# GAGGA MILANO



**ENGLISH** 

**ESPAÑOL** 

**PORTUGUÊS** 

# **GAGGIA BESANA**

RI8180 (HD8651)

User manual Manual de instrucciones Manual de instruções



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## Introduction

Congratulations on your purchase of a Gaggia Besana coffee machine! The machine is suitable for preparing espresso coffee using whole coffee beans. It can also dispense steam and hot water. In this user manual you find all the information you need to install, use and maintain your machine. This machine has been tested with coffee. Although properly cleaned, it may show residues of said substance. In any case, we can guarantee that the machine is brand new.

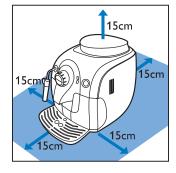
# General description (Fig. 1)

- **1** Control panel
- 2 Steam icon
- 3 Control dial
- 4 Coffee bean icon
- 5 Espresso button
- 6 Regular coffee button
- 7 Hot water icon
- 8 Descaling light
- **9** Warning light
- 10 2-cup light
- 11 'Water tank empty' light
- 12 On/off button with light
- 13 Hot water/steam wand
- **14** Protective handle
- 15 classic milk frother (specific types only)
- **16** Water tank
- 17 Coffee spout
- 18 Drip tray grid
- **19** 'Drip tray full' indicator
- **20** Drip tray
- 21 Coffee grounds container
- 22 Brewing unit
- 23 Maintenance door
- 24 Grinding degree adjustment knob
- 25 Ceramic coffee grinder
- 26 Coffee bean container
- **27** Grinding degree adjustment tool
- 28 Lid of coffee bean container

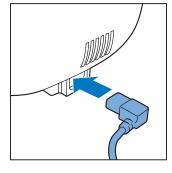
## Before first use

## Installing the machine

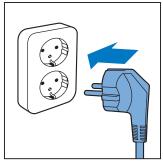
- Remove all packaging material from the machine.
- Place the machine on a table or worktop away from the tap, the sink and heat sources.
- 3 Leave at least 15cm of free space above, behind and on both sides of the machine.



Insert the small plug into the socket located on the back of the machine.



Insert the plug into the wall socket.



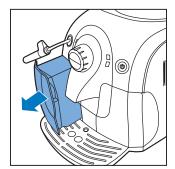
Remove the protective sticker from the drip tray and slide the drip tray into the guiding grooves in the front of the machine.



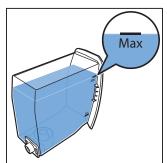
Note: Make sure the drip tray is fully inserted.

# Preparing for use

#### Filling the water tank



- 1 Remove the water tank from the machine.
- 2 Rinse the water tank under the tap.



**3** Fill the water tank with cold tap water up to the MAX indication.

**Warning**: Never fill the water tank with warm, hot or sparkling water, as this may cause damage to the water tank and the machine.

4 Slide the water tank back into the machine.





1 Fill the coffee bean container with espresso beans.

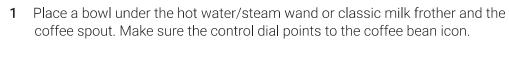
**Warning**: Only use espresso beans. Never use ground coffee, unroasted coffee beans or caramelised coffee beans, as this may cause damage to the machine.



2 Put the lid on the coffee bean container.

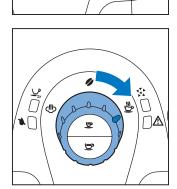
#### Heating up the machine

During the initial heat-up process, fresh water flows through the internal circuit to heat up the machine. This takes a few seconds.

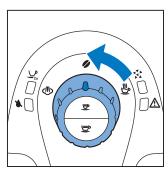




**2** Press the on/off button.



- **3** When the warning light flashes quickly, turn the control dial to the hot water icon and wait a few seconds.
  - The warning light goes out and some water comes out of the hot water/ steam wand or classic milk frother.



- 4 After a few seconds, when hot water stops coming out of the hot water/steam wand and the warning light flashes slowly, turn the control dial back to the coffee bean icon.
  - The machine is heating up and the on/off button flashes slowly.
  - When the machine has heated up, it performs an automatic rinsing cycle to clean the internal circuit with fresh water. Water flows from the coffee spout.
  - When the on/off button lights up continuously, the machine is ready for the manual rinsing cycle.

**Note:** You can stop the automatic rinsing cycle by pressing the espresso button or the regular coffee button.

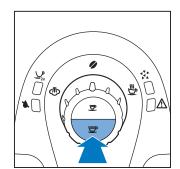
**Note:** The automatic rinsing cycle also takes place 15 minutes after the appliance switches to standby mode or switches off.

## Manual rinsing cycle

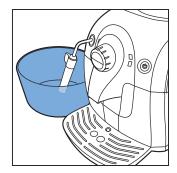
During the manual rinsing cycle, the machine brews one cup of coffee to prepare the inner circuit for use.



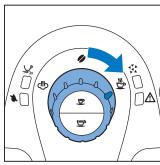
2 Make sure the on/off button lights up continuously.



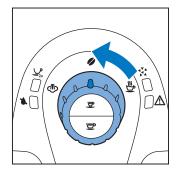
- **3** Press the regular coffee button.
  - The machine starts to brew a cup of coffee to prepare the inner circuit for use. This coffee is not drinkable.
- 4 Empty the bowl after the brewing cycle is finished.



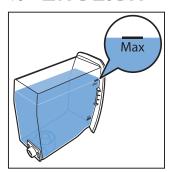
5 Place a bowl under the hot water/steam wand or classic milk frother.



- **6** Turn the control dial to the hot water icon.
- 7 Let the water flow until the water tank is empty.
  - The 'water tank empty' light lights up continuously.



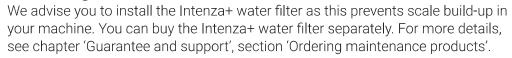
8 Turn the control dial back to the coffee bean icon.



- **9** Fill the water tank with fresh water up to the MAX indication.
  - The machine is ready for use.

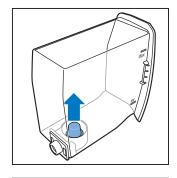
**Note:** The first cups of coffee may be a bit watery, this is normal. The machine needs to complete a few brewing cycles to optimise its settings.

#### Installing the Intenza+ water filter



1 Remove the small white filter from the water tank and store it in a dry place.

**Note:** Please keep the small white filter for future use. You will need it for the descaling process.

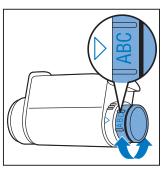


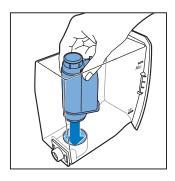
2 Remove the filter from its packaging and immerse it in cold water with the opening pointing upwards. Press the sides of the filter gently to let out the air bubbles.



- Turn the knob of the filter to the setting that corresponds to the water hardness of the area you live in.
- **A** Soft water
- **B** Hard water (default)
- **C** Very hard water

**Note:** You can test the water hardness with a water hardness test strip.





- **4** Place the filter in the empty water tank. Press it down until it cannot move any further.
- **5** Fill the water tank with fresh water up to the MAX indication and slide it into the machine.
- 6 Let the machine brew hot water until the water tank is empty (see chapter 'Using the machine', section 'Hot water').
- **7** Refill the water tank with fresh water up to the MAX indication and slide it back into the machine.
  - The on/off button lights up continuously.

The machine is ready for use.

# Using the machine

To guarantee perfect espresso, the machine regularly rinses its inner circuit with water. This automatic rinsing cycle takes place 15 minutes after the appliance switches to standby mode or switches off. During the automatic rinsing cycle, some of the water flows through the inner circuit directly into the drip tray. Empty the drip tray regularly.

#### Brewing 1 or 2 cups of espresso or regular coffee

- 1 Make sure the on/off button lights up green continuously and the control dial points to the coffee bean icon.
- 2 Place 1 or 2 cups on the drip tray grid.



**3** Press the espresso button or regular coffee button.

**Note:** You can interrupt the brewing cycle at any time. To do this, press the same button (for espresso or regular coffee) that you pressed to start brewing coffee.





- Press the espresso button or regular coffee button once to brew 1 cup of coffee.
- The machine grinds the required amount of coffee beans for one cup and then brews one cup of coffee.



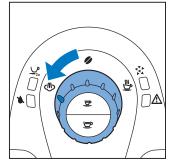
- Press the espresso button or regular coffee button twice to brew 2 cups of coffee.
- The 2-cup light lights up. The machine grinds the required amount of coffee beans for one cup and then fills both cups half. Then the machine grinds coffee beans for one cup again and fills both cups fully.
- 4 Press the on/off button to switch off the machine.
  - If you only brewed one cup of coffee, the machine briefly rinses the inner circuit before it switches off.

**Note:** When the machine is left in standby mode, it switches off automatically after 30 minutes.

## Frothing milk

If you want to froth milk after switching on the machine or after brewing a cup of coffee, there may still be some water in the internal circuit. You need to let this water flow out of the machine first.

- 1 Place a big cup under the hot water/steam wand or classic milk frother.
- 2 Turn the control dial to the steam icon.
  - The on/off button flashes while the water heats up.
  - Hot water comes out of the hot water/steam wand or classic milk frother.



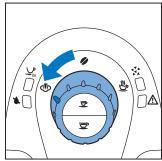
**3** When only steam comes out of the hot water/steam wand or classic milk frother, turn the control dial back to the coffee bean icon.





Fill a jug up to 1/3 with cold milk.

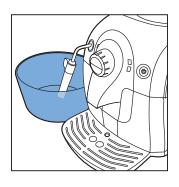
**Note:** Use cold milk (at a temperature of approximately 5°C/41°F) with a protein content of at least 3% to ensure an optimal frothing result. You can use whole milk or semi-skimmed milk, depending on your preference.



- Immerse the hot water/steam wand or classic milk frother in the milk and turn the control dial to the steam icon. Froth the milk by gently swirling the jug and moving it up and down.
- When the milk froth has the desired consistency, turn the control dial back to the coffee bean icon.

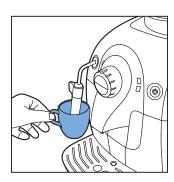
After frothing milk, the machine needs to cool down before you can brew coffee. Follow the next steps.

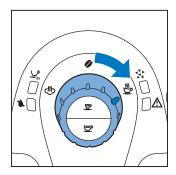
- 1 Press the espresso button or regular coffee button.
  - The on/off button flashes rapidly to indicate that the machine is overheated and cannot brew coffee.
- Place a bowl under the hot water/steam wand or classic milk frother and turn the control dial to the hot water icon.
- Hot water comes out of the hot water/steam wand or classic milk frother.
- Wait until the water flow stops and the on/off button lights up continuously.
- Turn the control dial back to the coffee bean icon.
  - The machine is ready to brew coffee.



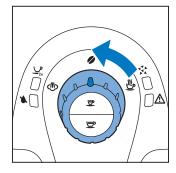
#### Hot water

- Make sure the on/off button lights up continuously. If the on/off button flashes slowly, the machine is heating up.
- Place a cup under the hot water/steam wand or classic milk frother.





- **3** Turn the control dial to the hot water icon.
  - Water comes out of the hot water/steam wand or classic milk frother.



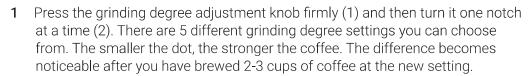
**4** Turn the control dial back to the coffee bean icon when the cup contains the preferred amount of hot water.

#### Adjusting the machine

You can adjust the grinding degree and coffee volume to obtain coffee that is perfectly customised to your taste.

#### Adjusting the grinding degree

You can adjust the grinding degree of the machine. At each grinding degree selected, the ceramic coffee grinder guarantees a perfectly even grind for every cup of coffee you brew. It preserves the full coffee aroma and delivers the perfect taste to every cup.

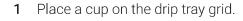


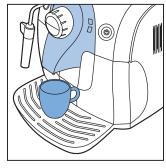
**Warning**: Do not turn the grinding degree adjustment knob more than one notch at a time to prevent damage to the grinder.



#### Adjusting the coffee volume

You can adjust the coffee volume to your taste and the size of your cups. Both the regular coffee button and espresso button can be programmed.





- **2** Press and hold the button of the coffee type you want to adjust. Release the button when the machine starts to grind coffee beans.
  - The 2-cup light and the on/off button flash slowly.
- 3 Press the same button again when the cup contains the desired amount of coffee.

The machine automatically saves the new setting.



# Cleaning and maintenance

Regular cleaning and descaling prolongs the lifetime of your machine and ensures optimum quality and taste of your coffee.

Warning: Do not immerse the machine in water or any other liquid.

**Warning**: Never use scouring pads, abrasive cleaning agents or aggressive liquids to clean the machine.

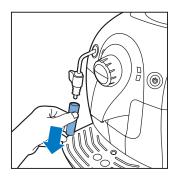
Warning: Always unplug the machine and let it cool down before you clean it.

**Note:** None of the detachable parts are dishwasher-proof. Rinse them under the tap.

Clean the hot water/steam wand or classic milk frother with a wet cloth after each use. Clean the hot water/steam wand or classic milk frother thoroughly once a week.

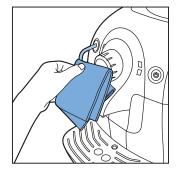
1 Remove the protective handle from the hot water/steam wand by pulling it downwards.

Warning: The hot water/steam wand or classic milk frother may be hot.



(**6**)

- If your machine has a classic milk frother, remove the tube and upper part.
- 2 Rinse the tube and upper part with fresh water and dry them with a dry cloth.



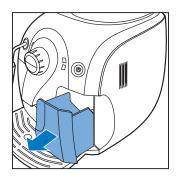
- 3 Clean the hot water/steam wand with a wet cloth to remove milk residues.
- 4 Put the protective handle and classic milk frother (if present) back onto the hot water/steam wand. They are correctly positioned when you hear a click.

#### Cleaning the brewing unit

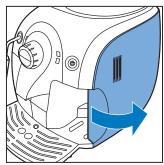
**Warning**: Do not clean the brewing unit in the dishwasher and do not use washingup liquid or a cleaning agent to clean it.

Clean the brewing unit once a week.

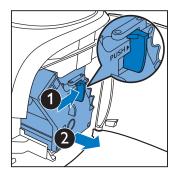
1 Switch off the machine and unplug it.



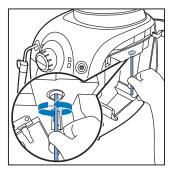
Remove the coffee grounds container from the machine.



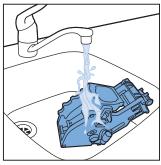
Open the maintenance door.



Press the PUSH button (1) and pull at the grip of the brewing unit (2) to remove it from the machine.



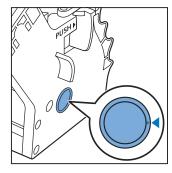
Clean the coffee exit duct thoroughly with a spoon handle or another roundtipped kitchen utensil.



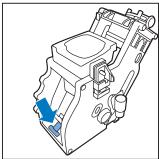
**6** Rinse the outside of the brewing unit under a lukewarm tap.

Warning: Never use any washing-up liquid or other cleaning agent to clean the brewing unit.

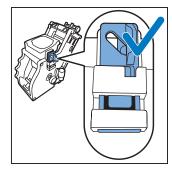
Warning: Do not dry the brewing unit with a cloth to prevent fibres from collecting inside the brewing unit. After rinsing, just shake excess water off the brewing unit or let it air-dry.



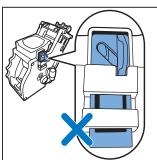
**7** Before you slide the brewing unit back into the machine, make sure the two reference signs on the side match. If they do not match, perform the following step:



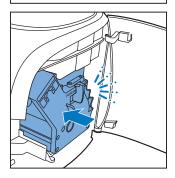
- Make sure the lever is in contact with the base of the brewing unit.
- 8 Make sure the locking hook of the brewing unit is in the correct position.



 To position the hook correctly, push it upwards until it is in uppermost position.



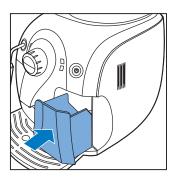
**Note:** The hook is not correctly positioned if it is still in bottommost position.



9 Slide the brewing unit back into the machine along the guiding rails on the sides until it clicks into position.

Warning: Do not press the PUSH button.

10 Close the maintenance door.

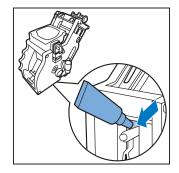


Slide the coffee grounds container back into the machine.

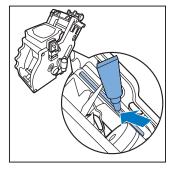
#### Lubrication

For optimal performance of the machine, lubricate the brewing unit after it has brewed 500 cups of coffee or once every 3 months.

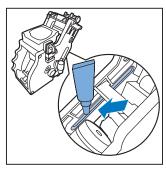
- Switch off the machine and unplug it.
- Follow steps 2 to 4 in section 'Cleaning the brewing unit' to remove the brewing unit from the machine.
- Apply some lubricant around the shaft in the bottom of the brewing unit.



Apply some lubricant to both sides of the part shown in the illustration.



5 Follow steps 7 to 11 in section 'Cleaning the brewing unit' to place the brewing unit and the coffee grounds container back into the machine.



# Descaling the machine

Scale builds up inside the machine during use. It is essential to descale the machine when the orange descaling light lights up continuously. Only use the special Gaggia descaling solution to descale the machine. The Gaggia descaling solution is designed to ensure optimal performance of the machine.

**Warning**: The use of other descaling products may cause damage to the machine and leave residues in the water.

#### Descaling procedure

The descaling procedure lasts 30 minutes and consists of a descaling cycle and a rinsing cycle.

#### Preparation

1 Switch off the machine.

**Warning**: If you do not switch off the machine, you cannot enter the descaling cycle.

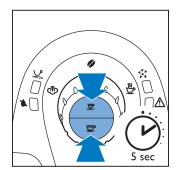


- 2 Empty the drip tray and place it back. Remove the classic milk frother (if present).
- 3 Empty the water tank and remove the Intenza+ water filter (if present). Pour the entire bottle of descaling solution into the water tank.
- **4** Add water to the descaling solution in the water tank up to the MAX indication.
- 5 Make sure the control dial is set to the coffee bean icon.



6 Place a bowl under the hot water/steam wand.

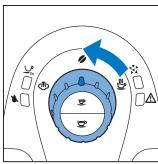
## Descaling cycle



- 1 Press the espresso button and regular coffee button simultaneously for approximately 5 seconds.
  - The orange descaling light flashes slowly during the entire descaling cycle.



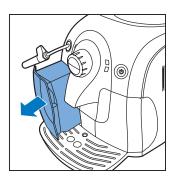
2 Turn the control dial to the hot water icon and brew hot water. Let hot water flow out of the hot water/steam wand for 10 seconds.



- 3 Turn the control dial back to the coffee bean icon. Wait approximately 1 minute to let the descaling solution act.
- **4** Press the espresso button to brew a cup of espresso. Wait approximately 1 minute to let the descaling solution act.

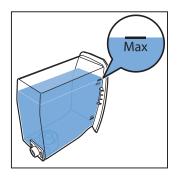
**Note:** During the descaling process, the coffee grinding function does not work. If you press the espresso button, only water will flow out of the machine.

5 Repeat steps 2 to 4 until the 'water tank empty' light lights up continuously.



## Rinsing cycle

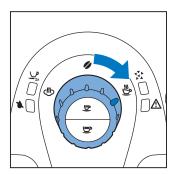
1 Remove the water tank from the machine and rinse it.



- 2 Fill the water tank with fresh tap water up to the MAX indication and slide the water tank back into the machine.
- 3 Empty the bowl and place it back onto the drip tray under the hot water/steam wand.



4 Press the espresso button and brew a cup of espresso. Repeat this twice.



- **5** Turn the control dial to the hot water icon.
- **6** Let hot water flow out of the hot water/steam wand until the 'water tank empty' light lights up continuously.

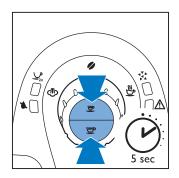
**Note:** If you want to interrupt the water flow, turn the control dial back to the coffee bean icon. To restart the water flow, turn it back to the hot water icon.



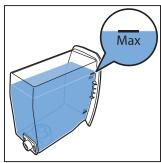
- 7 Remove the drip tray, rinse it and place it back.
- 8 Reattach the classic milk frother.
- **9** Remove the water tank and rinse it.
- 10 Reinstall the Intenza+ water filter (if present).
- **11** Fill the water tank with fresh tap water up to the MAX indication and slide the water tank back into the machine.
- 12 Press the on/off button to switch off the machine.
  - When you switch the machine back on, it is ready for use again.

## If you are unable to finish the descaling procedure

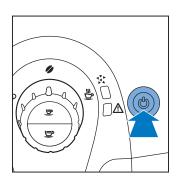
If the machine gets stuck in the descaling procedure, you can press the on/off button. This allows you to complete the descaling procedure. Follow the steps below to make sure your machine is ready to brew coffee again.



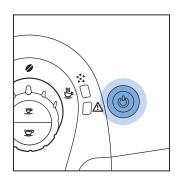
- 1 Press the espresso button and regular coffee button simultaneously for approximately 5 seconds.
- 2 Remove the drip tray, rinse it and place it back.
- 3 Remove the water tank and rinse it.



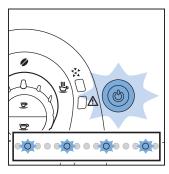
- **4** Fill the water tank with fresh tap water up to the MAX indication and slide the water tank back into the machine.
- **5** Press the espresso button and brew a cup of espresso. Repeat this twice.
- **6** Turn the control dial to the hot water icon. Let hot water flow out of the hot water/steam wand until the 'water tank empty' light lights up continuously.
- 7 Remove the drip tray, rinse it and place it back.
- 8 Reattach the classic milk frother.
- 9 Remove the water tank and rinse it.
- 10 Reinstall the Intenza+ water filter (if present).
- **11** Fill the water tank with fresh tap water up to the MAX indication and slide the water tank back into the machine.
- **12** Press the on/off button to switch off the machine.
  - When you switch the machine back on, it is ready for use again.



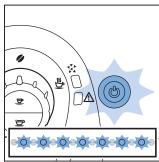
# Meaning of light signals



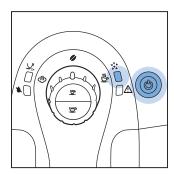
- The on/off button lights up continuously. The machine is ready for use.



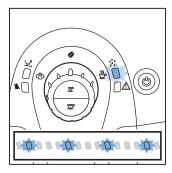
- The on/off button flashes slowly. The machine is warming up or performing a procedure.



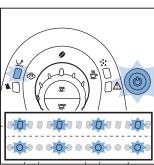
- The on/off button flashes quickly. The machine is overheated. Brew a cup of hot water to cool down the machine.



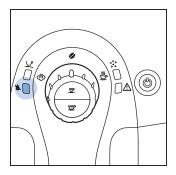
- The descaling light and the on/off button light up continuously. You have to descale the machine. Follow the instructions in chapter 'Descaling the machine'.



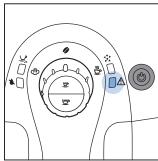
- The descaling light flashes slowly. The machine is descaling.



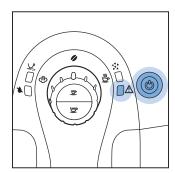
- The 2-cup light and the on/off button flash slowly. The machine is programming the amount of coffee to brew. Follow the instructions in chapter 'Using the machine', section 'Adjusting the coffee volume'.
- The 2-cup light lights up continuously and the on/off button flashes slowly. The machine is brewing two cups of coffee.



- The 'water tank empty' light lights up continuously. The water level is low. Fill the water tank with fresh water up to the MAX indication.

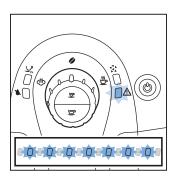


- The warning light lights up continuously and the on/off button goes out. The coffee grounds container is full. Empty the coffee grounds container while the machine is on. Make sure that the warning light flashes before you reinsert the coffee grounds container.

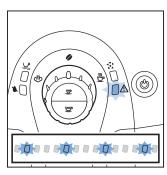


- The warning light and the on/off button light up continuously.

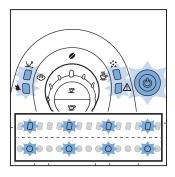
The coffee bean container is empty. Refill the coffee bean container.



- The warning light flashes quickly. There is no water in the internal circuit. Turn the control dial to the hot water icon and let hot water come out of the machine until the water flows continuously. See chapter 'Preparing for use' section 'Heating up the machine'. Follow steps 3 and 4.



The warning light flashes slowly. The brewing unit is not correctly inserted, the coffee grounds container is not inserted, the maintenance door is open or the control dial is not in the correct position.
Make sure the brewing unit and coffee grounds container are inserted correctly, the maintenance door is closed and the control dial is in the correct position. If you cannot take out the brewing unit or place it back, switch the machine off and on again.



- The lights flash slowly and simultaneously. The machine is out of order. Switch off the machine for 30 seconds, then switch it back on. Try this two or three times. If the machine does not reset, contact the Gaggia Consumer Care Centre in your country.

# Troubleshooting

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.gaggia.com or www.gaggia.it for a list of frequently asked questions or contact the Consumer Care Centre in your country.

Problem	Solution
The machine does not work.	Make sure the small plug is inserted into the socket. Plug in and switch on the machine.
	Make sure that the voltage indicated on the machine corresponds to the local mains voltage.
The machine is stuck in the descaling procedure.	Press the on/off button. You can restart the descaling procedure or follow the instructions in chapter 'Descaling the machine', section 'If you are unable to finish the descaling procedure'.
The coffee is not hot enough.	Preheat the cups by rinsing them with hot water. Use thin-walled cups.
The coffee temperature decreases over time.	Descale the machine.
No hot water or steam comes out of the hot water/ steam wand.	Check if the hole of the hot water/steam wand is clogged. If so, clean the hole.
	The classic milk frother may be dirty. Clean the classic milk frother.
The espresso does not have enough crema.	Use a different type of coffee beans or adjust the ceramic coffee grinder (see chapter 'Using the machine', section 'Adjusting the grinding degree').
The machine does not heat up fast enough and little coffee comes out.	Descale the machine (see chapter 'Descaling the machine').

Problem	Solution	
The brewing unit cannot be removed.	Remove the coffee grounds container before you open the maintenance door. If you still cannot remove the brewing unit follow the next steps. Reinsert the coffee grounds container, close the maintenance door, switch on the machine. The machine prepares for use. Switch off the machine and try to remove the brewing unit again.	
The brewing unit cannot be placed back.	Make sure that the lever is in contact with the base of the brewing unit. Also make sure that the hook of the brewing unit is in the correct position. See chapter 'Cleaning and maintenance', section 'Cleaning the brewing unit'.	
	If you still cannot place the brewing unit back. Reinsert the coffee grounds container and leave the brewing unit out. Close the maintenance door, switch on the machine. The machine prepares for use. Switch off the machine and try to place back the brewing unit again.	
The machine grinds the coffee beans but no coffee comes out.	Clean the coffee exit duct and set the grinder to a coarser setting. Clean the brewing unit (see chapter 'Cleaning and maintenance', section 'Cleaning the brewing unit').	
	Fill the water tank with water.	
	Clean the coffee spout.	
The coffee is too weak.	Adjust the ceramic coffee grinder to a finer setting (see chapter 'Using the machine', section 'Adjusting the grinding degree').	
	Brew a few cups of coffee to let the machine adjust itself to the new grinding settings.	
	Use a different type of coffee beans.	
Water ends up in the drip tray.	This is normal. To guarantee the perfect cup of coffee, the machine uses water to rinse the internal circuit and brewing unit. Some of the water flows through the internal system directly into the drip tray. Empty the drip tray regularly.	
The machine seems to be leaking.	The drip tray is full and overflowed during brewing or the descaling procedure.	
	Check if the water tank is leaking.	
	The brewing unit or the drains behind or under the brewing unit may be blocked. Rinse the brewing unit with lukewarm water and clean the upper filter carefully. Also clean the inside of the machine with a soft, damp cloth.	
There is not enough coffee in my cup.	Air may be present in the internal circuit. Rinse the internal circuit of the machine by turning the control dial to the hot water icon and letting some hot water flow out of the machine.	
	Clean the brewing unit (see chapter 'Cleaning and maintenance', section 'Cleaning the brewing unit').	

# Technical specifications -

Feature	Value / location
Nominal voltage	Inside of maintenance door
Power rating	Inside of maintenance door
Size (w x h x d)	295mm x 325mm x 420mm
Weight	6.9 kg
Material	Plastic
Cord length	0.8m -1.2m
Water tank capacity	1000ml
Cup size	Up to 95mm
Coffee bean container capacity	170g
Coffee grounds container capacity	8 cakes
Pump pressure	15 bar
Boiler	Stainless steel
Safety devices	Thermal fuse