

# BREW EXPRESS™

## Hard-Water Blockage Removal Procedure

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### **Step #1**

Please remove the Brew Express from the wall by removal of 2 inner radius mounting screws, and pull away by holding the sides of the unit. Upon removal, press a grey button on the water line (quick-connection) to disconnect the water line.





**Step #2**

Remove sprayhead by un-screwing counter clockwise.



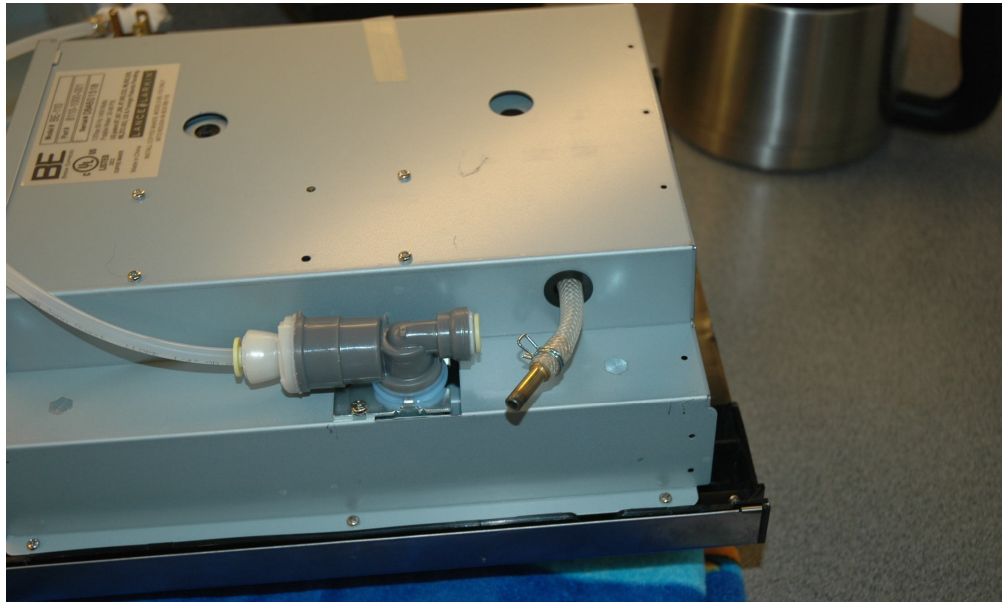
Place Brew Express face down on a towel to protect front face & countertop.



**Step #3**

Disconnect lower waterline that enters into machine. To disconnect, place index finger and middle onto yellow collar, and push collar up to valve body. Take other hand and remove water line by pulling gently downward.





Place a secondary towel to prop up bottom so the top is downhill.



**Step 4:**

Using syringe, mix Descal by Urnex (available on our website at [www.brewexpressdirect.com](http://www.brewexpressdirect.com)) with warm water, or alternately use white vinegar solution and insert into lower water line entering machine. You may want to start by dripping the solution in first if blockage is strong, then push syringe into brass connector for a tight fit. Once syringe is inserted, push solution into line. Wait for one hour, and repeat until blockage is removed.



If you have an air compressor available, after using solution try pushing air through the machine. We recommend using 60 psi with an air nozzle.



**Step 5:**

Once you are able to see that the passageway between the water line and sprayhead area is clear. Re-assemble the Brew Express. Simply insert the brass part back into valve by pushing it inward until it stops. No need to hold collar down for inserting line.



**Step 6**

Re-Install Brew Express into wall, “Snap” together water connection re-set clock, and **run two pots of water without spray-head** to clear any debris that maybe in the system. Re-install spray-head.





Complete!!!!

**IMPORTANT NOTE:**

**If you do not install proper filtration this will happen again!**

We highly recommend installing a filter designed for hard-water to avoid calcium issues. At present, we offer only one filter on our website, 3M by Cuno. This filter is designed to help coat the invisible calcium so it won't cause blockage in your Brew Express.

When installing any filter, **Please remember to run water through filter prior to connecting to the Brew Express.** If you do not run water through filter first, it is possible to plug the screen inside of the valve.

Should this procedure not work, please feel free to call or email Brew Express for further instructions.

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