

Sage™ by Heston Blumenthal®

Customer Service Centre

Phone: 0844 334 5110

www.sageappliances.co.uk

customerservice@sageappliances.co.uk


Register your product and get more from your purchase

Product registration takes only a few minutes and ensures both a record of your purchase and your warranty. Registration also makes it easier to get support and advice on any questions or issues that you might have in the future. If you wish, we can also send you free recipes and additional hints and tips on making the best of your appliance.

 Go to www.sageappliances.co.uk
and click on 'Product Registration'.

What's on your mind?

Our constant aim is to improve the quality and features of our appliances. We welcome your comments and ideas in assisting our ongoing development.

 Go to www.sageappliances.co.uk
and click on 'Support'.



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BES870UK Issue - B13

the Barista Express™

Instruction Booklet



BES870UK

Sage™ by heston
blumenthal®

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At Sage™ by Heston Blumenthal® we are very safety conscious. We design and manufacture consumer products with the safety of you, our valued customer, foremost in mind. In addition we ask that you exercise a degree of care when using any electrical appliance and adhere to the following precautions.

IMPORTANT SAFEGUARDS

READ ALL INSTRUCTIONS BEFORE USE AND SAVE FOR FUTURE REFERENCE

- Before using for the first time please ensure that your electricity supply is the same as shown on the rating label on the underside of the appliance. If you have any concerns please contact your local electricity company.
- Your Sage™ by Heston Blumenthal® appliance includes a BS 13 amp moulded mains plug on the supply cord.
- Should you need to change this plug, please complete the rewiring as follows (after safe disposal of the moulded plug).
- Please note that a cut off plug inserted into a socket is a serious danger risk.
- Wires are coloured as follows:
 - Blue = Neutral
 - Brown = Live
 - Green & Yellow = Earth
- As the colours of the wire may not correspond with the coloured markings which identify the terminals in your plug, please refer to the following:
 - The Blue wire must be connected to the terminal which is marked 'N'.
 - The Brown wire must be connected to the terminal which is marked with the letter 'L'.
 - The Green & Yellow wire must be connected to the terminal which is marked with the letter E or the earth symbol \perp .
- Please note that if a 13 amp plug is used, a 13 amp fuse should be used.

WE RECOMMEND SAFETY FIRST

- Carefully read all instructions before operating and save for future reference.
- Remove safely discard any packaging material and promotional labels or stickers before using the Barista Express™ for the first time.
- To eliminate a choking hazard for young children, remove and safely discard the protective cover fitted to the power plug of this appliance.
- Do not place the Barista Express™ near the edge of a bench or table during operation. Ensure the surface is level, clean and free of water and other substances.
- Do not use the Barista Express™ on a sink drain board.
- Do not place the Barista Express™ on or near a hot gas or electric burner, or where it could touch a heated oven.
- Always ensure the Barista Express™ is properly assembled before connecting to power outlet and operating. Follow the instructions provided in this book.
- The appliance is not intended to be operated by means of an external timer or separate remote control system.
- Do not use attachments other than those provided with the Barista Express™.
- Do not attempt to operate the Barista Express™ by any method other than those described in this book.
- Do not operate the grinder without the hopper lid in position. Keep fingers, hands, hair, clothing and utensils away from the hopper during operation.
- Use only cold, tap water in the water tank. Do not use any other liquid.
- Never use the Barista Express™ without water in the water tank.
- Ensure the portafilter is firmly inserted and secured into the brewing head before using the machine.
- Never remove the portafilter during the brewing operation as the machine is under pressure.
- Do not move the Barista Express™ whilst in operation.

WE RECOMMEND SAFETY FIRST

- Do not leave the Barista Express™ unattended when in use.
- Do not touch hot surfaces. Allow the Barista Express™ to cool down before moving or cleaning any parts.
- Do not place anything, other than cups for warming, on top of the Barista Express™.
- Always switch off the Barista Express™ by pressing the POWER button to 'Off', switch off at the power outlet and unplug if appliance is to be left unattended, if not in use, before cleaning, before attempting to move the appliance, disassembling, assembling and when storing the appliance.
- Keep the appliance and accessories clean. Follow the cleaning instructions provided in this book.



The symbol shown indicates that this appliance should not be disposed of in normal household waste. It should be taken to a local authority waste collection centre designated for this purpose or to a dealer providing this service. For more information, please contact your local council office.

IMPORTANT SAFEGUARDS FOR ALL ELECTRICAL APPLIANCES

- Unwind the power cord fully before use.
- Do not let the power cord hang over the edge of a bench or table, touch hot surfaces, or become knotted.
- To protect against electric shock do not immerse power cord, power plug or appliance in water or any other substance.
- Children should be supervised to ensure they do not play with the appliance.
- Do not use the appliance if power cord, power plug or appliance becomes damaged in any way. If damaged or maintenance other than cleaning is required, please contact Sage™ by Heston Blumenthal® Customer Service on 0844 334 5110 or go to sageappliances.co.uk.
- Always disconnect the appliance from the supply if it is left unattended and before assembling, disassembling and cleaning.
- This appliance is for household use only. Do not use this appliance for anything other than its intended use. Do not use in moving vehicles or boats. Do not use outdoors.
- Misuse may cause injury.
- The installation of a residual current device (safety switch) is recommended to provide additional safety protection when using electrical appliances. It is advisable that a safety switch with a rated residual operating current not exceeding 30mA be installed in the electrical circuit supplying the appliance. See your electrician for professional advice.

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Children and user maintenance shall not be made by children unless they are aged 8 years and above and supervised. Keep the appliance and its cord out of the reach of children aged less than 8.
- Always disconnect the appliance from the supply if it is left unattended and before assembling, disassembling and cleaning.
- Regularly inspect the supply cord, plug and actual appliance for any damage. If found damaged in any way or maintenance other than cleaning is required, immediately cease use of the appliance and contact Sage Customer Service on 0844 334 5110.



WARNING

Fully unwind the cord before use.

**SAVE THESE
INSTRUCTIONS**

FEATURES OF YOUR NEW APPLIANCE

INTEGRATED CONICAL BURR GRINDER

Stainless steel conical burrs maximise ground coffee surface area for a full espresso flavour.

ADJUSTABLE GRIND SIZE

18 grind settings (fine, 1-16, coarse) from coarse to fine for optimal espresso extraction.

AUTOMATIC DOSING

Dispenses the required amount of coffee for a single or double cup dose.

GRIND AMOUNT DIAL

Adjusts dose to suit fineness or coarseness of grind.

HANDS FREE DIRECT GRINDING INTO PORTAFILTER

Auto stop for hands free grinding direct into portafilter.

ELECTRONIC PID TEMPERATURE CONTROL

For increased temperature stability.

AUTO PURGE

Automatically adjusts water temperature after steam for optimal coffee extraction.

ADJUSTABLE TEMPERATURE CONTROL

For optimum coffee flavour.

THERMOCOIL HEATING SYSTEM

Integrated stainless steel water coil accurately controls water temperature.

LOW PRESSURE PRE-INFUSION

Gradually increases pressure at the start for an even extraction.

ESPRESSO PRESSURE GAUGE

Measures the water pressure through the ground coffee in the portafilter during extraction.

DRY PUCK FEATURE

Removes excess water from the ground coffee in the filter basket for easy disposal of the coffee puck.

1700W HIGH POWER

For faster heat up and high pressure steam.

INSTANT HOT WATER

Dedicated hot water outlet for making long blacks and pre-heating cups.

GETTING TO KNOW YOUR NEW APPLIANCE



- A. Automatic Dosing**
Select between single or double filter basket.
- B. Mechanical Clutch Protection**
- C. Grind Size Selector**
18 grind settings from fine to coarse.
- D. POWER Button**
Surround illuminates when machine is switched on.
- E. Grind Amount Dial**
Controls the amount of fresh ground coffee dosed into the filter basket.
- F. Integrated Removable Tamper**
For consistent tamping control.
- G. Grinding Cradle**
For directly grinding into portafilter.
- H. Cup Warming Tray**
- I. CLEAN ME Light**
Indicates when a cleaning cycle is required.
- J. Steam Light /Hot Water**
Illuminates to indicate that the steam or hot water function is selected.
- K. Group Head**
- L. Extra-Tall Cup Height For Coffee Mugs**
- M. Removable Wet And Dry Coffee Separator Drip Tray**
- N. Drip Tray Full Indicator**
- O. 250g Bean Hopper Capacity**
- P. Integrated Conical Burr Grinder**
Stainless steel conical burrs maximise ground coffee surface area for full espresso flavour.
- Q. Pressure Gauge**
Monitors espresso extraction pressure.
- R. PROGRAMME Button**
Personalise your espresso shot volumes & also accesses Advanced Temperature functions.
- S. STEAM Dial /Hot Water Dial**
Selector control for steam and hot water.
- T. Programmable**
1 CUP and 2 CUP button.

GETTING TO KNOW YOUR NEW APPLIANCE



- U. Instant Hot Water**
Dedicated hot water outlet for making long blacks and pre-heating cups.
- V. Stainless Steel Portafilter**
With commercial style spouts.
- W. 360° Swivel Action Steam Wand**
Easily adjusts to perfect position for texturing.

Custom designed accessories

1. **Single wall filter baskets** for freshly ground coffee.
2. **480ml stainless steel jug**

Cleaning accessories

Cleaning tool/brush
Cleaning tablets
Cleaning cycle disc
Allen key

NOT SHOWN

PID Temperature Control
For increased temperature stability.

Adjustable Temperature Control
For optimum coffee flavour.

Low Pressure Pre-infusion
Gradually increases pressure at the start for an even extraction.

1700W High Power
For fast heat up and high pressure steam.

Water Filter
Located inside the water tank.

Removable 2 Litre Water Tank
Filled from the top with integrated water filtration.

Storage Tray
Located behind the drip tray for storage of accessories.

Cord Storage
Located under the water tank.

BEFORE FIRST USE

Machine Preparation

Remove and discard all labeling and packaging materials attached to your espresso machine. Ensure you have removed all parts and accessories before discarding the packaging.

Clean parts and accessories (water tank, portafilter, filter baskets and jug) using warm water and a gentle dish washing liquid and rinse well. Wipe the outer housing, bean hopper and drip tray with a soft damp cloth and dry thoroughly. Do not immerse the outer housing, power cord or power plug in water or any other liquid.

The water filter located inside the water tank will need to be removed before washing the water tank.

CONDITIONING THE WATER FILTER

- Remove filter from the plastic bag and soak in a cup of water for 5 minutes.
- Rinse filter under cold running water.
- Wash the stainless steel mesh in the plastic filter compartment with cold water.
- Insert the filter into the filter holder.
- Set the dial date 2 months ahead.
- To install filter, push down to lock into place.
- Slide the water tank into position and lock into place.

NOTE

To purchase replacement water filters please contact Sage™ by Heston Blumenthal® Customer Service on 0844 334 5110.

FIRST USE

Initial Start Up

- Fill tank with water.
- Press POWER on.
- A pumping sound will be heard. The machine will reach operating temperature and go into STANDBY mode.

FLUSHING THE MACHINE

It is recommended to complete a water flushing operation, without ground coffee, to ensure the machine has been conditioned.

When the machine has reached STANDBY mode, run the following 2 steps.

- Press the 2 CUP button to run hot water through the group head for 30 seconds.
- Activate steam for 10 seconds.
- Repeat this cycle until the water tank is empty.

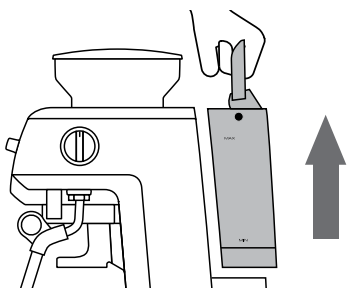
NOTE

Do not clean any of the parts or accessories in the dishwasher.

OPERATING YOUR NEW APPLIANCE

FILLING THE WATER TANK

- Ensure the water filter is securely fitted inside the tank.
- Fill the water tank with cold tap water to the maximum mark on the side of the tank and slide the water tank back into position at the back of the machine.
- Plug the power cord into power outlet and switch On at power point.
- Press the POWER button to On. The POWER button surround will flash while the machine is heating. When the correct temperature has been reached, all the button surrounds on the control panel will illuminate.



NOTE

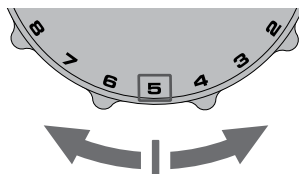
Check the water level before use and replace the water daily. The water tank should be filled with fresh, cold tap water before each use.

Do not use de-mineralised or distilled water or any other liquid.

SETTING THE GRIND SIZE

The grind size will affect the rate of water flow through the coffee in the filter basket and the flavour of the espresso. When setting the grind size, it should be fine but not too fine and powdery.

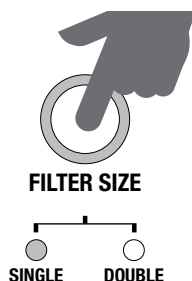
There are 18 settings on the GRIND SIZE select dial - The smaller the number, the finer the grind size. The larger the number, the coarser the grind size. We recommend you start at the No. 5 setting and adjust as required.



GRINDING THE COFFEE

- Fill the hopper with fresh coffee beans.
- Place the portafilter into the grinding cradle.
- Insert filter basket required into the porta-filter.

Press the FILTER SIZE button to select your filter size (single or double).



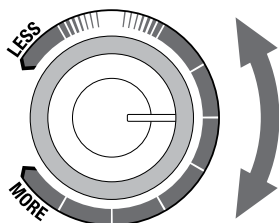
AUTOMATIC DOSING

- Push and release the portafilter to activate the grinding switch, then allow the portafilter to be dosed with fresh ground coffee.
- To stop the grinding function during single or double dose, simply press the filter size button.

OPERATING YOUR NEW APPLIANCE

ADJUSTING THE GRIND AMOUNT

Set the GRIND AMOUNT dial to the 3 o'clock position as a starting point for dose amount. Adjust towards LESS or MORE as required to adjust the dose amount so the cap on the supplied tamper is level with the top edge of the filter basket rim, AFTER tamping.



NOTE

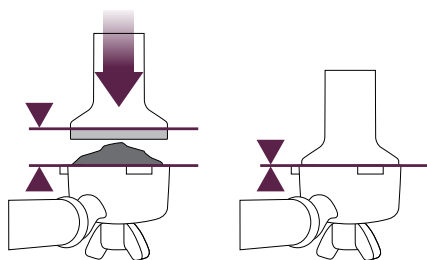
You may need to adjust the GRIND AMOUNT dial a few times to achieve the correct grind amount.

MANUAL DOSING

- With the portafilter inserted, push and hold the micro switch down until the desired amount of ground coffee has been dosed.
- To stop the function during a manual grind function, simply release the portafilter. This will release the activation switch to stop the grind function.

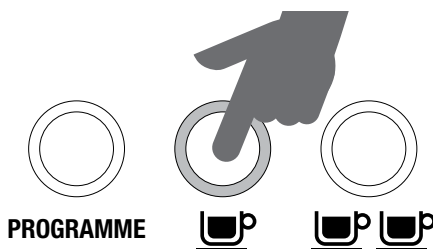
TAMPING THE GROUND COFFEE

- Once the grind function has been completed, carefully withdraw the portafilter from the grinding cradle, being careful not to spill any ground coffee, tap down to collapse and using the integrated tamper, tamp down firmly (approx. 15–20 kg of pressure).



PRE-PROGRAMMED SHOT VOLUME – 1 CUP

Press the 1 CUP once. A preset single espresso volume of approximately 30ml will be extracted. The machine will automatically stop once the preset volume has been extracted.



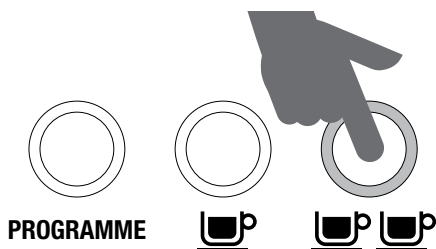
NOTE

The amount of espresso extracted in the cup will vary depending on your grind size and grind amount.

OPERATING YOUR NEW APPLIANCE

PRE-PROGRAMMED SHOT VOLUME – 2 CUP

Press the 2 CUP button once. A preset double espresso volume of approx. 60ml will be extracted. The machine will automatically stop once the preset volume has been extracted.



NOTE

Pressing the 1 CUP or 2 CUP buttons during a programmed espresso will immediately stop the extraction.

2. Press 2 CUP button to start espresso extraction. Press 2 CUP again once desired volume of espresso has been extracted. The machine will beep twice to indicate the new 2 CUP volume has been set.

RESETTING DEFAULT VOLUMES

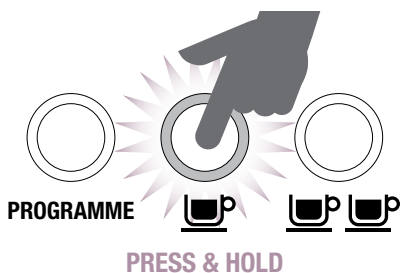
To reset the machine to the default 1 CUP and 2 CUP shot volumes and espresso water temperature press and hold the PROGRAMME button until the machine beeps three times. Release the PROGRAMME button. The machine will return to its original default setting.

NOTE

Default settings: 1 CUP shot volume is approx. 30ml. 2 CUP is approx. 60ml.

PROGRAMMING SINGLE ESPRESSO

1. To begin programming, press the PROGRAMME button once. The machine will beep once and the program button will begin to flash. This indicates the machine is in programming mode.
2. Press 1 CUP button to start espresso extraction. Press 1 CUP again once desired volume of espresso has been extracted. The machine will beep twice to indicate the new 1 CUP volume has been set.



PRESS & HOLD

Press and hold the 1 CUP or 2 CUP button. Release the button once sufficient espresso has been extracted into the cup.

PROGRAMMING DOUBLE ESPRESSO

1. To begin programming, press the PROGRAMME button once. The machine will beep once and the program button will begin to flash. This indicates the machine is in programming mode.

NOTE

For optimal flavour when using a 1 CUP filter basket, you should extract approx. 30ml. When using a 2 cup filter basket, you should extract approx. 60ml.

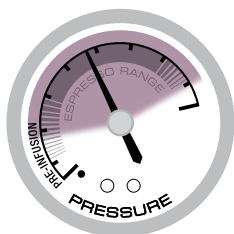
WARNING

The metal parts of the portafilter will be very hot.

ESPRESSO PRESSURE GAUGE

IDEAL ESPRESSO ZONE

The gauge needle, when positioned in the middle zone during extraction, indicates the espresso will be extracted at the ideal pressure.



UNDER EXTRACTED ZONE

The gauge needle, when positioned in the lower zone during extraction, indicates the espresso has been extracted with insufficient pressure. This occurs when the water flow through the ground coffee is too fast and results in an under extracted espresso that is watery and lacks crema and flavour.

Causes for under extraction include the grind being too coarse and/or insufficient coffee in filter basket and/or under tamping.



OVER EXTRACTED ZONE

The gauge needle, when positioned in the upper zone during extraction, indicates the espresso has been extracted with too much pressure. This occurs when the water flow through the ground coffee is too slow and results in an over extracted espresso that is very dark and bitter with a mottled and uneven crema.

Causes for over extraction include the grind being too fine and/or too much ground coffee in filter basket.



TEXTURING MILK

The Sage™ by Heston Blumenthal® Barista Express™ comes complete with a commercial style 360° stainless steel steam wand.

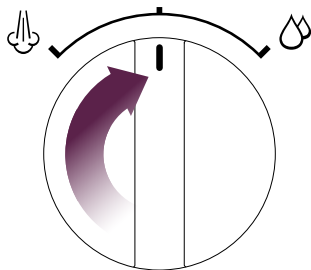
WARNING

Ensure the STEAM DIAL is in the STANDBY position before removing the steam wand from the frothing jug.

OPERATING YOUR NEW APPLIANCE

USING THE STEAM DIAL

- Position the steam tip over the drip tray. Turn the STEAM selector dial to the steam position. The red steam light will flash to indicate the machine is heating to create steam.
- When the steam light stops flashing the steam wand is ready for use.
- Before inserting the wand into the milk, pause the steam by returning the dial back to the STANDBY position. This will avoid the milk splashing out of the jug (this pause function lasts for approx 8 seconds before exiting steam mode).
- Insert the wand into the milk and turn the steam dial from Standby to the Steam position to begin texturing.
- To stop, return the STEAM dial to the STANDBY position and remove the jug.



NOTE

When the espresso machine creates steam, a pumping noise can be heard. This is the normal operation of the 15 bar Italian pump.

NOTE

After 5 minutes of continuous steaming, the machine will automatically disable the steam function. The steam light will flash. When this occurs return the steam dial to the STANDBY position.

USING HOT WATER OUTLET

Turn the STEAM/HOT WATER selector dial to the hot water position. The red steam light will flash to indicate the machine is heating the create hot water.

When the steam light stops flashing, the hot water is ready for use.

To stop the flow of hot water, return the steam dial back to the STANDBY position.

AUTO PURGE

For extracting espresso immediately after using the steam function, this machine features an auto-purge function.

The auto purge function ensures the ground coffee will not be burnt by the initial water flow from the thermocoil being too hot. The water is automatically released internally into the drip tray ensuring that the thermocoil is at optimal temperature for extracting coffee.

Your coffee will always be extracted at the optimal temperature ensuring only the best flavoured espresso is extracted.

ADVANCED MODE

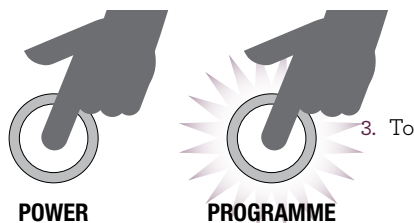
Adjusting Water Temperature

Different beans require a different water temperature to extract their optimum flavour.

The Barista Express™ allows you to adjust water temperature $\pm 2^{\circ}\text{C}$ in 1°C increments from the default temperature.

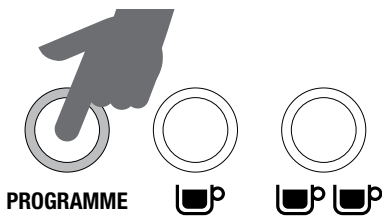
To enter Advanced Temperature setting mode:

1. Turn the machine OFF.
2. Press & hold the PROGRAMME button, then press the POWER button. The machine will beep once. The illuminated button will indicate current temperature selected. If no buttons are pressed within 5 seconds after entering Advanced Mode, no change will be made & machine will return to heat-up/stand-by operation.

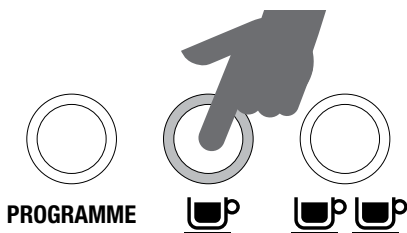


select a temperature change, within 5 seconds of entering Advanced Mode, press the button to select desired temperature. You will hear 2 beeps to confirm the change. If no buttons are pressed the temperature will remain unchanged & machine will revert to STANDBY.

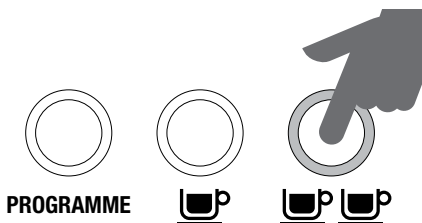
4. **Default Temperature setting:**
In Advanced Mode, press the PROGRAMME button.



5. **Increase Water Temperature $+1^{\circ}\text{C}$:**
In Advanced Mode, press the 1 CUP button.



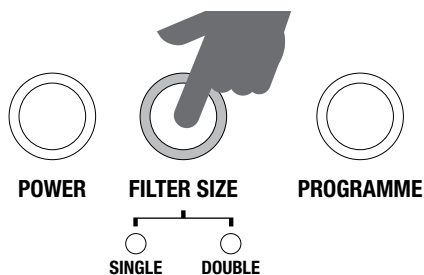
6. **Increase Water Temperature $+2^{\circ}\text{C}$:**
In Advanced Mode, press the 2 CUP button.



OPERATING YOUR NEW APPLIANCE

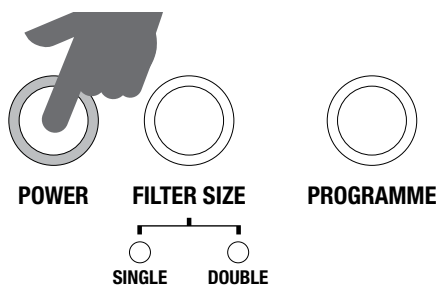
7. Decrease Water Temperature -1°C:

In Advanced Mode, press the
FILTER button.



8. Decrease Water Temperature -2°C:

In Advanced Mode, press the
POWER button.



PRE-HEATING

Heating your cup or glass

A warm cup will help maintain the coffee's optimal temperature. Pre-heat your cup by rinsing with hot water and place on the cup warming tray.

Using the hot water outlet

Turn the Steam/Hot Water dial to the Hot Water position. The Steam/Hot Water LED on the front panel will begin to flash indicating the Hot Water function has been selected & the Thermo-coil is increasing in temperature. Hot Water will be dispensed from the Hot Water spout. Turn the dial back to STANDBY to stop the flow of hot water.

Heating the portafilter and filter basket

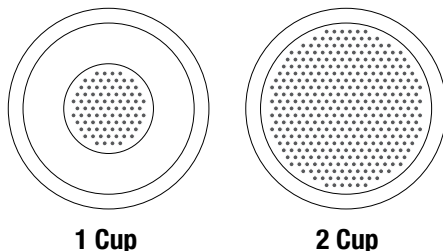
A cold portafilter and filter basket can reduce the extraction temperature enough to significantly affect the quality of your espresso. Ensure the portafilter and filter basket are preheated with hot water before initial use.

NOTE

Wipe the filter and filter holder dry before dosing with ground coffee as moisture can encourage 'channeling' where water by-passes the ground coffee during extraction.

SINGLE WALL FILTERS

Single wall filters (1 & 2 CUP) are designed to be used with freshly ground coffee and allow you to experiment with grind and dose, to create a more balanced espresso.



THE GRIND

When grinding coffee beans, the grind size should be fine but not too fine. The grind size will affect the rate at which the water flows through the ground coffee in the filter basket and the taste of the espresso.

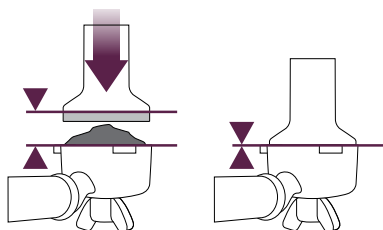
If the grind is too fine (looks like powder and feels like flour when rubbed between fingers), the water will not flow through the coffee when under pressure. The resulting espresso will be OVER EXTRACTED, dark in colour and bitter in flavour.

If the grind is too coarse the water will flow through the ground coffee in the filter basket too quickly. The resulting espresso will be UNDER EXTRACTED lacking in colour and flavour.

COFFEE MAKING TIPS & PREPARATION

COFFEE DOSE AND TAMPING

- Wipe coffee basket with a dry cloth.
- Using single wall filter baskets, grind enough coffee to fill the coffee basket. You may need to experiment with the GRIND AMOUNT dial to achieve the correct dose.
- Tap the portafilter several times to collapse and distribute the coffee evenly in the filter basket.
- Tamp down firmly (using approx. 15-20kgs of pressure). The amount of pressure is not as important as consistent pressure every time.



- As a guide to dose, the top edge of the metal cap on the tamper should be level with the top of the filter basket AFTER the coffee has been tamped.
- Wipe excess coffee from the rim of the filter basket to ensure a proper seal in the group head is achieved.

PURGING THE GROUP HEAD

- Before placing the portafilter into the group head, run a short flow of water through the group head by pressing the 1 CUP button. This will purge any ground coffee residue from the group head and stabilise the temperature prior to extraction.

INSERTING THE PORTAFILTER

Place the portafilter underneath the group head so that the handle is aligned with the INSERT position. Insert the portafilter into the group head and rotate the handle towards the centre until resistance is felt.

EXTRACTING ESPRESSO

- Place pre-warmed cup(s) beneath the portafilter and press the 1 CUP or 2 CUP button for the required volume.
- As a guide, the espresso will start to flow after 4-8 seconds (infusion time) and should be the consistency of dripping honey.
- If the espresso starts to flow after less than 3 seconds you have either under dosed the filter basket and/or the grind is too coarse. This is an UNDER-EXTRACTED shot.
- If the espresso starts to drip but doesn't flow after 10 seconds, then you have either over dosed the filter basket and/or the grind is too fine. This is an OVER-EXTRACTED shot.

EXTRACTION GUIDE

	GRIND	GRIND DOSE	TAMP	SHOT TIME
OVER EXTRACTED BITTER • ASTRINGENT	TOO FINE	TOO MUCH	TOO HEAVY	OVER 40 SEC
BALANCED	OPTIMUM	10-12g (1 CUP) 18-20g (2 CUP)	15-20kg	25-35 SEC
UNDER EXTRACTED UNDERDEVELOPED • SOUR	TOO COARSE	TOO LITTLE	TOO LIGHT	UNDER 20 SEC

COFFEE MAKING TIPS & PREPARATION

A great espresso is about achieving the perfect balance between sweetness, acidity and bitterness.

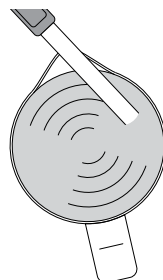
The flavour of your coffee will depend on many factors, such as the type of coffee beans, degree of roast, freshness, coarseness or fineness of the grind, dose of ground coffee, and tamping pressure.

Experiment by adjusting these factors just one at a time to achieve the taste of your preference.

TEXTURING MILK

There are two phases to texturing milk, stretching & heating. These two operations should blend into one with the goal being silky smooth textured milk at the correct temperature.

- Always start with fresh cold milk.
- Fill the jug just below the 'V' at the bottom of the spout.
- Position the steam tip over the drip tray and turn the STEAM/HOT WATER dial from STANDBY to steam and wait until the steam is flowing strongly.
- Turn the steam dial to the STANDBY position to pause the steam, then within 8 seconds, insert steam wand tip into milk and turn dial back to STEAM position.
- Insert the steam tip 1-2cm below the surface of the milk close to the right hand side of the jug at the 3 o'clock position.
- Keep the tip just under the surface of the milk until the milk is spinning clockwise, producing a vortex (whirlpool effect).
- With the milk spinning, slowly lower the jug. This will bring the steam tip to the surface of the milk & start to introduce air into the milk. You may have to gently break the surface of the milk with the tip to get the milk spinning fast enough.
- Keep the tip at or slightly below the surface, continuing to maintain the vortex. Texture the milk until sufficient volume is obtained.
- Lower the tip beneath the surface, but keep the vortex of milk spinning. The milk is at the correct temperature (60-65°C) when the jug is hot to touch.
- Move the steam dial to the STANDBY position before taking the tip out of the milk.
- Set the jug to one side, turn steam on to purge out any residual milk from the steam wand and wipe steam wand with a damp cloth.
- Tap the jug on the bench to collapse any bubbles.
- Swirl the jug to polish and re-integrate the texture.
- Pour milk directly into the espresso.
- The key is to work quickly, before the milk begins to separate.

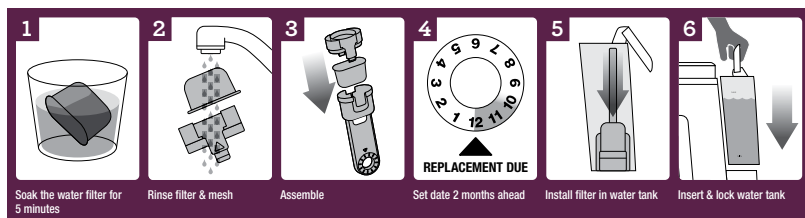


HINTS & TIPS

- Always use freshly ground coffee for a superior flavour and body.
- Use freshly roasted coffee beans, with a 'roasted on' date and use within 2 weeks of 'roasted on' date.
- Store coffee beans in a cool, dark and dry container. Vacuum sealed if possible.
- Buy coffee beans in small batches to reduce the storage time and store no more than one weeks supply at any time.
- Grind beans immediately before brewing as ground coffee quickly loses its flavour and aroma.

CARE & CLEANING

INSTALLING/REPLACING THE FILTER IN THE WATER TANK



The water filter provided helps to prevent scale build up which over time can affect the performance of your machine, potentially causing blockages and heating, problems

Replacing the water filter every two months will reduce the need to de-scale the machine.

If you live in a hard water area, we recommend you change the water filter more frequently.

Replacing The Water Filter

- Remove the filter from the plastic bag, and soak in a cup of water for 5 minutes.
- Rinse the filter under cold running water for 5 seconds.
- Wash the stainless steel mesh in the plastic filter compartment with water and assemble.
- Set the date dial 2 months ahead.
- To install, push down to lock into place.

The water filter can be removed from the water tank during operation if not required.

PORTAFILTER CLEANING

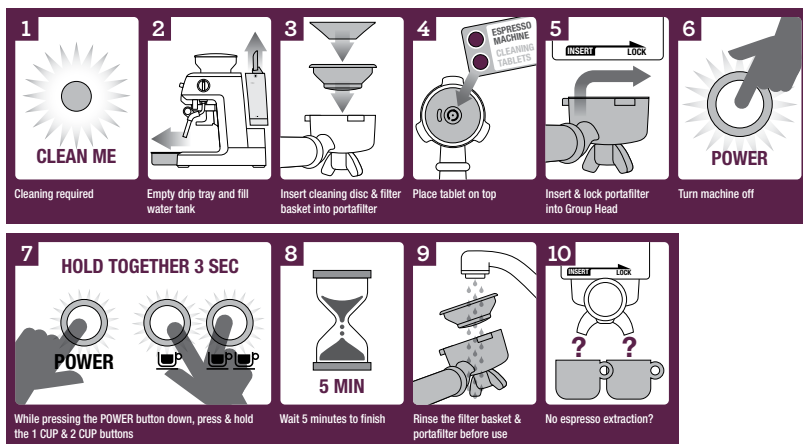
Periodically run water through the machine with the portafilter in place, but without any ground coffee, to rinse out any residual coffee particles.

NOTE

To purchase replacement water filters please contact Sage™ by Heston Blumenthal® Customer Service on 0844 334 5110.

CLEANING CYCLE

The espresso machine features an in-built cleaning cycle which should be carried out periodically. The **CLEAN ME** light will automatically illuminate to indicate when a cleaning cycle is required.



CLEANING CYCLE PROCESS GUIDE

If cleaning is required, simply follow the steps below and refer to the Machine Cleaning Cycle guide.

1. Insert the cleaning disk into the one or two cup filter disc.
2. Place the filter basket into the portafilter.
3. Put 1 cleaning tablet into the filter.
4. Lock the portafilter into the group head.
5. Turn the machine OFF.
6. Simultaneously press and hold the 1 CUP, 2 CUP and POWER button for 3 seconds.
7. The cleaning cycle will commence and last for approximately 5 minutes. Once complete, 3 beeps will sound. Remove the portafilter and ensure the tablet has completely dissolved.

If the tablet has not dissolved, repeat steps 5 to 7 until tablet has dissolved.

NOTE

To purchase replacement cleaning tablets, please contact Sage™ by Heston Blumenthal® Customer Service on 0844 334 5110.

DECALCIFYING

After regular use, hard water can cause mineral build up in and on many of the inner functioning components, reducing the brewing flow, power of the machine, and affecting the quality of coffee.

We advise decalcifying the machine on a regular basis (every 2-3 months) using a mixture of white vinegar and water.

Follow the instructions provided, or use the following as a guide:

SOLUTION FOR DECALCIFYING

Diluted Solution (for softer water)

- 1 part white vinegar
- 2 parts cold tap water

Concentrated Solution (for harder water)

- 1 part white vinegar
- 1 part cold tap water



WARNING

Do not immerse power cord, power plug or appliance in water or any other liquid. The water tank should never be removed or completely emptied during decalcifying.

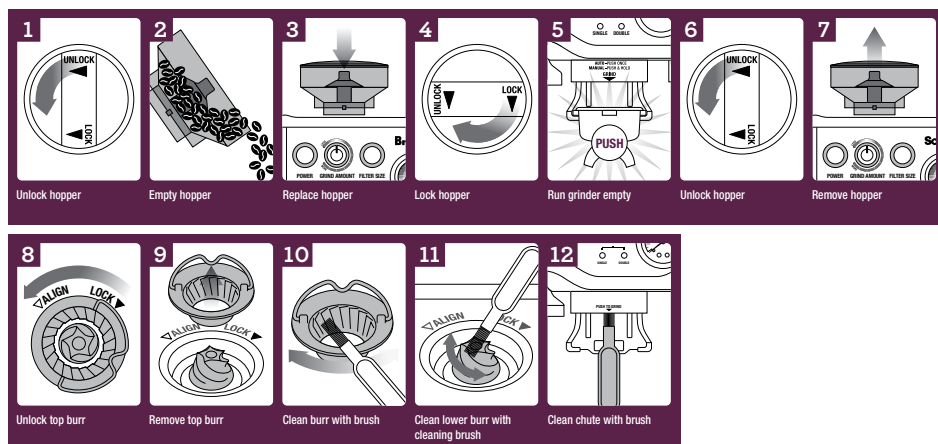
DECALCIFYING THE MACHINE

- Remove the portafilter and frothing attachment. Pour the mixture of white vinegar and water into the water tank.
- Plug the machine into the power outlet and switch On.
- Press the POWER button to the On position.
- Place a large container under the group head and steam wand.
- When the brewing temperature has been reached all the button surrounds on the control panel will illuminate. Press and hold the 1 CUP or 2 CUP button to commence manual pour. Release the button once half the mixture of white vinegar and water has run through the group head.
- Set the steam dial to the STEAM position and allow steam to run through the Steam Wand for approximately 2 minutes. Return the steam dial back to the STANDBY position.
- After decalcifying, remove the water tank and rinse thoroughly then refill with fresh cold water. To rinse the machine, repeat previous steps.

CARE & CLEANING

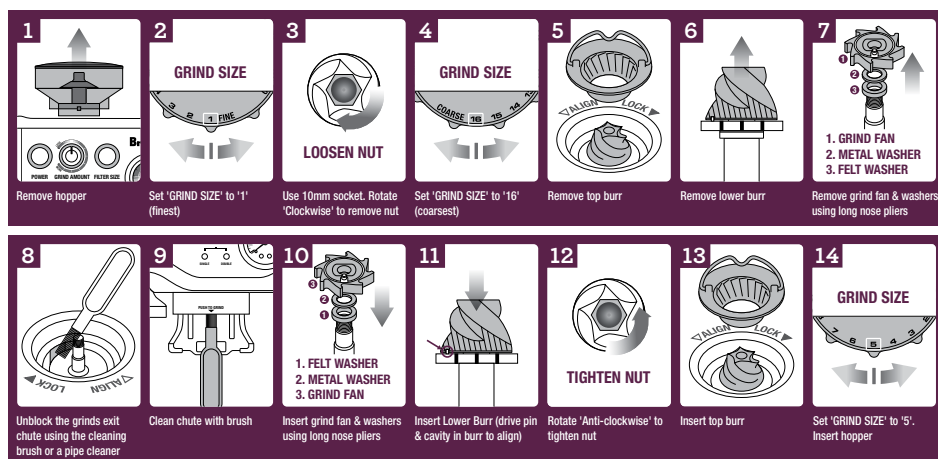
CLEANING THE CONICAL BURR GRINDER

This grinder cleaning cycle removes oil build-up on the burrs which can impede performance.



ADVANCED CLEANING FOR THE CONICAL BURR GRINDER

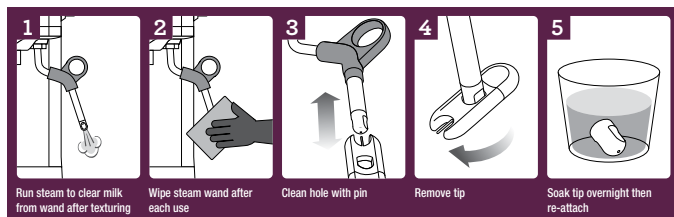
This step is only required if there's a blockage between the grinding burrs and the grinder outlet.



WARNING

Care should be taken as the grinder burrs are extremely sharp.

CLEANING THE STEAM WAND

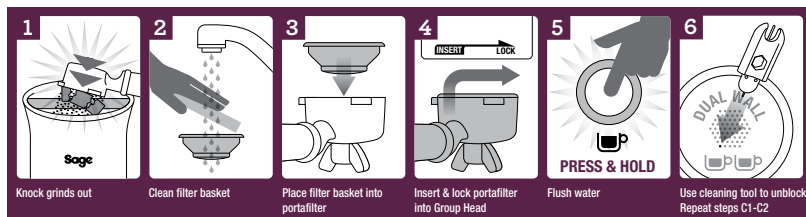


The steam wand should always be cleaned after texturing milk.

- Wipe the steam wand with a damp cloth, and then with the steam wand directed back into the drip tray, briefly set the steam dial to the STEAM position. This will clear any remaining milk from inside the steam wand.
- Ensure the steam dial is in the STANDBY position. Press the POWER button to Off and allow the machine to cool.
- If the steam wand remains blocked, use the pin on the cleaning tool to clear the opening.
- If the steam wand continues to be blocked, the tip of the steam wand can be removed by using the spanner in the middle of the cleaning tool.
- Unscrew the tip with the cleaning tool.
- Soak the tip in hot water before using the pin on the cleaning tool to unblock. Replace the tip back onto the steam wand and secure with the cleaning tool.

CLEANING / UNBLOCKING THE FILTERS, PORTAFILTER AND GROUP HEAD

Periodically run water through the machine with the portafilter in place, but without any ground coffee, to rinse out any residual coffee particles.



Should the fine holes in the filters become blocked follow the following steps:

1. Place the filter into the portafilter. Run water through the machine with the filter and portafilter, without any ground coffee, in place.
2. The fine pin on the cleaning tool can be used to clear the filter basket holes.
3. To clean the Single Wall filters simply run water through the portafilter using the manual pour function by holding down the 1 CUP button.
4. For a thorough clean of the filters, run a cleaning cycle of the machine with the portafilter and filter in place.

CLEANING THE OUTER HOUSING / CUP WARMING PLATE

The outer housing and tray warming plate can be cleaned with a soft, damp cloth. Then polish with a soft, dry cloth.

Do not use abrasive cleansers, pads or cloths which can scratch the surface.

CLEANING THE DRIP TRAY

The drip tray should be removed, emptied and cleaned at regular intervals, particularly when the drip tray full indicator is showing EMPTY ME!.

Remove grid, compartments and EMPTY ME! indicator from the drip tray. Dispose of the grounds from the dry compartment into the bin. Wash the drip tray with warm soapy water, using a non-abrasive washing liquid, rinse and dry thoroughly. The EMPTY ME! indicator can be removed from the drip tray by pulling upwards to release the side latches.

The drip tray base and cover are dishwasher safe.

CLEANING THE STORAGE TRAY

The storage tray is located behind the drip tray and is pulled forward when you slide the drip tray out. Clean the tray with a soft, damp cloth (do not use abrasive cleansers, pads or cloths which can scratch the surface).

STORING YOUR MACHINE

Before storing, press the POWER button to off, turn the steam dial to STANDBY switch Off at the power outlet and unplug.

Remove unused beans from the hopper, clean the grinder (see page 24), empty the water tank and the drip tray.

Ensure the machine is cool, clean and dry. Insert all accessories into position or into the storage tray.

Store upright. Do not place anything on top.

WARNING

Do not immerse power cord, power plug or appliance in water or any other liquid. The water tank should never be removed or completely emptied during decalcifying.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
When the machine is switched On, the steam lights is flashing.	<ul style="list-style-type: none"> Steam dial is not in STANDBY position. 	Turn the Steam dial to 'STANDBY' position. Machine will commence normal heat up procedure.
Coffee does not run through.	<ul style="list-style-type: none"> Machine is not turned On or plugged in. 	Ensure the machine is plugged in, switched On at the power outlet and the POWER button is pressed On.
	<ul style="list-style-type: none"> Water tank is empty. 	Refer to 'Filling The Water Tank', page 11.
	<ul style="list-style-type: none"> Coffee grind is too fine. 	Ensure you use a suitable espresso grind. Refer to 'Setting the Grind Size' on page 11 and 17.
	<ul style="list-style-type: none"> Too much coffee in the filter. 	Refer to 'Adjusting the Grind Amount', page 12 and 17.
	<ul style="list-style-type: none"> Coffee tamped too firmly. 	Refer to 'Coffee Dose and Tamping' on page 18.
	<ul style="list-style-type: none"> The filter is blocked. 	Clean the filters. Refer to 'Cleaning The Filters', page 25.
Coffee runs out too quickly.	<ul style="list-style-type: none"> The coffee grind is too coarse. 	Ensure you use a suitable espresso grind. Refer to 'Setting the Grind Size' on page 11 and 17.
	<ul style="list-style-type: none"> Not enough ground coffee in the filter. 	Refer to 'Adjusting the Grind Amount', page 12 and 17.
	<ul style="list-style-type: none"> Ground coffee not tamped firmly enough. 	Refer to 'Coffee Dose and Tamping', page 18.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Coffee is too cold.	<ul style="list-style-type: none"> Cups not preheated. 	Preheat cups. Refer to 'Pre-Warming The Cups', page 17.
	<ul style="list-style-type: none"> Milk not heated enough (if making a cappuccino or latté). 	When the base of the jug becomes too hot to touch this is when the milk is heated at the correct temperature. Refer to 'Texturing Milk', page 19.
No crema.	<ul style="list-style-type: none"> Coffee is not tamped firmly enough. 	Refer to 'Coffee Dose and Tamping', page 18.
	<ul style="list-style-type: none"> Coffee grind is too coarse. 	Ensure you use a suitable espresso grind. Refer to 'Setting The Grind Size' on page 11 and 17.
	<ul style="list-style-type: none"> Ground coffee is not fresh. 	Change old beans with fresh roasted or pre-ground. Ground coffee should not be kept for longer than a week.
	<ul style="list-style-type: none"> Filter holes are blocked. 	Use the fine pin on the cleaning tool to clear the holes. Refer to 'Cleaning The Filters', page 25.
Machine is making pulsing/pumping sound while extracting coffee or steaming milk.	<ul style="list-style-type: none"> The machine is carrying out the normal operation of the 15 bar pump. 	No action require as this is the normal operation of the machine.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Coffee runs out around the edge of the filter holder.	<ul style="list-style-type: none"> Filter holder is not inserted in the group head properly. 	Refer to 'Inserting The Portafilter', page 18.
	<ul style="list-style-type: none"> There are coffee grounds around the filter rim. 	Clean any excess ground coffee from the rim of the filter holder to ensure a proper fit into the brew head.
	<ul style="list-style-type: none"> Too much ground coffee in the filter. 	Refer to 'Adjusting the Grind Amount', page 12.
	<ul style="list-style-type: none"> Ground coffee has been tamped too firmly. 	Refer to 'Coffee Dose and Tamping', page 18.
	<ul style="list-style-type: none"> Incorrect filter for amount of ground coffee used. 	Ensure you use the small filter for 1 cup of coffee and the larger filter for 2 cups of coffee.
Coffee extracts as drops from the portafilter.	<ul style="list-style-type: none"> The water tank is empty or low. 	Refer to 'Filling The Water Tank', page 11.
	<ul style="list-style-type: none"> Coffee grind is too fine. 	Ensure you use a suitable espresso grind. Refer to 'Setting The Grind Size' on page 11 and 17.
	<ul style="list-style-type: none"> Machine is blocked by mineral deposits. 	Decalcify the machine. Refer to 'Decalcifying', page 22.
Grinder safety clutch has activated.	<ul style="list-style-type: none"> Overfilled filter basket causing the chute to backfill. 	Clean and clear grinder and chamber
Machine is making a loud and continuous pumping noise.	<ul style="list-style-type: none"> Water tank is empty. 	Refer to 'Filling The Water Tank', page 11.
	<ul style="list-style-type: none"> Water tank is not securely in place. 	Refer to 'Filling The Water Tank', page 11.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
No steam is generated.	<ul style="list-style-type: none"> Machine is not turned On. 	Ensure the machine is plugged in, switched On at the power outlet and the POWER button is pressed On.
	<ul style="list-style-type: none"> Water tank is empty. 	Refer to 'Filling The Water Tank', page 11.
	<ul style="list-style-type: none"> Steam Dial is not in STEAM position. 	Turn the steam dial to the STEAM position.
	<ul style="list-style-type: none"> Steam Wand is blocked. 	Use the pin on the cleaning tool to clear the opening. If the steam wand continues to be blocked remove the tip of the steam wand using the spanner in the middle of the cleaning tool. Refer to 'Care and Cleaning', page 25.
Milk is not creamy after texturing.	<ul style="list-style-type: none"> Not enough steam. 	<p>Steam wand may be blocked. Refer to 'Care and Cleaning', page 25.</p> <p>Use cold fresh milk. Refer to 'Texturing Milk', page 19.</p>
Machine is not working.		<p>The safety thermal-cut may have activated due to the pump or grinder overheating.</p> <p>Turn the machine off and allow to cool for about 30-60 minutes.</p>

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
No ground coffee coming from grinder.	<ul style="list-style-type: none"> No coffee beans in hopper. 	Fill hopper.
	<ul style="list-style-type: none"> Blocked grinder chute. 	Clean and clear grinder chamber and chute. Refer to 'Advanced Grinder Cleaning', page 24.
	<ul style="list-style-type: none"> Water / moisture in grinder chamber and chute. 	Clean and clear grinder chamber and chute. Refer to 'Advanced Grinder Cleaning', page 24.
Grinder does not start when micro switch is pressed.	<ul style="list-style-type: none"> Bean Hopper safety interlock is open FILTER SIZE LEDs are both flashing (hopper is not correctly in place). 	Remove hopper, check for debris and then replace the hopper into the correct location.
Too much/too little ground coffee is being delivered to the filter basket.	<ul style="list-style-type: none"> Grind amount settings are incorrect for particular grind size. 	Use the grind amount dial to increase or decrease the grind amount.
Too much/too little espresso is being delivered to the cup.	<ul style="list-style-type: none"> Grind amount settings and or grind size require changing. 	Reset the machine to defaults or re-program new coffee dose settings.
Grinder is making a loud 'ratchet' noise.	<ul style="list-style-type: none"> Blockage or foreign object in grinder. 	Switch the grinder Off immediately. Remove hopper & clear blockage in the chute. Remove Upper Burr and clear Lower Burr. Refer to 'Cleaning of Conical Burrs' on page 24.



CAPPUCCINO

A single shot of espresso with textured milk, garnished with drinking chocolate. Cup size 150–220ml.



ESPRESSO

Intense and aromatic, served in a small cup or glass.



LATTE

A latte consists of a single espresso with textured milk and approximately 10mm of foam. Glass size 200–220ml.



MACCHIATO

Traditionally served short, the macchiato is also poured as a long black with a dash of milk or a dollop of textured milk.



LONG BLACK

Add hot water first, then a shot of espresso (single or double) so that crema is maintained.



RISTRETTO

A ristretto is an extremely short espresso of approximately 15ml, distinguished by its intense flavour and aftertaste.

