

## **MODEL 969**

### **L'ESPRESSO PLUS**

### **ESPRESSO/CAPPUCCINO MACHINE**

## **IMPORTANT SAFEGUARDS**

When using electrical appliances, basic safety precautions should always be followed, including the following:

- Read all instructions.
- Do not touch hot surfaces. Use handles or knobs.
- To protect against fire, electric shock and personal injury do not immerse cord, plugs, or appliance in water or other liquid.
- Close supervision is necessary when any appliance is used by or near children.
- Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or has been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair or adjustment.
- The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or personal injury.
- Do not use outdoors.
- Do not let cord hang over edge of table or counter, or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- Always attach plug to appliance first, then plug cord into the wall outlet. To disconnect, turn any control to "off," then remove plug from wall outlet.
- Do not use appliance for other than intended use.
- Use extreme caution when disposing hot steam.

## **SAVE THESE INSTRUCTIONS**

## **SPECIAL CORD SET INSTRUCTIONS**

Regarding your Cord Set:

- A. A short power-supply cord (or detachable power-supply cord) is to be provided to reduce risks resulting from becoming entangled in or tripping over a longer cord.
- B. Longer detachable power-supply cords or extension cords are available and may be used if care is exercised in their use.
- C. If a long detachable power-supply cord or extension cord is used, (1) the marked electrical rating of the detachable power-supply cord or extension cord should be at least as great as the electrical rating of the appliance, (2) if the appliance is of the grounded type, the extension cord should be a grounding-type 3-wire cord, and (3) the longer cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by

children or tripped over.

### **CAUTION:**

This appliance is for household use. Any servicing other than cleaning and user maintenance should be performed by an authorized service representative.


- Do not immerse base in water.
- To reduce the risk of fire or electric shock, do not remove the base. No user serviceable parts inside. Repair should be done by authorized service personnel only.
- Check voltage to be sure that the voltage indicated on the name plate agrees with your voltage.
- Never use warm or hot water to fill the water container! Use cold water only!
- Keep your hands and the cord away from hot parts of the appliance during operation.
- Never clean with scouring powders or hard implements.



Click for illustration

- A Removable water container (32 oz., 0.9l)
- B Cut out for water level indicator
- C On/Off Switch
- D On/Off indicator light (red light)
- E Thermostat light (orange light)
- F Selector switch for "espresso" (CAFFE), "wait" (O), "steam" (VAPORE)
- G Filter holder with heat protected handle and thumb guard (for traditional espresso)
- H Steam nozzle with Perfect Froth Attachment
- I Stainless steel filter basket for one cup of traditional espresso; fits "G" only
- J Stainless steel filter basket for two cups of traditional espresso; fits "G" only
- K Measuring spoon and tamper
- L Removable overflow grid
- M Removable tray with steam protection baffle (not shown)
- N Lid for water container
- O Steam protection baffle (attached to "M" on inside)

### **FOR USE WITH L'ESPRESSO PODS**

- P Filter holder (1 spout) for use with L'Espresso pods
  - Q Stainless steel sieve for espresso (with two holes in the rim)
  - R Stainless steel sieve for caffe creme (no holes in rim)
  - S 18 servings of Illycafe
  - T Video tape
- 

### **BEFORE YOU START...**

Preparing espresso or cappuccino is different from brewing regular drip coffee. Technically, one main difference is that the water will come to a boil and will then be forced through the ground coffee. This means that an espresso

machine works under pressure and needs special attention. We, therefore, ask you to read ALL the instructions, CAUTIONS, NOTES, and ATTENTIONS.

We recommend that you get familiar with all the parts of your L'Espresso Plus before operating the machine: insert the filter basket into the filter holder, fit the filter holder into the filter ring, remove and replace the water container. Swivel the steam nozzle in and out. Wash all loose parts in warm soapy water, rinse thoroughly and dry.

### **KRUPS L'Espresso Plus, a technological breakthrough**

Your new KRUPS L'Espresso Plus, espresso/cappuccino machine has been constructed and built like no other machine in the world. We have combined the advantages of a pump machine (high pressure to assure excellent espresso) with the advantages of a boiler machine (almost unlimited steam output to froth milk easily). The result is KRUPS L'Espresso Plus, a new state of art espresso/cappuccino machine:

- No water remains in the machine so there is no bacteria build-up or stale water "taste." This also prolongs the life of the machine.
- A unique thermoblock through which the water is continuously pumped so that only hot water is forced through the espresso grinds/pods.
- A microchip monitored steam pump control delivers a constant flow of "dry" steam. The unique dryness of the steam and its regulated pressure froth milk for cappuccino to a perfect consistency.
- Full proof authentic Italian espresso using the Illycaffe L'Espresso Individual Servings
- KRUPS unique "Perfect-Froth" attachment takes the guesswork out of frothing milk.
- Dual function capability brews L'Espresso pods or ground espresso coffee

## **GENUINE ESPRESSO**

Espresso is a far richer and stronger brew than the regular coffee. It should be deep, dark, and delicious. Most people find that they enjoy it in small quantities because of its richness and for that reason, espresso is usually served in small (2-2 1/2 oz.) demitasse cups.

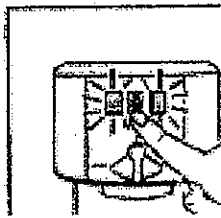
The mark of real espresso is its wonderful inviting fragrance and its rich frothed topping: a light brown, cream foam called "crema". Your L'Espresso Plus, properly used, will always produce espresso that is deep, dark, and delicious. Just follow the instructions and use fresh well roasted, pre-ground espresso beans you grind yourself or convenient L'Espresso pods.

## **I THE EASY AND PERFECT WAY MAKING ESPRESSO USING ILLYCAFFE L'ESPRESSO INDIVIDUAL SERVINGS**

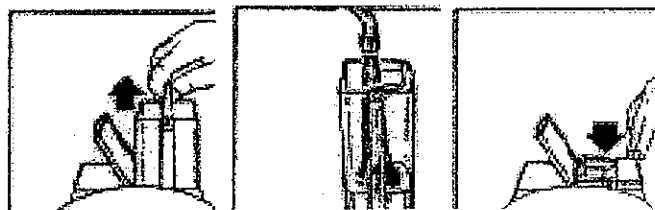
### **ATTENTION**

Before you start make sure that the removable overflow grid (1) is in place and the removable tray (m) with the baffle (o) is properly inserted.

**1** Before you begin make sure the selector switch is in the center position. Plug in and turn on machine. The two lights will come on. (Both orange and red) (See figure 1). By turning on the machine at this early stage, you activate the thermoblocks so that your first cup of espresso will come out perfectly hot. (Less than a few minutes)



2 Remove the water container (See figure 2). Fill the water container with fresh, cold water (See figure 3) and insert into the machine (See figure 4). **ATTENTION: IF THE WATER CONTAINER IS NOT PROPERLY INSERTED INTO THE MACHINE, THE VALVE ON THE BOTTOM WILL NOT BE ACTIVATED.** When properly inserted the clear see through part of the water container lines up with the cut in the housing of the machine. When inserted correctly, push the water container slightly down to open the valve. **THE WATER CONTAINER LID WILL CLOSE ONLY IF THE CONTAINER IS PROPERLY INSERTED AND THE VALVE IS OPENED.** Do not force the water container in any other way into the machine other than the way shown. (See figure 4).



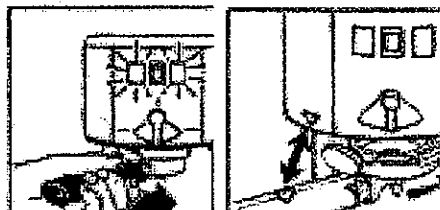
Before using your "L'Espresso Plus" for the first time we recommend running water through the machine to remove any dust or small particles. Insert one of the sieves (q or r) without a pod into the filter holder (p).

### CAUTION

If the water container is empty and the pump is running, you will hear a distinct noise, which is louder than the normal operating noise. **TURN OFF THE MACHINE.** Never let the pump run when the water chamber is empty. This can ruin the pump.

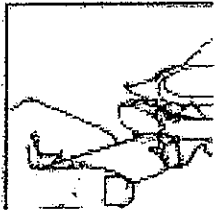
3 Once the orange (thermostat) light has gone out, this will indicate that the machine has reached the correct temperature.

4 Take the espresso sieve, it is the one with two small holes on the outer rim and place it into the L'Espresso filter holder. **NOTE THAT THERE ARE (2) HOLDERS.** The L'Espresso filter holder has only one spout. Before making your first cup of espresso or cappuccino insert the holder with the sieve. **(DO NOT USE THE PRE-PACKAGED L'ESPRESSO POD AT THIS TIME).** When inserting the filter holder the handle should be at a 45 degree angle. (See figure 5). You will see a little small raised arrow on the filter holder handle. Line this arrow up with the raised arrow on the side of the machine, and then raise the holder into position and turn counter clockwise. This will lock the filter holder into place. Now you can warm up the machine. (6).



5 Place an espresso cup under the coffee spout. Then turn the switch to the "Caffe" position. This will allow plain hot water to run through the machine. (Do this for approximately 5 to 6 seconds). This will warm-up the machine and all the key parts as well as your cup which is very important for a good cup of espresso. Just a 5 degree temperature difference can make a big taste difference.

6 Now you are ready to make your first cup of espresso. Simply place a L'Espresso pod into the warmed filter holder, with the writing side face down. (DO NOT FORGET TO PLACE THE SIEVE INTO THE FILTER HOLDER FIRST). Only this way will the pod fit properly in the machine. Handle the L'Espresso pod carefully because you do not want to break it or loosen the packed coffee. (See figure 7).



7 Insert the filter holder into the assembly just as you did before, lining up the arrows and raising the filter holder into position and then locking it into place. Then place the warmed cup under the espresso spout and turn the selector switch to "Caffe" for approximately 20 seconds. It is important to let the water flow for that amount of time because too much time or not enough time will make less than perfect espresso. Turn the machine OFF and serve your espresso plain or with sugar.

8 Before making your NEXT cup of espresso unlock the filter holder and remove the used pod. (You can make only one cup per pod). USE CAUTION WHEN REMOVING THE POD BECAUSE IT IS VERY HOT. Just in case the L'Espresso pod should stick in the machine, turn the selector switch to the "Caffe" position for a second or two and the force of the water will push the used L'Espresso pod onto the overflow grid.

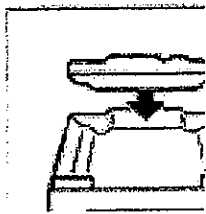
From now on you will hear a "knocking sound". The pump releases microchip controlled small drops of water into the thermoblock system in a fast sequence. The droplets are then immediately transformed into steam. As the "knocking" begins a few drops of water might come out of the nozzle. After that it will be all steam.

#### **CAUTION: AUTOMATIC WATER AND PRESSURE RELEASE**

Whenever the selector switch (f) is turned from the "GAFFE" position or from the "VAPORE" position to the center position, your "L'Espresso Plus" automatically clears the thermoblock system.

This takes about two to five seconds. During this time you will hear a hissing noise. Some steam might appear through the holes of the overflow grid (1). The excess water in the thermoblock will be forced directly into the tray (m).

After you have turned the selector switch back to the center position five or six times, we recommend that you empty the removable tray (m). Make sure the small separate plastic part of the tray is always properly inserted (See figure 14). This part prevents excessive steam from escaping while the thermoblocks system is clearing itself.



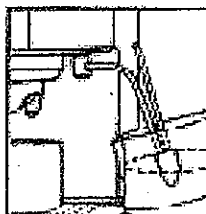
Never switch from the position "GAFFE" directly to the position "VAPORE"! Always stop in the center position and wait just four or five seconds until the thermoblock system has been cleared.

## II HOW TO FROTH MILK FOR CAPPUCCINO

Cappuccino reportedly takes its name from the chocolate hues of the robes worn by the Capuchin monks who favored this delicious dessert coffee. While cappuccino is traditionally made up of espresso and frothed milk, it can be tailored to one's own taste with cinnamon, sugar, chocolate flakes or even liquor. Its versatility makes cappuccino a world-wide gourmet choice.

1 The first step in making cappuccino is to make your espresso, except this time you will use a cappuccino cup (which is larger than an espresso cup). Place the cup aside with the espresso in it and place a saucer over the top to keep it warm and to seal in the aroma.

2 Take a small pitcher and fill it with fresh, cold regular milk. Turn the selector switch to "Vapore" and insert the steam nozzle into the milk. (See figure 8). Each KRUPS L'Espresso has a microchip controlled steam action. The pressure, the amount and the degree of dryness of the steam will stay the same after the first 10 to 12 "knocks". If you use cold milk and keep the tip of the nozzle on the surface of the milk you should be able to froth almost all kinds of milk.



3 With Krups new "Perfect Froth" attachment, simply place the tip anywhere in the milk and watch the milk froth into foam. This will take approximately 30-60 seconds depending on how much froth you desire. If you prefer stiff froth let the frothed milk stand for 30-60 seconds.

4 Turn the selector switch back to the CENTER position. Spoon the froth onto your espresso and gently pour some of the remaining frothed milk into the cup. The proportion between espresso and milk is to taste; in Italy it is normally 1 part espresso to 2 parts milk plus the froth.

For people who want a Milder or LESS INTENSE cup of espresso you can serve "Caffe Creme", which is made with the second sieve which has no holes on the rim. This sieve will allow more water flow through the espresso pod within the 20 second time period, so it is not quite as intense. Make sure to use a cappuccino cup which is somewhat larger than an espresso cup to avoid overflow.

#### ATTENTION

The top closure (part A) has a very fine hole which draws air into the milk. If this tiny hole gets clogged, "Perfect Froth" (Patent pending) won't work properly. So never immerse the top closure in milk or foam.

#### CAUTION:

When turning the selector switch from "VAPORE" to the center position, see under "7".

#### IMPORTANT

Clean the steam nozzle each time after you have immersed it in milk, otherwise the inside of the nozzle becomes clogged and milk deposits on the outside harden and become difficult to remove. Wipe off the outside with a wet cloth (like handiwipes). Then hold the wet cloth very close to the tip of the nozzle and turn the selector switch to "VAPORE". Let the steam escape into the wet cloth for one to two seconds. Any milk residue will then be cleaned out.

When preparing cappuccino we recommend having all the ingredients at hand, have the milk ready in the pitcher. Prepare the coffee first and let the cups sit underneath the filter holder. Then froth the milk immediately and spoon it onto the hot espresso. If you want to add liquid milk to your cappuccino, we recommend that you immerse the steam nozzle deep into the pitcher and warm-up the milk again for 30 to 60 seconds. Should the milk start boiling turn the selector switch (f) to the center position.

#### ATTENTION

Directly after using the steam nozzle, the thermoblock is at its highest temperature. If you want to prepare more espresso immediately after foaming, the thermoblock has to be cooled down somewhat, otherwise your espresso will taste "burned". Insert an empty filter basket into the filter holder, insert and secure the filter holder in the machine, place a cup underneath the filter holder and turn selector switch to "GARFE" to release some hot water. When the orange thermostat light turns on again (this takes two or eight seconds) turn the selector switch back to the center position. Now the machine is at the perfect temperature to make espresso.

The less fat the milk has the denser the foam will be. Therefore, with skim milk you will get a very dense textured foam. With regular milk the foam might collapse to a certain degree after you have finished steaming. If the foam bubbles start getting larger while foaming, insert the steam nozzle slightly deeper into the milk, then lower the pitcher again to continue "drawing foam". As long as the milk does not come to a boil you should be able to produce more and more froth.

If you prefer "stiff" foam, let the frothed milk stand for 30-60 seconds before spooning it onto the hot espresso.

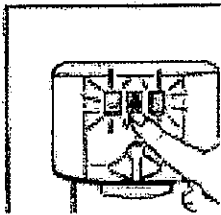
### III MAKING ESPRESSO THE TRADITIONAL WAY

#### ATTENTION

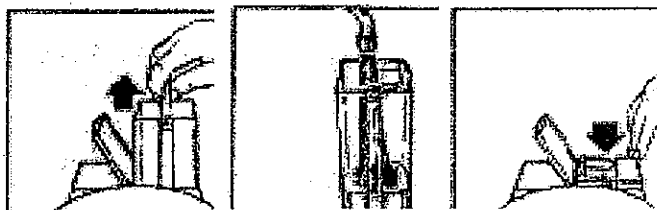
Before you start make sure that the removable overflow grid (l) is in place and the removable tray (m) with the baffle (o) is properly inserted.

1 Before you begin make sure the selector switch is in the center position. Plug in and turn machine on. The two

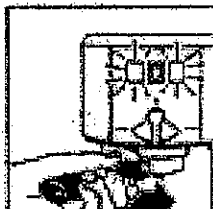
lights will come on. (Both orange and red) (See figure 1). By turning on the machine at this early stage, you activate the thermoblocks so that your first cup of espresso will come out perfectly hot. (Less than three minutes).



2 Remove the water container (See figure 2) and the filter holder. Fill the water container with fresh, cold water (See figure 3) and insert into the machine (See figure 4). **ATTENTION: IF THE WATER CONTAINER IS NOT PROPERLY INSERTED INTO THE MACHINE, THE VALVE ON THE BOTTOM OF THE WATER CONTAINER WILL NOT BE ACTIVATED.** When properly inserted the clear see through part of the water container lines up with the cut out in the housing of the machine. When inserted correctly, push the water container slightly down to open the valve. **THE WATER CONTAINER LID WILL ONLY CLOSE IF THE CONTAINER IS PROPERLY INSERTED AND THE VALVE IS OPENED.** Do not force the water container in any other way shown (See figure 4).



3 Before using your "L'Espresso Plus" for the first time we recommend running water through the machine to remove any dust or small particles. Insert one of the filter baskets (i or j) without coffee into the filter holder (9). When inserting the filter holder the handle points approximately 45 degrees to the left. When properly aligned raise the filter holder into position and turn clockwise (See figure 5). The filter holder is inserted properly when the handle points to the front of the machine or slightly to the right (see picture on cover of this instruction book).

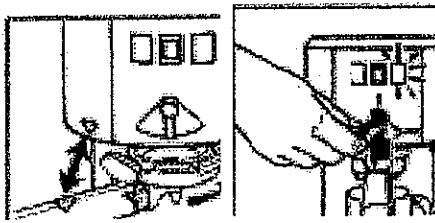


### CAUTION

If you do not insert a basket into the filter holder it is not possible to tighten the filter holder. The filter holder then could come out of the machine while hot water runs through it!

Place a large cup underneath the filter holder (see figure 6). When the orange thermostat light (e) goes out, turn the selector switch to the left so that the lower part of the selector points to the word "GAFFE" (See figure 7).



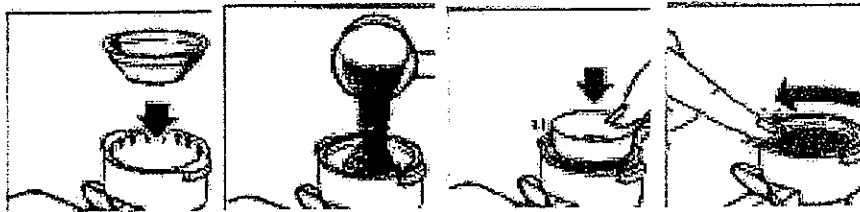


Hot water will run through the filter into the cup. The pump will make some noise. Stay with the machine as long as water runs through it! When the cup is full turn the selector switch to the center position. This will always stop the pump. Empty and replace the cup and repeat until the water container is empty.

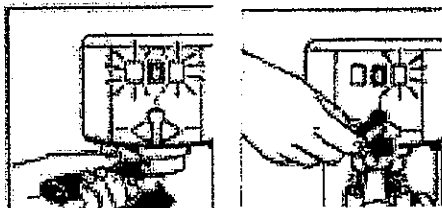
### CAUTION:

If the water container is empty and the pump is running, you will hear a distinct noise, which is louder than the normal operating noise. **TURN OFF THE MACHINE.** Never let the pump run when the water chamber is empty. This can damage the pump permanently.

4 Insert one of these filter baskets (i=for one cup of espresso; j = for two cups of espresso) into the filter holder (See figure 8). Use the measuring spoon (k) to fill the filter basket with ground coffee (one flat spoon per cup) (See figure 9). Tamp the coffee down very slightly with the bottom of the measuring spoon (See figure 10) and clear any excess coffee from the rim of the filter holder to assure proper fit of the filter holder into the machine (See figure 11).



Insert the filter holder as described above under "3" (See figure 5). Place one or two cups underneath the two spouts of the filter holder and turn the selector switch to the left (See figure 12) as soon as the orange thermostat light goes out. If the ground coffee has the right fineness and is tamped correctly, it should take approximately 30 seconds to get dark espresso with "crema" on it (two cups 2 oz. each). For stronger coffee reduce the time.



5 Turn the selector switch to the center position and remove the cup(s). Serve to taste (sugar etc.).

Release the filter holder by turning it to the left.

## CAUTION

When removing the filter holder there can still be hot water floating on the top of the filter basket. Therefore hold the filter holder steady because the metal parts of the filter baskets are hot.

Push the thumb guard of the filter over the filter basket and knock out the coffee grinds (see figure 13). Rinse filter holder and filter basket under cold water to cool off the hot parts.



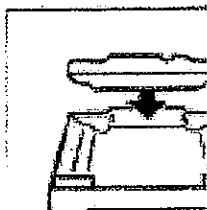
6 For more espresso repeat steps "4 and 5."

## 7 CAUTION: AUTOMATIC WATER AND PRESSURE RELEASE

Whenever the selector switch (f) is turned from the "GAFFE" position or from the "VAPORE" position to the center position, your "L'Espresso Plus" automatically clears the thermoblock system.

This takes about two to five seconds. During this time you will hear a hissing noise. Some steam might appear through the holes of the overflow grid (i). The excess water in the thermoblock will be forced directly into the tray (m).

After you have turned the selector switch back to the center position five or six times, we recommend that you empty the removable tray (m). Make sure the small separate plastic part of the tray is always properly inserted (see figure 14). This part prevents excessive steam from escaping while the thermoblocks system is clearing itself.



Never switch from the position "GAFFE" directly to the position "VAPORE"! Always stop in the center position and wait just four or five seconds until the thermoblock system has been cleared.

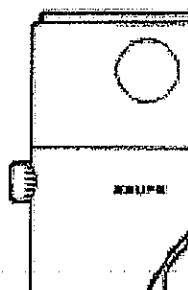
## USING THE STEAM NOZZLE

As long as your "L'Espresso Plus" is turned on and the water container is filled (a) is properly inserted you can use the steaming feature. There is no need to prepare espresso before using the steaming feature. As soon as the thermostat light (e) goes out you can turn the selector switch (f) to the right so that the lever points to the word "VAPORE."

## GRINDING ESPRESSO BEANS

If you grind your own beans we recommend using a disk type grinder such as the KRUPS "COFFINA SUPER" (#223). This type of grinder produces very little coffee "dust." When you use the KRUPS "COFFINA SUPER" be sure that the fine setting is on the smallest dot. This will result in the correct grinding consistency of the ground

coffee for espresso. We do not recommend using blade type grinders for espresso because they produce too much coffee "dust" which will clog the filter on your espresso machine.

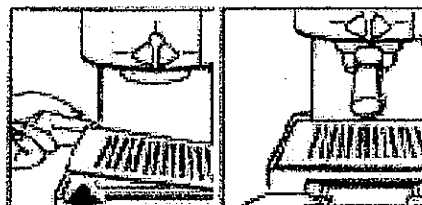


KRUPS "COFFINA-SUPER" Grinder (#223)

## CLEANING

Remove the grid (l). There is a finger indentation in the back of the left side for easy removal (see figure 15).

Remove the tray (m) and the baffle (o) (see figure 16). Clean these parts in warm soapy water. **Do not clean in the dishwasher.** Should these parts become deformed in the dishwasher, they will no longer fit.

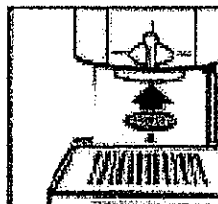


The filter holder and filter baskets should be cleaned under warm running water after each use to remove coffee oils and coffee particles. Otherwise the baskets become clogged.

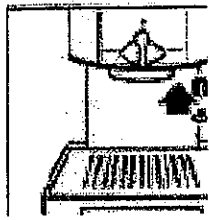
If the inside of the filter ring is partially or totally covered with ground coffee, clean it letting water after each use to remove coffee oils and coffee particles. Otherwise the baskets become clogged.

If it is still clogged and dirty proceed as follows:

Remove the stainless steel mesh inside the filter ring. Use a coin to loosen the screw (see figure 17).



After frothing milk clean the outside of the steam nozzle with a damp cloth (after each use!). In case the steam nozzle is clogged unscrew it using a coin (see figure 18) and use a needle to remove any milk deposits that have collected on the inside of the nozzle. When replacing the steam nozzle make sure that the little rubber gasket is properly in place.



If the machine is not in use we recommend removing the filter holder. This will prolong the life of the large rubber gasket inside the filter ring.

## IMPORTANT

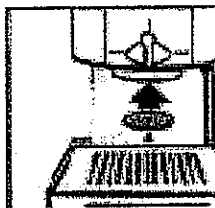
Clean the steam nozzle each time after you have immersed it in milk, otherwise the inside of the nozzle becomes clogged and milk deposits on the outside harden and become difficult to remove. Let the steam escape into the wet cloth for one to two seconds. Any milk residues will then be cleaned out. See special cleaning instructions for "Perfect-Froth."

## CLEANING THE PERFECT-FROTH ATTACHMENT

For a thorough cleaning of the "Perfect-Froth" attachment remove part C. All parts should be rinsed in warm water. If the small suction-opening in Part A is plugged up, it can be opened with a fine needle.

## DECALCIFYING

Occasionally decalcify the machine with KRUPS special decalcifying agent or with vinegar or citric acid (two tablespoons of citric acid or vinegar in 1 pint of luke-warm water). Pour the solution into the water container. Remove the stainless steel mesh (see figure 17). Do not insert the filter holder. Place a large container underneath the filter ring. Turn the machine on and turn the selector switch to "GAFFE". When 1/3 of the solution has been passed through the machine leave the selector switch in the "GAFFE" position and turn the machine off. This way you will have some of the solution remaining in the thermal block system to decalcify any remaining deposits. Turn the machine on again after 10 to 15 minutes. Let the remaining solution run through the machine. To avoid any bad taste run one to two containers of plain cold water through the machine. When finished insert the stainless steel filter mesh.



## PROBLEMS AND POSSIBLE CAUSES

**Problem:** Coffee leaking from the filter holder

**Cause:**

- Filter holder not correctly inserted
- Filter holder not pushed in far enough

- Internal gasket is dirty; clean gasket
- Gasket without elasticity; replace
- Coffee powder not cleaned off the edge of filter holder

**Problem:** Pump makes loud noise

**Cause:**

- No water in water container
- Water container not correctly inserted
- Coffee too old or too dry; pump cannot build up pressure

**Problem:** Coffee does not come out

**Cause:**

- No water in water container
- Water container not correctly inserted
- Filter clogged up because coffee mixture is too fine or pressed down too hard
- Mesh inside the filter ring is clogged. Remove mesh and clean (see under cleaning)
- Machine has to be decalcified (see under Decalcifying)

**Problem:** Coffee flows through too quickly

**Cause:**

- Coffee mixture ground too coarsely
- Too little coffee
- Coffee not pressed down in filter basket
- L'Espresso Pod broken or incorrectly inserted

**Problem:** Espresso without creamy froth

**Cause:**

- Coffee too old or too dry.
- Coffee mixture not suitable for espresso
- Coffee mixture ground too coarsely
- Too little coffee in the filter basket or not pressed down

**Problem:** Not enough froth when foaming milk

**Cause:**

- Steam nozzle clogged
- Old milk, or previously heated milk.

**Problem:** Espresso coffee too cold

**Cause:**

- Coffee flows through too quickly
- Coffee mixture ground too coarsely
- Coffee not pressed down in filter basket

**If machine still does not function properly, see under "Guarantee of Performance"**

## Limited One-Year Warranty

Your KRUPS product is covered by the following warranty: If, within one-year from date of purchase, this KRUPS product fails to function because of defects in materials or workmanship, ROBERT KRUPS, North America, will, at its option, repair or replace the unit without charge, provided the owner returns:

- the KRUPS product (securely packed) and
- proof of date of purchase to:

KRUPS Customer Service  
ROBERT KRUPS, North America  
7 Reuten Drive  
CLOSTER, N.J. 07624

To assure prompt service, please include a letter indicating the specific cause for returning your KRUPS product. Do not return any glass carafes or any other loose parts or any accessories which are not defective with your appliances to avoid damage and loss in transit. This warranty will be void if malfunction was caused by damage to the product by accident, misuse, use on frequency or voltage other than marked on the product and/or described in the instructions, abuse including tampering, damage in transit, or use for commercial purposes. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## GUARANTEE OF PERFORMANCE

This fine KRUPS product is manufactured according to a rigid code of quality standards, and, with a minimum of care, should give years of satisfying service. However, should the need arise for repairs or for replacement parts (within or after the warranty period), please do as follows for the most convenient, fastest service.

Note the type number of your KRUPS appliance. You will need this information when calling our Customer Service Department, Type: #969.

For parts orders or any other questions on how to operate your KRUPS product, call our CUSTOMER SERVICE DEPARTMENT toll free (Monday through Friday [except holidays] from 9AM until 4PM Eastern Standard Time) 1-800-526-5377 (in New Jersey call [201] 767-5600).

For warranty and after-warranty service, send your KRUPS appliance to:

KRUPS Customer Service  
ROBERT KRUPS, North America  
7 Reuten Drive  
Closter, New Jersey 07624

Pack up your appliance carefully to avoid damage in shipping and be sure to provide us with the following information:

- A. Your name and address and type number of the appliance on the outside wrapping of the packaging.
- B. Tape a brief note to the body of the machine indicating:

how long you own it;