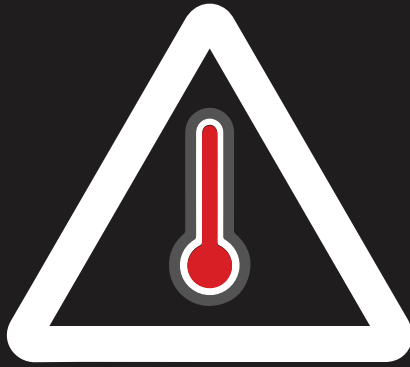




DIAMO ♦ ONE

USER MANUAL

DIAMO™



Warning: The steam tube will get extremely hot! Handle with care during and after use.

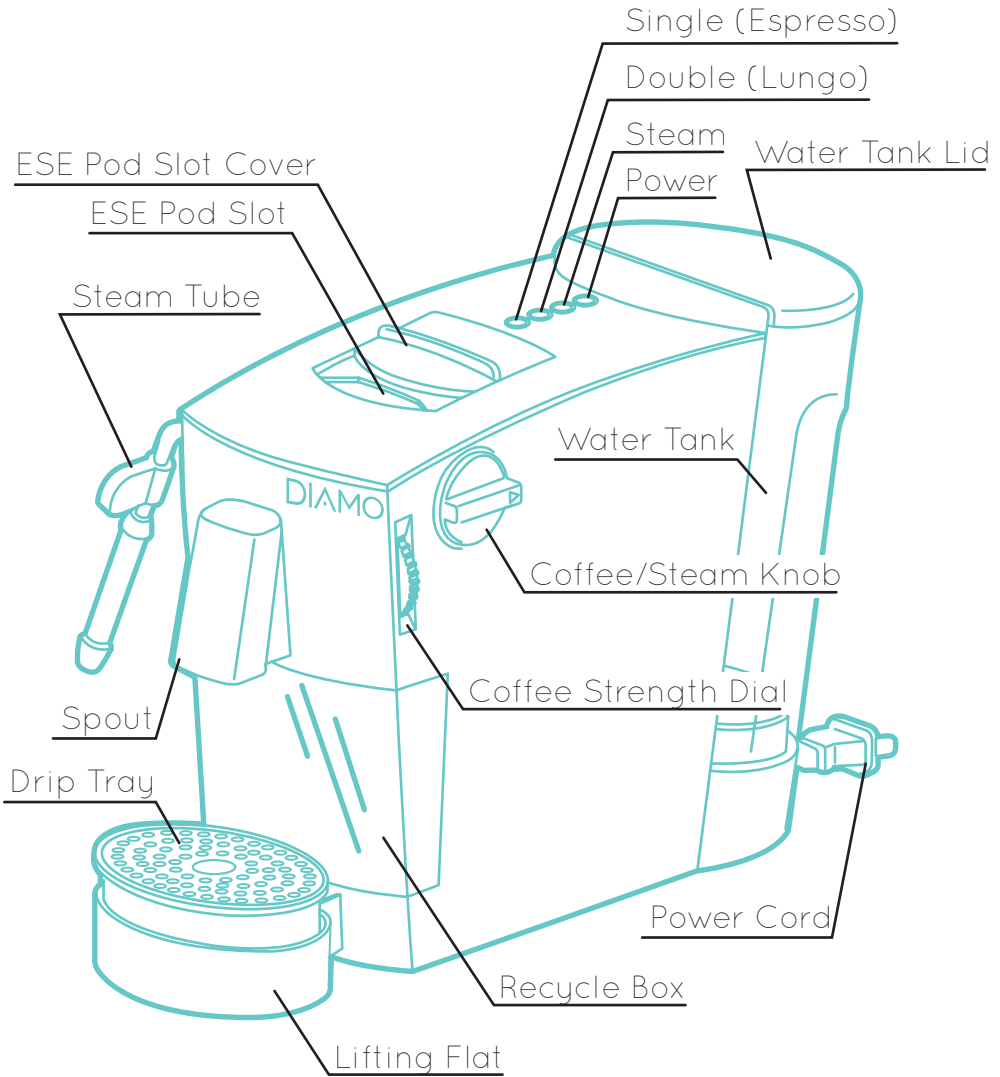


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DIAMO ONE OVERVIEW



Warning:

Product accepts **only** Easy Serving Espresso (E.S.E) pods.

PREPARATION

1. Install the Drip Tray on front of the Diamo One if desired.
2. Wash the Water Tank with warm soapy water.
3. Fill the tank with water.
(Maximum capacity: 37 oz. / 1.1L)
4. Place the full tank on the back of the Diamo One. You must have the tank lid OPEN in order to slide it fully into place.
5. Close tank lid.
6. Plug in the power cord.

HELPFUL TIP: Before brewing your first cup, we recommend running through the instructions below with just water for a practice run or two. This will help avoid any mishaps later! Place a cup under the spout and collect any water as it comes out. **When you practice with the steam tube, make sure you submerge the tip first!**

BREWING COFFEE

1. Turn the Coffee/Steam Knob to the “Coffee” ☕ position then push the Power button. The Power button LED will flash red 🔴 while it pre-heats. The Power button LED will turn solid green 🟢 when pre-heating has finished.
2. Use the Coffee Strength Dial to adjust the strength of your brew. Setting number 1 will produce the weakest brew while 3 produces the strongest.
3. Place your cup on the drip tray underneath the spout.
4. Slide open the E.S.E Pod Slot Cover, drop your pod into the slot, and close the cover.

5. Select the brew that you want:

◆ **ESPRESSO:**

Press the Single button  for a 1.5 oz. (45 mL) shot.

◆ **LUNGO:**

Press the Double button  for a 3.7 oz. (110 mL) shot.

◆ **AMERICANO:**





Press and momentarily hold BOTH the Single and Double buttons for a 2.4 oz. (72 mL) shot followed by 2.4 oz. (72 mL) of hot water. When making an Americano, there is a 2-3 sec pause between the coffee shot and water shot as the coffee pod is moved into the Recycle Box. **Be sure to wait until the second shot is fully finished before removing your cup.**

6. When finished, power off your Diamo One. To power off your Diamo One, press the Power button, then release. The Power button should go dark.

HELPFUL TIPS

- Start with the Coffee Strength Dial on #2 and adjust to your liking. E.S.E. pods from different manufacturers may require some adjustment to get your preferred taste.
- When brewing, the Diamo One makes pumping noises due to the pressures involved. This is normal.
- Keep your Diamo One working and clean by running a rinse cycle into an empty cup (Push Single without inserting a coffee pod) and emptying the Pod Recycle Box after every eight brews. If the Single (Espresso) LED is flashing slowly, it is time to run a rinse and empty the Recycle Box.

FROTHING MILK



1. With the power on, turn the Coffee/Steam Knob to the “Coffee” position, then push the Steam button . The Steam button will light up a steady blue  and the Power button will flash red  while the Diamo One heats up. When the Power button turns green,  you are ready to continue.
2. **DO NOT TOUCH THE STEAM TUBE** while foaming or for three minutes afterwards. It gets very hot. Use the rubber grip if you need to move the tube.
3. It is recommended that you prime the steam pump prior to steaming. To do so: Position a cup under the Steam Tube and turn the Coffee/Steam Knob to the “Steam” position. A small amount of water will shoot out of the tube as the steam builds up. It takes about ten seconds for steam to come out. Turn the Coffee/Steam Knob to “Coffee” to stop the steam.
4. Put milk into your frothing cup and place it under the steam tube. **Make sure the head of the Steam Tube is below the surface of the milk to avoid splashing or spraying.** Once the tip of the Steam Tube is below the surface of the milk, turn the Coffee/Steam Knob to “Steam” to start frothing your milk. When you have enough foam, turn the Coffee/Steam Knob back to “Coffee” to stop the steam.
5. To finish the steam cycle and clean out the Steam Tube, put a cup under the Steam Tube, press the Steam button and turn the Coffee/Steam Knob to “Steam.” Water will again shoot out of the nozzle. Count for five seconds and turn the Coffee/Steam Knob back to “Coffee” to stop. **This must be done after every use of the Steam Tube to avoid clogging.** When cool, clean the Steam Tube with a wet cloth or sponge. It is recommended to thoroughly clean the Steam Tube after use (See Cleaning the Steam Tube on page 11).

6. You may now power down the Diamo One or brew something else.

HELPFUL TIPS

- If your frothing cup is too tall, position the Diamo One so that the steam tube is off the edge of the counter.
- Any milk or milk alternative will froth with practice. Lower-fat milk is easier to froth without burning. Higher-fat milks provide a richer taste but are more challenging.
- The milk should almost double in volume when properly frothed and the bubbles should be very small (microfoam). Move your cup around to get uniform foam. Big bubbles indicate overheating.
- If using a thermometer, the ideal temp is 150-155°F (66-68° C).

HEATING HOT WATER

1. With the power OFF, turn the Coffee/Steam Knob to the “Coffee” position, then push the power button. The power button’s LED will flash red  as it pre-heats. When pre-heating is done, the LED will turn green  and you may continue to the next step.
2. Place your cup under the steam tube so that the tube is well within the cup and then turn Coffee/Steam Knob to the “Steam” position. **Caution: Hot water will squirt out of the nozzle.** When you have enough hot water, turn the Coffee/Steam Knob back to the “Coffee” position to stop the hot water.
3. **DO NOT TOUCH THE STEAM TUBE without using the rubber grip.** Wait at least three (3) minutes after making hot water to touch the bare metal for it to cool off.

TURNING OFF

1. To power off your Diamo One, press the Power button, then release. The Power button should go dark.

CHANGING THE AMOUNT BREWED PER CUP

You can adjust the amount of water provided by each of the Diamo One's buttons if your cups are larger or smaller than the default setting. See the table below for default, minimum, and maximum amounts. Continue reading to learn how to change those settings.

	Default Amount	Minimum Amount	Maximum Amount
Single (Espresso)	1.5 oz. (45 mL)	1 oz. (30 mL)	2 oz. (60 mL)
Double (Lungo)	3.7 oz. (110 mL)	2 oz. (60 mL)	10.1 oz. (300 mL)
Americano	4.9 oz. (144 mL)	3.2 oz. (96 mL)	6.5 oz. (192 mL)

Note: TheAmericano setting is determined by how you set the Single (Espresso) amounts. The formula is $(1.6 \times \text{Espresso Settings}) + (1.6 \times \text{Espresso Settings})$.

Lastly, when changing settings, we strongly recommend that you do not do so with a coffee pod in place. Just run straight water so there is no waste.


Changing the amount for Single (Espresso):

1. Power on the Diamo One and wait for it to pre-heat as normal.
2. When pre-heating is finished (Power LED is green), press and HOLD the Single (Espresso) button.



- Hot water will come out of the spout for as long as you hold down the button OR until the maximum amount in the table on page 7 is reached.
- Let go of the button when the desired amount of water is in your cup.
- The amount is now set.
- Empty your cup and use the Single (Espresso) button as normal, but without a coffee pod to test it out.
- If the amount dispensed is different, repeat step 6. The amount should now match what you set.

Changing the amount for Double (Lungo):

- Power on the Diamo One and wait for it to pre-heat as normal.
- When pre-heating is finished (Power LED is green), press and HOLD the Double (Lungo) button.An illustration showing a hand with a teal outline pressing a button. The button is circular and has a blue ring around it. To the left of the button are two coffee cup icons: a white one on top and a grey one on the bottom.
- Hot water will come out of the spout for as long as you hold down the button OR until the maximum amount from the table on page 7 is reached.
- Let go of the button when the desired amount of water is in your cup.
- The amount is now set.
- Empty your cup and use the Double (Lungo) button as normal, but without a coffee pod to test it out.
- If the amount dispensed is different, repeat step 6. The amount should then match what you set.

Changing the amount for Americano:

The Americano process depends on the following formula:

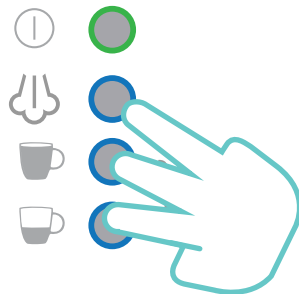
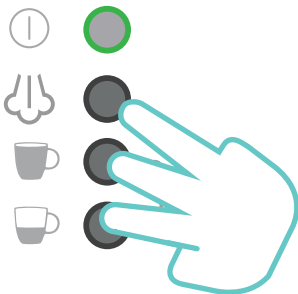
Amount dispensed for Americano = (Espresso setting x 1.6) + (Espresso setting x 1.6)

Example: If you have your Espresso set for 45 mL, you'll get approximately: $(45 \times 1.6) + (45 \times 1.6) = (72) + (72) = 144\text{mL}$ in total

Reset the Settings:

To set all amounts back to their default setting:

1. Power on the Diamo One.
2. Once it has pre-heated (Power LED is green), you must hold down three buttons—Steam, Single, and Double. Doing so can inadvertently start the “Americano” brewing process, so start with the Steam button, then quickly also press and hold the Single and Double buttons.
3. Hold the Steam, Single and Double buttons for approximately five seconds until ALL FOUR buttons (three held plus the Power button) flash three times, then let go. All volumes are now reset to the default values listed on page 7.



ADJUSTING FOR HARD WATER

1. If you have soft, medium, or hard water, you must adjust your Diamo One to compensate for the water's level of hardness. Consult the table below to find out what level of hardness your water has.

Water Type	Soft Water	Medium Water	Hard Water
U.S.	<180 ppm CaCO ₃	180-360 ppm CaCO ₃	>360 ppm CaCO ₃
German	<10° dH	10-20° dH	>20° dH
French	<18° fH	18-36° fH	>36° fH

2. Power off the Diamo One (see Turning Off instructions).

IMPORTANT: Do not go to the next step until the Diamo One is off and the Power button LED is dark. If you try to set the HARD option below with the power ON, you will start the descaling process instead.

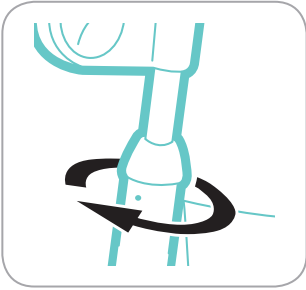
3. Choose one of the following:
 - A For SOFT water, press and HOLD the Power button and the Single (Espresso) button at the same time. When the Single button flashes three times, you're done.
 - B For MEDIUM water, press and HOLD the Power button and the Double (Lungo) button at the same time. When the Double button flashes three times, you're done.
 - C For HARD water, press and HOLD the Power button and the Steam button at the same time. When the Steam button flashes three times, you're done.



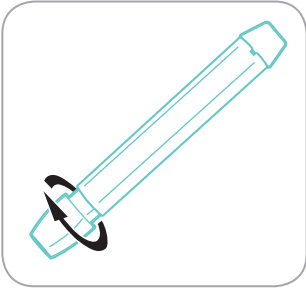
CLEANING THE STEAM TUBE

To avoid contamination and maintain a clean machine, we recommend that you thoroughly clean the Steam Tube regularly after use.

1. **WARNING:** Ensure that your Steam Tube has had sufficient time to cool before attempting to clean.

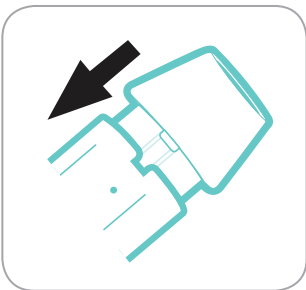


2. Remove the Steam Tube Assembly from the Steam Tube Arm by holding the Steam Tube Arm and unscrewing the free end of the Steam Tube Assembly. See diagram at left.



3. Disassemble the Steam Tube Assembly by unscrewing the Spout from the Steam Tube. The Steam Tube Assembly will separate into three pieces: the Spout, the Steam Tube Cover, and the Steam Tube. See diagram at left.

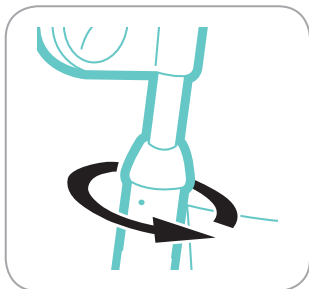
4. Clean all three pieces thoroughly with soapy water and allow to dry.



5. Reassemble the Steam Tube Assembly by inserting the Steam Tube into the end of the Steam Tube Cover with the small notch. Rotate the Steam Tube inside the Steam Tube Cover until the Steam Tube seats itself into the small notch.





6. Screw the Spout back into the Steam Tube Cover until hand tight. Ensure that the Steam Tube stays aligned in the Steam Tube Cover while screwing the Spout in.



7. Reattach the Steam Tube Assembly to the Steam Tube Arm by screwing it on until hand tight.
See diagram at left.

DESCALING YOUR DIAMO ONE

1. Your Diamo One will let you know when it's time to descale when the Power button's LED flashes green ●.
2. Place a bowl or other container underneath the spout. Make sure the container is large enough to hold one (1) L of water.
3. Fill the Water Tank halfway (500 ml) with water and add 3.4 oz (100 mL) of E.S.E descaling solution to the tank.
4. Turn the Coffee/Steam Knob to "Coffee".
5. Push the Power button and wait for the Power LED to change to green ●.
6. Press both the Power button and the Steam button at the same time.

7. The Diamo One will begin descaling, running hot water through itself and filling the container. The Power and Steam button LEDs will both flash during the process.
8. When it's done, the Power button LED will flash red  rapidly. Press the Power button to turn the Diamo One off.
9. Refill the Water Tank with clean water, empty the bowl/container and replace under the Spout, then start at Step 5 and run the descaling process again.
10. When it's done, the Power button LED will flash red  rapidly. Press the Power button again to turn the Diamo One off.

DESCALING: HOW OFTEN?

The Diamo One's Power button will flash green slowly when it is time to descale. Here is the schedule:

1. For SOFT water, descale every 1200 Single cycles, 600 Double cycles, or 400 Americano cycles.
2. For MEDIUM water, descale every 600 Single cycles, 300 Double cycles, or 175 Americano cycles.
3. For HARD water, descale every 300 Single cycles, 150 Double cycles, or 100 Americano cycles.



TROUBLESHOOTING

Problem	Cause	Solution
Can't power on the Diamo One	<ul style="list-style-type: none"> Damaged Power Cord Faulty power outlet 	<ol style="list-style-type: none"> Unplug and check the Power Cord for damage. If OK, continue. Leave unplugged for at least one minute, then try again.
Power button LED flashes red quickly	<ul style="list-style-type: none"> Not enough water in the tank Coffee/Steam knob in the wrong position 	<ol style="list-style-type: none"> Fill the Water Tank Turn the Coffee/Steam knob to the "Coffee" position Restart by pressing the Power button
Power button LED flashes red slowly	The Diamo One is in sleep mode	Click the Power button to wake it up
I've frothed some milk and the Power button LED flashes red	The Steam Tube clean-out process has not been performed.	See Frothing Milk Step 5 (pg. 5)
Power button LED flashes green slowly	Time to descale the Diamo One	See Descaling your Diamo One (pg. 12)
None of the top buttons respond when clicked	Pod Slot Cover is open	Close the pod slot cover
Single (Espresso) LED flashes slowly	"Rinse cycle and clean Recycle Box" reminder	<ol style="list-style-type: none"> Empty the recycle box Push the Single (Espresso) button once Run a rinse cycle into a cup (push Single button without a coffee pod in place)
Coffee flows weakly or not at all from the spout	Spout nozzle dirty or blocked	See Descaling your Diamo One (pg. 12)
When brewing coffee with a pod, water comes out instead of coffee or the coffee is extra-weak.	Coffee pod is in the wrong position or broken	<ol style="list-style-type: none"> Open the Pod Slot Cover and check that the pod is centered in the slot and is not folded over. Replace the pod if broken. Close Cover and resume.

Problem	Cause	Solution
Can brew coffee even with the Pod Slot Cover open.	Defective Pod Slot Cover sensor	Stop using and have the Diamo One repaired. Brewing with the door open can result in high-pressure hot water squirting out, possibly burning you.
Water comes out of the Steam Tube when brewing coffee	<ul style="list-style-type: none"> Coffee/Steam Knob in wrong position Problem with internal valve 	<ol style="list-style-type: none"> Turn the Coffee/Steam Knob to "Coffee." Please contact us if water continues to come out of the Steam Tube as repairs are needed.
Water flows weakly or not at all from the Steam Tube when getting Hot Water.	Steam Tube blocked or dirty	<ol style="list-style-type: none"> Carefully clean the openings in the Steam Tube with a straight pin. Perform step 5 from Frothing Milk (pg. 5) after frothing milk to clean the tube. Repeat as necessary.
When brewing a few cups in a row, condensation appears on the Pod Slot Cover.	This is normal due to condensing water vapor released during the brew process	
The side of the Diamo One is extra warm when using.	Too many brewing cycles in too little time.	Slow down coffee brewing and let the machine rest longer between cups. This will keep the temperature down and help extend its life.

CONTACT SUPPORT

We want to help solve whatever issues you may encounter when using your Diamo One. If at any time you are not satisfied or have questions, please call or e-mail our dedicated customer support specialists and they will be more than happy to assist you. For further support and information, please visit

DiamoCoffee.com or

US Customer Support	CALL: Noetic, Inc.	E-MAIL: Diamo
	507-529-1441 8am - 4:30pm (CT) M-F	support@diamocoffee.com e-mails will be answered within 1 business day

WARRANTY INFORMATION

Limited One Year Warranty Information

Diamo warrants this product to be free from defects in workmanship and materials, under normal use and conditions, for a period of one (1) year from the date of original purchase.

If you are experiencing any problems with the operation or function of your product, please make sure you have downloaded our full owner's manual from our website for reference or contact the authorized local distributor (information of the authorized distributors are listed on www.diamocoffee.com). Should this fail to resolve the matter and service is still required by reason of any defect or malfunction during the warranty period, Diamo will repair or, at its discretion, replace this product without charge. This decision is subject to verification of the defect or malfunction upon delivery of this product to a designated factory service center. **The product must include proof of purchase, including date of purchase.** To obtain the Warranty Service, Customer must contact the authorized local distributor within the applicable warranty period to obtain warranty service authorization. Dated proof of original purchase from the authorized reseller will be required. Diamo is not responsible for Customer's products or parts received without a warranty service authorization. Products or parts shipped by Customer to local distributor must be sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package.

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