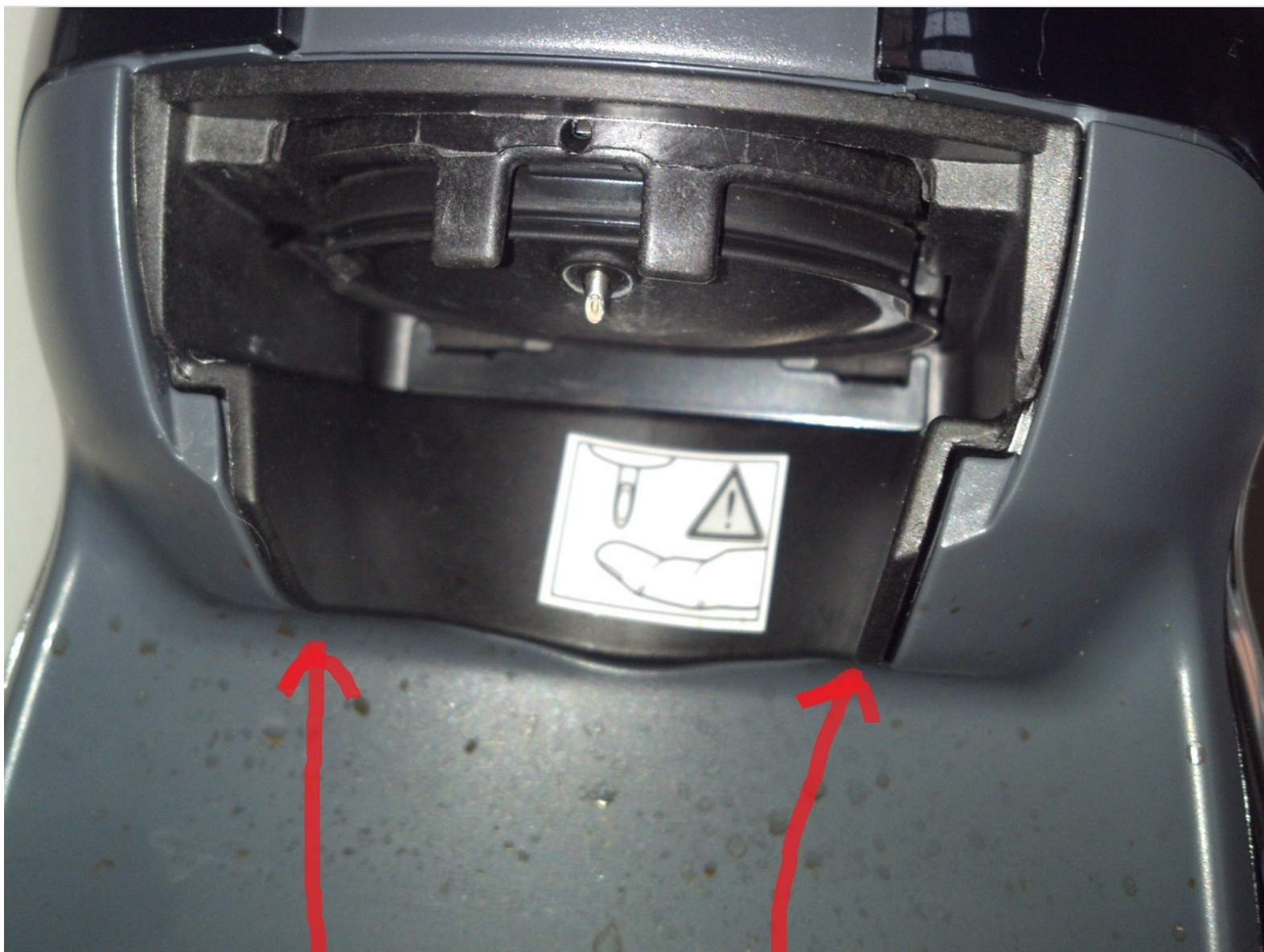




How to fix water leaking from the side of the capsules

It appears Dolce Gusto Genio and Piccolo machine, and the ones alike, leak water either from top or bottom. If your device leaks water from the capsules holder, you would like to read this guide before taking the whole machine apart.

Written By: Jan Carsten Jorgensen



INTRODUCTION

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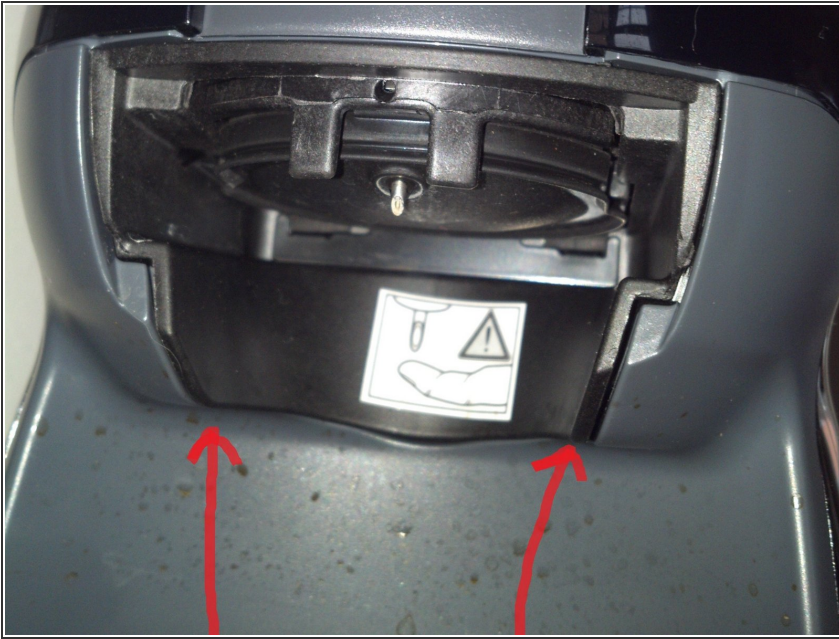
In this guide I will shortly show what could indicate why the Capsule Piercing Plate (Diffuser plate) is the culprit.



TOOLS:

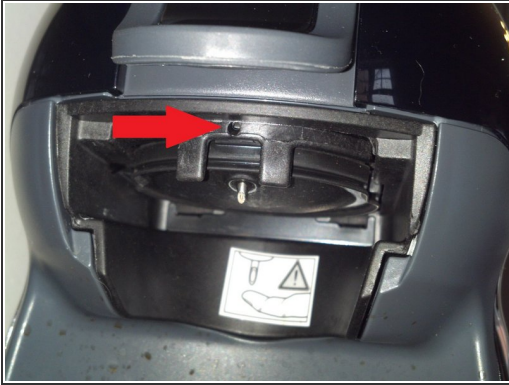
- [tx5 screwdriver or similar](#) (1)


Step 1 — Where does the water come from ?



- There is no reason to take the machine apart if the leak is not from the inside.
- If the water runs down the cup bay (starting from where the red arrows are) it indicate a plate failure.
- You will most likely also see a puddle of water at the base of your machine.[br]This comes from the water running backwards from the plate and into the machine.
- You should try to clean or replace the plate first, before opening the machine.

Step 2 — Examine, clean or replace the Capsule Piercing Plate and enjoy



 Disconnect the device from the mains voltage. You will also appreciate to remove the water container.

- Remove the capsule holder.
- Close the lid (as if you were to make a brew)
- Insert the small screwdriver in at the point shown by the red arrow, and the plate should drop down. Due to lots of calcium deposits the plate may need a little help to come down.
- Insert the new or cleaned plate, latch backend first and click in place in the front.
- Once done, connect the device and make your self a brew and see if it is well-deserved. No Leaks - You've earned it. Leaks = You need that cup to ponder where the issue then is :-)

Once done, connect the device again and make your self a brew to see if it is well-deserved.

No Leaks - You've earned it.

Leaks = You need that cup to ponder where the issue then is :-)

Search for other guides in this forum. Search for "Dolce Gusto leaking water".