Service
Service
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DELUXE

PRESTIGE

STYLE

ServiceManual

Rev. 00 January 2018

TYPE	12NC	DESCRIPTION
RI8433/11	886843311011	GAGGIA VIVA STYLE
RI8435/11	886843511011	GAGGIA VIVA DELUXE
RI8437/11	886843711011	GAGGIA VIVA PRESTIGE

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GAGGIA®

GAGGIA VIVA

Technical specification			
	GAGGIA VIVA PRESTIGE	GAGGIA VIVA DELUXE	GAGGIA VIVA STYLE
Power supply	"230-240V 50Hz 950W"	“230-240V 50Hz 950W”	“230-240V 50Hz 950W”
Pump pressure	15 bar	15 bar	15 bar
‘Crema perfetta’ pressurised filter holder	•	•	•
Water tank	Integrated & removable	Integrated & removable	Integrated & removable
Water tank capacity	1 l	1 l	1 l
Boiler	S/S	S/S	S/S
Control panel	Analogic	Analogic	Analogic
Cappuccino accessory	S/S Pannarello frother	S/S Pannarello frother	Pannarello frother
Hot water device	•	•	•
2 ‘crema perfetta’ filters	1-2 cups/pods	1-2 cups/pods	1-2 cups/pods
Delivery for 2 cups simultaneously	•	•	•
Cup plate	S/S	S/S	•
Size in cm. (L x H x D)	20 x 29.7 x 26.5	20 x 29.7 x 26.6	20 x 29.7 x 26.7
Weight	5 kg	4.2 kg	4 kg
Bodywork	Brushed stainless steel	ABS + S/S	ABS
Color	Brushed stainless steel	Black	Black
Accessories	Measuring spoon	Measuring spoon	Measuring spoon
Automatic shut-off	•	•	•

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CHAPTER 1

INTRODUCTION

1.1. Specific tools and equipment

As well as the standard equipment, the following is required:

12NC	Description	Notes
-	Flathead screwdriver	# 0, # 2
-	Torx screwdriver	(T10-T20)
-	Cutter	
-	Cable tie tightening tool	
-	Pliers for Oetiker clamps	
-	Digital Thermometer	Type K (accuracy for temperature of 0,05 % or ± 0,3°C)
-	Temperature probe	80PK-22 (80AK-A Thermocouple adapter required)
-	Scale	KERN EMB 500-1 or comparable device with a base accuracy of 0,05 % or ± 0,5 g
-	Power meter	Voltcraft EnergyCheck 3000 or comparable device with a base accuracy of 1 % or ± 5W
-	Stopwatch	Basic model
-	Socket wrench	CH10
-	Allen key	5

1.2. Maintenance Products

12NC Code	Material	Description
-	Thermal paste	Heat resistance > 200°C
996530010512	Descaler	“DECALCIFYING LIQUID”

1.3. Safety warnings

Please, read the Service manual of the machine before starting any maintenance.
Operation, maintenance and/or repair of this device has to be carried out only by qualified persons, trained for work at or with electric devices.

The technicians to operate under safety conditions, needs to:
1. Use personal safety devices;
2. Disconnect the appliance from the power mains before repairing;
3. Before and after repair, it is recommended to perform dielectric strength tests (This domestic appliance is rated as insulation class 1).

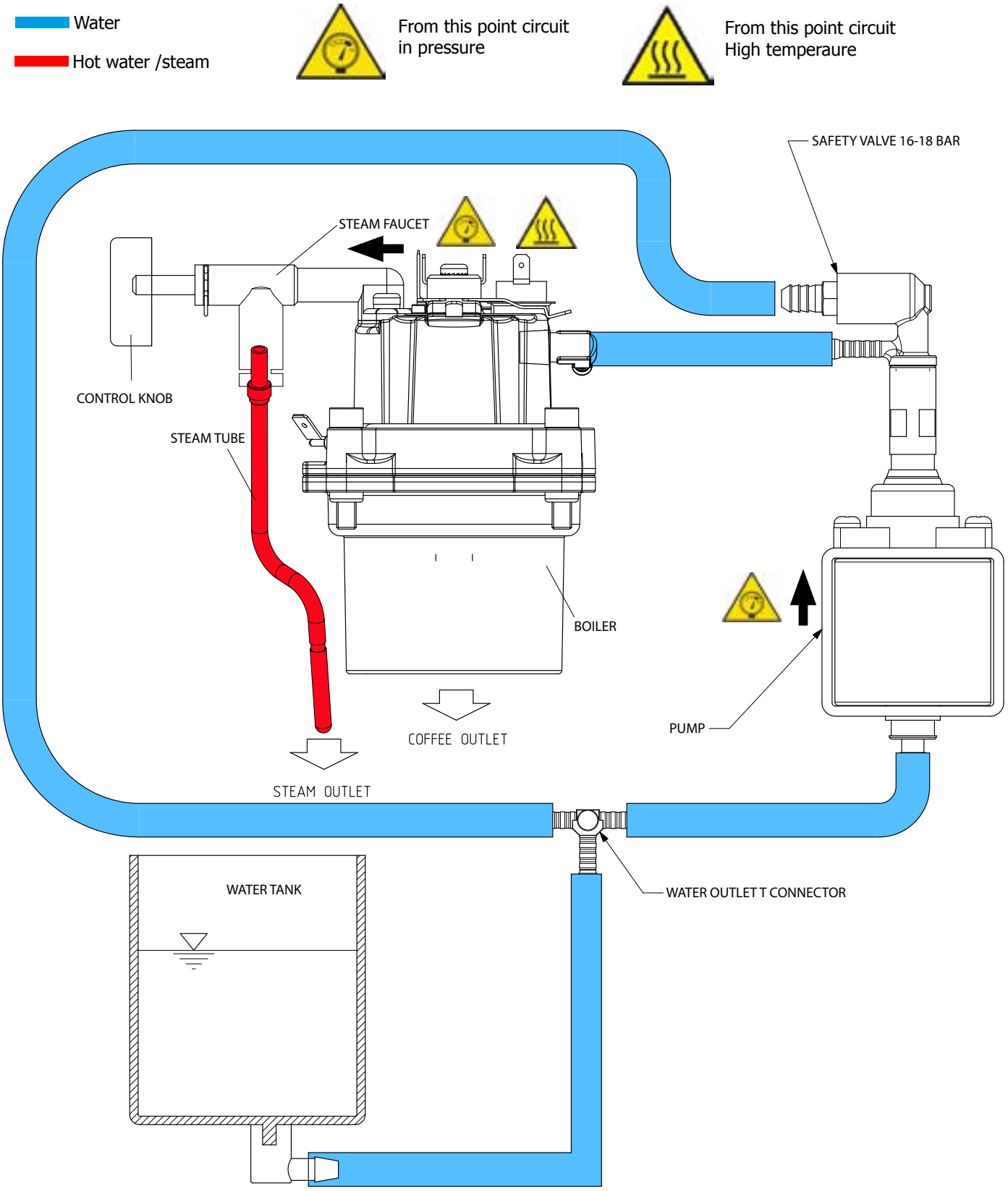
During the machine disassembly the operator has to pay attention to hot and under pressure parts.
All parts involved can be find in the hydraulic circuit below schema.

The machine hydraulic circuit can reach maximum pressure of 16/18 bar.

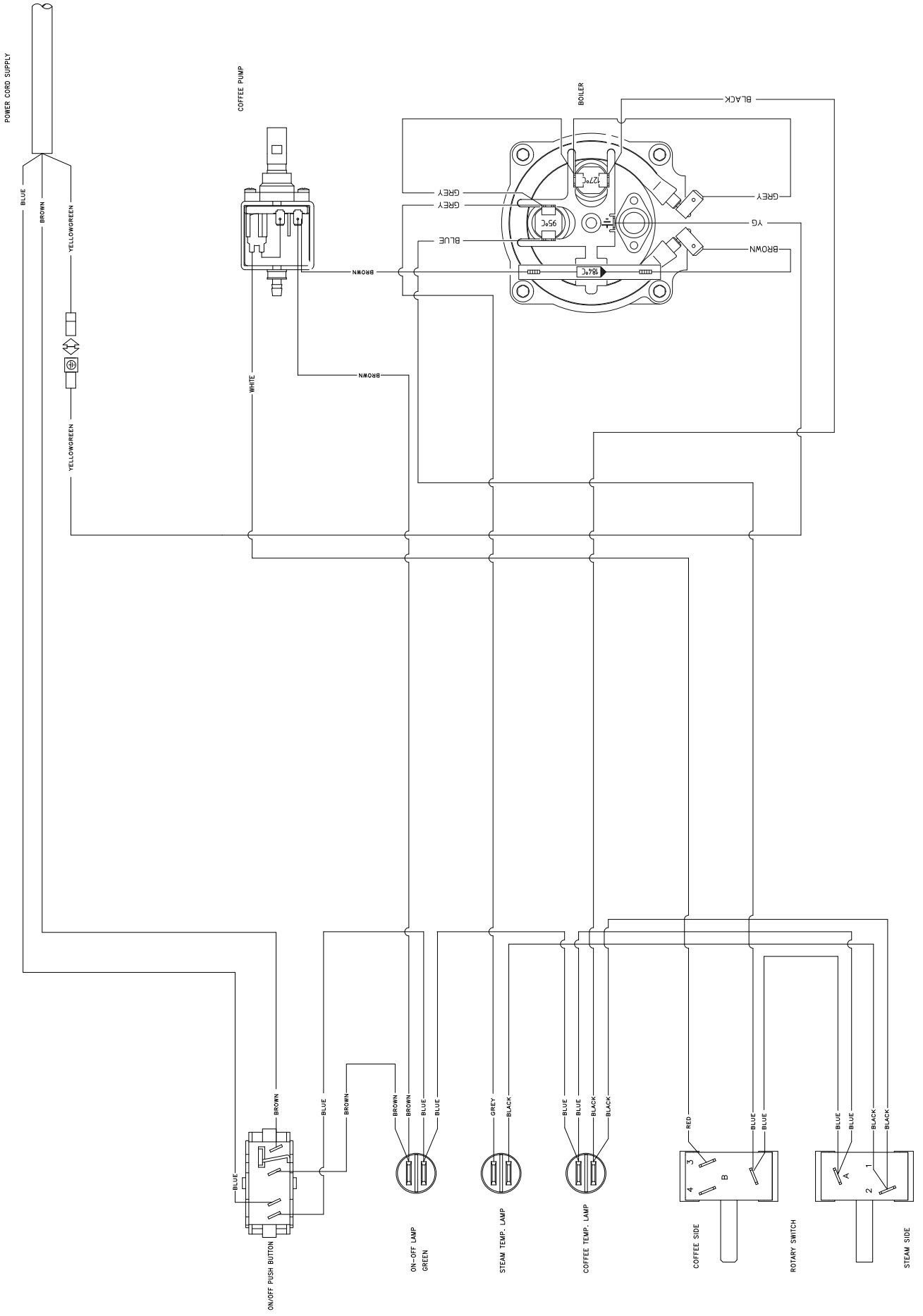
When the machine arrives at the Service Center in descaling mode interrupted, or making Descaling , take EXTREME CARE to avoid any unintentional contacts with the descaler.

After the product has been repaired, it should function properly and has to meet the safety requirements and legal regulations as officially laid down at this moment.

1.4. Water circuit diagram



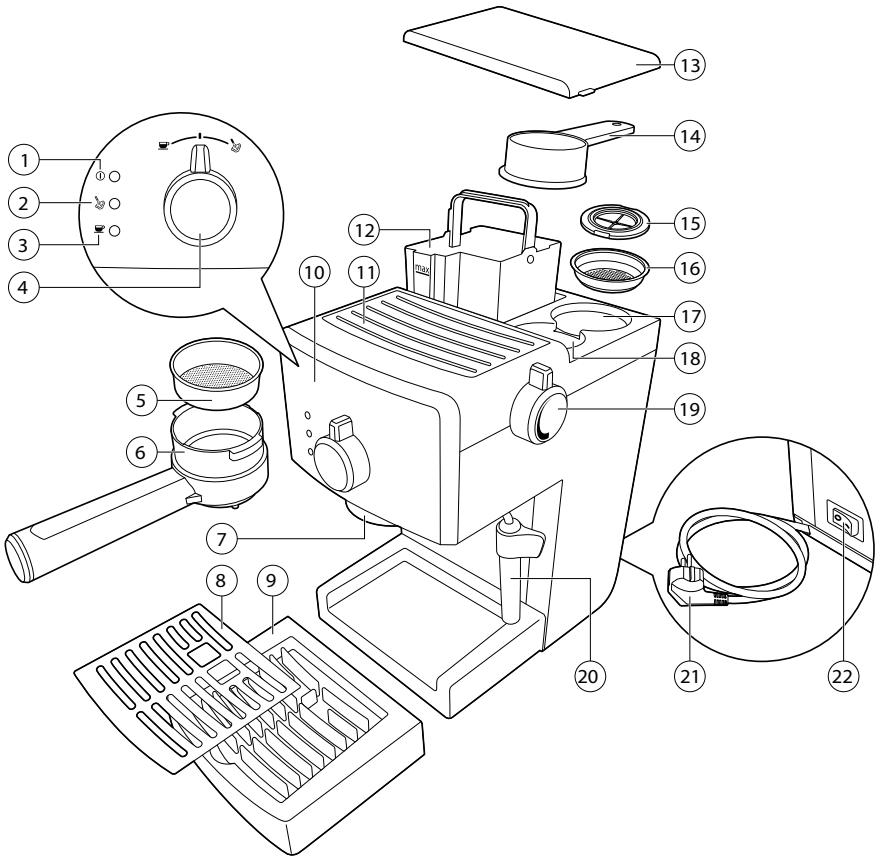
1.5. Electrical diagram



1.6. Service POLICY grid as used for coffee machine

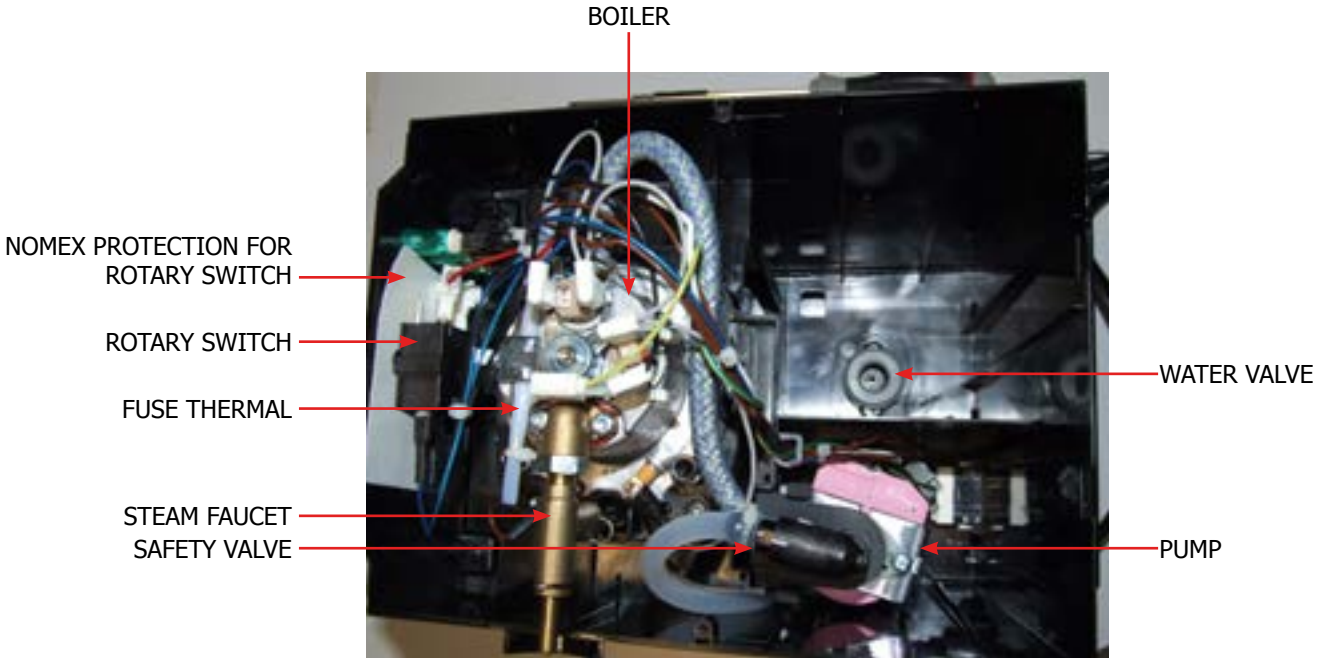
During the repair is always recommended to use, if possible, single parts rather than the correspondent assembly.

1.7. External machine parts



1	Power-on light
2	Steam ready light
3	Machine ready light
4	Selection knob
5	Ground coffee filter
6	Pressurized filter holder
7	Brew unit
8	Drip tray cover (RI8435-RI8437)
9	Drip tray
10	User interface
11	Cup holder rest
12	Water tank
13	Lid of the water tank
14	Ground coffee measuring scoop
15	Pod filter adapter
16	Coffee pod filter
17	Seat for accessories
18	Seat for coffee measuring scoop
19	Hot water/steam knob
20	Milk frother
21	Power cord
22	Main switch

1.8. Internal machine parts



CHAPTER 2

TECHNICAL SPECIFICATIONS

2.1. Specification for the measurement of the coffee products temperature.

The below procedure is also contained in the Symptom Cure 97832.

The temperature is influenced by the flow from the dispenser and stratification of temperatures in the glass. In order to consider these phenomena and to introduce measures that allow comparisons in controlled conditions, below guidelines must be followed:

Conditions:

a) Water temperature in tank: 23°C (+/-2°C).

b) It must be used a plastic cup (see picture N°1).

c) It must be used a thermocouple thermometer (e.g. type K - see picture N°2).

d) The coffee machine is tested without any change of parameters or calibrations, which may affect the temperature of products, so the measurement of temperature must be done with machine in default factory setting.

Procedure:

1. The temperature must be measured in the cup, immediately after dispensing. Cup has to be placed on a non-metal surface using a thermocouple thermometer (Picture 1).

2. The temperature in the cup is measured by immersing the probe of the thermometer up to touch the bot tom.The probe then must be moved in a circular motion for 5/6 rotations. At the of the rota- tions, stop in the center of the cup (Picture 2).

3. The highest temperature measured during the rotations is the value we are searching for, and that must be reported;

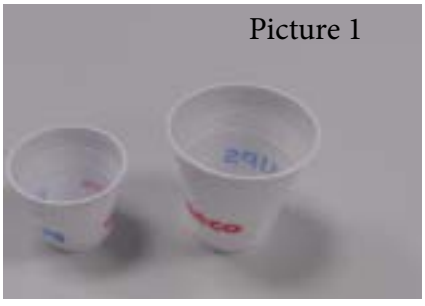
4. Test measurement: from end of dispensing to the end of rotations must be completed within 12 seconds.

5. The distance of the probe from the bottom of the glass is a function of the quantity of coffee dis- pensed: 10mm for 35gr - 17mm for 60gr - 35mm for 120gr and superior (Picture 3).

Limits of acceptability
The acceptance limits are divided by features and products and are the following:

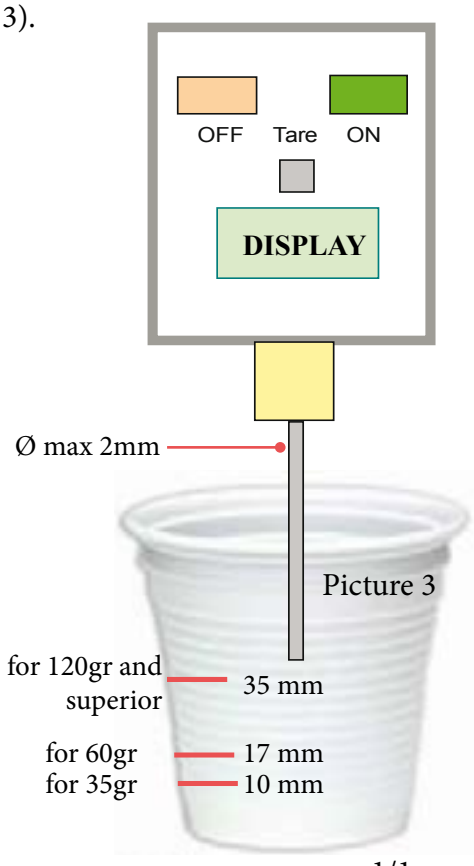
Espresso Coffee Italy Q.ty 25/40 gr.
Temperature of 1st product 69°C ≤ 85°C
Temperature of 2nd product 72°C ≤ 85°C

Coffee Q.ty 70/120 gr.
Temperature of 1st product 69°C ≤ 85°C
Temperature of 2nd product 72°C ≤ 85°C



Picture 1

Picture 2



Picture 3

CHAPTER 3

TROUBLESHOOTING

3.1. Causes and solution.

FAULT	POSSIBLE CAUSES	SOLUTION
The machine does not switch on	No power supply	Check the electrical circuit
The machine does not warm up	The thermostats have intervened	Replace the thermostats (if of the One shot type) If they are manual, reset them If they are automatic, they are reset automatically
	The power supply does not reach the boiler	Check the electrical connections
The pump is very noisy	There is no water in the tank The pump has disengaged from the supports The silicone pipe that carries the water from the tank to the pump is pinched or blocked	Fill the tank Insert the pump into the supports once again Check the water circuit
The coffee is too cold	The filter holder is not inserted for the pre-heating process The cups are cold	Run hot water through the filter holder Pre-heat the cups with hot water
The milk does not froth	The milk is not suitable (powdered or skimmed milk) Dirty nozzle or Cappuccino maker	Use whole milk Carefully clean the nozzle or the cappuccino maker with water
The coffee flows too quickly and does not form the cream	Little coffee in the filter holder Grinding level too coarse There is a missing component in the filter holder	Increase the quantity Use a different mixture Verify that all the components are in place and installed correctly
The coffee does not flow or it flows in drops	Grinding level too fine The coffee is pressed too much in the filter holder Too much coffee in the filter holder Blocked water channels Blocked filter in the filter holder	Use a different mixture Agitate the coffee Reduce the amount of coffee Descale the machine Carefully clean the filter
The coffee does not flow from the edges	The filter holder has been inserted incorrectly into the coffee dispensing unit The upper border of the filter holder is dirty The seal of the boiler is dirty or worn Too much coffee in the filter holder	Insert the filter holder correctly Clean the edges of the filter holder Clean or replace the seal Reduce the amount of coffee

P.S.: Refill the water circuit when the machine is first used as well as when the water in the tank finishes.

CHAPTER 4

DISASSEMBLY

4.1. Outer Shell

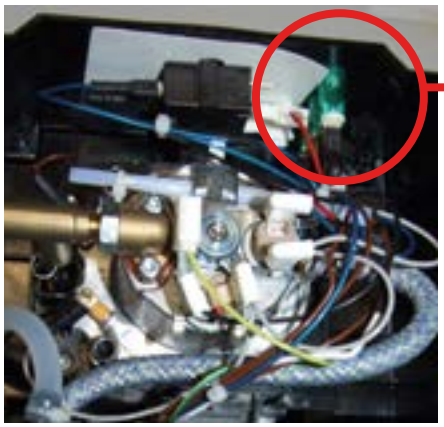
Remove the water tank, the water drip tray, the grille, the top lid, the steam knob, the control knob, the portafilter and pannarello.

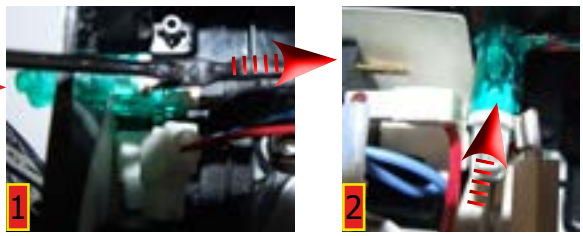
Upper cover

unscrew the screws highlighted and remove the front panel

unscrew the screws highlighted and remove the casing cover

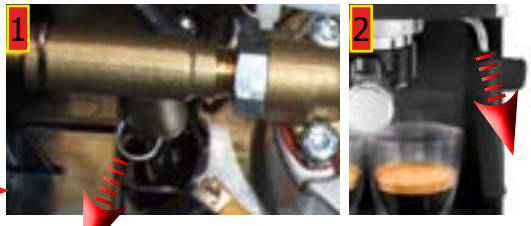
4.2. Lamp





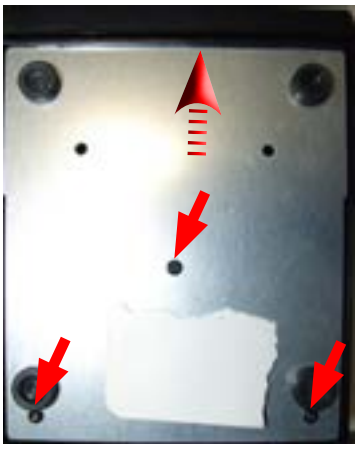
Helping you with a screwdriver, follow the steps as in the pictures:
1. Press on faston hooks and disconnect it;
2. Press on the lamps hooks and remove them from the casing.

4.3. Steam tube



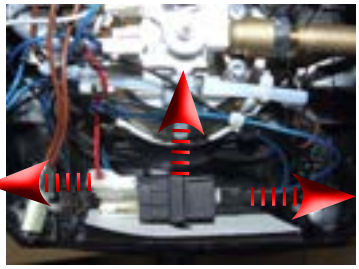
Helping you with a screwdriver:
1. Remove the fork;
2. Disconnect the steam tube.

4.4. Central part



unscrew the screws highlighted and remove the stell casing bottom

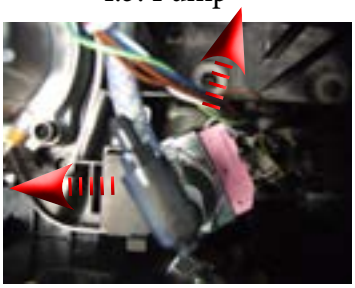
Helping you with a screwdriver remouve the rear lower casing cover as showed in the picture.



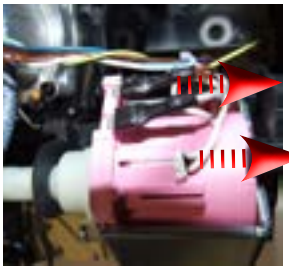
Unscrew the screws highlighted, disconnect the electrical connection and remouve the rotary switch

Disconnect the idraulic connections.

4.5. Pump

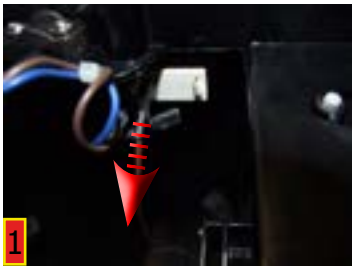


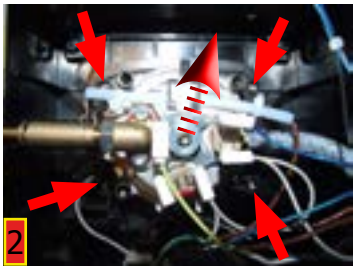
Slip off the plastic supports

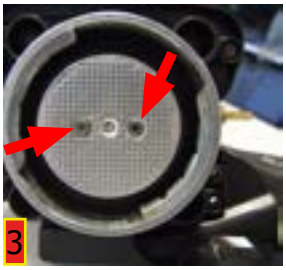


Disconnect the electronic and idraulic connections.

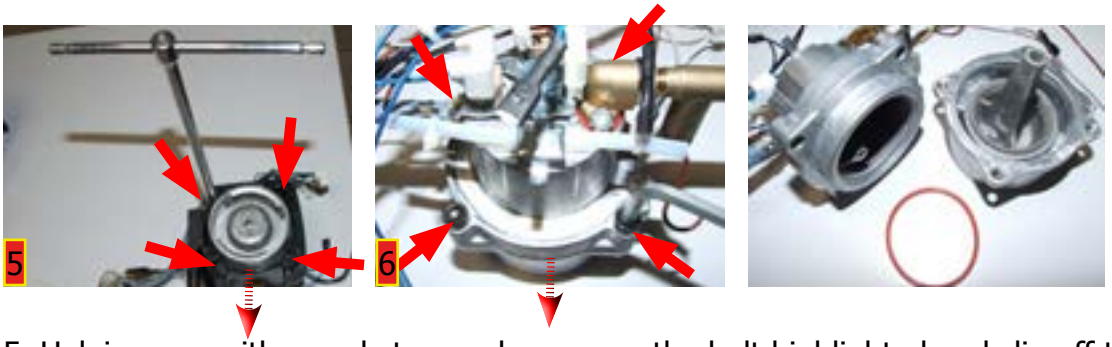
4.6. Boiler





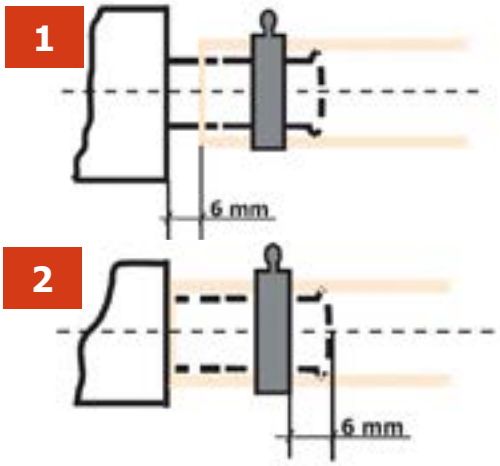


1. Disconnect the electronic connection;
2. Unscrew the screws highlighted and slip off the boiler;
3. Unscrew the screws highlighted;
4. Slip off the components highlighted.



5. Helping you with a socket wrench unscrew the bolt highlighted and slip off the plastic support;
6. Helping you with a Allen key unscrew the bolt highlighted and open the boiler;

4.7. Fitting and removing Oetiker clamps



1) Boiler connection

2) Other connections

Replacing the pipes

1) Use a suitable pair of pliers to remove the clamp (as shown in the picture)

2) Tighten the clamp as shown in the pictures