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Why won't my nescafe dolce gusto work

Image: you tube. Automatic or capsule-based coffee machines, such as a Dolce Gusto machine, are very handy and practical for everyday use, whether at home or at work. One of their main advantages of this coffee machine is that they don't get dirty easily or need thorough daily cleaning. In addition, this method of making coffee is quicker than other methods such as instant coffee or a Moka pot.The one thing about Dolce Gusto machines is that they do require descaling. Luckily for you, this process is easy! For more, keep reading here at oneHOWTO where we offer a detailed step-by-step of how to descale a Dolce Gusto machine. Are you wondering how to descale a Dolce Gusto machine? If so, follow these simple steps on how to descale a Nescafe Dolce Gusto machine: Descaling Dolce Gusto: option 1The first step on our simply Dolce Gusto coffee machine manual is to get rid of capsules. In order to descale a Dolce Gusto machine, you should first remove any coffee capsules, if left inside.Next,check the Dolce Gusto capsule dispenser to make sure it's empty. Once you've made sure it's empty, put it back.Next, fill the water tank in your Dolce Gusto coffee machine up to about 500ml.Open the coffee machine descaler product (Liquid water descaling kit). You can find this product in supermarkets and hardware stores. If you can't find any, then you can descale Dolce Gusto with vinegar, but we don't recommend this for automatic coffee machines. Read how can I clean my coffee make with vinegar. Pour the liquid contents of the Dolce Gusto descaling product into the tank with water. Make sure to follow the instructions on the packaging. Replace the tank onto the machine and turn it on.Place a container under the coffee spout, ideally something that you can easily discard or clean afterwards, as the descaler product can be toxic.Press the coffee machine button. Activate the water outlet as if you were going to whip up a coffee, emptying the tank and cleaning the Dolce Gusto machine. It is normal that the water appears cloudy at first. Repeat the process as many times as is necessary, emptying all of the liquid in the coffee machine.Then, fill the tank with clean water. Immediately refill the tank with clean fresh water to rinse out the Dolce Gusto descaling product properly. Once the water runs completely clear in color, your Dolce Gusto coffee machine has officially been descaled and cleaned properly, you can then use it as your normally would.Descaling Dolce Gusto: option 2Fill the tank with water, descaling solution or vinegar.Make sure the pod is empty and arm is lowered.Press and hold down on the on/off button until it blinks.Additionally, if you don't have descaling solution or vinegar, you can also opt for citric acid to descale your coffee machine. So, you don't have any descaler at home and are looking for an alternative descaler. Here are your two best options:Citric acidWhen using citric acid as a descaler we recommend using 1 part acid to 20 part water. VinegarWhen using vinegar to descale a coffee machine, we recommend using a 50/50 ratio. With both of the above methods, we recommend running water cycles 4-5 times to make sure all leftover taste and smell is well removed. Have you noticed that your red light is flashing on your Dolce Gusto machine and are not sure why? In this case, after descaling it and cleaning it, the first thing you should do is turn it off and then on again (by pushing on/off button). If this doesn't work, unplug it from the socket and then plug it back in. If you want to read similar articles to How to Descale a Dolce Gusto Coffee Machine, we recommend you visit our Maintenance and home security category. © 1996-2014, Amazon.com, Inc. or its affiliates After less than 1 years actual use (3 years ownership) our Dolce Gusto coffee machine doesn't work anymore. This annoys me because we've had so little use from it, and also I don't like just throwing it away. Besides, it does make nice coffee. As we've had it for nearly 3 years it's out of the 2 year warranty. I've contacted Nescafe, who haven't yet got back to me, but I'm guessing the repair costs will be getting on for the price of a new one. I'd have a look at it myself, but it's got some odd hexagonal screws so I really don't think Nescafe are encouraging you to mess around with the innards. Does anyone have any experience with either fixing these machines, or know somewhere I can send it for repair? The machine fails to switch on, so it could be something wrong with the power supply. I've tried changing the fuse, no joy. You could look under the sale of goods act. It should still be covered by that. If its Rosen down doing nothing more than what it is deigned to do - make coffee , then you could argue with Nescafé that it should be replaced or fixed free of charge. You could threaten small claims court and would prob win. Others will know more than me but worth a shot Posting correct information since 2009 "manager of 6 teams" You could look under the sale of goods act. It should still be covered by that. If its Rosen down doing nothing more than what it is deigned to do - make coffee , then you could argue with Nescafé that it should be replaced or fixed free of charge. You could threaten small claims court and would prob win. Others will know more than me but worth a shot Really? For a 3 year old machine that's out of warranty. Stuff breaks... either replace or repair. Agreed it's bloody annoying. I'd suggest talking nice, rather, than nasty to Nescafe and see how it goes. Depends if you can demonstrate it's had an easy life. What's wrong with it? If it's a problem with water flow, poke a pin up the hollow needle that pierces the pods. BTW, I got rid of mine and never looked back. What's wrong with it? If it's a problem with water flow, poke a pin up the hollow needle that pierces the pods. BTW, I got rid of mine and never looked back. There's no life when you try to switch the power on. What did you replace yours with? I'm thinking of getting a Tassimo T20 We've had a Tassimo, can't remember the model number off the top of my head, since last Christmas, absolutely love it, makes great drinks, they aren't cheap, the machines or the discs, but we think it's worth it. Xbox Live Gooner1, PSN MonkeyGooner You have checked the fuse in the plug and made sure the socket outlet is working , haven't you Call me Paul Really? For a 3 year old machine that's out of warranty. Stuff breaks... either replace or repair. Agreed it's bloody annoying. I'd suggest talking nice, rather, than nasty to Nescafe and see how it goes. Depends if you can demonstrate it's had an easy life. sale of goods act state that an item should have a reasonable life if it completeleing the task it was intended for. For example a coffee machine which breaks after only 3 years could be seen as unacceptable if it has been only doing the job it was intended for - ei making coffee. Posting correct information since 2009 "manager of 6 teams" sale of goods act state that an item should have a reasonable life if it completeleing the task it was intended for. For example a coffee machine which breaks after only 3 years could be seen as unacceptable if it has been only doing the job it was intended for - ei making coffee. But you would need to prove it was inherently faulty after this length of time , also , who is to say it hasn't been used a million times Call me Paul BTW, I got rid of mine and never looked back. Did you replace it with something? I'm goign to be in the market for a coffee maker at some point in the near future... B&W 805S F B&W HTM4S C --> B&W M1 R -> Wii U: imbw42 Denon 2500BT -> Arcam AVR600 -> Sony HW40WS PJ -> 106" Screen "If you've ever read a two metre HDMI cable review claiming better image detail, blacks or motion handling, they either have an agenda or a fundamental ignorance of digital signals" AVForums Did you replace it with something? I'm goign to be in the market for a coffee maker at some point in the near future... Plenty of info, advice & discussion over in the home appliances forum regarding coffee machines. By the way, Nescafé don't make Dolce Gusto machines, they only supply the coffee pods. Krupps & De'Longhi are the main two manufacturers. Any opinions I express are my own & not those of AV Forums If it were me, I'd say that 3 years is a good life. Yes it should have lasted longer, and yes I would be a little miffed. But it's too old for me to do anything about it beyond a polite plea for help to the manufacturer. I certainly wouldn't bother pursuing SOGA through the small claims court , too much hassle for a relatively inexpensive item that has lasted a reasonable time. If you want a pod system with long customer support then go Nespresso. They seem to operate very differently, because you can only buy the pods directly from them. I suspect that their business comes from the pods rather than the machines and when your machine breaks you stop buying pods. When I've had problems with my machines, Nespresso couldn't act quick enough to get them replaced. Cheers, Nigel Last edited: Sep 10, 2012 If it were me, I'd say that 3 years is a good life. I'd have to disagree there. For a machine that costs over £100, I would expect greater longevity. And it's only really been in actual use for about 1 year, but obviously I can never prove that. If you want a pod system with long customer support then go Nespresso. They seem to operate very differently, because you can only buy the pods directly from them. I suspect that their business comes from the pods rather than the machines and when your machine breaks you stop buying pods. When I've had problems with my machines, Nespresso couldn't act quick enough to get them replaced. Cheers, Nigel I tried pointing this out to Nescafe. I'm aware that they don't manufacture the machine, but I thought the pods were supplied by them. You'd think that fixing this would be a priority, as I'm never going to buy another Nescafe pod with a busted machine. I'd have to disagree there. For a machine that costs over £100, I would expect greater longevity. And it's only really been in actual use for about 1 year, but obviously I can never prove that. . exactly what im getting at , its about the respective cost. If the machine had cost £20 and was a tesco value jobby then a years use may have been acceptable. But its high price for a luxury item , so something i would persue. whether or not its been used for 1 or 3 years it will still be covered under SOGA for up to 5 years. Its the principle of the thing linked to the cost. If you bought a TV for £400 which is a comparative price in regards to a £100 coffee maker and it went after 3 years would you accept it or look for the company to replace/fix it ? Im not saying you should go in all guns blazing but i wouldnt be looking to chuck a £100 away, id be polite - and yes it is a bit of hassle going to whole SOGA act - but ultimately £100 is a £100 Posting correct information since 2009 "manager of 6 teams" The onus is on the OP to prove that it had an inherent manufacturing fault , so it would need an independent engineers report , how much would that cost ? Call me Paul Personally. I don't think you will get far with a court case. Can't say for Dolce Gusto, but the instructions for my Nespresso have comprehensive cleaning instructions and I can imagine it is the same for the Dolce Gusto. My Nespresso manual instructs me to clean it very regularly (with partial disassembly) and also to use the official Nespresso cleaning/descaling kit on a regular basis. I do clean it, but not as often as they suggest but I have never used the official cleaning/descaling kit. I would imagine that if I were to go to court, they would be able to bring this up and under oath I would have to admit that I had never used their official cleaning kit as directed, and they would point out that this was the probable cause of the failure. So it would be concluded that failure resulted because I did not operate it in accordance with the instructions. Cheers, Nigel exactly what im getting at , its about the respective cost. If the machine had cost £20 and was a tesco value jobby then a years use may have been acceptable. But its high price for a luxury item , so something i would persue. whether or not its been used for 1 or 3 years it will still be covered under SOGA for up to 5 years. Its the principle of the thing linked to the cost. If you bought a TV for £400 which is a compartive price in regards to a £100 coffee maker and it went after 3 years would you accept it or look for the company to replace/fix it ? Im not saying you should go in all guns blazing but i wouldnt be looking to chuck a £100 away, id be polite - and yes it is a bit of hassle going to whole SOGA act - but ultimately £100 is a £100 But unfortunately it's nigh-on impossible to just say 'This should have lasted longer' and go to small claims As paulyoung666 pointed out that you need to know that the reason it's not working is due to an inherent fault. An item may not have failed, it may have been broken or damaged. As such, the SOGA protects retailers as well as consumers, otherwise everyone would just return everything that stopped working The period it's 'covered' for under SOGA is up to 6 years, but this doesn't mean the item has to last 6 years, only as long as is fair to expect. Unfortunately, it'd be rather difficult to make a case based around only having used it for 1 year if you've owned it for 3. If something had clearly worn out, then it'd be much easier to argue unsatisfactory durability. But that might not be what's wrong. The OP would probably need to have the machine examined and verified as faulty if he wanted to immediately proceed with small claims. I think the best option is appealing to the manufacturer or seller in the meantime. I have a coffee machine too, and the maintenance you're supposed to carry out with mine is a total pain in the arse. I don't imagine too many people follow the instructions to the letter, but the manufacturer are just covering themselves in case it goes faulty. I'd have a look at it myself, but it's got some odd hexagonal screws so I really don't think Nescafe are encouraging you to mess around with the innards. I take it these aren't the regular allen key type screw heads? Maybe a Torx head which is more of a 'star' shape. Can't imagine what else you might mean. Having said that if it is either of the above and you're not familiar with them, perhaps it's best not to try opening yourself. Typical of made to price products these days as nothing seems to be made for easy repair, only replacement. My parents have a 'proper' coffee machine that has the steam powered milk frother on it and they can buy a service kit for it, but I believe it cost over £400. Funny thing is I find the coffee a bit sickly so much to my Mum's annoyance I end up having an instant instead of her 'posh' coffee. After less than 1 years actual use (3 years ownership) our Dolce Gusto coffee machine doesn't work anymore. This annoys me because we've had so little use from it, and also I don't like just throwing it away. Besides, it does make nice coffee. As we've had it for nearly 3 years it's out of the 2 year warranty. I've contacted Nescafe, who haven't yet got back to me, but I'm guessing the repair costs will be getting on for the price of a new one. I'd have a look at it myself, but it's got some odd hexagonal screws so I really don't think Nescafe are encouraging you to mess around with the innards. Does anyone have any experience with either fixing these machines, or know somewhere I can send it for repair? The machine fails to switch on, so it could be something wrong with the power supply. I've tried changing the fuse, no joy. It is a tork screwdriver, I managed to open up mine and found broken pieces inside. As with your machine mine was only about 3 year's old, so as I thought it's out of warranty and if repairable would cost more than buying a new machine. I just bought a new machine. Unfortunately I don't think manufacturers don't want these sort of products to last they want you to buy a new machine. If you enjoy the coffee the machine makes you are going to go out and buy a new machine as that is your only option. It's not fair but it's all about making money for these companies. I think he may have replaced it by now seeing as the post is from 2012

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