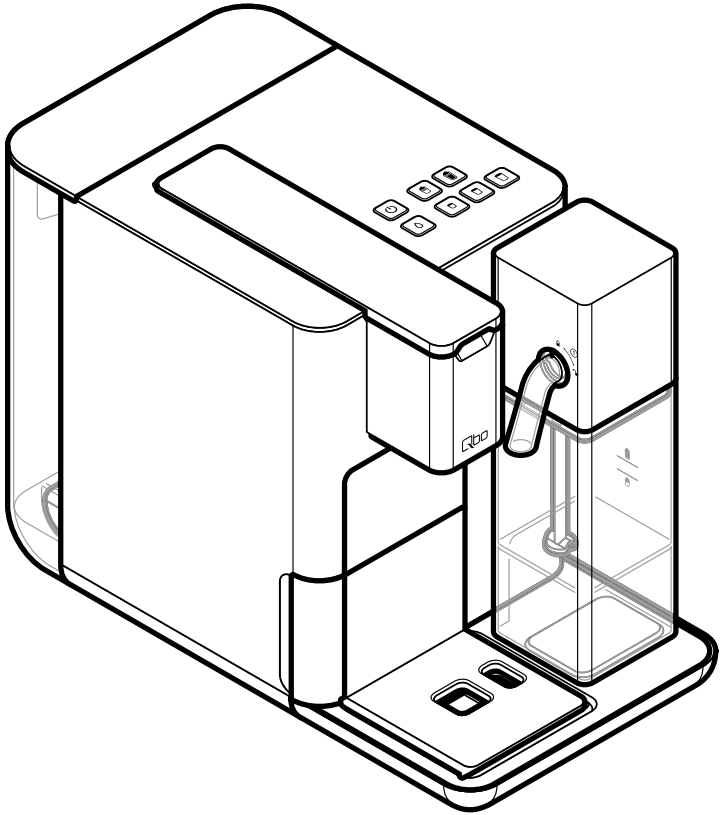
Tchibo | Qbo

MILK MASTER



en Original instructions for use and warranty

Tchibo GmbH D-22290 Hamburg · 120509HB · 2026-11 - V7

Contents

2 About these instructions

2 Safety warnings

5 At a glance (contents)

6 Control panel - button functions

6 Removing protective films and packaging materials

6 Initial operation - prior to first use

8 Rinsing the machine

10 The finest aroma - the finest flavour

10 Using large / small cups or glasses

11 Switching the machine on/off

11 Filling the water tank

12 Making beverages without milk
12 Espresso, caffè or caffè grande

13 Making beverages with milk
13 Filling and inserting the milk tank
13 Cappuccino
14 Frothing milk
14 Rinsing the milk system

15 Water level indicator in the drip tray

15 After use

16 Adjusting the strength of the beverage (water and/or milk froth quantity)

17 Restoring the factory settings

18 Standby mode

18 Cleaning - removing coffee residue in the machine with Qbo cleaning capsules

20 Descaling

23 Machine care

26 Problems / solutions

27 Declaration of Conformity

28 Disposal

28 Technical specifications

29 Warranty

29 Service and repair

29 Qbo service team

29 Product number

www.tchibo.de/instructions

About these instructions

This product is equipped with safety features. Nevertheless, read the safety warnings carefully and only use the product as described in these instructions to avoid accidental injury or damage.

Keep these instructions for future reference. If you give this product to another person, remember to also include these instructions.

Symbols used in these instructions:

This symbol warns you about the risk of injury.

This symbol warns you about the risk of injury caused by electricity.

Signal words in these instructions:

DANGER warns about the imminent risk of serious or fatal injury.

WARNING warns about the potential risk of serious or fatal injury.

CAUTION warns about the potential risk of minor injuries.

NOTICE warns about the potential risk of material damage.

This symbol indicates additional information.

Safety warnings

Intended use

The coffee machine has been designed for the following uses:

- Brewing black coffee and espresso using Qbo-branded capsules.
- Preparing coffee/milk specialities.

The machine has been designed for household use and use in household-like environments, e.g.

- shops, offices or similar work spaces,
- farming estates,
- by guests in hotels, motels, bed and breakfasts or other places offering accommodation.

If the machine is used for commercial purposes, it must be overseen and cleaned by trained personnel. Maintenance that goes beyond cleaning and descaling is not necessary for this machine.

Location

Set up the machine in a dry, indoor room. Avoid rooms with high levels of humidity or a high dust content. The machine is suitable for use at ambient temperatures of +10 to +40 °C.

Danger to children and people with limited ability to operate appliances

- Children must not be allowed to play with the appliance. Keep the appliance and mains cable away from children under the age of 8 and pets.
- This appliance may be used by children aged 8+ and by people with diminished physical, sensory or mental capacity or lacking the requisite knowledge/experience, provided they are supervised or have been instructed in the safe use of the appliance and understand the potential dangers.
- Children must not be allowed to clean the appliance unless they are over 8 years of age and supervised while doing so. This appliance is maintenance-free.
- Set up the machine out of the reach of children.
- Thanks to built-in magnets, the drip tray slides easily into the machine. If one of these built-in magnets should come loose, keep it away from children. In the case that magnets are swallowed or inhaled, seek medical advice immediately. Magnets connecting inside the body can lead to serious injuries.
- Keep the packaging materials out of the reach of children. They pose several risks, including the risk of suffocation!

Danger due to electricity

- Never immerse the machine, mains plug or mains cable in water, as there is otherwise a danger of electric shock. Do not clean the machine by water jet and do not place the machine where it could be cleaned by a water jet. Never touch the mains plug with wet hands. Do not use the machine outdoors.
- Never leave the machine to operate unattended.
- Only connect the machine to a properly installed, grounded power socket. The mains voltage must comply with the requirements stated in the machine's technical specifications.
- The mains cable must not be kinked or crushed. Keep the mains cable away from sharp edges and sources of heat.
- Do not use the machine if the machine, mains cable or mains plug are damaged, or if the machine has fallen down.
- Never place any drinks or other objects on top of the machine.
- Do not make any modifications to the machine, mains cable or other parts. Electrical appliances must only be repaired by qualified electricians, as improper repairs can cause considerable damage. Have repairs carried out only by a specialist workshop or as arranged by our customer care service.
- If the mains cable of this machine becomes damaged, it must be replaced by the manufacturer, its customer service or a similarly qualified person in order to avoid danger.
- Remove the mains plug from the power socket ...
  ... if a fault occurs,
  ... if the machine is not going to be used for a prolonged period,
  ... before you remove any parts of the machine for cleaning,
  ... before you wipe the machine casing clean.
  Always pull on the plug, not on the mains cable.
- To disconnect the machine from the mains completely, remove the mains plug from the power socket.

Danger of fire/burns/scalds

- Position the machine in such a way that it is free-standing for use; never place it directly against a wall, in a corner, in a cupboard, against curtains, etc.
- Do not cover the machine while it is in use (e.g. with newspapers, blankets, clothes, etc.).
- Do not touch the coffee or milk spout during or immediately after use. Avoid coming into contact with the beverage coming out of the spouts.
- While the machine is in operation, ensure that you do not lift up the lever, that you keep the capsule feed closed, and that you do not pull out the drip tray with the used capsule container.
- Do not touch the casing during or immediately after use. The heating element under the casing will still emit residual heat after use.

Danger – damage to health

- Regularly empty and clean the used capsule container and drip tray.
- If you will not be using the machine for a prolonged period, empty the water tank, used capsule container and drip tray.
- Change the water in the water tank daily to prevent germs from collecting.
- Milk is a perishable item and is therefore susceptible to the collection of germs. Therefore, always pay great attention to cleanliness, especially when preparing coffee specialities containing milk. Clean all parts of the milk tank thoroughly following each use.
- Use only the cleaning and descaling agents listed in these instructions as well as the relevant cleaning utensils to clean this machine. The use of other cleaning agents can lead to health hazards.

Danger – risk of injury

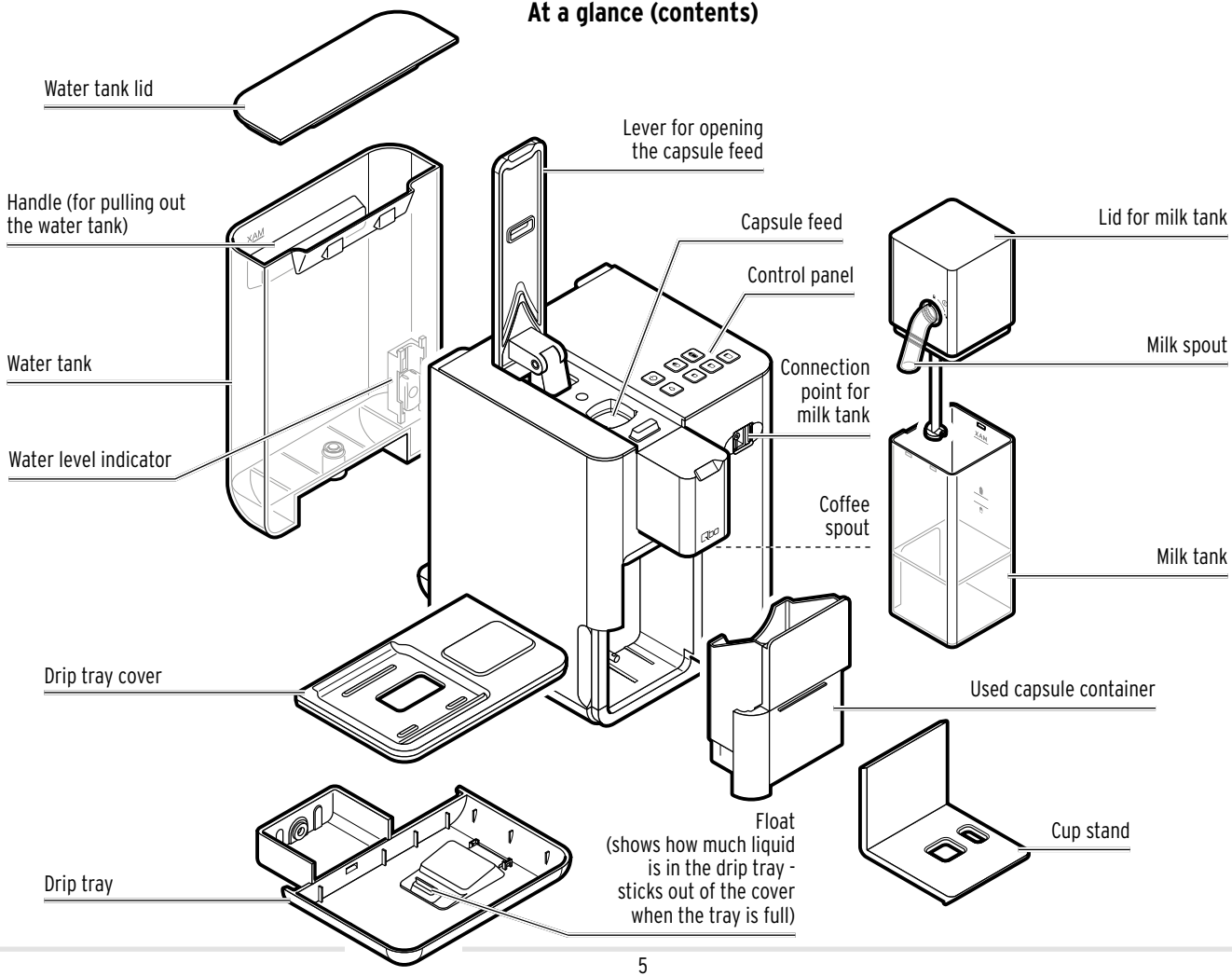
- There are piercing pins inside the capsule feed. When the lever is pressed down, these pins pierce the capsule casing from both sides. Never reach into the capsule feed. Keep your fingers and any objects away from the capsule feed as you press down the lever.
- Route the mains cable in such a way that it cannot be tripped over. Do not let the cable hang down from the surface the machine is put on in order to ensure that the machine cannot be pulled down by it.

Material damage

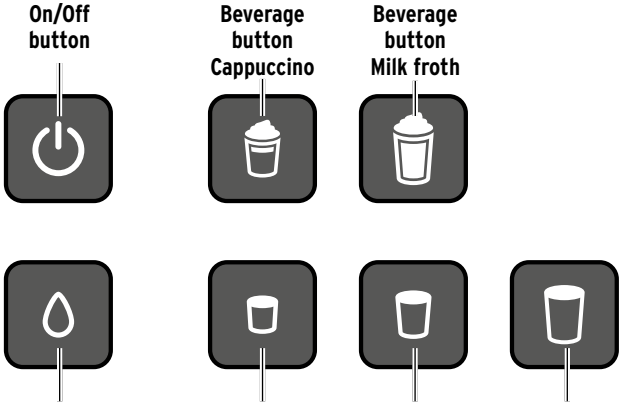
- **Use original Qbo capsules only.** Do not use capsules from other manufacturers, nor damaged or deformed capsules, and never use ground coffee or coffee beans, as this would damage the machine. In these cases, any necessary repairs would not be covered by the warranty.
- The machine may only be operated if the drip tray and used capsule container are inserted.
- Only pour fresh, cold tap water or other drinking water into the water tank. Do not use carbonated mineral water or any other liquids.
- Descale the machine as soon as it indicates that this is necessary.
- Do not lift the machine up by the lever. To move the machine, hold it by the outer casing.
- Place the machine on a solid, level surface that is well illuminated and resistant to water and heat.
- To ensure that the casing does not melt, do not place the machine on a hob or immediately next to a hot oven, radiator or anything similar.
- Keep the drip tray (due to the magnets built into it) away from cards with magnetic strips, e.g. credit cards, debit cards, etc. The cards could otherwise become damaged. You should also keep magnetic memory storage media and any devices that could be affected or functionally impaired by magnetism away from the machine.
- The machine is equipped with non-slip feet. Work surfaces often have varnished or plastic finishes and are treated with a variety of care products. Some of these may contain substances that react adversely to the feet of the appliance and soften them. If necessary, place a non-slip mat under the machine.
- The machine must not be exposed to temperatures below 4 °C. Residual water in the heating system could freeze and cause damage.
- Sound pressure level: <70 dB(A).

We carefully check all our machines before they leave the factory, testing them using coffee capsules and water. For this reason, despite thorough cleaning, you may still find minimal coffee or water residue in the machine. This is not a sign of poor quality – the machine is in perfect working order.

At a glance (contents)



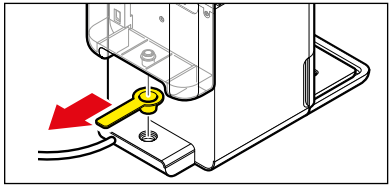
Control panel - button functions



- Flashes red = Water tank needs refilling
- Flashes white = Milk system needs rinsing
- Lights up blue for approx. 3 seconds when the machine is switched on = The machine needs cleaning
- Lights up red = The machine needs descaling

Removing protective films and packaging materials

1. Take the machine out of the packaging.
2. Pull all protective films off the machine and remove all packaging materials and adhesive transport protection tape.



3. Remove the transport protection material underneath the water tank.

The packaging materials protect the machine during transport.
Keep the packaging in case you need to transport the machine or return it in case of damage.

Initial operation - prior to first use

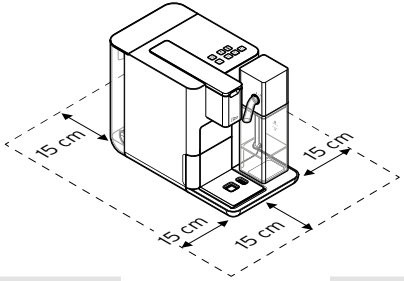
▷ Set up the machine ...

... on a level worktop or surface that is not sensitive to moisture.

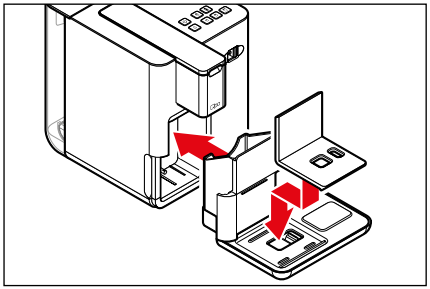
... near a power socket. The length of the connection cable is approx. 70 cm.

... at a distance of at least 1 m from hot, flammable surfaces (hobs, ovens, radiators, etc.).

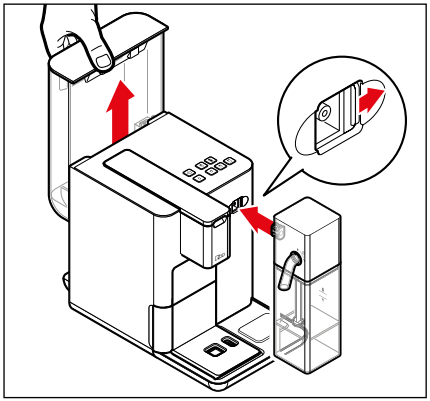
... at least 15 cm away from walls.



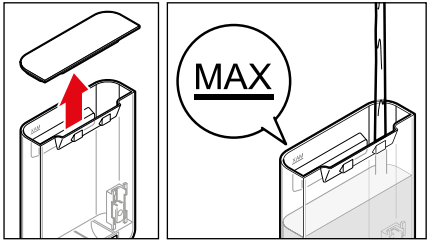
When using the machine for the first time, do not insert any capsules initially.



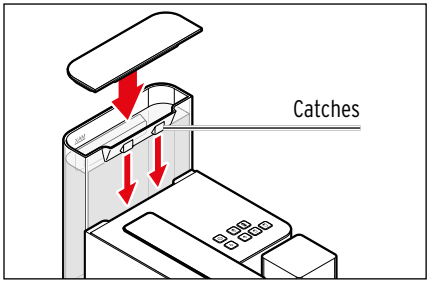
1. Place the cup stand onto the drip tray cover, positioning it as shown in the illustration.
2. Slide the drip tray together with the used capsule container into the machine, pushing it as far as it will go. The drip tray is held in place by magnets.



3. If necessary, open the cover concealing the connection point for the milk tank.
4. Slide the empty milk tank into the connection point on the machine, pushing it as far as it will go.
5. Pull the water tank straight up and out of the machine.
6. Clean the water tank as described in the chapter "Machine care", section "Cleaning the water tank".



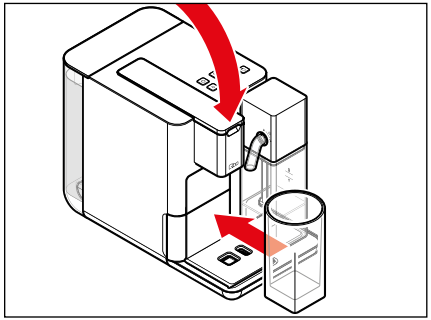
7. Fill the water tank with fresh, cold tap water or drinking water up to the **MAX** mark.



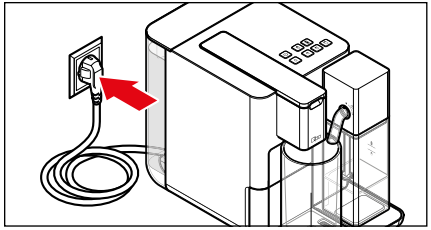
8. Lower the water tank back into the machine.

The two catches on the water tank must hook onto the back of the casing. The water tank will otherwise not slot into the machine correctly or will slot in at an angle.

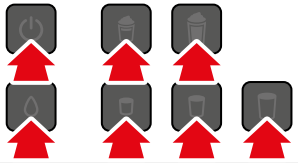
9. Press the water tank down as far as it will go.



10. If the lever has not yet been pressed all the way down, press it down.
11. Place an empty cup or empty glass underneath the coffee spout.



12. Plug the mains plug into an easily accessible power socket.



13. Press any button to switch on the machine.

CAUTION – risk of burns/scalds

Hot water or hot steam coming out of the coffee and milk spouts can cause scalds.

- Do not touch the outlet openings during or immediately after use. Avoid coming into contact with the beverage coming out of the outlet.



The **Care** button will flash.

14. Press the **Care** button.

The pump will start rinsing cold water through the pipes, which will then run into the container underneath. You will then hear 2 beeps.

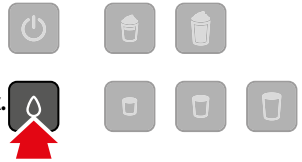


The five beverage buttons will flash; the machine is heating up to make a beverage.



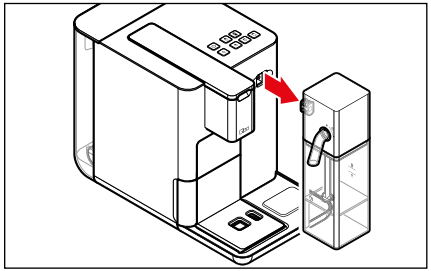
The machine will beep once it has heated up.

All of the buttons will light up.

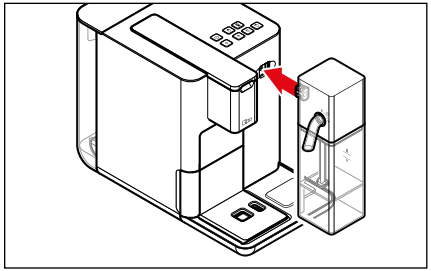


15. Press and hold the **Care** button for approx. 5 seconds to rinse the pipes/the tubes connecting the milk tank.

Rinsing takes approx. 50 seconds. You will then hear 1 beep.



16. Pour away the water that is in the container underneath.
17. Pull the milk tank straight out towards you to remove it from the machine.
18. Clean the milk tank as described in the chapter "Cleaning".



19. Slide the milk tank into the connection point on the machine, pushing it as far as it will go.
20. Rinse out the machine twice as described in the chapter "Rinsing the machine". The machine is then ready for use.

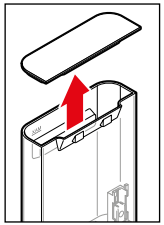
Rinsing the machine

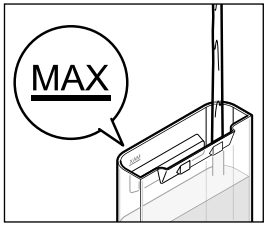
After switching the machine on for the first time, or if you have not used the machine for longer than 2 days, rinse the machine by allowing 2 cups of water to flow through (**without a capsule**).

Requirements:

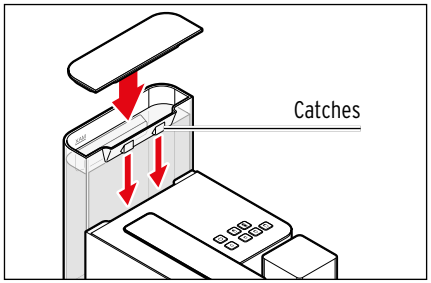
- The machine is switched on and ready for use. All of the buttons will light up.
- There is no capsule inside the capsule feed.

- The rinsing process does not require the milk tank. However, you can leave it attached.
- If the milk tank is not attached, only the bottom three beverage buttons will light up.





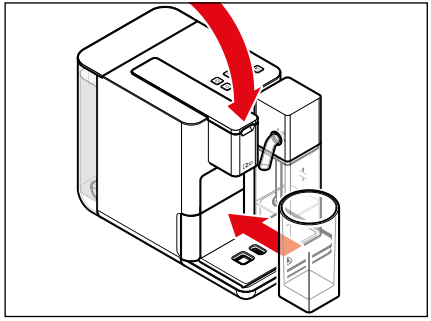
1. Pull the water tank straight up and out of the machine and fill it with fresh, cold tap water or drinking water up to the **MAX** mark.



2. Lower the water tank back into the machine.

The two catches on the water tank must hook onto the back of the casing. The water tank will otherwise not slot into the machine correctly or will slot in at an angle.

3. Press the water tank down as far as it will go.



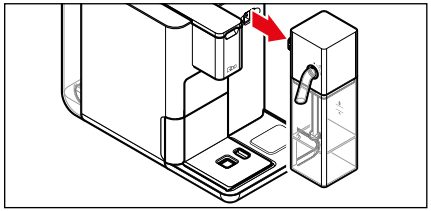
4. Fold down the lever if necessary.
5. Place an empty cup or empty glass underneath the coffee spout.

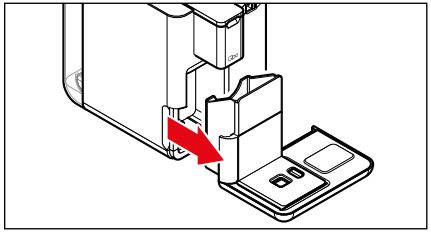


6. Press the **Caffè** button.

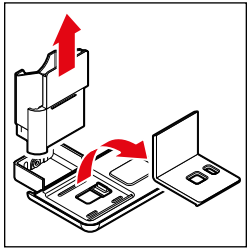
The pump will rinse the pipes with water, which will then run into the cup underneath. You will hear a beep at the end of the rinsing process.

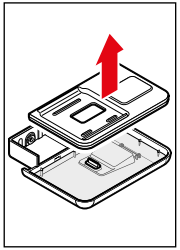
7. Pour away the water that is in the cup.
8. Repeat steps 5 to 7.
9. If the milk tank is attached, pull it straight out towards you to remove it from the machine.



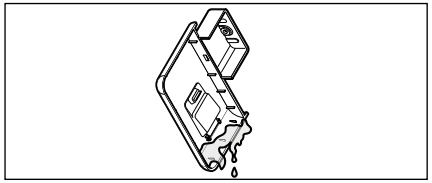


10. Pull out the drip tray.

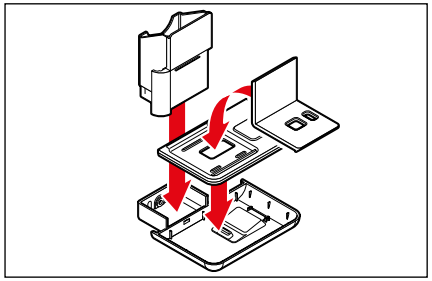




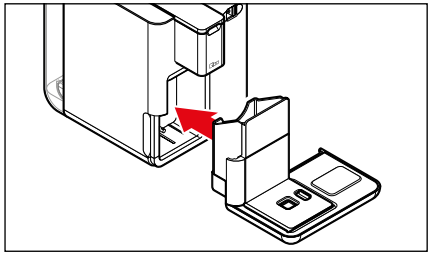
11. Remove the used capsule container, the cup stand and the drip tray cover.



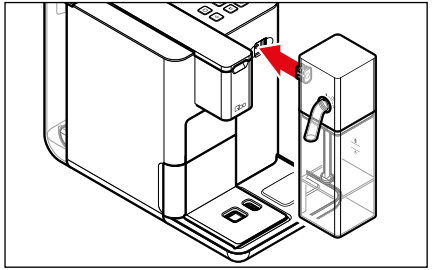
12. Empty the drip tray.



13. Reinsert all parts into the drip tray.



14. Slide the drip tray together with the used capsule container back into the machine, pushing it as far as it will go.



15. Slide the milk tank back into the connection point on the machine, pushing it as far as it will go.

The finest aroma - the finest flavour

One capsule per cup

Each capsule is portioned for one cup of caffè, caffè grande or espresso.

Full-bodied aroma

Only insert a capsule when you intend to use the machine. The capsule is pierced as it is inserted. If it is not used immediately, the aroma will fade.

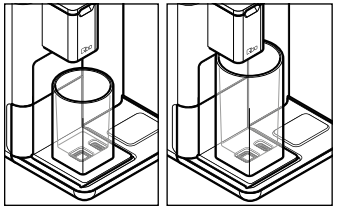
Preheating the cup

Fill the cup with hot water and pour it away shortly before using the cup. This will help your beverage taste its best.

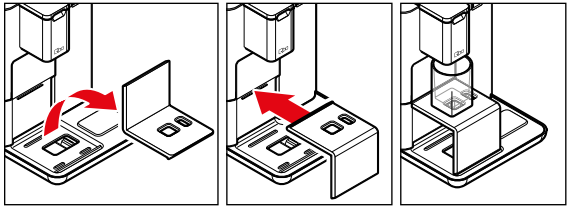
Strength of the beverage

Adjust the strength of the beverage to suit your personal taste by adjusting the quantity of water and/or milk froth. This is very easy to do, and is described in the chapter "Adjusting the strength of the beverage (water and/or milk froth quantity)".

Using large / small cups or glasses



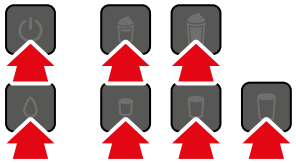
For large cups, tall glasses and coffee mugs, use the cup stand in the illustrated position.



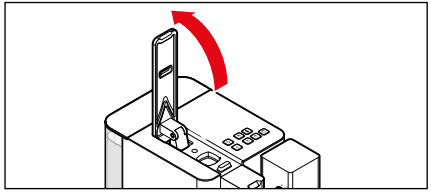
For small cups, turn the cup stand around as illustrated.

Switching the machine on/off

Switching the machine on



▷ To switch on the machine, press any button or ...



... push the lever back as far as it will go.



The five beverage buttons will flash; the machine is heating up to make a beverage.



The machine will beep once it has heated up. All of the buttons will light up.

If the milk tank is not attached, only the bottom three beverage buttons will light up.

Switching the machine off



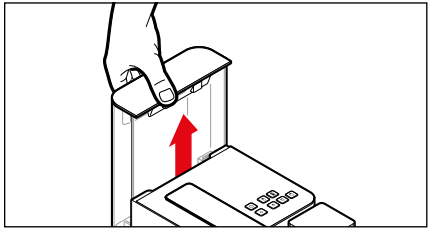
▷ To switch off the machine, press the **On/Off** button.

The machine will then use very little energy.

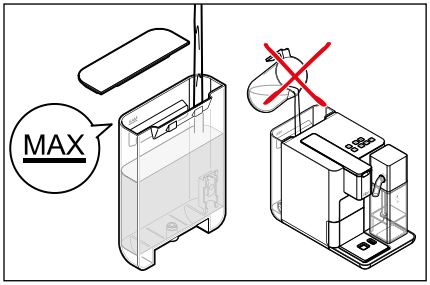
Filling the water tank

DANGER – damage to health

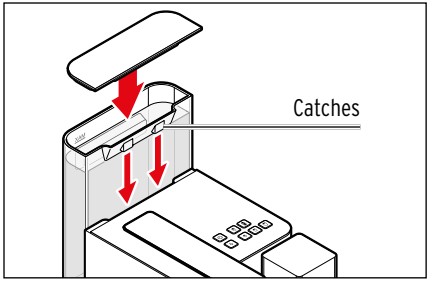
Change the water in the water tank daily to prevent germs from collecting.



1. Pull the water tank straight up and out of the machine.



2. Fill the water tank with fresh, cold tap water or drinking water up to the **MAX** mark.
   Do not pour water straight into the water tank if it is still attached to the machine!

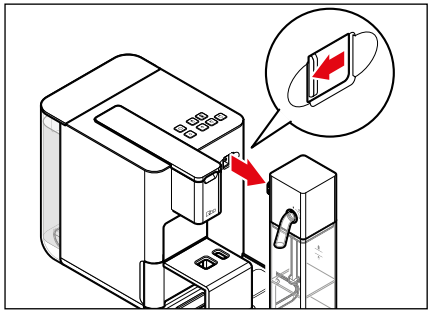


3. Lower the water tank back into the machine.

   The two catches on the water tank must hook onto the back of the casing. The water tank will otherwise not slot into the machine correctly or will slot in at an angle.

4. Press the water tank down as far as it will go.

Making beverages without milk



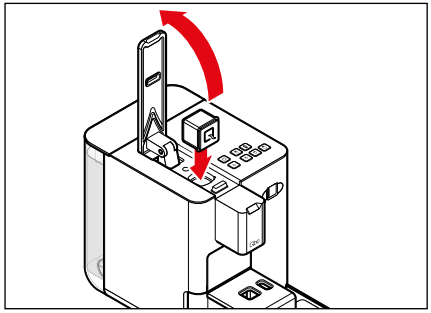
If you would like to make a coffee without milk, you can leave the milk tank attached or remove it as follows:

▷ Pull the milk tank towards you and off.

▷ Close the cover on the machine to protect the connection point from dust.

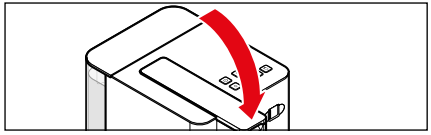
If you would like to make a cappuccino or another beverage with milk froth, follow the steps described in the chapter "Making beverages with milk".

Espresso, caffè or caffè grande

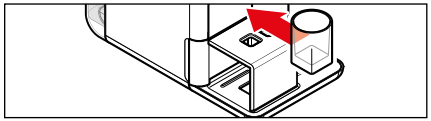


1. Push the lever back as far as it will go.
2. Insert a Qbo capsule into the capsule feed. The "Q" on the capsule must be pointing forwards.

The capsule must be intact: Do not pierce it and do not remove the capsule lid or insert a misshapen capsule!



3. Fold the lever down completely. This pierces the base and lid of the inserted capsule.



4. Place an empty cup or empty glass under the coffee spout.

WARNING – risk of scalds/burns

Hot water, hot coffee or hot steam coming out of the coffee spout can cause scalds.

- Do not touch the coffee spout during or immediately after use. Avoid coming into contact with the beverage coming out of the spout.

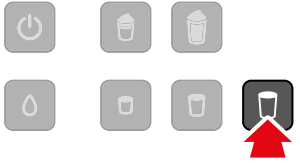
5. Press the beverage button that corresponds to the capsule you have inserted:



Espresso,



Caffè or

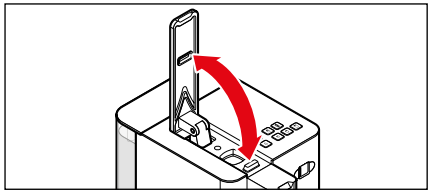


Caffè Grande

The brewing process starts and stops automatically. You will hear a beep at the end of the brewing process.

▷ If you would like to stop the brewing process prematurely, press the same beverage button again while brewing.

Making espresso involves prebrewing a small amount of espresso. This is to allow the flavours to develop fully. This process can be identified by the short pause at the beginning of the brewing process.
Caffè and caffè grande are made without prebrewing.



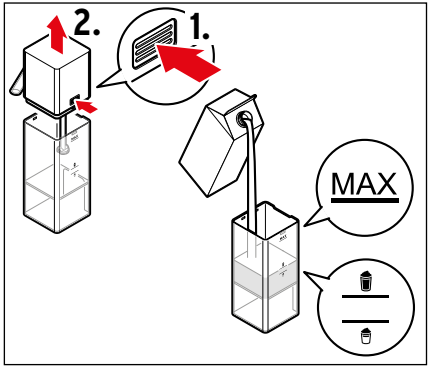
6. Push the lever back as far as it will go so that the used capsule falls into the used capsule container.

Preset amount of beverage upon purchasing the machine:
Espresso approx. 40 ml I **Caffè** approx. 125 ml I **Caffè Grande** approx. 180 ml

Tip: You can adjust the strength of the beverage by adjusting the quantity of water. Refer to the chapter titled "Adjusting the strength of the beverage (water and/or milk froth quantity)" for information on how to do this.

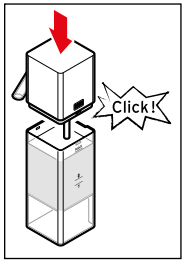
Making beverages with milk

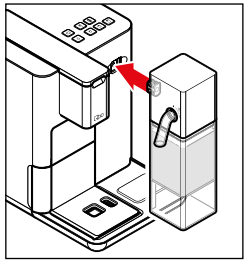
Filling and inserting the milk tank



1. Press the unlock button on the milk tank lid and pull the lid upwards.
2. Fill the milk tank with milk, taking care not to fill it over the **MAX** mark.
   Note the minimum fill lines for frothed milk or cappuccino .

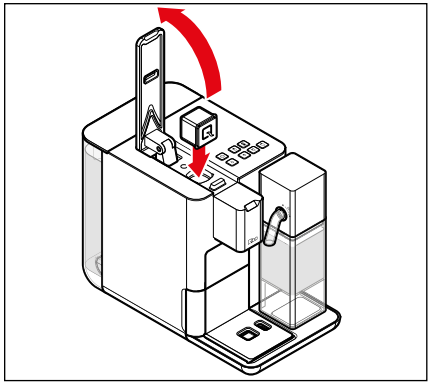
Tip: Use milk from the refrigerator with a fat content of at least 1.5 %.





3. Place the lid back on the milk tank. You must hear and feel it lock into place.
4. Push the milk tank into the connection point on the machine as far as it will go.

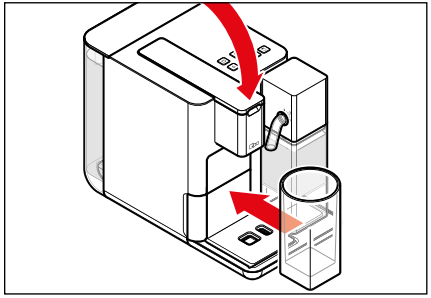
Cappuccino



1. Push the lever back as far as it will go.
2. Insert a Qbo capsule into the capsule feed. The "Q" on the capsule must be pointing forwards.

Tip: To prepare a cappuccino, use an espresso capsule.

The capsule must be intact: Do not pierce it and do not remove the capsule lid or insert a misshapen capsule!



3. Fold the lever down completely. This pierces the base and lid of the inserted capsule.
4. Place an empty cup or empty glass under the coffee and milk spouts.

For cappuccino, the milk froth is prepared first and then the espresso.

WARNING – risk of scalds/burns

Hot water, hot coffee, hot milk froth or hot steam coming out of the coffee and milk spouts can cause scalds.

- Do not touch the coffee spout during or immediately after use. Avoid coming into contact with the beverage coming out of the spout.



5. Press the **Cappuccino** button.

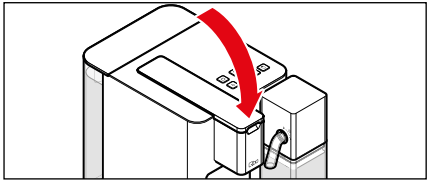
The frothing and brewing process starts and stops automatically.
You will hear a beep at the end of the brewing process.

▷ If you want to stop the frothing and/or brewing process prematurely, press the **Cappuccino** button during the frothing process and/or during the brewing process once again.

Default settings upon purchasing the machine:
Cappuccino (approx. 90 ml frothed milk, approx. 40 ml espresso)

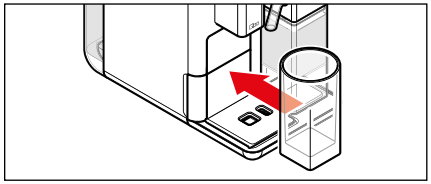
Tip: You can adjust the strength of the beverage by adjusting the quantity of water or milk froth. Refer to the chapter titled "Adjusting the strength of the beverage (water and/or milk froth quantity)" for information on how to do this.

Frothing milk



Do not insert a capsule into the machine.

1. Fold down the lever if necessary.



2. Place a tall glass underneath the milk spout.



3. Press the **Milk froth** button.

The frothing process starts and stops automatically. At the end of the process, you will hear a beep.

▷ If you want to stop the frothing process prematurely, press the **Milk froth** button once again during the frothing process.

Default settings upon purchasing the machine:
Milk froth (approx. 130 ml frothed milk)

Tip: You can customise the amount of milk froth. Refer to the chapter titled "Adjusting the strength of the beverage (water and/or milk froth quantity)" for information on how to do this.

Rinsing the milk system

Milk is a perishable item. For perfect milk froth and optimal hygiene, always rinse the milk system out **immediately after preparing** milky beverages. Rinsing the milk tank does not replace daily cleaning by hand or in the dishwasher. **Clean the milk tank at the end of the day as described in the chapter "Cleaning"**.



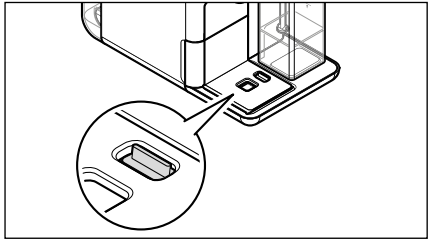
Each time a milky beverage has been made, the **Care** button will flash white for approx. 5 seconds. This serves as a reminder to rinse the milk system.



▷ Press and hold the white illuminated **Care** button for approx. 5 seconds to rinse the pipes/the tubes connecting the milk tank.

Rinsing takes approx. 50 seconds. You will then hear a beep.

Water level indicator in the drip tray

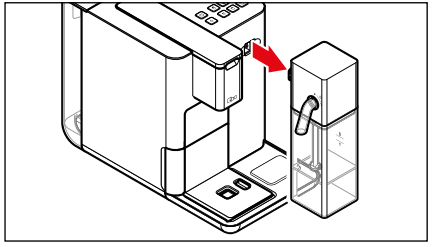


When the float integrated in the drip tray becomes visible at the top of the cup stand, a lot of water has accumulated in the drip tray and the tray must be emptied.

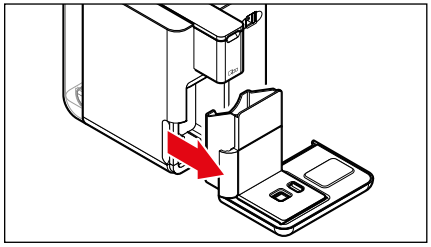
▷ Proceed as described in the chapter “After use”.

After use

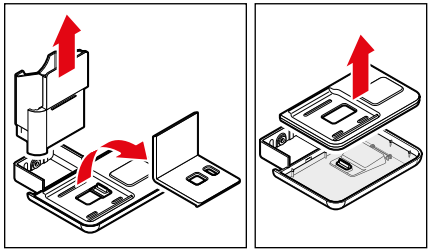
▷ Regularly empty the drip tray and used capsule container.



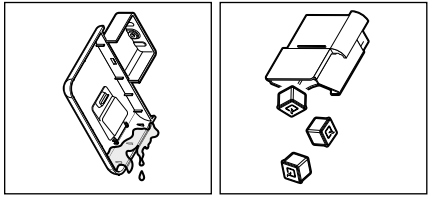
1. If the milk tank is attached, pull it straight out towards you to remove it from the machine.



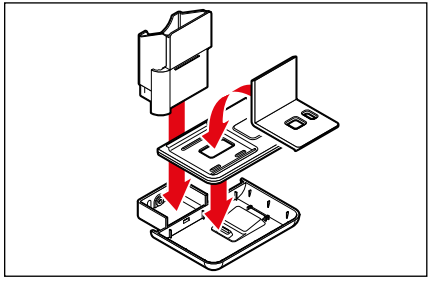
2. Pull out the drip tray.



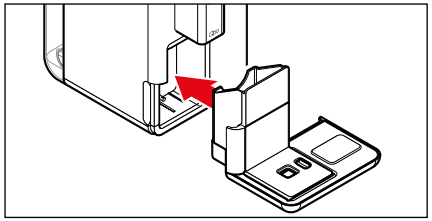
3. Remove the used capsule container, the cup stand and the drip tray cover.



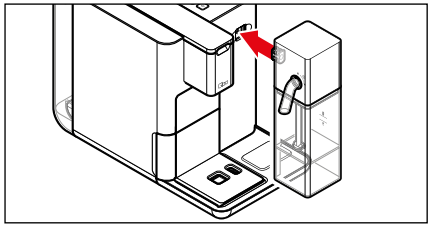
4. Empty the drip tray and, if necessary, the used capsule container.



5. Reinsert all parts into the drip tray.



6. Slide the drip tray together with the used capsule container into the machine again, pushing it as far as it will go.



7. Slide the milk tank if necessary into the connection piece on the machine, pushing it as far as it will go.

Adjusting the strength of the beverage (water and/or milk froth quantity)

Adjust the strength of the beverage to suit your personal taste by adjusting the quantity of water and/or milk froth. You can do this for one single beverage or save the setting.

Requirements:

- The machine is switched on and ready for use.
- There is a cup or glass under the coffee and/or milk spout.

Adjusting the strength for the current brewing process (without saving the setting)

▷ If the beverage is too weak for your taste, press the same beverage button again during the brewing process to stop the brewing process prematurely.

▷ If the beverage is too strong for your taste, press the same beverage button again without inserting a new capsule. Press the button again as soon as sufficient coffee has run through.

Preset beverage quantity upon purchasing the machine:
Espresso approx. 40 ml I **Caffè** approx. 125 ml I **Caffè Grande** approx. 180 ml
Cappuccino approx. 90 ml frothed milk, approx. 40 ml espresso
Frothed milk approx. 130 ml

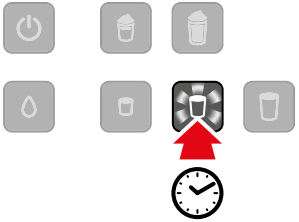
The beverage quantity can be set to between approx. 25 and 280 ml.

Setting the strength of the beverage permanently (saving the setting)

You can change the factory settings for the water quantity permanently. This enables you to make your favourite beverage every time at exactly the strength you prefer. You can customise one setting for each beverage button: one setting each for espresso, caffè, caffè grande, cappuccino and milk froth.

Espresso, caffè and caffè grande

1. Proceed as described in the chapter titled “Making beverages without milk”: Fill the water tank, insert a capsule and place an empty cup or empty glass underneath the coffee spout.



2. Press and hold the required button (e.g. **Caffè**). You will hear a beep. The beverage button will flash.

For espresso, the machine also stops briefly for prebrewing before the beverage is finally dispensed.

3. Release the button as soon as the desired quantity of beverage has been dispensed into the container underneath. The setting has been saved. Two beeps sound in confirmation.

The beverage quantity can be set to between approx. 25 and 280 ml.

▷ If the new setting is not to your taste, simply repeat the procedure to change it again.

Cappuccino

1. Proceed as described in the chapter titled “Making beverages with milk”: Fill the water tank and milk tank, insert a capsule and place an empty cup or empty glass underneath the coffee and milk spouts.



2. Press and hold the **Cappuccino** button. You will hear a beep. The beverage button will flash.
3. Release the button as soon as the desired quantity of milk froth has been dispensed into the container underneath. The setting has been saved.
4. Wait until espresso starts being made.



5. Press and hold the **Cappuccino** button again. You will hear a beep.
6. Release the button as soon as the desired quantity of espresso has been dispensed into the cup. The setting has been saved. Two beeps sound in confirmation.

▷ If the new setting is not to your taste, simply repeat the procedure to change it again.

Milk froth

1. Proceed as described in the chapter titled “Making beverages with milk”: Fill the water tank and milk tank and place a cup underneath the milk spout.



2. Press and hold the **Milk froth** button. You will hear a beep. The beverage button will flash.
3. Release the button as soon as the desired quantity of milk froth has been dispensed into the cup. The setting has been saved. Two beeps sound in confirmation.

▷ If the new setting is not to your taste, simply repeat the procedure to change it again.

Restoring the factory settings

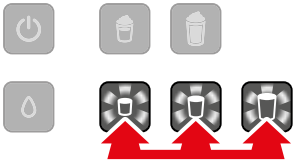
You can restore the original settings for the water quantity.

Requirements:

- The machine is switched on and ready for use.



1. Press and hold the three lower beverage buttons at the same time for approx. 5 seconds.



Two beeps sound to confirm and the three beverage buttons flash.

2. Release the beverage buttons.

The factory settings for the water quantity have been restored. The machine will then restart and must be put into operation again. Proceed as described in the chapter “Initial operation - prior to first use”.

Standby mode

Always switch the machine to standby mode after use by pressing the **On/Off** button. The machine will then consume very little energy. If you do not press a button, the machine will switch off automatically after approximately 9 minutes by default. This is both a safety feature and a way to save energy. You can adjust how long the machine stays on before switching off automatically. The options are: 2, 9, 30 or 120 minutes.

Note: the longer the time before automatic switch-off, the higher the power consumption.

Requirements:

- The mains plug is plugged into the power socket.
- The machine is switched on.



1. Press and hold the **On/Off** button for approx. 5 seconds until you hear one beep.

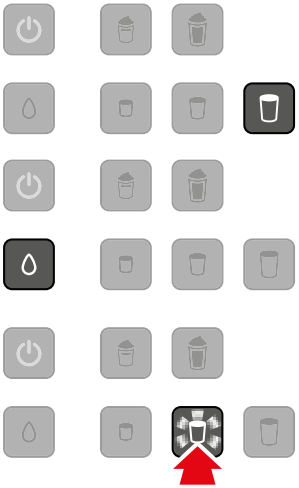
One of the four lower beverage buttons will light up while the other three lower beverage buttons will not light up.
The illuminated button shows the currently set switch-off time:



Espresso button lights up = machine switches to standby mode after **2 minutes**.



Caffè button lights up = machine switches to standby mode after **9 minutes**.



Caffè Grande button lights up = machine switches to standby mode after **30 minutes**.

Care button lights up = machine switches to standby mode after **120 minutes**.

2. To change the switch-off time, press the button with the desired switch-off time.
   To confirm, the button flashes and 2 beeps sound. To keep the displayed switch-off time, simply wait 30 seconds until the settings mode is automatically exited.

Cleaning - removing coffee residue in the machine with Qbo cleaning capsules

WARNING - damage to health due to cleaning solution

Do not stop the cleaning process to prevent any remaining cleaning solution being left behind in the machine. If the cleaning process does happen to be stopped, the machine will need to be rinsed thoroughly before you use it again in order to avoid damage to health. The machine will not be able to brew coffee again until the process is completed.

Coffee residue gathers in the brewing chamber and on the coffee spout as part of normal use. The Qbo cleaning capsules remove this residue. This helps your coffee taste genuinely and consistently good. With average coffee consumption, the machine needs to be cleaned about once a month.



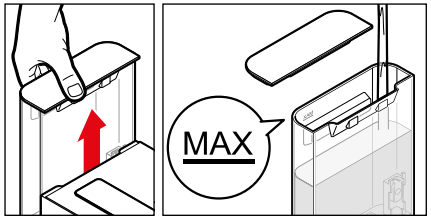
If the **Care** button lights up **blue** approx. 3 seconds after the machine is switched on, then the machine requires cleaning. **The cleaning process takes approx. 5 minutes.**

If the machine is not cleaned, the **Care** button will light up blue for a few seconds every time you switch the machine on until you have carried out the cleaning process. You can also carry out the cleaning process in between. To do this, proceed as described.

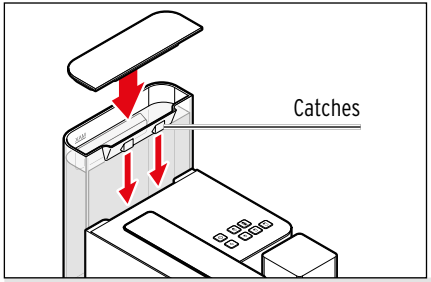
Requirements:

- The machine is switched on and ready for use. All of the buttons will light up.

The cleaning process does not require the milk tank. However, you can leave it attached.



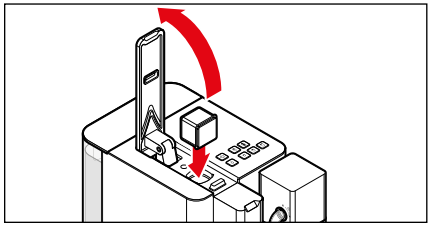
1. Pull the water tank straight up and out of the machine and fill it with fresh, cold tap water or drinking water up to the **MAX** mark.



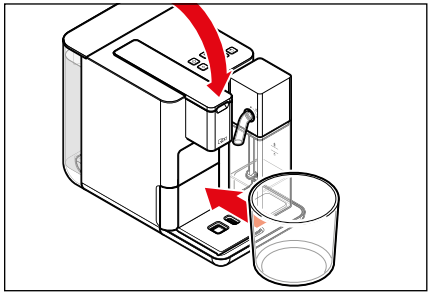
2. Lower the water tank back into the machine.

The two catches on the water tank must hook onto the back of the casing. The water tank will otherwise not slot into the machine correctly or will slot in at an angle.

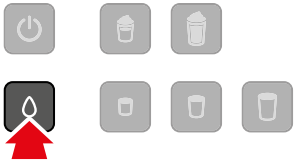
3. Press the water tank down as far as it will go.



4. Push the lever back as far as it will go.
5. Insert a Qbo cleaning capsule into the capsule feed.



6. Push the lever all the way down. This pierces the base and lid of the inserted capsule.
7. Place an empty container with a capacity of at least 600 ml under the coffee spout.



8. Press the **Care** button 1x briefly.

The **Care** button will light up blue.



9. Press and hold the **Care** button for approx. 5 seconds until the cleaning process starts.

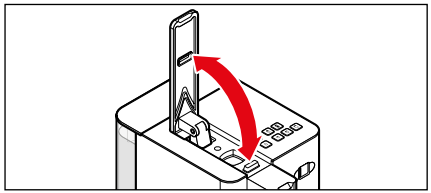


The **Care** button will flash blue.

The machine pumps a total of approx. 600 ml cleaning solution through the pipes at several short intervals.

Keep an eye on the container and empty it before it overflows.

10. Afterwards, a beep will sound and the machine will automatically switch into standby mode.



11. Push the lever back as far as it will go so that the cleaning capsule falls into the used capsule container.

The cleaning process is completed.

Descaling



If the **Care** button lights up **red** continuously, the machine needs to be descaled. Do this within the next couple of days. Do not wait any longer, otherwise the limescale build-up may become too extensive for a descaling agent to have any effect.
Descaling takes approx. 30 minutes.

NOTICE – damage to the machine due to limescale deposits

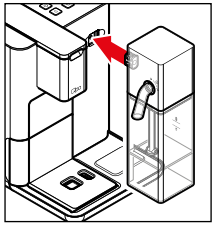
Limescale can damage the machine.

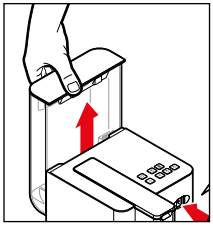
- **Descale the machine as soon as it indicates that this is necessary (after approx. 50 litres).**
  This increases its service life and saves energy.
- Do not use any descaling agents made on the basis of formic acid.
- Use a standard, liquid, descaling agent suitable for coffee and espresso machines. Other agents may damage materials in the machine and/or have no effect.

- The descaling process cannot be interrupted. If the descaling process is interrupted (e.g. due to a power cut), it must be completed once the machine is switched on again. The machine will not be able to brew coffee again until the process is completed.
- If you do not descale, the **Care** button remains red every time the machine is switched on until the machine has been descaled.
- If you want to carry out the descaling process in between (before the **Care** button lights up red), press the **Care** button several times until the button lights up red. To do this, proceed as described.

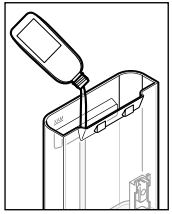
Requirements:

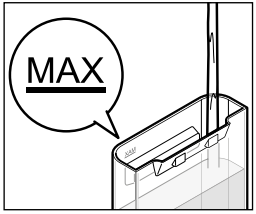
- The machine is switched on and ready for use.
- There is no capsule inside the capsule feed.



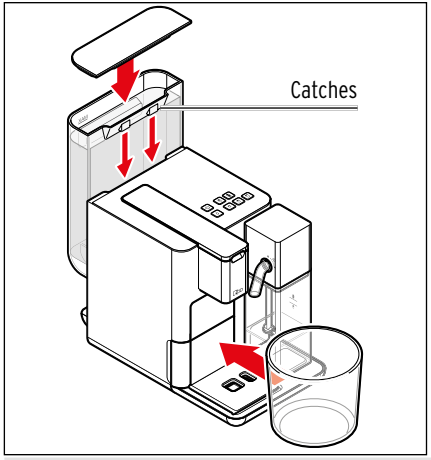


1. Push the empty milk tank into the connection point on the machine as far as it will go.
2. Remove the water tank from the machine.





3. Pour a standard, liquid, descaling agent suitable for coffee and espresso machines into the empty water tank.
4. Top up with cold tap water to the **MAX** mark.



5. Lower the water tank back into the machine.

The two catches on the water tank must hook onto the back of the casing. The water tank will otherwise not slot into the machine correctly or will slot in at an angle.

6. Press the water tank down as far as it will go.
7. Place an empty container with a capacity of at least 600 ml under the coffee and milk spouts.

You will need to empty the container several times during the descaling process.



8. Press and hold the **Care** button, which is lit up in red, for approx. 5 seconds to start the descaling process.



The **Care** button (red) and the **Espresso** button will light up.



9. Press the **Espresso** button.

The descaling process begins.



The **Espresso** button will go out and the **Care** button will flash red.

The machine will pump descaling solution through the pipes at regular intervals. Each time, a little bit of descaling solution will run out of the milk spout first and then out of the coffee spout into the container placed below it.
The procedure takes approx. 25 minutes.

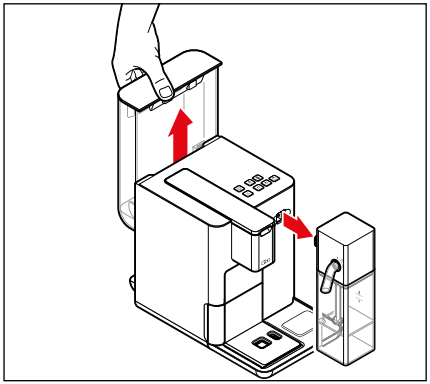
10. Do not leave the machine unattended during the descaling process. Make sure you pour out the water in the container underneath in time to prevent the container from overflowing.

When the water tank is empty, the machine stops for about 2.5 minutes.

You will then hear a beep.



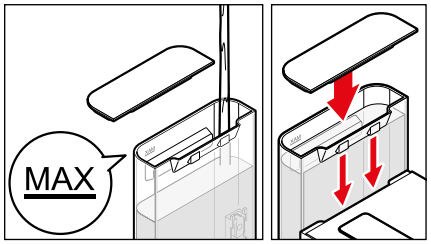
The **Care** button (red) and the **Caffè** button will light up.



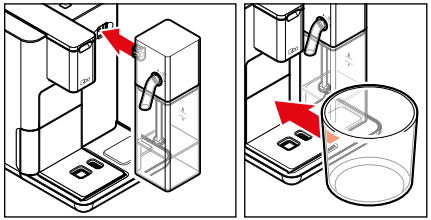
11. Remove the water tank from the machine.
12. Pull the milk tank towards you to remove it.
13. Wash the water tank with water with a little washing-up liquid. Dry the tank thoroughly.
14. Disassemble the milk tank (see chapter "Machine care", section "Cleaning the milk tank") and clean all parts in warm water and a mild washing-up liquid.

The machine will now move on to the rinsing phase in order to rinse out any descaling residue from the pipes.

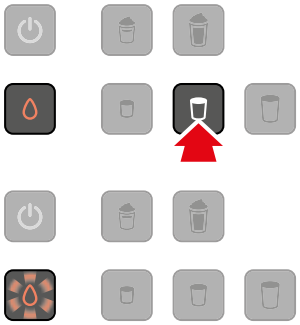
Rinsing phase



15. Fill the water tank with cold tap water up to the **MAX** mark and reinsert the tank into the machine.



16. Push the milk tank all the way back into the connection point in the machine.
17. Place an empty container with a capacity of at least 700 ml under the coffee and milk spouts.



18. Press the **Caffè** button.

The rinsing phase will begin.

The **Caffè** button will go out and the **Care** button will flash red.

The procedure takes approx. 2 minutes.

19. Approx. 600 ml water will be rinsed through the system. Keep an eye on the container and empty it before it overflows.
20. Afterwards, a beep will sound and the machine will automatically switch into stand-by mode. The descaling process is complete.

Machine care

DANGER – risk of fatal electric shock

Electric shock can cause serious injuries and/or death.

- Switch off the machine and remove the mains plug from the power socket before cleaning the machine.
- Never immerse the machine, mains plug or mains cable in water or any other liquids.
- Do not clean the machine with a water jet. Clean it only as described in the following instructions.

DANGER – damage to health

Milk is a perishable item and is therefore susceptible to the collection of germs. Therefore, the highest level of cleanliness is essential when preparing milk specialities. Thoroughly clean all parts of the milk tank after every use.

NOTICE – material damage

Incorrect cleaning or lack of cleaning can damage the machine.

- Do not use any caustic, aggressive or abrasive products for cleaning.

	Daily	Weekly	As required
Machine casing		X	X
Cleaning the water tank		X	X
Rinsing the water tank	X		X
Used capsule container, drip tray, drip tray cover, cup stand	X		X
Milk tank	X		X

Cleaning the casing

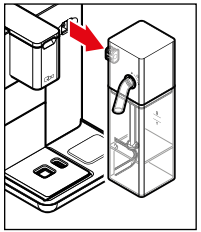
▷ Wipe the casing with a soft, damp cloth.

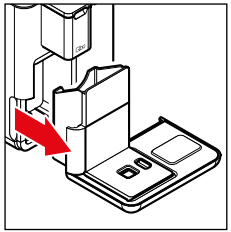
▷ Wipe the compartment for the used capsule container and the receptacle for the water tank as required using a soft, damp cloth.

Cleaning the water tank

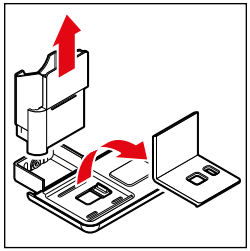
▷ Clean the water tank in water with a little washing-up liquid. Then rinse it out thoroughly under running water and dry it. **The water tank is not dishwasher-safe**.

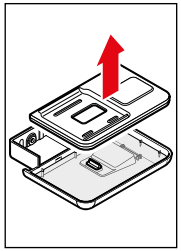
Cleaning the drip tray, drip tray cover, used capsule container and cup stand





1. Pull the milk tank straight out towards you to remove it from the machine.
2. Pull out the drip tray.

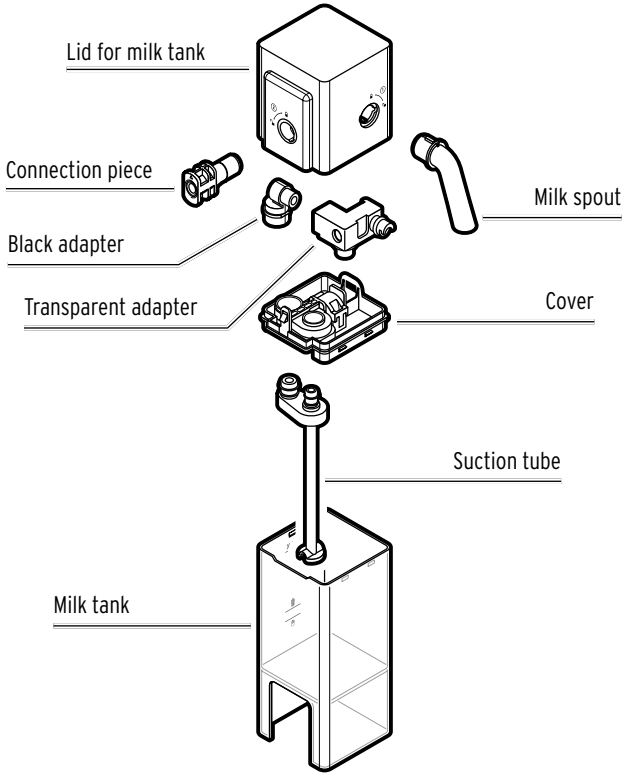




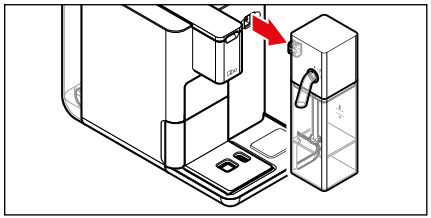
3. Remove the used capsule container, the cup stand and the drip tray cover.
4. Empty the used capsule container and the drip tray.
5. Wash all parts with water and washing-up liquid. Dry all parts thoroughly. **None of the parts are dishwasher-safe**.

Cleaning the milk tank

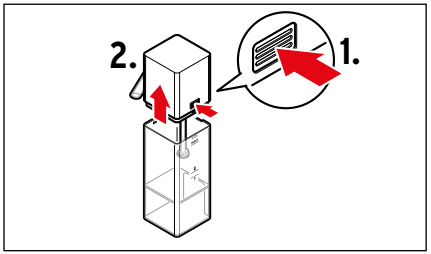
If you use the milk tank to froth milk, you must **take it apart** and **clean all parts in warm water and a mild washing-up liquid** as described in the following steps **once a day (preferably at the end of the day or after you have used the machine for the last time)**; all parts **(except the milk tank lid)** are also dishwasher-safe. This is the only way to ensure the best level of hygiene, high-quality milk froth and a long service life for the machine. It must be cleaned daily in addition to regular rinsing of the milk system.



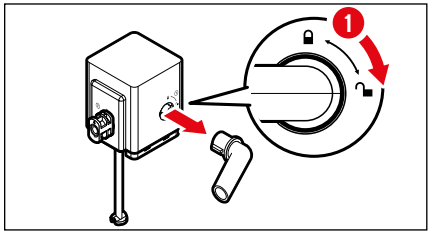
Disassembling the milk tank



1. Pull the milk tank straight out towards you to remove it from the machine.

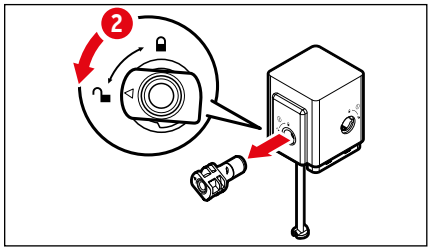


2. Press the unlock button on the milk tank lid and pull the lid upwards.

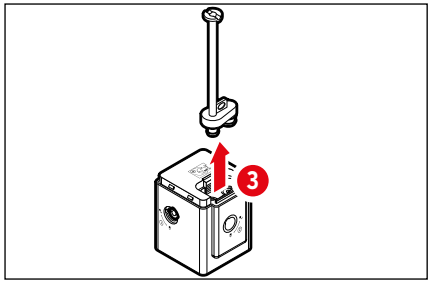


The numbers on or in the milk tank lid will help you to disassemble the lid in the correct order:

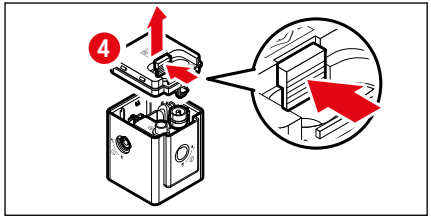
1. Turn the milk spout ❶ clockwise as far as it will go and pull it off the lid.



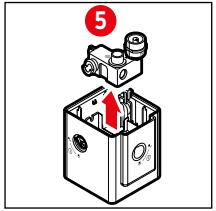
2. Turn the connection piece ❷ anti-clockwise as far as it will go and pull it off the lid.

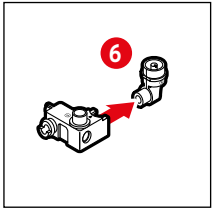


3. Pull the suction tube 3 up and out.



4. Firmly press and hold the red button 4 and pull the cover up to remove it.





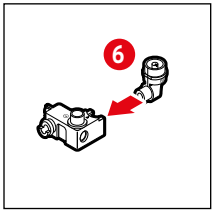
5. Pull the transparent adapter 5 up and out.
6. Pull the black adapter 6 out of the transparent adapter.

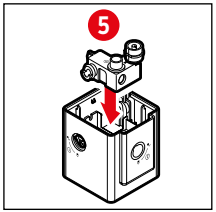
7. Clean all parts of the milk tank carefully using warm water and washing-up liquid. Use a soft brush if necessary.
8. Then rinse all parts with clean, cold water. Dry all parts carefully and leave them to dry over night.

- All parts (**except the milk tank lid**) are also dishwasher-safe.
- For optimal cleaning of the milk tank, we would recommend soaking all of the parts of the milk tank in warm water and a standard, liquid milk system cleaner (available at any Tchibo store or specialist retailer) on a regular basis.

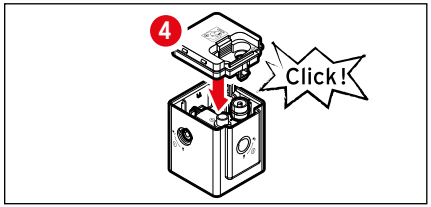
Assembling the milk tank

The numbers on or in the milk tank lid will help you to reassemble the lid in the reverse order.

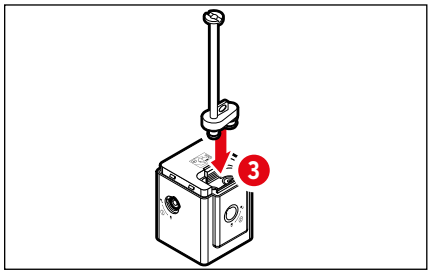




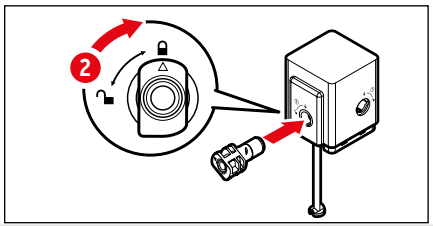
1. Insert the black adapter 6 into the transparent adapter as illustrated.
2. Insert the transparent adapter 5 all the way into the recesses in the milk tank.



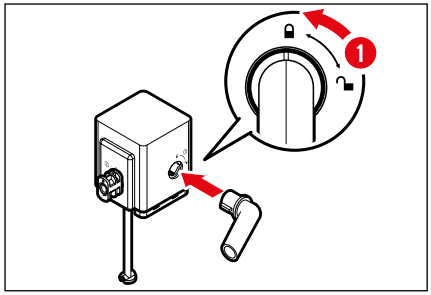
3. Place the cover 4 back on the milk tank lid. You must hear and feel the cover lock into place.



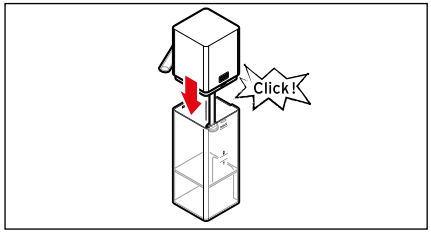
4. Insert the suction tube 3 as far as it will go into the openings in the cover.



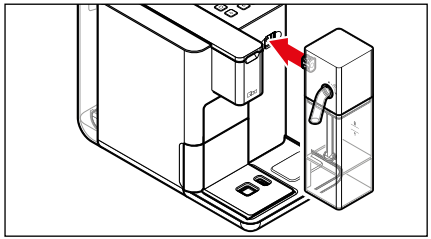
5. Insert the connection piece 2 into the milk tank lid as illustrated and turn it clockwise as far as it will go.



6. Insert the milk spout 1 into the milk tank lid as illustrated and turn it anti-clockwise as far as it will go.



7. Place the lid back on the milk tank.
   You must hear and feel it lock into place.



8. Slide the milk tank back into the connection point on the machine, pushing it as far as it will go.

Problems / solutions

The machine stops during beverage preparation, cleaning or descaling and the **Care** button flashes red.	Is the water tank empty? 1. Fill the water tank with fresh water and place it back in the machine. 2. Press the **Care** button . The process that was started before will continue.
The **Care** button lights up blue for approx. 3 seconds after switching on.	The cleaning process must be carried out. ▷ Proceed as described in the chapter titled "Cleaning - removing coffee residue in the machine with Qbo cleaning capsules".
The **Care** button lights up red after switching on.	The machine needs to be descaled. ▷ Proceed as described in the chapter "Descaling".
The beverage buttons , , , , are flashing.	• The machine is heating up. • Has the machine lever been pushed back before the end of the brewing process? 1. Push the lever all the way back down. 2. Press one of the beverage buttons , , , , . The brewing or frothing process continues and ends.
The **Care** button and beverage buttons , , , , are flashing.	Is the machine's lever pushed down as far as it will go? ▷ Push down the lever as far as it will go.

The beverage is not hot enough.	Especially in the case of espresso, the quantity of coffee is so small compared to the size of the cup that it cools down more quickly. ▷ Fill the cup with hot water and pour it away shortly before using the cup. This will help your beverage taste its best.
It is not possible to press down the lever. The capsule does not fall out of the capsule feed.	Is the used capsule container full? ▷ Empty the used capsule container. Proceed as described in the chapter “After use”.
The machine does not create any milk froth. The milk is not being sucked in.	Is the milk tank assembled correctly? ▷ Disassemble the milk tank if required and reassemble it (see the chapter “Machine care”, section “Disassembling the milk tank” and “Assembling the milk tank”). Are any parts of the milk tank blocked? ▷ Clean the milk tank as described in the chapter “Machine care”.
The milk beverage buttons , do not light up.	Is the milk tank incorrectly attached? ▷ Push the milk tank into the connection point on the machine as far as it will go.
There are coffee grounds in the cup.	A small amount of coffee grounds always remains at the bottom of the cup. This is the way the machine is designed and is not a fault.

Declaration of Conformity

Tchibo GmbH hereby declares that this product is in compliance with the essential requirements and other relevant provisions of the following directives at the time of its being placed on the market:

2006/42/EC (EU) 2023/1230	–	Machinery Directive (until 19 January 2027) and Machinery Regulation (from 20 January 2027)
2014/30/EU	–	EMC Directive
2009/125/EC	–	Ecodesign Directive
2012/19/EU	–	WEEE
2011/65/EU	–	Restriction of the use of certain hazardous substances in electrical and electronic equipment



Enter the product number in the search box at www.tchibo.de – you will be directed to the product page where you can download the full Declaration of Conformity.

Disposal

This product and its packaging have been manufactured from valuable materials that can be recycled. Recycling reduces the amount of refuse and preserves the environment.

Dispose of the packaging at a recycling point which sorts materials by type.
Make use of the local facilities provided for collecting paper, cardboard and lightweight packaging.



Appliances marked with this symbol must not be disposed of along with normal household waste! You are legally obliged to dispose of old appliances separately from household waste. Electronic appliances contain hazardous substances and, if stored or disposed of improperly, may cause harm to health or the environment. Information about collection points where old appliances can be disposed of free of charge is available from your local authorities.

Technical specifications

Type / Model:	MQB23103
Product number:	see chapter "Product number"
Mains voltage:	220-240 V ~ 50 Hz
Power:	1350 watts
Power consumption when turned off:	0.3 watts
Automatic switch-off:	approx. 2 minutes approx. 9 minutes (default setting) approx. 30 minutes approx. 120 minutes
Protection class:	I
Pump pressure:	max. 19 bar
Sound pressure level:	<70 dB(A)
Ambient temperature:	+10 to +40 °C
Preset beverage quantities:	Caffè Grande approx. 180 ml Caffè approx. 125 ml Espresso approx. 40 ml Cappuccino approx. 90 ml frothed milk, approx. 40 ml espresso Milk froth approx. 130 ml
Made exclusively for:	Tchibo GmbH, Überseering 18, 22297 Hamburg, Germany

In the course of product improvement, we reserve the right to make technical and visual modifications to the product.

CE

Warranty

Tchibo GmbH grants a **24-month warranty** from the date of purchase.
Tchibo GmbH, Überseering 18, 22297 Hamburg, Germany

We will remedy all defects in workmanship or materials **within the warranty period**. In order for the warranty to be granted, all warranty claims must be accompanied by proof of purchase from Tchibo or from an authorised Tchibo distribution partner. This warranty is valid within the EU, Switzerland and Turkey.

The warranty does not cover worn parts, consumables, or damage resulting from improper use or inadequate descaling. Parts and consumables can be ordered from our Qbo service team.

This warranty does not restrict **statutory warranty rights**. Statutory warranty rights can be asserted free of charge.

Service and repair

If, contrary to our expectations, a defect is found, please contact our Qbo service team. Our customer consultants will be happy to advise you on further procedure.

If you have any questions relating to product information, ordering accessories or servicing, please contact our Qbo service team.
Please have the product number to hand in case of any queries.

Qbo service team

Email: **service@tchibo.de**

Product number



You can find your Qbo's product number on the type plate on the bottom of the casing. Before laying the Qbo on its side, remove the drip tray and water tank. Place a cloth or mat underneath to protect surfaces from any residual coffee or water that may leak out.