

**bodum**<sup>®</sup>

3020 USA

# GRANOS

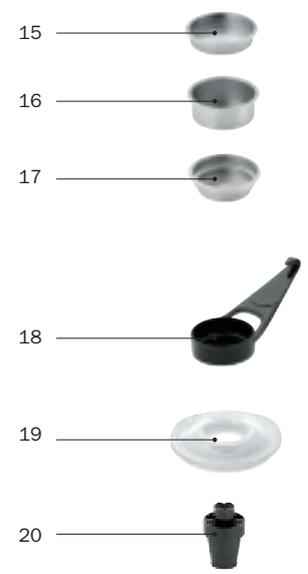
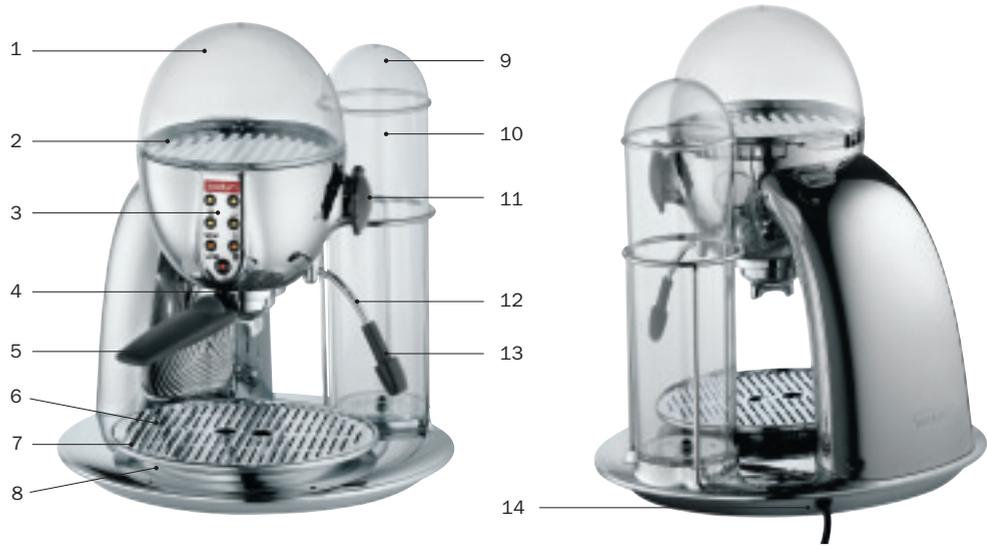
ESPRESSO MACHINE  
MACHINE À ESPRESSO  
MÁQUINA DE ESPRESSO



Instruction for use  
**ENGLISH**

Mode d'emploi  
**FRANÇAIS**

Instrucciones de uso  
**ESPAÑOL**



3020 EURO GRANOS ESPRESSO MACHINE **OVERVIEW** »

3020 EURO GRANOS MACHINE À ESPRESSO **VUE D'ENSEMBLE** »

3020 EURO GRANOS ESPRESSO MÁQUINA **VISTA DE CONJUNTO** »

# IMPORTANT SAFEGUARDS

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

1. Read carefully the instructions provided with an appliance.
2. Keep hands away from hot parts of the appliance, including the cup warming plate, filter holder and steam nozzle. Use handles or knobs.
3. Do not remove the filter holder during water flow or coffee flow as the unit is under pressure.
4. Do not immerse the appliance in water or any other liquid to protect against electric shock.
5. Close supervision is necessary when your appliance is being used by children.
6. Unplug from outlet when not in use and before cleaning. Clean the appliance only when the unit has been switched off and allowed to cool.
7. Do not operate any electrical appliance with a damaged cord or plug, or after the appliance has been malfunctioning, or damaged in any manner. If damage is suspected, return the appliance to the nearest authorized service facility for examination, repair or adjustment.
8. Do not use your appliance with accessory attachments unless it is recommended by the appliance manufacturer to reduce injuries.
9. Do not use outdoors.
10. Do not let the power cord of an appliance hang over the edge of a table or bench top or touch any hot surface, and do not allow the power cord to come into contact with the hot parts of the appliance (cup warming plate, filter holder, steam nozzle).
11. Always use your appliance from a power outlet of the voltage (A.C. only) marked in the appliance.
12. Do not place an appliance on or near a hot gas flame, electric element or on a heated oven. Do not place on top of any other appliance.
13. Always attach plug to appliance first, then plug cord into the wall outlet. And turn the power off before you insert or remove a plug.
14. Do not use an appliance for any purpose other than its intended use.

## SAVE THESE INSTRUCTIONS!

This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit into a polarized outlet only one way. If the plug does not fit fully into the outlet, reverse the plug. If it still does not fit, contact a qualified electrician.

**Do not attempt to modify the plug in any way.**

A short cord is provided to reduce the hazard resulting from becoming entangled in or tripping over a longer cord. An extension cord may be used if you are careful in its use:

1. The electrical rating of the extension cord should be at least as great as the electric rating of the appliance.
2. An extension cord with the power cord must be arranged so that it will not drape over the countertop or tabletop where they can be pulled on by children or tripped over accidentally.

**SAVE THESE INSTRUCTIONS!**

# **Welcome to BODUM®**

**Congratulations! You are now the proud owner of a GRANOS Espresso machine. We hope you will enjoy using this BODUM® product.**

Several BODUM® coffees are perfect for espresso brewing – BODUM's Best, BODUM Espresso, BODUM Sumatra, BODUM French Roast and BODUM Estate Decaf all lend themselves to this classic method of brewing. Each of these coffees is hand-roasted and 'cupped' (taste-tested) for quality several times before being packed for sale. The perfect shot of espresso, however, requires more than just carefully selected, blended, and hand-roasted beans. Making great espresso requires a great espresso machine. The combination of high coffee quality, fresh water and mechanical excellence ensures an optimal espresso every time – a final brew that is characteristically rich, with crema crowning each cup.

## **ABOUT ESPRESSO COFFEE**

BODUM®'s extensive experience in designing quality products together with more than 50 years know-how of coffee brewing has enabled us to develop this pump espresso machine which is as beautiful as it is functional. Learning from commercial machines has inspired the design of the GRANOS with the filter handle made from brass and all the internal and external components made from metal and high-quality electrical parts. The BODUM® GRANOS Espresso machine is fully programmable and takes the guesswork out of making a perfect cup of espresso. At the push of a button you can have a single or double espresso, or program it to suit your personal taste, so next time it will remember just how you like it. As coffee continues to be an integral part of culture, the demand for the perfect cup is ever increasing. We have tailored the design of our espresso machine to satisfy your individual requirements. Drinking authentic café-quality coffee at home is guaranteed with a BODUM® Espresso machine. The simple-to-use design of the machine allows you to enjoy the sweet aroma and taste of the perfect shot of espresso with its signature golden cream every time.

## **WHAT MAKES A GOOD COFFEE?**

There are many factors that contribute to the perfect coffee. The words 'taste' and 'aroma' are consistently used when describing the perfect cup. The sweet aroma and taste of the perfect coffee is largely due to the correct combination of temperature and pressure during the brewing process. The 'Thermoblock' heating system ensures the water is at the correct temperature, so that the full coffee flavor is extracted. Secondly, the combination of the 19 BAR pump, dual-wall filter and stabilizing baffle ensure to release the correct pressure at which the liquid espresso is released from the spout. The flow should consist of both liquid and cream. This cream is commonly known as the Crema. The perfect Crema should be thick and stable and preserve the coffee flavor, aroma and temperature.

We hope you have many enjoyable coffee experiences with the BODUM® GRANOS Espresso Machine.

## OVERVIEW

- |                                     |                                  |
|-------------------------------------|----------------------------------|
| <b>1</b> Top cover                  | <b>11</b> Water control knob     |
| <b>2</b> Warming plate for cups     | <b>12</b> Steam nozzle           |
| <b>3</b> Control panel              | <b>13</b> Frothing aid           |
| <b>4</b> Brewing head               | <b>14</b> Cable storage          |
| <b>5</b> Filter holder              | <b>15</b> One cup filter         |
| <b>6</b> Drip grill                 | <b>16</b> Two cup filter         |
| <b>7</b> Steam baffle               | <b>17</b> Espresso pod filter    |
| <b>8</b> Drip tray                  | <b>18</b> Measuring spoon        |
| <b>9</b> Water container lid        | <b>19</b> Cover for bottleholder |
| <b>10</b> Removable water container | <b>20</b> Bottle adapter         |

## THE WATER CONTROL KNOB



CLOSE position



OPEN position  
STEAM/ WATER mode

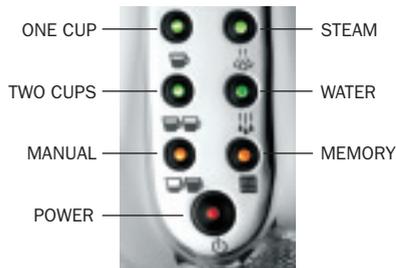
**Note:** Before turning on your GRANOS Espresso machine ensure that the water control knob on the side of the espresso machine is not in the STEAM/ WATER mode, but is in the CLOSE position.

## BEFORE FIRST USE

Before using your espresso machine for the first time or if you have not used it for some time, rinse the machine by running water through without coffee in the filter holder (see 'Making Espresso').

**Note:** Due to a safety cut out system of about 200 ml, you will need to press the MANUAL button several times to empty the water reservoir. If necessary, you may need to stop the operation by pressing the MANUAL button again, empty the container, then resume the operation.

## THE CONTROL PANEL



**Note:** If the POWER button is flashing 'red' it means the espresso machine is heating up. If the lights are constant then you can start using the espresso machine.



**OFF**  
Espresso machine is not active.



**POWER ON**  
All lights flash 3 times.

**POWER OFF**  
All lights flash 2 times.



**HEATING UP**  
Espresso machine is heating up.



**READY STATE/ ON**  
All lights are constant. You can start using the espresso machine.



**SUSPEND MODE**  
When the machine is not used for more than 30 minutes it enters suspend mode. Back to 'Ready State' by pressing the 'POWER' button.



**COOLING DOWN**  
Espresso machine is cooling down the heater.



**WARNING SIGN**  
Lack of water.



**WARNING SIGN**  
Control knob is open.

## FILLING THE WATER RESERVOIR



1. Remove the water reservoir and open the lid.



2. Fill the water reservoir with water. **Tip:** The water reservoir should always be filled with fresh tap water or use your favourite mineral water.



3. Replace the water reservoir firmly into the unit and close the lid.



Alternatively you can simply open the lid of the water reservoir and fill with cold water without removing it from the machine.

## PLACING A MINERAL WATER BOTTLE



1. Remove the water reservoir from the machine and put it elsewhere.



2. Place the cover on the bottle holder.



3. Place the adapter on the water bottle.



4. Turn around the bottle and place it firmly into the unit. **Note:** When using a water bottle small amounts of water may drop out of the bottle adapter. This allows air flow so that the water pumps smoothly.

## THE WARMING PLATE



1. Pre-heat your espresso cups: place them upside down on the warming plate.



2. Close the top cover while pre-heating the cups.

## START THE MACHINE



1. Insert the power cord into a 120V AC power socket. Ensure that the water control knob is in the CLOSE position.



2. Start the unit by pressing the POWER button. All small round lights will illuminate and flash 3 times.



3. Then the red power light will start flashing as long as the machine is heating up.



4. As soon as the red light has stopped flashing you can start using the espresso machine.

## SUSPEND MODE



If you do not use the unit for more than 30 minutes it enters suspend mode:



The POWER button will change color from red to orange. The heater temperature will go down to half of that required for the READY STATE.



Back to READY STATE: Press the POWER button.

## STOP THE MACHINE



Stop the unit by pressing the POWER button.

## MAKING ESPRESSO · 1 CUP



1. Select the 'One cup' filter and place it in the filter holder.



2. Place one scoop of coffee into the filter.



3. Tamp the coffee carefully.



4. Wipe the edge of the filter to remove any excess coffee grinds.



5. Position the filter handle on the brewing head and turn the handle to the right.



6. Place a cup under the brewing head. Then press the ONE CUP button.



7. The brewing process starts. When the 'One cup' has brewed the process will stop automatically.



8. Remove used coffee grinds and clean the filter.

**Note:** We recommend heating the filter holder head and the cup by running one brew without coffee before use each time you start the machine.

## MAKING ESPRESSO · 2 CUPS



1. Select the 'Two cup' filter and place it in the filter holder.



2. Place two scoops of coffee into the filter. Continue as showed in the steps 3. and 4. "Making Espresso · 1 Cup".



3. Position the filter handle on the brewing head and turn the handle to the right.



4. Place 2 cups under the brewing head and press the TWO CUP button. Continue as showed in the steps (7., 8.) before.

**MAKING ESPRESSO · COFFEE POD**

1. Select the Espresso pod filter and place it in the filter holder.



2. Place the coffee pod in the filter.



3. Position the filter handle on the brewing head and turn the handle to the right.



4. Place 1 cup under the brewing head and press the ONE CUP button. Continue as showed in the steps before.

**SET MEMORY FOR 1/2 CUPS**

1. Prepare everything for one or two cups. Press the MEMORY button.



2. Then press the ONE CUP or TWO CUP button.



3. When the right amount is achieved, press the ONE CUP or TWO CUP button again. Brewing coffee stops.

**Note:** The machine has 'recorded' the amount of water. Next time the ONE CUP or TWO CUP button is used, the same amount of coffee will be brewed as 'recorded' with the MEMORY button.

**MANUAL BREWING**

1. Prepare everything for one or MANUAL button.



2. Brewing coffee starts.



3. When the right amount is achieved, press the MANUAL button again. Brewing coffee stops.

## HOT WATER



1. Remove the froth enhancing steam attachment from the steam nozzle.



2. Press the WATER button.



3. Swing the steam nozzle inwards over the drip tray and place a container under it.



4. Open the water control knob to the left for hot water and back again for stopping the water.



5. Press the WATER button again to get back to READY STATE.

## FROTHING MILK



1. Attach the froth enhancing steam attachment to the steam nozzle.



2. Press the STEAM button.



3. Swing the steam nozzle inwards over the drip tray and place a container under it. Open the water control knob to the left for hot steam.



4. Close the water control knob to stop the steam.



5. Press the STEAM button again to get back to READY STATE.



**Note:** Before the machine goes back to READY STATE the heater temperature will go down. POWER light changes to green and starts to flash as long as the heater temperature goes down. While cooling down, the machine may make a knocking noise and steam will come out from the drip tray.

**WARNING SIGN · WATER CONTROL KNOB**

If the control knob is in the OPEN position you will get a warning sign when you start the machine.



WARNING SIGN: POWER light and STEAM/ WATER lights flash.



Turn the water control knob to CLOSE position.



STEAM and WATER light will then stop flashing and the machine continues to the proper operations.

**WARNING SIGN · RUN OUT OF WATER**

If there is no more water all lights will flash twice.



Then the POWER button will flash alternately red and green.



Fill the water reservoir and press the POWER button to return to READY STATE.

## SECRET TO THE PERFECT CUP

With this appliance and a little experience, you can create café-quality coffee at home. Here are a few helpful suggestions: A single shot of espresso should result in only 30–35mls of coffee. The grind of coffee is critical. Use a fine to medium grind for domestic espresso machines. We recommend heating up the filter holder head and the cup before use.

A common mistake is running too much water through the ground coffee, resulting in a thin and bitter tasting espresso. Ensure your coffee grinds are ‘tamped’ evenly. ‘Tamping’ refers to the amount of pressure with which coffee grinds are packed into the filter. If your espresso pours too slowly, tamp the coffee grind more lightly, or try a coarser grind. If your espresso is thin and watery, tamp the coffee grinds harder, or try a finer grind.

Always use the freshest beans or ground coffee available and store in an airtight container in a cool, dry, dark place. Whole bean coffee stays fresh longer than ground coffee. When grinding your own coffee, never grind more than you will use for immediate brewing. Once ground, the coffee will begin to lose its flavor. Although not recommended, if you need to keep coffee for extended periods of time, it’s best to freeze the coffee.

Before use, ensure that the coffee has been allowed to thaw to room temperature. Keep your espresso machine clean and thoroughly rinsed. Run water through the brewing head and flush the steaming head and the steaming nozzle in fresh water after each use. Little things count – warming your cups, using filtered water and serving the coffee immediately after brewing do make a difference.

## EASY STEPS FOR FROTHING MILK

Milk frothing means steaming the milk to heat it and create froth. Just like making an espresso, perfecting the art of milk texturing takes time and practice. Attach the froth-enhancing attachment to the end of the steam nozzle on your espresso machine. You can also choose to steam the milk without the attachment. Using fresh, cold milk, fill the stainless steel frothing jug to no more than 1/3 full. The amount of milk you steam should be adequate for the coffees you are preparing. Keep in mind that the volume of milk will increase during the texturing process.

Insert the steam nozzle into the frothing jug and turn the water control knob to open position. Lower the jug so that the tip of the steam nozzle is just below the surface of the milk and place your hand on the side of the jug. Move the frothing jug so that the steam nozzle is to one side, this will create a whirlwind motion in the milk. As the steam heats the milk, the milk will begin to rise. Follow the level of the milk by lowering the jug, always keeping the tip of the steam nozzle just below the surface.

Once the milk has expanded to double its original volume, lower the steam nozzle further into the milk and continue the whirlwind motion. This will give the milk a fine texture with no big bubbles. Cease steaming when the frothing jug becomes too hot to continue holding the palm of your hand against the side. Pour the textured milk into your espresso as soon as possible.

## DESCALING

After continued use, your espresso machine may develop a build-up of mineral deposits. Thus your machine will require occasional 'descaling'. We recommend that you descale your machine every 2–3 months, although this period will depend on the hardness of water and frequency of use of the machine.

### Descaling solution

To descale we recommend the use of ordinary commercial descalers. Alternatively, dissolve 2 dessertspoons of tartaric acid (crème of tartar) or citric acid in half a litre of lukewarm water.

**Important:** Do not use vinegar.

## DESCALING THE ESPRESSO MACHINE

Ensure that the espresso machine is turned off and the power cord is unplugged.

1. Remove the water reservoir from the machine and if necessary empty any water.
2. Remove the drip tray and place it out of the way.
3. Remove the filter holder from the machine and rinse it thoroughly under running water and set aside.
4. Place a cloth/tea towel on the bench and carefully turn the machine upside down. The machine should now be on the warming plate resting on the cloth/tea towel.
5. Using a screwdriver, unscrew the brewing filter from the brewing head.
6. Remove and set aside the washer and screw in a safe place.  
**Important:** Be careful not to lose the washer and screw once you have removed them from the brewing filter.
7. Remove the filter from the center hole using the tip of a fork or a skewer. Wash the filter in hot soapy water, rinse and dry well. Set aside in a safe place.
8. Using a small brush, scrub in and around the area of the brewing head, removing all coffee granules.
9. Remove the froth enhancing steam attachment, wash thoroughly under running water and set aside. Wipe down the steam nozzle with a small brush.
10. Turn the machine upright, so that it is now sitting correctly on the bench.
11. Place the water reservoir onto the machine and fill with the descaling solution.
12. Place a large container under the brewing head and another container under the steam nozzle.
13. Insert the power cord into a 120V AC power outlet and turn the power ON.
14. Press the MANUAL button. Run through about 1/3 of the liquid immediately. **Note:** Due to a safety cut out system of 200 mls, you will need to press the MANUAL button several times to empty the water reservoir.
15. Once you have run through about 1/3 of the liquid press the MANUAL button several times to empty the water reservoir.
16. After 2 minutes stop the machine by pressing the POWER button on the machine. Now that the machine is off, turn the water control knob to the CLOSE position.
17. Leave the machine off for 10–15 minutes to allow the descaler to take affect.
18. Press the POWER button, so that the machine is now on. Press the MANUAL button and allow all of the rest of the descaler solution to run through the brewing head, then press the MANUAL button again to stop the water flow.
19. Turn the water control knob to OPEN position and allow the solution to come through the steam nozzle. After 3–4 minutes turn the water control knob to CLOSE position.
20. To finish, press the MANUAL button and allow the remaining water in the reservoir to run through the brewing head.  
**Note:** Due to a safety cut system of 200mls, you will need to press the MANUAL button several times to empty the water reservoir.

21. Remove and empty the containers placed under the brewing head and steam nozzle. Once emptied, once again place one under the brewing head and the other under the steam nozzle.

22. Remove the water reservoir from the machine and rinse thoroughly under running water, ensuring that all traces of the descaling solution is removed. Fill the water reservoir with clean water and place onto machine.

23. Run two full water reservoirs through the brewing head. Refill the water reservoir and run the steam nozzle for 4–5 minutes.

**Note:** Ensure that you continue to run water through the machine until the water runs clean and clear.

24. When this is finished, remove the water reservoir and set aside. Remove the water containers and give the machine a good wipe over.

25. Turn the machine upside down. The machine should now be on the warming plate resting on the cloth/tea towel once again.

26. Carefully replace the rubber seal, filter, washer and screw. Tighten well.

27. Turn the machine upright, so that it is now sitting correctly on the bench.

28. Replace the drip tray and froth enhancing steam attachment onto the steam nozzle.

29. Fill the water reservoir with water and position it on the machine.

## TECHNICAL DATA

**Rated voltage:**

120V, ~60Hz

**Rated power:**

1200W

**Pump pressure:**

19 BAR

**Heating system:**

Thermoblock

**Cable length:**

Approx. 80 cm

**Approvals:**

UL, CUL

**Limited warranty:**

2 years

## CARE AND CLEANING

The coffee making process involves extracting oils out of coffee grinds to make espresso coffee. Deposits of these oils build up over time and affect the taste of the coffee and operation of the espresso machine. Regular cleaning to remove these oils is essential for espresso machines to keep operating effectively. Flushing water through the brewing head and the steam nozzle, is the easiest way to keep your machine clean after making each coffee, and at the end of your coffee making session.

**Important: Do not wash parts in the dishwasher. Do not immerse the unit in water.**

### Drip tray

Remove the grid and drip tray at regular intervals to empty. Clean the drip tray and its grid with water and a little non-abrasive washing up liquid, rinse and dry. Over time it is normal for the inside of the drip tray to be stained by the oils in the coffee.

### The brewing head, filters & filter handle

The filter and filter handles should be washed after each use by rinsing them under warm water. Wash at regular intervals in warm soap water using a mild detergent. To clean the brewing head, flush water through and wipe the head and around the inside rim with a damp cloth. To assist in keeping the filter and the brew head clean, at the end of each coffee making session we recommend you run the machine, with the filter in place, without coffee using water only. Should the holes in the filter become clogged with coffee granules use a fine bristled brush to remove them.

### Brew head rubber seal

This seal is located in the brewing head and creates a seal against the filter handle when making an espresso. Over time this seal loses its elasticity and will require replacement. Signs that the seal is deteriorating are when: the filter handle rotates to the far right and feels loose, or steam escapes from around the brewing head during use. **Note:** When your machine is not being used, we recommend that you do not leave the filter handle attached to it as this will reduce the life of the seal.

### The cup warming plate and exterior

Wipe over the unit with a damp cloth and wipe dry. Do not use abrasives or metal scourers, as these will scratch the exterior surface.

### Steam nozzle and froth attachment

The steam nozzle and froth attachment needs to be cleaned each time you froth milk or heat any other liquid. To clear the steam nozzle, wipe with a damp cloth and for the froth attachment, simply rinse it under warm water. On a monthly basis we recommend thoroughly cleaning the steam nozzle. To do this soak the nozzle in water with the stainless frothing jug resting on the drip tray. Ensure that the water level in jug is over the nozzle. Run steam through the nozzle for 30 seconds, then leave to soak overnight. In the morning poke a pin up the steam nozzle, then turn the machine on and run steam through the nozzle again for 30 seconds.

## TROUBLE SHOOTING

Problem	Possible cause	Solution
<b>Coffee runs down the side of the filter holder.</b>	· Filter holder is not inserted correctly.	» · See 'Making an espresso'
	· Edge of filter insert is not free of coffee granules.	» · Clean around the edge of the filter and wipe the brewing head clean of coffee.
	· The brewing head is dirty.	» · Wipe brewing head with a damp cloth.
	· The brewing head is defective.	» · Contact the nearest authorized service facility.
	· Brew head rubber seal is damaged.	» · Contact the nearest authorized service facility.
<b>No coffee runs through.</b>	· No water in the water reservoir.	» · Fill reservoir with water.
	· Water reservoir not correctly assembled.	» · Press firmly down on the water reservoir.
	· Water control knob set to STEAM/ WATER setting.	» · Ensure the water control knob is in the CLOSE position.
	· Brewing filter may be blocked.	» · See 'Descaling the espresso machine'
	· The filter is blocked, the coffee grounds are too fine or tamped down too hard.	» · Empty out the filter and rinse under water to clean. Wipe the brewing head with a cloth. Repack the filter and tamp down coffee lightly with compactor.
<b>Coffee filters out in drops.</b>	· Coffee grounds are too fine or are too compacted.	» · Ensure you are using an evenly ground coffee and do not compact the grounds so firmly.
	· Machine blocked by scale build up.	» · See 'Descaling the espresso machine'.
<b>Espresso does not have any Crema.</b>	· Coffee is old or dry.	» · Use fresh coffee and once you open the coffee be sure to store it in an airtight container.
	· Coffee not compacted firmly enough.	» · Compact coffee grounds more firmly.
	· Coffee too coarse.	» · Grind the coffee to a finer texture or change brands of espresso coffee to a finer grind.
	· Machine is too hot.	» · The temperature of the espresso machine increases for frothing milk or dispensing water. To ensure you don't burn your coffee flush the machine after frothing milk or dispensing hot water. Simply press the MANUAL button and allow water to pour out until you have steady run of water.

## TROUBLE SHOOTING

### Problem

### Possible cause

### Solution

#### Coffee is too cold.

- Cups, filter and filter holder are cold. »
  - If making a cappuccino or latte the milk may not be heated enough. »
- Preheat cups, filter, handle and filter.
  - Ensure that milk is heated properly during frothing, but be sure not to boil the milk.

#### POWER and STEAM/ WATER buttons flash (Control Panel).

- The water control knob is not in the CLOSE position. »
- Close the water control knob.

#### The POWER button flashes alternately red and green (Control Panel).

- No water in the water reservoir. »
- Fill the reservoir with water.

#### No steam from the steam nozzle.

- Steam nozzle is blocked. »
- Remove the froth attachment and clean under running water. Wipe the steam nozzle clean with a damp cloth to remove any dried milk, you may need to unblock the steam hole with a needle. Using the water control knob, set the machine to the STEAM setting and allow it to steam until a powerful and even jet of steam is generated. Soaking the steam nozzle in hot water may also help to dislodge any dried milk.

#### Not enough froth when frothing milk.

- Milk is not fresh. »
  - Milk temperature is too warm. »
  - Frothing jug. »
- Steam nozzle is blocked. »
  - Milk has been boiled. »
  - Type of milk. »
  - The milk is making bubbles rather than frothing. »
- Ensure the milk is fresh.
  - Ensure that the milk is well refrigerated before use.
  - For best frothing results use a stainless steel jug and if possible refrigerate or run the jug under cold water before use.
  - Clean the steam nozzle.
  - Start again with fresh, chilled milk.
  - We recommend full-fat milk to make the frothing easier.
  - Ensure that the froth attachment is correctly positioned on the steam nozzle. The tip of the steam nozzle or frothing attachment is positioned just below the surface of the milk.

## TROUBLE SHOOTING

Problem	Possible cause	Solution
<b>Handle comes off during brewing.</b>	<ul style="list-style-type: none"> <li>· Coffee tamped too hard.</li> <li>· Coffee grind is too fine.</li> </ul>	<ul style="list-style-type: none"> <li>» · Tamp the coffee grind lighter.</li> <li>» · Change to a coarser grind of coffee.</li> </ul>
<b>Uneven cup filling.</b>	<ul style="list-style-type: none"> <li>· Filter holder is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>» · Clean out the filter thoroughly by holding it under running water and dry or run water through the filter with no coffee.</li> </ul>
<b>Difficult to insert the filter holder.</b>	<ul style="list-style-type: none"> <li>· Build up of coffee grinds on the brewing head.</li> </ul>	<ul style="list-style-type: none"> <li>» · Wipe over brewing head area and filter holder with a damp cloth.</li> </ul>
<b>Espresso tastes burnt.</b>	<ul style="list-style-type: none"> <li>· Type of coffee being used.</li> <li>· Appliance has not been rinsed properly after descaling.</li> </ul>	<ul style="list-style-type: none"> <li>» · We recommend to use the BODUM® espresso coffees.</li> <li>» · Run a reservoir full of water through the machine before making another coffee.</li> </ul>
<b>Pump makes an unusually loud noise.</b>	<ul style="list-style-type: none"> <li>· No water in reservoir.</li> <li>· Water reservoir not correctly positioned.</li> <li>· Coffee old or too dry, pump does not build up enough pressure.</li> </ul>	<ul style="list-style-type: none"> <li>» · Fill the water reservoir.</li> <li>» · Replace the water reservoir firmly into the unit.</li> <li>» · Use freshly ground espresso coffee.</li> </ul>
<b>Espresso machine does not operate.</b>	<ul style="list-style-type: none"> <li>· Brewing filter may be blocked.</li> <li>· Machine blocked by scale build up.</li> </ul>	<ul style="list-style-type: none"> <li>» · Remove filter holder and clean brewing head.</li> <li>» · See 'Descaling the espresso machine'.</li> </ul>

## BODUM® Shops & Shop-In-Shop

### AUSTRALIA

#### BODUM® CAFE & HOME STORE

Westfield Bondi Junction  
Shop 2051  
500 Oxford Street  
Bondi Junction NSW 2022  
T 0061 2 9389 1511  
F 0061 2 9389 4896  
shop.bondi@bodum.com.au

### BELGIUM

#### BODUM® OUTLET STORE

Maasmechelen Village  
Shopnumber 96  
Zetellaan 196  
3630 Maasmechelen  
T 0032 89 773731  
F 0032 89 773732

#### BODUM® CAFE & HOME STORE

Shoppingcentrum Wijnegem  
Turnhoutsebaan 5  
2110 Wijnegem  
T 0032 3 353 47 77  
F 0032 3 353 47 78  
shop.wijnegem@bodum.nl

### CHINA

#### SHOP-IN-SHOP

5/F, HangZhou Building, Wu Lin Road,  
HangZhou city  
6/F, YingTai Department Store,  
Yan An Road, HangZhou city  
7/F, Isetan Department Store,  
Mei Long Plaza, Nan Jing west Road,  
ShangHai city  
4/F Zheng Da Plaza, Lu Jia Zui west  
road, ShangHai city  
4/F Parkson shopping center, #101  
Fu Xing Men Street, Beijing city  
2/F Citic Plaza, Shen Nan Zhong  
Road, ShenZhen city

### CZECH REPUBLIC

#### BODUM® OUTLET STORE

Freeport Leisure Outlet Mall  
Bodum Shop (Unit 34)  
Chvalovice 196  
699 02 Znojmo-Hate  
T 00420 515 250 116  
F 00420 515 250 116  
shop.excallibur@bodum.com

### DENMARK

#### BODUM® HOME STORE

Hovedgaden 49  
2970 Hørsholm  
T 0045 49 14 80 00  
F 0045 49 18 18 44  
shop.hoersholm@bodum.com

#### BODUM® HOME STORE

Østergade 10  
1100 København K  
T 0045 33 36 40 80  
F 0045 33 91 77 40  
shop.kbh@bodum.com

### FRANCE

#### BODUM® HOME STORE

Carrousel du Louvre  
99, rue de Rivoli  
75001 Paris  
T 0033 1 42 60 47 11  
F 0033 1 42 96 18 35  
shop.louvre@bodum.fr

#### BODUM® CAFE & HOME STORE

Forum des Halles  
103 rue Rambuteau  
75001 Paris  
T 0033 1 42 33 01 68  
F 0033 1 42 33 11 67  
shop.leshalles@bodum.fr

#### BODUM® HOME STORE

Centre Commercial Les 4 Temps  
Niveau 1, Local 684  
2, Le Parvis de la Défense  
92800 Puteaux  
T 0033 1 46 92 08 56  
F 0033 1 46 92 08 62  
shop.ladefense@bodum.fr

#### BODUM® OUTLET STORE

La Vallée Shopping Village  
Centre Commercial Val d'Europe  
3, cours de la Garonne  
77700 Serris  
T 0033 1 64 63 26 25  
F 0033 1 64 63 23 31  
shop.serris@bodum.fr

#### SHOP-IN-SHOP

BHV Rivoli  
Galeries Lafayette  
Haussmann  
Le Bon Marché  
Samaritaine

### GERMANY

#### SHOP-IN-SHOP

KaDeWe  
Karstadt  
Kaufhof

### GREECE

#### BODUM® CAFE & HOME STORE

102, Hermou Str.  
105 504 Athens  
T 00301 33 18 688  
F 00301 33 18 689  
lyan-xynogal@lyan.gr

#### BODUM® HOME STORE

55, Kyprou str.  
16674 Glyfada  
T 00301 89 85 300  
F 00301 89 85 302  
lyan-xynogal@lyan.gr

### HONG KONG

#### SHOP-IN-SHOP

Jumbo Sogo Department Store, 7/F,  
Causeway Bay

### ITALY

#### BODUM® CAFE & OUTLET

McArthur Glen Designer Outlet  
Unita 03  
Via Ponte di Piscina Cupa  
00128 Castel Romano - Pomezia  
T 0039 06 50 50 095  
F 0039 06 50 57 66 07  
shop.castelromano@bodum.it

#### BODUM® CAFE & OUTLET

Fidenza Village Outlet Shopping  
Via San Michele in Campagna  
Località Chiusa Ferranda  
43036 Fidenza (PR)  
T 0039 0524 529924  
F 0039 0524 514935  
shop.fidenza@bodum.it

#### BODUM® CAFE & OUTLET

BAA McArthur Glen Designer Outlet  
15069 Serravalle Scivìa (AL)  
T 0039 01 43 686 550  
F 0039 01 43 686 549  
shop.serravalle@bodum.it

#### SHOP-IN-SHOP

La Rinascente Duomo, Milano

### JAPAN

#### BODUM® CAFE & HOME STORE

Kokura Isetan 6F, 3-1-1 Kyomachi  
Kokurakita-ku  
Kita kyusyu-shi  
802-8508 Fukuoka  
T 0081 93 541 1871  
F 0081 93 541 1871  
kokura@bodum.co.jp

#### BODUM® HOME STORE

Fukuya Hiroshima Ekimae 6F  
9-1 Matsubara-cho, Hiroshima-shi  
732-0822 Hiroshima  
T 0081 82 568 3614  
F 0081 82 568 3614  
hiroshima@bodum.co.jp

#### BODUM® CAFE & HOME STORE

Yokohama Queens East 4F  
2-3-2 Minatomirai  
Nishi-ku, Yokohama-shi  
220-8542 Kanagawa  
T 0081 45 682 2701  
F 0081 45 682 2701  
yokohama@bodum.co.jp

#### BODUM® CAFE & OUTLET

Jazz Dream  
Nagashima  
Section 1510  
368 Urayasu  
Nagashima-cho / Kuwana-gun  
511-1135 Mie  
T 0081 594 45 8213  
F 0081 594 45 8213  
nagashima@bodum.co.jp

#### BODUM® CAFE & HOME STORE

Karuizawa Prince Shopping Plaza  
Karuizawa Karuizawa-cho  
Kitasaku-gun  
389-0102 Nagano  
karuizawa@bodum.co.jp

#### BODUM® CAFE & OUTLET

Ashibinaka Okinawa Shopping Mall  
Section 620  
1-188. Toyosaki, Tomigusuku-shi  
901-0225 Okinawa  
T 0081 988 91 7182  
F 0081 988 91 7182  
okinawa@bodum.co.jp

**BODUM® CAFE & OUTLET**

Rinku Premium Outlet  
Section 1630  
3-28 Rinku Ourai Minami  
Izumisano-shi  
598-8508 Osaka  
T 0081 724 58 4688  
F 0081 724 58 4688  
rinku@bodum.co.jp

**BODUM® CAFE & HOME STORE**

Namba Parks, Section 507  
2-10-70 Nambanaka, Naniwa-ku  
Osaka-shi  
556-0011 Osaka  
T 0081 6 6636 8241  
F 0081 6 6636 8241  
namba@bodum.co.jp

**BODUM® CAFE & OUTLET**

Tosu Premium Outlet  
Section 535  
8-1 Yayoigaoka Tosu-shi  
841-0000 Saga  
T 0081 942 87 7256  
F 0081 942 87 7256  
tosu@bodum.co.jp

**BODUM® CAFE & OUTLET**

Gotemba Premium Outlet  
Section 550  
1312 Fukasawa Gotemba-shi  
412-0023 Shizuoka  
T 0081 550 81 3118  
F 0081 550 81 3118  
gotemba@bodum.co.jp

**BODUM® CAFE & OUTLET**

Sano Premium Outlet  
Section 445  
78 Sano Shintoshi, Sano-shi  
327-0822 Tochigi  
T 0081 283 21 6116  
F 0081 283 21 6116  
sano@bodum.co.jp

**BODUM® CAFE & HOME STORE**

Wing Takanawa West Wing 2F  
4-10-18 Takanawa  
Minato-ku  
108-0074 Tokyo  
T 0081 3 5795 2668  
F 0081 3 5795 2668  
takanawa@bodum.co.jp

**BODUM® CAFE & HOME STORE**

11-1 Sarugakucho  
Shibuya-ku  
150-0033 Tokyo  
T 0081 3 5458 2794  
F 0081 3 5458 2794  
daikanyama@bodum.co.jp

**SHOP-IN-SHOP**

Illums Ikebukuro  
Illums Yokohama  
Illums Higashitotsuka

**KUWAIT****SHOP-IN-SHOP**

Imporio Mall

**MALAYSIA****SHOP-IN-SHOP**

IS, 1-Utama Shopping Centre,  
Petaling Jaya

**NETHERLANDS****BODUM® FACTORY**

Outletcenter Lelystad  
Bataviaplein 76  
8242 PN Lelystad  
T 0031 320 26 31 72  
F 0031 320 26 32 94  
shop.lelystad@bodum.nl

**BODUM® FACTORY**

Stadsweide 106  
6041 TD Roermond  
T 0031 475 55 05 11  
F 0031 475 54 36 69  
shop.roermond@bodum.nl

**SHOP-IN-SHOP**

Bijenkorf, Rotterdam  
Hout-Brox, Uden

**NEW ZEALAND****BODUM® CAFE & HOME STORE**

277, Mall, 277 Broadway  
Newmarket  
Auckland  
T 0064 9 529 40 80  
F 0064 9 529 40 81

**OMAN****BODUM® CAFE & HOME STORE**

Markaz Al Bahja / Shopping Centre  
Al Mawali Roundabout, Seeb  
Muscat  
T 00968 7715485  
F 00968 7715490  
ajayajit@eto.net.com

**SAUDIA ARABIA****BODUM® HOME STORE**

Al Rashid Mall  
Shop number FB34  
31952 Al Khobar  
T 00966 3 899 0826  
F 00966 3 896 1238  
bodum@moallim.com

**BODUM® HOME STORE**

Tahlia Mall  
11467 Jeddah  
T 00966 2664 00 72  
bodum@moallim.com

**BODUM® HOME STORE**

Kingdom Center  
Olia street, Shop number A22  
11467 Riyadh  
T 00966 1 211 2444  
F 00966 1 478 3858  
bodum@moallim.com

**SINGAPORE****SHOP-IN-SHOP**

CK Tangs, Basement 1,  
Orchard Road  
Takashimaya, Basement 1,  
Orchard Road

**SPAIN****BODUM® CAFE & OUTLET**

La Roca Village  
08430 La Roca del Vallés  
T 0034 93 842 30 90  
F 0034 93 842 31 24  
shop.barcelona@bodum.com

**BODUM® CAFE & OUTLET**

Las Rozas Village  
C/ Juan Ramon Jiménez, 3  
28230 Las Rozas  
T 0034 91 640 20 63  
F 0034 91 640 56 35  
shop.madrid@bodum.com

**SHOP-IN-SHOP**

La Oca Outlet  
Vinçon  
El Corte Inglés

**SWEDEN****BODUM® CAFE & HOME STORE**

Regeringsgatan 57  
11156 Stockholm  
T 0046 8 545 243 80  
F 0046 8 20 04 20  
shop.stockholm@bodum.com

**BODUM® HOME STORE**

NK Center  
Nordiska Kompaniet  
111 48 Stockholm  
T 0046 8 762 80 08  
F 0046 8 20 04 20  
shop.stockholm@bodum.com

**SWITZERLAND****BODUM® HOME STORE**

Eisengasse 5  
4051 Basel  
T 0041 61 263 06 60  
F 0041 61 263 06 61  
shop.basel@bodum.com

**BODUM® CAFE & HOME STORE**

Waisenhausplatz 22  
3011 Bern  
T 0041 31 318 23 00  
F 0041 31 318 23 01  
shop.bern@bodum.com

**BODUM® HOME STORE**

Weinmarkt 7  
6000 Luzern 5  
T 0041 41 412 38 38  
F 0041 41 412 38 39  
shop.luzern@bodum.com

**BODUM® HOME STORE**

Metallicenter  
Baarerstrasse 22  
6300 Zug  
T 0041 41 711 48 79  
F 0041 41 711 48 80  
shop.zug@bodum.com

**BODUM® HOME STORE**

Limmatquai 72  
8001 Zürich  
T 0041 1 253 17 15  
F 0041 1 253 17 18  
shop.zurich@bodum.com

**SHOP-IN-SHOP**

Coop City Warenhäuser  
Hubacher AG  
Jelmoli SA  
Loeb AG  
Manor AG

**TAIWAN****BODUM® HOME STORE**

No. 130, Sec. 4  
Chung Hsiao East Road  
106 Taipei  
T 00886 2 2740 6591  
F 00886 2 2740 6700  
victory9@ms9.hinet.net

**SHOP-IN-SHOP**

B1, Shin Kong Mitsukoshi  
Department Store - Tainan New Life  
8F, Shin Kong Mitsukoshi  
Department Store - Taichung  
B2, Building B, Chung Yo Department  
Store - Taichung  
4F, Idee Department Store  
7F, Far East Department Store -  
Pao Ching  
8F, Sogo Department Store -  
Chung Hsiao  
2F, Far East Department Store -  
Tao Yuan

**THAILAND****BODUM® CAFE & HOME STORE**

5F., Isetan Bangkok  
Central World Plaza  
4/1-2 Rajdamri Road / Pathumwan  
10330 Bangkok  
T 0066 2 336 0931 2  
F 0066 2 336 0932

**UN. ARAB EMIRATES****BODUM® CAFE & HOME STORE**

MERCATO Shopping Centre  
Shop No FF 14, First Floor  
Jumeirah  
Dubai  
T 00971 4 344 5994  
F 00971 4 344 5980  
lvzone@emirates.net.ae

**UNITED KINGDOM****BODUM® OUTLET STORE**

McArthurGlen Designer Outlet  
Unit 30  
Kimberly Way  
Ashford TN24 OSD  
T 0044 1233 640 461  
F 0044 1233 650 627  
shop.ashford@bodum.com

**BODUM® OUTLET STORE**

Unit 1A  
Pingle Drive  
Bicester Village  
Bicester OX26 6WD  
T 0044 1869 321 209  
F 0044 1869 321 209  
shop.bicester@bodum.com

**BODUM® OUTLET STORE**

McArthurGlen Designer Outlet  
Unit 76  
Kinsey Road / Ellesmere Port  
Cheshire Oaks CH65 9JJ  
T 0044 151 357 3074  
F 0044 151 355 9494  
shop.cheshireoaks@bodum.com

**BODUM® OUTLET STORE**

McArthur Glen Designer Outlet  
Unit 23 / Almondvale Ave.  
West Lothian  
Livingston EH54 6QX  
T 0044 1506 591 609  
F 0044 1506 417 724  
shop.livingston@bodum.com

**BODUM® HOME STORE**

24 Neal Street  
Covent Garden  
London WC2 9PS  
T 0044 20 7240 9176  
F 0044 20 7240 9176  
shop.nealstreet@bodum.com

**BODUM® OUTLET STORE**

McArthurGlen Designer Outlet  
Unit 66 / Mansfield Road  
South Normanton  
Mansfield DE55 2ER  
T 0044 1773 545 240  
F 0044 1773 545 243  
shop.mansfield@bodum.com

**BODUM® OUTLET STORE**

Unit 80  
Centre Management Offices  
Gunwharf Quays  
Portsmouth PO1 3TZ  
T 0044 2392 864 762  
F 0044 2392 862 937  
shop.portsmouth@bodum.com

**BODUM® OUTLET STORE**

McArthurGlen Designer Outlet  
Unit 91 / St Nicholas Avenue  
Fulford  
York YO19 4TA  
T 0044 1904 675 553  
F 0044 1904 675 551  
shop.york@bodum.com

**USA****BODUM® CAFE & HOME STORE**

3103 Knox Street  
Dallas, TX 75205  
T 001 214 522 0800  
F 001 214 522 1250  
knoxstreet@bodumusa.com

**BODUM® CAFE & HOME STORE**

413-415 W. 14th Street  
New York, NY 10014  
T 001 212 367 9125  
F 001 212 367 9128  
fourteenthstreet@bodumusa.com

**BODUM® CAFE & HOME STORE**

Space C103  
1750 Palisade Center Drive  
West Nyack, NY 10994  
T 001 845 358 7531  
F 001 845 358 7533  
palisades@bodumusa.com

## BODUM® Offices

## AUSTRALIA

**BODUM® (AUSTRALIA) PTY LTD**  
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Shop 2051  
500 Oxford Street  
Bondi Junction NSW 2022  
T 0061 2 9389 1488  
F 0061 2 9389 4896  
info@bodum.com.au

## BENELUX

**BODUM® (Benelux) B.V.**  
Beneluxstraat 2  
6014 CC Ittervoort / NETHERLAND  
T 0031 475 560 100  
F 0031 475 561 001  
bodum@bodum.nl

## CHINA

**BODUM® China Ltd.**  
Shanghai Office  
8011, Chinese Overseas Mansion  
129 Yanon Road West  
200040 Shanghai  
T 008621 6249 4561  
F 008621 6249 4562

## FRANCE

**BODUM® (France) SA**  
Parc haute technologie  
27, rue Georges Besse  
92183 Antony cedex  
T 0033 1 42 37 27 28  
F 0033 1 42 37 41 20  
info@bodum.fr

## GERMANY

**Peter BODUM® GmbH**  
Feldstrasse 3B  
Postfach 1164  
24559 Kaltenkirchen  
T 0049 4191 99 83 0  
F 0049 4191 29 69

## HONG KONG

**BODUM® Hong Kong Ltd.**  
**BODUM® Asia Ltd.**  
1501-2, 15/F Winsome House  
73 Wyndham Street  
Central  
Hong Kong  
T 00852 25 43 45 55  
F 00852 25 43 33 23

## ITALY

**BODUM® Italia S.r.l.**  
Via v. Monti 21  
20123 Milano  
T 0039 02 4800 36 30  
F 0039 02 4800 37 61  
info@bodum.it

## JAPAN

**BODUM® Japan Co., Ltd.**  
11-1 Sarugaku-cho  
Shibuya-ku  
150-0033 Tokyo  
T 0081 3 5458 2770  
F 0081 3 5459 8389

## NEW ZEALAND

**BODUM® (NEW ZEALAND) PTY LTD**  
Unit 6  
25 Airborne Road  
Albany  
Auckland  
T 0064 9 968 2620  
F 0064 9 968 2621  
info@bodum.co.nz

## PORTUGAL

**BODUM® (Portuguesa) S.A.**  
Zona Industrial Municipal-ADIÇA  
Apartado 8  
3460-909 Tondela  
T 00351 232 81 99 00  
F 00351 232 81 99 03  
bodum@bodum.pt

## SKANDINAVIEN

**BODUM® (SKANDINAVIEN) A/S**  
Hovedgaden 49  
2970 Hørsholm / DENMARK  
T 0045 49 14 80 00  
F 0045 49 18 18 44

## SINGAPORE

**BODUM® (Singapore) Pte Ltd.**  
Covent Garden Post Office  
P.O.Box 71  
Singapore 911633  
T 0065 6738 6082  
F 0065 6738 6982  
jchoo@bodum.com.sg

## SPAIN

**BODUM® (España) S.A.**  
Avenida Valdeleparra, 27  
Nave 15 , Edf. III  
28108 Alcobendas (Madrid)  
T 0034 91 661 39 78  
F 0034 91 661 38 79  
bodum@teleline.es

## SWITZERLAND

**BODUM® (Schweiz) AG**  
Kantonsstrasse 100  
Postfach 463  
6234 Triengen  
T 0041 41 935 45 00  
F 0041 41 935 45 80  
bodumag@bodum.com

## TAIWAN

**BODUM® Taiwan**  
7th Floor  
5 Kwo Kang Road  
205 Keelung City  
T 00886 2 24 58 38 48  
F 00886 2 24 58 38 36  
bodumtwn@ms43.hinet.net

## UNITED KINGDOM

**BODUM® (UK) Ltd.**  
Phillips House  
Tithe Barn Way  
Swan Valley  
Northampton, NN4 9BA  
T 0044 1604 595650  
F 0044 1604 595651

## USA

**BODUM® Inc.**  
1860 Renaissance Blvd.  
Suite 201  
Sturtevant, WI 53177  
T 001 262 884 4650  
F 001 262 884 4655  
info@bodumusa.com

**2 YEARS LIMITED WARRANTY CERTIFICATE. 3020 USA GRANOS ESPRESSO MACHINE**  
**CERTIFICAT DE GARANTIE LIMITÉE DE 2 ANS. 3020 USA GRANOS MACHINE À ESPRESSO**  
**CERTIFICADO DE GARANTÍA LIMITADA DE 2 AÑOS. 3020 USA GRANOS MÁQUINA DE ESPRESSO**

Proof of purchase  
Cachet du revendeur  
Sello de la empresa



Date  
Date  
Fecha



**WARRANTY SERVICE FOR USA – CANADA**

**For more information or questions, warranty claim and return authorization**

**FREE CALL – 1.800.23.BODUM/WARRANTY@BODUMUSA.COM**

**WARRANTY CLAIM CAN NOT BE DONE WITHOUT PROOF OF PURCHASE.**



[www.bodum.com](http://www.bodum.com)