
Different Ways to Active the Descaling Mode

Not everyone is aware but depending on the serial number of a customers **Desea** or **Idola** machine will determine how to set the machine into descale mode.

Below are some methods to help determine which method is appropriate for the customer.

The Serial Numbers & how to set into descale mode:

IDOLA:

Before serial number **1950S001049447**

- you have to press the **Espresso** and Long Espresso buttons to access the descale mode

After serial number **1950S001049447**

- you have to press the **Free dose** and Long Espresso buttons to access the descale mode.

DESEA:

Before serial number **1947S001034762**

- you have to press the **Espresso** and Long Espresso buttons to access the descale mode

After serial number **1947S001034762**

- you have to press the **Free** dose and Long Espresso buttons to access the descale mode.

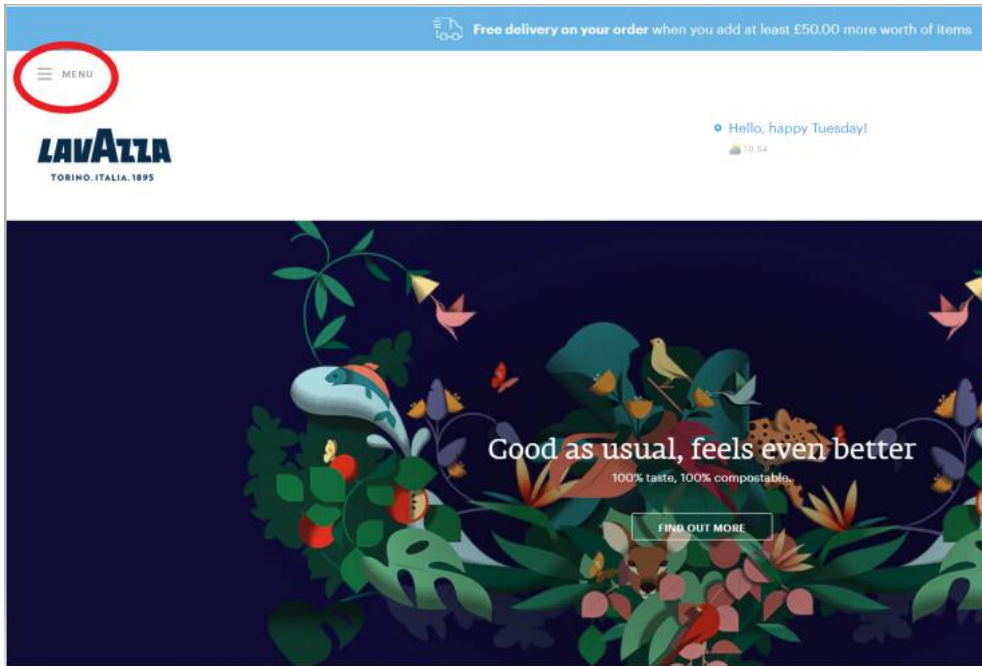
The start of the descaling has been modified to prevent false activations: now it is impossible to start it involuntary with the pressure of one finger, you need to use two fingers.

How To Download The Manual

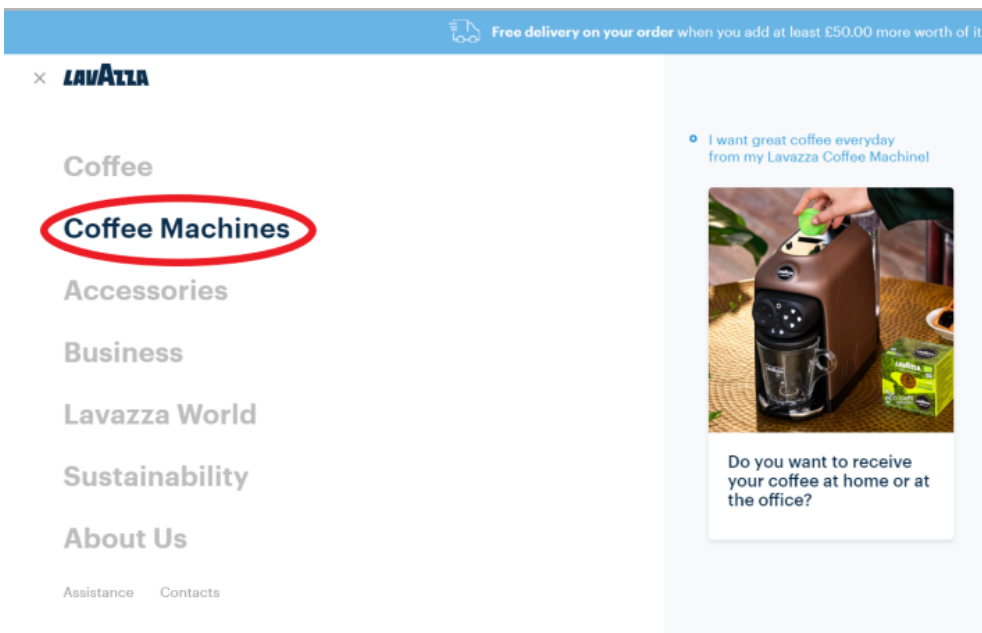
Due to the difference in setting the machine to descale mode it is important that the customer is obtaining the correct manual for future reference:

Below are the steps to advise a customer, this works for both the Idola & Desea, but we will follow the Desea for the example:

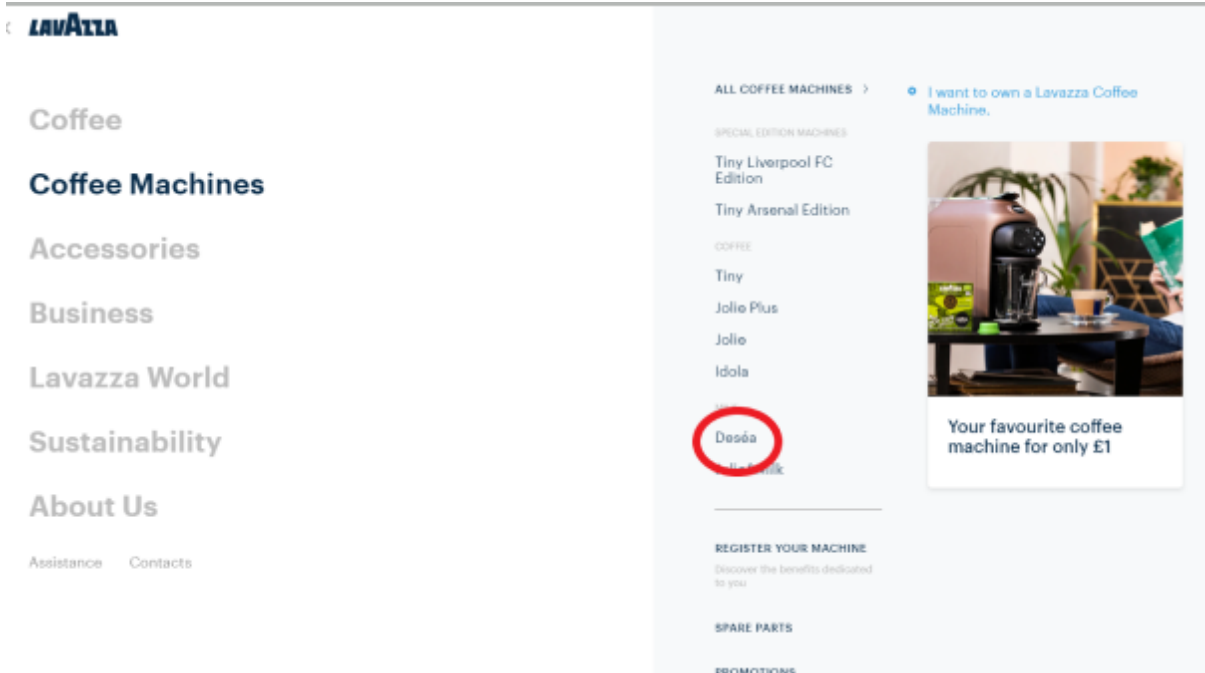
1. Go to the <https://www.lavazza.co.uk/en.html>
2. Click on the the menu option in the top left hand corner



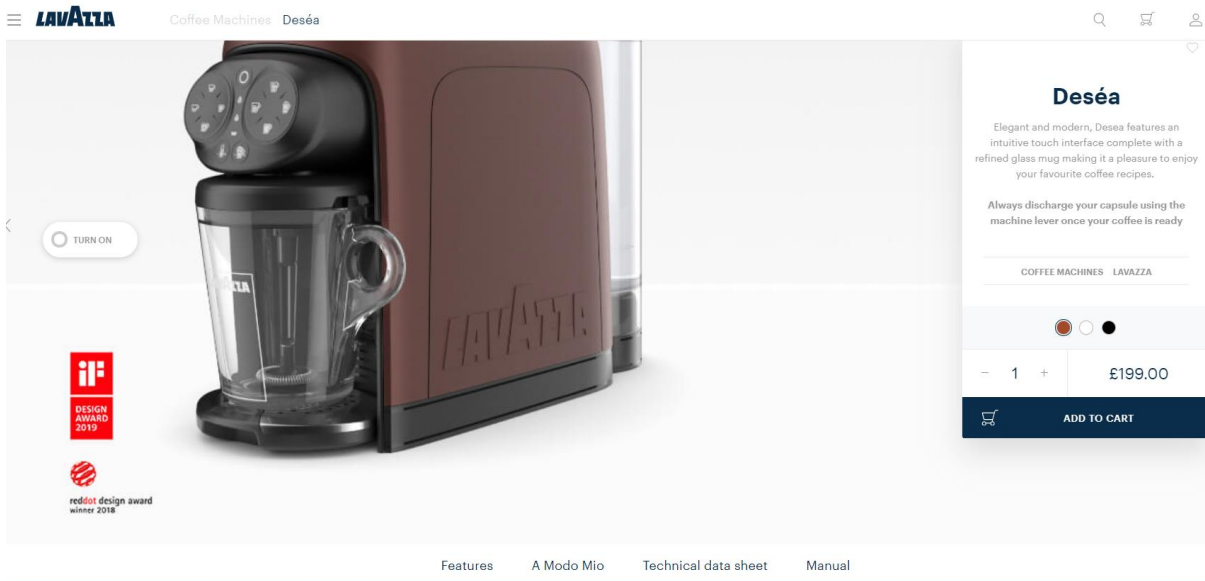
3. Select the Coffee Machine Tab



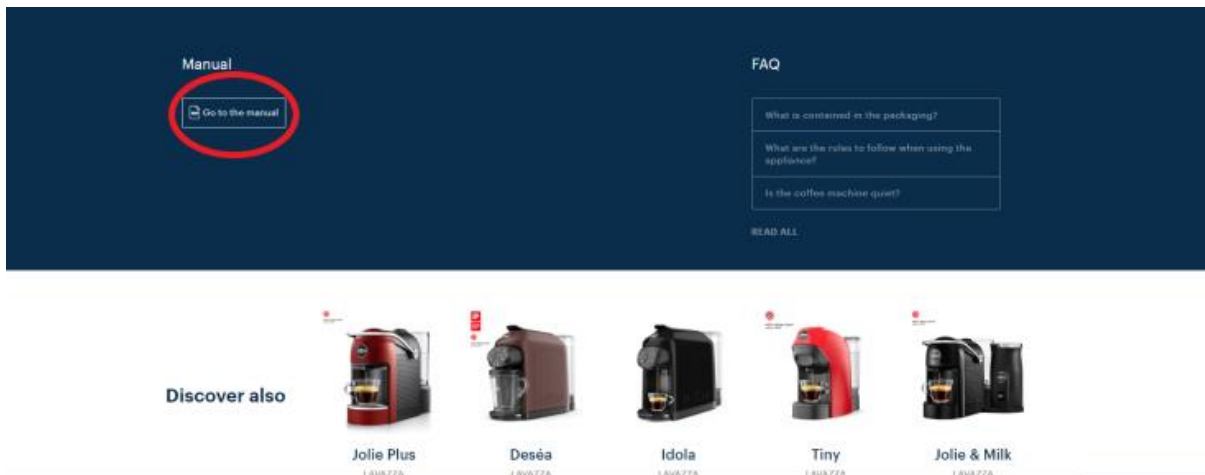
4. Click on the Desea



5. Once on the Desea page (<https://www.lavazza.co.uk/en/coffee-machines/desea.html>), click on the Manual Tab



- Click on the Manual icon and you will be taken to the Instruction Manual page (<https://www.lavazza.co.uk/en/coffee-machines/desea/desea-instruction-manual.html>)




- Enter in the serial number as requested below & you will then receive access to download the manual

Enter the last 7 digits
from the serial number of the coffee machine

[CHECK THE INSTRUCTION MANUAL](#)

LAVAZZA



S/N 1846P10 **1234567**

Where can I find the serial number of the coffee machine?

You can find the serial number on the white sticker located on the bottom of your Lavazza A Modo Mio Desèa coffee machine.

The serial number consists of "S/N" followed by a string of 14 numbers. To check the manual, you must enter the last 7 digits.



The process is exactly the same for the Idola:

<https://www.lavazza.co.uk/en/coffee-machines/idola/manuale-idola.html>

Important Information

- **Before we declare that there is a fault with entering the machine into descaling mode, it is important to determine the serial number of the machine.**
- **Depending on the serial number the method to set the machine into descale mode will be different**
- **Link for the Desea Instruction Manual Page <https://www.lavazza.co.uk/en/coffee-machines/desea/desea-instruction-manual.html>**
- **Link for the Idola Instruction Manual Page**