



**Problem:** Pack empty icon (two packs with exclamation marks in them) appears in the display.

**Action:** Check if the packs are in place, contain coffee and correctly opened.



Open the machine door.



Check if the packs are present, and not empty.  
Replace the empty pack(s) if necessary



If all seems okay, check if the dosing tube of the pack contains ingredient.  
Shake the pack approx. 10 times.  
(See also the pack handling instructions.)

**NB** Be careful as coffee drips may spill from the tube.

Close the machine door.



Do you have any questions or does the problem persist?  
Please contact the helpdesk of your local service organization.



Please store the pack, as the production details are important to process the complaint.