

October 12th, 2011

Hello,

Enclosed is an espresso machine that stopped working ages ago and had since been left in my storage for two years. If I recall correctly, it had one major problem and a minor problem. The first, goes along the lines of:

- warm machine up
- press shot button
- receive a few seconds of water and pressure
- stop; beep constantly at regular intervals
- sadness

Being somewhat familiar with machines of this nature, I assumed I could perform a back flush; but, the manual recommended against this practice. So, I ran some vinegar through it a few times with no resolution to the issue. I hope it performs this trick for you, otherwise the machine likely just needed a two year rest to resolve the problem.

The second issue was gradual, but the control panel lights appear to be dimming slowly over time. I don't recall exactly, but I think one may even be completely gone now.

I highly doubt I have any warranty on this machine. In either case, I gave up looking for the receipt many seasons ago. My wife wants me to deal with it or throw it out, yada yada yada... At any rate, if this can be fixed within a reasonable cost contact me at 306-xxx-xxxx/xxx.xxx@gmail.com to arrange further payment. If it cannot be saved, give me some notice; so I can make arrangements to briefly grieve my loss.

You can return this machine to the following address, if needed:

James Sapara
#xxx - xxx xxrd street east
Saskatoon, SK
S0K 0K0

May the repair gods shine on you,

James Sapara