

## Resolving “empty tray” message.

When your machine asks for the tray to be emptied the tray must be removed from the machine for 8 seconds, you should see a “tray not fitted” or “tray missing” message. If you re-insert the tray in less than 8 seconds the empty tray message will reappear as the machine will not recognise that the tray has been emptied correctly.

If the message will not clear please follow the steps below.

The right hand contact as shown in the top picture will need to be removed so we can clean any coffee residue from behind it, **the left hand contact does not need removing.**

Using a small screwdriver or blade we need to carefully push the contact straight up.

**Do not pull the contact towards you as this can damage the 2 black plastic retaining lugs.**

The metal contact is held firmly in place by the black plastic lugs so a small amount of effort is required to move it up from behind them.

Once the contact is no longer behind the black plastic lugs as shown in the middle picture, you can lift it up and away from you to release it.

The contact and the plastic tray behind it can now be cleaned and dried to remove any coffee or dirt as shown in the bottom picture.

To re-assemble, hook the contact over the back of the horizontal black tab as shown in the middle picture and push behind the lugs.

