

Troubleshooting the CoffeeTEAM GS/TS Model#464/465



Capresso

Grinding related issues:

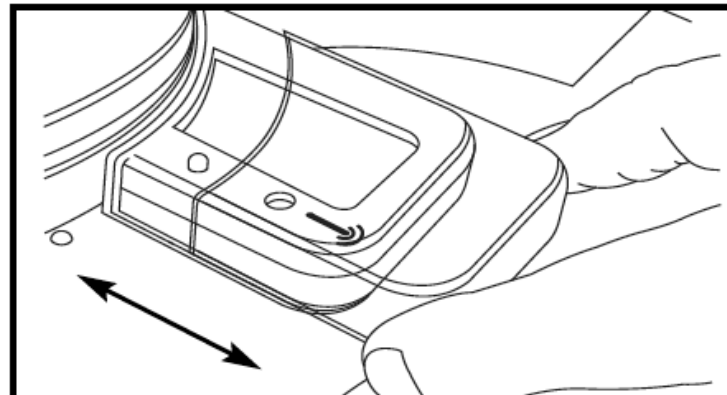
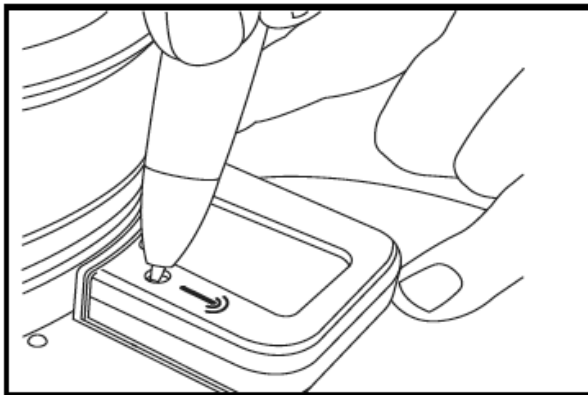
- The grinder does not grind any/enough beans.
- The coffee tastes weak.
- The grinder struggles, or sounds “clogged”.
- The grinder does not engage, makes no noise, and does not grind any beans.

Solutions:

Most grinding related issues stem from neglecting to clean out the feeder channel. Over time, coffee sediments and residues can build up inside the channel and cause a blockage. If the blockage becomes too severe, coffee grounds will back up into the grinder, and may cause any or all of the issues listed above. It is advisable to remove the feeder channel cover (as shown in the pictures below) and clean the chute with a small brush and/or a dry cloth or paper towel periodically. Never use frozen or cold beans in the coffeemaker as this can cause damage to the grinder. Always take care to thaw beans in open air, for at least 4-6 hours if frozen or cold. More frequent cleaning may be required if the customer is using an “Oily” bean such as French or Italian roasts. Immediate cleaning of the channel is required if the customer observes any of the following symptoms:

- Moisture or heavy oil build-up has caused the ground coffee to block the feeder channel.
- The user does not plan on using the grinder for more than a week.
- More coffee sediments than normal appear to be building up in the channel.
- Capresso Customer Service can offer step by step instructions and troubleshooting. Please call 1-800-767-3554 during the hours listed in your instruction manual. If possible, have access to your machine while you are on the phone.

With more regular cleaning of the feeder channel, grinding related issues are avoided.



Remove the feeder channel cover by using a ball point pen to depress the silver ball bearing, while sliding the cover forward. Use a small brush to sweep out any coffee sediments and then a dry cloth to wipe out any moisture.

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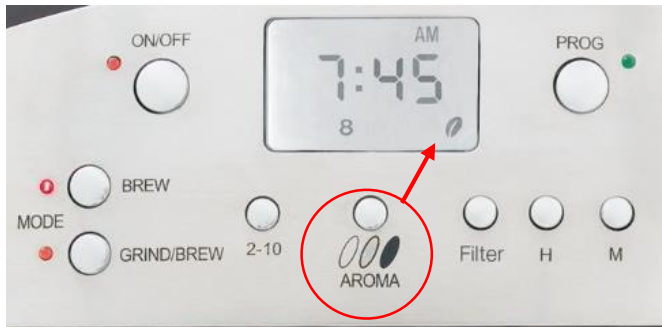
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Strength/Flavor related issues

- The coffee tastes too strong/bitter.
- The coffee tastes weak/lacks body.
- The coffee tastes stale/bad.

Solutions:

Flavor related issues can happen for a variety of reasons that may or may not be related to the functionality of your CoffeeTEAM GS/TS machine. Always make sure you are using fresh beans. When possible, buy beans in small quantities and store in an air tight container for no longer than 7-10 days. Beans are best stored in a dark, dry place, such as a cabinet. If refrigeration or freezing is a necessity, beans must always be left out to thaw, in open air, for at least 4-6 hours before being added to the machine. If the machine will not be in use for longer than 7 days, discard any remaining beans from the bean container. Calcium and mineral deposits can build up in your machine, and cause poor/bitter flavors. Take care to decalcify your machine as directed in the instruction manual to ensure the best tasting brew.



For strength related issues:

Take note that the CoffeeTEAM GS/TS features an “Aroma” button that can be used to adjust the strength of your brew. There are 3 settings, from mild to strong. If the coffee is tasting too strong or bitter, set the Aroma setting to the lightest shaded bean. If the coffee is tasting too weak or mild, adjust the “Aroma” button to a darker shaded bean. For further explanation on controlling the coffee strength, please contact Customer Service by calling 1-800-767-3554.

Drip-Stop related issues

- The drip-stop has become disassembled from the filter basket.
- The flow of liquid into the carafe is impeded.
- The liquid does not flow into the carafe, but instead leaks out onto the counter top.

Solutions:

If the drip-stop has become disassembled from the filter basket, it can be easily reassembled. If the user is having trouble reassembling the drip-stop on their own it is advisable to contact Customer Service using the phone number listed above for step by step instruction. If the drip stop is defective or cannot be reassembled, the part can be easily replaced through Customer Service.

