



How to Fix Leaking Dolce Gusto Genio

These devices suffer from two common problems: Water leaking from the side of the capsules, and water leaking from the bottom of the device. This guide focusses on repairing the water leakage from the bottom.

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INTRODUCTION

In this guide we will take a look on how to open the device, where the most common leaking parts are, and how to clean and/or replace them.

Spare parts for this device are getting hard to obtain, since Krups no longer sells them. [Erzatsteil Direct](#) has most parts still available for those ordering from Europe.

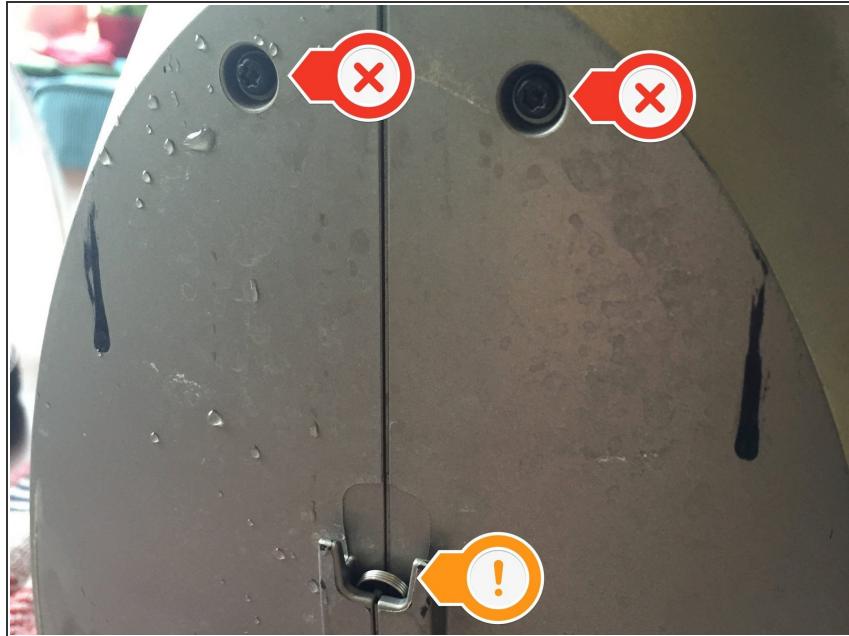
TOOLS:

- [TR10 Torx Security Screwdriver](#) (1)
- [Flathead 3/32" or 2.5 mm Screwdriver](#) (1)
- [Heavy-Duty Spudger](#) (1)

PARTS:

- [Optional spare parts \(mentioned in guide where applicable\)](#) (1)

Step 1 — Opening it up



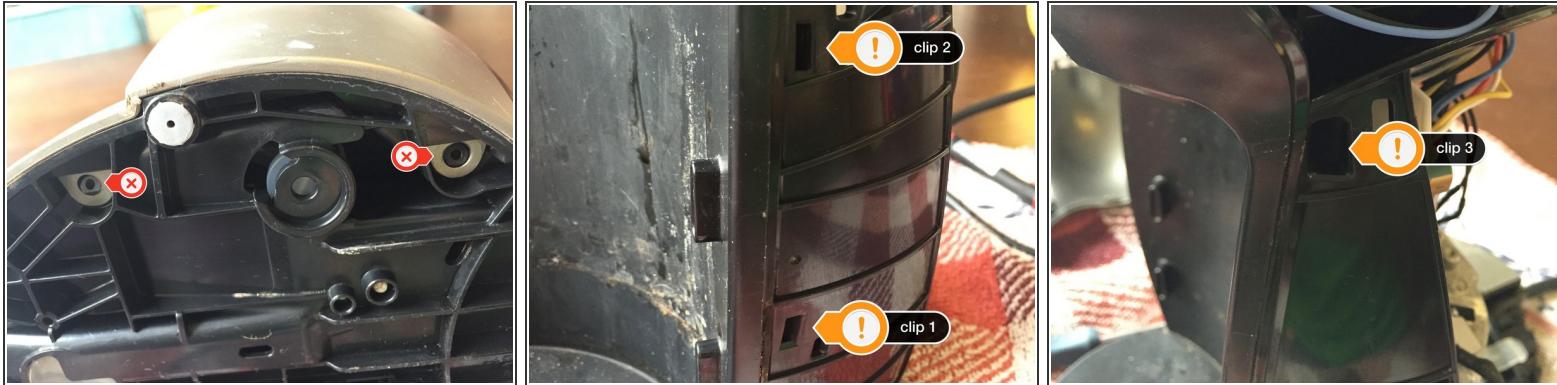
- Be sure to unplug the device first
- Remove the water tank, then with the TR10 screwdriver, first remove the two screws behind the tank (red arrows)
- Now carefully remove the spring from it's holder (orange arrow)

Step 2 — Opening it up (2)



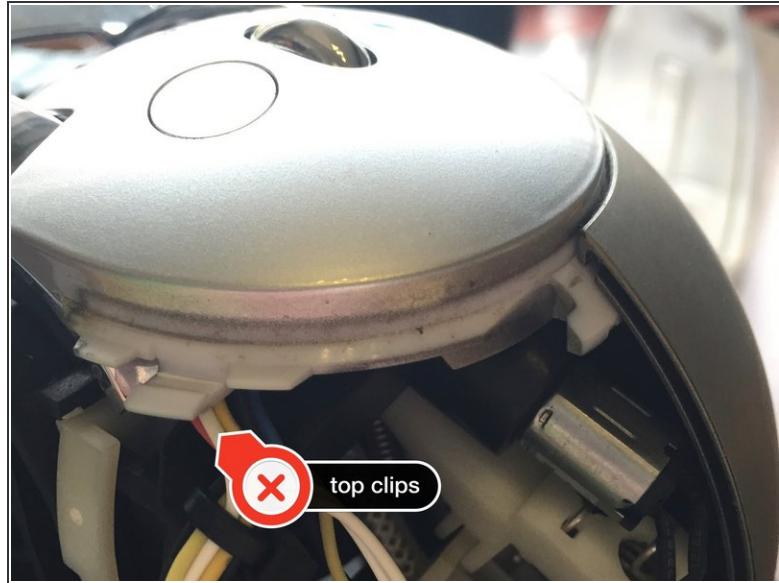
- Remove the two TR10 screws from the bottom part

Step 3 — Opening it up (3)



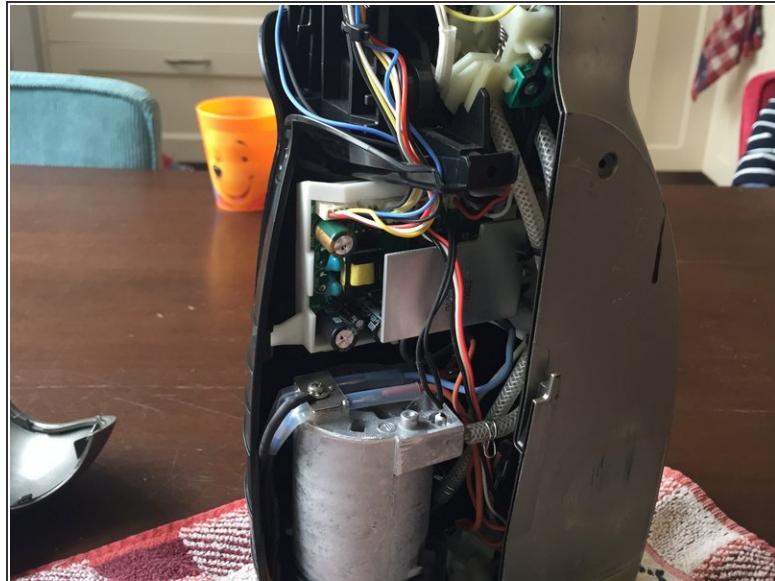
- With the back of the device towards you, start on the left panel
- It is connected with 6 clips at the lower part, and several more for the top part
- Carefully pry loose the clips from the bottom upwards, starting with the clips on the bottom (red arrows)
- next open up the clip next to the power cord
- open up the three clips on the side of the panel (orange arrows). Locktabs grip the holes in the orange clips 1 and 2. They will let go if they are lifted directly outwards from their base. Just next to the locktabs are guide pins. they don't offer resistance during removal.

Step 4 — Opening it up (4)



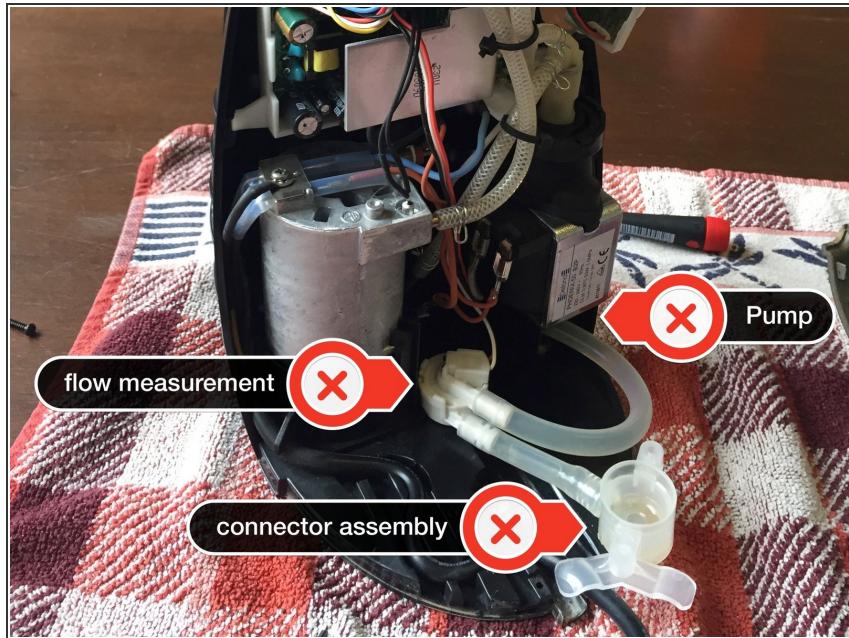
- Now continue with the top part. It is connected at two places, with a big mess of clips and placeholders. Some force might be needed to pull them apart.
- First tackle the bottom row of clips (red arrow)
- Then pry the top row apart (other red arrow)
- You can now remove the entire left side and put it aside

Step 5 — Opening it up (5)



- Remove the right side following the same procedure as for the left side. Once the right side is fully loosened, disconnect the power button from the panel. It is held in its place by two small clips, which are easily loosened with the flathead screwdriver or spludger.
- We now have full access to the penguin's innards!

Step 6 — Identifying the leak



- There are three common places for the leak to occur. The flow rate measurement, the connector assembly to the water tank and the pump assembly.
- To identify which of those is leaking, simply look for water where it's not expected. All couplings should be fully dry.
- Of the three common places of leaks, most stem from calcification of the connector assembly. Since the standard decalcification methods (with the satches) doesn't touch these parts, it easily gets clogged up and water leaks in between the sealings.
- When one of the couplings did fail, or the flow measurement or connector assembly is cracked, replace those parts first

Step 7 — Cleaning the connector assembly



- Loosen the connector assembly. It is not glued or held back by clips, so a slight wiggle is enough to pull it.
- Pull out the sealing rubber and filter
- Carefully but thoroughly clean the housing, the seal and the filter of any calcified remains.
- Clean the underside of the housing where the assembly is connected to the housing. Remove all calcified remains from here as well

To reassemble your device, follow these instructions in reverse order.