



GENIO <sup>S</sup>  
PLUS

USER MANUAL





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# 1. SAFETY PRECAUTIONS

**Read all instructions and keep these safety instructions. Any type of misuse of the appliance may result in a potential injury.**

In case of any inappropriate use or failure to comply with the instructions, the manufacturer accepts no responsibility and the guarantee may not apply.

**The guarantee does not cover appliances that do not work or do not work properly because they have not been maintained and/or descaled.**

## INTENDED USE

1. This appliance is intended to be used in household only. It is not intended to be used in following applications, and the guarantee will not apply for:
  - staff kitchen areas in shops, offices and other working environments;
  - farm houses;
  - by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments;
2. Your appliance is intended for domestic use inside the home only at an altitude below 3400 m.

## ELECTRICAL POWER SUPPLY

3. Connect the appliance to a mains power socket with an earth connection only. Mains voltage must be the same as the details on the rating plate. The use of incorrect connection will negate the guarantee and may be hazardous.
4. To protect against fire, electric shock and injury to persons do not immerse the power cord, plugs or the appliance in water or other liquid. Avoid spillage on the plug. Never touch the power cord with wet hands. Do not overfill the water tank.
5. In case of an emergency remove the plug from the mains power socket immediately.
6. Unplug from the mains power socket when not in use.
7. To disconnect, remove the plug from the mains power socket. Do not unplug by pulling the cord.
8. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces or sharp edges. Do not allow the cord to dangle (risk of tripping up). Never touch the cord with wet hands.
9. Do not operate any appliance with a damaged cord or plug. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Do not operate any appliance that malfunctions or has been damaged in any manner. Unplug cord immediately. Return the damaged appliance to the nearest authorised service facility designated by the NESCAFÉ® Dolce Gusto® hotline.
10. If the mains power socket does not match the plug on the appliance, have the plug replaced with a suitable type by aftersales service centres designated by the NESCAFÉ® Dolce Gusto® hotline.

## CONDITIONS OF USE

11. Always use the appliance on a flat, stable, heat resistant surface away from sources of heat or water splashes.
12. Do not use the appliance without the drip tray and drip grid, except when a very tall mug is used. Do not use the appliance for hot water preparation.
13. Never turn the machine upside down.
14. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury to persons.
15. Do not place on or near a hot gas or electric burner, or in a heated oven.
16. Do not put fingers under the outlet during beverage preparation.
17. Do not touch the injector of the machine head.
18. Never carry the appliance by the extraction head.
19. The capsule holder is equipped with a permanent magnet. Avoid placing the capsule holder near appliances and objects that can be damaged by magnetism, e.g. credit cards, USB drives and other data devices, video tapes, television and computer monitors with picture tubes, mechanical clocks, hearing aids and loud speakers.
20. Do not turn off the appliance during the descaling process. Rinse the water tank and clean the appliance to avoid any residual descaling agent.
21. If away for prolonged periods, on holiday, etc. the appliance must be emptied, cleaned and unplugged. Rinse before reuse. Operate the rinse cycle before re-using your appliance.
22. We recommend using the NESCAFÉ® Dolce Gusto® capsules designed and tested for the NESCAFÉ® Dolce Gusto® machine. They were designed to interact together – the interaction provides the in-cup quality that NESCAFÉ® Dolce Gusto® is known for. Each capsule is designed to prepare a perfect cup, and cannot be reused.
23. Do not remove hot capsules by hand. Always use capsule holder handle to dispose of used capsules.
24. Always insert the capsule holder in the machine to prepare a beverage. The appliance will not work if the capsule holder is not inserted. Do not pull out the capsule holder before the indicator stops blinking.
25. Machines equipped with a locking handle: Scalding may occur if the locking handle is opened during the brewing cycles. Do not pull up the locking handle before the lights on the machine stop flashing.
26. For health reasons, always fill the water tank with fresh drinking water.
27. After use of the appliance always remove the capsule and clean the capsule holder. Empty and clean the drip tray and capsule bin daily. Food allergy sufferers must rinse the appliance according to cleaning procedure.

28. The heating element surface is subject to residual heat after use and plastic housings may feel warm to touch several minutes upon use.
29. Patients with pacemakers or defibrillators: Do not hold the capsule holder directly over the pacemaker or defibrillator.
30. The appliance shall not be placed in a cabinet when in use.

### CHILDREN

31. Keep the appliance and its cord out of reach of children aged less than 8 years. Children shall not play with the appliance.
32. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
33. This appliance is not intended for use by children or persons 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. Persons who have a limited or no understanding of the operation and use of this appliance must first read and fully understand the contents of the user manual, and where appropriate seek additional guidance on its operation and use from the person responsible for their safety.
34. Children should be supervised to ensure that they do not play with the appliance.
35. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised by an adult.
36. Children should not use the appliance as a toy.

### MAINTENANCE

37. Unplug from the mains power socket before cleaning. Allow to cool before putting on or taking off parts, before cleaning the appliance. Never clean wet or immerse appliance in any fluid. Never clean the appliance with running water. Never use detergents to clean the appliance. Clean the appliance only using soft sponges/brushes. The water tank should be cleaned with a clean food-safe brush.
38. Any operation, cleaning and care other than normal use must be undertaken by after-sales service centres designated by the NESCAFÉ® Dolce Gusto® hotline. Do not dismantle appliance and do not put anything into openings.
39. To reduce the risk of fire or electric shock, do not remove the cover. No user serviceable parts inside. Repair should be done by authorized service personnel only!
40. For additional guidance on how to use the appliance, refer to the user manual on [www.dolce-gusto.com](http://www.dolce-gusto.com) or call the NESCAFÉ® Dolce Gusto® hotline number.

### RECYCLING

41. Packaging is made of recyclable materials. Contact your local council / authority for further information on recycling programs. Your appliance contains valuable materials which can be recovered or recycled.

### EUROPEAN MARKETS ONLY: Think of the environment!



Your appliance contains valuable materials which can be recovered or recycled.

Leave it at a local civic waste collection point or at an approved service centre, where it will be disposed of properly. European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE), stipulates that used household appliances must not be disposed of in normal unsorted municipal waste. Old appliances must be collected separately to optimise the sorting and recycling of their parts and to reduce the impact on human health and the environment.



## 2. MACHINE OVERVIEW



1. Water tank
2. Water tank cover
3. INTUITIVE LED CONTROL RING
4. Locking handle
5. Rinsing tool
6. Capsule holder
7. Cleaning needle
8. Injector
9. Drip tray

### ECONOMY MODE:

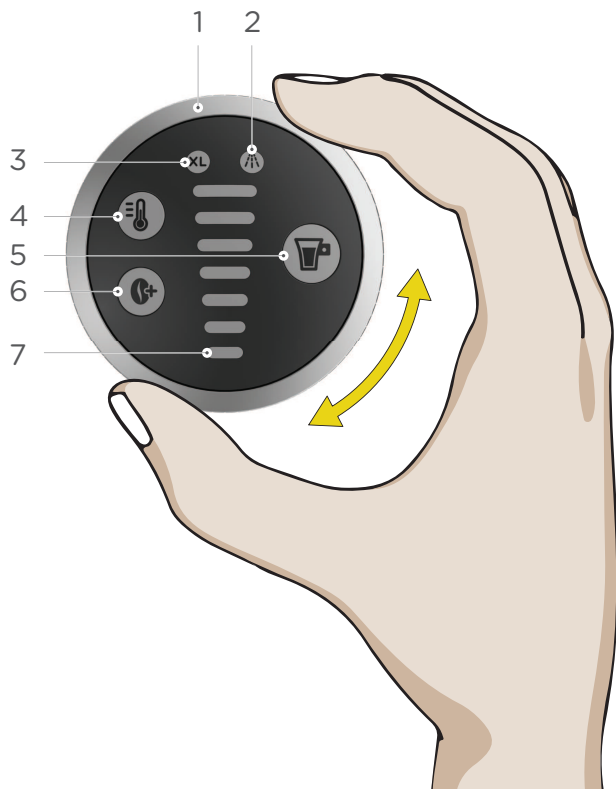
After 1 minute of non-usage upon an extraction.  
5 minutes upon switch-on if no extraction.  
Please be aware that the appliance is still using electricity whilst in eco-mode (0.45 Wh).

### TECHNICAL DATA

- GB / IE  
220–240 V, 50/60 Hz, 1340–1600 W
- max. 15 bar
- 0.8 L
- ~2 kg
- 5–45 °C  
41–113 °F
- A = 11.21 cm  
B = 27.32 cm  
C = 28.81 cm

### 3. KEY FEATURES

#### 3.1 INTUITIVE LED CONTROL RING



1. **Control ring**  
Select the volume for the beverage preparation
2. **Descaling indicator**  
The machine needs to be descaled after 300 extractions
3. **XL function**  
Prepare an extra large cup
4. **TEMPERATURE SELECTION**  
The beverage temperature can be set (4 predefined settings):



Cold



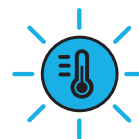
Low



Mid



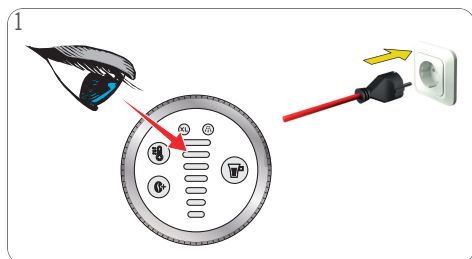
High



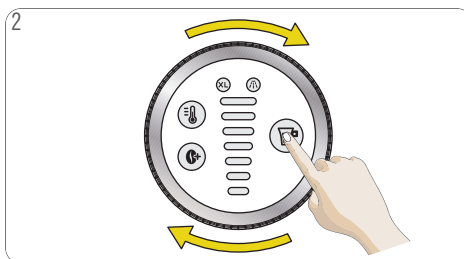
Cold, but the water temperature is still too high

5. **Start/Stop button**  
Start/Stop the beverage preparation
6. **ESPRESSO BOOST**  
Boost the taste intensity of your Espressos
7. **Volume display**  
Shows the extraction progress by moving down from the selected volume until completion

#### 3.2 HOW TO START THE MACHINE



1  
Ensure to use the correct mains voltage as given in 2. "MACHINE OVERVIEW" on page 6. Connect the power plug to the mains power socket.



2  
Press any button or rotate the control ring to start the machine.



3  
The machine can also be switched on by opening the locking handle.



### 3. KEY FEATURES

#### 3.3 ESPRESSO BOOST



Boost the taste intensity of your Espressos.



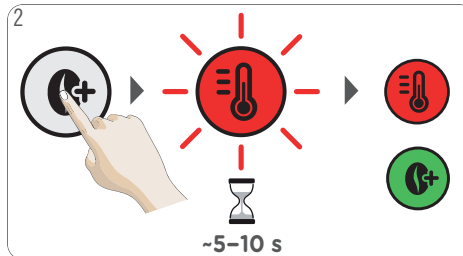
#### ESPRESSO BOOST



ESPRESSO BOOST cannot be selected in cold mode. Do not use ESPRESSO BOOST with milk, chocolate and tea capsules.



1 Check the number of bars shown on the capsule. Prepare ESPRESSO BOOST for capsules identified with level 1, 2 & 3 only.



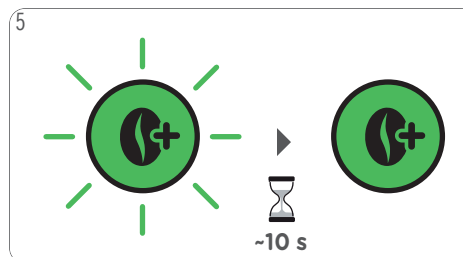
2 Press the ESPRESSO BOOST button to switch to ESPRESSO BOOST. The temperature selection button blinks while the machine is heating up for approximately 5–10 seconds. Afterwards, the temperature selection button lights steady red. The machine is ready to be used.



3 Use the control ring to set the volume in accordance with the number of bars shown on the capsule or select the desired volume to your own taste (max level 3).



4 Press the start/stop button. The beverage preparation starts. **Do not open the locking handle during the extraction.**



5 Pre-wetting: The preparation pauses and the ESPRESSO BOOST button starts blinking. After approx. 10 seconds the preparation continues and the ESPRESSO BOOST button is steady green. Wait until the machine stops automatically. The extraction can be stopped at any time manually by pressing the start/stop button.



#### ESPRESSO BOOST

Enjoy your beverage!



### 3. KEY FEATURES

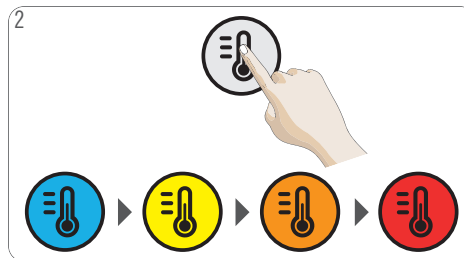
#### 3.4 TEMPERATURE SELECTION



Customise the temperature of your coffees to your personal taste. The machine provides you with four predefined settings: cold, low, medium and high.



Check the number of bars shown on the capsule.



Press the temperature selection button to choose the desired temperature of your beverage.



Use the control ring to set the volume in accordance with the number of bars shown on the capsule or select the desired volume to your own taste.



Press the start/stop button. The beverage preparation starts. **Do not open the locking handle during the extraction.** Wait until the extraction stops. The machine stops the preparation automatically. The extraction can be stopped at any time manually by pressing the start/stop button.



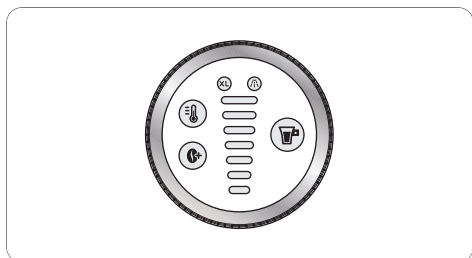
After finishing the preparation, the temperature selection button and the volume display light blink for up to 8 seconds. **During that time do not open the locking handle!**



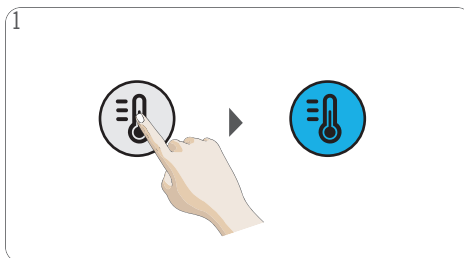
Enjoy your beverage!

### 3. KEY FEATURES

#### 3.5 COLD MODE

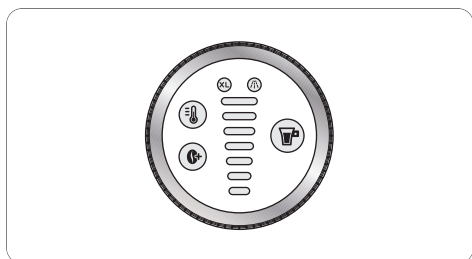


**Option A:** The machine is switched off.



Press the temperature selection button to start the machine in cold mode. A cold beverage can be prepared immediately.

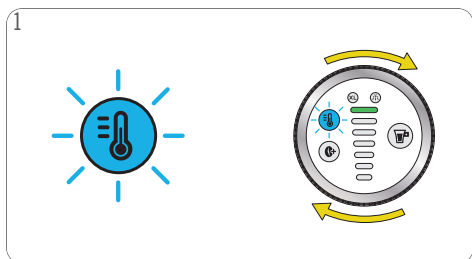
**⚠** The cold mode must only be used with dedicated cold products, e. g. Cappuccino Ice.



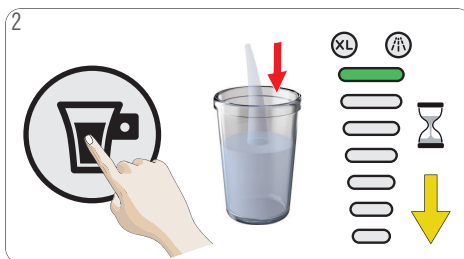
**Option B:** The machine is switched off.



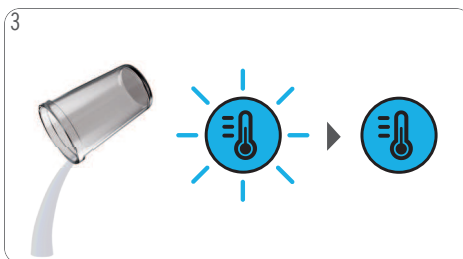
Open the locking handle. The machine switches on automatically. Press the temperature selection button within 10 seconds after starting the machine to change to cold mode (blue). A cold beverage can be prepared immediately.



**Option C:** A hot beverage has been prepared or the cold mode was not selected within 10 seconds after starting the machine. Press the temperature selection button to go into cold mode. The temperature selection button will blink blue to indicate that the machine needs to cool down.



To accelerate the cooling, select level 7 on the volume display. Press the start/stop button. Machine starts rinsing. The volume display bar moves down until it disappears.

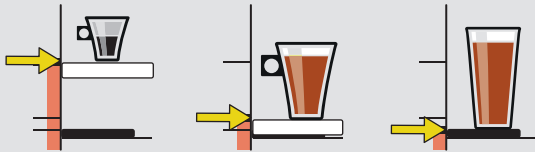


Empty the container. The temperature selection button is steady blue to indicate that the machine is cooled down and a cold beverage can be prepared.

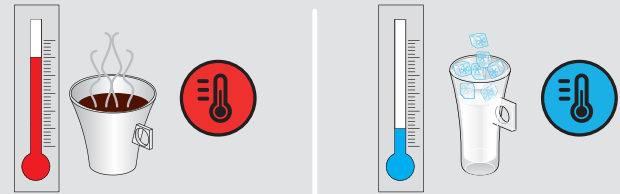
# 4. BEVERAGE EXAMPLES



Adjust the drip tray



Choose hot or cold



ESPRESSO

**XL**

GRANDE/AMERICANO  
MORNING CUP

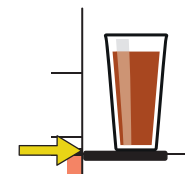
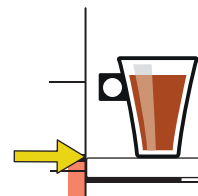
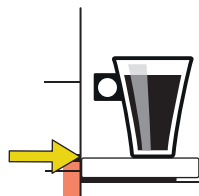
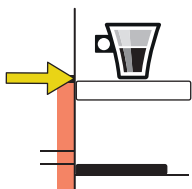
CAPPUCCINO

CAPPUCCINO ICE



① + ②

① + ②



35 ml  
Ristretto

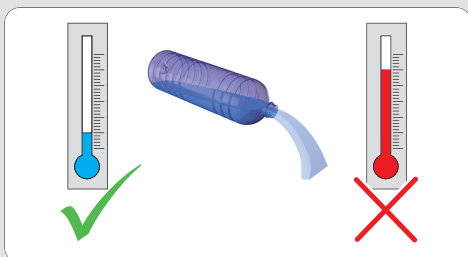
50 ml  
Espresso  
Espresso Intenso

300 ml

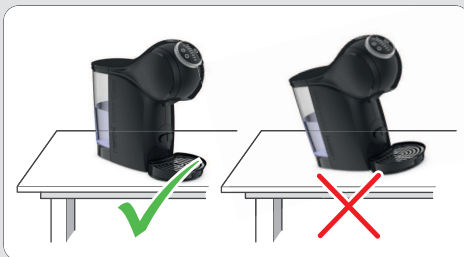
① 200 ml + ② 40 ml = 240 ml

① 30g + 125 ml + ② 85 ml = 240 ml

## 5. RECOMMENDATIONS FOR SAFE USE



- Never add hot water to the water tank!
- For rinsing and beverage preparation use only drinking water.



- Always keep the machine upright!



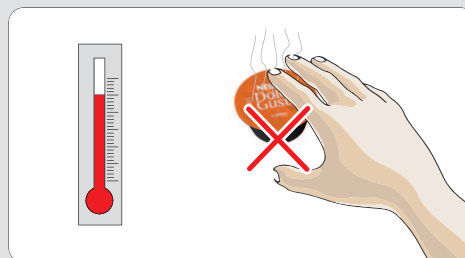
- After finishing the preparation, the temperature selection button and the volume display light blink for up to 8 seconds. **During that time do not open the locking handle!** After that, the temperature selection button lights steadily.



- Do not touch the plug with wet hands. Do not touch the machine with wet hands!



- Never use a wet sponge. Only use a soft damp cloth to clean the top of the machine.



- Do not touch the used capsule after the beverage preparation! Hot surface, risk of burns!



- Never touch the injector with the finger!



- Do not use the rinsing tool for tea or hot water preparation.



- IF LEFT UNUSED FOR MORE THAN 2 DAYS:** Empty the water tank, rinse it, refill it with fresh drinking water and insert it into the machine. Before reuse rinse machine according to instructions in 8. "CLEANING" on page 17, beginning with step 4 to step 8.

## 6. FIRST USE RINSING



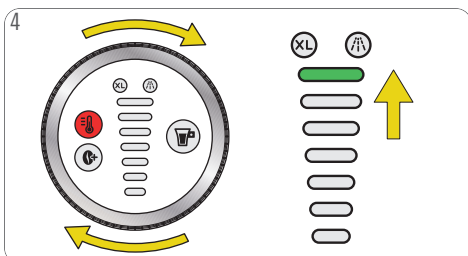
1 Fill the water tank with fresh drinking water. Insert it back into the machine. Remove the drip tray.



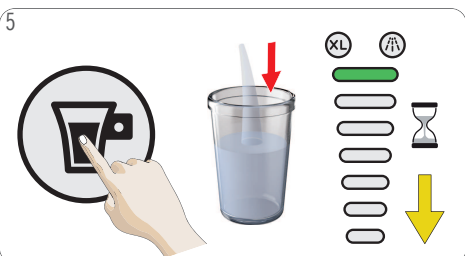
2 Open the locking handle. Put the rinsing tool into the capsule holder. Insert the capsule holder into the machine. Place a large empty container underneath the coffee outlet.



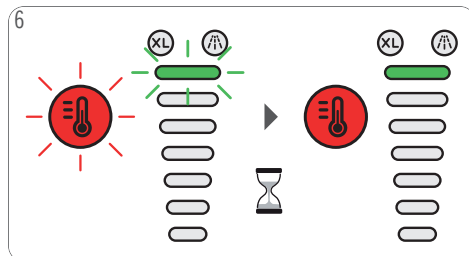
3 Close the locking handle.



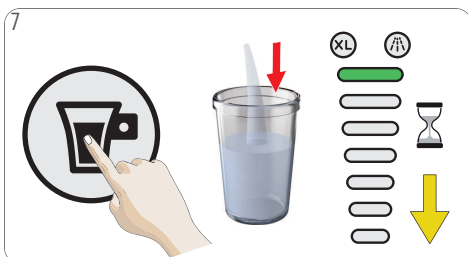
4 Use the control ring and select level 7 on the volume display (highest bar).



5 Press the start/stop button. Machine starts rinsing.



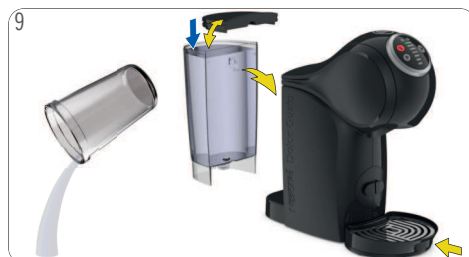
6 The temperature selection button and the volume display light blink for up to 8 seconds.



7 Press the start/stop button. Machine starts rinsing. Wait until the machine stops automatically. The temperature selection button and the volume display light blink for up to 8 seconds.



8 Open the locking handle. Pull out the rinsing tool. Remove the rinsing tool. Reinsert the capsule holder.



9 Empty the container. Fill the water tank with fresh drinking water. Insert the water tank into the machine. Reinsert the drip tray. The machine is ready to be used.



## 7. PREPARING A BEVERAGE

### 7.1 ONE CAPSULE (E. G. LUNGO)



1 Adjust the drip tray position. Place the cup with the correct cup size on the drip tray. See "BEVERAGE EXAMPLES" or package. Check if the water tank contains enough fresh drinking water.



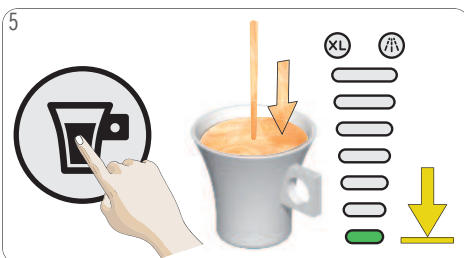
2 Open the locking handle. The machine switches on automatically. The temperature selection button blinks while the machine is heating up for approximately 40 seconds. Afterwards, the temperature selection button lights steady red. The machine is ready to be used.



3 Make sure the rinsing tool is not inside. Insert the capsule in the capsule holder. Insert it back into the machine. Close the locking handle.



4 Use the control ring to set the volume in accordance with the number of bars shown on the capsule or select the desired volume to your own taste. Choose XL beverage for an extra big cup. Wait around 1.5 min if you want to prepare a second extra big cup.



5 Press the start/stop button. The beverage preparation starts. **Do not open the locking handle during the extraction.** Wait until the extraction stops. The machine stops the preparation automatically. The extraction can be stopped at any time manually by pressing the start/stop button.



6 After finishing the preparation, the temperature selection button and the volume display light blink for up to 8 seconds. **During that time do not open the locking handle!**



7 After the extraction is finished open the locking handle. Remove the cup from the drip tray.



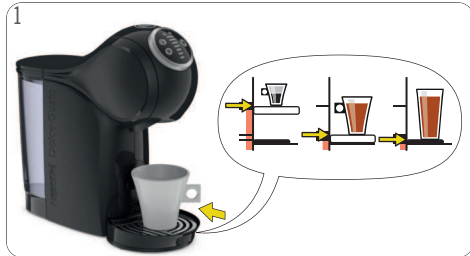
8 Pull out the capsule holder. Remove the used capsule. Put the used capsule in the dustbin.



9 Rinse both sides of the capsule holder with fresh drinking water. Dry the capsule holder. Insert it back into the machine. Enjoy your beverage!

## 7. PREPARING A BEVERAGE

### 7.2 TWO CAPSULES (E. G. CAPPUCCINO)



Adjust the drip tray position. Place the cup with the correct cup size on the drip tray. See "BEVERAGE EXAMPLES" or package. Check if the water tank contains enough fresh drinking water.



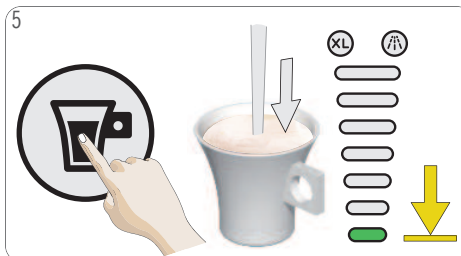
Open the locking handle. The machine switches on automatically. The temperature selection button blinks while the machine is heating up for approximately 40 seconds. Afterwards, the temperature selection button lights steady red. The machine is ready to be used.



Make sure the rinsing tool is not inside. Insert the first capsule in the capsule holder. Insert it back into the machine. Close the locking handle.



Use the control ring to set the volume in accordance with the number of bars shown on the capsule or select the desired volume to your own taste. Choose XL beverage for an extra big cup. Wait around 1.5 min if you want to prepare a second extra big cup.



Press the start/stop button. The beverage preparation starts. **Do not open the locking handle during the extraction.** Wait until the extraction stops. The machine stops the preparation automatically. The extraction can be stopped at any time manually by pressing the start/stop button.



After finishing the preparation, the temperature selection button and the volume display light blink for up to 8 seconds. **During that time do not open the locking handle!**



Open the locking handle. Pull out the capsule holder. Remove the used capsule. Put the used capsule in the dustbin.



Insert the second capsule in the capsule holder. Insert it back into the machine. Close the locking handle.

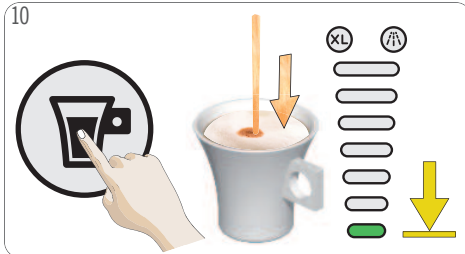


Use the control ring to set the volume in accordance with the number of bars shown on the capsule or select the desired volume to your own taste.



## 7. PREPARING A BEVERAGE

### 7.2 TWO CAPSULES (E. G. CAPPUCCINO)



Press the start/stop button. The beverage preparation starts. **Do not open the locking handle during the extraction.** Wait until the extraction stops. The machine stops the preparation automatically. The extraction can be stopped at any time manually by pressing the start/stop button.



After finishing the preparation, the temperature selection button and the volume display light blink for up to 8 seconds. **During that time do not open the locking handle!**



When the indicator light is steady green open the locking handle. Remove the cup from the drip tray.



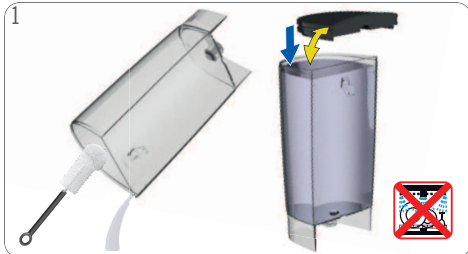
Pull out the capsule holder. Remove the used capsule. Put the used capsule in the dustbin.



Rinse both sides of the capsule holder with fresh drinking water. Dry the capsule holder. Insert it back into the machine. Enjoy your beverage!



## 8. CLEANING



Rinse and clean the water tank. Use a clean food-safe brush and washing-up liquid as needed. Afterwards refill with fresh drinking water and insert it into the machine. The water tank is not dishwasher proof!



Rinse the drip tray and the rinsing tool with fresh drinking water. Clean the drip tray with a clean food-safe brush. The drip tray is not dishwasher proof!



Clean both sides of the capsule holder with washing-up liquid and fresh drinking water. Alternatively wash in the dishwasher. Dry it afterwards. Clean the head of the machine around the injector with a clean soft damp cloth.



Open the locking handle. Put the rinsing tool into the capsule holder. Insert the capsule holder into the machine. Close the locking handle. Remove the drip tray. Place a large empty container underneath the coffee outlet.



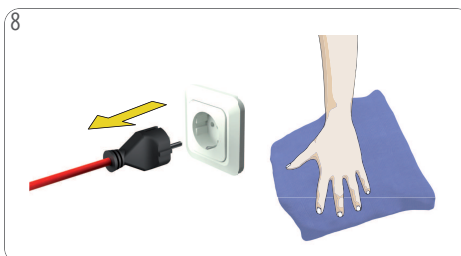
Use the control ring and select level 7 on the volume display (highest bar). Press the start/stop button. Machine starts rinsing.



Empty and clean the container. **Warning: Hot water! Handle with care!**



Open the locking handle. Pull out the capsule holder. Remove the rinsing tool. Keep it in a safe place for later cleaning or descaling. If any, remove the water from the water tank.



Switch off the machine. Unplug the power plug! Clean the machine with a soft damp cloth. Dry it afterwards with a soft dry cloth.



## 9. DESCALING AT LEAST EVERY 3–4 MONTHS



[www.dolce-gusto.com](http://www.dolce-gusto.com)

Use NESCAFÉ® Dolce Gusto® liquid descaler. To order, call the NESCAFÉ® Dolce Gusto® hotline or go on the NESCAFÉ® Dolce Gusto® website.



Do not use vinegar for descaling!



Avoid contact of the descaling liquid with any part of the machine.



Do not unplug the machine during descaling!



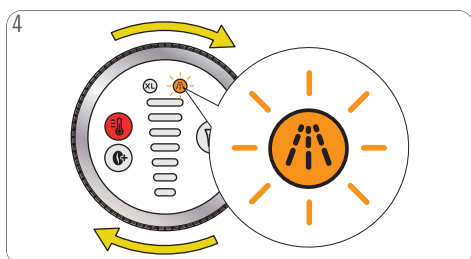
1 If the orange descaling indicator light turns on, or the beverage comes out slower than usual (even in droplets), or if it is cooler than usual, the machine has to be descaled.



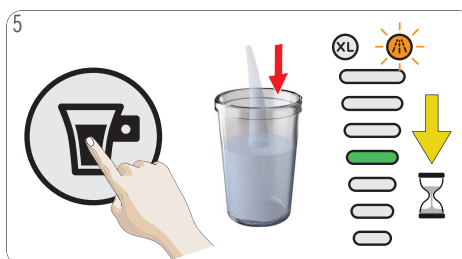
2 If any, remove the water from the water tank. Mix 0.5 liter of fresh drinking water with the descaler in a measuring cup. Pour the descaling solution into the water tank and insert the water tank into the machine.



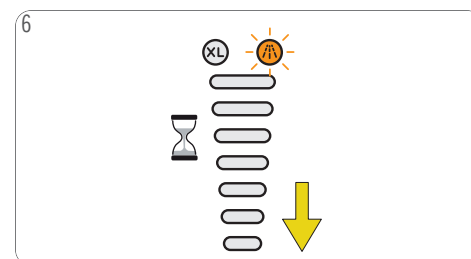
3 Open the locking handle. Put the rinsing tool into the capsule holder. Insert the capsule holder into the machine. Close the locking handle. Place a large empty container underneath the coffee outlet.



4 To enter the descaling mode, select XL and turn the control ring four times clockwise until the descaling LED starts blinking.

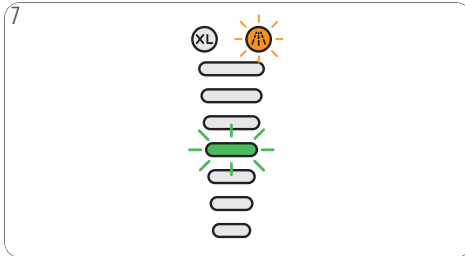


5 Press the start/stop button. The machine starts descaling. The volume display bar moves from the top down to the 4th level. The machine descales with hot water in start-stop operation. The machine stops descaling once the water tank is empty.



6 To allow a better descaling efficiency, the machine is on hold approximately 2 minutes. The volume display bar moves down until it disappears.

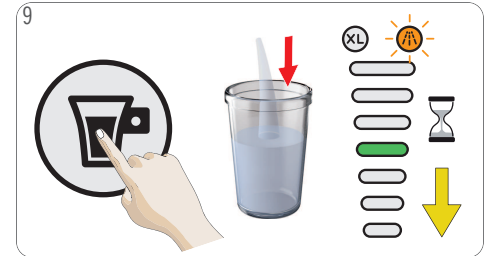
## 9. DESCALING AT LEAST EVERY 3–4 MONTHS



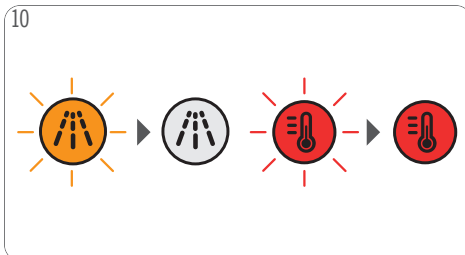
The volume display bar flashes (4th level).



Empty and clean the container. Rinse and clean the water tank. Use a clean food-safe brush and washing-up liquid as needed. Refill the water tank with fresh drinking water and insert it into the machine. Place the container underneath the beverage outlet.



Press the start/stop button. The machine rinses continuously with hot water. The volume display bar moves down until it disappears. The machine stops rinsing once the water tank is empty.



The descaling indicator turns off, the temperature selection blinks and turns steady red once the machine is ready to use.



Remove the container. Empty and clean the container. Pull out the capsule holder. Remove the rinsing tool. Keep it in a safe place for later cleaning or descaling. Rinse both sides of the capsule holder with fresh drinking water. Reinsert the capsule holder.



Clean the machine with a soft damp cloth. Dry it afterwards with a soft dry cloth.



## 10. TROUBLESHOOTING

### 10.1 ORANGE DESCALING INDICATOR LIGHT TURNS ON



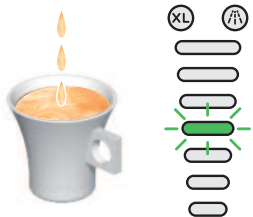
The orange descaling indicator light turns on.

1



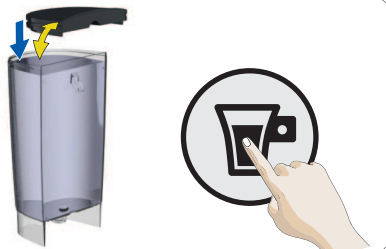
This means that the machine needs to be descaled. To do so, please follow the descaling instructions. See 9. "DESCALING AT LEAST EVERY 3–4 MONTHS" on page 18.

### 10.2 NO LIQUID COMES OUT – NO WATER?



The beverage preparation stops part way during the delivery or does not start at all. The volume display flashes at the current level. No liquid comes out: The water tank may be empty.

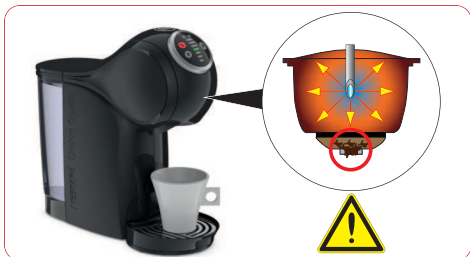
1



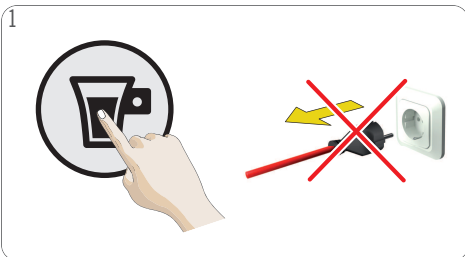
Check if the water tank contains enough fresh drinking water. If not, refill with fresh drinking water and press the start/stop button to continue the preparation. In case there is still no liquid coming out check 10.3 "NO LIQUID COMES OUT – CAPSULE BLOCKED?".

## 10. TROUBLESHOOTING

### 10.3 NO LIQUID COMES OUT – CAPSULE BLOCKED?



No liquid comes out: The capsule may be blocked and under pressure.



1 **Always keep the machine upright!** To stop the preparation, press the start/stop button again. Do not unplug the machine!



2 Do not drink the coffee! Open the locking handle. The machine releases pressure. Remove the capsule holder. Put the used capsule in the dustbin.

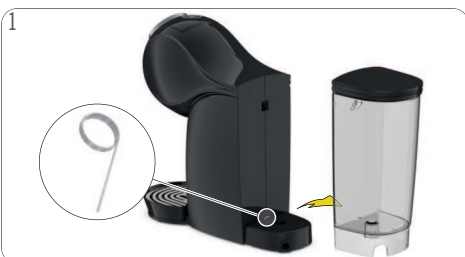


3 Try to operate the machine without capsule. If the water flows, it shows that the issue was with the capsule. Just use a different capsule. If not, follow with 10.4 "NO LIQUID COMES OUT - INJECTOR BLOCKED?".

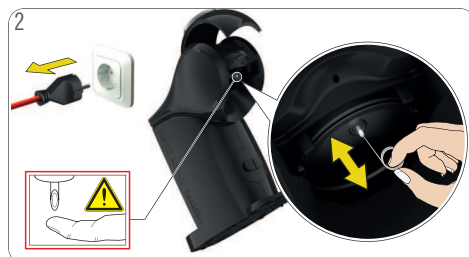
### 10.4 NO LIQUID COMES OUT – INJECTOR BLOCKED?



No liquid comes out: The injector may be blocked and under pressure.



1 Ensure the drip tray is empty. Take out the cleaning needle. **Keep the needle out of reach of children!**



2 Remove the capsule holder. Open the locking handle. Clean the injector with the cleaning needle. Follow instructions in 9. "DESCALING AT LEAST EVERY 3–4 MONTHS" on page 18.

# 10. TROUBLESHOOTING

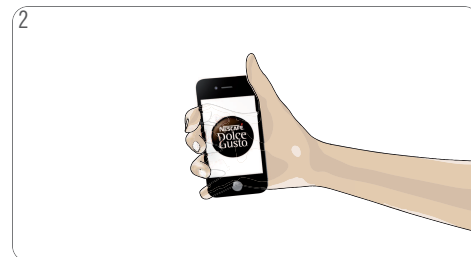
## 10.5 VARIOUS



The machine cannot be switched on.



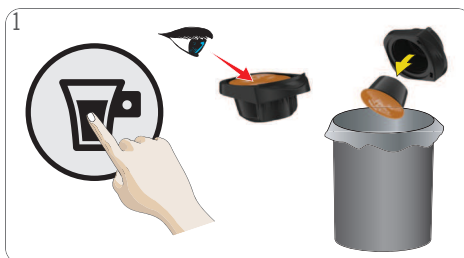
1 Check if the power plug is correctly plugged into a mains power socket. If yes, check your electricity supply.



2 If the machine still cannot be switched on, call the NESCAFÉ® Dolce Gusto® hotline. For the hotline numbers see "Machine Hotlines".



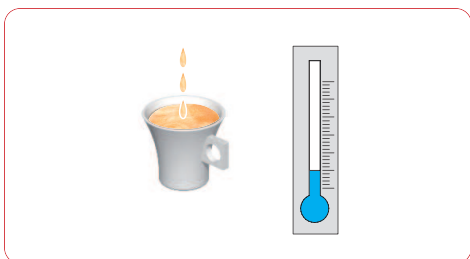
The beverage is splashing out of the coffee outlet.



1 Press the start/stop button to stop the preparation. Pull out the capsule holder. Put the used capsule in the dustbin.



2 Clean the capsule holder. Insert a new capsule in the capsule holder and insert it back into machine.



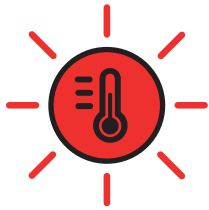
If the beverage comes out slower than usual (even in droplets), or if it is cooler than usual the machine has to be descaled.



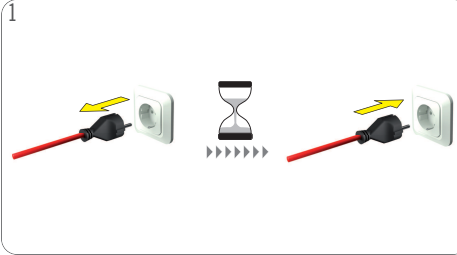
1 To do so, please follow the descaling instructions. See 9. "DESCALING AT LEAST EVERY 3–4 MONTHS" on page 18.

# 10. TROUBLESHOOTING

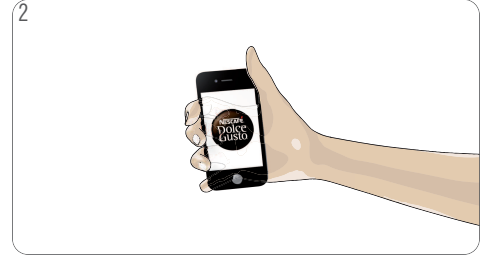
## 10.5 VARIOUS



The temperature selection button blinks fast.



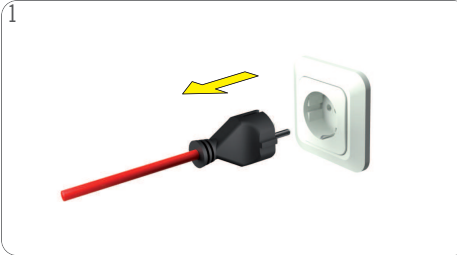
1  
Check if capsule is blocked, see 10.3. "NO LIQUID COMES OUT – CAPSULE BLOCKED?" on page 21. Unplug the power plug and wait 20 minutes. Afterwards, insert the power plug into the mains power socket and switch the machine on.



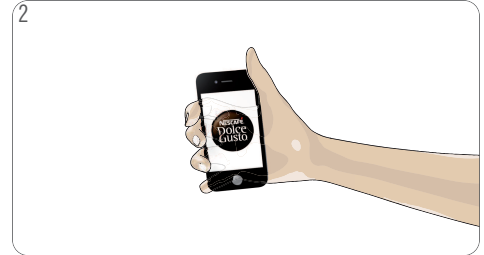
2  
If the temperature selection button still flashes fast call the NESCAFÉ® Dolce Gusto® hotline. For the hotline numbers see last page.



Water accumulates underneath or around the machine. Clear water leaks around the capsule holder during the beverage preparation.



1  
Unplug the power plug!



2  
Call the NESCAFÉ® Dolce Gusto® hotline or go on the NESCAFÉ® Dolce Gusto® website. For the hotline numbers see last page.



Water is splashing out of the coffee outlet during rinsing or descaling.



1  
Put the rinsing tool into the capsule holder. Insert the capsule holder into the machine.



## HOTLINES

AR 0800 999 81 00  
BR 0800 7762233  
CA 1 888 809 9267  
CH 0800 86 00 85  
CL 800 213 006  
CO 01800-05-15566  
CR 0-800-542-5444  
DO (809) 508-5100  
EC 1800 637-853 (1800 NESTLE)  
GT 1-800-299-0019  
HN 800-2220-6666  
MX 01800 365 2348  
NI 1-800-4000  
PA 800-0000  
PE 80010210  
PY 0800-112121  
TI (868) 663-6832  
US 1-800-745-3391  
UY 0800-2122



AT 0800 365 23 48  
BE 0800 93217  
BG 0 700 10 330  
CZ 800 135 135  
DE 0800 365 23 48  
DK 80 300 100  
EE 6 177 441

ES 900 10 21 21  
FI 0800 0 6161  
FR 0 800 97 07 80  
GB 0800 707 6066  
GR 210 6371000  
HR 0800 600 604  
HU 06 40 214 200

IE 00800 6378 5385  
IT 800365234  
KZ 8-800-080-2880  
LT 8 700 55 200  
LU 8002 3183  
LV 67508056  
MA 080 100 52 54

MK 0800 00 200  
MT 80074114  
NL 0800-3652348  
NO 800 80 730  
PL 0800 174 902  
PT 800 200 153  
RO 0 800 8 637 853

SK 0800 135 135  
SR 0800 000 100  
SV 020-299200  
TR 0800 211 02 18  
4 44 31 60  
UA 0 800 50 30 10

AL 0842 640 10  
ZA 086 009 6116  
+27 11 514 6116  
AU 1800 466 975  
NZ 0800 365 234

AE 800348786  
BA 0800 202 42  
CN 4006304868  
HK (852) 21798999  
ID 0800 182 1028  
IL 1-700-50-20-54  
JO +96265902997  
JP 0120-879-816  
KR 080-234-0070  
KW +965 22286847  
LB +9614548593  
ME 020 269 902  
Middle East: +97143634100  
MY 1800 88 3633  
PH 898-0061  
PK 0800-62282  
QA +97444587615  
RU 8-800-700-79-79  
SA 8008971971  
SG 1 800 836 7009  
SI 080 45 05  
TH 1-800-295588  
0-2657-8601  
TW 0800-000-338  
VN 1800 6699