

la marzocco home frequently asked questions

Can I make payment over the phone?

We do not accept payment over the phone. You can place an order online where we accept credit card, debit card, AliPay and WeChat (some surcharges apply). Alternatively, you can pay by bank transfer or payment link. Please reach out to home.australia@lamarzocco.com to request this.

Do you sell second-hand machines?

We offer a La Marzocco Home Refurbished program. The drop of machinery typically occurs in the first week of each month. Feel free to [sign up to our waitlist](#) to be the first to know when our monthly release of refurbished machines will be listed on our website for purchase.

Is shipping included for machine purchases?

Yes, shipping is included for machine and grinder purchases only.

How long does delivery take?

Shipping timeframes depend on location. We can give you a fairly accurate timeframe once we know your location. Please contact home.australia@lamarzocco.com for further questions.

Who are your authorised resellers?

Find the full list of our authorised retailer and reseller network [here](#).

Are the machines tested before dispatch?

Yes. Every machine is tested before dispatch by in-house La Marzocco technicians at our Melbourne head office.

How do I connect to the La Marzocco app?

You can find tutorials and steps on how to connect [here](#). There are also step by step instructions on the La Marzocco Home App on how to connect to your espresso machine.

What is my warranty and what does it cover?

- The La Marzocco Linea Micra and Linea Mini espresso machines carries a 24 month parts and labour warranty from the date of the sale invoice.
- The La Marzocco GS3 espresso machine carries a 24-month parts and labour warranty when purchased directly from La Marzocco Home.
- The La Marzocco GS3 espresso machine carries a 24-month parts only warranty when purchased through a La Marzocco Home partner.

Any questions on the warranty please feel free to fill out our service form [here](#).



Do I need to register my warranty?

No, you do not need to register your machine for warranty. The warranty is with the machine serial number from the date of invoice.

How do I unbox my machine?

Watch our educational videos on unboxing your machine [here](#).

Does the Linea Micra and Mini offer pre-infusion?

Yes. The Linea Micra and Linea Mini can have mains-pressure pre-infusion if plumbed in, or pre-brewing if using the water reservoir. Both are adjustable in the app.

What is pre-infusion?

Pre-infusion is the introduction of water to your coffee puck at a low-pressure, before the pump engages and the pressure rises to 9 bar. To be classed as a true pre infusion, the machine needs to be plumbed in, as the pressure, which is around 3 bar, comes directly from the water line, not the pump. Pre infusion can influence the flavour profile of your espresso.

What is pre-brewing?

Pre-brewing is a short introduction of water to your coffee puck at 9 bar pressure. The pump engages to push the water up to the coffee puck. The machine will then disengage the pump, pause, and re-engage the pump to start your shot. Typically, pre-brewing will be set to 3 seconds “on” and 3 seconds “off”. Pre-brewing can help even your coffee puck out, preventing channelling.

What is the difference between pre brewing on the micra and pre brewing on the mini?

The Linea Micra has an exhaust valve that opens and lets the water drain into the drain box. The Linea Mini has an additional valve that traps the water and allows it to sink into the coffee puck. It starts like “pre-brewing” and finishes like “pre-infusion,” acting as a combination of both.

On the Linea Mini, this feature is called “soft saturation”. The Linea Micra is unable to perform “soft saturation” as it does not have the second valve.

Can I use the Acaia Brew-by-Weight scale with my Linea Micra?

The La Marzocco Acaia Brew-by-Weight Lunar scales are only compatible with the Linea Mini and do not work with the Linea Micra.

How do I maintain my La Marzocco Home machine?

Using appropriate filtered water for your location is paramount to keeping your machine running properly. Be sure you are using water within [our recommended specifications](#).



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Beyond that, maintaining your La Marzocco espresso machine is simple. We recommend a cleaning routine at least once a week. Backflushing the machine with the cleaning agent provided using the blind basket in the portafilter, as well as cleaning the portafilter, screens, and baskets by soaking them in the cleaning solution provided.

Check out our handy link to our cleaning video [here](#).

What water should I use?

The water you put into your espresso machine is incredibly important and goes far beyond brewing good coffee. Putting good, clean water into your espresso machine will extend the life of your machine. Each of our machines' ship with a water test kit so that you can make sure the water you are using is within spec.

View our [Water Specifications](#) and enter the results of your test in our [Water Calculator](#) to determine the best water filtration for your machine.

Where can I find the warranty document and terms of conditions document?

Information on warranty can be found [here](#).

What do I do if I have a problem with my machine?

Our expertly trained service specialists are happy to help with any technical assistance you need. Please fill out the technical form [here](#).

How does the machine warranty work?

All issues will be reviewed case by case by our technical team. They will determine whether a fault is classified as minor or major in accordance with the Australian Competition and Consumer Commission guidelines. They will also assess whether the issue is due to normal use or wear and tear (which are not covered under warranty), or if it qualifies as a warranty repair. To start a warranty claim, please fill out the technical form [here](#).

How often do I need to get my machine serviced?

You are required to service your machine every 12 months. This is vital to maintaining your factory warranty.

Can I service my machine by myself?

It is recommended to have your machine serviced by a La Marzocco qualified, licensed, and experienced electrical technician.

How do I book a service?

Our expertly trained service specialists will be happy to assist in booking in a service for you, please fill out the service for [here](#).



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How do I book a product demonstration?

Our Sydney and Melbourne showrooms are open to visit and experience our range of handcrafted espresso machinery. Both are open Monday-Friday from 9am-3pm and closed on Public Holidays. Our knowledgeable team are on hand to guide you through our range of handcrafted espresso machinery.

Can I take my machine overseas?

Once you take a machine overseas, the warranty is voided. We will not ship machinery offshore.

What is the machines voltage

All machines in our home range are 220- 240 volt, and run of 10 amp of power.

Can I plumb in my machine?

Yes, you can. Our expert technicians can plumb-in your La Marzocco Home machine. Please fill out a form for any plumb-in enquiry [here](#).

Why is my shot running fast/slow?

When you change to a different coffee, or your coffee gets old, you will need to “dial your grinder in”. This means adjusting your grind setting to get your espresso extracting at the correct flow rate. If you want to add time to your extraction, or slow the flow rate down, you need to move the adjustment wheel towards the smaller number. If you want your coffee to extract faster, you need to move the adjustment wheel to towards the bigger number. Only move the wheel 3-4 clicks at a time. A small adjustment makes a big difference. You are aiming for 30-45ml of coffee in around 25-30 seconds.

You can refer to the video [here](#).

How do I make espresso?

Espresso is a coffee-brewing method that uses pressure to force water through finely-ground coffee. The resulting beverage is an espresso. To do so, you will need the following:

- Whole Bean Coffee
- Grinder
- Tamper or Distribution Tool
- Scale
- Espresso Machine (*temperature between 91 degrees – 96 degrees°*)

Every coffee is different. That’s part of the joy of making espresso. No matter how much you know, dialling in a new coffee and pulling a shot is a constant pursuit. When you put a new coffee into your grinder hopper, it’s a good idea to have a target brew ratio in mind, that is, how much ground coffee you’ll put in the portafilter and how much liquid espresso you will brew into the cup.

Check out our dialling in a modern espresso machine [blog post](#) as well as our [educational videos](#).



What is a brew ratio?

There are quite a few variables that we are looking to control and balance at one time to get the best possible taste out of a coffee. Understanding these variables comes with time and practice, but one of the most important variables we need to control is also one of the easiest: brew ratio.

When we talk about brew ratio, we are talking about the weight of coffee grounds to the weight of espresso in the cup. By changing the weight of coffee or the weight of liquid espresso in a shot, we can manipulate the taste and mouthfeel of the espresso. Measuring brew ratio is easy with a scale and doesn't require much practice (we recommend a scale that measures to the .1 g).

Using a scale, we can easily and consistently measure the weight of ground coffee that goes into the portafilter, as well as the weight of the liquid espresso that ends up in the cup. A brew ratio consists of coffee in to liquid espresso out.

Brew Ratio: 1:2

In: 20g

Out: 40g

Time: 28s-30s

Temperature: 94 degrees

Pressure: 9 bars

How do I steam milk?

Steaming milk is a combination of steam pressure, positioning of the steam wand, and knowing what to look, feel, and listen for. With a high-powered steam boiler, little changes to your milk steaming technique can make a huge difference. Practice and attention to detail truly do make perfect.

We put together a [quick tutorial](#) to help out. In it, we go through the basics of steaming milk, including positioning, timing, and what to look and listen for during the process.



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