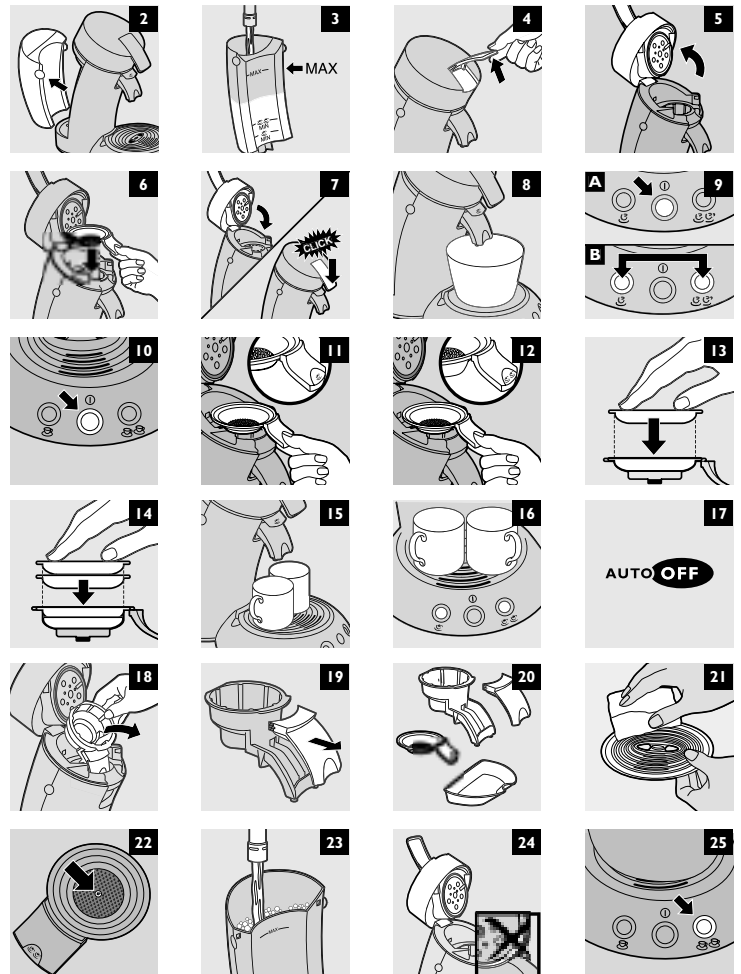
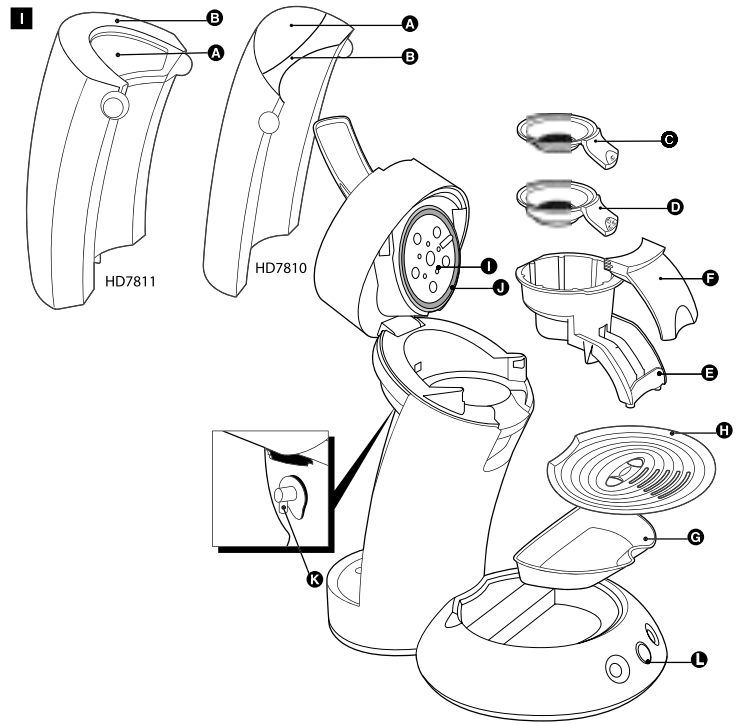


# Senseo®

## HD7811, HD7810

### Coffee Machine



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.

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## Introduction

With the Senseo® coffee machine by Philips you can enjoy a perfect cup of coffee - topped with a rich crema layer - whenever you feel like it. Each cup is freshly brewed, so you're always sure of that pure, smooth taste. The unique Senseo® brewing system from Philips in combination with the special Senseo® coffee pods from Douwe Egberts make sure you get only the very best in flavour and aroma from freshly roasted 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, you should keep the following aspects in mind:

### Fresh water

Use fresh water every day. If you have not used the machine for some time, rinse the water reservoir, fill it with fresh water and flush the machine before you use it again (see 'Preparing the machine for use').

### Fresh coffee pods

Use the Senseo® coffee pods that have been specially developed by Douwe Egberts for your Senseo® coffee machine for a full, round taste. The Douwe Egberts Senseo® coffee pods will stay fresh longer if you close the package by means of the keep-fresh seal after use or if you store them in a storage container.

### A clean machine

Clean and descale your Philips Senseo® coffee machine regularly (see '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 'Preparing the machine for use').

## General description (fig. 1)

- A** Water reservoir
- B** Lid of water reservoir
- C** 1-cup pod holder
- D** 2-cup pod holder
- E** Coffee outflow unit
- F** Cover of coffee outflow unit
- G** Drip tray
- H** Cup tray
- I** Water distribution plate
- J** Sealing ring
- K** Outflow valve
- L** Pilot light

**Important**

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




- ▶ Check if the voltage indicated on the bottom of the machine corresponds to the local mains voltage before you connect the machine.
- ▶ Do not use the machine if the plug, the cord or the machine itself is damaged. The mains cord may only be replaced and other repairs may only be carried out by Philips or a service centre authorised by Philips in order to avoid hazardous situations.
- ▶ 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.
- ▶ Do not use the machine in combination with a transformer, as this could cause hazardous situations.
- ▶ Put the machine on a flat, stable surface outside the reach of children and make sure children do not play with the machine. Never let the machine operate unattended.
- ▶ Do not use the machine at altitudes higher than 1500 metres above sea level.
- ▶ The machine does not work at temperatures below 10°C.
- ▶ Flush the coffee machine with fresh water before using it for the first time (See 'Preparing the machine for use'). This will cause the boiler to fill with water, which is essential for the machine to work properly.
- ▶ Do not use the Senseo® machine in combination with water softeners based on sodium exchange.

**Preparing the machine for use****NB: YOU CANNOT BREW COFFEE IF YOU HAVE NOT FLUSHED THE SENSEO® COFFEE MACHINE FIRST!**

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

Flush the machine in the following way:

- 1** Remove the water reservoir (fig. 2).
- 2** Fill the water reservoir with cold water up to the MAX indication and put it back into the machine (fig. 3).
- 3** Release the lid by moving the lever upwards (fig. 4).
- 4** Open the lid (fig. 5).
- 5** Put the 1-cup or 2-cup pod holder in the machine without pod(s) (fig. 6).
- 6** Close the lid and lock the lever (fig. 7).
  - ▶ *Make sure the lever is properly locked by pushing it down until it snaps home with a click.*
  - ▶ *Never flush the machine with the lid open. The lid must be properly locked.*
- 7** Put the plug in an earthed wall socket.
- 8** Put a bowl (with a capacity of at least 1500 ml) under the coffee outflow openings to collect the water (fig. 8).



- 9 Press on/off button  and subsequently press buttons  and  briefly at the same time (fig. 9).
- ▶ The machine will fill itself with water from the water reservoir. This will take some time and you will probably not notice that this is happening. After a while, the machine will start flushing and it will switch itself off after the flushing cycle. During the flushing cycle the machine produces more noise than during a regular brewing cycle.
- ▶ Before using the machine for the first time, clean the coffee outflow unit and the pod holders with hot water and some washing-up liquid or in a 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 into 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), 10 cups (HD7811)). This makes it unnecessary to fill the water reservoir each time you want to make a cup of coffee.

- 2 Press on/off button  (fig. 10).



The pilot light blinks while the water is heating up. Heating up takes approx. 90 seconds.

- ▶ The coffee machine is ready for use when the pilot light burns continuously.

- 3 Release the lid by moving the lever upwards (fig. 4).

- 4 Open the lid.

- 5 First place the appropriate pod holder in the machine.

- ▶ Make sure the pod holder is clean and the small hole in the centre is not clogged, e.g. 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  button (fig. 11).
- ▶ 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  button (fig. 12).

- 6 Next, place the Senseo® coffee pod(s) properly in the centre of the pod holder, with the convex side pointing downwards.

- ▶ Use Senseo® coffee pods from Douwe Egberts especially designed for your Senseo® coffee machine for a full and round taste.
- ▶ Place 1 Senseo® coffee pod in the 1-cup pod holder (fig. 13).
- ▶ Place 2 Senseo® coffee pods in the 2-cup pod holder (fig. 14).

- ▶ *Make sure the coffee in the pod(s) is evenly distributed and press the pod(s) lightly into the pod holder.*
- ▶ *Never use torn pods or normal ground coffee, as this could cause the machine to become blocked.*

**7** Close the lid and lock the lever (fig. 7).

Always check if the lid is properly locked. The lever must be pushed down until it snaps home with a click.

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

**8** Place one cup or two cups under the outflow openings (fig. 15).

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

**9** Press the button indicating the number of cups of Senseo® coffee you want to brew (fig. 16).

- ☺ 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 ⓪. If you switch the machine back on after having interrupted the brewing process, the machine will not complete the interrupted brewing cycle.

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

**If the cups are only half full when the machine stops brewing, there was not enough water left in the water reservoir to brew two cups. To obtain two full cups, fill the water reservoir and press button ° for one cup. The two cups will then be filled completely.**

**10** Remove the coffee pod(s) after use by lifting the pod holder out of the machine and emptying it.

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

**Tips**

- ▶ By rinsing the pod holders and the coffee outflow unit regularly, you will make sure that the coffee always tastes optimally.
- ▶ The Senseo® coffee will taste best if you stir it before drinking it.
- ▶ If you intend to make another cup of Senseo® coffee later, just leave the coffee machine switched on. The machine will automatically switch itself off after 1 hour (fig. 17).

**Cleaning**

**Never immerse the Senseo® coffee machine in water.**

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

**1** Always unplug the machine before cleaning it.**2** Clean the outside of the machine with a moist cloth.**3** Remove the coffee outflow unit (fig. 18).

- ▶ You can disassemble the coffee outflow unit for more thorough cleaning! (fig. 19).

**4** Clean the coffee outflow unit and the drip tray in hot water, if necessary with some washing-up liquid, or in the dishwasher (fig. 20).

**5** Hold the cup tray in your hand while cleaning it with hot water, if necessary with some dish soap. (fig. 21).

The cup tray can also be cleaned in the dishwasher.

To clean the cup tray, remove it from the machine, as it might prove sharp when 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. 22).

Check if the hole in the centre of the pod holders is not clogged. If the hole is clogged, unclog it by holding the pod holder under a running tap. If necessary, you can use a washing-up brush or a pin to unclog the hole.

**7** Clean the water reservoir in hot water, if necessary with some washing-up liquid (fig. 23).

- ▶ *The cover of the water reservoir can be removed to allow thorough cleaning of the inside.*
- ▶ *If you are using 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 plate with a moist cloth (fig. 24).


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

## Descaling

Regular descaling will prolong the life of the coffee machine and will guarantee optimal brewing results for a long time. If the machine is used twice a day on average, it must be descaled 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 into the coffee machine (fig. 2).

Use a descaler based on citric acid.


**2** Press on/off button  (fig. 10).

The machine is ready for use when the pilot light burns continuously.

**3** Place the 1-cup pod holder in the coffee machine, preferably with a used coffee pod in it. Close the lid and make sure it is properly locked.

We advise you to put a used coffee pod in the pod holder when you descale the machine. This pod will serve as a 'filter' to prevent the hole in the pod holder from getting clogged with scale residues.

**4** Put a bowl with a capacity of at least 1500 ml under the coffee outflow openings to collect the mixture of descaler and water (fig. 8).

**5** Press the  button for 2 cups and let the appliance operate. Repeat this until the water reservoir is empty (fig. 25).

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

- 6** Repeat steps 1 to 5 with a new mixture of descaler and water.
- 7** Empty the water reservoir to remove the mixture of descaler and water. 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 hole in the centre from getting clogged.

### **Frost-free storage**

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

### **Replacement**

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

### **Replacing the mains cord**

If the mains cord of the Senseo® coffee machine is damaged, it may only be replaced by Philips or a service centre authorised by Philips in order to avoid hazardous situations.

### **Guarantee & service**

If you need service or information or if you have a problem, please consult the worldwide guarantee leaflet or visit our Web site: [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.

For the UK and Ireland the telephone numbers are:

- United Kingdom: 0845-6010354 (calls charged at local rate)
- Ireland: 353 17640 000



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

### **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 pilot light continues to blink slowly	You have not yet flushed the coffee machine. See 'Preparing the machine for use'.
	You have used the Senseo® coffee machine at an altitude higher than 1500 metres above sea level. This has caused the water in the machine to start boiling before it has reached the required temperature, which prevents the machine from functioning properly. Switch the machine off and no longer use it at altitudes higher than 1500 metres above sea level.
The Senseo® coffee machine does not produce coffee when used for the first time	You have not flushed the coffee machine before using it for the first time. As a result, the boiler is not filled completely. Flush the coffee machine (see 'Preparing the machine for use') before you start brewing coffee.
The pilot light continues to blink rapidly	Make sure that: <ul style="list-style-type: none"> <li>the water reservoir has been properly placed;</li> <li>there is enough water in the water reservoir (i.e. above the ☺ MIN level if you want to brew 1 cup);</li> <li>the ambient temperature is not lower than 10°C. If it is, the appliance will not function properly.</li> </ul>
Water leaks from the coffee machine	Make sure that: <ul style="list-style-type: none"> <li>the lid is properly closed (the lever must be properly locked);</li> <li>the water reservoir has not been filled beyond the MAX level;</li> <li>the hole in the centre of the pod holder is not clogged. If it is, unclog the hole by holding the pod holder under a running tap. If necessary, you can use a washing-up brush or a pin to unclog the hole;</li> <li>the coffee pod has been put properly in the centre of the pod holder;</li> <li>the sealing ring has not got stuck under the edge of the water distribution plate (see drawing at the beginning of these instructions for use).</li> </ul> <p>NB: It is perfectly normal for some drops of water to spill onto the worktop. This may happen, for instance, when you place or remove the water reservoir. Be careful when removing used coffee pods, for there may still be some water on the pods.</p> <p>Do not remove the water reservoir when the coffee machine is heating up, as this may cause some water to leak out of the machine (this water would normally end up in the water reservoir).</p> <p>In all other cases, contact the Philips Customer Care Centre in your country.</p>
The lid cannot be opened.	A vacuum may have temporarily formed under the lid. <ul style="list-style-type: none"> <li>Switch the machine off. Pull the lever up as far as it will go and wait 24 hours before opening the lid. You may need to use quite some force.</li> <li>Make sure that the hole in the centre of the pod holder is not clogged. If it is, unclog the hole by holding the pod holder under a running tap. If necessary, you can use a washing-up brush or a pin to unclog the hole.</li> <li>If problems continue to occur, contact the Philips Customer Care Centre in your country.</li> </ul>
The coffee machine produces less coffee than before.	Descale the machine (see 'Descaling').
The lid cannot be closed properly.	Check if a used coffee pod is sticking to the water distribution plate. If this is the case, remove the used pod.



Problem	Solution
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.	<p>Make sure that:</p> <p>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  button. Use 2 pods in combination with the 2-cup pod holder and the  button;</p> <p>the coffee pod(s) has/have been placed properly in the centre of the pod holder, to prevent water from escaping along the edge of the pod(s). When you are using two coffee pods on top of each other, make sure that the convex sides of both pods are pointing downwards and press the pods lightly into the pod holder;</p> <p>you have not used the same pod twice by accident;</p> <p>the coffee in the pod is evenly distributed;</p> <p>If you prefer a more robust flavour, Senseo® coffee pods with a stronger blend are available.</p>
The Senseo® coffee is too strong	If you prefer a milder flavour, Senseo® coffee pods with a milder blend are available.
The coffee is not hot enough	Do not use cups that are too large, as they will cause the coffee to get cold more quickly. When using cups, make sure they have a capacity of 150 ml. When using a mug, make sure it has a capacity of 280 ml.