container into the machine the wrong side first. Make sure the level indication icons on the milk container are facing outwards and the milk container is inserted in the direction of the arrows on the milk reservoir lid
	2. You probably did not slide the milk container unit into the machine at the right height. It is also important that you slide the milk container into the machine horizontally. If you insert it at the correct height and hold it horizontally, the sliding ribs will slide easily into the grooves inside the machine.
	3. Make sure the milk container lid cover is properly closed. If the milk container lid cover is not closed properly, its knob will stick out too far and it is not possible to slide the milk container into the machine.
I can't press the 2-cup button.	1. When you have selected a coffee variety with milk, the light ring round the 2-cup button is out and the 2-cup button does not work because you can only brew one cup of coffee with milk at the time.
	2. The light ring round the 2-cup button is out and the 2-cup button does not work because there is not enough water in the water reservoir for 2 cups of black coffee.
	3. The valve of the water reservoir is stuck. Check if the valve is stuck when you fill the reservoir with water. If de valve does not move, take the water reservoir to your dealer or a Philips service centre.
There is some milk left in the milk container after brewing a coffee variety with milk.	1. Perhaps you filled the milk container beyond the level required for the coffee variety you wanted to brew.
	2. It is normal for there to be some milk left after brewing a coffee variety with milk. This extra milk is required to ensure a good foam quality.
I lost a part of the SENSEO® machine	We advise you to take the machine to your dealer or a Philips service centre.
Can I buy a new or an additional milk container?	You can buy an additional milk container unit. Its type number is HD7010.

Problem	Solution
The drip tray does not move when I turn the button.	Check if there is any tape left that was used to secure the driptray and cup tray during transport.
The on/off indicator is on continuously but the light ring round the 1-cup and 2-cup buttons are not on and these buttons do not work.	The lid of the appliance is not properly closed and the lock lever is not locked. Make sure the lid is closed and the lid lever is locked.
The on/off indicator is on continuously but the light ring round the 1-cup button or the 2-cup button is not on.	1. When the on/off indicator is on and the light ring round the 2-cup button is off but the light ring round the 1-cup button is on, this may indicate that there is still enough water in the water reservoir to brew one cup of coffee, but there is not enough water to brew two cups.
	2. When there is enough water in the water reservoir for at least two cups of coffee and the light ring round the 2-cup button is off, check if the 2-cup button works. If the machine starts to brew coffee when you press the 2-cup button, the light ring is broken. Take the machine to your dealer or a Philips service centre to have the light ring replaced.
	3. When the on/off indicator is on and the light ring round the 2-cup button is on, but the light ring round the 1-cup button is off, check if the 1-cup button works. If the machine starts to brew coffee when you press the 1-cup button, the light ring is broken. Take the machine to your dealer or a Philips service centre to have the light ring replaced.
I interrupted the descaling program. How can I restart the descaling procedure?	Remove the Calc-Clean tool. Press the Clean/Calc-Clean button to flush the machine once and then reinsert the Calc-Clean tool.
The descaling program lasted only 5 minutes.	Something went wrong during the descaling program (the on/off button was pressed, the Calc-Clean tool was not placed correctly or the water reservoir was removed from the machine). Remove the Calc-Clean tool and then reinsert it. Press the Clean/Calc-Clean button to start the descaling program again`.
Which type of descaler does Philips recommend?	You should use a descaler based on citric acid. Under Philips type number HD7006 you can buy a descaler specially made for SENSEO® machines. Each package contains 3 sachets.
Water and steam have leaked from the bottom of the appliance in a fast way.	Your SENSEO® machine has a technical malfunction and has drained all water for safety reasons. The machine is blocked and does not function anymore. For assistance, please visit our website www.senseo.com or take the machine to a Philips service centre.

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