

the Duo-Temp™ Pro

SES810



Sage®

- 4 We recommend safety first
- 5 Getting to know your new appliance
- 7 Operating your new appliance
- 10 Care & Cleaning
- 12 Troubleshooting

SAGE® RECOMMENDS SAFETY FIRST

At Sage® we are very safety conscious. We design and manufacture consumer products with the safety of you, our valued customer, foremost in mind. In addition we ask that you exercise a degree of care when using any electrical appliance and adhere to the following precautions.

IMPORTANT SAFEGUARDS

**READ ALL INSTRUCTIONS
BEFORE USE AND SAVE
FOR FUTURE REFERENCE**

- The full information book is available at sageappliances.com
- Before using the first time ensure your electricity supply is the same as shown on the label on the underside of the appliance.
- Remove and safely discard any packaging materials before first use.
- To eliminate a choking hazard for young children, safely discard the protective cover fitted to the power plug.
- This appliance is for household use only. Do not use the appliance for anything other than its intended use. Do not use in moving vehicles or boats. Do not use outdoors. Misuse may cause injury.
- Fully unwind the power cord before operating.
- Position the appliance on a stable, heat resistant, level, dry surface away from the edge and do not operate on or near a heat source such as a hot plate, oven or gas hob.
- Do not let the power cord hang over the edge of a bench or table, touch hot surfaces or become knotted.
- Do not leave the appliance unattended when in use.
- Always ensure the appliance is turned OFF, unplugged at the power outlet and has been

WE RECOMMEND SAFETY FIRST

allowed to cool before cleaning, attempting to move or storing.

- Always turn the appliance to the off position, switch off at the power outlet and unplug at the power outlet when the appliance is not in use.
- Do not use the appliance if the power cord, plug, or appliance becomes damaged in any way. If damaged or maintenance other than cleaning is required, please contact Sage Customer Service or go to sageappliances.com
- Any maintenance other than cleaning should be performed by an authorised Sage® service centre
- Children should not play with the appliance.
- Cleaning of the appliance should not be carried out by children unless they are 8 year or older and supervised
- The appliance and it's cord should be kept out of reach of children aged 8 years and younger
- The installation of a residual current safety switch is recommended to provide additional safety when using all electrical appliances. Safety switches with a rated operating current not more than 30mA are recommended. Consult an electrician for professional advice
- Do not use attachments other than those provided with the appliances.
- Do not attempt to operate the appliance by any method other than those described in this booklet.
- Do not move the appliance whilst in operation
- Do not touch hot surfaces. Allow the appliance to cool down before moving or cleaning any parts.
- The appliance can be used by children aged 8 or older and persons with reduced physical, sensory or mental capabilities or a lack of experience and knowledge, only if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Use only tap water in the water tank. Do not use any other liquid.
- Never use the appliance without water in the water tank.
- Ensure the portafilter is firmly inserted and secured into the brewing head before using the machine.

WE RECOMMEND SAFETY FIRST

- Never remove the portafilter during the brewing operation as the machine is under pressure.
- Do not place anything, other than cups for warming, on top of the appliance.
- Heating element surface is subject to residual heat after use.

SPECIFIC INSTRUCTIONS FOR WATER FILTER

- Filter cartridge should be kept out of reach of children.
- Stores filter cartridges in a dry place in the original packaging.
- Protect cartridges from heat and direct sunlight.
- Do not use damaged filter cartridges.
- Do not open filter cartridges.
- If you are absent for a prolonged period of time, empty the water tank and replace the cartridge.



The symbol shown indicates that this appliance should not be disposed of in normal household waste.

It should be taken to a local authority waste collection centre designated for this purpose or to a dealer providing this service. For more information, please contact your local council office.



To protect against electric shock do not immerse the power plug, cord or appliance in water or any liquid.

SAVE THESE INSTRUCTIONS

GETTING TO KNOW YOUR NEW APPLIANCE



- A. **POWER** button
- B. **Integrated removable tamper**
- C. **Group head**
- D. **54mm stainless steel portafilter**
- E. **Drip tray full indicator**
- F. **Removable drip tray**
- G. **Cup warming tray**

- H. **SELECT** button for steam or hot water
- I. **Control Dial** for espresso, steam and hot water.
- J. **Swivel steam wand**

NOT SHOWN

- Storage tray located behind the drip tray for storage of accessories

CE Rating Information
220-240V ~50Hz 1500-1750W

GETTING TO KNOW YOUR NEW APPLIANCE

CUSTOM DESIGNED ACCESSORIES

- Razor™ Precision Dose Trimming Tool
- Single wall filter baskets for freshly ground coffee.
- Advanced dual wall filter baskets for pre-ground coffee.
- Water filter
- Stainless steel milk jug

CLEANING ACCESSORIES

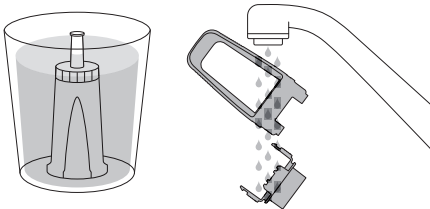
- Cleaning tool
- Silicon cleaning disk
- Cleaning tablets

OPERATING YOUR NEW APPLIANCE

BEFORE FIRST USE

Conditioning the Water Filter

- Remove filter from the plastic bag and soak in a cup of water for 5 minutes.
- Rinse filter under cold running water.
- Wash the stainless steel mesh in the plastic filter compartment with cold water. Insert the filter into the filter holder.



- Set the dial date 3 months ahead.
- To install filter, push down to lock into place.
- Slide the water tank into position and lock into place.

NOTE

Do not clean any of the parts or accessories in the dishwasher.

FIRST USE

Initial Start Up

- Fill tank with water.
- Press POWER button.
- The machine will reach operating temperature and go into 'Standby' mode.

Flushing the Machine

It is recommended to complete a water flushing operation, without ground coffee, to ensure the machine has been conditioned.

When the machine has reached 'Standby' mode, run the following 2 steps.

- Turn the Control Dial to the 'Espresso' position for 30 seconds.
- Turn the Control Dial to the 'Steam' position to activate steam for 10 seconds.
- Repeat this cycle several times.

FILLING THE WATER TANK

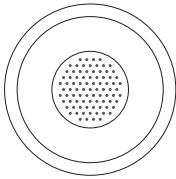
- Fill the water tank with cold tap water to the maximum mark on the side of the tank and slide the water tank back into position at the back of the machine.
- Plug the power cord into power outlet and switch On at power point.
- Press the POWER button. The POWER button surround will flash while the machine is heating. When the correct temperature has been reached, all the button surrounds on the control panel will illuminate.

OPERATING YOUR NEW APPLIANCE

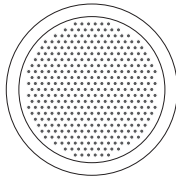
SELECTING THE FILTER BASKET

Single Wall Filter Baskets

The Single Wall filters (1 & 2 CUP) are designed to be used with freshly ground coffee and allow you to experiment with grind, dose, and tamp to create a more balanced espresso.



1 Cup



2 Cup

Dual Wall Filter Baskets

The Dual Wall filters (1 & 2 CUP) are designed to be used with pre-ground coffee and regulate the pressure to help optimise extraction and crema regardless of the grind, dose or tamp pressure.



1 Cup



2 Cup

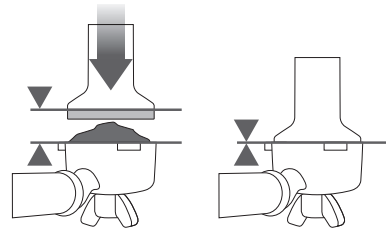
COFFEE PREPARATION

Dosing & Tamping the Ground Coffee

Insert the correct Filter Basket into the portafilter. Fill the Filter Basket with ground coffee, tap down to collapse the coffee, then using the integrated tamper, tamp down firmly.

It's important to apply consistent pressure every time.

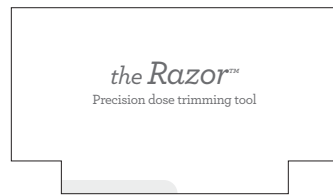
- As a guide to dose, the top edge of the metal cap on the tamper should be level with the top of the filter basket AFTER the coffee has been tamped.



- Wipe excess coffee from the rim of the filter basket to ensure a proper seal in the group head is achieved.

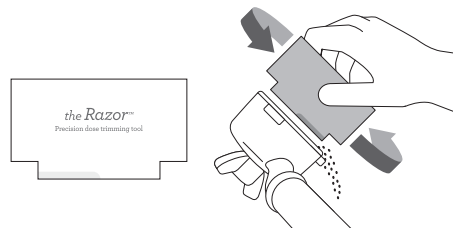
TRIMMING THE DOSE

The Razor™ precision dose trimming tool allows you to trim the puck to the right level for a consistent extraction.



The Razor™ precision dose trimming tool allows you to trim the puck to the right level for a consistent extraction.

Dose the Portafilter with freshly ground coffee and tamp down with between 15-20kg of pressure.



Insert the Razor™ into the coffee basket until its shoulders rest on the rim of the filter basket.

Rotate the Razor™ dosing tool back and forth while holding the portafilter on an angle over the knock box to trim off excess coffee.

OPERATING YOUR NEW APPLIANCE

EXTRACTING ESPRESSO

Insert the Portafilter into the Group Head & lock into position. Turn the Control Dial to the 'Espresso' position. After a few seconds, coffee will begin to brew into the cup.

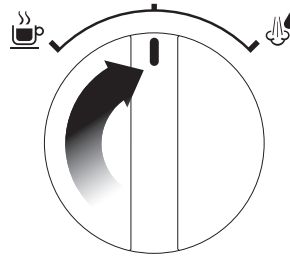
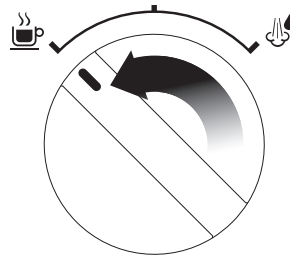
When sufficient coffee has flowed into the cup, turn the Control Dial to 'Standby'. Sage® recommends approx. 30 sec of extraction.

NOTE

For optimal flavour when using a 1 CUP filter, you should extract approx. 30ml. When using a 2 CUP filter, you should extract approx. 60ml.

NOTE

If machine is run continuously for 30 minutes, allow machine to cool for 5 minutes before each use.



WARNING

The metal parts of the portafilter will be very hot.

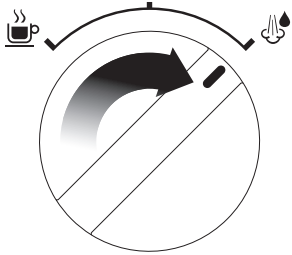
EXTRACTION GUIDE

	GRIND	DOSE	TAMP	SHOT TIME
OVER EXTRACTED BITTER • ASTRINGENT	TOO FINE	TOO MUCH USE RAZOR TO TRIM	15-20KG	OVER 40 SEC
BALANCED	OPTIMUM	8-10g (1 CUP) 15-18g (2 CUP)	15-20KG	25-35 SEC
UNDER EXTRACTED UNDERDEVELOPED • SOUR	TOO COARSE	TOO LITTLE INCREASE DOSE & USE RAZOR TO TRIM	15-20KG	UNDER 20 SEC

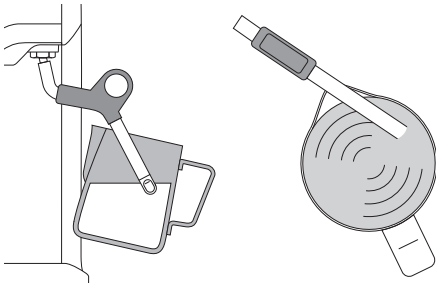
OPERATING YOUR NEW APPLIANCE

TEXTURING MILK

- Before inserting the steam wand into the milk, it is recommended to purge the steam wand.
- Set the Control Dial to the 'Steam' position.

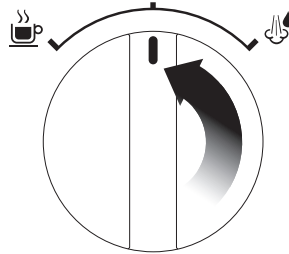


- The 'Steam' LED will illuminate.
- Pause the steam by returning the dial back to the 'Standby' position.
- Insert the steam tip below the surface close to the right hand side of the jug at the 3 o'clock position and set the Control Dial to the 'Steam' position.
- Keep the tip just under the surface until the milk is spinning clockwise, producing a vortex (whirlpool effect).



- With the milk spinning, slowly lower the jug, keeping the tip at or slightly below the surface, until the desired temperature is reached.

- To stop the steam set the Control Dial to the 'Standby' position and remove the jug.



- Wipe the steam wand with a damp cloth.

HOT WATER

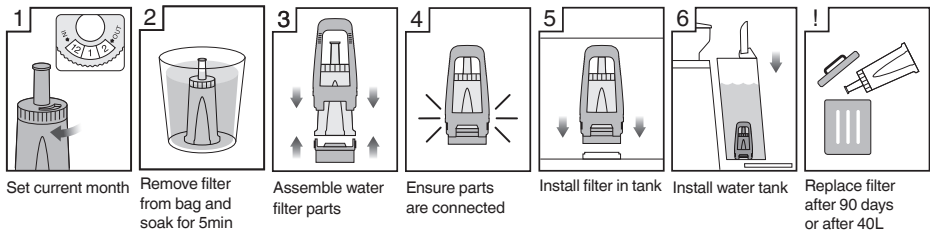
To use the Hot Water function:

- Press the 'SELECT' button and the Hot Water LED will illuminate.
- Turn the Control Dial to 'Steam'.

To turn the hot water off, turn the Control Dial to the 'Standby' position.

CARE & CLEANING

INSTALLING/REPLACING THE FILTER IN THE WATER TANK



The water filter provided helps to prevent scale build up which over time can affect the performance of your machine, potentially causing blockages and heating problems.

Replacing the water filter every three months will reduce the mineral build up in the machine.

If you live in a hard water area, we recommend you change the water filter more frequently.

PORTAFILTER CLEANING

Periodically run water through the machine with the portafilter in place, but without any ground coffee, to rinse out any residual coffee particles.

MACHINE CLEANING

After regular use, residual grinds and oil build up in the machine can affect coffee extraction. We recommend performing a cleaning cycle every 2-3 months using the cleaning tablet provided.

To perform a cleaning cycle:

1. Insert the silicon disk into the portafilter.
2. Place the cleaning tablet on the silicon disk (position in the centre).
3. Insert the portafilter into the group head and rotate to right to lock in position.
4. Ensure Power On/Off button is on.
5. Turn the dial to the 'Espresso' position for 20 seconds.
6. Turn the dial back to the 'Standby' position.
7. Repeat steps 5-6 three times or until the cleaning tablet is dissolved.

DESCALING

Even if you are correctly using the water filter provided, we recommend you to descale when you see scale build-up in the water tank.

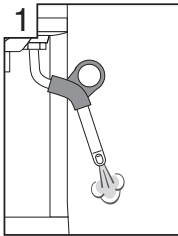
Visit Sage® webpage to purchase "the Descaler".

1. Ensure the Control Dial is in the 'Standby' position, the machine is switched off.
2. Remove the filter holder.
3. Empty one sachet (25g) into 1 litre of warm water, stir to dissolve. Pour solution into the water tank.
4. Press the POWER button to switch the machine on.
5. Place a large container under both the Group Head and the Steam Wand.
6. Set the Control Dial to the 'Espresso' position and let half the descale solution run through the Group Head.
7. Set the Control Dial to the 'Steam' position and allow the remaining solution to run through the Steam Wand. When the liquid stops flowing, set the Control Dial back to the 'Standby' position.
8. After descaling, remove the water tank and rinse thoroughly then refill with fresh cold water. To rinse the machine, repeat steps 5-8.

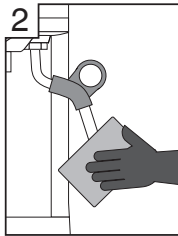
AUTO OFF MODE

The machine automatically switches to AUTO OFF mode after 30 minutes.

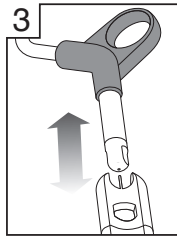
CLEANING THE STEAM WAND



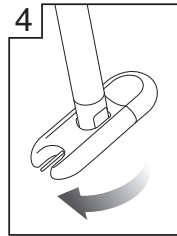
Run steam to clear milk from wand after texturing



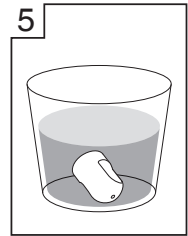
Wipe steam wand after each use



Clean hole with pin



Remove tip



Soak tip overnight then re-attach

CLEANING FILTER BASKETS

Should the fine holes in the filters become blocked follow the steps below:

1. Place the filter into the portafilter. Run water through the machine with the filter and portafilter, without any ground coffee, in place.
2. A pin can be used to clear the filter basket holes.
3. For a thorough clean of the filters, dissolve a cleaning tablet in hot water and soak filters overnight.

CLEANING THE OUTER HOUSING / CUP WARMING PLATE

The outer housing and cup warming plate can be cleaned with a soft, damp cloth. Then polish with a soft, dry cloth.

Do not use abrasive cleansers, pads or cloths which can scratch the surface.

CLEANING THE DRIP TRAY

The drip tray should be removed, emptied and cleaned at regular intervals.

Wash the drip tray with warm soapy water, using a non-abrasive washing liquid, rinse and dry thoroughly. The drip tray base and cover are dishwasher safe.

CLEANING THE STORAGE TRAY

The storage tray can be removed after the drip tray is removed then cleaned with a soft, damp cloth (do not use abrasive cleansers, pads or cloths which can scratch the surface).

STORING YOUR MACHINE

Before storing, press the POWER button to off, turn the Control Dial to 'Standby' and unplug.

Insert all accessories into position or into the storage tray.

Store upright. Do not place anything on top.

WARNING

Do not immerse power cord, power plug or appliance in water or any other liquid. The water tank should never be removed or completely emptied during decalcifying.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Coffee does not run through	Machine is not turned On	Ensure the machine is plugged in, switched On at the power outlet and the POWER button is pressed.
	Water tank is empty	Fill the water tank.
	The Control Dial not in 'Espresso' position	Turn the Control Dial to the 'Espresso' position
	Coffee grind is too fine	Ensure you use a suitable espresso grind. Refer to 'Extraction Guide' on page 8.
	Too much coffee in the filter basket	Refer to 'Coffee Dose & Tamping', page 7.
	Coffee tamped too firmly	Refer to 'Coffee Dose & Tamping' on page 7.
	The filter is blocked	Use a pin to clear the holes. Please refer to 'Cleaning Filter' on page 11.
Coffee runs out too quickly	The coffee grind is too coarse	Ensure you use a suitable espresso grind. Refer to 'Extraction Guide' on page 8.
	Not enough coffee in the filter	Refer to 'Coffee Dose & Tamping' on page 7.
	Coffee not tamped firmly enough	Refer to 'Coffee Dose & Tamping' on page 7.
Coffee is too cold	Cups not preheated	Preheat cups.
		When the base of the jug becomes too hot to touch this is when milk is heated at the correct temperature. Refer to 'Texturing Milk' on page 9.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
No crema	Coffee is not tamped firmly enough	Refer to 'Coffee Dose & Tamping' on page 7.
	Coffee grind is too coarse	Ensure you use a suitable espresso grind. Refer to 'Extraction Guide' on page 8.
	Ground coffee is not fresh	Change to freshly roasted beans.
	Filter holes are blocked	Use the fine pin on the cleaning tool to clear the holes. Refer to 'Cleaning The Steam Wand' on page 11.
Machine is making pulsing/pumping sound while extracting coffee or steaming milk	The machine is carrying out the normal operation of the 15 bar Italian pump	No action required as this is the normal operation of the machine.
Coffee runs out around the edge of the portafilter	Portafilter is not inserted into the group head properly	Insert portafilter into the group head and align with 'LOCK' on the group head collar, until resistance is felt.
	There are coffee grounds around the filter basket rim	Clean any excess ground coffee from the rim of the filter basket to ensure a proper fit into the group head.
	Too much ground coffee in the filter basket	Refer to 'Coffee Dose & Tamping' on page 7.
	Ground coffee has been tamped too firmly	Refer to 'Coffee Dose & Tamping' on page 7.
	Incorrect filter for amount of ground coffee used	Ensure you use the 1 CUP filter for 1 cup of coffee and the 2 CUP filter for 2 cups of coffee.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Coffee drips from the portafilter spouts	The water tank is empty or low	Fill the water tank.
	Coffee grind is too fine	Ensure you use a suitable espresso grind. Refer to 'Extraction Guide' on page 8
	Too much coffee in basket	Refer to 'Coffee Dose & Tamping' on page 7.
	Machine is blocked by mineral deposits	Decalcify the machine. Refer to 'Descaling' on page 10.
Machine is making a loud and continuous pumping noise	Water tank is empty	Fill the water tank.
	Water tank is not securely in place	Fill the water tank.
No steam is generated	Machine is not turned on	Ensure the machine is plugged in, switched On at the power outlet and the POWER button is pressed.
	Water tank is empty	Fill the water tank.
	Control Dial not in 'Steam' position	Turn the Control Dial to the 'Steam' position. Use the 'SELECT' button to toggle to 'Steam'. Ensure the 'Steam' LED is illuminated for steam and the 'Hot Water' LED is illuminated for hot water.
	Steam Wand is blocked	Use the pin on the cleaning tool to clear the opening. If the steam wand continues to be blocked remove the tip of the steam wand using the spanner in the middle of the cleaning tool. Refer to 'Cleaning the Steam Wand' on page 11.
No hot water	Empty tank	Fill the water tank.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Milk is not smooth after texturing	Steam Wand is blocked	Use the pin on the cleaning tool to clear the opening. If the steam wand continues to be blocked remove the tip of the steam wand using the spanner in the middle of the cleaning tool. Refer to 'Cleaning the Steam Wand' on page 11.
	Not enough steam	Steam wand may be blocked. Refer to 'Cleaning the Steam Wand' on page 11.
	Milk is not cold enough	Use cold fresh milk, refer to 'Texturing Milk', page 9.
Machine is not working		The safety thermal cut out may have activated due to the pump overheating. Turn the machine off and allow to cool for about 30-60 minutes.



Freephone (UK Landline): 0808 178 1650
Mobile Calls (National Rate): 0333 0142 970

www.sageappliances.co.uk
customerservice@sageappliances.co.uk

Register your product and get more from your purchase

Product registration takes only a few minutes and ensures a record of your purchase. Registration also makes it easier to get support and advice on any questions or issues that you might have in the future. If you wish, we can also send you free recipes and additional hints and tips on making the best of your appliance.

➤ Go to www.sageappliances.co.uk and click on 'Product Registration'.

What's on your mind?

Our constant aim is to improve the quality and features of our appliances. We welcome your comments and ideas in assisting our ongoing development.

➤ Go to www.sageappliances.co.uk and click on 'Support'.



Registered in England & Wales No. 8223512. Due to continued product improvement, the products illustrated or photographed in this document may vary slightly from the actual product.

Copyright BRG Appliances 2017.

SES810