

DOUWE
EGBERTS
SINCE 1753

DE

Senseo®

**HD7858, HD7857,
HD7856, HD7855**

User manual



PHILIPS

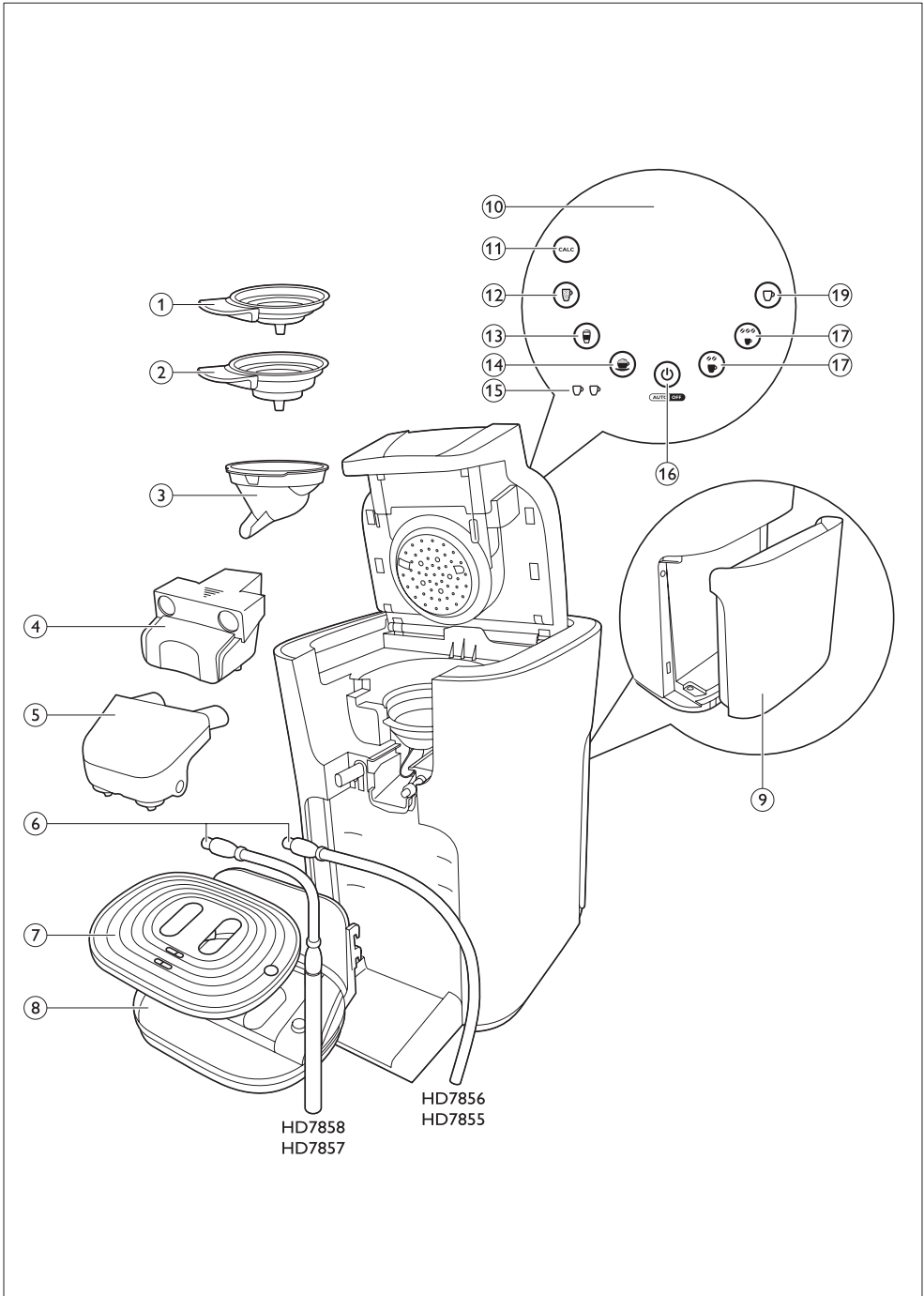


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1 Introduction

Congratulations on your purchase and welcome to Philips! To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.

1.1 SENSEO® coffee system

Make your coffee moments truly special with SENSEO®. This unique system combines the easy-to-use Philips SENSEO® coffee machine with the specially developed D.E Master Blenders SENSEO® coffee pods, giving you a full, smooth coffee with a delicious foam layer.

D.E Master Blenders 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. Discover all SENSEO® coffee blends at www.senseo.com.

To ensure a smooth and full coffee taste, you should keep the following things in mind:

Fresh coffee pods

Use the SENSEO® coffee pods that have been specially developed by D.E Master Blenders for your SENSEO® coffee machine for a full, round taste. D.E Master Blenders SENSEO® coffee pods stay fresh longer if you store them in an airtight storage container.

Fresh water

Use fresh water every day. If you have not used the coffee machine for one day, you have to flush it with fresh water before you use it again.

2 General description

- 1 1-cup pod holder ☞
- 2 2-cup pod holder ☞☞
- 3 Coffee collector
- 4 Coffee spout
- 5 Milk spout
- 6 Milk tube
- 7 Cup tray
- 8 Removable drip tray
- 9 Water reservoir
- 10 Touch panel with recipe buttons
- 11 CALC button
- 12 Café Latte button
- 13 Latte Macchiato button
- 14 Cappuccino button
- 15 Cup indicators
- 16 On/off button
- 17 Regular coffee button
- 18 Strong coffee button
- 19 Milk only button

3 Important

Read this user manual carefully before you use the machine and save it for future reference.

Danger

- Never immerse the machine in water or any other liquid.

Warning

- Check if the voltage indicated on the bottom of the machine corresponds to the local mains voltage before you connect the machine.

- This machine can be used by children aged from 8 years and above and by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the machine in a safe way and if they understand the hazards involved.
- Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised.
- Keep the machine and its cord out of the reach of children aged less than 8 years.
- Children should be supervised to ensure that they do not play with the machine.
- Do not use the machine if the plug, the mains cord or the machine itself is damaged.
- If the mains cord is damaged, you must have it replaced by Philips, a service centre authorised by Philips or similarly qualified persons in order to avoid a hazard.

Caution

- Always return the machine to a service centre authorised by Philips for examination or repair. Do not attempt to repair the machine yourself, otherwise your guarantee becomes invalid.
- Do not use the machine in combination with a transformer, as this could cause hazardous situations.

- Always put the machine on a flat and stable surface. Keep it in upright position, also during transport.
- Do not place the machine on a hotplate, directly next to a hot oven or similar source of heat.
- Do not keep the machine at temperatures below 0°. Water left in the heating system may freeze and cause damage.
- Never pour milk, coffee, hot water or carbonated water into the water reservoir.
- Never put normal ground coffee or use torn pods in the machine, as this causes it to become blocked.
- Never flush the machine or let it brew coffee when the spout is not in place.
- This machine is intended for normal household use only. It is not intended for use in environments such as staff kitchens of shops, offices, farms or other work environments. Nor is it intended to be used by clients in hotels, motels, bed and breakfasts and other residential environments.

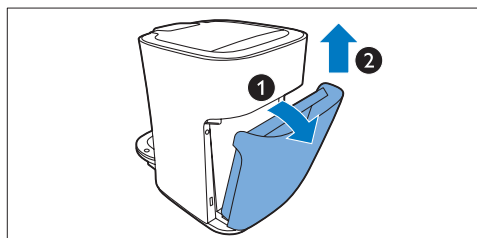
4 Flushing the machine before first use

It is important that you flush your SENSEO® coffee machine before first use. After the flushing cycle, the machine is ready for brewing SENSEO® coffee.

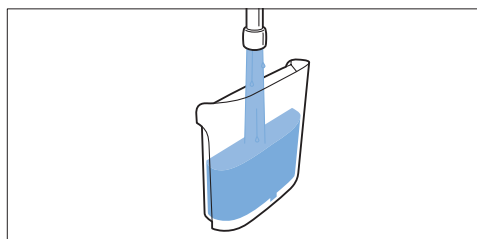
! Caution:

Never interrupt the flushing cycle halfway. If you do, the boiler does not fill itself properly.

- 1 Tilt the water reservoir backwards (1) and lift the water reservoir off the machine (2).



- 2 Fill the water reservoir.

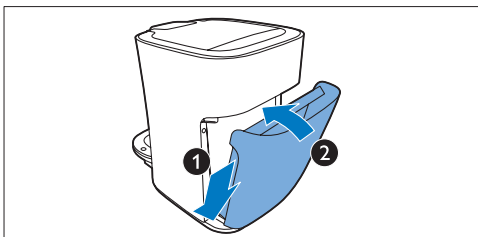


3.1 Compliance with standards

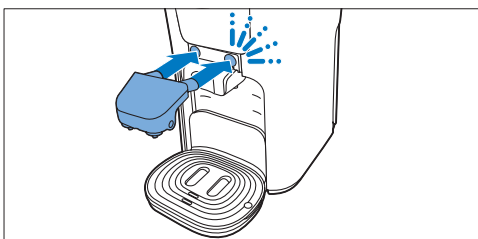
This Philips machine complies with all applicable standards and regulations regarding exposure to electromagnetic fields.

The energy consumption of this machine in off mode is less than 0,5 watt. This means that this machine complies with European Directive 2009/125/EC, which sets the ecological design requirements for energy-using products.

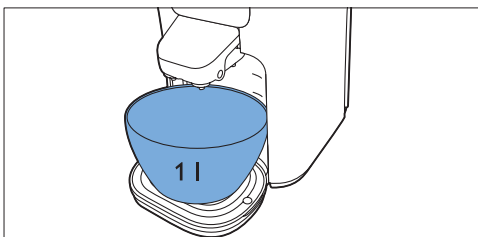
- 3** Tilt the water reservoir and place the bottom back onto the machine (1). Then press the top of the water reservoir towards the machine (2).



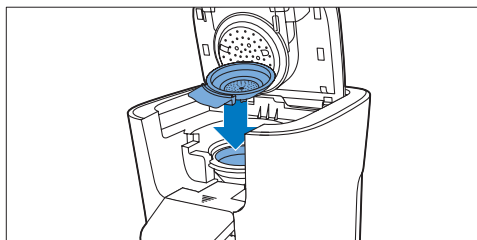
- 4** Slide the milk spout onto the machine. Make sure you attach the milk spout by sliding it over the guiding rails on the coffee spout. You hear a click sound when the spout is attached properly.



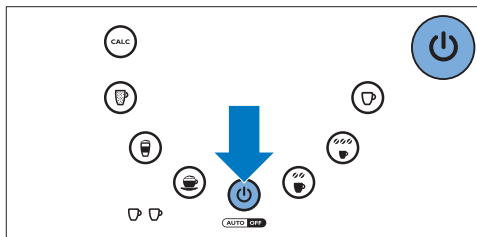
- 5** Place a bowl with a capacity of at least 1 litre under the coffee spout.



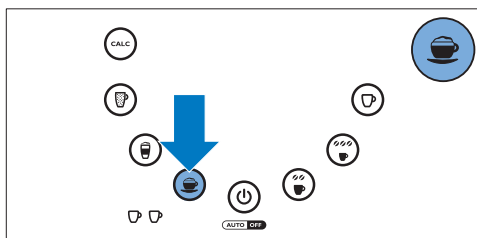
- 6** Make sure a pod holder, without pod or pods, is in place.



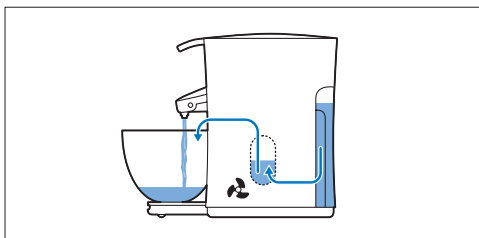
- 7** Put the plug in an earthed wall socket.
8 Press the on/off button. The button lights up to indicate that you have to flush the machine.



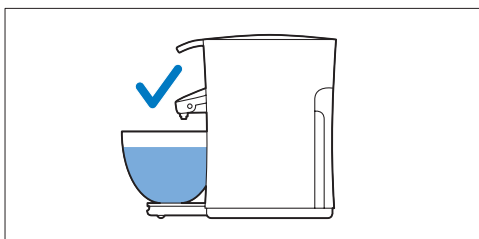
- 9** To start flushing, press any of the recipe buttons.



- *During the flushing cycle, the boiler fills itself with water from the water reservoir and cold water comes out of the coffee spout. During the flushing cycle, the machine produces more noise than during a regular brewing cycle.*



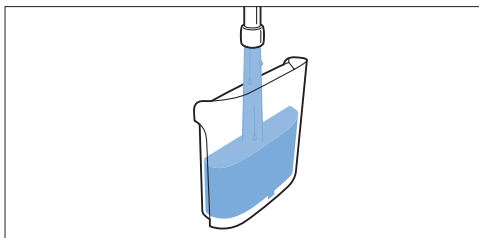
- When all the water in the water reservoir has been used up, the flushing cycle is finished and the machine switches off. You may notice some steam coming from the machine, this is normal.



- 10** Fill the water reservoir with fresh tap water and place it back onto the machine.

5 Brewing black SENSEO® coffee

- 1** Make sure that the water reservoir is filled with fresh cold tap water:

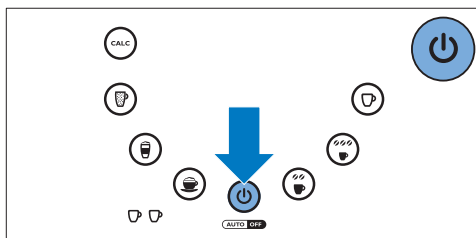


* Tip:

Use fresh water every day.

- 2** Put the plug in an earthed wall socket.

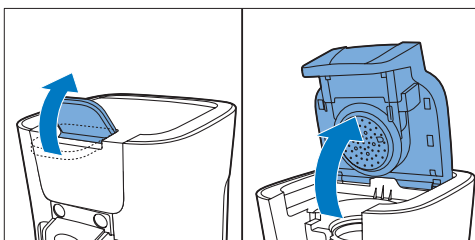
- 3** Press the on/off button. The on/off button flashes slowly while the water heats up.



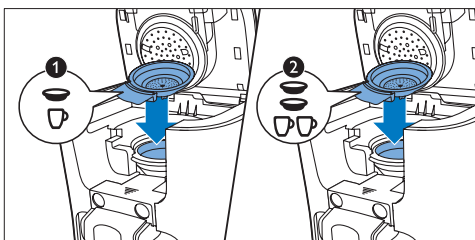
⚠ Note:



If the on/off button flashes rapidly, the water reservoir does not contain enough water for brewing one cup of coffee.

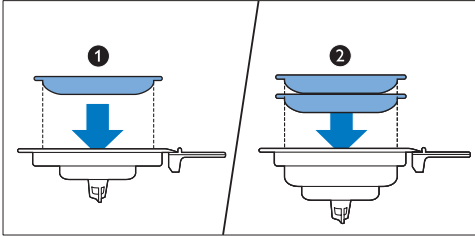
- 4** Pull the lid lever upwards to open the lid.



- 5** If you want to make one cup of SENSEO® coffee, place the 1-cup pod holder ☞ in the machine (1). If you want to make two cups, put the 2-cup pod holder ☞☞ in the machine (2). Make sure the pod holder is clean.



- 6** Place 1 coffee pod in the 1-cup pod holder  (1) or place 2 coffee pods in the 2-cup pod holder  (2). Place the pod or pods properly in the centre of the pod holder, with the convex side pointing downwards. Press the pod or pods lightly into the pod holder.



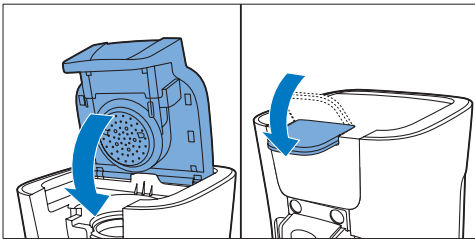
 **Note:**

Make sure the coffee in the pod or pods is evenly distributed.

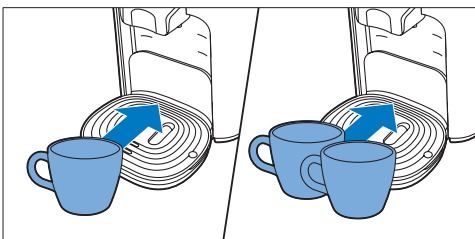
 **Caution:**

Never put normal ground coffee or use torn pods in the SENSEO® machine, as this causes it to become blocked.

- 7** Close the lid and lock the lever.



- 8** Place one cup or two cups under the spout openings. Use the markings on the drip tray to place the cup or cups.



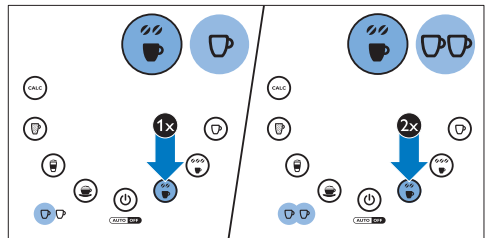
 **Note:**

You can adjust the height of the drip tray or remove the drip tray to be able to place higher cups.

 **Note**

The cups you use should have a capacity of at least 150ml when you brew regular coffee or 100ml when you brew strong coffee. Do not use cups that are too large, as they cause the coffee to get cold more quickly.

- 9** Press the button with two coffee beans for a regular cup of coffee. Press the button with three coffee beans for a strong cup of coffee.



- 10** Press the recipe button once for one cup of coffee or twice for two cups of coffee.

- 11** When the water has heated up and the on/off button lights up continuously, the machine automatically starts brewing coffee.

 **Note:**

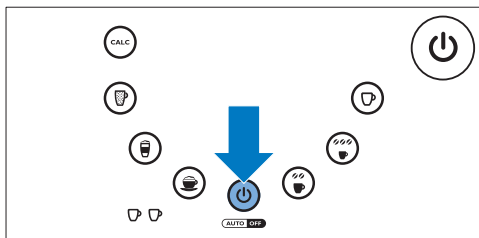
Do not remove the water reservoir during a brewing cycle.

- 12** When the coffee is ready, remove the used coffee pod or pods. Simply lift the pod holder out of the machine and empty it.

 **Caution:**

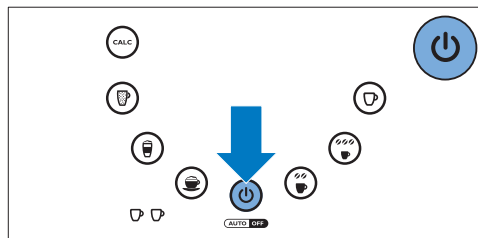
There may still be some hot water/coffee on the coffee pod or pods.

- 13** After use, press the on/off button to switch off the machine.



Note:

If you do not use the machine, it switches off automatically after 15 minutes to save energy.



Note:

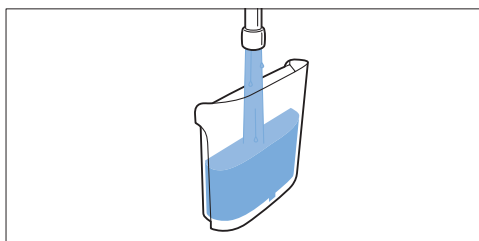
If the on/off button flashes rapidly, the water reservoir does not contain enough water for brewing one cup of coffee.

- 4 Pull the lid lever upwards to open the lid.

6 Brewing a coffee speciality with fresh milk

With the SENSEO® coffee machine you can easily create the perfect cappuccino, café latte, latte macchiato or warm milk only with two cups at the same time.

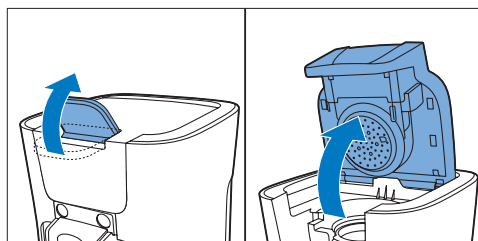
- 1 Make sure that the water reservoir is filled with fresh cold tap water.



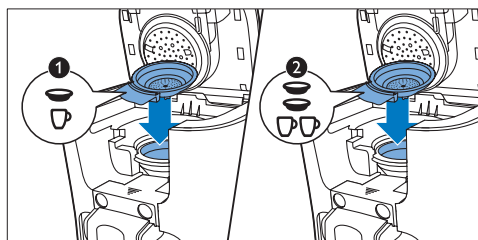
Tip:

Use fresh water every day.

- 2 Put the plug in an earthed wall socket.
- 3 Press the on/off button. The on/off button flashes slowly while the water heats up.



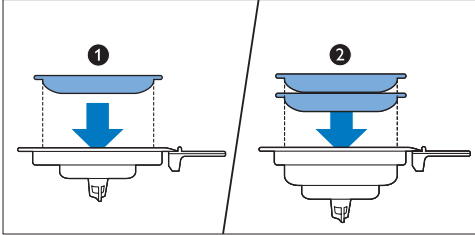
- 5 If you want to make one cup of cappuccino, café latte or latte macchiato, place the 1-cup pod holder ☐ in the machine (1). If you want to make two cups, put the 2-cup pod holder ☐☐ in the machine (2). Make sure the pod holder is clean.



Note:

For warm milk only, you do not have to place a pod holder in the machine. Proceed with step 7.

- 6** Place 1 coffee pod in the 1-cup pod holder ☐ (1) or place 2 coffee pods in the 2-cup pod holder ☐☐ (2). Place the pod or pods properly in the centre of the pod holder, with the convex side pointing downwards. Press the pod or pods lightly into the pod holder.



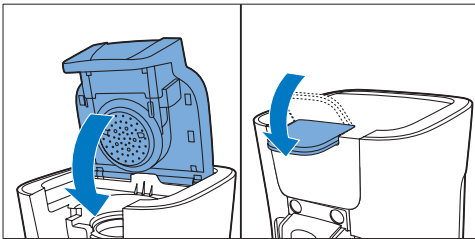
Note:

Make sure the coffee in the pod or pods is evenly distributed.

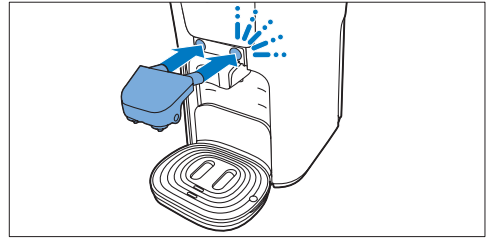
Caution:

Never put normal ground coffee or use torn pods in the SENSEO® machine, as this causes it to become blocked.

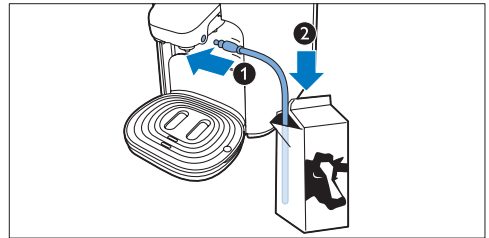
- 7** Close the lid and lock the lever.



- 8** Slide the milk spout onto the machine. Make sure you attach the milk spout by sliding it over the guiding rails on the coffee spout. You hear a click sound when the spout is attached properly.



- 9** Insert the connector of the milk tube into the milk spout (1). Place the other end of the milk tube in a milk carton or jar (2).



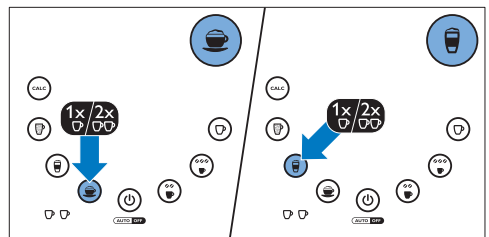
Tip:

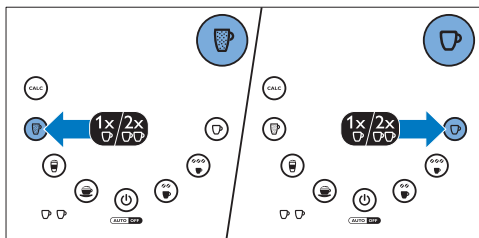
Use fresh chilled milk. We recommend semi skimmed fresh cow's milk to get the best milk froth.

Note:

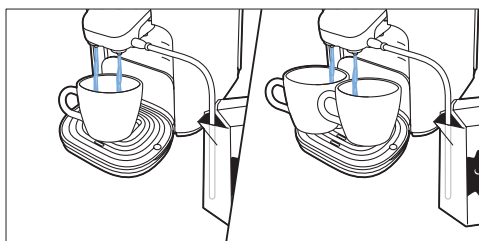
To prevent steam from coming out of the milk spout, make sure there is enough milk in the carton or jar.

- 10** Place one cup or two cups under the spout openings. You can adjust the drip tray or remove the drip tray to be able to place higher cups.
- 11** Press the recipe button of your choice to select the desired coffee speciality. You can choose between cappuccino, café latte, latte macchiato or warm milk only. Press the recipe button once for one cup or twice for two cups.





- 12** When the water has heated up and the on/off button lights up continuously, the machine starts to create the selected coffee speciality with milk.



Note:

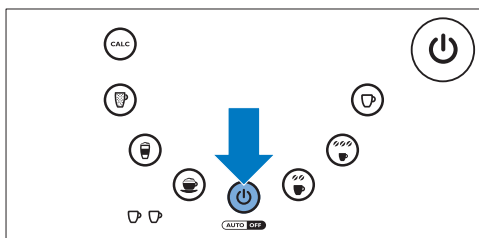
The machine first brews milk and then adds the coffee. In case of café latte, the machine first adds coffee and then brews milk.

- 13** When the coffee is ready, remove the used coffee pod or pods. Simply lift the pod holder out of the machine and empty it.

! Caution:

There may still be some hot water/coffee on the coffee pod or pods.

- 14** Remove the milk spout and tube from the machine and clean them (see chapter 'Cleaning the milk spout').
- 15** After use, press the on/off button to switch off the machine.



Note:

If you do not use the machine, it switches off automatically after 15 minutes to save energy.

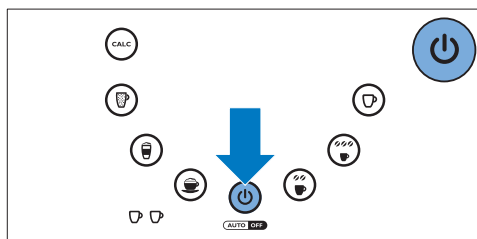
7 Adjusting the coffee volume

Note: this function is only available for type number HD7858, HD7857.

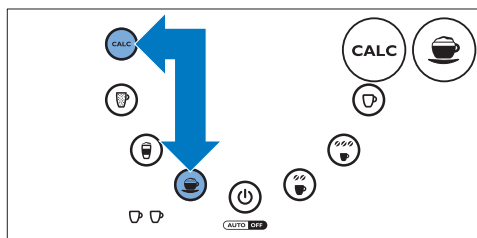
7.1 Adjusting the coffee volume to your personal taste

You can adjust the volume of each recipe to your own personal taste by programming the different recipes.

- 1** Switch on the appliance.

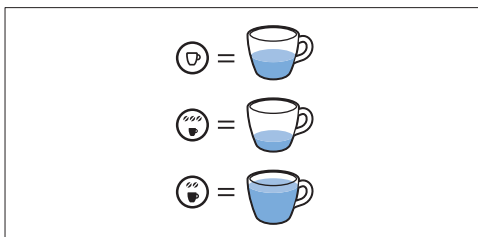


- 2** Fill the water reservoir with cold water up to the MAX indication.
- 3** Put a coffee pod in the pod holder.
- 4** If you want to prepare a coffee speciality with milk, put the tube of the milk spout into a carton or jar of milk.
- 5** Press the CALC button and the button for the recipe you want to adjust simultaneously. Release the buttons when the appliance beeps twice after approximately two seconds.



- The 1-cup symbol starts to flash.

- 6 Press one of the following buttons to change the coffee volume: the regular coffee button for a larger cup, the milk only button for a medium cup (default setting) or the strong coffee button for a smaller cup.



- The appliance beeps three times to confirm and starts to brew a coffee recipe according to the new setting.

The appliance saves the setting automatically.

⊖ Note:

If you do not plan to froth milk again straight away, rinse the milk spout and milk tube within 30 minutes after use.

⊖ Note:

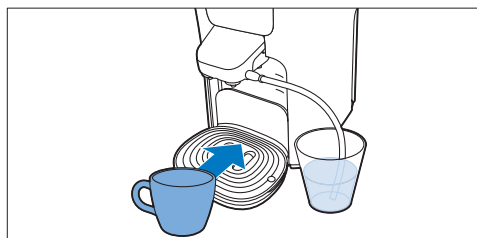
After the last use of the day, clean the milk spout and milk tube thoroughly.

8.1.1 Rinsing after every use

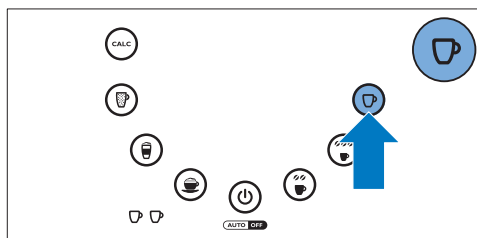
- 1 Put the milk tube in a cup of clean water.



- 2 Place an empty cup under the spout.



- 3 Press the milk only button.



The machine rinses all milk residues from the milk spout and milk tube with clean hot water.

8 Cleaning

Regular cleaning of your SENSEO® is important to ensure that the SENSEO® coffee always tastes optimally and to optimise the lifetime of the coffee machine.

⚠ Warning:

Never immerse the SENSEO® coffee machine in water.

8.1 Cleaning the milk spout

For a reliable performance of the milk spout and consistently good frothing results, it is important to clean the milk spout and milk tube regularly and thoroughly. The milk spout can be disassembled completely, which allows you to remove all milk residues from it.

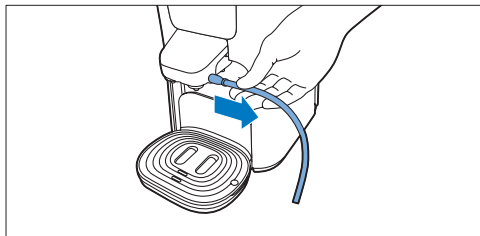
8.1.2 After the last use of the day

Clean the milk tube and the milk spout in the dishwasher or in hot water with some washing-up liquid.

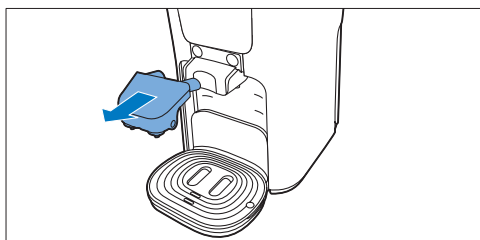
Note:

Cleaning in the dishwasher is recommended.

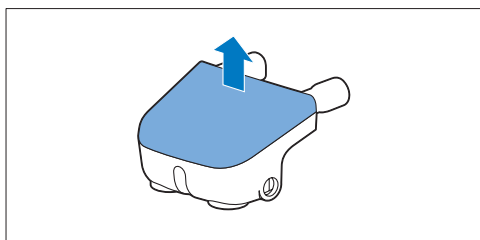
1 Pull the milk tube out of the milk spout.



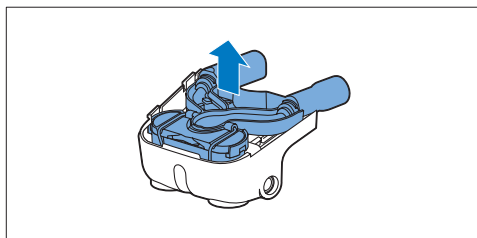
2 To remove the milk spout from the machine, pull it towards you.



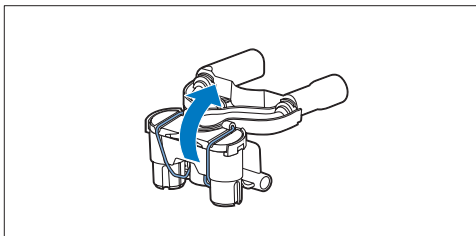
3 Remove the top part of the milk spout from the bottom part by pulling it firmly.



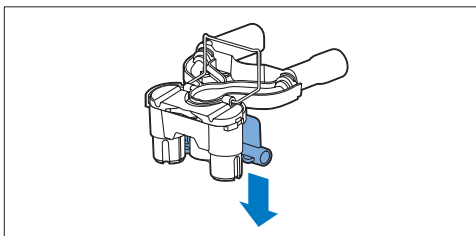
4 Take out the frothing system.



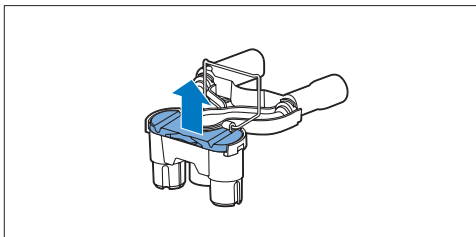
5 The frothing system can be separated into two parts. Open the spring to separate the parts.



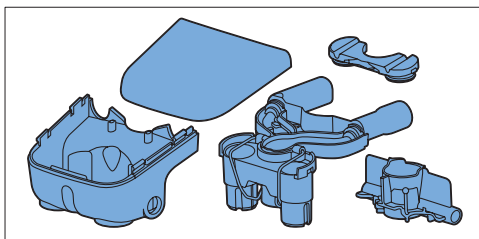
6 Remove the inside part of the frothing system by pulling it downwards.



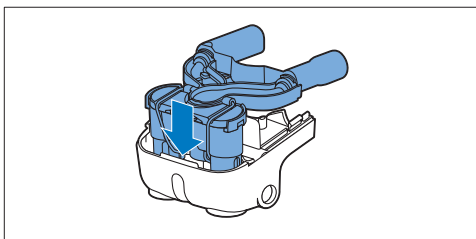
7 Remove the small lid by pulling it upwards.



- 8** Clean all parts in the dishwasher or with hot water and some washing-up liquid.

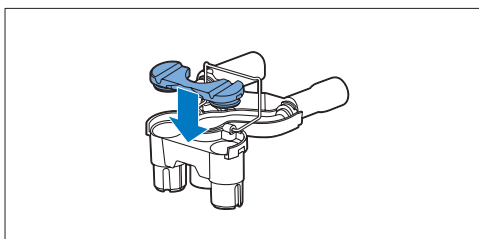


- 4** Place the frothing system in the bottom part of the milk spout.

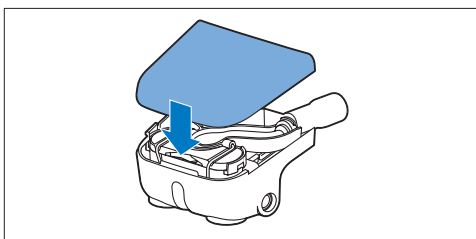


8.1.3 Reassembling the milk spout

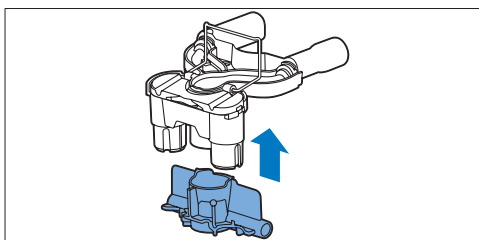
- 1** Place the small lid back on the frothing system.



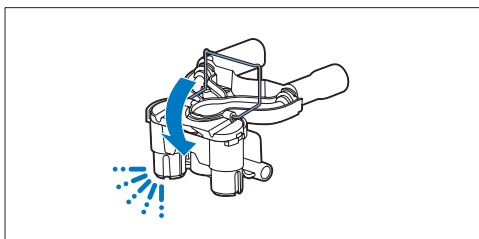
- 5** Place the top part of the milk spout back onto the bottom part.



- 2** Place the inside part back into the frothing system.

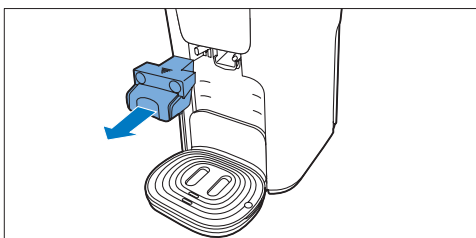


- 3** Close the spring to lock the two parts together.

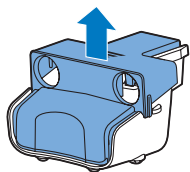


8.2 Cleaning the coffee spout and the machine

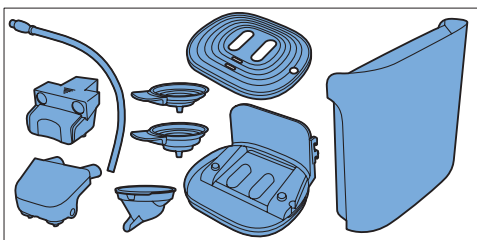
- 1** Always unplug the machine before you clean it.
2 To remove the coffee spout from the machine, pull it towards you.



- 3** Remove the top part of the coffee spout from the bottom part by pulling it firmly.



- 4 Clean the outside of the machine with a moist cloth.
- 5 Clean the water distribution disc and the rubber sealing ring with a moist cloth.
- 6 Clean the water inlet on the machine with a moist cloth.
- 7 Clean the water reservoir, the coffee spout, the coffee collector, the drip tray, the cup tray, the milk tube, the milk spout and the pod holders in hot water or in the dishwasher.



! Caution:

Be careful not to damage the valve in the bottom of the water reservoir if you use a washing-up brush to clean the water reservoir.

⊖ Note:

Check if the sieve in the centre of the pod holder is clogged. If this is the case, unplug the sieve by rinsing the pod holder under the tap. If necessary, use a washing-up brush to clean the sieve.

- 8 When you are finished with cleaning, place the top part of the coffee spout back onto the bottom part.
- 9 Place the water reservoir, the coffee collector and the drip tray back into the machine.
- 10 Slide the coffee spout into the machine.
- 11 Put the plug back in the wall socket.

9 Descaling

Scale builds up inside the machine during use. It is essential to descale the SENSEO® coffee machine when the CALC light goes on.

When to descale

- Descale the SENSEO® coffee machine as described below when the CALC button lights up (after you have brewed approx. 400 cups of SENSEO® coffee).

Why to descale

Your reasons to descale:

- It prolongs the life of your SENSEO® coffee machine
- It ensures maximum cup volume
- It ensures maximum coffee temperature
- The machine produces less sound during brewing
- It prevents malfunctioning

If the descaling procedure is not performed correctly, scale residue remains behind in the machine. This causes scale to build up more quickly and may cause permanent and irreparable damage to the machine.

Use the correct descaling agent

Use SENSEO® Descaler (HD7012, HD7011) only. It has been developed to ensure better machine performance and operation. Each descaling mixture can be used only once. For more information about this descaler, visit our website www.philips.com.

⚠ Warning:

Never use a descaling agent based on mineral acids such as sulphuric acid, hydrochloric acid, sulphamic acid and acetic acid (e.g. vinegar). These descaling agents may damage your SENSEO® coffee machine.

9.1 Descaling procedure

The CALC button lights up to indicate you have to descale your machine. The descaling procedure consists of a descaling cycle and 3 flushing cycles. Do not interrupt the descaling cycle and do not switch off the machine before you have performed the flushing cycles. The whole procedure takes approximately 60 minutes.

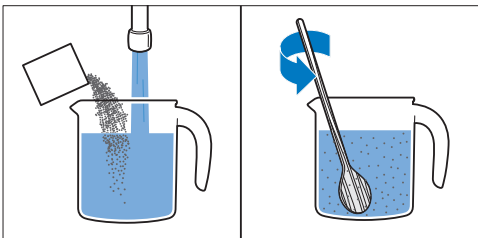
Warning:

Make sure you place the milk spout for proper descaling.

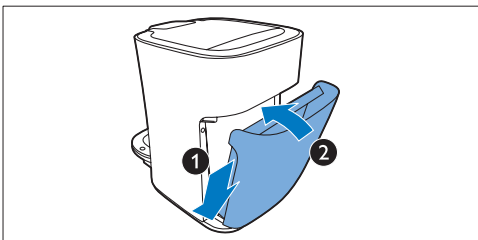
Note:

You can always descale your machine before the appliance indicates it is necessary, follow the steps below.

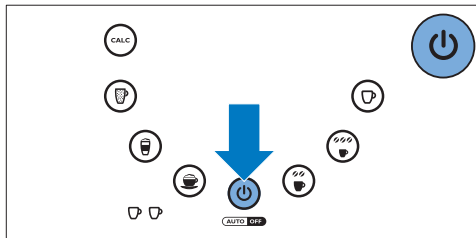
- 1 Mix the descaler with 1 litre of water in a measuring jug. Stir until the powder has dissolved. Fill the water reservoir with the descaling solution.



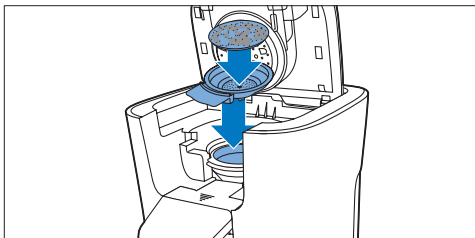
- 2 Tilt the water reservoir and place the bottom back onto the machine (1). Then press the top of the water reservoir towards the machine (2).



- 3 Press the on/off button. The on/off button flashes slowly while the water heats up. The machine is ready for descaling when the on/off button lights up continuously.



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



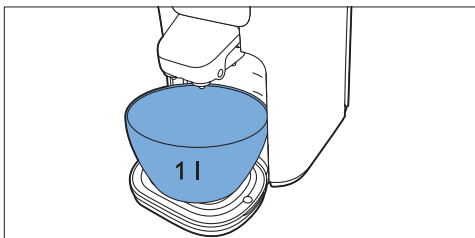
Note:

Always put a used coffee pod in the pod holder when you descale the machine. This pod serves as a 'filter' to prevent the sieve or hole in the pod holder from getting clogged with scale residue.

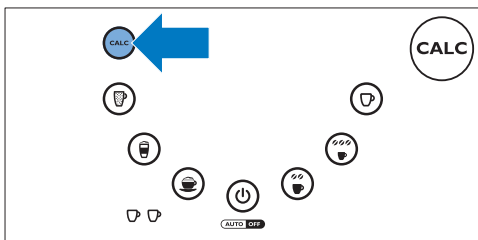
Warning:

Make sure the lid is closed properly and the lid lever is locked before you start descaling the machine.

- 5 Put a bowl with a capacity of at least 1 litre under the spout to collect the descaling solution.



- 6** The machine is ready for descaling when the on/off button and CALC button light up continuously. Press the CALC button until the machine beeps twice to start the descaling cycle.



- 2** Press the CALC button to start the flushing cycle. The water flows continuously for approximately 5 minutes.
- 3** Wait until the machine has completed the flushing cycle. The on/off button flashes quickly and the CALC button flashes slowly.
- 4** Empty the bowl and place it back under the spout.
- 5** Repeat steps 1 to 4 twice to complete the flushing procedure. When the last flushing cycle is complete, the machine switches off automatically.

- 7** The descaling cycle is in progress. During the descaling cycle, the descaling solution comes out of the machine in intervals. During the last 5 minutes the descaling solution flows continuously.

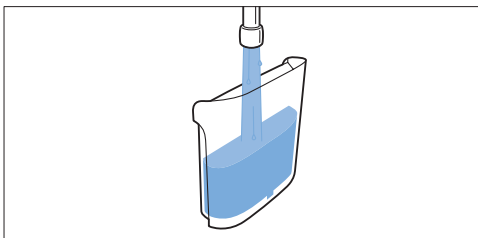
Warning:

Do not interrupt the descaling cycle.

- 8** When all the descaling solution in the water reservoir has been used up after approximately 50 minutes, the on/off button flashes quickly and CALC button flashes slowly.
- 9** Empty the bowl and place it back under the spout.
- 10** Remove the used coffee pod from the pod holder.

9.1.1 Flushing cycles:

- 1** Rinse and fill the water reservoir with fresh water until the MAX indication. Place it back onto the machine.

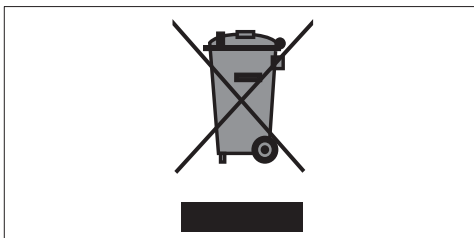


10 Ordering accessories

To buy accessories or spare parts, visit www.shop.philips.com/service or go to your Philips dealer. You can also contact the Philips Consumer Care Centre in your country (see the worldwide guarantee leaflet for contact details).

11 Environment

- Do not throw away the machine with the normal household waste at the end of its life, but hand it in at an official collection point for recycling. By doing this, you help to preserve the environment.



12 Guarantee and support

If you need information or support, please visit www.philips.com/support or read the separate worldwide guarantee leaflet.

The purchase of the Philips SENSEO® coffee machine does not exhaust any of the rights of D.E. Master Blenders 1753 or Philips under any of their patents nor does it confer upon the purchaser a licence under these patents.

Always return the machine to a service centre authorised by Philips for examination or repair. Do not attempt to repair the machine yourself, otherwise your guarantee becomes invalid.

13 Troubleshooting

13.1 SENSEO® coffee machine

This chapter summarises the most common problems you could encounter with the machine. If you are unable to solve the problem with the information below, visit www.philips.com/support for a list of frequently asked questions or contact the Consumer Care Centre in your country.

The on/off light is on continuously.

- You need to flush the machine before first use. Flush the machine before first use, see chapter 'Flushing the machine before first use'.
- The machine is ready to brew.

The on/off light flashes slowly.

- The machine is heating up.
- If this takes longer than two minutes, contact the Philips Consumer Care Centre in your country.

The on/off light flashes quickly.

- There is not enough water in the water reservoir. Fill the water reservoir and make sure you place the reservoir properly into the machine.
- The float in the water reservoir might be stuck. Empty the water reservoir and shake it a few times to release the float. Clean the water reservoir with hot water and some washing-up liquid or in the dishwasher.
- You are using the machine at an ambient temperature below 10°C. Only use the machine at an ambient temperature above 10°C.
- If these solutions do not solve the problem, contact the Philips Consumer Care Centre in your country.

The CALC light is on continuously.

- You need to descale the machine.
- Perform the descaling procedure as described in chapter 'Descaling'. Do not switch off the machine during descaling.

The CALC light is on continuously after descaling.

- The descaling procedure has not been completed.
- Perform the descaling procedure as described in chapter 'Descaling'. Do not switch off the machine during descaling.

The CALC light flashes.

- The descaling procedure is in progress.
- Let the machine complete the descaling procedure. See chapter 'Descaling'.

The on/off lights flashes quickly and the CALC light flashes slowly.

- The water reservoir is empty.
- Rinse and fill the water reservoir and make sure you place the reservoir properly into the machine. Press the CALC button to continue the descaling procedure as described in chapter 'Descaling'.

One cup indicator lights up.

- You pressed the recipe button once to brew one cup of coffee.
- Press the recipe button once more if you want to brew two cups of coffee. In this case, both cup indicators light up.

Two cup indicators light up.

- You pressed the recipe button twice for two cups of coffee.
- If you want to brew just one cup of coffee, press the recipe button once more. In this case, only one cup indicator lights up.

The coffee is not hot enough.

- The machine has been used for a longer period of time without descaling. Perform the descaling procedure as described in chapter 'Descaling'.
- The coffee temperature quickly decreases in the cup.
- Do not use cups that are too large.
- Use thin-walled cups. Thin-walled cups absorb less heat from the coffee than thick-walled cups.
- You can preheat the coffee machine and cup by brewing a cup of hot water first without placing a coffee pod in the pod holder.
- The coffee speciality with fresh milk is not hot enough.
- This is normal. A milk-based coffee recipe is less hot than a cup of black coffee. Milk is heated to a lower temperature to ensure high-quality milk froth.

The touch panel with recipe buttons does not work.

- There may be water on the touch panel.
- Make sure your hands and the touch panel are dry when you choose a coffee recipe.
- Make sure that the voltage indicated on the coffeemaker corresponds to the local mains voltage.

The SENSEO® machine does not produce good or enough frothed milk.

- There is not enough milk in the milk carton or jar.
- Make sure the milk carton or jug contains enough milk.
- Make sure the milk tube is properly connected into the milk spout and the tube is properly placed in the milk carton or jar.
- The milk is not cold enough. Make sure you use cold milk straight from the refrigerator (5°C-8°C).
- You did not use cow's milk. To achieve the best frothing results we advise you to use semi-skimmed cow's milk at refrigerator temperature (5°C-8°C).
- The milk froth quality decreases over time. The milk spout and milk tube may be dirty. Disassemble all the parts of the milk spout and milk tube. Clean them thoroughly with a brush and some washing-up liquid or put them in the dishwasher. See chapter 'Cleaning the milk spout'.
- The coffee machine is clogged by scale and needs to be descaled. Perform the descaling procedure as described in chapter 'Descaling'.

The milk froth continues to flow from the milk spout.

- The milk continues to flow more than a few seconds.
- Make sure you place the milk carton or jar on the same level as the coffee machine.
- I cannot open the lid.
- Overpressure may have temporarily formed under the lid.
- Switch of the coffee machine. Pull up the lever and wait 24 hours before you open the lid. You may need to use some force.
- Always make sure the pod holders are clean and the centre of the sieve is not clogged to prevent over pressure.

