

witt
PREMIUM
Espresso Black



Instructions UK: 2-26

Table of contents

INTRODUCTION.....	3
OVERVIEW OF THE ESPRESSO MACHINE	3
TECHNICAL PARAMETERS	4
SPECIFICATIONS.....	4
ACCESSORIES.....	5
SAFETY INSTRUCTIONS.....	6
USING THE MACHINE FOR THE FIRST TIME.....	10
CLEANING AND MAINTENANCE.....	15
DESCALING	20
ADJUST THE DEGREE OF PRE-GRINDING.....	21
DAILY USE.....	21
TROUBLESHOOTING	22
WARRANTY.....	26

Introduction

- This espresso machine belongs to the latest generation of fully-automatic machines that we have developed. The design reflects our technological DNA.
- Read this user guide thoroughly and follow all of the instructions. For additional information, contact Witt's customer service.
- The performance of the machine depends on proper maintenance and use. Read this entire user guide carefully before using the machine for the first time. Enjoy!

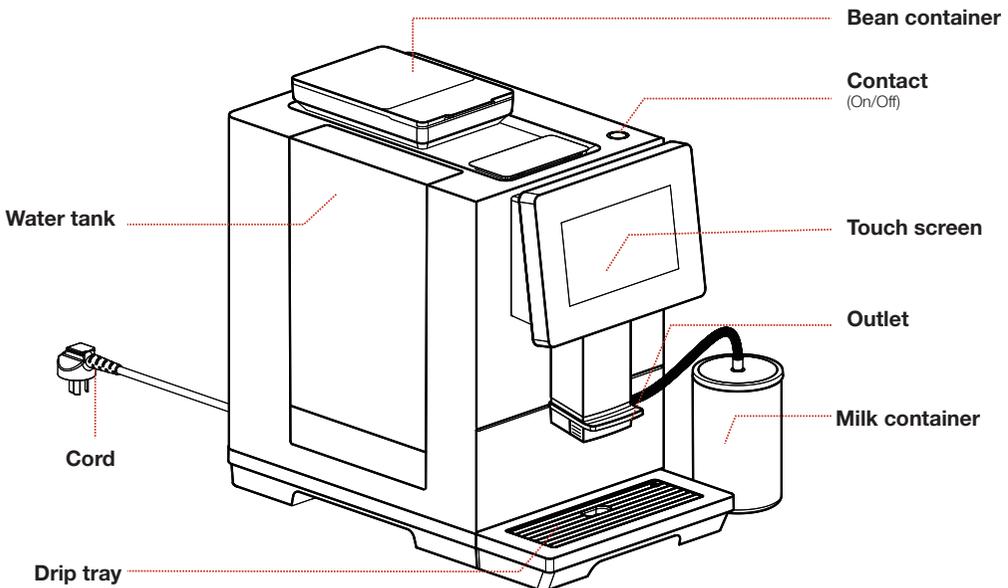
About this user guide

- Store this user guide for later reference and if you sell the machine, give it to the next owner.
- The manufacturer reserves the right to make product changes and to revise this user guide. Unauthorised copying and modification is not permitted.
- This user guide is for Witt Premium Espresso Black.

Description of the machine

- The machine may only be used to make coffee, warm water and milk. Do not use the machine for other purposes.
- Depending on the configuration, the following drinks can be made: coffee with milk and milk-based beverages.
- The machine's exterior cabinet is made from high-quality plastic and aluminium.
 - Legal commercial requirements for electric safety and the prevention of accidents
 - This machine is operated via a sensitive touch screen

Overview of the espresso machine



Technical parameters

Output capacity

Number of cups based on DIN18873-2:

Number of cups per hour	
Espresso (50 ml volume)	70 cups
Americano (240 ml volume)	50 cups
Cappuccino (180 ml volume)	50 cups
Hot water output per hour	15 litres
Water tank capacity	2 litres
Bean container capacity	Approximately 280g
Coffee shaft capacity	Approximately 10g

Specifications

Nominal voltage	220-240V~
Nominal frequency	50 Hz
Nominal effect	145W
Dimensions (width x depth x height)	26* 46* 42 cm
Net weight	14 kg
Gross weight	17 kg

Accessories

This model comes with the following accessories:

Name	Number
Machine	x1
Quick guide	x1
Milk container	x1

Accessories and options

Name	Description
Cleaning agent for the espresso machine	In-depth cleaning of the machine's brewer system. Eliminate interior dirt. No toxins, tasteless
Cleaning agent for the milk system	In-depth cleaning of the milk container and milk system Eliminate lime residue in the milk frother. No toxins, tasteless
Descaling powder	Make sure to descale the machine to ensure the good coffee taste.

Safety instructions

The Witt Premium Espresso machine complies with all relevant safety regulations. However, improperly using the device may result in damage to the product or injury to people. Therefore, please read the instructions thoroughly before using the espresso machine. The manufacturer is not liable for damage that has been caused due to the user ignoring the safety instructions and warnings.

How to use

This machine and all of its accessories can be properly used when the following conditions are met:

- When supervised, self-service (standby mode):
- Use a reliable water source.
- Use filtered water from a municipal water source.
- Place the machine in a stationary, indoors and dry location.

It is not permitted to use the machine or its accessories under the following conditions:

- In areas with high moisture levels (for example, areas with a lot of steam) or outdoors areas.
- During transport or in locations that are not stationary.

Safety instructions

Please note: Using the espresso machine improperly may result in damage. Be sure to read and follow these safety instructions.

- Read all instructions before using the machine
- Do not use the espresso machine if it is not working correctly or if there is a defect.
- It is strictly forbidden to make modifications to the machine.
- Only use the machine in enclosed spaces.
- People who due to either physical or mental impairments or due to lack of experience and knowledge are not qualified to operate the espresso machine safely may not use the machine unless they are being supervised and are informed of the machine's functions so that they can operate it safely and understand the dangers that may arise when improperly operating the device.
- Monitor children and never let them play with the machine. Children may not perform cleaning or maintenance work on the machine.
- Place the espresso machine in a location where it can be constantly monitored and be outside the reach of children.

Warning, danger of electric shock: Using electronic equipment incorrectly may cause electric shocks. See below:

- All work with electricity may only be done by a professional electrician/electrical engineer.
- The machine must be connected to a circuit that is protected by fuses (we recommend running the cords through a cover that protects against leaks).
- Comply with all relevant low-voltage directives and national/local legislation.
- Make sure to ground the device as instructed in order to avoid electric shocks.
- It is important to verify that the connectivity data (voltage and frequency) stated on the type plate match the existing local conditions.
- Do not touch movable parts.
- Always turn off the main power switch and completely unplug the machine before performing maintenance work and cleaning.
- The cord may only be replaced by a professional electrician/electrical engineer.

There is a danger of getting burns and scalding: Vapours and the released (hot) fluids may cause scalding! Avoid having body parts near the outlets when fluid or vapours are being released.

Danger of scalding: Warm fluids or vapours may spray out from the nozzles. Therefore, make sure that the central outlet is clean and installed correctly. The water in the drip tray may also reach very high temperatures. Empty the drip tray carefully and only clean the machine once it is completely cooled off.

Risk of engine failure: There is a risk of engine failure if movable parts are touched. Never put hands/fingers/tools into the machine or into the bean container, powdered coffee shaft or the brewer unit when the machine is turned on.

WARNING: Using the machine incorrectly may damage or contaminate it. See below:

- Destruction of the machine due to calcification if the water's carbonate hardness (dKh) exceeds 5°.
- Comply with all relevant low-voltage directives and national/local legislation. Do not turn on the machine if water cannot be added to it. If you do, the kettle will not be refilled and the pump will 'run dry'.
- The machine must be cleaned and restarted after having been turned off for an extended period of time (for example, if you have been on a summer holiday).
- Protect the machine against frost, moisture, etc.

- Troubleshooting and repair work must only be performed by qualified professionals.
- Only use original parts and accessories with the machine.
- If there is visible exterior damage to the machine or leaks, please contact customer service for repairs or a replacement.
- Do not hose down the machine with water and never use a steam cleaning device to clean it. The steam may enter the parts conducting electricity and make them short circuit.
- Do not place the machine in a spot where it is exposed to spraying water.
- Only use roasted coffee beans to fill the bean container. Do not add ground coffee to the coffee shaft.
- Never use freeze dried coffee as this will stick to the brewer unit.
- If the espresso machine and its accessories is transported at temperatures below 10°, the machine and its accessories should be put somewhere with room temperature for three hours after transport before connecting it to a power source and using it. If this is not done, the machine may short circuit due to condensation or electrical components may be damaged.
- Never lower the device in water or other fluids.

Cleaning agents: There is a danger of being poisoned when consuming cleaning agents! See below:

- Cleaning agents must always be stored outside of the reach of children.
- NEVER consume any kinds of cleaning agents!
- Do not mix cleaning agents with other chemicals or acids.
- Never pour cleaning agents into the water tank.
- Cleaning agents and descaling agents may only be used for their intended purposes (see the label on the product).
- Never eat or drink while using cleaning agents.
- Make sure the room is properly ventilated when using cleaning agents.
- Protect your hands with gloves when using cleaning agents.
- Wash your hands thoroughly and immediately after having used cleaning agents.

Storage: Read the tips below about how to safely store the machine:

- Store the machine out of reach of children.
- Pay attention to temperature, heat, light and moisture when storing the machine.
- Do not store the machine together with acidic cleaning agents, chemicals or common household cleaning agents.
- Store the machine in its original packaging.
- Do not store the machine together with food or drink.
- Comply with applicable legislation on storing chemicals and cleaning agents.

Disposal: Cleaning agents and cleaning containers must be disposed of in accordance with local laws and rules.

Good tips for emergencies: Consult the Danish Environmental Protection Agency's website for tips and instructions about how to handle substances that damage the environment. Get the number for the 'Poison Hotline' where you can get tips and help about poisoning.

Water: Using water inappropriately may be damaging to a person's health! See below:

- The water must be clean and unpolluted.
- The water's carbonate hardness may not exceed 5-6 °dKh (German carbonate hardness) or 8.9-10.7 °fKH (French carbonate hardness).
- The total hardness of the water must always be higher than the carbonate hardness.
- The minimum value for the water's carbonate hardness is 5°dKh or 8.9 fKH.
- The maximum allowed chlorine content is 100 mg per litre.
- Ph value should be 6.5-7 (pH neutral).
- For machines with water tanks (exterior and interior):
 - Fill the water tank with clean water every day.
 - The water tank must be cleaned thoroughly before filling it with water.

Coffee: Using coffee inappropriately may be damaging to a person's health! See below:

- Check the packaging and inspect for damage before unpacking the coffee.
- Only add a single day's dose of coffee beans to the bean container.
- Close the lid to the bean container immediately after having added the beans.
- Store your coffee in a cool, dry and dark place.

- Do not store your coffee together with cleaning agents.
- First use the coffee that has been stored for the longest period (the "early in, early out" principle).
- Use the coffee before it's "best by" date.
- Seal the coffee thoroughly after opening it to keep it fresh for as long as possible.

Milk: Using milk inappropriately may be damaging to a person's health! See below:

- Only use pasteurised and heat-treated milk.
- Only use homogenised milk.
- Use milk with a temperature of 3-5 °.
- Only use milk from its original packaging.
- Clean the milk container thoroughly before adding milk to it.
- Do not put milk from the milk container back in the milk's original packaging.
- Inspect the packaging for damage.
- Only add a single day's dose of milk to the milk container.
- Remember to close the milk container's lid after filling it with milk.
- Store the milk in a closed, cool and dry room (maximum temperature of 7 °C).
- Do not store the milk together with cleaning agents.
- First use the milk that has been stored for the longest period (the "early in, early out" principle).
- Use the milk before it's "best by" date.
- Remember to close the milk carton so that the milk stays fresh.

INSTALLATION AND TESTING

Requirements for where the machine can be placed

Comply with the advice below, otherwise there is a risk of the machine being damaged.

- **Place the machine on a stable and flat surface that can withstand the weight.**
- **Do not place the machine near hot surfaces or sources of heat.**
- **Place the machine in a spot that can always be monitored.**
- **The machine may not be placed more than 1 metre from the socket.**
- **The manufacturer is not liable for damage caused to the machine from being operated incorrectly.**
- **Make sure that there is always room for maintenance work and the operation of the machine.**

- Make sure that there is sufficient free space above the machine to fill the bean container.
- Keep the back end of the machine at least 5 cm away from the wall so that there is sufficient ventilation. Do not cover the machine with cloths or the like.

Climate conditions

See below:

- Operate the machine in surrounding temperatures of +10 °C — +40 °C.
- The relative air humidity must not exceed 80 %.
- The espresso machine is only designed for indoor use.
- The machine will not start if the surrounding temperature gets below 0 °C.

Electricity

The electrical installation must be performed in accordance with relevant rules for electricity in the country in which the machine is used. Connectivity data (voltage and frequency) specified on the type plate must match the existing conditions on site.

WARNING: There is a danger of electric shocks! See below:

- Improperly carried out installations are dangerous.
- The machine may only be connected and used as per the specifications on the type plate.
- All phases of the equipment must be able to be disconnected from the electric grid and the wires connected to the power cord must be grounded.
- The machine may only be connected to an electricity grid with alternating current via a grounded power strip that has been installed as per the instructions.
- The wire grounding system that protects the house's electrical installation must be installed as per the instructions.
- The electric equipment on site must be connected in accordance with IEC 364 (DIN VDE 0100).
- Never use the machine if the cord is damaged. Have the cord replaced by a qualified professional.
- Electrical work must only be carried out by professional electricians.
- The electricity must be attached to a circuit with fuses.
- It is not recommended to use extension

cords. If you still need to use an extension cord (at least 1.5 mm²), then ensure that the total voltage used by the machine does not exceed the voltage that can be transmitted via the extension cord.

- Make sure that people cannot trip over the cord. Do not let the cord pass through sharp corners or hang in the air. Avoid bending/ squeezing the cord. In addition, cords may not be placed over heat sources of any kind of must also be protected against oils and aggressive cleaning agents.
- Never pull on the cord when you want to lift or move the machine. Do not pull on the cord when you want to unplug it from the socket. Never touch sockets or cords with wet hands! NEVER insert a wet cord into a socket!
- Do not touch components that transmit voltage.
- Comply with applicable machine directives and directives about electrical and electronic products.
- Make sure to cut off all power before performing maintenance work on the machine.

Water

Poor water quality may damage the machine. See below:

- The water must be completely pure and contain no more than 100 mg of chlorine per litre.
- The water's carbonate hardness may not exceed 5-6 °dKh (German carbonate hardness) or 8.9-10.7 °fKH (French carbonate hardness).
- The total hardness of the water must always be higher than the carbonate hardness.
- The minimum value for the water's carbonate hardness is 5°dKh or 8.9 fKH.
- Ph value should be 6.5-7 (pH neutral).
- The water supply is to be connected in accordance with applicable rules in the country in which the machine is being used. If the machine is connected to a newly installed water pipe, the water pipe and water hose must be flushed thoroughly to avoid dirt/ stains getting into the machine.

Using the machine for the first time

Connecting to a power source: Take the cord out and attach one end of the cord to the machine and the other to the socket.



Fill the bean container. Open the lid to the bean container and fill it with beans. Close the lid again.



Add water: Open the lid, remove the water tank and clean its interior. Then fill it with clean water until it is 80 % full. Reattach the water tank.



Turn the machine on: Press the on/off button on the back of the machine. The display will show the start menu and the machine is now ready to make your favourite drinks.



Turning the machine on and off

Method 1

Step 1: In standby mode: press and hold the round button on the top of the machine for three seconds. Then follow the instructions on the machine's interface and access the soft off state after the shutdown process has been completed. (In soft off state: press and hold the round button for three seconds to restart the machine).

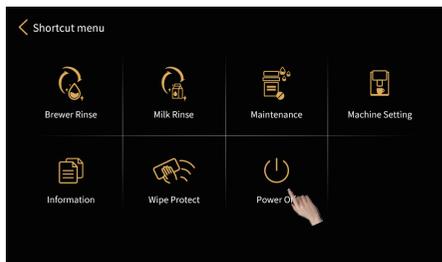


Method 2

Step 1: Press the shortcut icon on the top of the screen to see the dropdown menu.



Step 2: Press the "Power off" button in the dropdown menu.



Step 3: Follow the instructions shown on the machine's interface and access the soft off state after the shutdown process has been completed. (In soft off state: press and hold the round button for three seconds to restart the machine).



Step 4: In soft off state: press the on/off button at the back of the machine to completely cut power to the machine. (Please note: do not cut the power directly when the machine is turned off to avoid damage being done).



Make a drink

Coffee

- Example: make an espresso

Step 1: Press “Espresso” and the drink will begin to be made.



Step 2: During the preparation process..... press the icon  on the screen. The interface for adjusting drinks will now appear.



Step 3: Drag the adjustment icon on the right side of the interface to temporarily adjust the amount. (Please note: only available in adjustment mode).



Step 4: During the preparation process..... press 'Cancel' to stop the process immediately.



Milky beverage

- Example: make a cappuccino

Step 1: Press "Cappuccino" and the drink will begin to be made.



Warm water

- Example: make a cup of warm water.

Step 1: Press “Hot water” and the drink will begin to be made.



Step 2: During the preparation process..... press the icon  on the screen. The interface for adjusting drinks will now appear.



Step 3: Drag the adjustment icon on the right side of the interface to temporarily adjust the amount. (Please note: only available in adjustment mode).



Step 4: During the preparation process..... press ‘Cancel’ to stop the process immediately.



Cleaning and maintenance

Daily cleaning

Cleaning the brewer system

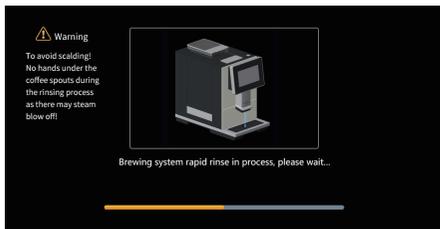
Step 1: Press the shortcut icon on the top of the screen to access the menu for shortcuts on the machine's interface.



Step 2: Press "Brewer Rinse" on the screen to continue to the next step.



Step 3: Follow the instructions on the screen to clean the brewer system.



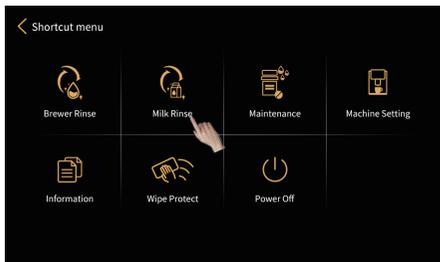
√ The brewer system is cleaned and the machine will automatically return to the main screen.

Cleaning the milk system

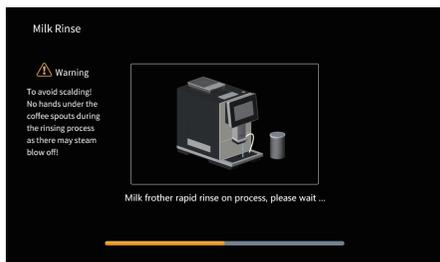
Step 1: Press the shortcut icon on the top of the screen to access the menu for shortcuts on the machine's interface.



Step 2: Press “Milk Rinse” on the screen to continue to the next step.



Step 3: Follow the instructions on the screen to clean the milk system.



√ The milk system is cleaned and the machine will automatically return to the main screen.

Removing and cleaning the milk frother

Step 1: Remove the milk hose as shown in the illustration below.



Step 2: Squeeze both sides of the milk frother with your fingers as shown on the illustration and with a firm grip pull down the milk frother.



Step 3: Remove the coffee outlet, milk frother, connector and other components and flush them under a tap.



Step 4: Reattach the cleaned milk frother to the machine as shown on the illustration below.



Regular maintenance

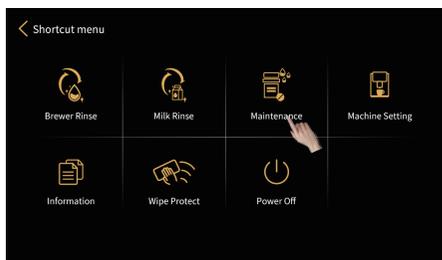
- Components that require regular maintenance Follow the instructions step by step.

In-depth cleaning of the brewer system

Step 1: Press the shortcut icon on the top of the screen to access the menu for shortcuts on the machine's interface.



Step 2: Press "Maintenance" on the screen



Step 3: Press “Brewer Deep Clean” on the screen and follow the instructions step by step.

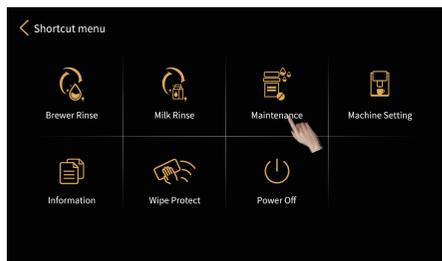


In-depth cleaning of the milk system

Step 1: Press the shortcut icon on the top of the screen to access the menu for shortcuts on the machine's interface.



Step 2: Press “Maintenance” on the screen



Step 3: Press “Milk Deep Clean” on the screen and follow the instructions step by step.



Descaling

Step 1: Press the shortcut icon on the top of the screen to access the menu for shortcuts on the machine's interface.



Step 2: Press "Maintenance" on the screen

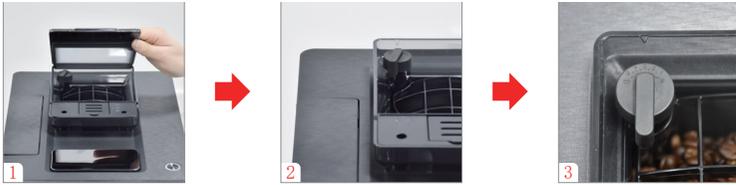


Step 3: Press "Descaling" on the screen and follow the instructions step by step.



Adjust the degree of pre-grinding

Step 1: The dial for adjusting the degree of pre-grinding is shown when you open the lid of the bean container. (Values on the dial: the higher the value, the rougher the pre-grinding and the lower the value, the finer the pre-grinding.)



Step 2: Press any drink on the screen to change the adjustment button and then turn the button to the pre-grinding setting that you want to use.



- Make sure to adjust the pre-grinding when the button turns, otherwise it may cause damage to the product.

Daily use

- Never pour water into the bean container.
- Never forcefully open the machine's lid when it is being operated. Remove the coffee powder shaft, drip tray, water tank and other components.
- The interior water tank must only be filled with clean water at room temperature. Do not use hot water or ice water.
- It is recommended to use medium roasted or medium dark roasted coffee beans and the beans may not be too oily. It is not recommended to use dark roasted or extra dark roasted and oily coffee beans.
- Do not place your hands under the outlet when the coffee is flowing out - you may get burns.
- Never use a brush or cleaning agent when cleaning the machine. Dry the machine off with a soft, moist rag.
- Never fill up the bean container beyond the MAX marker.
- Do not cut the power while operating the machine.
- Adjust the machine's output so that it matches the cup you are using. This will allow you to avoid having the coffee or warm water spraying out.
- Follow these steps when turning off the machine: Access the menu's shutdown interface on the screen, press "Off" and follow the instructions on the screen. When the screen is turned off, press the On/Off button to turn off the machine. Never turn off the machine by simply unplugging it from the socket.
- Empty the container for coffee residue and empty the drip tray of water each day after using it.
- To get the optimum taste and quality, it is recommended to clean and refill the water tank with clean water every day.
- Never lower the device in water or other fluids.

Maintenance, continued

- In the main menu's interface, press the top left menu to access maintenance settings and there you can choose between many different types of programs. Press menu service, menu enter, work password maintenance and run the various maintenance programmes as needed.
- When the screen signals that it is time for cleaning and maintenance, the relevant options are required: please note that you must not spray water on the machine.
- Only use cleaning agents recommended by the manufacturer.

Troubleshooting

Errors	Potential solutions
The water tank is empty	<ol style="list-style-type: none">1. The water in the tank is below the level which can be registered; the water tank is incorrectly installed and placed too far from the sensor; the water registration sensor is broken.2. Remove the tank and add water. Make sure the water does not exceed the "Max" marker; Inspect and reinsert the water tank; replace the sensor.
The coffee powder shaft is filled up	<ol style="list-style-type: none">1. The coffee shaft is already filled.2. Pull out the drip tray, take the container out and empty it of coffee powder.
The bean container is empty	<ol style="list-style-type: none">1. The bean container is empty; the beans are sticking together;2. Add coffee beans to the container; stir the beans around in the container until they loosen.
The drip tray is placed incorrectly	<ol style="list-style-type: none">1. The drip tray is not installed correctly; it is not magnetic or has been ruined;2. Replace the drip tray; replace the sensor; replace the magnet.
The drip tray is filled	<ol style="list-style-type: none">1. Wastewater in the drip tray is at capacity; the sensory is dirty;2. Pull out the tray and empty it; Inspect and clean the sensor.
The coffee thermoblock is overheated	<ol style="list-style-type: none">1. The temperature exceeds 160 °;2. Follow the instructions and wait until the thermoblock cools down; a drink could not be made.
The steam thermoblock is overheated	<ol style="list-style-type: none">1. The temperature exceeds 160 °;2. Drinks cannot be made until the thermoblock cools down.
Inspect the shift valve	<ol style="list-style-type: none">1. The valve is placed incorrectly after several self-tests;2. Press "checking" to carry out a self-test; turn off the machine for approximately five seconds and then restart the machine.

Errors	Potential solutions
The surrounding temperature is too low	<ol style="list-style-type: none"> 1. The surrounding temperature is 0° or lower 2. Turn on the machine when the surrounding temperature is between 10 C° - 40 C°.
There is not enough water.	<ol style="list-style-type: none"> 1. The intake to the tank is blocked. The tank is not firmly attached; the sieve in the brewer unit is blocked; the flow monitor is damaged. 2. Check the water supply and press "Fill"; Check the tank's outlet and reattach it to its position; clean the sieve, reattach and push the tank all the way; clean the sieve with cleaning tablets or by disassembling it; change the flow monitor; turn off the machine and restart it.
Overloaded pressure	<ol style="list-style-type: none"> 1. The hose or sieve is blocked; the coffee powder is too finely ground; the amount of coffee powder exceeds the machine's maximum capacity; air is entering the pump while the coffee is being brewed. 2. Press "Rinse" to clean the brewer unit; adjust the gear position on the machine <i>in a clockwise direction</i>. The higher the value, the rougher the grinding. Clean the tank's intake.
Calibration of grinder	<ol style="list-style-type: none"> 1. When a certain number of cups has been made, there will be an alarm; An alarm will go off at 2,000 cups, 7,000 cups, 17,000 cups, 27,000 cups, etc. (i.e. at intervals of 10,000 cups). 2. Follow the instructions and use the instructions to calibrate; Follow the instructions in the user guide.
Examine the brewer unit	<ol style="list-style-type: none"> 1. The brewer unit is not positioned correctly; the brewer unit is damaged; the drive shaft is damaged; 2. Press "Check Up"; replace the brewer unit; replace the drive shaft.
In-depth cleaning of the brewer unit is required	<ol style="list-style-type: none"> 1. Alarm goes off at a preconfigured value; 2. Follow the tips and follow the instructions for an in-depth cleaning; Follow the instructions in the service manual.
Descaling required	<ol style="list-style-type: none"> 1. Alarm goes off at a preconfigured value; 2. Follow the tips and use the instructions to descale; Follow the instructions in the service manual.
Water leakage	<ol style="list-style-type: none"> 1. Leakage inside the machine 2. Disassemble the machine and inspect the specific spot where the leakage has occurred; change the accessory parts in the relevant location where the leak has occurred.
No coffee	<ol style="list-style-type: none"> 1. The hose or sieve is blocked; the coffee powder is too finely ground; the amount of coffee powder exceeds the machine's maximum capacity; the brewer unit is damaged; the sieve at the intake valve is blocked; 2. The higher the numeric value, the rougher the grinding; Perform a calibration; Do an in-depth cleaning with tablets; Reinstall the brewer unit or replace it with a new one; clean the sieve or replace it with a new one.
Error notification in the brewer system	<ol style="list-style-type: none"> 1. Press "brewer self-checking" three times to show system errors; the brewer system is blocked or something is stuck; the motor is not working; the brewer unit is damaged; the control panel is damaged. 2. Turn off the machine and restart it; Disassemble the machine, inspect it and clean it; replace the motor; replace the brewer unit; replace the control panel.

Errors	Potential solutions
HMI communication errors	<ol style="list-style-type: none"> 1. The connection to the control panel and display panel is damaged; the control software does not match the HMI software; HMI PCB damage; damage to the control panel. 2. Inspect the plugs on the HMI PCB and restore the connection; upgrade the control software and HMI software; replace the HMI PCB; replace the control panel.
Coffee thermoblock NTC errors	<ol style="list-style-type: none"> 1. Electronics error between sensor and master; the temperature on the thermoblock exceeds 180 C°; 2. Replace the connectors on the thermoblock; replace the NTC sensor; turn off the machine and restart it after 30 minutes; replace the thermoblock group.
Steam thermoblock NTC errors	<ol style="list-style-type: none"> 1. Electronics error between sensor and master; the temperature on the thermoblock exceeds 180 C°; 2. Replace the connectors on the thermoblock; replace the NTC sensor; turn off the machine and restart it after 30 minutes; replace the thermoblock group.
The coffee thermoblock is overheated	<ol style="list-style-type: none"> 1. The temperature on the thermoblock exceeds the specified value and a fuse is blown; sensor damage; thermoblock is damaged. 2. Replace the fuse on the thermoblock; replace the NTC sensor; replace the thermoblock group.
The steam thermoblock is overheated	<ol style="list-style-type: none"> 1. The temperature on the thermoblock exceeds the specified value and a fuse is blown; sensor damage; thermoblock is damaged. 2. Replace the fuse on the thermoblock; replace the NTC sensor; replace the thermoblock group.
Error notification on shift valve	<ol style="list-style-type: none"> 1. The valve is placed incorrectly after several self-tests; damaged valve. 2. Turn off the machine for five seconds and then restart and replace the valve.
The machine will not turn on	<ol style="list-style-type: none"> 1. No power source; voltage is too low; the machine is not turned on; PCB damage; a fuse in the main power supply has been blown. 2. Check to see if the machine is connected to a power source; connect the machine to a power source with sufficient voltage; check to see if the machine is turned on; replace the PCB; replace the fuse.
Crash	<ol style="list-style-type: none"> 1. The machine stops unexpectedly; 2. Turn off the machine for approximately five seconds and then restart it; upgrade the machine's system program.
No milk is coming out	<ol style="list-style-type: none"> 1. The milk container is empty. The milk hose or steam hose is blocked; the steam hose is damaged; the air intake has been configured as too high; the milk frother is blocked. 2. Fill the container with milk; perform an in-depth cleaning of the milk system; remove the lid on the machine and inspect the steam pipe; configure the air intake to a lower value; disassemble the milk frother and clean it thoroughly; replace the milk frother.
No milk froth is being made, just warm milk.	<ol style="list-style-type: none"> 1. The intake to the air intake valve is blocked; the hose on the air intake valve is blocked; the air intake valve is damaged. 2. Inspect the intake and air intake hose; replace the air intake valve.



The symbol means that the product should not be thrown out together with regular household waste. Instead, it should be disposed of at an authorised recycling station which is suitable for this purpose or returned to a retailer that offers disposal services. Contact your local city council if you need more information.

WARRANTY AND SERVICE

There is a 2-year warranty period if your new product stops working due to manufacturing or material faults which begins from the documented date of purchase. The warranty covers materials and the cost of labour. When inquiring about service, please state the product name and serial number. You can find this information on the type plate. You can write down the information here in these instructions so that you have them at hand. This makes it easier for the service technician to find the correct spare parts.

The warranty does not cover:

- Faults and damage that are not due to manufacturing or material issues
- Damage caused by failure to properly maintain the device - including failing to clean it
- Fire and/or water damage or moisture damage on the product
- Damage caused during transport if the product was transported without proper packaging
- Damage caused by the use of unoriginal spare parts
- Damage resulting from failing to follow the instructions on how to use the device
- If the device has not been set up/assembled as specified in the instructions
- If non-professionals have installed or repaired the product
- Batteries or any other parts subject to normal wear and tear

Damage during transport

If the product is damaged during transport and this is discovered when the retailer delivers the product to the customer, this is exclusively a matter between the customer and the retailer. In cases where customers have handled the transport of the product themselves, the supplier shall not be liable for any potential damage during transport. Any damage caused during transport must be reported immediately and no later than 24 hours after the product has been delivered. If not, the customer's claim will be rejected.

Unnecessary service

If the product is sent in to be serviced and it turns out that the fault could have been fixed independently by following the product's instruction manual, the customer will need to pay the service fee.

Commercial purchases

Commercial purchases are all purchases of devices that are not intended to be used in private households but instead intended to be used for commercial purposes (in restaurants, cafés, canteens, etc.) or intended to be rented out or otherwise used by multiple users in turn.

There is no warranty offered for commercial purchases, as this product is only intended for regular household use.

SERVICE

For service and spare parts in England and Ireland please call below-mentioned number and you will be directed accordingly or send us an email.

Witt UK & Ireland Ltd.
(44) 148 351 6633 / info@witt.dk

If you want to use a service technician or get spare parts in Denmark, please contact the store that you bought the product from.

You can also claim warranty at witt.dk under the 'Service' tab.

We accept no liability for printing errors.

The manufacturer/distributor cannot be held liable for damage to products or individuals if the safety instructions were not followed. The warranty shall not cover cases where the instructions have not been followed.

