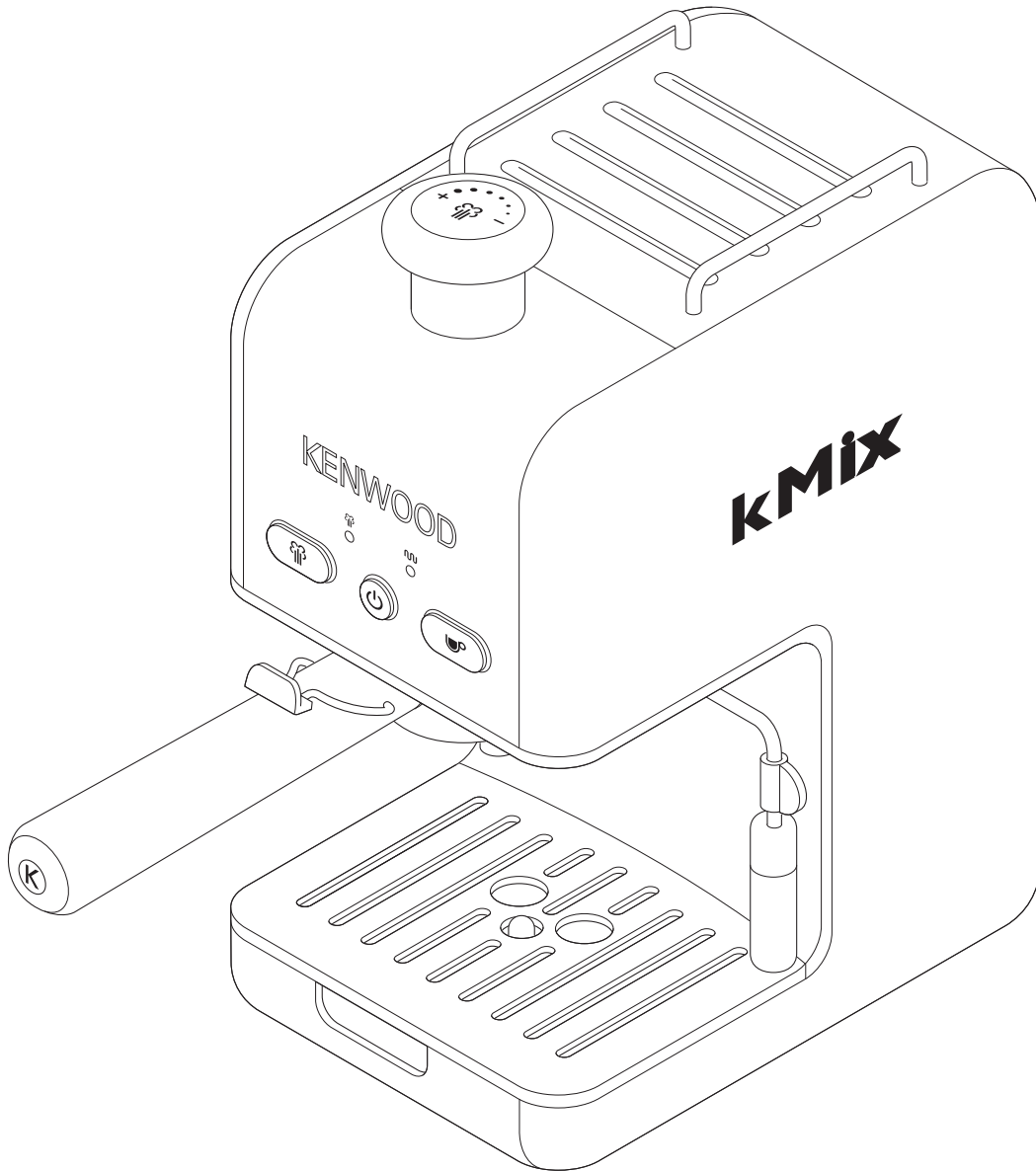
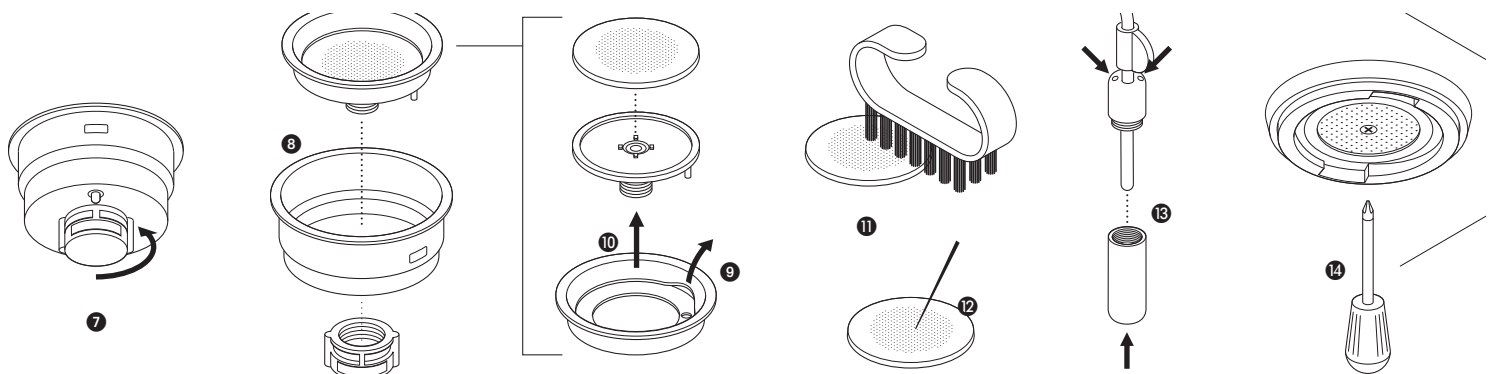
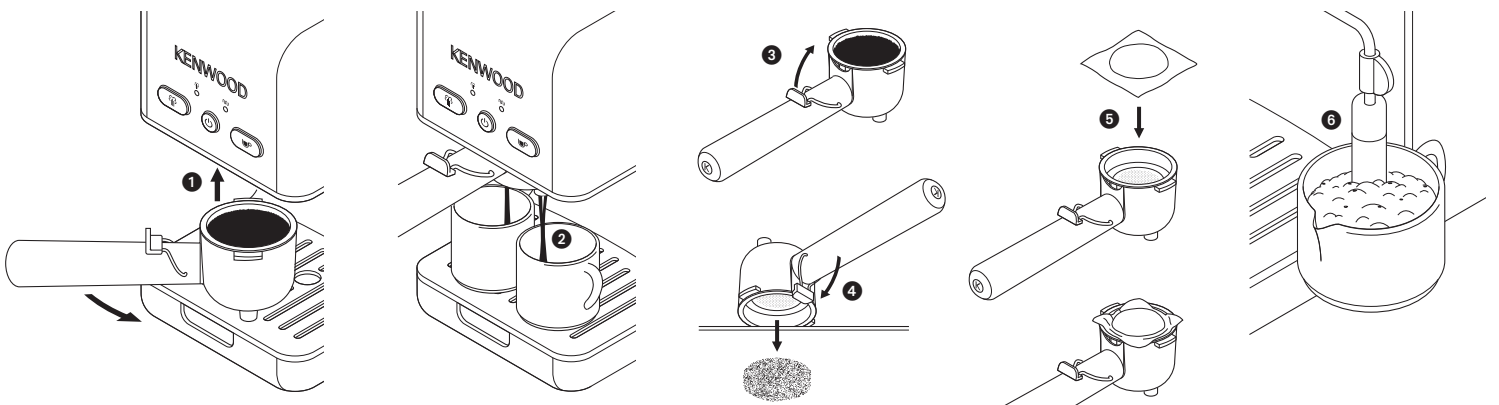
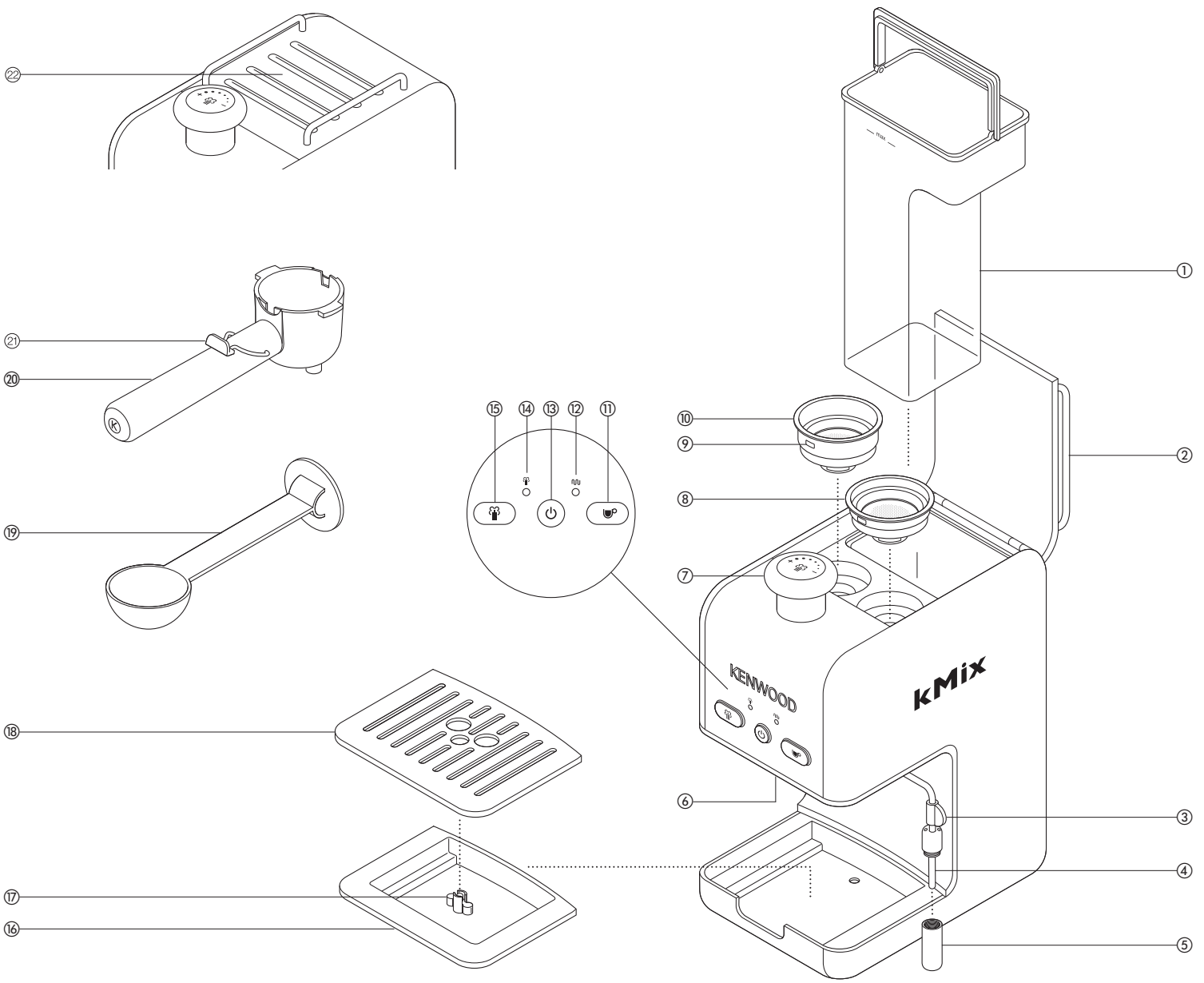


# KENWOOD



ES020 series



### before using for the first time

- 1 Read these instructions carefully and retain for future reference.
- 2 Remove all packaging and any labels.
- 3 Wash the parts: see 'cleaning'.
- 4 Flush the machine through with clean water: see 'before making coffee for the first time'.

### safety

- Never remove the filter holder whilst coffee is brewing or steam is being produced - steam could shoot out and burn you.
- Don't get burnt by:
  - hot parts, including the steam nozzle, filter holder and coffee outlet.
  - steam coming out of the steam nozzle or coffee from the coffee outlet.
- Keep children away from the machine. And never let the cord hang down where a child could grab it.
- Never use a damaged machine. Get it checked or repaired: see 'service and customer care'.
- Never put the machine in water or let the cord or plug get wet - you could get an electric shock.
- Unplug:
  - before filling with water
  - before cleaning
  - after use.
- Never leave the machine on unattended.
- Don't let the cord touch hot parts.
- 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.
- Only use the appliance for its intended domestic use. Kenwood will not accept any liability if the appliance is subject to improper use, or failure to comply with these instructions.

### important

- Never use without water - the pump will burn out.
- Keep the machine above 0°C - otherwise any water in the machine will freeze and cause damage.
- Never use without the drip tray and cup stand.

### before plugging in

- Make sure your electricity supply is the same as the one shown on the underside of your machine.

### Important – UK only

- The wires in the cord are coloured as follows:  
Green and Yellow = Earth,  
Blue = Neutral,  
Brown = Live.
- The appliance must be protected by a 13A approved (BS1362) fuse.
- **WARNING: THIS APPLIANCE MUST BE EARTHED.**
- **Note:**
  - For non-rewireable plugs the fuse cover MUST be refitted when replacing the fuse. If the fuse cover is lost then the plug must not be used until a replacement can be obtained. The correct fuse cover is identified by colour and a replacement may be obtained from your Kenwood Authorised Repairer (see Service).
  - If a non-rewireable plug is cut off it must be DESTROYED IMMEDIATELY. An electric shock hazard may arise if an unwanted non-rewireable plug is inadvertently inserted into a 13A socket outlet.
- This appliance conforms to EC directive 2004/108/EC on Electromagnetic Compatibility and EC regulation no. 1935/2004 of 27/10/2004 on materials intended for contact with food.

### know your Kenwood espresso machine

- ① removable water tank
- ② lid
- ③ finger grip for steam nozzle
- ④ steam tube
- ⑤ steam nozzle
- ⑥ coffee outlet
- ⑦ variable steam knob
- ⑧ small filter for 1 cup dispensing or coffee pod
- ⑨ tab
- ⑩ large filter for 2 cup dispensing only
- ⑪ coffee button
- ⑫ coffee ready indicator light
- ⑬ on/off button
- ⑭ steam ready indicator light
- ⑮ steam button
- ⑯ drip tray
- ⑰ float
- ⑱ cup stand
- ⑲ measuring spoon/coffee tamper
- ⑳ filter holder
- ㉑ filter emptying lever
- ㉒ cup storage tray

### before making coffee for the first time

- 1 Make sure the variable steam knob is closed by turning clockwise (don't overtighten).
- 2 Lift the lid, then lift out the tank and fill with cold water. Never fill above the "MAX" level marked. Alternatively lift the lid and fill the tank whilst in position.
  - We recommend using filtered water as it produces better coffee and reduces limescale. Never use fizzy water or any other liquid.
- 3 Re fit the tank. Make sure that it is correctly located and apply light pressure if necessary to ensure the valve at the bottom of the tank connects with the bottom of the machine.

### Important

**Never operate the machine without water in the tank. Top up as soon as the level gets low.**

- 4 Close the lid.
- 5 Hold the finger grip and swing out the steam nozzle and put a jug underneath.
- 6 Attach the filter holder to the machine by positioning it under the coffee outlet and turning to the right ①. Place a suitably sized container underneath.
- 7 Connect to the power supply then press the on/off button and it will glow orange. At the same time the green coffee ready indicator light will flash. Wait until the green light stops flashing.
- 8 Open the variable steam knob by turning anti-clockwise and press the coffee button and allow one cup of water to flow out of the steam nozzle. Close the variable steam knob and allow one cup of water to flow out of the coffee outlet into the container.
- 9 Press the coffee button to stop the flow, then press the on/off button to switch off the machine.
- 10 Repeat these steps if you haven't used the coffee maker for a few days.

### preheating the coffee machine

To ensure your espresso coffee is dispensed at the right temperature it is necessary to pre-heat the coffee unit.

- 1 Check that the variable steam knob is firmly closed (turn clockwise) and that there is sufficient water to heat 1 or 2 cups as required.
- 2 Fit the desired filter into the filter holder (without coffee and making sure that the tab on the filter fits into the slot on the filter holder). Attach to the machine by positioning it under the coffee outlet and turning to the right ①. Ensure it is firmly located.
- 3 Position a cup under the filter holder. Using the same cup that the coffee will be served in will ensure it is preheated.
- 4 Press the on/off button and it will glow orange. At the same time the green coffee ready indicator light will flash. Wait until the green light stops flashing.
- 5 Press the coffee button and it will glow orange, and hot water will dispense into the cup. When the green coffee ready light starts flashing again, press the coffee button to stop the flow.
- 6 Remove the filter holder and proceed to make coffee using either ground coffee or coffee pods.

## to make espresso using ground coffee

- 1 Pre heat the appliance as described on page 2.
- 2 Check that there is water in the tank.
- 3 Select the desired filter.
  - Use the smaller filter for making one cup of coffee (or when using coffee pods) and the larger filter for 2 cups.
- 4 Add the coffee using the measuring spoon provided one level spoon per cup, level the surface then lightly press with the coffee tamper. Wipe off any coffee around the rim.
  - When buying ground coffee make sure it is suitable for espresso machines.
  - Never press the coffee too firmly as it will block the filter and the coffee will come out very slowly and the crema will be of a dark colour. However, if it is pressed too lightly, the coffee will come out too fast and the crema will be a light colour and the coffee will taste watery.
- 5 Fit the filter holder. Make sure that the tab on the filter fits into the slot on the filter holder.
- 6 Fit the filter holder into the coffee outlet. Turn it to the right to lock into position **1**.
  - Put one or two cups underneath **2**. If making one cup of coffee, centre your cup in the middle.
- 7 Press the on/off button and wait until the green coffee ready indicator light stops flashing, then press the coffee button.
- 8 When you've enough coffee – not too much otherwise it will be too weak, press the coffee button. If you're not making more coffee press the on/off button to switch off the machine. The chart below gives a guide on how long to operate the coffee button to produce drinks of different volumes.

quantity	filter size	approximate time to dispense
1 Espresso (40ml)	1 cup	12 sec
2 x Espresso (40ml each)	2 cup	25 sec
1 large coffee (125ml)	1 cup	32 sec
2 large coffees (125ml each)	2 cup	65 sec

- 9 Wait for 30 seconds then remove the filter holder by turning to the left.
  - There may be water on the filter when you remove it: this is normal
- 10 To remove the used coffee from the filter holder, flip the lever on the handle so that the end locates over the filter **3**. Hold the lever in position then tip the unit upside down and tap out the grounds **4**.

### Important

**Never remove the filter holder while the coffee or steam function is selected – steam could shoot out and burn you.**

## to make coffee using filter pods

### Important

If the filter for one cup is used after ground coffee has been used, it is necessary to clear any ground coffee from around the coffee outlet. This is necessary to avoid water leakages from the filter holder and to ensure optimum performance. Take care as the area may be hot.

- 1 Pre heat the machine as described on page 2, fitting the small filter in the filter holder.
- 2 After pre-heating remove the filter holder and place the coffee pod into the filter making sure the pod is facing the correct way **5**.
- 3 Press the pod towards the lower part of the filter, making sure that the paper flaps adhere to the inner part of the filter.
- 4 The pod needs to be well centred and placed firmly in the filter.
- 5 Fit the filter holder into the coffee outlet and turn to the right until it locks into position **1**.
- 6 Follow the points 'to make espresso'.  
Note – use pods that conform to the ESE standard.
  - Always follow the instructions on the package of the pods for the correct positioning of the pods in the filter



## to froth milk for cappuccino

Prepare the espresso as previously described

**hint** - to prepare more than one cappuccino, first make all the coffees then at the end prepare the frothed milk for all the cappuccinos.

- 1 Make sure there is water in the tank.
- 2 Ensure that the variable steam control is closed.
- 3 Press the on/off button and it will glow orange.
- 4 Press the steam button and the red steam indicator light will flash.

- 5 Wait until the red light glows continuously indicating that the unit has reached the correct temperature.
- 6 Part fill a jug with milk – the milk may increase up to three times in volume so select a suitably sized jug. As a guide use 40-60 ml milk per cappuccino.
  - Cold semi skimmed milk gives the best results.
- 7 Hold the jug in one hand and place the nozzle in the milk, ensure that the milk does not go above the join in the nozzle.
- 8 Open the variable steam knob by turning in an anti clockwise direction. The milk will begin to increase in volume and become frothy **6**. Adjust the height of the jug ensuring that the tip of the nozzle remains below the surface of the milk. After 20-25 seconds the milk will be steamed and frothy.
- 9 Stop the steam by turning the variable steam knob in a clockwise direction.
  - Never allow the milk to boil as this will spoil the flavour of the coffee.
- 10 Press the steam button.
- 11 Pour the frothed milk into the cups containing the espresso coffee. For coffee latte hold back the froth and just add the steamed milk.  
**Important** – Never operate the steam nozzle for longer than 2 minutes at one time, and always clean the nozzle after use.
- 12 Press the on/off button to switch off.

## to make espresso after frothing milk

### Important

Never remove the filter holder from its housing immediately after using the steam function.

If you're making espresso after frothing milk, you need to get rid of any over-hot water that could burn your coffee. Here's how:-

- 1 Switch off the steam button.
- 2 Ensure there is water in the tank and place a jug beneath the steam nozzle.
- 3 Open the variable steam knob by turning anti-clockwise and press the coffee button (water/steam will come out of the steam nozzle). Wait until the green light flashes then close the variable steam knob and switch off the coffee button
- 4 Wait for additional time until the green light glows continuously. When this happens the machine is ready to make coffee.

## cleaning

### steam nozzle

Prior to cleaning the steam nozzle allow some hot water to flow out of the nozzle to assist with the cleaning operation. This should be carried out immediately after having dispensed steam. Here's how:-

- 1 Ensure there is water in the tank and that there is a jug under the steam nozzle.
- 2 Switch off the steam button.
- 3 Open the steam knob by turning in an anti-clockwise direction.
- 4 Press the coffee button and operate for approximately 10 seconds to allow hot water to pass through the nozzle.
- 5 Switch off the coffee button then close the variable steam knob by turning clockwise.
- 6 Press the on/off button to switch off the machine.

- Before further cleaning, unplug and let everything cool.
- Never immerse the appliance in water.
- Don't wash parts in the dishwasher.

### steam nozzle

- 1 Unscrew the nozzle by turning clockwise, then wash thoroughly. Check that the 3 holes indicated are not blocked **13**. If necessary unblock them with a pin.
- 2 Clean the steam tube. Make sure the end is not blocked.
- 3 Screw the nozzle back onto the delivery tube.

### tank, lid, filter holder

- Wash, rinse and allow to dry.


### filter (one and two cup version)

- Wash and dry after every use.
- After approximately every 100 uses dismantle and clean more thoroughly as described below.
- Remove the cap located on the underside of the filter by turning in the direction indicated **7**. Remove the crema device by pushing up from the underside **8**. Separate the components of the crema device by pulling the gasket to the side **9** and removing the plastic disc and metal filter **10**. Rinse parts thoroughly. Clean the metal filter in hot water using a brush **11**. Make sure the holes in the metal filter are not blocked. If necessary clean with a pin **12**. Dry the parts then reassemble, making sure the parts are correctly assembled.

### cup stand, drip tray

- Empty the drip tray regularly. You'll know when it is full, the red float in the middle of the drip tray will rise and become visible in the hole on the cup stand.
- 1 Wash then dry.

### coffee outlet

- After every use check that this area is clean and free from any coffee grounds. Wipe clean and if necessary carry out the following procedure to clean more thoroughly. Failure to keep this area clean will affect the quality of the coffee produced and may damage the unit.
- 1 Using a screwdriver , unscrew the screw that holds the coffee outlet in place (do not remove the inner cover).
  - 2 Clean the area with a damp cloth.
  - 3 Clean the removed outlet thoroughly in hot soapy water using a brush. Rinse thoroughly. Make sure the holes are not blocked, if necessary use a pin to clean.
  - 4 Reverse the above procedure to re fit to the outlet.
- Failure to clean the coffee outlet and the filters as described invalidates the guarantee.

### descaling

It is advisable to descale the coffee maker after 200 cups of coffee have been made.

- 1 We recommend purchasing a product specifically for descaling espresso coffee machines. Use the quantities recommended by the proprietary descaler but do not exceed the 1 litre tank capacity.
- 2 Make sure the filter holder is not attached and position a bowl under the coffee outlet and a jug under the steam nozzle.
- 3 Press the on/off button then press the coffee button and open the variable steam knob by turning anti-clockwise and allow 1 cup of water to flow out of the steam nozzle. Close the variable steam knob and allow 1 cup of water to flow out of the coffee outlet. Do not wait for the green light to stop flashing.
- 4 Switch off and unplug the coffee maker and leave the machine to stand for 15 minutes.
- 5 Repeat step 3 and allow all the descaler to flow out of the machine. Switch off.
- 6 Thoroughly rinse the tank and fill with fresh water.
- 7 Follow step 3 allowing the water to flush out of the hot water nozzle and also the coffee outlet. Repeat with a fresh tank of water. This will remove all traces of the descaler.

Repairs caused by malfunctioning due to a build up of limescale in the product are not covered by the guarantee if the descaling process is not carried out regularly.


## service and customer care

- If the cord is damaged it must, for safety reasons, be replaced by Kenwood or an authorised Kenwood repairer.


### UK

If you need help with:

- using your espresso machine
- servicing or repairs (in or out of guarantee)

 call Kenwood Customer Care on **023 9239 2333**. **Have your model number ready** - it's on the underside of your espresso.

### spares

 call 0870 2413653

### other countries

- Contact the shop where you bought your espresso.

- Designed and engineered by Kenwood in the UK.
- Made in China.



### IMPORTANT INFORMATION FOR CORRECT DISPOSAL OF THE PRODUCT IN ACCORDANCE WITH EC DIRECTIVE 2002/96/EC.

At the end of its working life, the product must not be disposed of as urban waste. It must be taken to a special local authority differentiated waste collection centre or to a dealer providing this service.

Disposing of a household appliance separately avoids possible negative consequences for the environment and health deriving from inappropriate disposal and enables the constituent materials to be recovered to obtain significant savings in energy and resources. As a reminder of the need to dispose of household appliances separately, the product is marked with a crossed-out wheeled dustbin.

### guarantee (UK only)

If your espresso goes wrong within one year from the date you bought it, we will repair or replace it free of charge provided:

- you have not misused, neglected or damaged it;
- it has not been modified (unless by Kenwood);
- it is not second-hand;
- it has not been used commercially;
- you have not fitted a plug incorrectly; and
- **you supply your receipt to show when you bought it.**

This guarantee does not affect your statutory rights.

## trouble shooting guide

<b>problem</b>	<b>possible cause</b>	<b>solution</b>
Espresso coffee doesn't come out of the machine.	<ul style="list-style-type: none"> <li>• The coffee is damp and/or pressed too firmly into the filter.</li> <li>• The holes in the filter holder spouts are blocked.</li> <li>• The coffee outlet is blocked.</li> <li>• The tank is incorrectly fitted and the valve at the bottom is not open.</li> <li>• The holes in the crema device are blocked.</li> </ul>	<ul style="list-style-type: none"> <li>• Check that you are using ground coffee suitable for espresso makers. Press the coffee more lightly in the filter and change the grind if necessary.</li> <li>• Clean the holes in the spouts</li> <li>• Clean as indicated in the cleaning section.</li> <li>• Press the tank lightly so as to open the valve at the bottom</li> <li>• Dismantle the crema device <b>6</b> and clean parts thoroughly. See Cleaning (filter) section.</li> </ul>
Espresso coffee drips from the edges of the filter holder, instead of from the holes.	<ul style="list-style-type: none"> <li>• The filter holder is incorrectly attached to the machine.</li> <li>• The gasket of the espresso boiler has lost its elasticity.</li> <li>• The holes in the filter holder spouts are blocked.</li> <li>• Too much coffee has been placed in the coffee filter.</li> </ul>	<ul style="list-style-type: none"> <li>• Refit the filter holder, making sure it is located correctly and turn to the right.</li> <li>• Get the gasket replaced. Refer to Service and Customer Care.</li> <li>• Clean the holes in the spouts.</li> <li>• Decrease the quantity of coffee.</li> </ul>
The espresso coffee is cold	<ul style="list-style-type: none"> <li>• Pre heating the machine was not carried out.</li> <li>• The green coffee ready indicator light was not glowing when the coffee button was pressed.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow instructions on pre heating the coffee machine.</li> <li>• Wait until the green coffee indicator light stops flashing before pressing the coffee button.</li> </ul>
The pump is too noisy.	<ul style="list-style-type: none"> <li>• The water tank is empty.</li> <li>• The tank is incorrectly fitted and the valve in the bottom is not open.</li> </ul>	<ul style="list-style-type: none"> <li>• Fill the tank with water.</li> <li>• Press the tank lightly so as to open the valve at the bottom.</li> </ul>
The coffee cream is light in colour and is dispensed too quickly.	<ul style="list-style-type: none"> <li>• The ground coffee has not been pressed enough.</li> <li>• Insufficient ground coffee has been used.</li> <li>• Too much coffee has been dispensed.</li> <li>• The coffee used is unsuitable.</li> </ul>	<ul style="list-style-type: none"> <li>• Press the coffee more firmly.</li> <li>• Increase the quantity of coffee in the filter.</li> <li>• Decrease the quantity of coffee dispensed into the cup(s).</li> <li>• Change the type of coffee used.</li> </ul>
The coffee cream is dark in colour and is dispensed too slowly.	<ul style="list-style-type: none"> <li>• The ground coffee has been pressed too firmly.</li> <li>• The coffee outlet is blocked.</li> <li>• Too much coffee has been used.</li> <li>• The coffee is too finely ground.</li> <li>• The coffee used is unsuitable.</li> </ul>	<ul style="list-style-type: none"> <li>• Press the coffee less.</li> <li>• Clean as indicated in the cleaning section.</li> <li>• Decrease the quantity.</li> <li>• Change the coffee and buy one suitable for espresso machines.</li> <li>• Change the coffee and buy one suitable for espresso machines.</li> </ul>
The coffee has an acidic taste.	<ul style="list-style-type: none"> <li>• The machine was not rinsed thoroughly after descaling.</li> </ul>	<ul style="list-style-type: none"> <li>• Flush the machine with several changes of clean water and rinse all components, see cleaning.</li> </ul>
The milk does not froth when making a cappuccino	<ul style="list-style-type: none"> <li>• The milk is not cold enough.</li> <li>• The cappuccino maker is dirty.</li> </ul>	<ul style="list-style-type: none"> <li>• Always use milk from the refrigerator.</li> <li>• Try milk with a different fat content.</li> <li>• Clean the steam delivery tube as well as the nozzle. See Cleaning.</li> </ul>



Head Office Address:  
Kenwood Limited, New Lane, Havant, Hampshire PO9 2NH, UK  
[www.kenwoodworld.com](http://www.kenwoodworld.com)  
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