Sunbeam

CAFÉ SERIES DUO ESPRESSO MACHINE

User Guide

EMM7200



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Sunbeam's Safety Precautions

FOR YOUR SUNBEAM CAFÉ SERIES DUO ESPRESSO MACHINE:

- Always place the unit on a flat, level surface.
- Do not operate whilst placed in a cabinet.
- Do not operate without water in water tank. Fill water tank with filtered water. Observe the maximum filling volume is 3 litres.
- Do not remove the group handle during the espresso pour or water flow as the unit is under pressure. Removing the group handle during either of these operations can lead to a scalding or injury.
- The steam wand and hot water tap become very hot during milk texturing and water flow. This may cause burns in case of contact. Therefore, avoid any direct contact with the steam wand.
- Do not allow the power cord to come into contact with the hot parts of the machine, including the warming plate and steam wand.
- Do not place hands directly under the steam, hot water or espresso pour as this can lead to a scalding or injury.
- The temperature of accessible surfaces may be high when the appliance is operating. Even after use, the heating element surface is subject to residual heat after use.
- Always switch off and unplug at power outlet before cleaning the espresso machine.
- Children should not perform cleaning and user maintenance without supervision.
- Always switch off and unplug at power outlet if there is any problem during the coffee making process.
- Do not use an appliance for any purpose other than its intended use. Injury could occur from misuse.

Sunbeam's Safety Precautions

Sunbeam is very safety conscious when designing and manufacturing consumer products, but it is essential that the product user also exercise care when using an electrical appliance. Listed below are precautions which are essential for the safe use of an electrical appliance:

- Read carefully and save all the instructions provided with an appliance.
- Always turn the power off at the power outlet before you insert or remove a plug. Remove by grasping the plug - do not pull on the cord.
- Turn the power off and remove the plug when the appliance is not in use and before cleaning.
- Do not use your appliance with an extension cord unless this cord has been checked and tested by a qualified technician or service person.
- Always use your appliance from a power outlet of the voltage (A.C. only) marked on the appliance.
- 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.
- The temperature of accessible surfaces may be high when the appliance is operating.
- Never leave an appliance unattended while in use.
- Do not place on top of any other appliance.
- Do not use an appliance for any purpose other than its intended use.
- Do not place an appliance on or near a hot gas flame, electric element or on a heated oven.
- Do not let the power cord of an appliance hang over the edge of a table or benchtop or touch any hot surface.
- Do not operate any electrical appliance with a damaged cord or after the appliance has been damaged in any manner. If damage is suspected, return the appliance to the nearest Sunbeam Appointed Service Centre for examination, repair or adjustment.
- For additional protection, appliance should be supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30 mA;
- Do not immerse the appliance in water or any other liquid unless recommended.
- Appliances are not intended to be operated by means of an external timer or separate remote control system.
- This appliance is intended to be used in household and similar applications such as: 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.

If you have any concerns regarding the performance and use of your appliance, please visit the Sunbeam Website or contact Sunbeam Consumer Care - details are on the back page. Ensure the above safety precautions are understood.

Important Instructions - retain for future use

تأكد من تفهّم احتياطات السلامة المذكورة اعلاه

請務必理解上述的安全預防措施。

Assurez-vous que les précautions ci-dessus relatives à la sécurité sont bien comprises

Versichern Sie sich, dass die obenstehenden Sicherheitsmaßnahmen Verstanden werden

Βεβαιώνετε πως οι παραπάνω προφυλάξεις ασφαλείας γίνονται κατανοητές

Pastikan bahwa tindakan-tindakan keselamatan seperti di atas dimengerti anda

Accertatevi che le suddette norme di sicurezza siano comprese a dovere

上記の注意事項をよくお読みになり、安全を御確認ください

Уверете се дека погоре споменатите мерки на претпазливост се добро разбрани

Asegúrese de que las precauciones de seguridad precedentes sean bien comprendidas

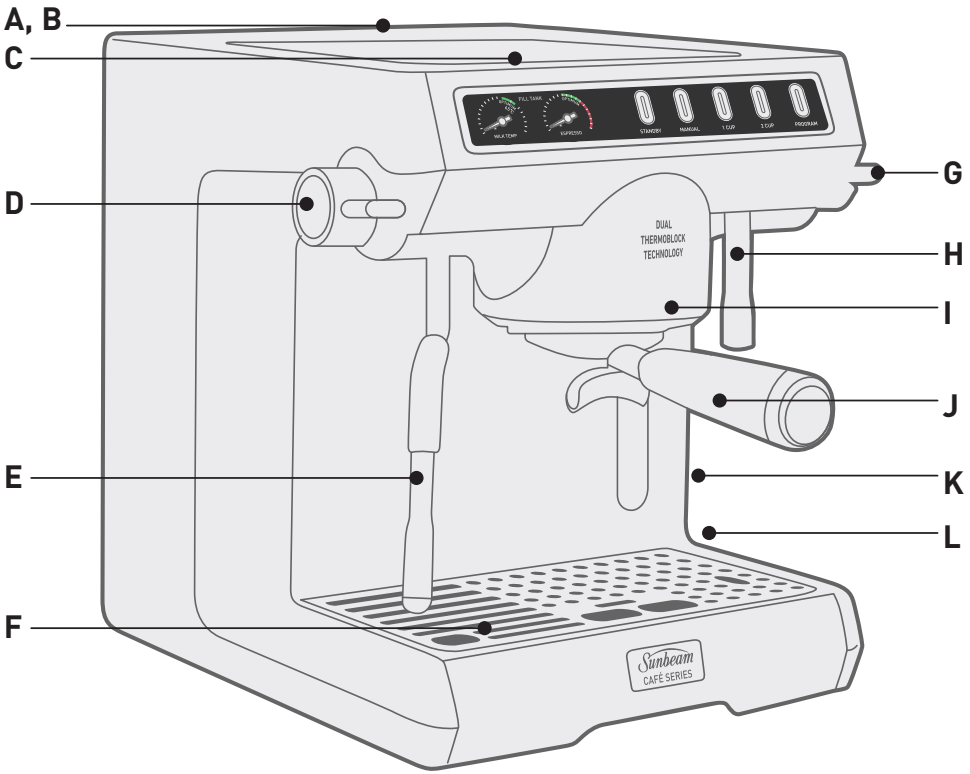
کاری بکنید که احتیاطهای بالا حتماً درك بشوند

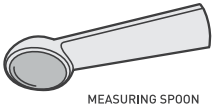
ต้องแน่ใจว่า ข้อควรระวังเรื่องความปลอดภัยข้างต้น เป็นที่เข้าใจกันดี

Yukarda belirtilen güvenlik önlemlerinin anlaşıldığından emin olunuz

Xin kiểm chắc rằng những biện pháp làm an toàn kể trên được hiểu rõ

Features of your Sunbeam Café Series Duo





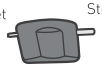
MEASURING SPOON



600ML MILK JUG

Dual Wall Filter Basket Pin

Steam Wand Tip Pin



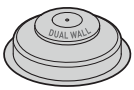
CLEANING PIN



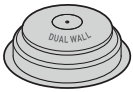
CLEANING DISC



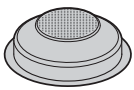
58MM TAMPER



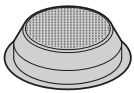
ONE CUP



TWO CUP



ONE CUP



TWO CUP

Features of your Sunbeam Café Series Duo

A. Accessories storage home
Accessories underneath the water tank lid: 1 and 2 cup single wall filter baskets, 1 and 2 cup dual wall filter baskets, cleaning disc and cleaning pin.

B. 3L water tank
Top fill removable 3L water tank with integrated anti-calc water filter.

C. Warming plate
Preheats cups and glasses which helps to retain the essential characteristics of true espresso aroma and a rich, sweet taste.

D. Steam lever
Rotate for instant and continuous steam.

E. 360° swivel steam wand
Ball joint movement with silicone cover. Allows movement of the steam wand to desired position without burning fingers.

F. Removable drip tray and grill
Includes a water level indicator which floats through the stainless steel grill to indicate when the drip tray is full and requires emptying.

G. Hot water lever
Rotate to start and stop the flow of hot water from the hot water tap.

H. Hot water tap
Delivers hot water for long blacks and pre-heating cups.

I. Group head - 58mm commercial size
The wider size allows more even extraction of the tamped coffee grinds.

J. Group handle - 58mm commercial size
The wider size ensures the coffee grinds are more evenly spread.

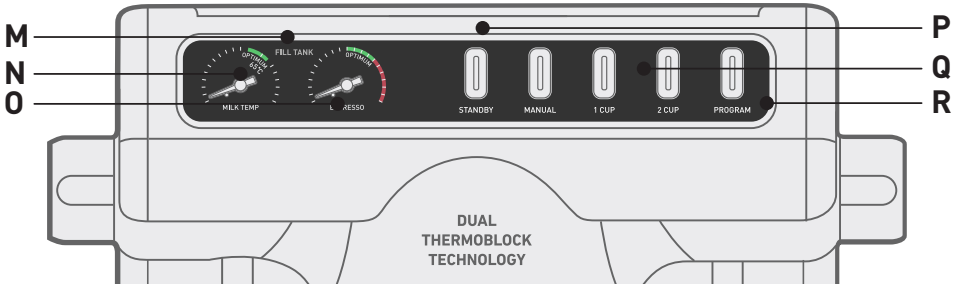
K. Stainless steel and die cast design
The wider size ensures the coffee grinds are more evenly spread, and easier to tamp.

L. Cord storage
Conveniently stow excess cord by pushing the cord inside the machine to keep benchtop tidy..

Accessories

- Stainless steel milk jug
- Tamper
- Measuring spoon
- 1 and 2 cup 58mm single wall filter baskets – for freshly ground coffee grinds
- 1 and 2 cup 58mm dual wall filter baskets – for pre-ground coffee grinds
- Cleaning disc
- Cleaning pin

Features of your Sunbeam Café Series Duo



M. **Low water indicator**
When the machine is low on water, the FILL TANK light will be illuminated and the machine will let you know by beeping.

N. **Milk temperature gauge**
Provides feedback and guides you to the perfect velvety-smooth café milk. Suitable for all milk types.

O. **Espresso pressure gauge**
Provides feedback for espresso extraction pressure.

P. **STANDBY button**
Press button to turn on the machine. The light will illuminate and pulse to indicate it is heating up. The machine will automatically enter eco mode after 1 hour of non-use. To reactivate the machine, press any button on the control panel. After a further 4 hours of non-use, the machine will beep once and then
turn off.

Q. **MANUAL, 1 CUP and 2 CUP buttons**
With preset single shot and double shot volumes. For manual extraction, press the MANUAL button to start extraction. When desired volume is reached, press button again to stop. Automatically stops after 240mL.

R. **PROGRAM button**
Allows the shot volume, pre-infusion, espresso and steam thermoblock temperature to be manually adjusted.

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More details about your Sunbeam Café Series Duo

Dual Thermoblock Technology
Dual Thermoblock ensures fast heat up, and simultaneous espresso extraction and milk steaming. Only the required amount of water is heated for speed and efficiency. The Thermoblock heats water so that espresso extracts at 92°C for the optimum extraction of oils from the tamped coffee grinds. Temperatures above or below will result in burnt/bitter or weak tasting espresso.

Advanced PID controller
The PID monitors and controls the Thermoblock to ensure water is always delivered to tamped coffee grinds at the precise temperature needed.

Gentle pre-infusion
Small amounts of water are gently introduced onto the tamped coffee grinds prior to the steady flow of water, for a richer flavoured espresso.

58mm commercial size group head and handle

Extract the maximum amount of flavour

The group head and the group handle are 58mm commercial sized, just like the local café.

- The wider size ensures the coffee grinds are more evenly spread in the filter baskets. The coffee grinds are easier to fill, tamp and remove after use.

- The 58mm group handle allows a more even extraction of the tamped coffee grinds, resulting in an authentic café quality coffee.

Auto Shot and customisable volumetric control

Right quantity of espresso in your cup

- Auto Shot is the easiest way to create a great espresso. Press the 1 CUP or 2 CUP buttons to pour the right amount.

- All extraction buttons can be customised to deliver the shot volumes preferred. For more information, see pages 20 – 21.

Customisable extraction and steam temperature

Temperature they way you like it

- Water temperature can be changed from the recommended 92°C, in 2°C increments, to cater for personal preferences. For more information, see pages 22-23).

- Steam temperature can be changed in increments of 5°C. Steam pump rate can also be customised for a wetter or dryer steam. For more information, see page 23).

Temperature sensing steam wand

The 4 BAR steam pump produces instant, constant steam pressure for texturing milk. An important factor when texturing milk is temperature. The steam wand integrates a patented temperature sensing device that relays the temperature of the milk to the milk temperature gauge. It will guide you to the perfect velvety-smooth café milk and let you know when your textured milk is ready. Suitable for all milk types.

Let's get you started

Everything you need to know after unboxing your new coffee machine.

Step 1. Remove packaging

- Ensure all packaging has been removed.

Step 2. Position machine

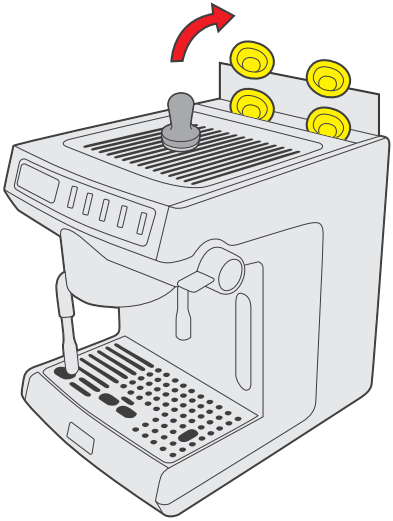
- Ensure the machine is positioned onto a dry, stable, flat and horizontal benchtop.

Step 3. Wash and dry parts

- Wash the parts listed below in warm water with a mild detergent:
  - Milk jug
  - Tamper
  - Measuring spoon
  - 1 and 2 cup 58mm single wall filter baskets
  - 1 and 2 cup 58mm dual wall filter baskets
  - Water tank
  - Group handle
- Rinse and allow thorough air drying.

Step 4. Place accessories

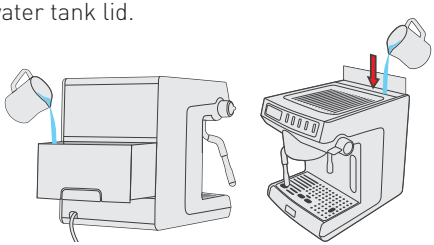
- Place the accessories underneath the water tank lid: 1 and 2 cup single wall filter baskets, 1 and 2 cup dual wall filter baskets and cleaning disc.
- Place the tamper on the warming plate.



Step 5. Preparing to prime machine

Important: This priming step must be completed prior to first use or if the machine has been inactive over a long period of time.

- Fill water tank
  - Remove the water tank from the back or fill directly from the top water tank lid.
  - Fill with cold filtered water.
  - Insert the tank into position or close the water tank lid.



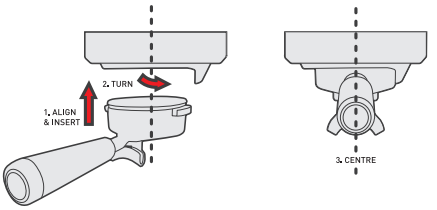
Note: Make sure that the water tank is clean and free of any debris, as any fine particles can block the water flow.
Note: When the machine is low on water, it'll beep and let you know.

- Power
  - Ensure that the steam and hot water
  - Insert the power plug into a 230-240V AC power outlet and switch the power on.
  - Press the STANDBY to turn on the machine.
  - Press the STANDBY button will illuminate and pulse to indicate the Thermoblock is heating up.
  - When the STANDBY, MANUAL, 1 CUP, 2 CUP buttons are fully illuminated, the machine is ready to use.



Let's get you started

- **Insert group handle**
  - Insert the 2 CUP filter basket in the group handle.
  - Align the group handle with the 'INSERT' position located on the left of the group head.
  - Insert the group handle flat against the group head, then turn the group handle right all the way to the centre position.



Note: Turning the group handle to the centre position might be tight for the first few uses.

Step 6. Prime espresso machine

- Press the 2 CUP button and water should start flowing from the group head.
- Allow water to run through until it stops.
- The machine will return to the READY state.

Note: For the first few seconds the pump will make a louder than usual noise as it begins pumping the water through.

- Position steam wand over the drip tray.
  - Rotate steam lever to ON position.
  - Allow steam to run through for 20 sec.
  - Return steam lever to OFF position.
  - Now the espresso machine should be thoroughly primed.
  - Wash group handle, milk jug and filter baskets in warm water and dry before making your first coffee.
  - If water is not flowing from the group head or steam wand, repeat Step 6.
  - If water is still not running through, contact Sunbeam Customer Care. Details are on the back page.

Your guide to café quality coffee

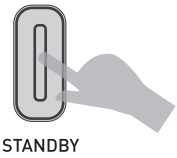
Make café quality coffee twice as fast with Dual Thermoblock heating system – prep coffee and milk at the same

1. Check water



Barista Tip: For best espresso results, use filtered water.

2. Start Up

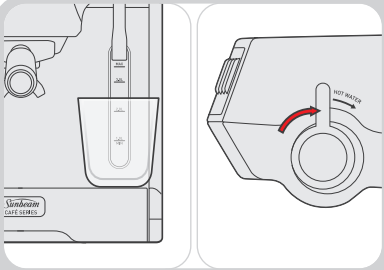


Press STANDBY button, the light will pulse to indicate machine is heating up.

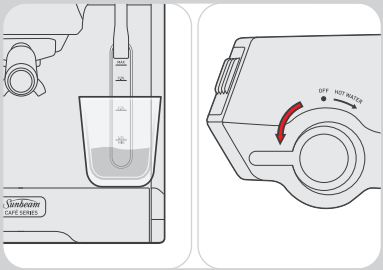


When STANDBY, MANUAL, 1 CUP & 2 CUP buttons are fully illuminated, machine is ready to use.

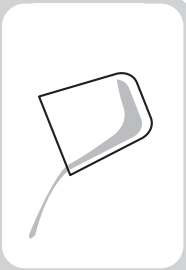
3. Warm cup with hot water



Place cup on drip tray under the hot water tap. Rotate hot water lever to ON position.

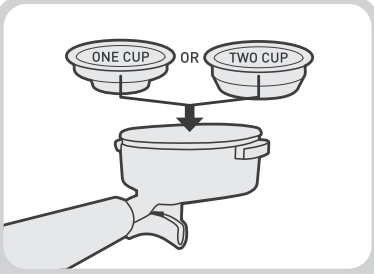


Quarter fill cup with hot water. Return hot water lever to OFF position.



Empty cup after 20-30 sec.

4. Select filter baskets



Select either:
- 1 CUP filter basket
- 2 CUP filter basket

5. Warm group head, handle and filter



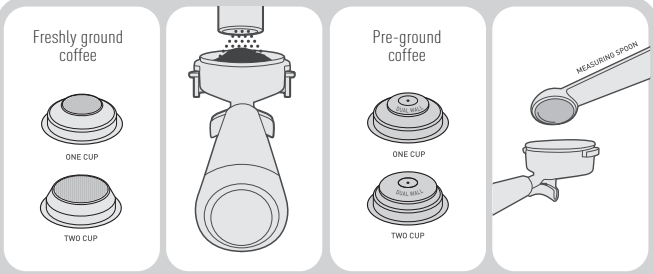
Press 2 CUP button.



Wipe filter basket with a dry cloth.

Your guide to café quality coffee

6. Dose coffee grinds

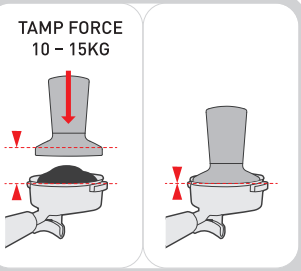


If using fresh coffee beans and grinder, select the 1 CUP or 2 CUP single wall filter basket. Insert filter basket into group handle. Grind directly into group handle.

If using pre-ground coffee, select the 1 CUP or 2 CUP dual wall filter basket. Insert filter basket into group handle. Dose coffee grinds into group handle.

Barista Tip: For café quality coffee, always use good quality coffee beans. Coffee beans have the best flavour between 5 – 20 days after roasting.

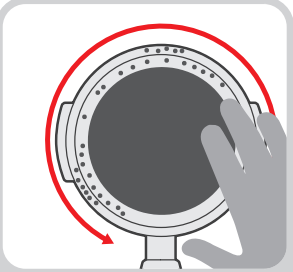
7. Tamp



- 1 CUP = 13-15g coffee grinds
- 2 CUP = 20-22g coffee grinds

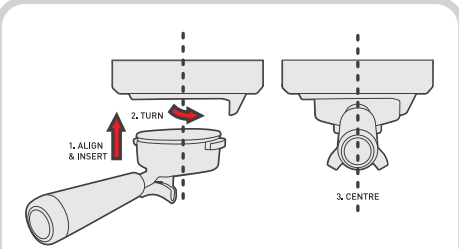
Evenly tamp grinds to level indicated.

8. Wipe excess grinds



Wipe away excess grinds to clear edges.

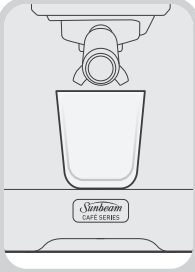
9. Insert group handle



Keep group handle flat, align, insert and turn into group head.

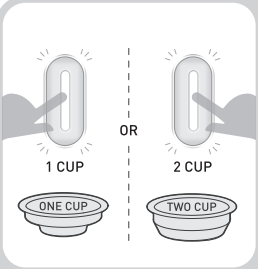
Group handle should be in the centre position.

10. Position cup



Place cup under group handle.

11. Espresso extraction



Press either:
- 1 CUP button = 30mL shot
- 2 CUP button = 60mL shot



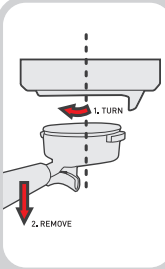
Extraction begins and will automatically stop.

12. Optimum extraction

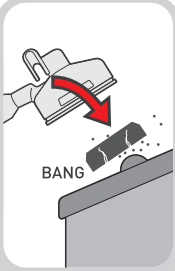


Pressure gauge guides you to the optimum extraction. To improve extraction, see Espresso Extraction Guide.

13. Remove coffee cake

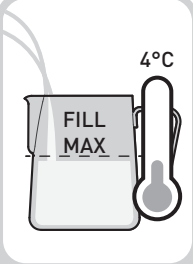


Turn group handle and remove from group head.



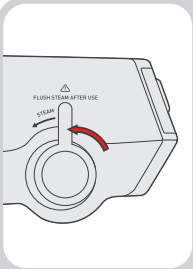
Remove used coffee cake from group handle.

14. Prep milk jug

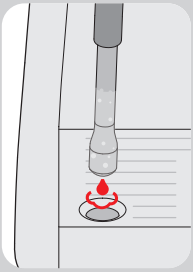


Fill jug with cold milk just below the bottom of the spout.

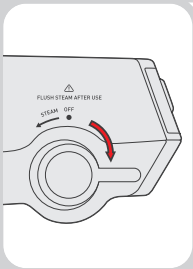
15. Before milk texturing



Rotate steam lever to ON position.



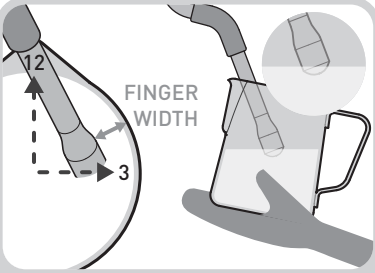
Some water may come out of the steam wand. Let this run for a few seconds till steam pressure is high.



Return steam lever to OFF position.

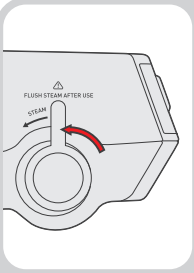
Barista Tip:
For best milk texturing results, ensure steam pressure is high before starting milk texturing.

16. Position steam wand



Insert steam wand arm at 12 o'clock, tip at 3 o'clock, finger width from edge and just below the surface of the milk.

17. Start milk texturing



Rotate steam lever to ON position.

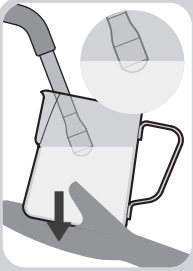


Texturing makes a smooth hissing noise.

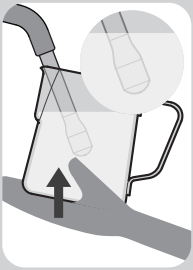


Check milk is moving in a whirlpool action.

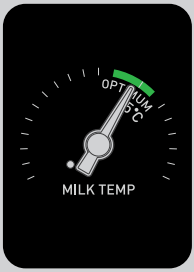
18. Milk texturing



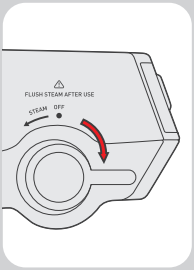
As milk level rises, lower jug to keep tip just below surface.



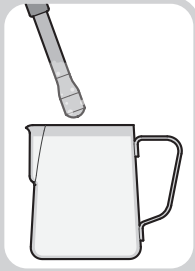
When desired microfoam achieved, immerse steam wand half way.



Milk ready when milk gauge needle reaches OPTIMUM zone.



Return steam lever to OFF position.

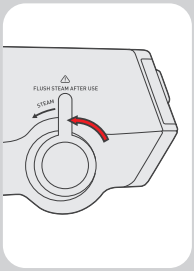


Remove steam wand from jug.

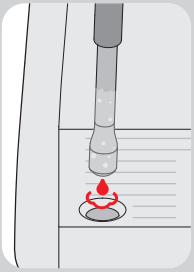
19. Clean and purge steam wand



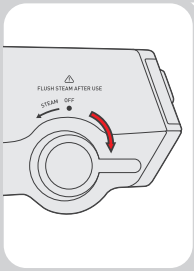
Wipe steam wand and tip with a damp cloth.



Rotate steam lever to ON position for 1 - 2 sec.



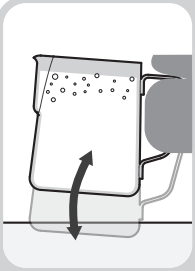
Milky water will come out of steam wand.



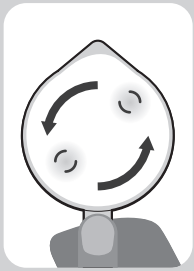
Return steam lever to OFF position.

Barista Tip:
To keep optimum steam wand performance, always clean and purge steam wand immediately after milk texturing.

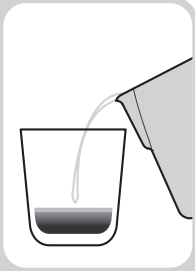
20. Milk finishing touches



Tap jug to release larger air bubbles.



Swirl jug to blend milk and create a silky texture.



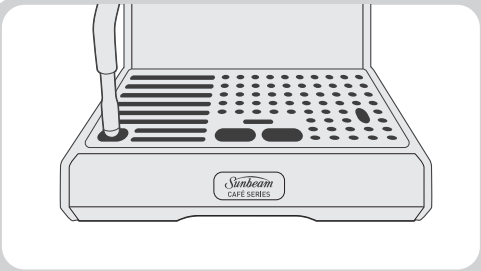
Pour milk in one steady motion.

21. Wash parts

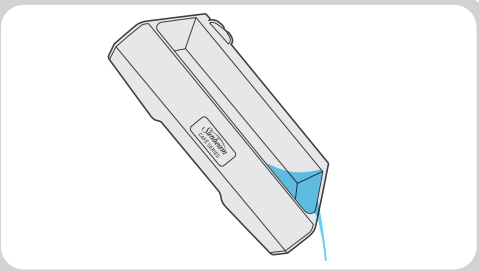


Wash parts with warm water.

22. Drip tray clean up



Check if drip tray needs emptying.



Empty water from drip tray and wash in warm water.

Tips for coffee and tamping

1. Coffee beans

For optimum flavour and extraction:

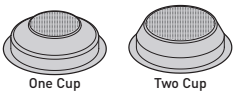
- Buy freshly roasted coffee beans in small 250g batches to reduce the storage time.
- Use within two weeks of opening.
- Store coffee beans in a dry, airtight container. Place in a cool dark cupboard.

Important: Old coffee beans will have a fast extraction and will produce an under extracted tasting espresso. The espresso pressure gauge will not produce an accurate reading if using old coffee beans.

2. Filter baskets

- **Single wall filter baskets**

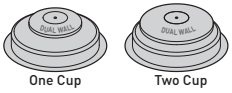
These work with freshly ground coffee grinds.



Note: Pre-ground coffee grinds are too coarse to use with single wall filter baskets.

- **Dual wall filter baskets**

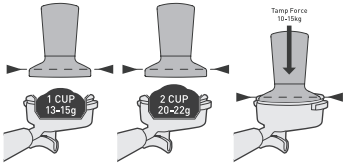
These work best with pre-ground coffee grinds, but can also be used for freshly ground coffee grinds.



Note: It is normal for the correct dose of coffee grinds to appear overfilled in the filter basket before tamping.

3. Grind dosage and tamp force

For best results, the amount of coffee grinds dosed should remain consistent. Evenly tamp coffee grinds to the level indicated, with firm force 10-15kg.



The way the espresso pours will tell you everything.

1. Extraction time

Extraction pour time is a good indicator of the quality of the pour. The optimum time per shot varies between types and freshness of coffee beans. In general, the pour time should be between 20-30 seconds for both 1 CUP and 2 CUP shots.

2. Espresso pressure gauge

The pressure gauge shows you how much pressure is applied to your coffee during an extraction.

- **Optimum Extraction**



When the espresso pressure gauge needle is positioned anywhere within the OPTIMUM zone during extraction, this indicates the espresso has been extracted at the optimum pressure.

A quality pour has a steady flow with a consistency similar to that of warm honey. The resulting crema is dark golden. The sweetest flavours and oils have been extracted creating a rich tasting espresso.

- **Under Extraction**



When the espresso pressure gauge needle is positioned in the lower zone during an extraction, this indicates the espresso has been extracted with insufficient pressure.

Tips for Perfect Espresso Extraction

This occurs when the water flow through the ground coffee is too fast - too little of the essential oils, flavours and colours from the coffee grinds have been extracted. This creates a watery and sour tasting espresso.

The pour is fast and light in colour, the resulting crema is thin with a creamy light brown colour which quickly dissipates.

Under extraction can be caused by the grind being too coarse, not enough coffee in the filter basket, using old coffee and/or tamping too soft.

• Over Extraction



When the espresso pressure gauge needle is positioned in the upper zone during extraction, this indicates the espresso pressure has been extracted with too much pressure. This occurs when the water flow through the ground coffee is too slow. The extraction may drip throughout the entire pour or there may be no pour. This occurs when too much of the essential oils, flavours and colours from the coffee grinds have been extracted. This creates a bitter tasting espresso. The resulting crema is very dark.

Over extraction can be caused by the grind being too fine, too much coffee grinds in the filter basket and/or tamping too hard.

4. Look for colour change

The optimum shot contains 3 elements:
Heart: At the base - starts out dark brown.
Body: Blends with the heart - becomes a rich caramel with reddish reflections.
Crema: The layer on top of the body - dark golden.

Crema -
Body -
Heart -



5. Espresso Extraction Guide

This guide will help to improve espresso extraction, to achieve great tasting coffee, every time.

	UNDER EXTRACTION	OPTIMUM EXTRACTION	OVER EXTRACTION
			
Pour*^	Extraction too fast Pours for under 15 sec	Steady-flow extraction Pours for 20-30 sec	Extraction too slow Pours for over 35 sec
Colour	Pale brown Crema-light brown	Rich caramel Crema-dark golden	Very dark brown Crema-dark brown
Taste	Sour, acidic, watery	Rich, sweet, vibrant	Bitter, dry, grainy
Grind Size^^	Too coarse Use a finer grind	Just right	Too fine Use a coarser grind
Dosage	Not enough grinds Use more grinds	One Cup = 13-15g Two Cup = 20-22g	Too many grinds Use less grinds
Tamp	Not enough tamp force Tamp firmer	Just right-firm force 10-15Kg of force	Too much tamp force Tamp lighter

* If using pre-ground coffee grinds, use dual wall filter baskets.
^ Ensure coffee beans or pre-ground grinds are fresh.
^^ Old coffee beans no matter the Grind Setting will have a fast extraction and will produce an under extracted tasting espresso

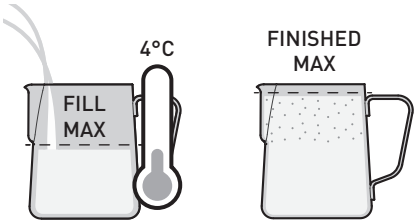
Tips for milk texturing

Milk texturing is the steaming of milk.

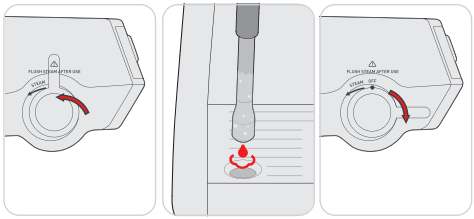
Key elements of textured milk
Milk that has been textured correctly has a thick, rich microfoam with a silky sheen. Texturing involves both heating and aerating milk using steam. Vital elements include positioning of the steam wand, when to adjust the milk jug position and reaching the correct temperature. Use the below steps to help you create café-style microfoam.

1. Fill milk jug
Add cold milk around 4°C into a chilled clean stainless steel jug.
Fill to the bottom of the spout.

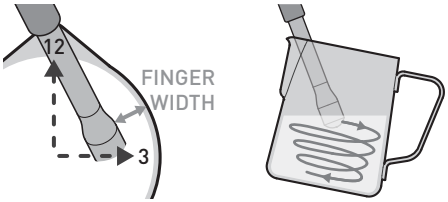
Note: The volume of milk will increase or 'stretch' during texturing, so don't overfill the Jug.



2. Steam warm up
For best milk texturing results, allow steam pressure to build up before milk texturing. Rotate the steam lever to ON position and allow steam to run for a few seconds. Return lever to OFF position before inserting the milk jug.



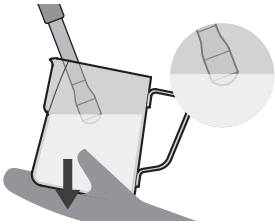
3. Position
Place the steam wand arm in the jug spout at the 12 o'clock position, with the steam wand tip in the milk at the 3 o'clock position, a finger width away from the edge of the Jug. Keep steam wand tip just under the surface of the milk. Rotate steam dial to ON position to start texturing. A whirlpool action should be created in the jug.



4. Sound
How air is introduced to the milk determines the consistency of the foam. If large gulps of air are added to the milk, the foam will have large bubbles. Introducing air to the milk in a controlled, gentle fashion indicated by a gentle hissing sound, will ensure the milk has fine aerated microfoam.

Barista Tip: milk texturing sounds
- Gurgling - tip not deep enough, raise jug.
- Smooth Hissing - just right for latte.
- Screeching - tip too deep, lower jug.

5. Keeping steam tip position
As the steam heats and textures the milk, the milk will stretch causing the level of the milk in the jug to rise. As this happens follow the level of the milk by lowering the jug, keeping the steam wand tip just below the surface.

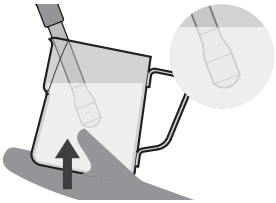


Note: Some adjustments to technique will be required when using non-dairy milk.

Tips for milk texturing

6. Amount of foam
Create the amount of microfoam you want. Cappuccinos traditionally have more microfoam than flat whites.
(See *Coffee styles to try*, pages 18-19)

7. Immerse tip
After creating the desired amount of foam, immerse the steam wand half way deep into the milk. This heats all the milk and pulls in milk instead of air. This ensures the milk and foam are blended together, making it denser and smoother.



8. Correct temperature
The temperature sensing steam wand and milk temperature gauge provides feedback and guides you to the perfect velvety-smooth café milk. Suitable for all milk types

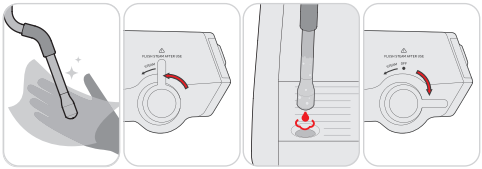


Barista Tip: Milk Temperature
- Under - if not heated long enough, it will be warm with little texture.
- Optimum - see table below.
- Over - if heated for too long it will start to boil around 72°C and will have a burnt taste with all texture lost.

MILK	TEMPERATURE
Full and Skim	60-65°C
Almond	55-65°C
Soy	55-60°C
Coconut	65-70°C

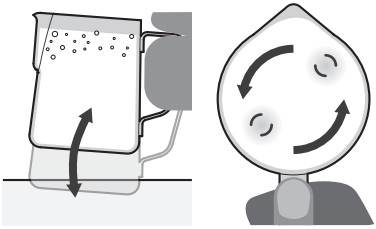
Note: Above recommendations might vary from one milk brand to another and depending on your taste preference.

9. Clean and purge the steam wand
After milk texturing, rotate the steam lever to the OFF position and remove the jug from under the steam wand. Wipe the steam wand and tip with a damp cloth. Position the steam wand over the drip tray. Rotate the steam lever to the ON position for a few seconds, then return the lever to the OFF position. This will remove any excess milk inside the steam wand.



10. Tap and swirl the jug
Gently tapping the jug on the benchtop helps to release larger trapped air bubbles. Swirling helps the milk and froth to combine for an even consistency and a silky appearance.

11. The finishing touches
Pour the milk into your cup in one steady motion.



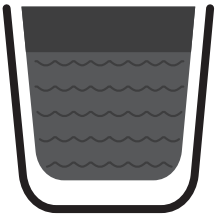
Coffee styles to try



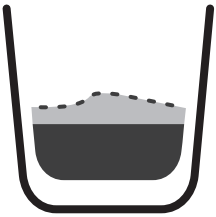
Espresso (Short Black)
Espresso is a concentrated, full bodied coffee with a stable layer of crema on top. An espresso is the foundation of all café coffee.
- Espresso glass (90mL)
- Single or double shot of espresso (30mL-60mL)



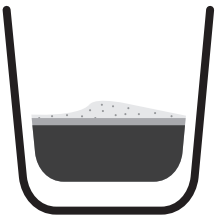
Ristretto
A ristretto is an extremely short espresso, distinguished by its intense flavour, aftertaste and its thin crema on top.
- Espresso cup (30mL)
- Half a single shot of espresso (15mL)



Long Black (Americano)
A standard espresso with hot water added. The hot water is added first so that the crema is maintained.
- Cup (190mL)
- Hot Water (to preference)
- Single or double shot of espresso (30mL-60mL)



Con Panna
Con Panna, Italian for 'with cream', made up of an espresso topped with lightly whipped cream. It can also be dusted with cinnamon or drinking chocolate.
- Cup (190mL)
- Single or double shot of espresso (30mL-60mL)
- Lightly whipped cream - dusted cinnamon.



Macchiato
Macchiato, Italian for 'to stain or mark'. Traditionally served as a standard espresso with a dash of cold or textured milk and a small dollop of textured foam into the middle of the crema.
- Espresso glass (90mL)
- Single or double shot of espresso (30mL-60mL)
- Dash of cold or textured milk and small dollop of textured foam.

Coffee styles to try



Flat White
An espresso with textured milk and a thin layer of textured foam milk on top. The wider cup will create the slim layer of foam, the signature of the flat white.
- Wide cup (190mL)
- Single or double shot of espresso (30mL-60mL)
- Textured milk and foam.



Latte
An espresso with textured milk and a finger width layer of textured foam milk on top. The narrower cup will create the thicker layer of foam.
- Glass or Cup (220mL)
- Single or double shot of espresso (30mL-60mL)
- Textured milk and foam.



Cappuccino
An espresso with ⅓ steamed textured milk, topped with ⅓ creamy foam and a dusting of chocolate.
- Cup (190-240mL)
- Single or double shot of espresso (30mL-60mL)
- ⅓ Textured milk, ⅓ textured foam - dusted with chocolate.



Mocha
Made in a similar way to a cappuccino but with the addition of drinking chocolate. Simply stir the chocolate into the espresso prior to adding the steamed textured milk and foam.
- Cup or tall glass (190-240mL)
- Single or double shot of espresso (30mL-60mL)
- Drinking chocolate (to preference)
- ⅓ Textured milk, ⅓ textured foam.



Babyccino
Steamed textured milk with a layer of foamed milk.
It can also be dusted with chocolate.
- Small cup (90mL)
- No shot of espresso
- Textured milk and textured foam - dusted with chocolate.

Customisable - shot volumes

Sunbeam Café Series Duo features Auto Shot Volumetric Control.
It extracts just the right amount of espresso then automatically stops.

1 CUP (single shot) = 30mL
2 CUP (double shot) = 60mL

At any point during espresso extraction you can stop the pour by pressing the same button again.

You can adjust the default shot volumes to suit how you like your coffee.

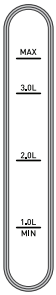
Note: Maximum allowed shot volumes:

1 CUP BUTTON	100mL
2 CUP BUTTON	200mL

Preparing to customise shot volumes

• Check water tank

- Ensure there is enough water in the tank.



• Check power

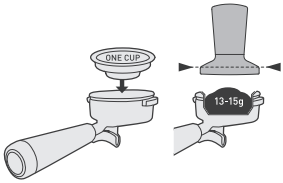
Ensure that:

- The power plug is inserted into the outlet and switched on.
- The levers are in the OFF position.
- The machine is on and in the READY state.



Customise - 1 CUP shot volume

- Insert 1 CUP filter basket into the group handle.
- Dose with coffee grinds then tamp.

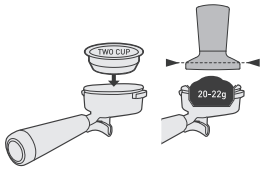


- Insert group handle into the group head.
- Place cup under group handle.
- Press the PROGRAM button
- Press the 1 CUP button to start the extraction.
- Press the 1 CUP button again once the desired volume has been reached.
- The machine will beep twice to indicate the new 1 CUP shot volume has been set.



Customise - 2 CUP shot volume

- Insert the 2 CUP filter basket into the group handle.
-



Dose with coffee grinds then tamp.

- Insert group handle into the group head.
- Place cup under group handle.
- Press the PROGRAM button
- Press the 2 CUP button to start the extraction.
- Press the 2 CUP button again once the desired volume has been reached.
- The machine will beep twice to indicate the new 2 CUP shot volume has been set.



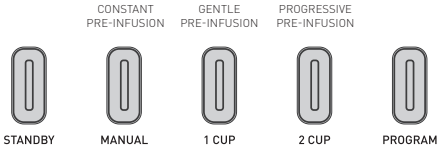
Customisable - extraction pre-infusion profile

You can select from three pre-infusion profiles to cater for personal preferences.

- **Gentle pre-infusion:** Small defined amounts of water are introduced into the tamped coffee grinds, gently adding moisture to bloom the coffee grinds in preparation for a steady water flow. This delivers a balanced tasting espresso. This is the default profile setting.
- **Constant pre-infusion:** Delivers a constant, steady water flow from start to finish. For a more sharp tasting espresso.
- **Progressive Pre-infusion**: A single distinct dose of water is released into the tamped coffee grinds, followed by a brief rest period, then a steady water flow. For a more bright tasting espresso.
- **Customise pre-infusion profiles**
- Ensure the machine is plugged in and switched on at the power outlet.
- Do not press the STANDBY button.
- Press and hold down the MANUAL and 1 CUP buttons.
- While holding down the MANUAL and 1 CUP buttons, press the STANDBY button and then release both the MANUAL and 1 CUP buttons.



To indicate you have activated the pre-infusion mode, a light on one of the buttons will illuminate.



- Press and release one of the buttons below depending on pre-infusion profile preference:
  - **Constant pre-infusion:** press the MANUAL button
  - **Gentle pre-infusion:** press the 1 CUP button
  - **Progressive pre-infusion:** press the 2 CUP button
- When the new pre-infusion profile has been selected, the machine will beep twice.
- The machine will then automatically power on.

Restore to default shot volumes

To restore to factory settings:

- Ensure machine is plugged in and switched on at the power outlet.

Note: Do not press the STANDY button.

- Press and hold the MANUAL button.
- While holding the MANUAL button, press the STANDY button and then release the MANUAL button.
- The machine will beep 4 times and power on.



Customisable – extraction and steam temperature

Extraction temperature
The espresso Thermoblock heats water so that espresso extracts at 92°C for a balanced espresso.

You can adjust the water temperature used for espresso extraction, in 2°C increments between 88°C - 96°C, to cater for different types of roasted coffee beans and for personal preference.

- Higher temperatures increase bitterness and decrease acidity.
- Lower temperatures decrease bitterness and increase acidity.

- Check power
- Ensure that the machine is plugged into and switched on at the power outlet.
- The power plug is inserted into the outlet and switched on.
- The levers are in the OFF position.
- The machine is on and in the READY state

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- Adjusting extraction temperature
- Ensure the machine is plugged in and switched on at the power outlet.
- Press and hold the 1 CUP button.
- While holding the 1 CUP button, press the STANDBY button and then release the 1 CUP button.



Note: Do not press the STANDY button.

To indicate you have activated the extraction temperature mode, a light on one of the buttons will illuminate.



- Press and release one of the buttons depending on the required extraction temperature setting:

-4°C: press the STANDBY button.
-2°C: press the MANUAL button.
+2°C: press the 2 CUP button.
+4°C: press the PROGRAM button.

- When the new temperature setting has been selected, the machine will beep twice.
- The machine will then automatically power on.

Steam temperature
The steam Thermoblock temperature of this machine delivers a powerful and constant dry steam for milk texturing.
The temperature of the steam can be adjusted in 5°C increments.

- Adjusting steam temperature
- Ensure the machine is plugged in and switched on at the power outlet.
- Press and hold the 2 CUP button.
- While holding the 2 CUP button, press the STANDBY button and then release the 2 CUP button.

Note: Do not press the STANDY button.



To indicate you have activated the steam temperature mode, a light on one of the buttons will illuminate.



This light will remain on for up to 5 seconds before automatically returning to factory settings if no action is taken. The machine will then power on.

Customisable – steam pump rate

- Press and release one of the buttons depending on the required steam temperature setting:

-10°C: press the STANDBY button.
-5°C: press the MANUAL button.
+5°C: press the 2 CUP button.
+10°C: press the PROGRAM button.

- When the new temperature setting has been selected, the machine will beep twice.
- The machine will then automatically power on.

Steam pump rate

The steam pump rate of this machine has been set at 0.3 seconds on and 0.5 seconds off. Adjusting the steam pump rate allows you to make the steam wetter or dryer and aids in the delivery of a powerful and constant dry steam. A dry steam is ideal for milk texturing. The steam rate can be modified in increments of plus or minus 0.1 seconds.

Adjusting steam pump rate

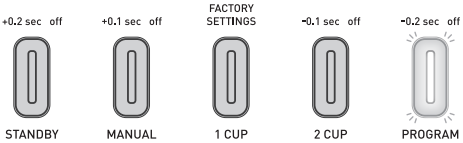
- Ensure the machine is plugged in and switched on at the power outlet.

Note: Do not press the STANDY button.

- Press and hold the PROGRAM button.
- While holding the PROGRAM button, press the STANDBY button and then release PROGRAM button.



To indicate you have activated the steam pump rate mode, a light on one of the buttons will illuminate



This light will remain on for up to 5 seconds before automatically returning to factory settings if no action is taken. The machine will then power on.

- Press and release one of the buttons depending on the required steam temperature setting:

+0.2 sec: press the STANDBY button.
+0.1 sec: press the MANUAL button.
-0.1 sec: press the 2 CUP button.
-**0.2 sec:** press the PROGRAM button.

- When the new steam pump rate setting has been selected, the machine will beep twice.
- The machine will then automatically power on.

Restore all default settings

You can easily reset all settings to the default factory settings.

- Ensure the machine is plugged in and switched on at the power outlet.

Note: Do not press the STANDY button.

- Press and hold the MANUAL button.
- While pressing the MANUAL button, press the STANDBY button.
- The machine will beep 4 times and will automatically power on.



Eco mode

Eco mode
After 1 hour of inactivity the machine will automatically switch to eco mode.

- Once the machine is in eco mode, all the lights on the machine will dim.
- While in eco mode, the machine powers down to 75% of power.
- After another 4 hours of inactivity, the machine will beep once and automatically switch off.You can adjust the time of inactivity before the machine enters eco mode.

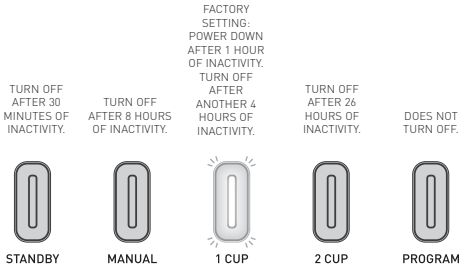
Adjusting eco mode
- Ensure the machine is plugged in and switched on at the power outlet.

Note: Do not press the STANDY button.

- Press and hold the MANUAL and PROGRAM buttons.
- While holding the MANUAL and PROGRAM buttons, press the STANDBY button and then release both the MANUAL and PROGRAM buttons.



- To indicate you've activated the eco mode, a light on one of the buttons will illuminate.



This light will remain on for up to 5 seconds before automatically returning to factory settings if no action is taken. The machine will then power on.

- Press and release one of the buttons depending on the required eco mode setting:

- 30 min: press the STANDBY button.
- 8 hours: press the MANUAL button.
- 26 hours: press the 2 CUP button.
- Does not turn off: press the PROGRAM button.

- When the new eco mode setting has been selected, the machine will beep twice.
- The machine will then automatically power on.

Care and cleaning

The espresso making process involves extracting oils out of coffee grinds. Deposits of grinds and oils build up over time, affecting the taste of the coffee and operation of the espresso machine.

Purging water through the group head and steam wand, before and after making each coffee, is the easiest way to keep your espresso machine clean.
(See *Your guide to café quality coffee*, pages 10-13)

Cleaning accessories and removable parts
- Clean parts in warm soapy water. Rinse and dry.

Note: Do not use alkaline cleaning. agents, abrasives or metal scourers, as these will scratch the surfaces.

Dishwasher safe parts:
- Stainless steel milk jug
- Stainless steel drip tray grill
- Stainless steel 1 CUP and 2 CUP filter baskets
- Cleaning disc

NON Dishwasher Safe parts:
- Water tank
- Group handle
- Drip tray
- Tamper
- Cleaning pin
- Cleaning brush

Cleaning warming plate and exterior
- When required
Wipe the machine with a soft damp cloth and a mild detergent, if needed.

CAUTION: To prevent damage to the appliance do not use alkaline cleaning agents, abrasives or metal scourers.

WARNING: Do not immerse the machine in water.

Cleaning drip tray
• When required
Empty the drip tray if the red water level indicator appears through the drip tray grill.
• Weekly
Clean in warm water with a mild detergent, rinse and dry.

Cleaning group handle and filter basket
• Every time
Wash after each use by rinsing them with warm water under the tap.
• Regular intervals
Wash in warm water using a mild detergent. Rinse and dry.

Cleaning shower and group head
• Every time
Run water through before making an espresso.

Cleaning warming plate and exterior
• Weekly
- Purge water through the group head by pressing the 1 CUP button.
- Allow water to run through until it stops.
- Wipe the shower head with a damp cloth.

Group head silicone seal
A silicone seal is located in the group head and creates a seal against the filter basket when making an espresso.

Important: When not being used, don't leave the group handle inserted into the group head. This will reduce the life of the silicone seal.

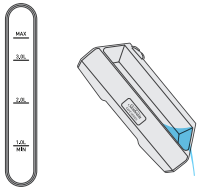
Over time this seal loses its elasticity and may require replacement. The seal may need replacing when watery espresso leaks from around the group handle during extraction, or if the group handle is loose when fully turned to the centre position.

Note: Contact Sunbeam should you think the group head seal needs replacing. Don't attempt to change the seal without first consulting Sunbeam.

Care and cleaning

Sunbeam Cleaning Tablets
Keeping your coffee machine clean ensures great tasting coffee. Sunbeam Cleaning Tablets remove oil build up and prolongs the life of your coffee machine.

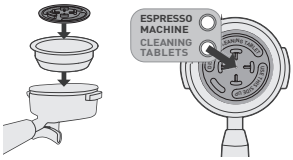
• Preparing for cleaning cycle
- Ensure the water tank is full and the drip tray is empty.
- Remove the cleaning disc from the accessories storage home (underneath the water tank lid).



- Ensure the machine is on and in the READY state.



- Place the 2 CUP filter basket and the cleaning disc into the group handle.
- Place one Sunbeam Cleaning Tablet in the middle of the cleaning disc in the space provided.



- Insert group handle into the group head.
- Place a large container under the group head and steam wand.

• Start the cleaning cycle
- The cleaning cycle takes approximately 7 minutes to complete.
- Ensure the machine is plugged in and switched on at the power outlet.

Note: Do not press the STANDY button.

- Press and hold down the 1 CUP and 2 CUP buttons.
- While holding down the 1 CUP and 2 CUP buttons, press the STANDBY button.
- Once the lights on the control panel start to chase from left to right, release the 1 CUP and 2 CUP buttons.



- The lights on the control panel will continue to chase until the cleaning cycle is completed.

Note: During the cleaning cycle, all other functions will be locked until the cleaning cycle is completed. The cleaning cycle can be stopped at any point by pressing the STANDBY button.

• Cleaning cycle complete
- When the cleaning cycle is completed, the lights on the control panel will stop chasing and the machine will beep 4 times.
- The machine will now be in the READY state.
- Remove the group handle from the group head. Check tablet has fully dissolved.

Note: If the tablet has not been dissolved, repeat the cleaning cycle.

• Cleaning cycle clean up
- Empty the containers from under the group handle and steam wand.
- Rinse the parts in warm soapy water.
- Purge the group head by pressing the 1 CUP button.
- Allow water to run through until it stops.
- Wash the parts in warm soapy water.
- Rinse and dry.
- The machine is now ready for use.

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Care and cleaning

Cleaning steam wand

• Every time

- After milk texturing, wipe the steam wand with a damp cloth and immediately purge with steam for 1-2 seconds.
(See page 13)

• 2-3 months

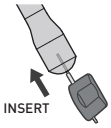
- Soak the steam wand overnight in the milk jug with warm water and one Sunbeam Cleaning Tablet.



- In the morning remove the jug and rinse with water, ensuring all traces of the solution have been removed.
- Wipe steam wand with a damp cloth ensuring that all traces of the cleaning tablet have been removed.
- Run steam through the steam wand for 40 seconds.

• Unblocking steam wand

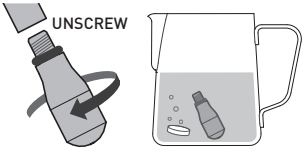
If the steam wand tip becomes clogged with milk residue, insert the thicker steam wand tip pin up the steam wand tip hole and remove.



- Run steam through the steam wand for 40 seconds.

• Steam wand remains blocked:

- Unscrew the steam wand tip and soak overnight in the milk jug with warm water and one Sunbeam Cleaning Tablet.

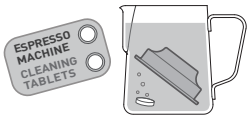


- In the morning rinse the jug and steam wand tip under running water and ensure all traces of the cleaning tablet have been removed.
- Use the thicker steam wand tip pin to clean the steam wand tip.
- Ensure O-ring is present and undamaged.
- Screw the steam wand tip back into the steam wand arm.
- Run steam through the steam wand for 40 seconds.

Cleaning Filter Baskets

• 2-3 months

- Soak the filter baskets overnight in the milk jug with warm water and one Sunbeam Cleaning Tablet.
- In the morning rinse the jug and filter Baskets under running water and ensure all traces of the cleaning tablet have been removed.

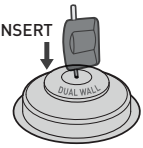


- Place an empty filter basket into group handle and insert into the group head.
- Press the 1 CUP button.

Allow water to run through until it stops.

• Unblocking dual wall filter baskets

If the dual wall filter basket becomes clogged with coffee grinds, insert the dual wall filter basket pin in the exit hole and remove.



- Insert the thinner 'FILTER' cleaning pin in the exit hole and remove.
- Place empty filter basket into the group handle and insert into group head.
- Press the 1 CUP button.
- Allow water to run through until it stops.
- Repeat if needed.

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Descaling cycle

After continued use, your machine may develop a build up of mineral deposits and will require occasional descaling.
We recommend descaling your machine every 4-6 months, although this period will depend on the hardness of water and frequency of use.

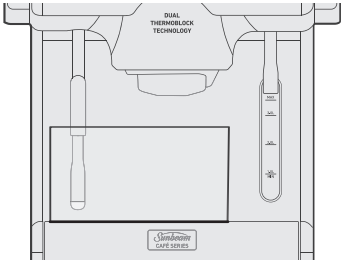
Descaling solution
You have 2 options:
- Sunbeam Espresso Machine Descaling Tablets (EM0010).

or
- Sunbeam Liquid Descaler (KE0100).
  Sunbeam descaling solutions are available for purchase from Sunbeam. Details are on the back page.

Descaling cycle
The descaling cycle takes approximately 10 minutes to complete.

Important: If the descaling cycle is not completed or stopped part way through the process, the descaling cycle will need to start again from the beginning.

Preparing for descaling cycle
- **Clean shower screen**
- Using a screwdriver, unscrew the shower screen from the underside of the group head and clean under running water.
- Screw the shower screen back in position.
- **Place containers**
- Place a large container under the group head and steam wand.



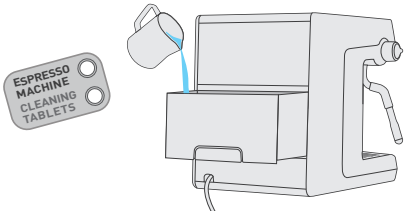
- **Check power**

Ensure that:
- The power plug is inserted into the outlet and switched on.
- Rotate the steam lever to the ON position.

Note: Do not press the STANDY button.

Important: The hot water lever must be in the OFF position during descaling.

- **Fill water tank with descaling solution**
- Fill water tank with 3 litres of warm water.
- Add one Sunbeam Descaling Tablet or 2 capfuls of Sunbeam Liquid Descaler.
- Allow tablet or solution to fully dissolve.
- Insert the water tank into position.



- **Access the descaling cycle**
- Press and hold the 1 CUP and PROGRAM buttons.
- Then press the STANDBY button and release both the 1 CUP and PROGRAM buttons.
- The lights on the control panel will start to chase from left to right.



Descaling cycle

Note: One of two things will happen:
- If the machine has been recently used, the temperature of the steam thermoblock may need to be cooled before the descaling cycle can start. Water will flow through the steam wand until the steam thermoblock has cooled to the appropriate temperature.
- OR if the machine starts to beep, it means it is ready to start the descaling cycle.

Step 1. Start Descaling cycle

Important: Ensure steam lever is still in the ON position.

- To activate the descaling cycle, press the 1 CUP button once.
- The pumps for both espresso and steam will start to pump through the descaling solution for approximately 15 seconds.
- Both pumps will stop and wait for approximately 1 minute to allow the descaling solution to take effect.
- The machine will repeat the pumping and rest cycles for 13 times for the espresso and steam Thermoblocks. This will take approximately 17 minutes.
- At the completion of the 14 cycles, the machine will start to beep and the 1 CUP button will flash.

Step 2. Preparing for purge

- The group head and steam wand now need to be purged clean with fresh water to remove the descaling solution.

• Rinse water tank
- Remove the water tank and rinse thoroughly under running water, ensuring that all traces of the descaling solution have been removed.

• Fill water tank
- Fill the water tank with filtered water and insert into position.

• Empty container
- Empty water from the container and place back into position
- Move to Step 3.

Step 3. Start purge

- To activate the descaling process by pressing the 1 CUP button once.
- The pumps for espresso and steam will start to pump clean water through for approximately 1 – 2 minutes.
- The lights on the control panel will start to chase from left to right.
- To indicate the completion of the descaling cycle, the machine will beep 4 times and will go into READY state.

Descaling cycle clean up

- Empty water from the containers and rinse thoroughly to ensure that all traces of the descaling solution have been removed.

Troubleshooting guide

PROBLEM	Possible cause	What to do
Group handle is tight to turn in the group head	The group head silicone seal is new and needs bedding in.	Keep using. The seal will bed in during the first few uses and become easier to turn.
	Too much coffee in the filter basket.	Dose less coffee grinds.
Group handle is loose or comes off during espresso extraction	Group handle is not attached correctly or has not been tightened sufficiently.	Ensure both tabs of the group handle are fully inserted into the group head and rotated to the centre position. See *Your guide to café quality coffee*, page 11
	No filter basket inserted in the group handle.	Ensure a filter basket is inserted into the group handle before using in the group head.
	Group head silicone seal is damaged or worn.	See *Care and cleaning*, page 25. Contact Sunbeam Customer Care.
Espresso squirts or trickles down the side of the group head during extraction	Coffee grind is too fine.	Change to a coarser grind.
	Too much coffee in the filter basket.	Dose less coffee grinds.
	Coffee grinds tamped too hard.	Apply less force during tamping.
	Top edge of filter basket has not been cleaned of loose coffee grinds.	Wipe around top edge of the filter basket before inserting into group head. See *Your guide to café quality coffee*, page 11.
	Group head inside rim, silicon seal or shower head is dirty.	Clean the parts with a damp cloth. See *Care and cleaning*, page 25
	Group head silicone seal is damaged or worn.	See *Care and cleaning*, page 25. Contact Sunbeam Customer Care.
Espresso is too cold	Coffee beans being stored in the fridge or freezer.	Store coffee beans in a dry, airtight container. Place in a cool dark cupboard.
	Custom extraction temperature being used.	Use the default 92°C extraction temperature. See *Customisable - extraction temperature*, page 22.
	Cup or glass was cold prior to espresso pour.	Pour hot water from the hot water tap into the cup before extracting espresso. See *Your guide to café quality coffee*, page 10.
	Group head or group handle not warmed before use.	Hold the empty filter basket into the group handle. Insert group handle in the group head and press the 1 CUP button. Allow water to run through. See *Your guide to café quality coffee*, page 11

Troubleshooting guide

PROBLEM	Possible cause	What to do
No espresso pours	No water in the water tank.	Fill water tank with water. Prime water through the group head, press the 1 CUP button. Allow water to run through.
	Coffee grind is too fine.	Change to a coarser grind.
	Too much coffee in the filter basket.	Dose less coffee grinds.
	Coffee grinds tamped too hard.	Apply less force during tamping.
	Custom shot volume being used.	Reset to the default shot volumes. See *Customisable - shot volumes*, page 20.
	Filter basket is blocked.	See *Care and cleaning*, page 7.
	Group head is dirty.	A cleaning cycle is required. See *Cleaning cycle*, page 25.
	Group head is blocked.	A descaling cycle is required. See *Descaling cycle,* pages 28-29
Espresso pours out in drips (Over extracted)	Coffee grinds are too fine.	Change to a coarser grind.
	Too much coffee in the filter basket.	Dose less coffee grinds.
	Coffee grinds tamped too hard.	Apply less force during tamping.
	Machine has scale build up.	A descaling cycle is required. See *Descaling cycle*, pages 28-29
Espresso does not have any rema, or crema is thin (Under extracted)	Coffee beans are old or dry.	Use freshly roasted coffee beans. See *Tips for coffee and tamping*, page 14.
	Coffee grinds too coarse.	Change to a finer grind.
	Not enough coffee in the filter basket.	Dose more coffee grinds.
	Grinds not tamped (compacted) enough.	Tamp more firmly. See *Espresso extraction guide*, page 15.
Espresso shot volume too much or too little	Custom shot volumes being used.	Restore to default shot volumes or change your custom shot volumes. See *Customisable - shot volumes*, page 20.
Espresso tastes bitter	Type of coffee beans being used.	Try different brands of coffee beans.
	Custom extraction temperature being used.	Use the default 92°C extraction temperature. See *Customisable - extraction temperature*, page 22.

Troubleshooting guide

PROBLEM	Possible cause	What to do
Used coffee cake is wet	A little water will remain on top of the used coffee cake.	Rest group handle on the drip tray for 5 sec to allow the water to dissipate before disposing cake.
	Too many coffee grinds used.	Dose less coffee grinds.
	Dual wall filter baskets being used.	Dual wall filter baskets will keep the coffee cake wetter than single wall filter baskets.
Espresso pours into cupunevenly	Uneven tamping.	Ensure coffee grinds are tamped evenly.
	Obstruction in the group head or group handle.	Check there is nothing obstructing the group head or group handle. Clean group head / group handle.
Pump makes an unusual noise	No water in the reservoir.	Fill water tank with water. Prime water through the group head, press the 1 CUP button. Allow water to run through.
	Water tank is not correctly positioned.	Insert the water tank into the back of the unit.
	New pre-infusion profiles has been selected.	Different pre-infusion profiles make a different noise at the start of an espresso extraction. See *Customisable – extraction pre-infusion profile*, page 21.
Water around Drip Tray area or on benchtop	Water overflowing from drip tray.	Empty if the red water level indicator appears through the drip tray grill.

Troubleshooting guide

PROBLEM	Possible cause	What to do
Milky coffee is too cold	Milk may not be heated enough.	Ensure that milk is heated to the correct temperature. Don't overheat the milk or it will taste burnt. See *Tips for milk texturing*, pages 16-17.
No steam from the steam wand	Steam wand tip is blocked.	See *Care and cleaning*, page 27.
	No water in the water tank.	Fill water tank with filtered water and run steam through the steam wand.
	Espresso Machine has scale build up.	A descaling cycle is required. See *Descaling cycle*, pages 28-29.
Steam wand making a screeching noise	Steam wand tip too deep.	Lower milk jug. Ensure the steam wand tip is positioned correctly when texturing. See *Tips for milk texturing*, pages 16-17.
Not enough foam when texturing	Milk is not fresh.	Ensure the milk being used is fresh.
	Milk temperature is too warm.	Ensure you start texturing with milk that is around 4°C.
	Type of milk jug being used.	For best texturing results use a chilled stainless steel milk jug..
	Milk has been boiled.	Start again with fresh, chilled milk. Heat till the milk temperature gauge needle is positioned in the OPTIMUM zone, 55-70°C. See *Tips for milk texturing*, pages 16-17.
	The milk is making bubbles rather than microfoam.	Ensure the steam wand tip is positioned correctly when texturing. Tap the jug on the benchtop when finished to release trapped air bubbles. See *Tips for milk texturing*, pages 16-17.
	Milk is not taking in enough air.	Keep the steam wand tip just under the surface of the milk. This will help introduce air into the milk to create microfoam.

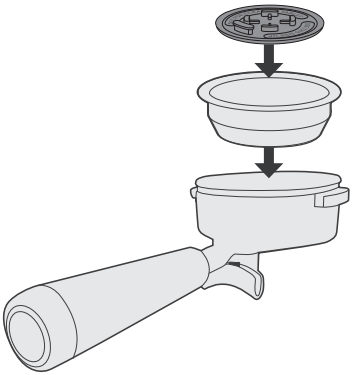
Troubleshooting guide

PROBLEM	Possible cause	What to do
No or low pressure reading on the espresso pressure gauge	Coffee grinds too coarse.	Change to a finer grind. If using a coffee grinder, check calibration of grinder.
	Not enough coffee in the filter basket.	Dose more coffee grinds.
	Grinds not tamped (compacted) enough.	Tamp more firmly.
	Using stale or old coffee.	Use freshly roasted coffee, between 5 – 20 days after roasting.
	Using pre-ground coffee.	Use the dual wall filter baskets provided.
Pressure gauge shows fluctuating pressure.	There's a fault or crack in the filter basket.	Try a different filter basket.

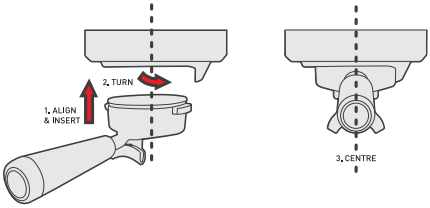
Troubleshooting guide

A guide to checking the espresso pressure gauge is working

- Insert the 2 CUP dual wall filter basket in the group handle.
- Insert the cleaning disc inside the filter basket.



- Insert the group handle inside the group head.



- Press the 2 CUP button.



- If the espresso pressure gauge shows a reading, the pressure gauge is in good working order.



Warranty



This Sunbeam product is covered by a 12 month repair warranty, which is in addition to your rights under the Australian Consumer Law (if your product was purchased in Australia) or New Zealand Consumer Guarantees Act (if your product was purchased in New Zealand).

Upon receipt of your claim, Sunbeam will seek to resolve your difficulties or, if the product is defective, advise you on how to obtain a replacement or refund.

To assist us in managing warranty claims, we recommend you register your product as soon as practicable after purchase by creating a MySunbeam account on our website and uploading a copy of your original receipt.

In order to make a claim under our warranty, you must have the original proof of purchase documentation for the product and present it when requested (if not already uploaded to our website).

Should your product develop any defect within 12 months of purchase because of faulty materials or workmanship, we will replace or repair it, at our discretion, free of charge. A product presented for repair may be replaced by a refurbished product of the same type rather than being repaired. Refurbished parts may be used to repair the product.

Our replacement or repair warranty only applies where a defect arises as a result of faulty material or workmanship during the warranty period. Your warranty does not cover misuse or negligent handling (including damage caused by failing to use the product in accordance with this instruction booklet), accidental damage, or normal wear and tear.

Your warranty does not:

- cover freight or any other costs incurred in making a claim, consumable items, accessories that by their nature and limited lifespan require periodic renewal (such as filters and seals) or any consequential loss or damage; or
- cover damage caused by:
  - power surges, power dips, voltage supply problems, or use of the product on incorrect voltage;
  - servicing or modification of the product other than by Sunbeam or an authorised Sunbeam service centre;
  - use of the product with other accessories, attachments, product supplies, parts or devices that do not conform to Sunbeam specifications; or
  - exposure of the product to abnormally corrosive conditions; or
- extend beyond 3 months if the product is used in commercial, industrial, educational or rental applications.

The benefits given to you by our warranty are in addition to other rights and remedies under law in relation to the product.

In Australia our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Our goods also come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act.

If your warranty claim is not accepted, we will inform you and if requested to do so by you, repair the product provided you pay the usual charges for such repair. You will also be responsible for all freight and other costs.

Should your product require repair or service after the warranty period, contact your nearest Sunbeam service centre. For a complete list of Sunbeam's service centres, visit our website or call our customer care line for advice on: 1300 881 861 in Australia, or 0800 786 232 in New Zealand.

Should you experience any difficulties with your product during the warranty period, please contact Sunbeam Customer Care:

Australia
www.sunbeam.com.au
1300 881 861
Suite 1, Level 1,
13 Lord Street,
Botany NSW 2019
Australia

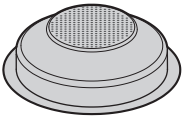
New Zealand
www.sunbeam.co.nz
0800 786 232
Level 6, Building 5,
Central Park,
660–670 Great South Road
Greenlane, Auckland
New Zealand

Accessories available for purchase

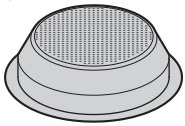
CONTACT SUNBEAM CUSTOMER CARE:
AUS: 1300 881 861 NZ: 0800 786 232

58mm filter baskets

Single wall

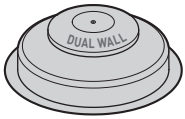


1 CUP
EM69107

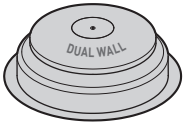


2 CUP
EM69108

Dual wall

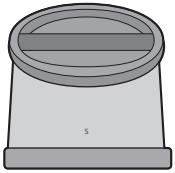


1 CUP
EM6910101



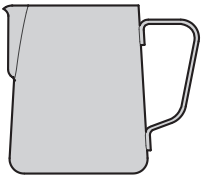
2 CUP
EM6910102

Bang Bang
Coffee grinds disposal bin



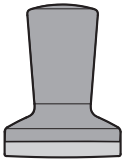
EM0100

Large milk jug
600mL capacity



EM0260

Heavy tamper
Stainless steel base



EM69169

Mini Bang Bang
Coffee grinds disposal bin



EMA0900

Cleaning & Descaling



EM0010



EM0020

Visit Sunbeam website to see full Espresso Machine range & accessories available.
www.sunbeam.com.au www.sunbeam.co.nz

Sunbeam

Need help with your appliance?

Contact our Customer Care Team or visit our website for information and tips on getting the most from your appliance.

AUSTRALIA

Visit: www.sunbeam.com.au
Phone: 1300 881 861
Mail: Suite 1, Level 1,
13 Lord Street,
Botany NSW 2019
Australia

NEW ZEALAND

Visit: www.sunbeam.co.nz
Phone: 0800 786 232
Mail: Level 6, Building 5, Central Park,
660–670 Great South Road,
Greenlane, Auckland

MADE IN CHINA TO SUNBEAM'S SPECIFICATION

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APPROPRIATE ELECTRICAL REGULATORY AUTHORITIES

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Due to continued product improvements, product illustrations and photographs in this User Guide may differ slightly from the actual product.

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