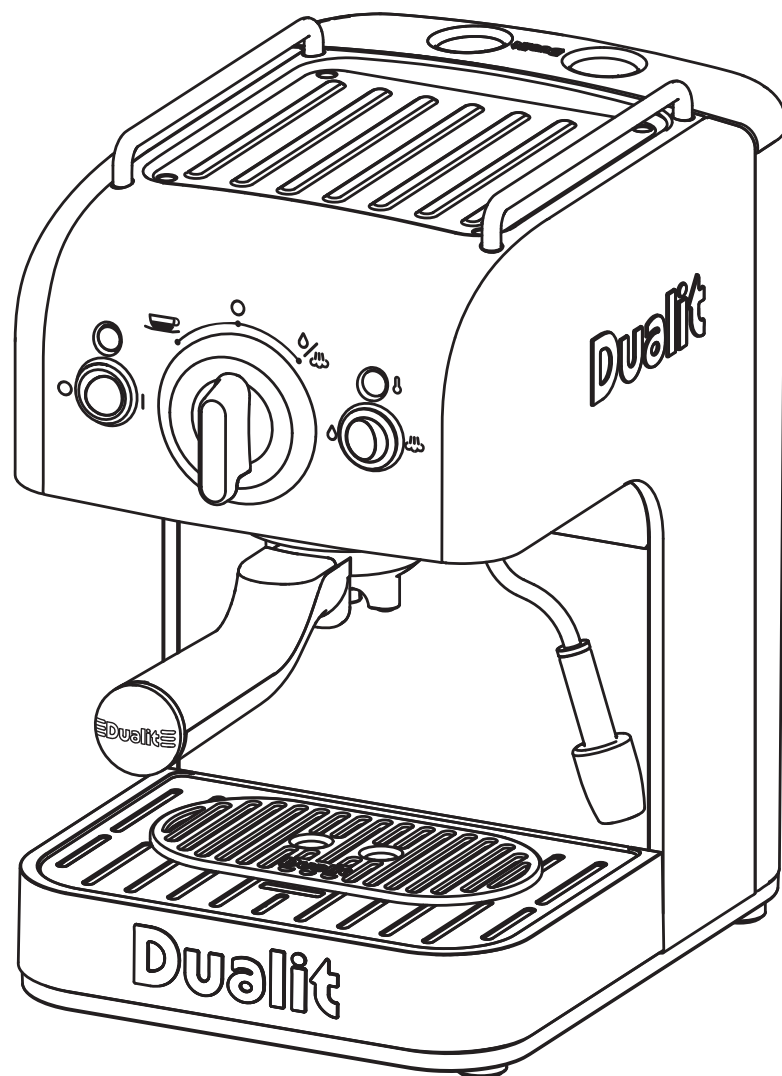


# Coffee system

Instruction Manual and Guarantee

**Dualit**   
Since 1945




**Model: DCM2**

# YOUR COFFEE SYSTEM

High pressure espresso machines, such as your new Dualit coffee system, require constant care and maintenance to prolong their life.

Please remember to:

- **Rinse through and wipe the steam wand after every use**
- **Descale your machine on a regular basis**

	Product videos		Scan QR code
	Recipe ideas		
	How to guides		

## GREAT COMPLIMENTS

(NOT INCLUDED)

BARISTA  
KIT



COFFEE  
GRINDER



## ESE COFFEE PODS

(COMPATIBLE WITH YOUR MACHINE)



INTENSE ESTATE  
BLEND  
Strength 5 - strong



ESPRESSO BLEND  
Strength 4 - strong



DECAFFEINATED  
Strength 3 - medium

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# SAFETY PRECAUTIONS

## READ ALL INSTRUCTIONS

BEFORE USING THE COFFEE SYSTEM. KEEP THESE INSTRUCTIONS FOR FUTURE REFERENCE.

- **WARNING:** This appliance must be earthed.
- Ensure that the voltage of the appliance corresponds to that of the mains supply. Do not place the coffee system on a metal tray or other metal surface during use.
- Do not lift the appliance up using the water reservoir or cup rails. Only hold the appliance body.
- Do not place the appliance on a polished wood surface, it could damage the wood.
- Do not place on a tray or surface that may collect liquid.
- Do not place the appliance over or close to sources of heat such as electric rings, hot ovens or open flames.
- The use of extension cables not authorised by the manufacturer may cause damage or accidents.
- Do not use the appliance without water as this may cause the pump to burn out.
- The power supply cable should not be allowed to come into contact with hot surfaces.
- Unplug the appliance from the mains before cleaning or maintaining.
- Do not leave the appliance in a room with a temperature below 0°C, as any water remaining in the appliance could freeze and cause damage.
- Before refilling the water reservoir, unplug the appliance from the mains.
- Do not overfill the water reservoir.
- Do not use sparkling water (with carbon dioxide).
- Never fill the reservoir with hot or boiling water.
- Only use the appliance with the drip tray correctly fitted.
- The appliance is not designed for commercial or industrial use; it is for domestic use only.
- Do not touch the metal parts, the filter holder or its housing when the appliance is in use, as this may cause burns or scalding.
- Do not operate this appliance with a damaged cord or plug. If the supply cord is damaged, it must be replaced by Dualit Ltd, its service agent or a similarly qualified person in order to avoid a hazard.
- This appliance conforms to directive 89/336 CEE regarding electromagnetic compatibility.

## BEFORE FIRST USE

Unpack the box with care, keeping all the packaging materials until you are satisfied everything is present and in working order. Once satisfied remove any tags from the coffee system and recycle the packaging appropriately.

### THE COFFEE SYSTEM MUST BE FLUSHED THROUGH WITH WATER BEFORE THE FIRST USE.

1. Follow the instructions as if priming the appliance, page 8, leave the filter holder (5) empty, i.e. no filter (15), (16) or (17) and no ground coffee.  
  
Empty the whole water tank (10) through the steam wand and coffee filter; this will rinse the internals ready for brewing coffee.
2. Refill the tank and steam as per instructions on page 12 for 15 seconds then dispense hot water as shown on page 14 for 15 seconds.
3. Before they are used the filter holder, measuring spoon, filters, water tank and froth nozzle (14) must be washed with detergent and lukewarm water, then rinsed and dried.

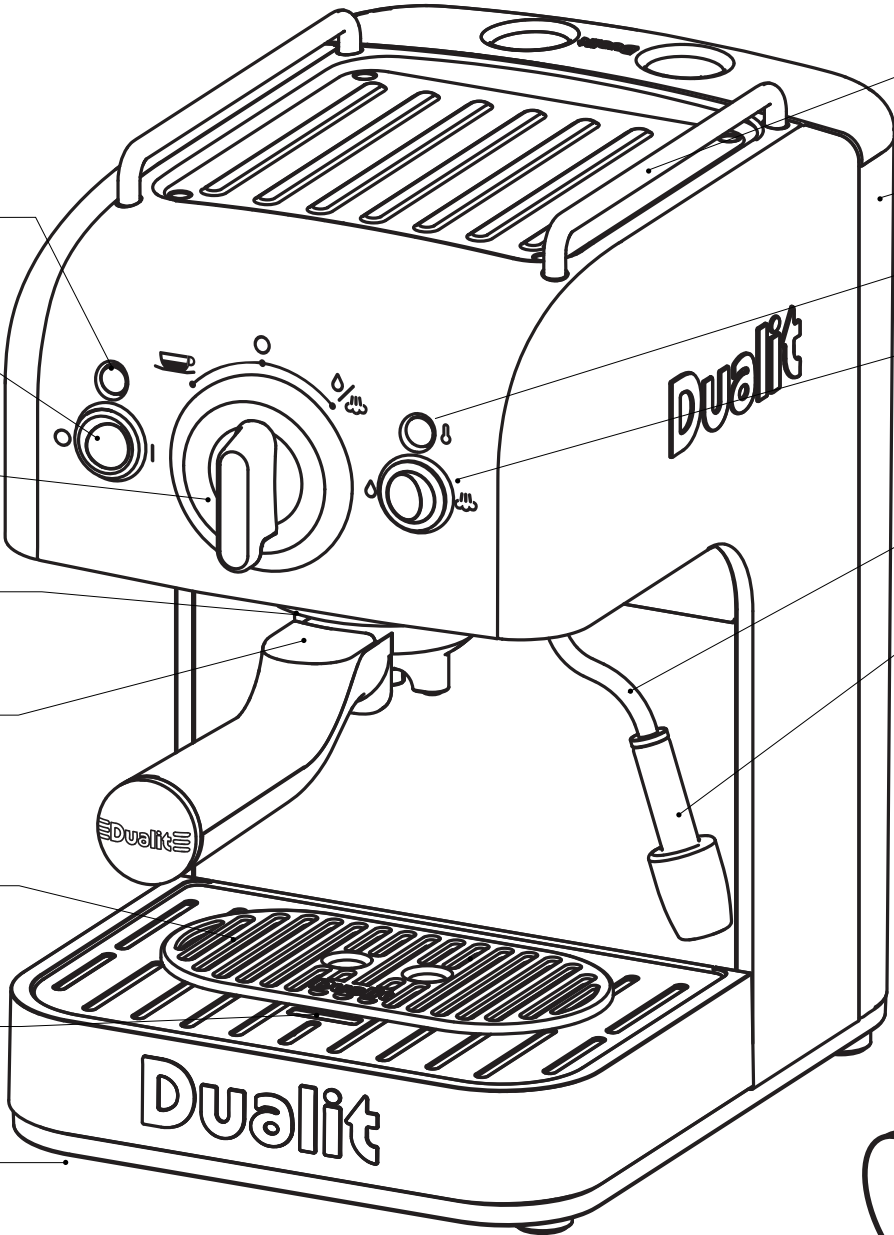
**NOTE:** The control knob (3) may be harder to turn when the machine is new. This will loosen with use.

- Do not immerse in water or other liquids.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance
- Do not operate on an uneven surface.
- Do not leave this appliance unattended.
- Turn the appliance and main power off when not in use.

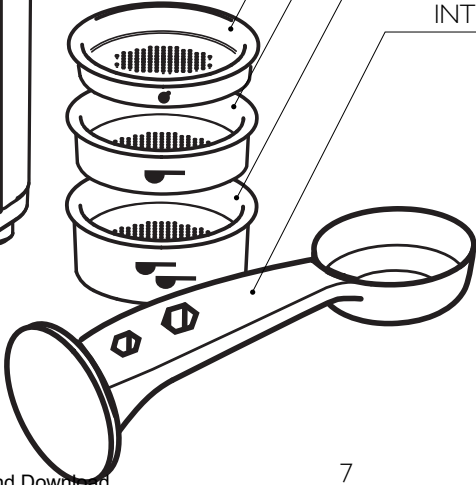
## SAVE THESE INSTRUCTIONS

# KNOW YOUR COFFEE SYSTEM

- 1. POWER INDICATOR LIGHT
- 2. POWER ON/OFF SWITCH
- 3. COFFEE/OFF/STEAM CONTROL KNOB
- 4. BREWHEAD, SHOWER HEAD AND GASKET
- 5. FILTER HOLDER
- 6. REMOVABLE DRIP TRAY AND NON-SLIP MAT
- 7. TRAY FULL INDICATOR
- 8. NON-SLIP RUBBER FEET



- 9. CUP HOLDING PLATE WITH RAIL
- 10. 1.5 LITRE REMOVABLE WATER TANK
- 11. TEMPERATURE INDICATOR
- 12. STEAM/WATER SELECTOR
- 13. STEAM WAND
- 14. FROTH NOZZLE
- 15. ESE POD FILTER
- 16. 1 CUP FILTER
- 17. 2 CUP FILTER
- 18. 7g MEASURING SPOON WITH INTEGRATED TAMPER

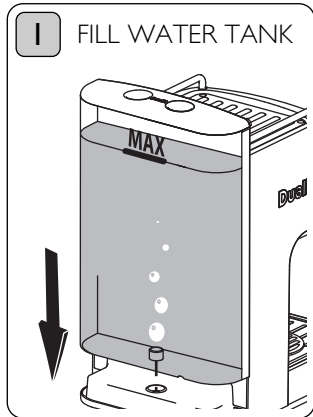


MAINTENANCE KIT	
	19. 20X FILTER PAPERS
	20. FILTER PIN
	21. STEAM PIN

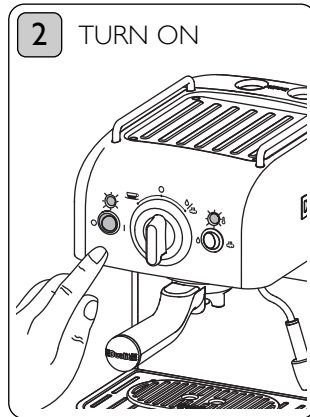
All illustrations are for representation only, your model may vary from illustrations shown.

# PRIMING - BEFORE EACH COFFEE

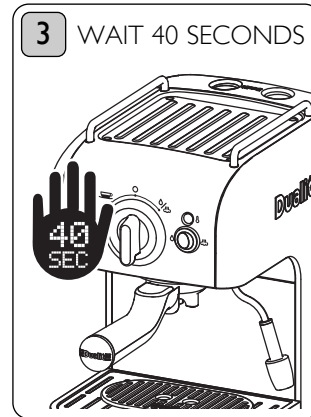
The brewhead (4), filter holder (5) and cup must be the correct operating temperature before the first use. Thereafter subsequent cups must be pre-warmed before **EACH** coffee.



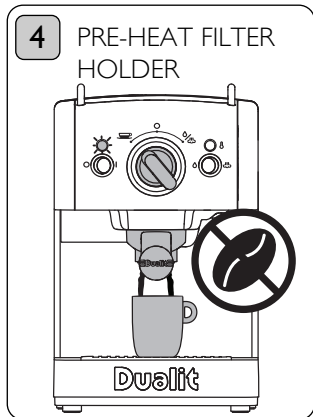
Fill the water tank (10) with water; do not go above the 'MAX' mark. You will see air bubbles at the connection when correctly located.



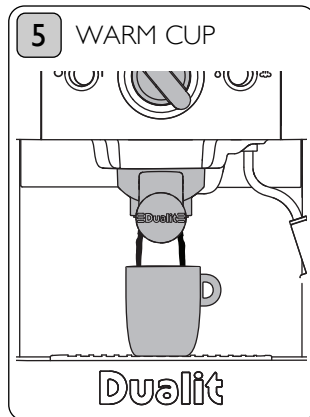
Set the power switch (2) to 'ON'. The thermobloc water heater system is now heating to the correct temperature.



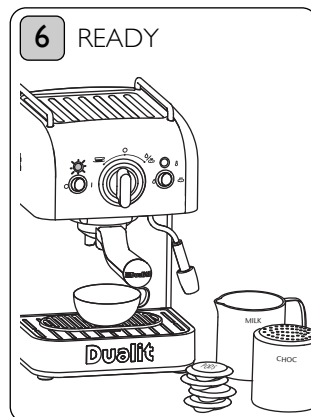
The temperature neon will go out once the thermobloc is at the correct operating temperature.



Dispense a mug full of water (min 240ml) through the machine. Ensure **NO** coffee is in the cup filter holder (5).



If you like your coffee extra hot, the serving cup or mug must be warmed through before **EACH** coffee.



Discard the water from the pre-warmed cup or mug, dry and place back under the filter holder and your machine is ready to go.

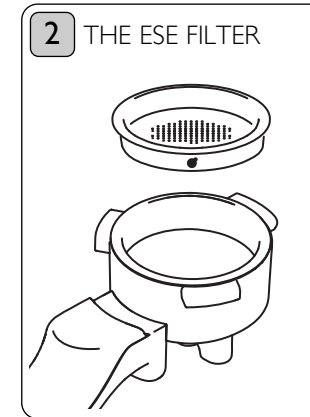
# USING ESE COFFEE PODS



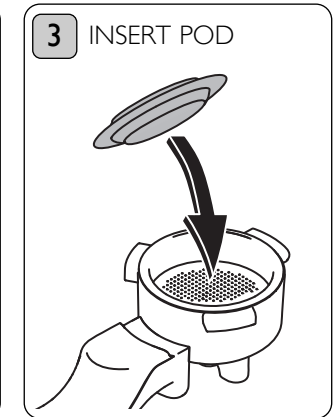
ESE (Easy Serving Espresso) pods are individually wrapped and pre-tamped ensuring the perfect espresso every time. Look for the ESE logo on compatible coffee pods.



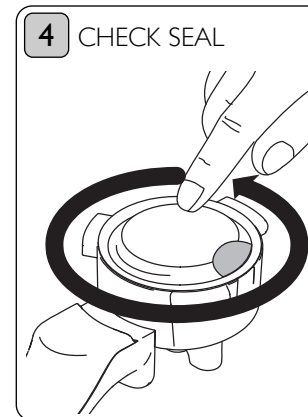
Coffee pods are available directly from [www.dualit.com/pods](http://www.dualit.com/pods) or call Dualit sales on 01293 652 500 (UK delivery only).



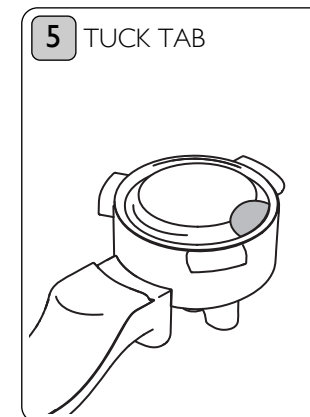
Select the ESE pod filter (15) and snap into the filter holder (5).



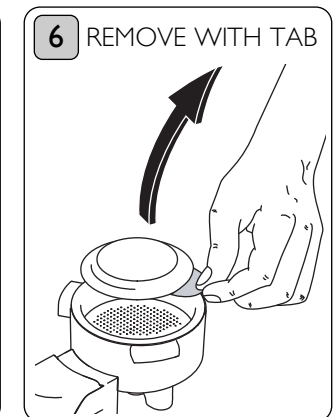
Place one fresh coffee pod into the ESE filter. Each pod is individually wrapped so you only use what you need.



Make sure there is no gap between the pod and filter edge, or water will flow round the pod and your espresso will be diluted.



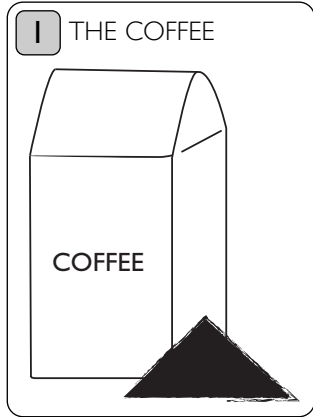
Make sure all the paper is tucked inside the filter before attaching the filter holder to the brewhead (4).



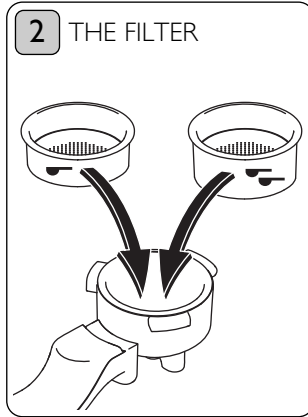
Use the tab to remove the pod once the coffee has been made.

# USING GROUND COFFEE

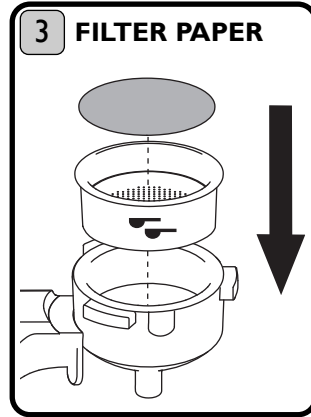
Ground coffee only has a three-day shelf-life, so grind only what you need. Use a medium grind suitable for espresso machines too fine might block your filter.



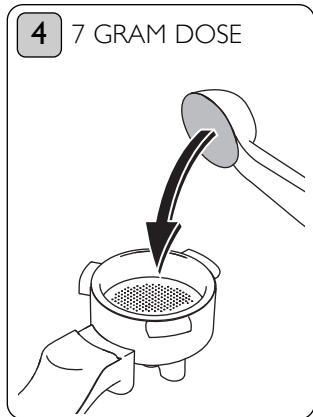
Freshly grind your beans using setting 3-5 on the Dualit coffee grinder or use a pre-ground coffee suitable for espresso machines.



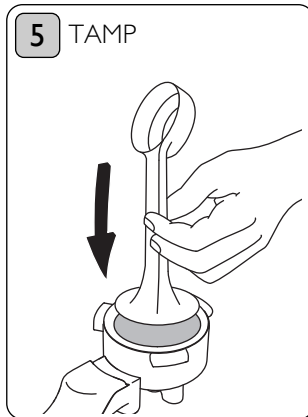
Select the appropriate sized cup filter (16-17) depending on whether you are making one espresso, a double or two singles. Make sure it's dry.



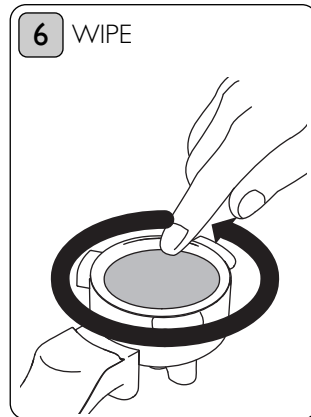
**IMPORTANT NOTICE:** Some very small coffee grounds can block the cup filters. To prolong the life of your machine use the enclosed filter papers with each serving.



Using the measuring spoon (18), measure out one level spoon per serving into the cup filter. Use 2 level spoons if using the 2 cup filter.



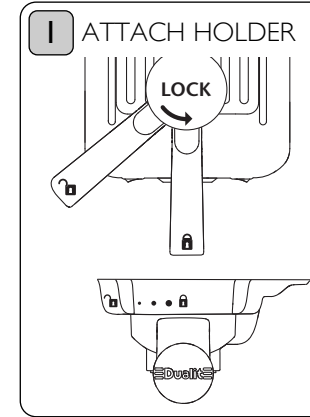
With the other end of the measuring spoon, 'tamp' the coffee grounds **LIGHTLY**. Tamping too hard, will stop water flowing through the ground coffee.



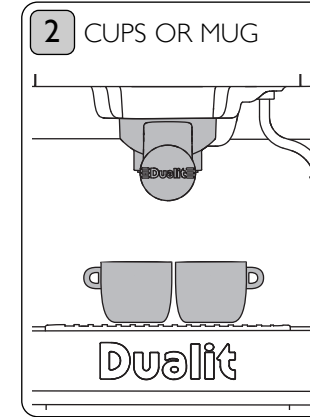
Wipe the edge of the cup filter clean. If you don't, a water tight seal will not form and water or coffee will leak from the brewhead (4).

# THE ESPRESSO SHOT

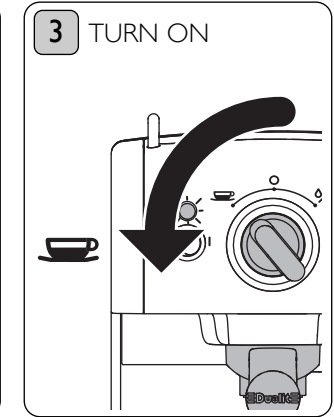
The basis of all the coffee drinks is the espresso shot.



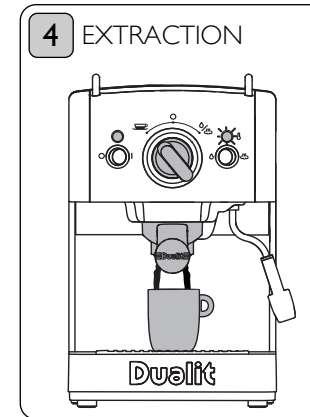
Align the filter holder (5) with the open lock symbol, insert, then rotate 45° to the closed lock symbol.



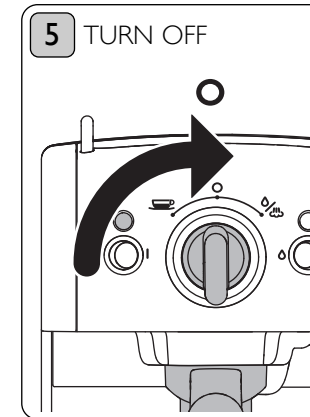
Place 1 or 2 warmed cups or a mug under the nozzles of the filter holder. Make sure your cups are directly under both nozzles.



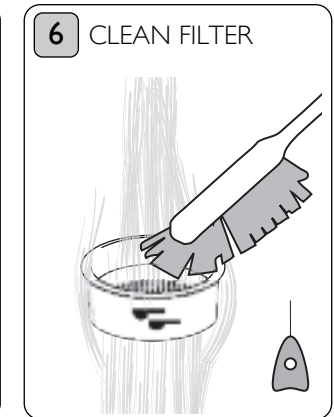
To extract your espresso, turn the control knob (3) anti-clockwise to the cup symbol. You will hear the pump operating.



The espresso will flow out of the filter nozzles. This may take a few seconds. The temperature light (11) may cycle on / off; this is normal.



When the cup has been filled to the desired level (about 15-20 seconds for an espresso) turn the control knob to the 'off' position.

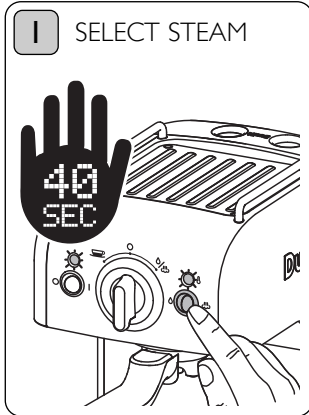


Remove the filter holder. Knock out the grounds over a bin. Rinse the filter under running water to remove any coffee grounds. Use the filter pin to unblock if required.

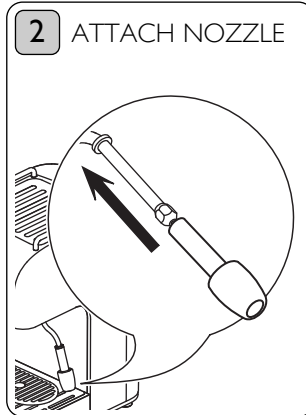


# FROTHING MILK

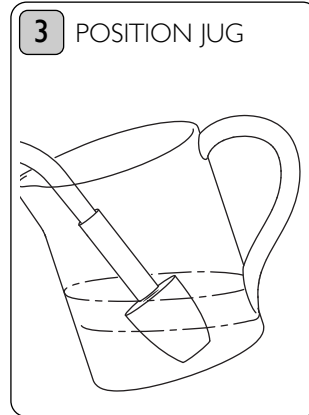
**IMPORTANT NOTICE:** After each use, wipe the steam wand and flush the inside of the wand by dispensing water and some steam through the wand.



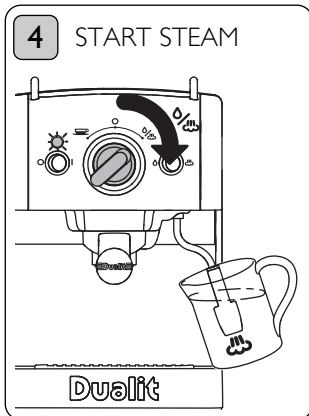
Set the steam/water selector (12) to the steam setting. The temperature indicator (11) will go out when the correct temperature has been reached.



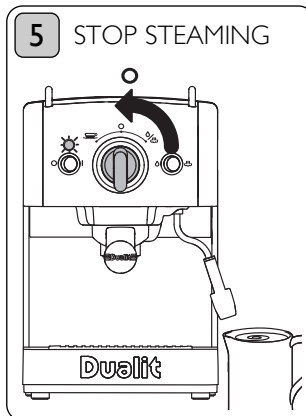
Put the froth nozzle (14) on the end of the steam wand (13). Push up against the stopper shown above. Caution: Wand may be hot.



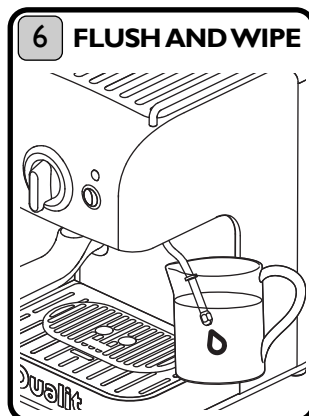
Use 75 - 200ml of **cold semi-skimmed milk in a stainless steel jug**. Position the head of the froth nozzle just under the surface of the milk.



Turn the control knob (3) to the steam position. You will hear the pump operating; this is quite normal. Steam will begin to flow.



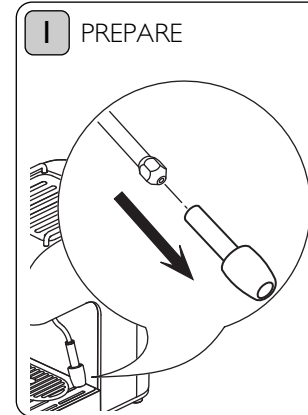
Once you have the desired amount of frothed milk, turn the control knob to the 'off' position then move the jug away from the nozzle.



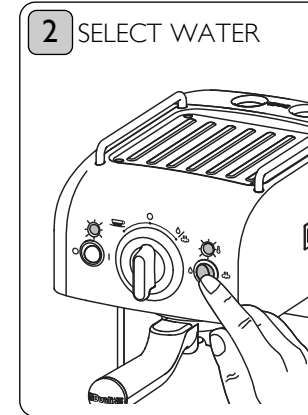
**IMPORTANT NOTICE:** After each use, flush the steam wand by dispensing water or steam to remove any milk residue from inside the steam wand. Wipe the steam wand.

# DISPENSING HOT WATER

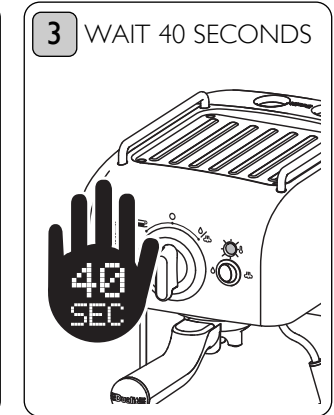
**CAUTION: WATER WILL BE HOT AND BE DISPENSED AT HIGH PRESSURE. SUBMERGE THE WAND TO REDUCE SPLASHING.**



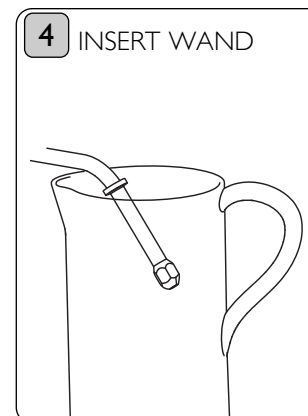
Remove the froth nozzle (14) from the steam wand (13). Caution: Wand may be hot. Ensure the water tank (10) is filled with water.



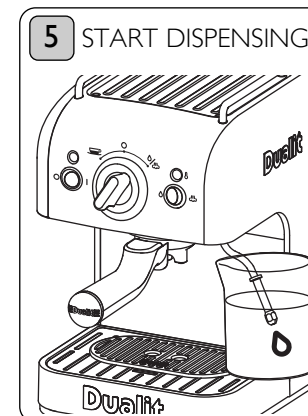
Set the steam/water selector switch (12) to the water setting.



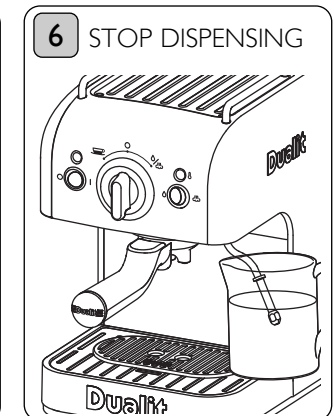
Wait for the temperature indicator (11) to go out.



Insert into a deep jug or teapot and point the wand to a side wall to reduce splashback.



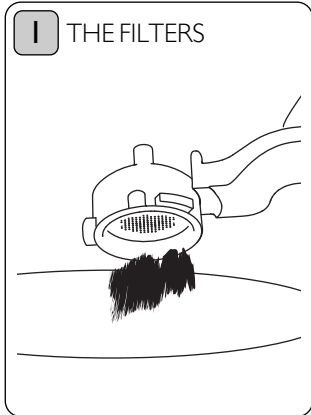
Turn the control knob (3) to the steam/water position to start the water flowing. You will hear the pump; this is quite normal.



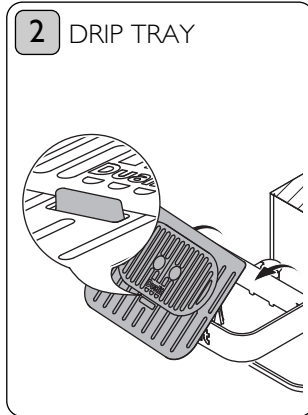
To stop the flow, turn the control knob to the 'off' position. The machine will purge to get ready for the next coffee.

# CLEANING - AFTER EACH USE

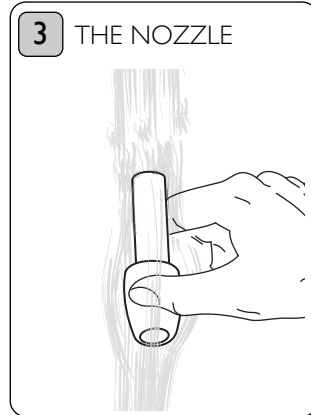
BEFORE CLEANING, MAKE SURE THE MACHINE IS SWITCHED OFF, UNPLUGGED AND ALLOWED TO COOL. Do not wash any of the plastic accessories in a dishwasher.



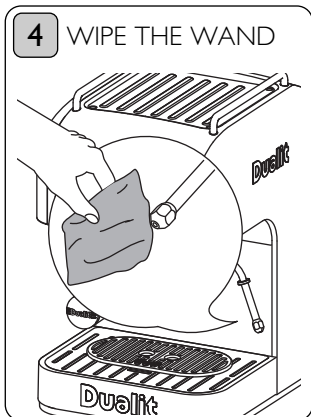
Turn the filter holder (5) upside down over a bin and knock out the grounds. Be careful not to throw away the cup filter.



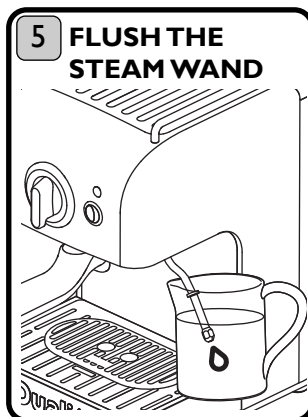
Empty the drip tray (15) regularly. If the red tray full indicator (7) is visible, empty immediately. Remove the non-slip mat and rinse after each use.



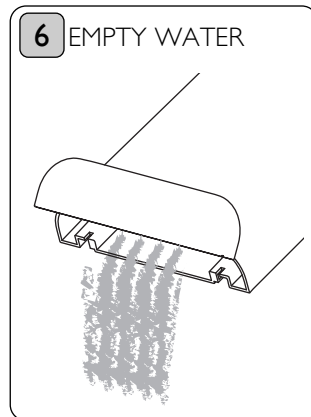
Pull the froth nozzle (14) off the wand (13) and wash under running water to remove any milk residue.



After each use, clean the wand with a damp cloth. There should be no milk residue visible.



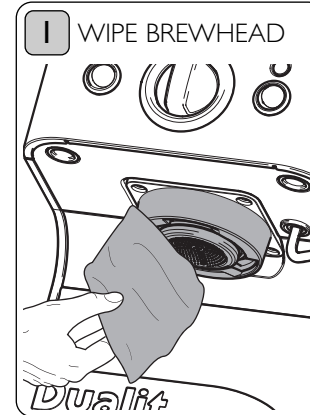
**IMPORTANT NOTICE:** After each use, flush the steam wand by dispensing water or steam, this will remove any milk residue from inside the steam wand.



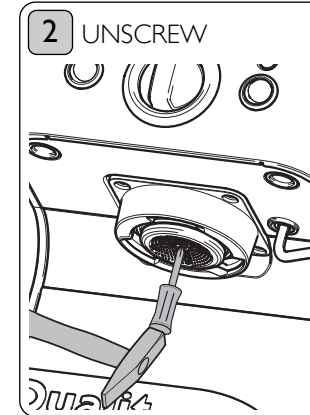
Empty and rinse out after each session and refill with fresh water just before you make your next round of espresso.

# CLEANING - MONTHLY

BEFORE CLEANING, ENSURE THE MACHINE IS SWITCHED OFF, UNPLUGGED AND ALLOWED TO COOL. USE ESE PODS TO REDUCE FREQUENCY OF CLEANING.



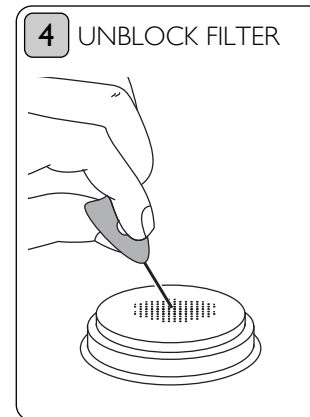
Wipe the entire brewhead (4) area and ensure it is completely free of coffee grounds. Fine coffee grounds can block the showerhead.



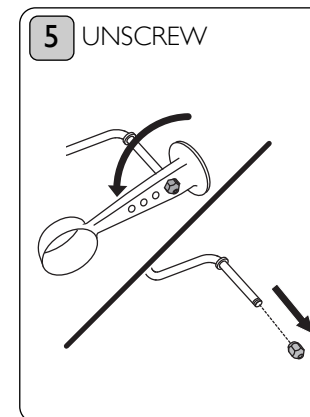
Using a screwdriver and hammer, gently tap the screw to dislodge any dried coffee. Then unscrew anti-clockwise.



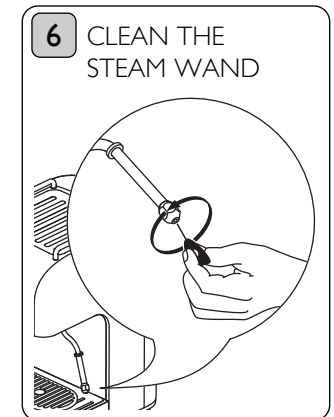
Thoroughly clean the showerhead and gasket to remove any coffee grounds. Use the filter pin (20) to unblock or rinse in suds.



Filters often get blocked with prolonged use. To unblock, use the pin supplied (19) and push through the central hole on both sides of the filter to unblock.



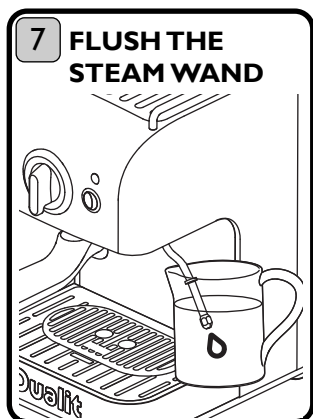
Locate the measuring spoon (18) onto the steam wand nut. Unscrew anti-clockwise and remove.



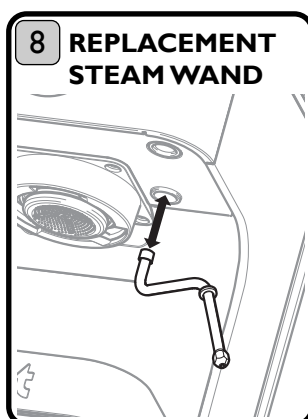
Use the steam pin (21) to remove dried milk from inside the steam wand. Use the measuring spoon to place the nut back on the steam wand. Screw clockwise until tight.



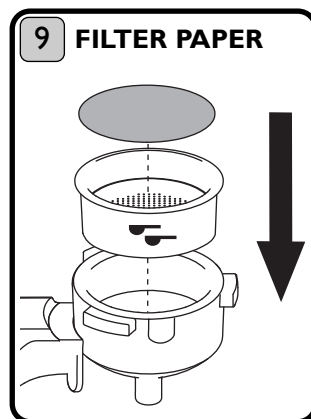
## CLEANING - MONTHLY (continued)



**IMPORTANT NOTICE:** Turn on your machine. Flush the steam wand by dispensing water or steam to remove any milk residue from inside the steam wand.



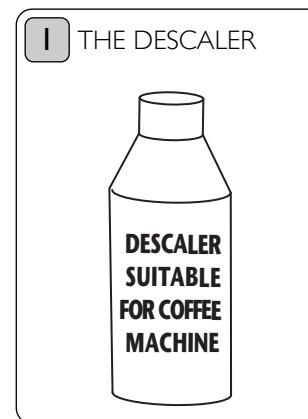
If the steam wand is completely blocked, it is possible to remove the wand assembly for cleaning. Visit our service section on [www.dualit.com/support](http://www.dualit.com/support) for replacement advice or to purchase spare parts.



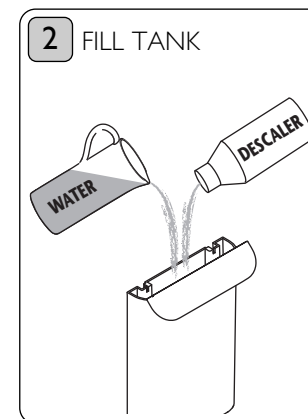
Remember to use filter papers. These can help to prevent filter blockages. These are available from [www.dualit.co/coffee](http://www.dualit.co/coffee) or by calling Dualit customer service on 01293 652 500 (UK only)

## DESCALE REGULARLY

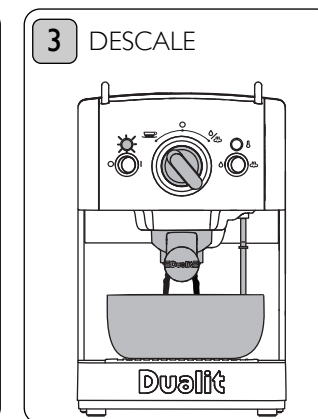
**IMPORTANT NOTICE:** PRODUCT FAILURE DUE TO THE BUILD UP OF LIMESCALE IS NOT COVERED BY GUARANTEE - **DESCALE REGULARLY.**



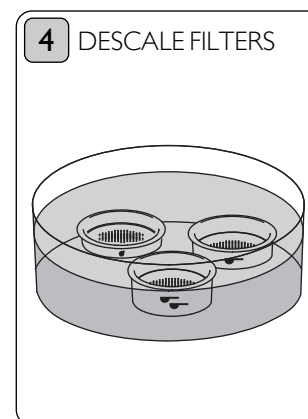
Ensure that the descaling product is suitable for coffee machines. **FOLLOW THE INSTRUCTIONS ON THE PACK.**



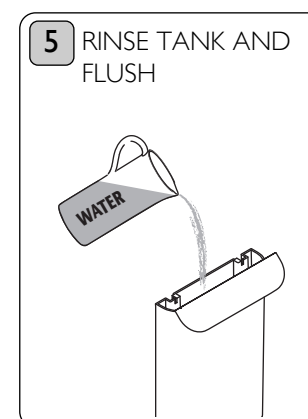
Fill the water tank (10) with the descaling solution.



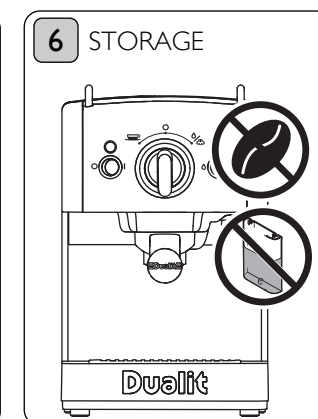
Place a large container on the drip tray. Operate as if making coffee and steaming until the tank is empty.



Place the filters (15,16,17) in a container and soak in descaling solution.



Rinse the water tank and fill with water. Operate as if making coffee and **flush water through the machine.** This will remove any traces of the descaling solution.



Store the cleaned coffee machine unplugged with no coffee in the filter and with the water tank empty.

# TROUBLESHOOTING GUIDE

**IMPORTANT: FAILURE TO DESCALE AND CLEAN YOUR MACHINE WILL INVALIDATE YOUR GUARANTEE.**

Problem	Possible cause(s)	Solution(s)
No steam flowing from steam wand	1. Water tank is not correctly seated in position	1. Locate water tank (see page 8, fig 1)
	2. Steam wand is blocked	2.1. Clean steam wand (see page 15, fig 5-7) 2.2. Descale (see page 17) 2.3. The wand assembly is removable for cleaning and is replaceable if required. Contact Dualit on 01293 652 500 or visit <a href="http://www.dualit.com/support">www.dualit.com/support</a> for advice or spare parts.

Problem	Test	Result	Solution(s)
No coffee flowing from brewhead	<b>THE TAMP TEST</b> Dispense water through the brewhead with the cup filter in place. Ensure <b>NO</b> coffee is in the filter. If you see no water after 7 seconds <b>STOP</b> the test.	No water	1. Water tank is not correctly seated in position Locate water tank (see page 8, fig 1)
		Water flow improves	2. The showerhead and cup filter may be blocked Clean showerhead (see page 15, fig 1-3) and cup filter (see page 15, fig 1)  3. You may be tamping too hard <b>LIGHTLY</b> 'tamp' the coffee grounds (see page 10, fig 5)  4. The cup filter is blocked because the coffee grind is too fine Ensure you are using setting 3-5 on the Dualit coffee grinder or use a pre-ground coffee suitable for espresso machines. Clean the cup filter (see page 11, fig 6)  6. There is too much coffee in the cup filter Use the measuring spoon (see page 10, fig 4)  7. The showerhead and cup filter may be blocked Clean showerhead (see page 15, fig 1-3) and cup filter (see page 11, fig 6)

# TROUBLESHOOTING GUIDE

Problem	Possible cause(s)	Solution(s)
Coffee leaking from the brewhead	1. Dried coffee on the gasket	1. Clean gasket (see page 15, fig 3)
	2. ESE pod not seated correctly	2. Tuck in ESE pod tab (see page 9, fig 2-5)
	3. Blocked showerhead	3. Clean showerhead (see page 15, fig 1-3)
	4. Damaged gasket	4. To obtain a new gasket contact the Dualit customer helpline on +44 (0)1293 652 500 (09:00 to 17:00 Monday to Friday). Alternatively, email Dualit at <a href="mailto:info@dualit.com">info@dualit.com</a> or visit <a href="http://www.dualit.com">www.dualit.com</a>
My machine is making a loud and continuous pumping noise	1. Water tank is not correctly seated in position	1. Locate water tank (see page 8, fig 1)
	2. Water tank is empty	2. Fill water tank (see page 8, fig 1)
My machine is not working The lights are off and the machine ceases to operate	1. Fuse may have failed	1. Check and replace the fuse
Steam is venting from the drip tray	1. Water is being purged through the machine to reduce operating temperature ready for the next coffee.	1. This is not cause for concern. This will automatically stop when the machine has finished purging.

# TROUBLESHOOTING GUIDE

Problem	Possible cause(s)	Solution(s)
My coffee is not hot enough	1. Thermobloc has not reached the correct temperature	1. Pre-heat the thermobloc (see page 8, fig 1-3)
	2. Filter holder is not pre-heated	2. Prime machine (see page 8)
	3. Cup or mug is not pre-warmed	3. Warm cup (see page 8)
After frothing milk, my milk is not foamy	1. Milk is not cold or fresh enough	1. It is easier to make froth using cold semi-skimmed milk in a stainless steel jug
	2. Steam wand is blocked with milk residue	2.1. Clean steam wand (see page 15, fig 5-7) 2.2. Descale (see page 17)
My coffee has no crema	1. The cup filter is blocked because the coffee grind is too fine	1.1. Ensure you are using setting 3-5 on the Dualit coffee grinder or use a pre-ground coffee suitable for espresso machines 1.2. Clean cup filter (see page 11, fig 6)
	2. Ground coffee is not fresh	2. Ground coffee only has a three-day shelf-life. Grind only the amount of beans that you need

# RECIPES

Once the espresso is extracted (the basis of most coffee drinks) add water or milk to the coffee to create different types of drinks.

## WITH WATER...

**AMERICANO** style coffee is made with hot water topped with an espresso. This gives a similar strength (but different flavour) to a filter coffee machine.

**LONG BLACK** is similar to Americano, but prepared in a different order (espresso is added to water instead of vice versa).

**LUNGO** is different from an Americano. It is usually a double shot of espresso run through the machine; all the water runs through the beans, as opposed to adding water.

**RISTRETTO** is an espresso made with less than the usual amount of water, filling a small espresso cup half-full of very strong coffee.

## WITH MILK...

**CAPPUCCINO** comprises equal parts of espresso coffee, milk and froth, sometimes sprinkled with cinnamon or powdered cocoa.

**CAFFÈ LATTE** is often called simply latte. It is espresso with steamed milk, traditionally topped with the froth created when steaming the milk.

A latte comprises one-third espresso and nearly two-thirds steamed milk. More frothed milk makes it weaker than a cappuccino. A latte is also commonly served in a tall glass; if the espresso is slowly poured into the frothed milk from the rim of the glass, three layers of different shades will form, with the milk at the bottom, the froth on top and the espresso in between.

**MOCHA** is a latte with chocolate added.

## CAFFÈ MACCHIATO

Macchiato meaning 'marked' or 'spotted' - is an espresso with a little steamed milk added to the top, usually 1-2 oz, sometimes sweetened with sugar or flavoured syrup.

# GUARANTEE

This appliance is of excellent quality and construction. However, if any defects in materials or workmanship do appear during the relevant guarantee period, we will, at our discretion, either repair or replace the defective parts, free of charge, subject to the terms and conditions of our Guarantee shown below.

This Guarantee covers both parts and labour. Carriage is not included.

Your guarantee period is as follows:

- 1 year

This Guarantee provides benefits which are additional to, and do not affect, your statutory rights. This Guarantee does not cover the cost of returning the product to the dealer from whom it was purchased or to ourselves. This Guarantee applies only to products sold and located in mainland Great Britain. It does not cover liability in respect of or replacement of plugs, cables or fuses and also does not cover defects due to:

- Failure to use or maintain product in accordance with Dualit's instructions.
- The product being connected to an unsuitable electricity supply.
- Accidental damage to or abuse or misuse of the product.
- The product modified except by Dualit or approved agent.
- Dismantling of or interference with the product.
- Theft or attempted theft of the product.

Before returning any product under this Guarantee, please check that:

- You have followed the product instructions correctly.

- Your mains electricity supply is functional.
- The defect is not due to a blown fuse.

If you wish to claim under this Guarantee you should:

- Send the product, postage or carriage paid, to the dealer from whom it was purchased.
- Ensure that the product is clean and packed carefully (preferably in its original carton).
- Enclose details of your name, address and telephone number and when and where the product was purchased, together with proof of purchase (e.g. a till receipt).
- Give exact details of the nature of the defect.

This Guarantee does not cover any other claims whatsoever, including, without limitation, any liability for incidental, indirect or consequential damage, nor does it cover any claims for conversion or modification or for the costs of repair carried out by any third party without the prior consent of Dualit. If replacement parts are fitted to the product this will not extend the period of the Guarantee.

For further advice contact the Dualit customer helpline on +44 (0)1293 652 500 (09:00 to 17:00 Monday to Friday).

Alternatively, email Dualit at [info@dualit.com](mailto:info@dualit.com) or visit [www.dualit.com](http://www.dualit.com)



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