

**Serenade Single-Cup Brewer  
Troubleshooting Guide**

Issue	Possible Cause	Possible Solution
<b>Drink Seem "Watery"</b>	Coffee hopper empty	Refill coffee hopper
	Coffee bean hopper not installed properly	Ensure coffee hopper is properly aligned with hopper augers in back of machine Ensure hopper lock is fully open
	Coffee bean hopper lock not fully open	Ensure hopper lock is fully open
	Wrong coffee loaded in the hopper	Ensure that the proper beans are in the properly assigned bean hopper Remove coffee beans and replace with correct beans or re-assign the hopper
<b>Watery soluble drink (chocolate or chai)</b>	Out of powder	Refill powder hopper
	Powder "bridging" or lodged inside hopper	Remove and empty hopper, clean and THOROUGHLY dry hopper, re-install
	Soluble hopper not installed properly	Remove soluble hopper reinstall (Refer to the <i>Serenade Menu Setup &amp; Daily Usage Guide</i> )
	Auger inside hopper not engaged	Empty soluble hopper and re-engage the auger wire with the auger drive (Refer to the <i>Serenade Daily &amp; Weekly Cleaning Instructions</i> )
	Whipping chamber clogged	Complete a machine rinse cycle (Refer to the <i>Serenade Daily &amp; Weekly Cleaning Instructions</i> ) Disassembly whipping chamber then clean chamber, clean then reassemble (Refer to the <i>Serenade Daily &amp; Weekly Cleaning Instructions</i> )
<b>Machine states it's out of powder, but powder remains in a hopper</b>	Soluble hopper product level indicator not properly set	Open door and note product level in soluble hopper Close door and slide hopper fill level indicator to correct level (Refer to the <i>Serenade Menu Setup &amp; Daily Usage Guide</i> )
	Product level maybe too low	Machine always reminds you prior to being completely empty. This is normal. Refill the soluble hopper and reset fill level indicator (Refer to the <i>Serenade Menu Setup &amp; Daily Usage Guide</i> )
<b>Machine states it's out of beans, but beans remains in a hopper</b>	Product level maybe too low	Refill coffee bean hopper(s) with proper beans
<b>Coffee brew time too long / Machine warns of extended brew time or locks out (typically due to lack of seal caused by lack of cleaning)</b>	Nuisance error	Turn machine off/on. Machine will reset itself Oce the machine has reset the error will appear (this is normnal) Run a coffee drink and the error should disappear
	Coffee grounds build up around brew funnel	Open machine door and remove filter paper Brush off any coffee grounds on the screen of the brew box Remove, clean and reinstall brew funnel (Refer to the <i>Serenade Daily &amp; Weekly Cleaning Instructions</i> ) Reinstall filter paper (Refer to the <i>Serenade Daily &amp; Weekly Cleaning Instructions</i> )
	Brew box vacuum tube may not be in place	Re-attach the brew box tube (found on the right side brew box) (Refer to <i>Serenade User Manual</i> )
	Brew box maybe not be seated correctly	Ensure brew box is seated correctly when installed if removed for some reason (Refer to <i>Serenade User Manual</i> )
	Missing or misaligned brew funnel	Remove and reinstall brew funnel, check for alignment (Refer to the <i>Serenade Daily &amp; Weekly Cleaning Instructions</i> )
	Coffee hopper empty	Check to ensure coffee hopper is filled
	Incorrect coffee loaded in hopper	Remove coffee and replace with correct coffee or re-assign the hopper (Refer to the <i>Serenade Menu Setup &amp; Daily Usage Guide</i> )
<b>Coffee drinks are grayed out on screen</b>	Coffee hopper empty	Refill coffee hopper
	Machine may be out of filter paper	Replace paper roll, or advance paper (Refer to the <i>Serenade Daily &amp; Weekly Cleaning Instructions</i> )
	Waste bin or waste chute not in place	Machine will not operate if waste chute or waste bin is not in place. Ensure the chute or waste bin is in place with the magnet on the side facing inside of machine.
	Waste bin or filter paper take up roller is full?	Remove internal waste bin and empty. Re-insert the bin with magnet facing inside of machine.
	Door is not closed	Open and close the door, may have been slightly opened, machine will not allow drinks if door is open
	Machine is heating up	Wait about 1-2 minutes to see if machine heats up (up to 20 minutes if initial set up or waking up from night mode)

**Serenade Single-Cup Brewer  
Troubleshooting Guide**

Issue	Possible Cause	Possible Solution
<b>Water leaking from bottom of the machine</b>	Drip tray full	Carefully remove the drip tray and empty.
	Metal drip tray cover missaligned	Ensure metal drip tray cover is properly aligned Large oval hole <b>MUST</b> be on the left side to allow water venting directly into drip tray
	Brew tube is miss aligned	Brew tube should be positioned over brew funnel, re-position it to dump water into the brew funnel (Refer to Serenade <i>User Manual</i> )
	Brew funnel rinse water tube not connected	Re-attach the brew funnel rinse tube (Refer to Serenade <i>User Manual</i> )
	Whipping chamber clogged	Complete a machine rinse cycle (Refer to the Serenade <i>Daily &amp; Weekly Cleaning Instructions</i> ) Disassembly whipping chamber then clean chamber, clean then reassemble (Refer to the Serenade <i>Daily &amp; Weekly Cleaning Instructions</i> )
	Soluble mixing bowl/whipping chamber not assembled correctly	Remove soluble whipping chambers and reassemble (Refer to the Serenade <i>Daily &amp; Weekly Cleaning Instructions</i> )
	Incorrect cleaning tablets used creating extra foaming/bubbling and water to overflow the brew funnel	Double check cleaning tablet and ensure using recommended tablet.
<b>Machine states it's out of paper, but I just replaced it</b>	Filter paper installed incorrectly	Reinstall filter paper (Refer to the Serenade <i>Daily &amp; Weekly Cleaning Instructions</i> )
	Filter paper drive not engaged/closed?	Ensure that the drive mechanism is closed allowing for the paper to be pulled (Refer to the Serenade <i>Daily &amp; Weekly Cleaning Instructions</i> ) If paper take up roller is installed, ensure that paper roller is engaged properly
	Filter paper not advanced after being installed	Advance filter paper (Refer to the Serenade <i>Daily &amp; Weekly Cleaning Instructions</i> ) - Push and hold paper advance button after loading paper If paper take up roller is installed, ensure that paper roller is engaged properly
	Power machine off/on	This does a system reboot and will automatically advance the paper if its loaded correctly
<b>Coffee doesn't seem as hot as it should be</b>	Brew lock out is not enabled	Brew lock should be enabled to prevent brewing coffee at lower temperatures
<b>Soluble drinks don't seem as hot as they should be</b>	Brew lock out is not enabled	Brew lock should be enabled to prevent brewing coffee at lower temperatures
<b>Machine leaks during rinse or cleaning cycle</b>	Brew tube is miss aligned	Brew tube should be positioned over brew funnel, re-position it to dump water into the brew funnel
	Brew funnel rinse water tube not connected	Re-attach the brew funnel rinse tube
	Whipping chamber clogged	Complete a machine rinse cycle (Refer to the Serenade <i>Daily &amp; Weekly Cleaning Instructions</i> ) Disassembly whipping chamber then clean chamber, clean then reassemble (Refer to the Serenade <i>Daily &amp; Weekly Cleaning Instructions</i> )
	Soluble mixing bowl/whipping chamber not assembled correctly	Remove soluble whipping chambers and reassemble (Refer to the Serenade <i>Daily &amp; Weekly Cleaning Instructions</i> )
	Used incorrect cleaning tablets that created extra foaming/bubbling and water to overflow the brew funnel	Double check cleaning tablet and ensure using recommended tablet.
<b>During product set up the machine states, "A Maximum of 3 Unique Coffee Products can be used by the active Recipes. Please adjust the Beverages Offered"</b>	Coffees being offered are not assigned to hoppers	Review user screen set up (Refer to the Serenade <i>Menu Setup &amp; Daily Usage Guide</i> )
	Wrong coffee assigned to "Iced Coffee" selection	Iced coffee can only be tied to Breakfast or Veranda, you must be offering one of these blends and have the correct Iced Coffee assigned.
<b>Coffee fill levels are too high</b>	Incorrect cups size being used for drink size being dispensed	Machines are set to deliver within one ounce of the target drink. Check cup size
	Review troubleshooting for watery coffee drink	Not enough coffee grounds dispensed. Bean hopper not properly installed or not open all the way.
<b>Coffee fill levels are too low</b>	Are the cups being used correct volume?	Machines are set to deliver within one ounce of the target drink. Check cup size