

- Turn on your machine and allow it to completely heat up prior to continuing. When your machine is ready for steaming, you are ready to continue.
- Find a receptacle that can hold up to fifteen ounces of water, such as a large frothing pitcher or a cooking pot and place it underneath the steam wand.
- Activate the machines pump by opening the steam wand, let the water receptacle you have chosen catch the water that is expelled.
- Remove the water tank. Simply pull it out while the steam wand is steaming.
- Let all of the water drain from the machine into the receptacle until there is no longer any water or steam flowing from your machine.
- Important! Remove all beans from your bean hopper (where the beans are stored), using a vacuum makes this a simple task.
- Please rinse your brew group prior to shipping, preventing coffee grounds from littering the internals of the machine.

*If you can not perform any of the above tasks, no need to be concerned, they are only precautionary and we can handle any issues that arise with an undrained machine.*

### ***Please include the following items with your machine:***

- Service Form
- Water Tank
- Dump Box
- Drip Tray

We do not need the bean hopper lid, water tank lid, or the power cord. We have these in the shop to test the machine with.

### ***How should I ship my Espresso Machine?***

UPS, FedEx and the U.S. Post Office (USPS) are generally the most affordable options for shipping. Please provide us with the tracking information upon shipment so that we can include the unit on our preparation schedule prior to arrival.

Package your machine in a box larger than your machine by at least five inches. You may double-box your product for best results. Bubble-Wrap and/or “peanuts” provide substantial protection for your investment.

Philips Repair will return your item in properly double-boxed cartons and your product will be insured for replacement value in the unlikely event of shipping damage. You will receive a tracking number upon completion and payment for your repair / maintenance.

### ***Have any questions prior to shipping or during the repair process?***

e-Mail [support@PhilipsRepair.com](mailto:support@PhilipsRepair.com) or call us at 310-714-3553