

TROUBLE SHOOTING

The following table provides solutions for problems you may encounter as you use your Technivorm Moccamaster. If you do not find a solution to your specific problem, or the problem persists after troubleshooting, please contact Technivorm-Moccamaster Customer Service at 1.855.662.2200.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Brewer not working; lights not illuminated	Power supply	Check to ensure brewer is plugged into outlet.
Power light is on, but coffee maker is not working	Thermal carafe is not properly in place	Place carafe snugly against white button at base.
	Mineral buildup in heating element	See descaling instruction in manual.
Brew basket is overflowing*	Manual drip-stop is in closed position	Move switch on brew-basket to open position.
Thermal carafe is not keeping coffee hot	Defective thermal carafe	Contact authorized service center for replacement.
	Possible damage to carafe vacuum seal	
Hot-plate stays on after brewing is complete	Your brewer has manual power off switch	Manually turn power switch off. Some models have optional "auto-off" where power switch shuts off hot-plate in 100 minutes.
Coffee tastes weak or bitter	Incorrect amount of coffee used in brewing	To brew to SCAA Gold Cup Standard use 2 Tbsp. coffee for every 6 oz. cold water.
	Incorrect grind of coffee	Technivorm Moccamaster filtered drip grind should be on the coarser side. The grind affects the extraction of coffee solubles, which affects the flavor of your brewed coffee.
Brew cycle is taking more than 6 minutes to complete.	Coffee brewer needs to be descaled	See descaling instruction in manual.
Water dripping out very slowly.	The brewer may be clogged with mineral deposits and needs to be descaled	See descaling instruction in manual.
Glass tube in water reservoir is cloudy	Brewer needs to be descaled	See descaling instruction in manual.

* **NOTE:** Clogging and backing up of water and/or coffee in the filter basket can occur under any or a combination of any of the following conditions: the use of too finely ground coffee, using two or more paper filters, using the gold mesh filter in conjunction with a paper filter or not properly cleaning oils or grounds from the gold mesh filter, or allowing coffee grounds to spill over the filter.