

### GAGGIA CLASSIC - TROUBLE SHOOTING STEPS

Issue	Solution
Customer Comments   The power cord does not work	All machines have power cords that come from a factory. Any brand of machine can have this issue and it is not a common problem.
Customer Comments   heavy water leaking from the bottom when using the wand	Not a common problem. It is possible that there was an issue with steam tube inside the machine. We will test machine to look for this issue.
Customer Comments   Paperwork says roughly 6 minutes to warm up but took over 30 minutes .. tried turning off and on but seemed to get worse.	Sounds like a user issue that we have covered in the video that we have just produced.
Customer Comments   Stopped dispensing liquid. Gets extremely hot all over the body of the machine.	When the machines stops dispensing it is usually because the water intake tube in the reservoir has been pushed up above the water level. The machine being hot is normal since it is a stainless steel machine with a hot boiler in it. It is UL approved and we covered both of these issues in the video that we just produced.
Customer Comments   The coffee ready light does not turn on. There is very little steam pressure. This unit does not operate properly. I would like to return.	Sounds like an operational issue since is not a normal issue. We have covered all operations of the machine in the video that we just produced.
Customer Comments   Stopped Frothing. Called Gaggia, ran their test they said to return for new machine	when the machine stops producing steam it is normally because they steamed for too long and the boiler ran out of water. Or it did steam but they did not get froth which is just a maintenance issue that we coverd in the video that we just produced.
Customer Comments   Received yesterday. The product is not consistent in making the crema. Sometimes yes and sometimes no after following the directions. Very frustrating machine.	The machine has two types of filter baskets, one is for people who do not have a good quality burr grinder and the other is for the person with a good quality bur grinder. The video that we just produced covers this in great detail.