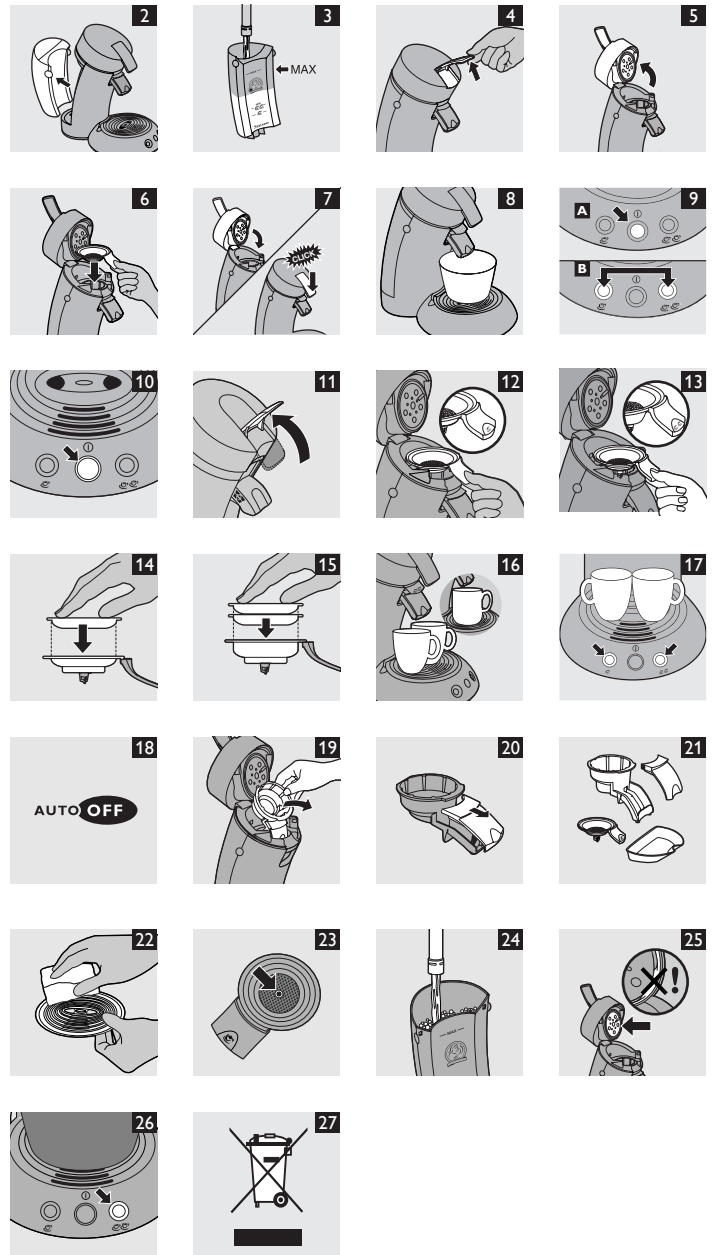
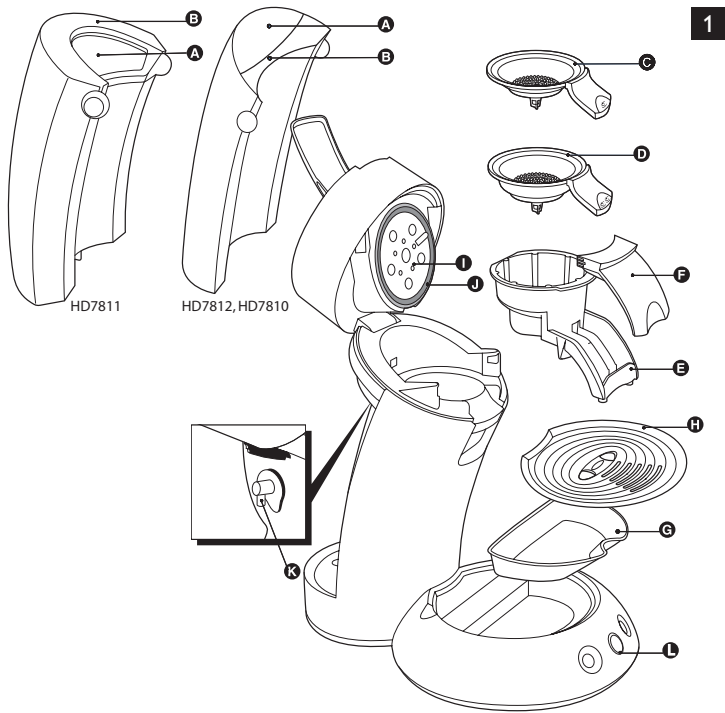


# Senseo

HD7816, HD7814, HD7812, HD7811, HD7810

## Coffee Machine



# PHILIPS

## Introduction

With SENSEO®, you can enjoy a perfect cup of coffee with a delicious crema layer whenever you feel like it. Each cup is freshly brewed, so you're always sure of a pure and round taste. SENSEO® combines a unique brewing method from Philips with convenient coffee pods from Douwe Egberts, available in different blends of fine roast and ground coffee. Together they make sure you only get the very best in flavour and aroma from the coffee.

The Douwe Egberts coffee in convenient SENSEO® coffee pods and Philips' unique new SENSEO® brewing system are perfectly matched to ensure that the best taste and aroma are extracted from the coffee. To optimise the taste of the coffee, keep the following aspects 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. Douwe Egberts SENSEO® coffee pods stay fresh longer if you close the package with the keep-fresh seal after use or if you store them in a storage container.

### A clean machine

Clean and descale the 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 Water reservoir
- B Lid of water reservoir
- C 1-cup pod holder ☞
- D 2-cup pod holder ☞☞
- E Coffee spout
- F Cover of coffee spout
- G Drip tray
- H Cup tray
- I Water distribution disc
- J Sealing ring
- K Outflow valve
- L Indicator light

### Important

Read these instructions for use carefully before you use 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 causes 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 you use it for the first time (see chapter 'Preparing the machine for use'). This causes 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!

The flushing cycle causes the boiler to fill 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 Move the lever upwards to release the lid (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 you lock the lever properly. Push 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 1500ml) under the coffee spout to collect the water. (Fig. 8)
- 9 Press the on/off button Ⓚ and subsequently press the 1-cup button ☞ and the 2-cup button ☞☞ briefly at the same time. (Fig. 9)
- ▶ The boiler fills itself with water from the water reservoir. This takes 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.

*Note: Before you use the machine for the first time, clean the coffee spout 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 SENSEO® coffee a number of times (up to 5 cups (HD7810, HD7812) or up to 10 cups (HD7811). 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. 10)  
The indicator light blinks while the water is heating up. Heating up takes approx. 90 seconds.
  - ▶ The coffee machine is ready for use when the indicator light burns continuously.
- 3 Move the lever upwards to release the lid (Fig. 11).
- 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. 12)
- ▶ 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. 13)

- 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.*

- ▶ Place 1 SENSEO® coffee pod in the 1-cup pod holder ☞. (Fig. 14)
- ▶ Place 2 SENSEO® coffee pods in the 2-cup pod holder ☞☞. (Fig. 15)

*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 causes it to become blocked.*

- 7 Close the lid and lock the lever (Fig. 7). Always make sure the lid is properly locked. Push the lever 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 (Fig. 16).

The cups you use should have a capacity of at least 150ml. Do not use cups that are too large, as they cause the coffee to get cold more quickly.

- 9 Press the button that indicates the number of cups of SENSEO® coffee you want to brew. (Fig. 17)
  - ☞ for one cup
  - ☞☞ for two cups
  - ▶ The SENSEO® coffee machine starts brewing.
  - The machine automatically supplies the optimal 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 you have interrupted the brewing process, the machine does not complete the interrupted brewing cycle.

Do not remove the water reservoir during a brewing cycle, as this causes 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.*

- 10 After use, lift the pod holder out of the machine and remove the coffee pod(s).

Be careful when you do this, for there may still be some water/coffee on the coffee pod(s).

### Tips

- ▶ Rinse the pod holders and the coffee spout regularly to make sure that the coffee always tastes optimally.
- ▶ The SENSEO® coffee tastes best if you stir it before you drink it.
- ▶ If you intend to make another cup of SENSEO® coffee later, just leave the coffee machine switched on. The machine automatically switches itself off after 1 hour. (Fig. 18)

### 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 you clean it.
- 2 Clean the outside of the machine with a moist cloth.
- 3 Remove the coffee spout (Fig. 19).
  - ▶ You can disassemble the coffee spout for more thorough cleaning. (Fig. 20)

**4** Clean the coffee spout, the pod holders and the drip tray in hot water, if necessary with some washing-up liquid, or in the dishwasher (Fig. 21).

**5** Hold the cup tray in your hand while you clean it with hot water, if necessary with some washing-up liquid (Fig. 22).

You can also clean the cup tray in the dishwasher.

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

**6** Clean the pod holders in hot water, if necessary with some washing-up liquid, or in the dishwasher. (Fig. 23)

Make sure the sieve in the centre of the pod holder is not clogged. If the sieve is clogged, unclog it by rinsing the pod holder under a running tap. If necessary, use a washing-up brush or a pin to unclog the sieve.

**7** Clean the water reservoir in hot water, if necessary with some washing-up liquid. (Fig. 24)

*Note: You can remove the cover of the water reservoir to clean the inside thoroughly.*

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

**8** Rinse the parts with fresh water after cleaning and put them back into the machine.

**9** Clean the water distribution disc with a moist cloth (Fig. 25).

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 starts to leak!

### Flushing

If you have not used the coffee machine for three days, 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 onto the machine. (Fig. 3)

**2** Put the 1-cup pod holder ☺ or the 2-cup pod holder ☺☺ in the machine without pod(s). (Fig. 6)

**3** Put a bowl (with a capacity of at least 1500ml) under the coffee spout to collect the water. (Fig. 8)

**4** Press the on/off button Ⓚ and subsequently press the 1-cup button ☺ and the 2-cup button ☺☺ briefly at the same time. (Fig. 9)

The machine fills itself with water from the water reservoir. This takes some time and you will probably not notice that this happens. After a while, the machine starts to flush and switches itself off after the flushing cycle.

### Descaling

Regular descaling prolongs the life of the coffee machine and guarantees optimal brewing results for a long time. If you use the machine twice a day on average, you must descale it once every 3 months.

**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 onto the coffee machine. (Fig. 3)

Use a descaler based on citric acid.

**2** Press on/off button Ⓚ. (Fig. 10)

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 serves 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 1500ml under the coffee spout to collect the mixture of descaler and water. (Fig. 8)

**5** Press the 2-cup button ☺☺ and let the machine operate. Repeat this until the water reservoir is empty. (Fig. 26)

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** Rinse the water reservoir with fresh water to remove descaler residues. Flush the machine with fresh water at least 3 times by repeating steps 1 to 5.

Do not refill the water reservoir with used hot water.

**8** 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

You can order all removable parts from your Philips dealer or a Philips service centre.

### Environment

Do not throw away the machine 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 help to preserve the environment (Fig. 27).

### 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](http://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 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 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 the 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').
The SENSEO® coffee machine does not produce coffee when it is switched on for the first time.	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. This prevents the machine from functioning properly. Switch off the machine and no longer use it at altitudes higher than 2200 metres above sea level.
The SENSEO® coffee machine does not produce coffee when it is switched on 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 the machine for use').
The indicator light continues to blink rapidly.	Make sure that:

Problem	Solution
	you have placed the water reservoir properly;
	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 does not function properly.
Water leaks from the coffee machine.	Make sure that:
	you have closed the lid properly (the lever must be properly locked);
	you have not filled the water reservoir beyond the <b>MAX</b> level;
	the sieve in the centre of the pod holder is not clogged. If the sieve is clogged, unclog it by rinsing the pod holder under a running tap. If necessary, use a washing-up brush or a pin to unclog the sieve;
	you have put the coffee pod properly in the centre of the pod holder;
	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 lid cannot be opened.	A vacuum may have temporarily formed under the lid.
	Switch off the machine. Pull the lever up as far as it goes and wait 24 hours before you open 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 the sieve is clogged, unclog it by rinsing the pod holder under a running tap. If necessary, use a washing-up brush or a pin to unclog 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 the sieve is clogged, unclog it by rinsing the pod holder under a running tap. If necessary, use a washing-up brush or a pin to unclog the sieve.
	Descal the machine (see chapter 'Descaling').

Problem	Solution
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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.





Perhaps a used coffee pod is sticking to the water distribution disc. If this is the case, remove the used pod.

The machine has been stored in a room that was not frost-free.

**Contact the Philips Customer Care Centre in your country.**

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 ;

you have placed the coffee pod(s) properly in the centre of the pod holder; to prevent water from escaping along the edge of the pod(s). When you use two coffee pods on top of each other; make sure that the convex sides of both pods point 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 cause the coffee to get cold more quickly. When you use cups, make sure they have a capacity of 150ml. When you use a mug, make sure it has a capacity of 280ml.

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