

Introduction

With Douwe Egberts SENSEO® coffee pods, you can enjoy a perfect cup of coffee at any time of the day. Every cup is freshly brewed to give you that smooth and full taste.

Using more than 250 years of coffee expertise, Douwe Egberts has roasted and ground specially selected coffee beans that, when prepared using a special brewing method co-developed with Philips, ensure a full, smooth taste and delicious foam layer. This joint creation, known as the SENSEO® coffee pod system, consists of the Philips SENSEO® coffee machine and specially developed Douwe Egberts SENSEO® coffee pods. Only when used together will you be rewarded with a sensational cup of SENSEO® coffee with the delicious SENSEO® foam layer. To ensure a smooth and full coffee taste, you should keep the following things in mind:

Fresh water

Use fresh water every day. If you have not used the coffee machine for three days, you have to flush it with fresh water before you use it again (see section 'Flushing' in chapter 'Cleaning').

Fresh coffee pods

Use the SENSEO® coffee pods that have been specially developed by Douwe Egberts for your SENSEO® coffee machine for a full, round taste. The Douwe Egberts SENSEO® coffee pods will stay fresh longer if you store them in an airtight storage container.

A clean machine

Clean and descale your Philips SENSEO® coffee machine regularly (see chapters 'Cleaning' and 'Descaling'). Remove used coffee pods after brewing. If a used pod has been left in the coffee machine and you have not used the machine for some time, flush the machine before you use it again (see section 'Flushing' in chapter 'Cleaning').

General description (Fig. 1)

- A** Display
 - 1 Heat-up indication
 - 2 Coffee volume indication
 - 3 Water refill indication
 - 4 Descaling indication
- B** Volume select button
- C** Outflow valve
- D** Water reservoir
- E** Grip area
- F** Sealing ring
- G** Water distribution disc
- H** 1-cup pod holder ☐
- I** 2-cup pod holder ☐☐
- J** Cover of coffee spout
- K** Coffee spout
- L** Coffee collector
- M** Cup tray
- N** Drip tray
- O** 1-cup button ☐
- P** Water level light rings
- Q** On/off button with indicator light
- R** 2-cup button ☐☐

Important

Read these instructions for use carefully before using the machine and save them for future reference.

- ▶ Check if the voltage indicated on the bottom of the machine corresponds to the local mains voltage before you connect the machine.
- ▶ If the mains cord is damaged, it must be replaced by Philips, a service centre authorised by Philips or similarly qualified persons in order to avoid a hazard.
- ▶ To prevent unexpected contact with hot water, always make sure the lid of the SENSEO® machine is properly locked before you start using the machine.
- ▶ Never put normal ground coffee or use torn pods in the SENSEO® machine, as this will cause it to become blocked.
- ▶ Do not use the machine in combination with a transformer, as this could cause hazardous situations.
- ▶ Put the machine on a flat, stable surface.
- ▶ Never let the machine operate unattended.

- ▶ Do not use the machine at altitudes higher than 2200 metres above sea level.
- ▶ The machine does not work at temperatures below 10 °C.
- ▶ Flush the coffee machine with fresh water before using it for the first time (see chapter 'Preparing the machine for use'). This will cause the boiler to fill with water, which is essential for the machine to work properly.
- ▶ 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.

Electromagnetic fields (EMF)

This Philips appliance complies with all standards regarding electromagnetic fields (EMF). If handled properly and in accordance with the instructions in this instruction manual, the appliance is safe to use according to scientific evidence available today.

Preparing the machine for use

YOU CANNOT BREW COFFEE IF YOU HAVE NOT FLUSHED THE SENSEO® COFFEE MACHINE FIRST!
Note that the display will not work until you have flushed the machine.

The flushing cycle causes the boiler to be filled with water. After this the coffee machine is ready for use. Flush the machine in the following way:

- 1** Remove the water reservoir (Fig. 2).
- 2** Fill the water reservoir with cold water up to the **MAX** indication and put it back onto the machine. (Fig. 3)
- 3** Release the lid by moving the lever upwards (Fig. 4).
- 4** Open the lid (Fig. 5).
- 5** Put the 1-cup pod holder ☐ or the 2-cup pod holder ☐☐ in the machine without pod(s). (Fig. 6)
- 6** Close the lid and lock the lever (Fig. 7).

Note: Make sure the lever is properly locked by pushing it down until it snaps home with a click.

Note: Never flush the machine with the lid open. The lid must be properly locked.

- 7** Put the plug in an earthed wall socket.
- 8** Put a bowl (with a capacity of at least 1500 ml) under the spout openings to collect the water. (Fig. 8)
- 9** Press the on/off button ☐. (Fig. 9)
 After pressing the on/off button ☐, the display lights up for a moment and the light rings around the 1-cup button ☐ and the 2-cup button ☐☐ burn continuously.

- 10** Press the 1-cup button ☐ and the 2-cup button ☐☐ briefly at the same time. (Fig. 10)
 ▶ The boiler fills itself with water from the water reservoir. This may take some time (approx. 90 to 150 seconds). The machine switches off automatically when the flushing cycle ends. During the flushing cycle the machine produces more noise than during a regular brewing cycle.

Never interrupt the flushing cycle halfway. If you do, the boiler will not fill itself properly.

Note: Before you use the machine for the first time, clean the coffee spout, the coffee collector and the pod holders with hot water and some washing-up liquid or in the dishwasher. Clean the water reservoir thoroughly in hot water, if necessary with some washing-up liquid.
 Now your Philips SENSEO® coffee machine is ready for use.

Brewing coffee

- 1** Fill the water reservoir with cold water up to the **MAX** indication and put it back onto the machine. (Fig. 3)

Never pour milk, coffee, hot water or carbonated water into the water reservoir.

- ☐ MIN: minimum amount of water required to brew 1 cup of SENSEO® coffee.
- ☐☐ MIN: minimum amount of water required to brew 2 cups of SENSEO® coffee.
- A full reservoir allows you to make 6 large cups ☐, 8 medium cups ☐ or 10 small cups ☐ of SENSEO® coffee. This makes it unnecessary to fill the water reservoir each time you want to make a cup of coffee.

- 2** Press the on/off button ☐. (Fig. 9)
 ▶ The indicator light blinks slowly and the display shows the heat-up indication ☐ while the water is heating up. Heating up takes approx. 90 seconds. (Fig. 11)
 ▶ The coffee machine is ready for use when the indicator light burns continuously and the light rings around the 1- cup button ☐ and the 2-cup button ☐☐ go on.
 ▶ If the indicator light blinks rapidly and the display shows the water refill indication ☐, the water reservoir does not contain enough water for brewing one cup of coffee. (Fig. 12)
 ▶ If there is not enough water for brewing two cups of coffee, the light ring around the 2-cup button ☐☐ will not go on and this button cannot be operated.
- 3** Release the lid by moving the lever upwards (Fig. 4).
- 4** Open the lid.
- 5** Place the appropriate pod holder in the machine.

Note: Make sure the pod holder is clean and the sieve in the centre is not clogged, e.g. with loose coffee grounds.

- ▶ If you want to make one cup of SENSEO® coffee, use 1 coffee pod in combination with the 1-cup pod holder ☐ and the 1-cup button ☐. (Fig. 13)
- ▶ If you want to make two cups of SENSEO® coffee, use 2 coffee pods in combination with the deeper 2-cup pod holder ☐☐ and the 2-cup button ☐☐. (Fig. 14)
- 6** Place the SENSEO® coffee pod(s) properly in the centre of the pod holder, with the convex side pointing downwards.

Note: Use SENSEO® coffee pods from Douwe Egberts specially designed for your SENSEO® coffee machine for a full and round taste.

Note: Make sure the coffee in the pod(s) is evenly distributed and press the pod(s) lightly into the pod holder.

Note: Never put normal ground coffee or use torn pods in the SENSEO® machine, as this will cause it to become blocked.

- ▶ Place 1 SENSEO® coffee pod in the 1-cup pod holder ☐. (Fig. 15)
- ▶ Place 2 SENSEO® coffee pods in the 2-cup pod holder ☐☐. (Fig. 16)
- 7** Close the lid and lock the lever (Fig. 7).
 Always check if the lid is properly locked. The lever must be pushed down until it snaps home with a click.

Never start brewing with the lid open. The lid must be properly closed.

- 8** Place one cup or two cups under the spout openings. You can adjust the height of the coffee spout by sliding it upwards or downwards (Fig. 17).

The cups you use should have a capacity of at least 100ml when brewing small cups ☐, 150ml when brewing medium cups ☐ and 170ml when brewing large cups ☐ of SENSEO® coffee. Do not use cups that are too large, as they will cause the coffee to get cold more quickly.

- 9** Select the desired coffee volume by pressing the volume select button ☐.
 By varying the volume, you will also affect the strength of the coffee.
- ▶ Select 1 bar for a small cup of coffee (80 ml) (Fig. 18)
- ▶ Select 2 bars for a medium cup of coffee (125 ml) (Fig. 19)
- ▶ Select 3 bars for a large cup of coffee (145 ml) (Fig. 20)
- 10** Press the button indicating the number of cups of SENSEO® coffee you want to brew. (Fig. 21)
 - Press the 1-cup button ☐ for one cup.
 - Press the 2-cup button ☐☐ for two cups.

The light rings around the 1-cup button ☐ and the 2-cup button ☐☐ indicate if there is still enough water left for brewing one or two cups of coffee. If there is not enough water left in the water reservoir for brewing two cups of coffee, the light ring around the 2-cup button ☐☐ will not go on and this button cannot be operated.

- ▶ **The SENSEO® coffee machine starts brewing.**
- The machine automatically supplies the selected amount of water.
- You can interrupt the brewing process at any time by pressing the on/off button ☐. If you switch the machine back on after having interrupted the brewing process, the machine will not complete the interrupted brewing cycle.

Do not remove the water reservoir during a brewing cycle, as this will cause the machine to draw in air. When this happens, the next cup will only be partly filled.

Note: If you only get a small quantity of coffee or no coffee at all out of the machine, you have not flushed the machine properly before first use. As a result, the boiler is not or not completely filled. Flush the machine properly (see chapter 'Preparing the machine for use') before you brew another cup of coffee.

- ▶ **11 Remove the coffee pod(s) after use by lifting the pod holder out of the machine and emptying it.** Be careful when doing this, for there may still be some water/coffee on the coffee pod(s).

Tips

- ▶ **By rinsing the pod holders, the coffee collector and the coffee spout regularly, you will make sure that the coffee always tastes optimally.**
- ▶ **The SENSEO® coffee will taste best if you stir it before drinking it.**
- ▶ **If you intend to make another cup of SENSEO® coffee later, just leave the coffee machine switched on. The machine will automatically switch itself off after 1 hour. (Fig. 22)**

Cleaning

Never immerse the SENSEO® coffee machine in water.

Never clean the machine by flushing it with the lid open.

- ▶ **1 Always unplug the machine before cleaning it.**
- ▶ **2 Clean the outside of the machine with a moist cloth.**
- ▶ **3 Remove the coffee collector (Fig. 23).**
- ▶ **4 Take the coffee spout out of the machine by sliding it upwards (Fig. 24).**

The coffee spout can only be taken out after the coffee collector has been removed.

- ▶ **You can disassemble the coffee spout for more thorough cleaning! (Fig. 25)**
- ▶ **5 Clean the coffee spout, the coffee collector and the drip tray in hot water, if necessary with some washing-up liquid, or in the dishwasher (Fig. 26).**
- ▶ **6 Hold the cup tray in your hand while cleaning it with hot water, if necessary with some washing-up liquid (Fig. 27).**

The cup tray can also be cleaned in the dishwasher.

To clean the cup tray, always remove it from the machine, as it might prove sharp when handled incorrectly. Always handle it carefully.

- ▶ **7 Clean the pod holders in hot water, if necessary with some washing-up liquid, or in the dishwasher. (Fig. 28)**
- Check if the sieve in the centre of the pod holder is clogged. If this is the case, unplug the sieve by rinsing the pod holder under a running tap. Use a washing-up brush to clean the sieve, if necessary.
- ▶ **8 Clean the water reservoir in hot water, if necessary with some washing-up liquid. (Fig. 29)**

Note: If you are using a washing-up brush, be careful not to damage the valve in the bottom of the water reservoir.

- ▶ **9 Do not use an object with sharp edges to clean the water inlet on the machine (Fig. 30).**
- ▶ **10 Rinse the parts with fresh water after cleaning and put them back into the machine.**
- ▶ **11 Clean the water distribution disc with a moist cloth (Fig. 31).**

Be careful when you do this; make sure that the rubber sealing ring does not get stuck under the edge of the water distribution disc. If it does, the coffee machine will start leaking!

Flushing

If you have not used the coffee machine for three days, you have to flush it with fresh water before you use it again.

Flush the machine in the following way:

- ▶ **1 Fill the water reservoir with cold water up to the MAX indication and put it back into the machine. (Fig. 3)**
- ▶ **2 Put the 1-cup pod holder ☐ or the 2-cup pod holder ☐☐ in the machine without pod(s). (Fig. 13)**
- ▶ **3 Put a bowl (with a capacity of at least 1500 ml) under the coffee spout to collect the water (Fig. 8).**
- ▶ **4 Press on/off button ☐ (1) and subsequently press the 1-cup button ☐ and the 2-cup button ☐☐ briefly at the same time (2). (Fig. 32)**

The machine fills itself with water from the water reservoir. While this happens, water comes out of the spout. When the flushing cycle is finished, the machine switches itself off. During the flushing cycle, the machine produces more noise than during a regular brewing cycle.

Descaling

Regular descaling will prolong the life of the coffee machine and will guarantee optimal brewing results for a long time.

- ▶ **When you need to descale the machine, the descaling indication **CALC CLEAN** appears on the display. This happens after 500 cups have been brewed. After another 8 cups, the descaling indication **CALC CLEAN** disappears from the display (whether or not you have performed the descaling procedure). (Fig. 33)**

- ▶ **1 Fill the water reservoir up to the MAX indication with descaler and water according to the instructions on the package of the descaler. Then put the water reservoir back into the coffee machine. (Fig. 3)**

Use a liquid descaler based on citric acid.

- ▶ **2 Press the on/off button ☐. (Fig. 9)**
The machine is ready for use when the indicator light burns continuously.
- ▶ **3 Place the 1-cup pod holder ☐ in the coffee machine, preferably with a used coffee pod in it. Close the lid and make sure it is properly locked.**
We advise you to put a used coffee pod in the pod holder when you descale the machine. This pod will serve as a 'filter' to prevent the sieve in the pod holder from getting clogged with scale residues.

- ▶ **4 Put a bowl with a capacity of at least 1500 ml under the spout openings to collect the mixture of descaler and water. (Fig. 8)**
- ▶ **5 Press the 2-cup button ☐☐ for 2 cups and let the machine operate. Repeat this until the water reservoir is empty. (Fig. 34)**

Never descale the SENSEO® coffee machine with the lid open. Make sure the lid is properly locked.

- ▶ **6 Repeat steps 1 to 5 with a new mixture of descaler and water.**
- ▶ **7 Empty the water reservoir to remove the mixture of descaler and water.**
- ▶ **8 Rinse the machine at least 3 times by repeating steps 1 to 5, now using fresh water.**
- ▶ **Do not refill the water reservoir with used hot water.**
- ▶ **9 Clean the pod holder after descaling to prevent the sieve in the centre from getting clogged.**

Frost-free storage

If the coffee machine has already been used and therefore has been flushed with water, it may only be used and stored in a frost-free place to prevent it from becoming damaged.

Replacement

All removable parts can be ordered from your Philips dealer or a Philips service centre.

Environment

- ▶ **Do not throw the machine away with the normal household waste at the end of its life, but hand it in at an official collection point for recycling. By doing this you will help to preserve the environment (Fig. 35).**

Guarantee & service

If you need service or information or if you have a problem, please consult the worldwide guarantee leaflet or visit our website at www.philips.com. You can also contact the Philips Customer Care Centre in your country; they will be happy to help you. The telephone number for the United Kingdom is: 0845-6010354.

You will find the telephone numbers for other countries in the worldwide guarantee leaflet. If there is no Customer Care Centre in your country, turn to your local Philips dealer or contact the Service Department of Philips Domestic Appliances and Personal Care BV. You will find their address and fax number in the worldwide guarantee leaflet.

The purchase of the Philips SENSEO® coffee machine does not exhaust any of the rights of Sara Lee/Douwe Egberts or Philips under any of their patents nor does it confer upon the purchaser a licence under these patents.

Troubleshooting

If you have a problem, you may find the solution in the table below. If the table does not provide the solution to your problem or if you have a question, see chapter 'Guarantee & service'.

Problem	Solution
The indicator light continues to blink slowly.	You have not yet flushed the coffee machine (see chapter 'Preparing the machine for use').
	You have used the SENSEO® coffee machine at an altitude higher than 2200 metres above sea level. This has caused the water in the machine to start boiling before it has reached the required temperature, which prevents the machine from functioning properly. Switch the machine off and no longer use it at altitudes higher than 2200 metres above sea level.
The SENSEO® coffee machine does not produce coffee when used for the first time.	You have not yet flushed the coffee machine. When you use the machine for the first time, you have to flush it before you can start brewing coffee (see chapter 'Preparing for use').
The display doesn't work when the machine is switched on for the first time.	You have not yet flushed the coffee machine. The display starts working after the machine has been flushed (see chapter 'Preparing for use').
The indicator light continues to blink rapidly.	Make sure that:
	the water reservoir has been properly placed;
	there is enough water in the water reservoir (i.e. above the ☞ MIN level if you want to brew 1 cup);
	the ambient temperature is not lower than 10 °C. If it is, the machine will not function properly.
The 2-cup button ☞☞ cannot be operated.	Make sure that there is enough water in the water reservoir for brewing 2 cups of coffee. If the light ring around the 2-cup button ☞☞ is out, there is not enough water in the water reservoir for brewing 2 cups.
Water leaks from the coffee machine.	Make sure that:
	the lid is properly closed (the lever must be properly locked);
	the water reservoir has not been filled beyond the MAX level;
	the sieve in the centre of the pod holder is not clogged. If it is, unplug the sieve by holding the pod holder under a running tap. If necessary, you can use a washing-up brush or a pin to unplug the sieve;
	the coffee pod has been put properly in the centre of the pod holder;

Problem	Solution
	the sealing ring is not stuck under the edge of the water distribution disc.
	the water drops on the worktop are not the result of placing or removing the water reservoir or removing used coffee pods;
	you do not remove the water reservoir when the coffee machine is heating up. This may cause water that normally ends up in the water reservoir to leak out of the machine.
	In all other cases, contact the Philips Customer Care Centre in your country.
The coffee spout cannot be taken out of the machine.	The coffee spout can only be taken out after the coffee collector has been removed.
The lid cannot be opened.	A vacuum may have temporarily formed under the lid.
	Switch the machine off. Pull the lever up as far as it will go and wait 24 hours before opening the lid. You may need to use quite some force.
	Make sure that the sieve in the centre of the pod holder is not clogged. If it is, unplug the sieve by holding the pod holder under a running tap. If necessary, you can use a washing-up brush or a pin to unplug the sieve.
	If problems continue to occur; contact the Philips Customer Care Centre in your country.
The coffee machine produces less coffee than before.	Perhaps the sieve in the centre of the pod holder is clogged. If this is the case, unplug the sieve by rinsing the pod holder under a running tap. Use a washing-up brush to clean the sieve, if necessary.
	Descal the machine (see chapter 'Descaling').
The SENSEO® coffee machine brews only a small quantity of coffee or no coffee at all when it is used for the first time.	You have not flushed the machine properly before first use. As a result, the boiler is not or not completely filled. Flush the machine properly (see chapter 'Preparing the machine for use') before you brew another cup of coffee.
The lid cannot be closed properly.	Check if a used coffee pod is sticking to the water distribution disc. If this is the case, remove the used pod.
	Check if you used the correct pod holder: Use 2 pods in combination with the deeper 2-cup pod holder ☞☞. Use 1 pod in combination with the 1-cup pod holder ☞.
The machine has been stored in a room that was not frost-free.	Contact the Philips Customer Care Centre in your country.

Problem	Solution
The SENSEO® coffee is not strong enough.	Make sure that:
	you have used the correct number of pods and have pressed the right button. Use 1 pod in combination with the 1-cup pod holder ☞ and the 1-cup button ☞.
	Use 2 pods in combination with the 2-cup pod holder ☞☞ and the 2-cup button ☞☞.
	the coffee pod(s) have been placed properly in the centre of the pod holder; to prevent water from escaping along the edge of the pod(s). When you are using two coffee pods on top of each other; make sure that the convex sides of both pods are pointing downwards and press the pods lightly into the pod holder;
	you have not used the same pod twice by accident;
	the coffee in the pod is evenly distributed;
	If you prefer a more robust flavour, SENSEO® coffee pods with a stronger blend are available.
The SENSEO® coffee is too strong.	If you prefer a milder flavour, SENSEO® coffee pods with a milder blend are available.
The coffee is not hot enough.	Do not use cups that are too large, as they will cause the coffee to get cold more quickly. Make sure the cups have a capacity of at least 100 ml when brewing small cups ☞, 150 ml when brewing medium cups ☞☞ and 170ml when brewing large cups ☞☞.
The preferred coffee volume cannot be selected.	Make sure that there is enough water in the water reservoir;
The coffee volume indication does not appear on the display and it is not possible to select a volume.	Make sure that there is enough water in the water reservoir;

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