

KitchenAid

FULLY AUTOMATIC ESPRESSO MACHINE

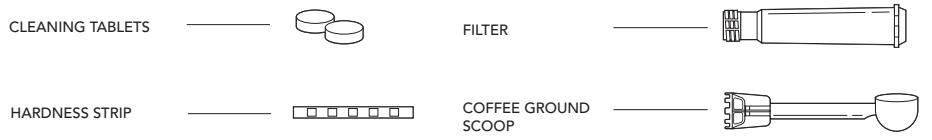
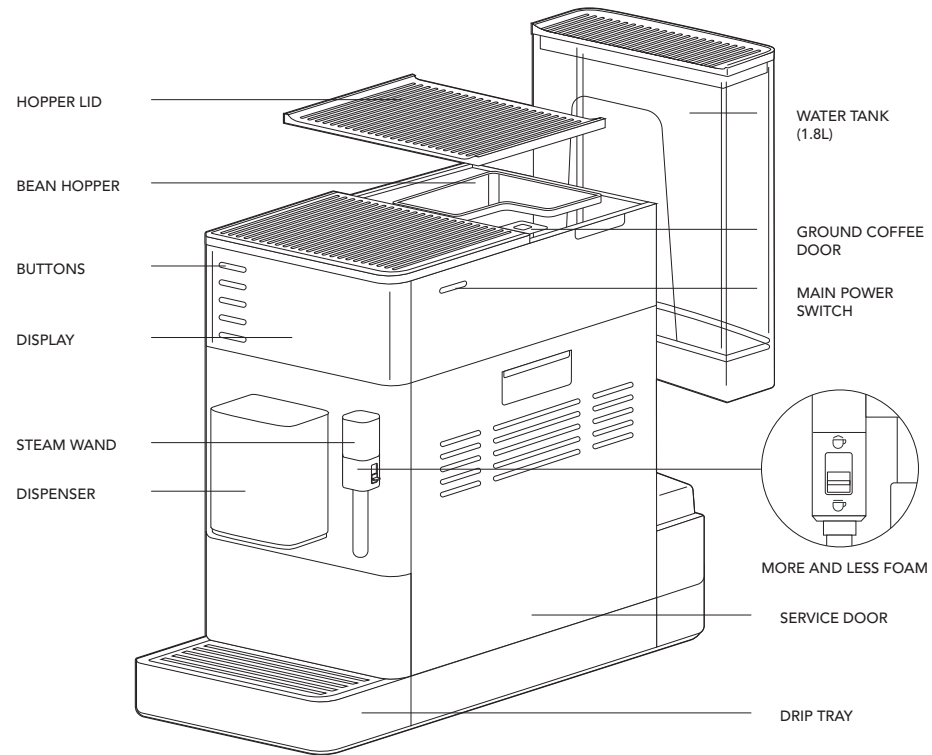
5KES8452A*

OWNER'S MANUAL



W11766732A

PARTS AND FEATURES



1. Water Tank (1.8 L)

2. Water Filter

3. Bean Hopper Lid

4. Bean Hopper

5. Ground Coffee Door

6. Main Power Switch

7. Service Door

8. More Foam
9. Less Foam

10. Steam Wand

11. Drip Tray

12. Adjustable Dispenser

13. Display

14. Buttons

15. Cleaning Tablets (Brew Unit)

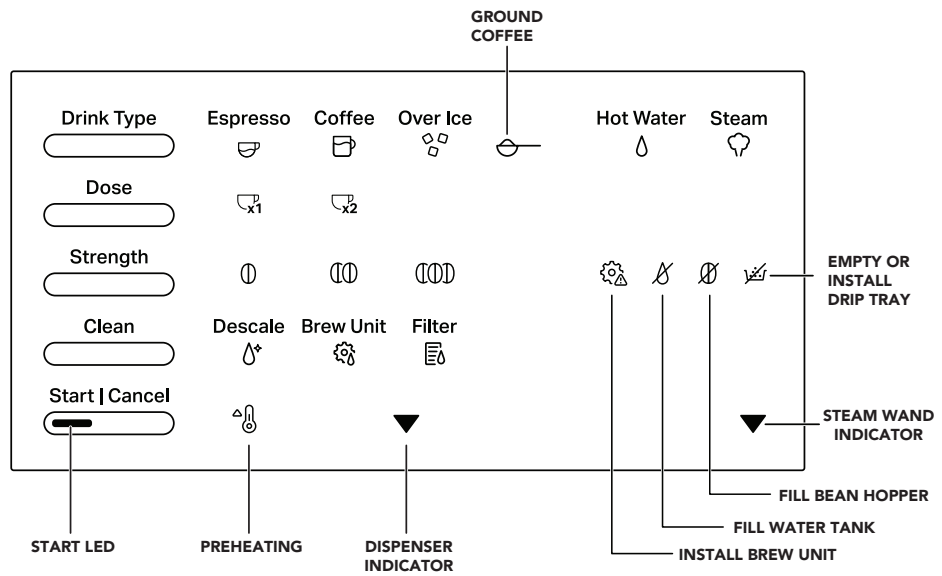
16. Water Hardness Test Strip

17. Ground Coffee Scoop

Scan here for setup & how-to videos, recipes, care & maintenance, warranty, FAQ.



CONTROL PANEL FEATURES



ICON	FUNCTION	SOLUTION
	Brew Unit is unlocked or removed from machine	Install and lock brew unit into place
	No Water Detected	Fill Water Tank
	Low Beans	Fill Bean Hopper
	Drip Tray or Puck Container are full or Drip Tray not installed	Empty Drip Tray and Puck Container and make sure Drip Tray is installed

PRODUCT SAFETY

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can kill or hurt you and others.

All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING." These words mean:

⚠ DANGER

You can be killed or seriously injured if you don't immediately follow instructions.

⚠ WARNING

You can be killed or seriously injured if you don't follow instructions.

All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed, including the following:

1. Read all instructions. Misuse of appliance may result in personal injury.
2. 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.
3. Keep the appliance and its cord out of the reach of children under 8 years of age.
4. Children should be supervised to ensure that they do not play with the appliance.
5. The necessary cleaning and maintenance meant to be performed by the user must not be carried out by children if not under direct supervision and older than 8 years.
6. Do not touch hot surfaces. Use handles or knobs.

7. Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions, or is dropped or damaged in any manner. Return appliance to the nearest Authorised Service Facility for examination, repair, or electrical or mechanical adjustment.
8. To protect against fire, electric shock, and personal injury do not immerse cord, plugs, or appliance in water or other liquids. Avoid spillage on the connector.
9. Turn the appliance off (⏻), then plug cord into the wall outlet. To disconnect, turn the appliance off (⏻), then remove plug from wall outlet.
10. Never attempt to carry the hot appliance. Spilled hot water/coffee may cause severe injuries or burns.
11. Never leave the appliance unattended while it is in operation.
12. The use of accessories/attachments not recommended or sold by KitchenAid may cause fire, electric shock, or injury to persons.
13. Do not use the appliance outdoors.
14. Do not let cord hang over edge of table or counter, or touch hot surfaces.
15. Do not place on or near a hot gas or electric burner, or in a heated oven.
16. Turn the appliance off (⏻), then unplug from the outlet when not in use, before assembling or disassembling parts and before cleaning. To unplug, grasp the plug and pull from the outlet. Never pull from the power cord.
17. **CAUTION:** To prevent damage to the appliance, do not use aggressive cleaning agents when cleaning. Use a soft cloth and a mild detergent.
18. **CAUTION:** Do not use the appliance if the enclosure is damaged or has visible cracks.
19. To avoid the risk of injury, do not remove the Drip Tray or open the Service Door or remove the brew chamber during the brew process.
20. Use extreme caution when using hot steam.
21. Do not use appliance for other than intended use.
22. Irritation to skin or eyes can occur if they come into contact with the descaling solution. Avoid skin and eye contact. Rinse off descaling solution with clean water. Obtain medical advice after eye contact.

- 23.** Damage to delicate surfaces can occur after contact with the descaling solution. Remove any splashes immediately.
- 24.** Allow the appliance to cool completely before putting on or taking off parts, and before cleaning the appliance.
- 25.** Refer to the “Care and Maintenance” section for instructions on cleaning the surfaces in contact with food.
- 26.** The heating element surface is subject to residual heat after use. Do not touch hot surface. Use handles.
- 27.** If the supply cord is damaged, it must be replaced by KitchenAid, its service agent or similarly qualified persons in order to avoid a hazard.
- 28.** The maximum altitude of use is 2000 m above sea level.
- 29.** The coffee machine must not be used in mobile installations such as boats, motor vehicles, trains etc.
- 30.** Use this coffee system only in standard household environments for making coffee, milk or tea beverages such as espresso, cappuccino, latte macchiato, etc.
- 31.** Any other type of use is not permitted.
- 32.** Do not use treated coffee beans with additives or caramelised coffee beans.
- 33.** Do not fill liquids into the Bean Hopper or the Coffee Grounds Shaft.
- 34.** Only fill the Water Tank with cold, fresh tap water. Do not use deionised or mineral water.
- 35.** To avoid contamination of the water, use fresh water every day you use the machine.
- 36.** The appliance shall not be placed in a cabinet when in use.
- 37.** Do not place removable parts such as the Water Tank, Dispenser, Service Door, Drip Tray, or milk container lid in the dishwasher or soak these parts in water or detergent. This will cause damage to the parts, and sharp edges may appear.

38. This appliance is intended to be used in household and similar applications such as:

- staff kitchen areas in shops, offices and other working environments;
- farmhouses;
- by clients in hotels, motels and other residential type environments;
- bed and breakfast type environments.

SAVE THESE INSTRUCTIONS

For complete details on product information, instructions and videos, including Guarantee information, visit

www.Kitchenaid.com.au or **www.KitchenAid.co.nz**

ELECTRICAL REQUIREMENTS

WARNING

Electrical Shock Hazard



Plug into an earthed outlet.

Do not remove earth prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

Voltage: 220–240 VAC

Frequency: 50–60 Hz

Power: 1450 W

NOTE: If the plug does not fit in the outlet, contact a qualified electrician or service person. Do not modify the plug in any way. Do not use an adapter.

Do not use an extension cord. If the power supply cord is too short, have a qualified electrician or service person to install an outlet near the appliance.

The cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.

GETTING STARTED

⚠ WARNING

Electrical Shock Hazard



Plug into an earthed outlet.

Do not remove earth prong.

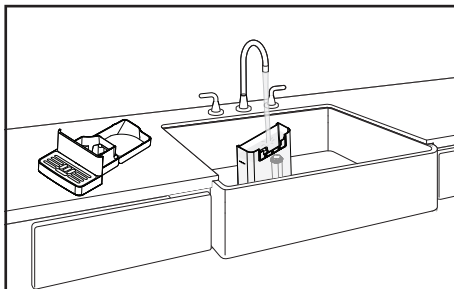
Do not use an adapter.

Do not use an extension cord.

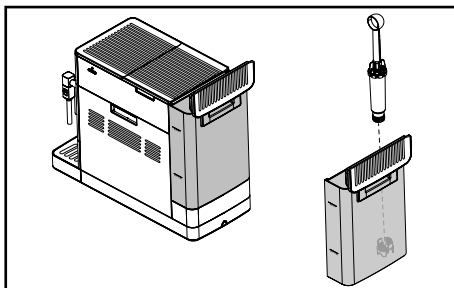
Failure to follow these instructions can result in death, fire, or electrical shock.

Place the Espresso Machine on a dry, flat, level surface such as a counter-top or table. The ventilation slots must not be covered.

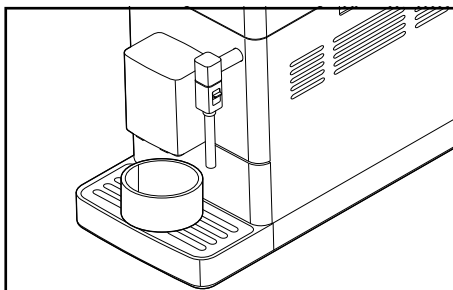
1. Clean all parts and accessories (See "Care and Maintenance section).



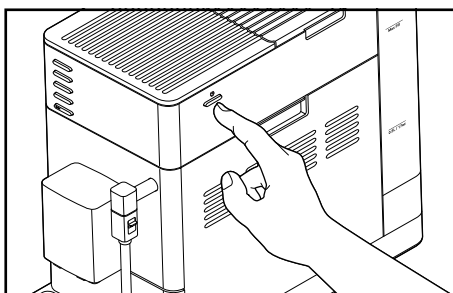
2. Insert the Water Filter: Use the end of the Ground Coffee Scoop to install. Fill Water Tank to the maximum fill line.



3. Plug into an earthed outlet. Place a 0.5L empty container under the Dispenser and Steam Wand.



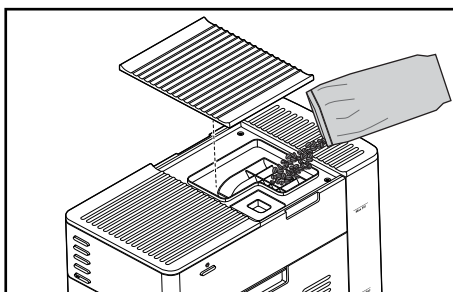
4. Press the Main Power Switch (⏻) located on the right side of the machine. Press the start button to heat up the machine. The machine will then prompt you to rinse the Water Filter on first use. When the Water Filter icon (☒) is illuminated, press the flashing Start button to rinse the Water Filter through the Steam Wand and Dispenser.



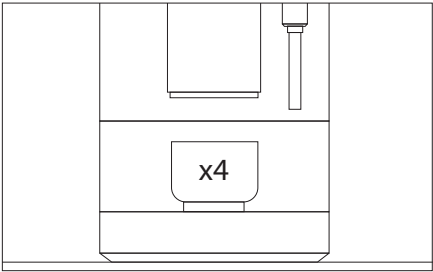
NOTE: If a filter is used, the unit does not need to be descaled as often.

NOTE: If you choose not to use a Water Filter, test the water hardness using the Water Hardness Test Strip. Adjust the water hardness setting on the machine. See 'Setting the Water Hardness' in Care and Maintenance section for more details. You will also need to change the Water Filter state to uninstalled; refer to the 'Set Water Filter State' section.

5. Fill the Bean Hopper with whole roasted beans.



6. Before first use, purge the first 4 coffee based drinks.



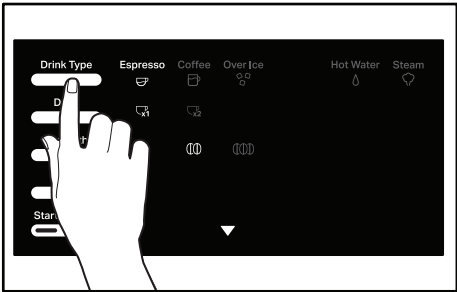
- NOTE:** The first time you use the machine, the machine can be noisy due to the water system being empty. This noise is reduced after being filled up.
- NOTE:** The espresso machine will auto shut off after 30minutes when not in use.

PRODUCT USAGE

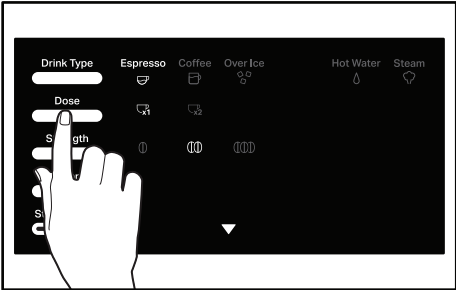
BREWING A HOT COFFEE DRINK

NOTE: The machine will rinse through the Dispenser at each Power On and Power Off. Power On rinsing pre-heats the system for the ideal brewing temperature. Power Off rinsing flushes away residue, and keeps your machine clean for lasting performance.

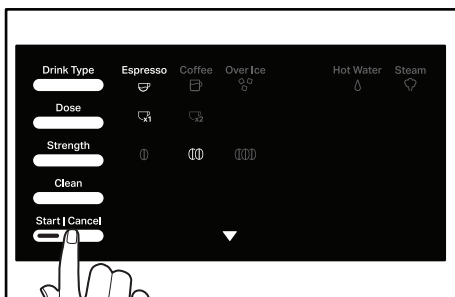
1. Toggle the 'Drink Type' button to select between Coffee or Espresso.



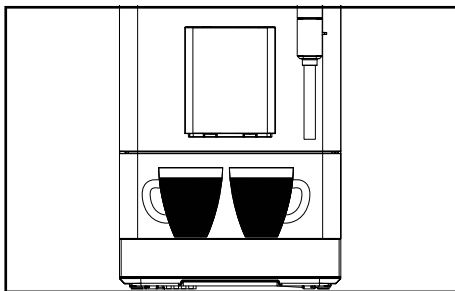
2. Toggle the Dose (single, double) and Strength (low, medium, high) buttons to adjust drink settings.



- Place a cup below the Dispenser and adjust the height of the Dispenser if needed. Press start to brew your drink.

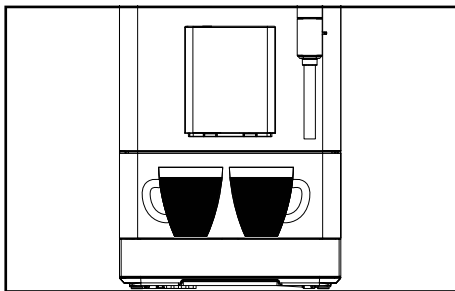


- Place 2 cups under the Dispenser to fill two cups at the same time when using the (x2) setting.

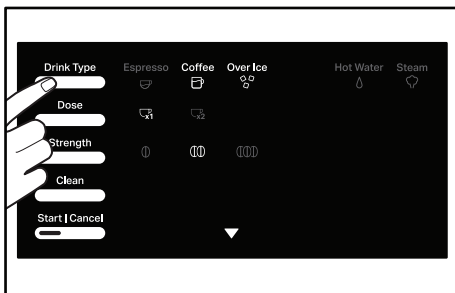


BREWING AN ICED DRINK

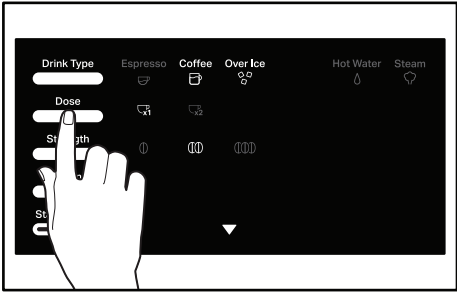
- Place a cup(s) filled with ice under the Dispenser.



- Toggle 'Drink Type' button to select drink. For iced coffee, select 'Over Ice' and place cup with ice under Dispenser before brewing.



3. Use the Dose (single, double) and Strength (low, medium, high) buttons to adjust drink settings.

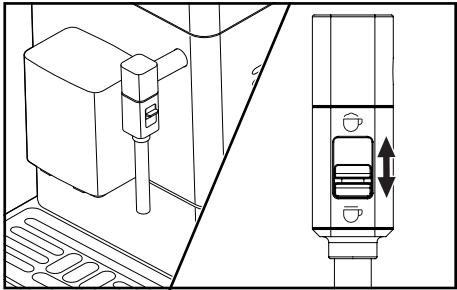


4. Press the Start Button to initiate the preheat cycle. (°) will pulse until temperature is reached and then brewing will start. Over Ice drinks will dispense at a lower temperature.



STEAMING MILK

1. Set the Steam Wand slider to the desired setting. Choose More (☺) or Less (☹) Foam by moving slider on Steam Wand. More Foam (☺) for drinks like cappuccino and Less Foam (☹) for drinks like latte.



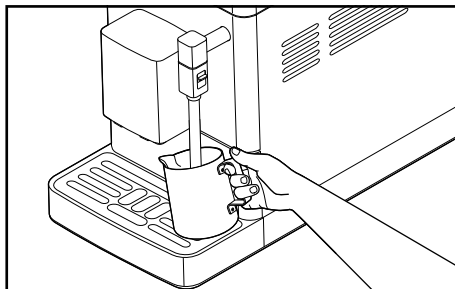
2. Toggle the 'Drink Type' button to select Steam. Press the Start Button to initiate the preheat cycle. (☹️) will pulse until temperature is reached.



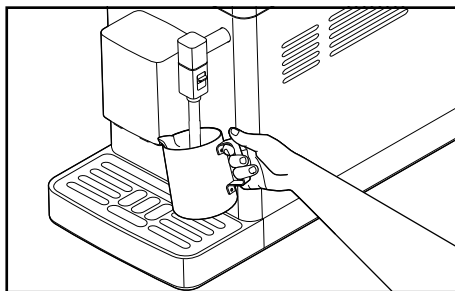
3. Point the Steam Wand towards the Drip Tray and press Start button to purge. Press Start/Cancel again to stop steam.



4. To froth, submerge the tip of the Steam Wand just below the surface of milk and Press start. Make sure to leave room in milk pitcher for froth.

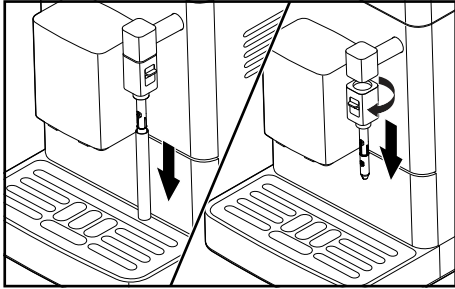


5. Steam milk until desired temperature is reached. Press Start/Cancel to stop steam.



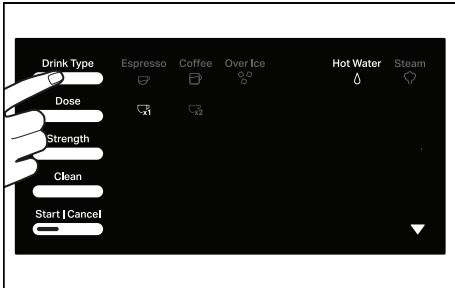
NOTE: Model 5KES8452A does not include a Milk Pitcher.

6. Purge and Clean Steam Wand after every use. Remove metal tube and wipe down plastic portion of Steam Wand. Rinse the metal tube before reattaching to Steam Wand. Periodically clean entire Steam Wand by twisting clockwise to remove entire assembly.

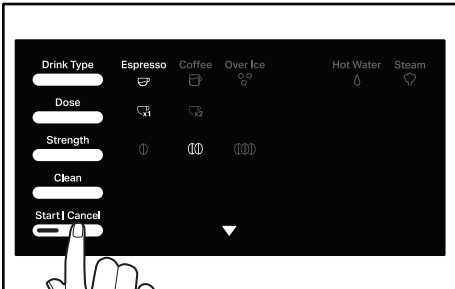


DISPENSING HOT WATER

1. Place a cup under the Steam Wand, Toggle Drink Type button to Hot Water. Adjust the dose (single 180 ml or double 360 ml).



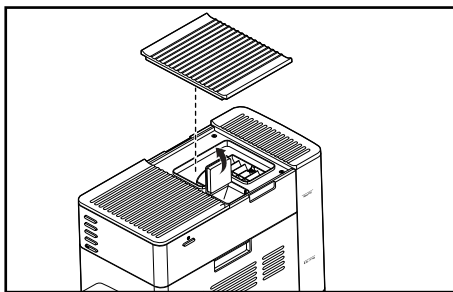
2. Press the Start Button to initiate the preheat cycle. (🔥) will pulse until temperature is reached and then hot water will begin dispensing.



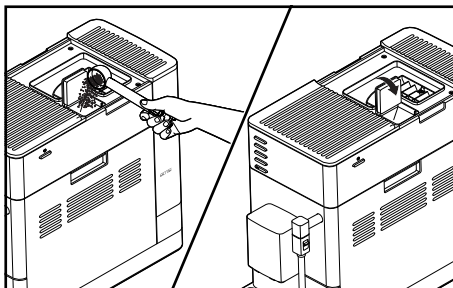
NOTE: To set a new default amount see "Programming Custom Drink Volume" section. Press and hold Dose for 3 seconds while in the Steam setting to Factory Reset the machine. Factory reset will restore all the drink and machine settings to its default state.

BREWING WITH PRE-GROUND COFFEE

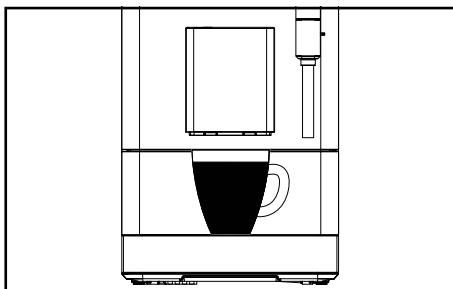
1. Remove Bean Hopper Lid. Open Ground Coffee Door.



2. Use the Ground Coffee Scoop to add a 1 level scoop of ground coffee (☞). Close Ground Coffee Door and Bean Hopper Lid.



3. The Ground Coffee Icon (☞). will turn on once door is opened; the machine will only brew using ground coffee. Press Start to brew ground coffee.

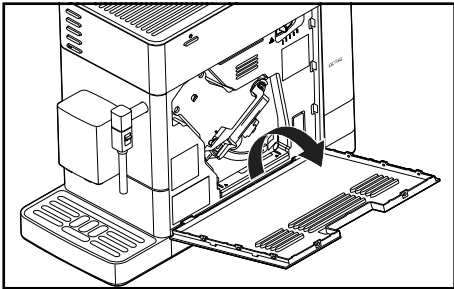


NOTE: To cancel out of Ground Coffee Mode press and hold the **Cancel** button until the Ground Coffee Icon (☞) disappears.

NOTE: If no interaction is detected for 60 seconds while in ground coffee mode, the ground coffee is ejected and the machine is returned to the normal use state.

SET GRIND SIZE

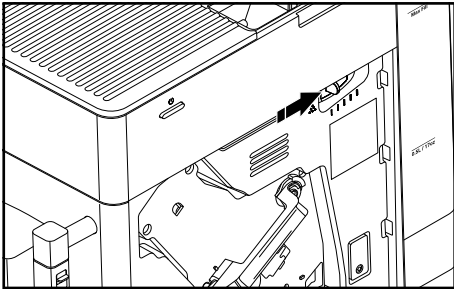
1. Open the Service Door on the right side of the housing.



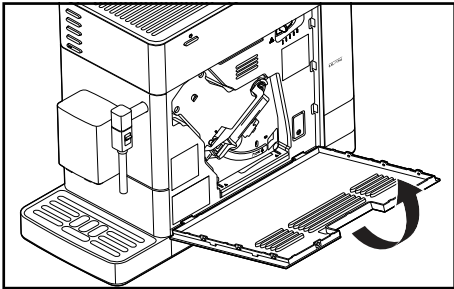
2. Place cup under the Dispenser. Start brewing an Espresso in order to start the grinder.



3. Only adjust the grind fineness while the grinder is running. While grinding, change the grind fineness by moving the slider located in the upper right corner (left = finer, right = coarser).



4. Close Service Door.



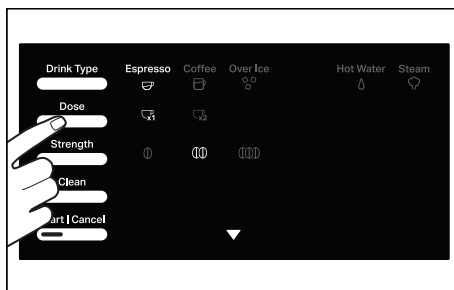
NOTE: The grinder can be adjusted to adapt to the roast of the coffee beans. When changing the grind fineness, we recommend:

- A finer setting for light roasts (slider further to the left),
- A coarser setting for dark roasts (slider further to the right).

PROGRAMMING CUSTOM DRINK VOLUME

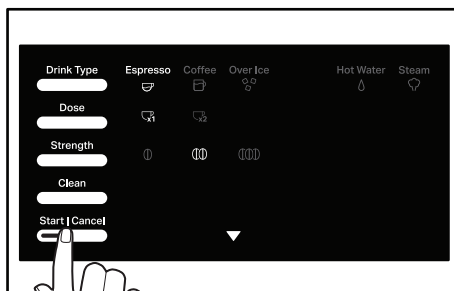
To dispense a custom drink volume for Espresso, Coffee, Coffee Over Ice, and Hot Water.

1. Select your desired ~~Drink Type, Dose, and Strength~~. Press and hold Dose for 3 seconds to enter Custom Drink Volume mode.



2. Dose 1x icon (1x) and Start LED will blink. Press Start to dispense custom drink volume. Press Cancel when desired volume is reached.

NOTE: Max volumes (Espresso = 80ml, Coffee/Iced Coffee = 220ml, Hot Water = 260ml).



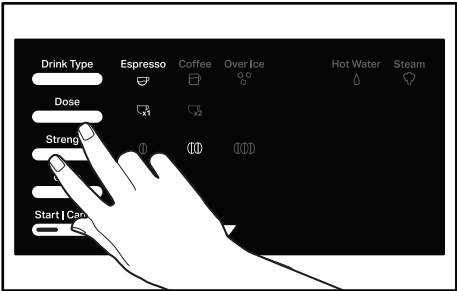
3. The selected drink will continue to dispense with the new programmed volume until a new volume is programmed or the machine is factory reset.



NOTE: To return to factory settings, press and hold Dose for 3 seconds while in the Steam setting to Factory Reset the machine. A factory reset will restore all the drink and machine settings to their default state.

SETTING TEMPERATURE

- 1. While in the Drink mode, press and hold the Dose and Strength for 3 seconds to enter Temperature programming mode.



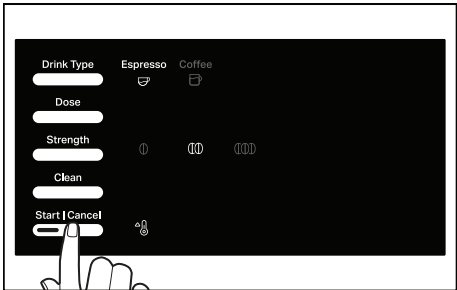
- 2. Choose drink to change temperature (Espresso or Coffee).



- 3. Use the Strength button to Select between three temperature settings (Low, Medium, and High).



- 4. Press the Start button to confirm the changes.



SOUND

1. Press and hold Strength and Clean buttons simultaneously for 3 seconds to enable/disable sound in all Drink States.



FACTORY RESET

1. Press and hold Dose for 3 seconds while in the Steam setting to Factory Reset the machine. Factory reset will restore all the drink and machine settings to its default state.



CARE AND MAINTENANCE

For best results, regularly clean the Espresso Machine and accessories.

IMPORTANT: Allow the appliance to cool completely before putting on or taking off parts, and before cleaning the appliance.

NOTE: Do not use abrasive cleansers or scouring pads when cleaning the Espresso Machine, parts, or accessories. Do not immerse the Espresso Machine or cord in water or other liquids. None of the removable parts such as Drip Tray, Bean Hopper Lid, Water Tank, Brew Unit, Service Door, and Dispenser are dishwasher-safe and should be washed by hand and thoroughly rinsed.

NOTE: All cleaning and maintenance programs can be selected and started in the Cleaning menu. If a cleaning alert icon appears, refer to 'Care and Maintenance' section for instructions.

CLEANING THE FULLY AUTOMATIC ESPRESSO MACHINE

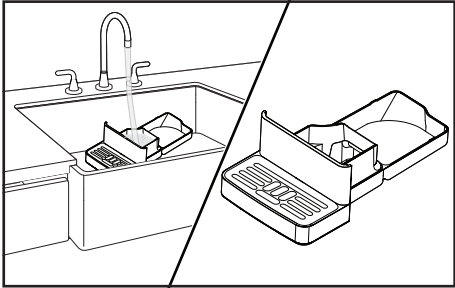
ICON	DESCRIPTION	FREQUENCY	DURATION
Descale 	Removes mineral build up	Every 6 months*	~15 minutes
Brew Unit 	Cleans oils deposited from beans	6-8 weeks*	~15 minutes
Filter 	Filter needs to be replaced	Every 2 months*	~2 minutes

DESCALING STEP 1 OF 3

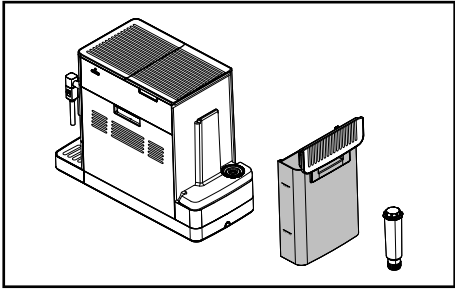
The descale icon will illuminate when the machine has to be descaled. The descaling program can also be started manually at any time. When the descale icon is illuminated beverages can still be drawn, but it is recommended to complete the cleaning program as soon as possible. The descale program will run in two phases, both phases must be completed to return to normal use. The full program will take approximately 15 minutes to complete.

NOTE: Ensure that you have a large container under the Dispenser and Steam Wand to avoid splashing and spills.

1. Empty coffee puck tray and drip tray. Rinse before putting it back.

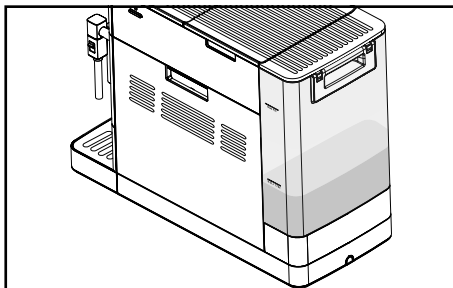


2. Empty Water Tank and remove the Water Filter.

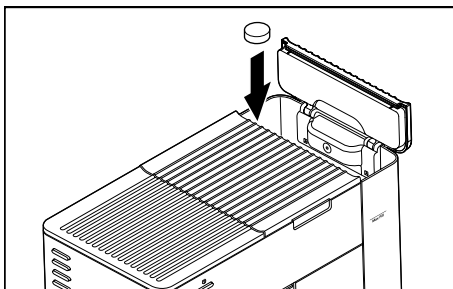


*Depending on usage.

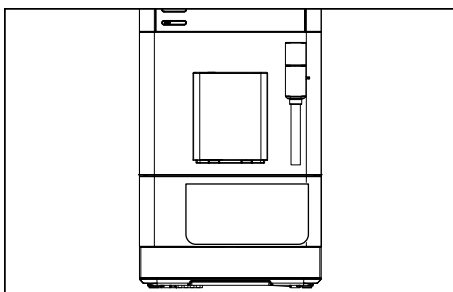
3. Fill water up to the 0.5L / 17oz on the Water Tank.



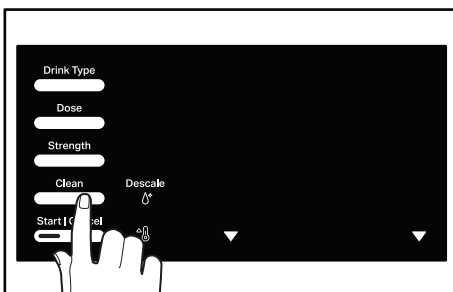
4. Add your descaling tablet to the Water Tank.



5. Position an empty container (0.5L / 17oz) under the Dispenser outlet and Steam Wand.



6. Press the Clean button to select the 'Descale' cycle.

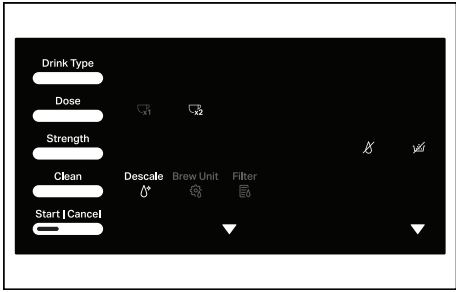


DESCALING STEP 2 OF 3

1. Press the Start and Clean button simultaneously to enter the descale mode. Descale icon (⚡) will blink. Press Start and Clean simultaneously again to initiate the first cycle of the descaling process. The machine will begin by heating up before rinsing the descaling product through the dispenser and the Steam Wand.
- NOTE:** Steam Wand and Dispenser will intermittently dispense water.

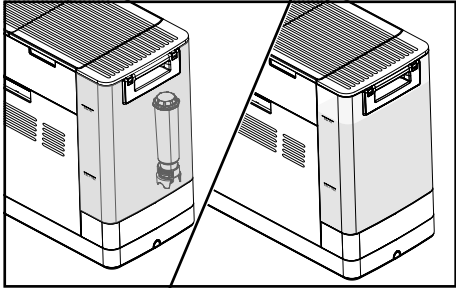


2. When the first cycle is complete, descale will still be selected and the fill Water Tank icon (⚡) and Empty Drip Tray icon (⚡) will be flashing.

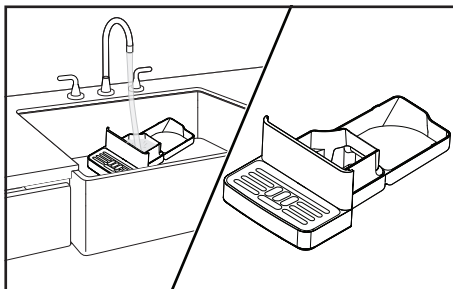


DESCALING STEP 3 OF 3 — SECOND CYCLE RINSE

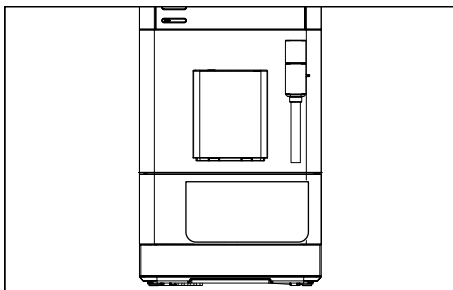
1. Rinse the Water Tank, fill it to max fill line.



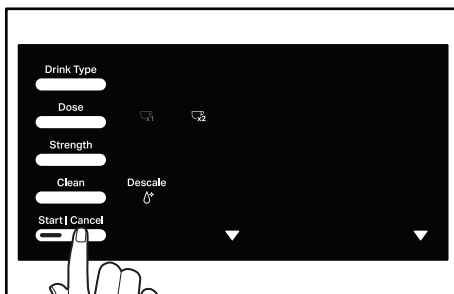
2. Empty Drip Tray. Rinse before putting it back.



3. Position an empty container (0.7L / 24oz) under the Dispenser and Steam Wand.



4. Press the Start button to initiate the second cycle of the descaling process.

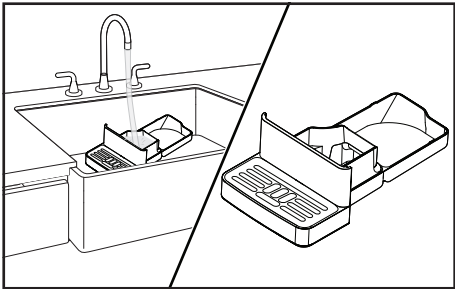


5. Descal cycle complete. Descal icon will turn off and the 'Drink Type' selection will be illuminated.



FINAL CLEAN UP

- 1. Once complete, empty coffee puck tray and drip tray. Rinse before putting it back.

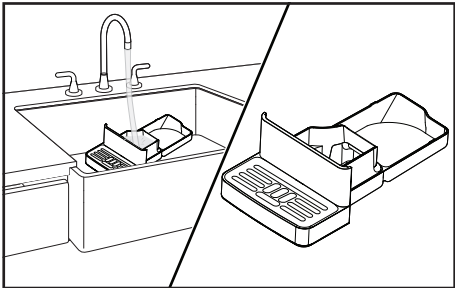


BREW UNIT CLEANING STEP 1 OF 2

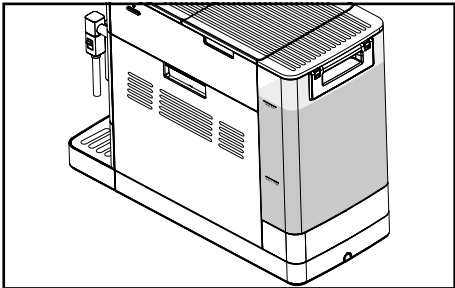
The Brew Unit should be removed and cleaned under running water as needed and before each cleaning program. Please do not use detergent, only cold water.

NOTE: The Brew Unit LED icon (⚙️) will be illuminated when the brew unit needs to be cleaned. You cannot stop the process midway. The cycle takes approximately 15 minutes.

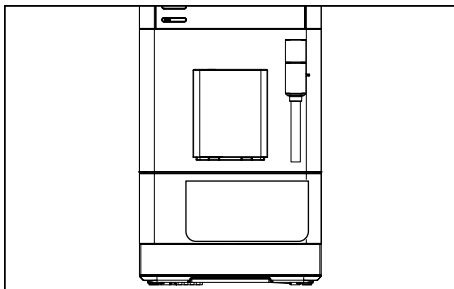
- 1. Empty coffee puck tray and drip tray. Rinse before putting it back.



- 2. Fill Water Tank up to the max fill line.



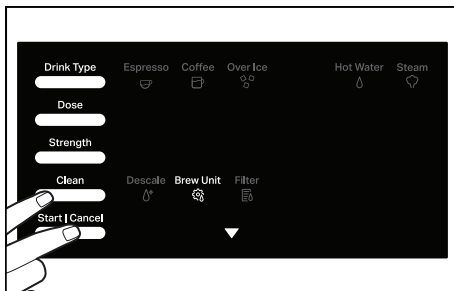
3. Position an empty container (0.5L / 17oz) under the Dispenser.



4. Press the Clean button to toggle to the Brew Unit icon (☼).



5. Press Start and Clean button simultaneously to enter the Brew Unit Cleaning mode. Brew Unit icon (☼) will blink. Press Start and Clean simultaneously again to initiate the first cycle of the cleaning process.

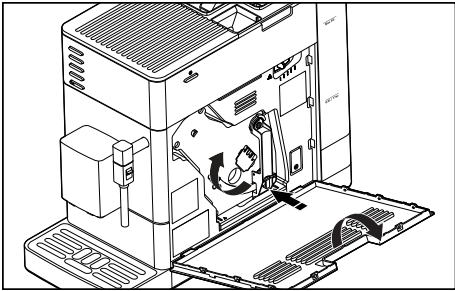


6. When the first cycle is complete, the Brew Unit (☼) will still be selected and the Fill Water Tank icon (💧) and the Empty Drip Tray icon (🚰) will be flashing.

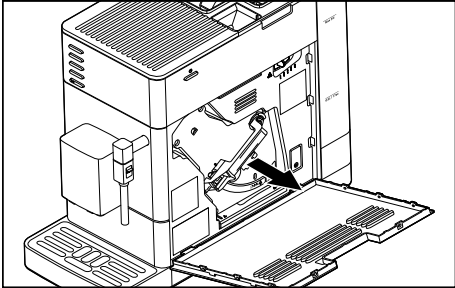


BREW UNIT CLEANING STEP 2 OF 2

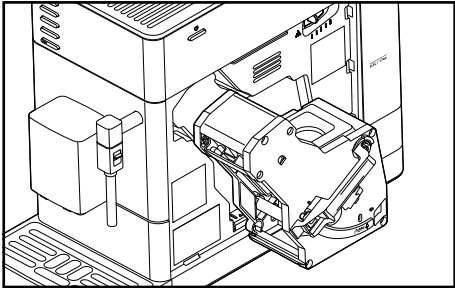
- 1. Open the Service Door located on the right of the machine.



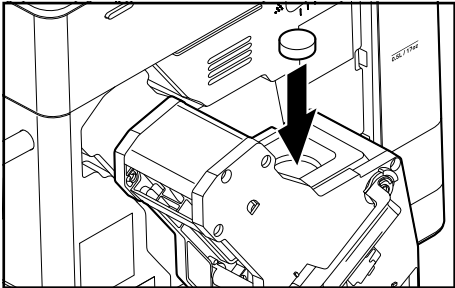
- 2. Unlock the brew unit and take it out.



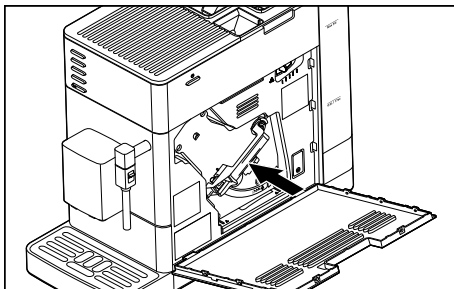
- 3. Rinse the brew unit with cold water and dry it.



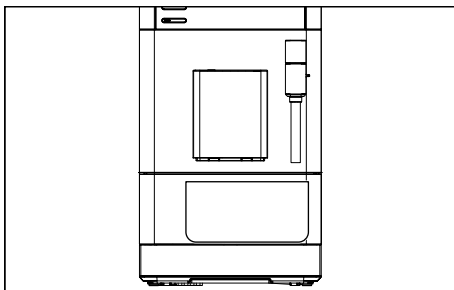
- 4. Position the cleaning tab inside the brew unit.



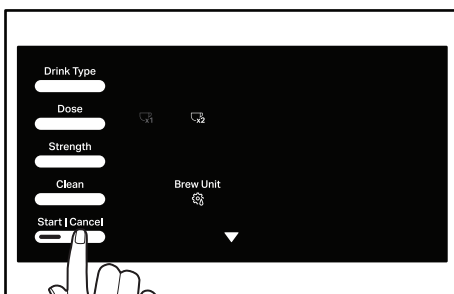
5. Reinsert the brew unit and make sure it is locked before closing the Service Door.



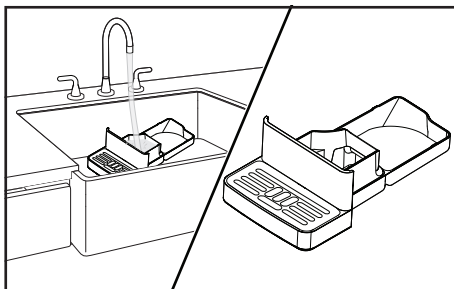
6. Replace an empty container (0.7L / 24oz) under the Dispenser.



7. Press Start to initiate the brew unit cleaning cycle.



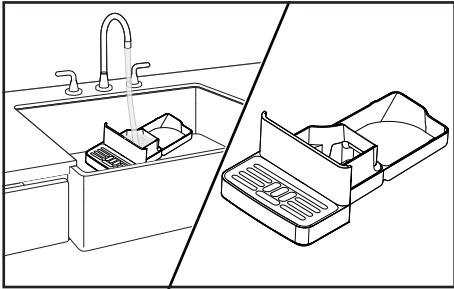
8. Once complete, empty coffee puck tray and drip tray. Rinse before putting it back.



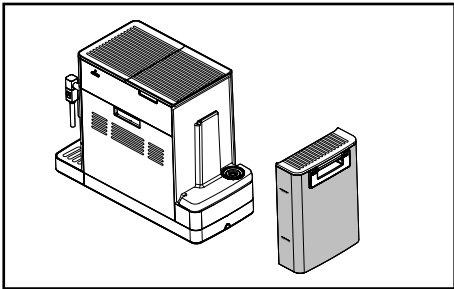
EVAPORATE SYSTEM

This process empties the machine of any residual water and is recommended in case of long term storage.

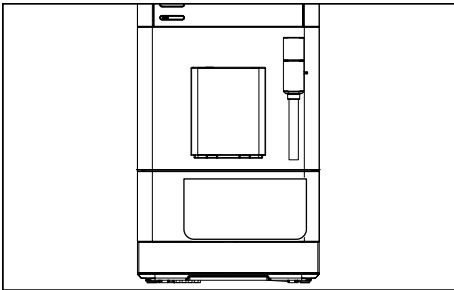
- 1. Empty coffee puck tray and drip tray. Rinse before putting it back.



- 2. Empty the Water Tank and leave aside.



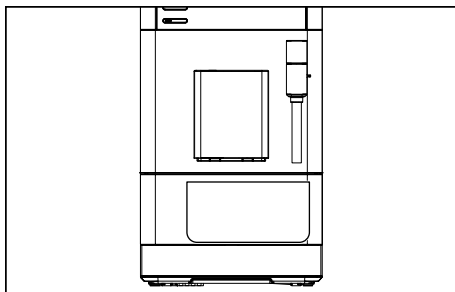
- 3. Place an empty container (8 oz.) under the Dispenser and Steam Wand.



- 4. Select Hot Water from the Drink menu and then Press and hold the Dose and Clean button for 3 seconds to initiate the process.



5. Water will purge from the Dispenser and Steam Wand to evaporate the system. Once complete, the machine will power off. Empty Drip Tray.



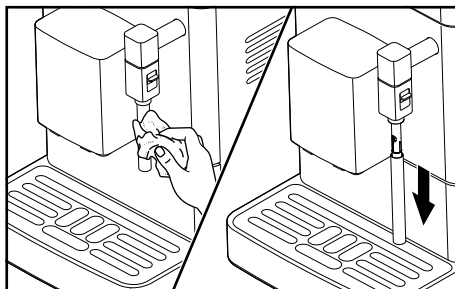
NOTE: Freezing residual water can damage the appliance. Avoid exposing the appliance to temperatures below 32°F/0°C. Empty the system when the appliance is not used for a long period, prior to transport and when there is a risk of frost.

STEAM WAND CLEANING

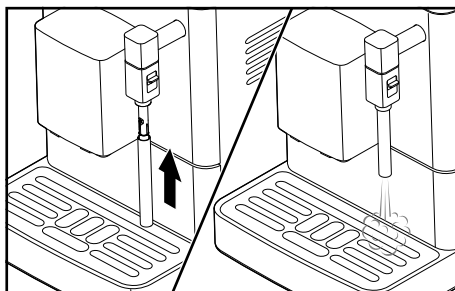
Steam Wand should be cleaned after frothing

1. Purge and Clean Steam Wand:

After each use, use a damp cloth to clean the outside of the Steam Wand. Pull down on the metal tube to remove and rinse the inside of the tube.

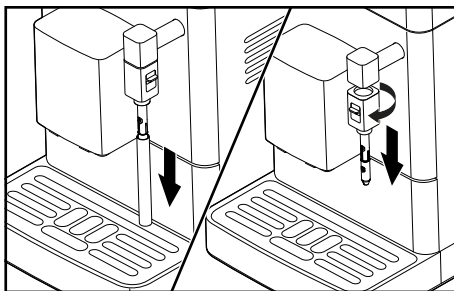


2. Replace metal tube on Steam Wand and point steam wand toward Drip Tray. Turn on the Steam Wand for a few seconds to clean.



3. Routine Cleaning:

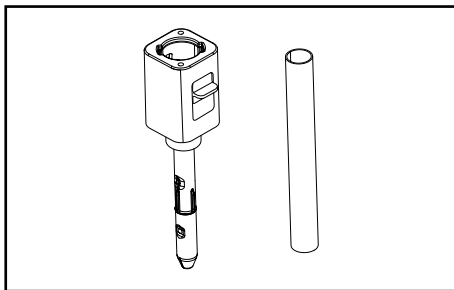
Disassemble the Steam Wand: Pull to remove the metal steam wand tube. Twist and pull to remove inner wand assembly. Rinse parts under hot water to clean. Once everything is clean and dry, reassemble the Steam Wand.



4. Deep Cleaning (Weekly or as Needed):

Soak steam wand components in Milk Cleaning Solution. Use a small pin or brush to clear any milk residue from the tiny holes or openings.

Reassemble: Rinse thoroughly, dry, and reassemble the wand.



REPLACING WATER FILTER

The Water Filter should be replaced after 50L of water is used. The Filter icon () will blink when the filter is ready to be replaced.

1. Remove and discard old Water Filter. You can use the end of the Ground Coffee Scoop to unscrew and remove the old filter.
2. Insert the New Water Filter: Use the end of the Ground Coffee Scoop to install.

RINSE THE NEW FILTER:

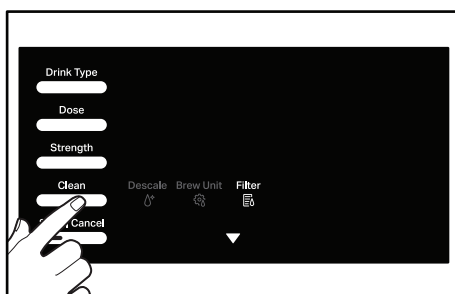
1. Fill the Water Tank up to the max fill line.
2. Position an empty container (0.5L / 17oz) under the Dispenser.
3. Press the 'Clean' button to select the filter icon.
4. Press the 'Start' and 'Clean' buttons simultaneously to enter filter rinse mode. Press 'Start' and 'Clean' simultaneously again to initiate filter rinse. The 'filter LED icon' will turn off once this process is completed.
5. The machine then heats up and is ready for operation again.

NOTE: If you choose not to use a Water Filter, you will need to manually set your water hardness setting; refer to the 'Setting the Water Hardness' section. You will also need to change the Water Filter state to uninstalled; refer to the 'Set Water Filter State' section.

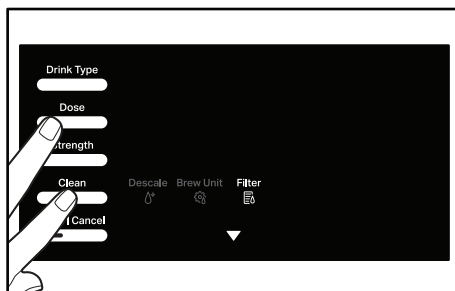
SET WATER FILTER STATE

The machine must be programmed to its Water Filter state whether installed or uninstalled. To set the state of the Water Filter, follow the steps below:

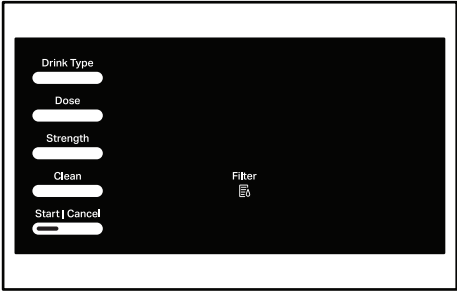
1. Toggle to 'Filter' in the Clean Menu.



2. Press and hold the Dose and Clean button for 3 seconds to change the water filter state.

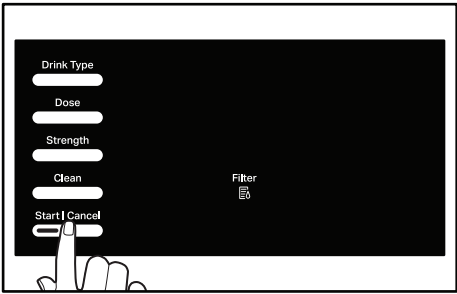


3. Once you've entered the Water Filter programming state, press the Clean button to toggle between uninstalled or installed water filter state.



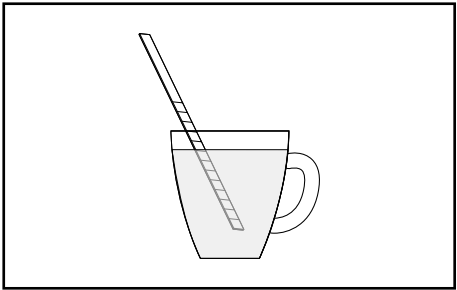
- A. Uninstalled water filter state: The filter icon remains dim.
- B. Installed water filter state: The filter icon blinks in 1 second increments

4. Press Start to accept the water filter state that is displayed.



SETTING THE WATER HARDNESS

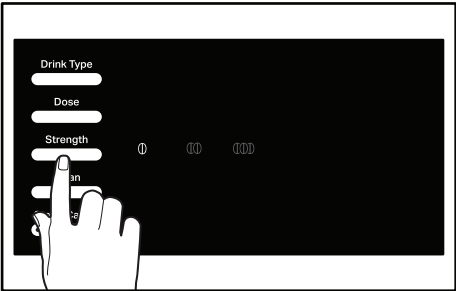
1. Immerse supplied Test Strip briefly in the tap water, shake and wait one minute for the test.



2. To program the Water Hardness Level: Toggle to Hot Water and press and hold the Drink Type and Dose buttons simultaneously for 3 seconds. The strength icons will illuminate.



3. Toggle the Strength button to adjust the water hardness based on the test strip results. See "Water Hardness Chart" below. Press 'Start' to accept.



WATER HARDNESS CHART

TEST STRIPS	DISPLAY
≤ 1 red point	
2–3 red points	
≥ 4 red points	

- NOTE:** Water hardness:
- Low: 0 to 60 ppm
 - Medium: 60 to 120 ppm
 - High: more than 120 ppm

TROUBLESHOOTING

⚠ WARNING

Electrical Shock Hazard



Plug into an earthed outlet.

Do not remove earth prong.

Do not use an adapter.

Do not use an extension cord.

Failure to follow these instructions can result in death, fire, or electrical shock.

PROBLEM	CAUSE/RESULT	SOLUTION
Espresso pours out slowly or drips/ not coming out	Grind is too fine	Change grind to a coarser option.
	Too much coffee	Reduce coffee dose.(Reduce Strength)
	Limescale built up in the system	Descaling is required (see "Care and Maintenance" section).
	Brewing unit is dirty or clogged	Cleaning cycle is required (see "Care and Maintenance" section).
Coffee has no/ poor crema	Beans are no longer fresh	Use fresh coffee beans.
Espresso shot is not hot enough	Default brewing temperature is the medium setting.	Increase the brewing temperature (Refer to the Setting Temperature setting in 'Product Usage')
Steam Wand is not producing good foam results.	Milk is too warm	Refer to the "Clean Steam Wand" section.
	Milk or scale build up in Steam Wand	Stop using. Contact KitchenAid customer service.
Screen states "Fill Beans", but there are beans in the Bean Hopper	Grind is too fine	Adjust the grind size to a coarser grind setting - different beans have different rates of grinding through the grinder. Darker roast beans require a coarser grind setting for optimal performance.
Temperature icon is flashing quickly 	System is Overheating	User should wait until the temperature icon stops flashing before using the machine. If the problem persists, call customer service
Brew 'Unit Alert' is flashing 	Brew Unit malfunction	Restart the machine, if not resolved call customer service

PROBLEM	CAUSE/RESULT	SOLUTION
Critical Error Machine is cycling through all alert icons	NTC Error, Internal Error, or Communication Error	User is instructed to restart the machine, if the problem persists call customer service
Brew Unit Missing Icon is illuminated 	Brew Unit is unlocked or removed from machine	Install and lock brew unit into place
Low Water icon is illuminated 	No Water Detected	Fill Water Tank
Fill Beans icon is illuminated 	Low Beans	Fill Bean Hopper
Puck Container full icon is illuminated 	Drip Tray or Puck Container are full	Empty Drip Tray and Puck Container

NOTE: If the problem cannot be corrected, See the “Limited Warranty and Service” section and contact our service support team. Do not return the product to the retailer; retailers do not provide service.

CUSTOMER SERVICE

In Australia:

For any questions, or to find the nearest Authorised KitchenAid Service Centre, please find our contact details below.

NOTE: All service should be handled locally by an Authorised KitchenAid Service Centre.

Toll free number: 1-800-990-990

Address Australia:

KitchenAid Australia Pty Ltd

6-8 Billbrooke Close

Cameron Park NSW 2285, Australia

Phone: 1-800-990-990

Email: enquiries@KitchenAid.com.au

In New Zealand:

Website: www.KitchenAid.co.nz

Email: enquiries@KitchenAid.co.nz

Phone: 0800 881 200

In other countries:

For all product related questions and after-sales matters, please contact your dealer to obtain the name of the nearest Authorised KitchenAid Service/Customer Centre.

For complete details on product information, instructions and videos, including Guarantee information, visit our website at: www.KitchenAid.com.au

Scan for more information.



NOTES

NOTES

NOTES

KitchenAid

©2025 All rights reserved.