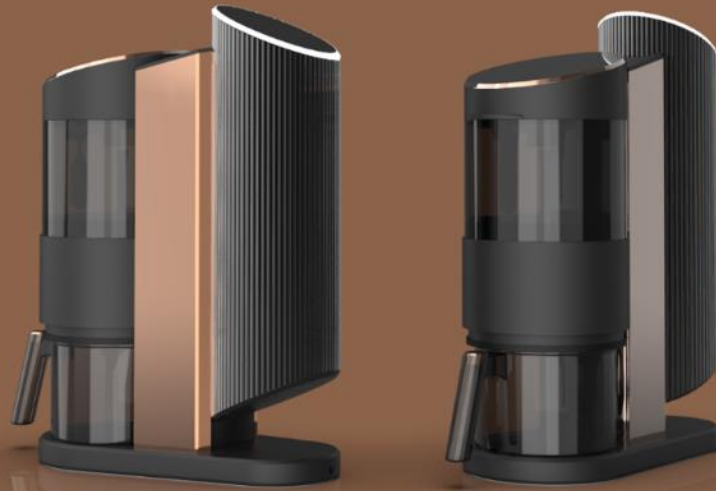


# FREDDA

## Troubleshooting Guide



Symptom	Action
Unable to boot	Replug the power cord or replace the power outlet and reboot.
The START button is not light up and cannot be operated	<ol style="list-style-type: none"> <li>1. Verify the upper and lower pots are in place and the top cover is closed while the upper and lower pot lights will be on, and then START can be executed.</li> <li>2. If you did not remove the lower pot after the last cold brew or cleaning process, remove the lower pot and put it back in place.</li> <li>3. If the upper and lower pot lights are both on and still cannot be operated, please replug the power cord and press the power button to reboot.</li> </ol>
The upper pot light is not on	<ol style="list-style-type: none"> <li>1. Check if the upper pot is placed at right position.</li> <li>2. Check if the top cover is tightly closed with the upper pot.</li> </ol>
The lower pot light is not on	Check if the lower pot is placed in the correct position
Red light flash (Pressure abnormal)	<ol style="list-style-type: none"> <li>1. If the machine has stopped working and the lifting platform has not been raised, please turn off and standing for 2 minutes, then replug the power cored and pressing the power button to reboot.</li> <li>2. If the red light flashes during operation, the lower pot may not be completely sealed which causes pressure abnormal. Please turn it off, unplug and remove the lower pot. Replug and press the power button to reboot after standing for 2 minutes.</li> <li>3. Make sure the lower pot is in place and there are no foreign objects at the mouth and bottom of lower pot in case affecting the sealing of the lower pot when the lifting platform is pressed down</li> </ol>
Red light constant (Current abnormal)	Please turn off and standing for 1 minute, then replug the power cored and pressing the power button to reboot.
The stirrer does not stop at right position (8 o'clock position) when turning on the machine or after cold brew process	Closed the top cover, turn off and restart to let the stirrer return to initial preset position automatically.

Symptom	Action
Cleaning light flashes	The flashing light indicates the cleaning reminder (Has been more than 4 hours since the last production), please refer to the instruction manual to execute the cleaning mode, the flashing of the cleaning light can be eliminated
The bottom of the upper pot is leaking	<ol style="list-style-type: none"> <li>1. Check if the ground tray is installed in the correct position according to the arrow scale on the surface of the tray</li> <li>2. Check whether the funnel of the upper pot is correctly installed to the rubber ring in the center groove of the ground tray. If the upper pot shakes sharply, please press and rotate the upper pot to make the upper pot and the ground tray more closely.</li> </ol>
Water overflows from the top of upper pot	<ol style="list-style-type: none"> <li>1. Check if the top inner cover is properly installed</li> <li>2. Check if the top cover is closed and tightly fitted with the upper pot</li> </ol>
Water overflows from the lower pot	<ol style="list-style-type: none"> <li>1. The maximum capacity of the lower pot is 750ml, please make sure that the powder and water volume of the upper pot does not exceed the MAX mark</li> <li>2. If the lower pot overflows accidentally, please turn off the power first, remove the remaining content from the upper and lower pots and clean them. Restart the machine, install the upper and lower pots, and operate cleaning mode again to extract the excess liquid in the pipeline.</li> <li>3. When the lower pot overflows, it is normal that the excess liquid in the pipeline will be discharged through the drainage hole at base.</li> </ol>
The machine stops working and shuts down during operation	<ol style="list-style-type: none"> <li>1. If the top cover is opened during production, the machine will stop working</li> <li>2. Check if the upper and lower pots are placed in the correct position</li> <li>3. Replug the power cord and press the power button to restart</li> </ol>
There is resistance when the filter module installing	Check if the flat surface of rubber ring is facing up and the inclined surface is facing down when installing the filter module; if the direction is reversed, it will cause resistance.

Symptom	Action
<p>The fluid flow is thin or intermittent when vacuum the liquid from upper to lower pot</p>	<ol style="list-style-type: none"> <li>1. The filter module installation must be pushed to the bottom of the upper pot and pressed tightly. Improper installation can cause fines to clog the filter, resulting in abnormal pressure and poor suction.</li> <li>2. Check if the ground tray is installed in the correct position according to the arrow scale on the surface of the tray.</li> <li>3. If the filter of ground tray is clogged with powder, it may cause abnormal pressure and poor extraction. Please scrub and clean before using it.</li> <li>4. Very fine grinding degree powder may easily cause clogging of filter paper holes and unsmooth extraction. It is recommended to use pour-over coffee grinding degree (medium-to-fine to medium-to-coarse).</li> <li>5. If the brew ratio of powder to water is too low, it may cause poor extraction. The recommended coffee brewing ratio is 1:8~1:10.</li> <li>6. Use the APP to adjust the vacuum level and try again.</li> </ol>
<p>Liquid residue in the upper pot after brewing process</p>	<ol style="list-style-type: none"> <li>1. After the machine stops operating and the lifting platform is raised, do not move the upper and lower pots. Press and hold the Start button for 5 seconds to start the forced extraction mode. The lifting platform will descend and force extraction for 3 minutes until the lifting platform rises to end the extraction. If you want to stop during the forced extraction process, short press the Start button for 1 second again to stop the extraction, and the machine will automatically release the pressure until the lifting platform rises.</li> <li>2. If the liquid in the upper pot cannot be completely extracted after the forced extraction mode is executed, please remove the stirrer and the top inner cover, take out the upper pot and clear the contents, and then slowly pull out the filter module. Check if the filter of the upper pot bottom and ground tray is clogged with powder, which makes the extraction unsmooth or unable to extract.</li> </ol>