the Oracle™ Dual Boiler

Instruction Book – BES995

Breville®

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Limited Product Warranty

Breville's warranty for this product covers the repair or replacement if it's found to be defective due to faulty materials, workmanship, or function within the warranty period. All legal warranty rights under applicable national legislation will be respected and will not be impaired by our warranty. For details on length of warranty, to obtain a printed copy or to read full terms and conditions please scan the QR code or visit www.breville.com. Alternatively, call the Breville Service Centre (see back cover for contact details).

QR149

BREVILLE® RECOMMENDS SAFETY FIRST

At Breville® we are very safety conscious. We design and manufacture appliances with your safety foremost in mind. We also ask that you exercise a degree of care when using any electrical appliance and adhere to the following precautions.

IMPORTANT SAFEGUARDS

Read all instructions before use and save for future reference.

- Remove and discard any packaging materials safely before use.
- Ensure the product is properly assembled before use. Carefully pull the power cord from the back of the machine.
- Before using, please ensure that your electricity supply is the same as shown on the rating label on the underside of the appliance. If you have any concerns, please contact your local electricity company.
- The installation of a residual current safety switch is recommended to provide additional safety when using

all electrical appliances. Safety switches with a rated operating current not more than 30mA are recommended. Consult an electrician for professional advice.

- Regularly inspect the power cord, plug and appliance for any damage. If found to be damaged in any way, immediately cease use of the appliance, and return the entire appliance to the nearest authorised Breville Service Centre for examination, replacement, or repair.
- Do not let the power cord hang over the edge of a counter or table. Do not let the power cord touch hot surfaces or become knotted.
- Do not touch hot surfaces. Always ensure the appliance has been allowed to cool; if the appliance is to be: left unattended, cleaned, moved, assembled, or stored, always switch off the espresso machine by pressing the POWER button to OFF. Switch off and unplug from the power outlet.
- Children must be supervised to ensure that they do not play with the appliance. Do not leave the appliance unattended when in use. Do not move the appliance whilst in operation.
- The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Cleaning and maintenance tasks must not be carried out by children. Keep the appliance and its cord out of reach of children. Close supervision is necessary when any appliance is used by or near children.
- To eliminate a choking hazard for young children, discard the protective cover fitted to the power plug safely.
- Position the appliance on a stable, heat resistant, level, dry surface away from the counter edge, and do not operate on or near a heat source such as a hot plate, oven, or gas hob.
- Do not operate the appliance in an enclosed space, or inside a cupboard.
- Do not use attachments other than those provided with the appliances. The use of attachments not sold or recommended by Breville may cause fire, electric shock, or injury.
- This appliance is for household use only. Do not use the

appliance for anything other than its intended purpose. Do not use in moving vehicles or boats. Do not use outdoors. Misuse may cause injury.

- Improper use of the appliance, incorrectly operated or unprofessionally repaired will void any warranty claim. No warranty for any damages can be accepted.
- The appliance is not intended to be operated by means of an external timer or separate remote-control system.
- Use caution when operating machine as metal surfaces are liable to get hot during use. Heating element is subject to residual heat after use.
- Do not operate the grinder without the hopper lid in position. Keep fingers, hands, hair, clothing, and utensils away from the hopper during operation.
- Ensure the portafilter is firmly inserted and secured into the group head before starting an extraction. Never remove the portafilter during the extraction process. Failure to follow this instruction may lead to scalding by hot steam or hot coffee.
- Improper use of the machine such as brewing coffee in the portafilter without one of the provided filter baskets, may cause injury and/or damage to surfaces surrounding the machine.
- The front top fill is not for milk. Do not pour milk in the front top fill.
- Do not fill water tank with hot water or milk.
- Do not use the appliance without water in the water tank.
- Use caution after milk texturing, as the 'Auto Purge' function may purge hot steam when steam wand is lowered.
- The drip tray grill is sharp. Use caution, when handling and cleaning the drip tray grill.
- Servicing other than cleaning should only be performed by an authorised service representative or at an authorised Breville Service Centre.
- Wipe the outer surface with a soft cloth. Keep the appliance and accessories clean.

WARNING

Empty boilers before storage of the machine. Do not store below freezing temperatures.

CAUTION

To prevent damage to the appliance, do not use alkaline cleaning agents. Use a clean soft cloth instead.

WARNING

To avoid the risk of injury, do not open the brew chamber during the brew process.

NOTICE TO CUSTOMERS REGARDING MEMORY STORAGE

Please note that in order to better serve our customers, internal memory storage has been embedded into your appliance. This memory storage consists of a small chip to collect certain information about your appliance including the frequency of use of the appliance and the manner in which your appliance is being used. In the event your appliance is returned for service, the information collected from the chip enables us to quickly and efficiently service your appliance. The information collected also serves as a valuable resource in developing future appliances to better serve the needs of our consumers. The chip does not collect any information regarding the individuals who use the product or the household where the product is used. If you have any questions regarding the memory storage chip please contact us at privacy@breville.com

WARNING FOR BUTTON BATTERY

Button battery inside this product

Keep out of reach of children

The battery inside the product shall not be replaced or removed by the user at any time.

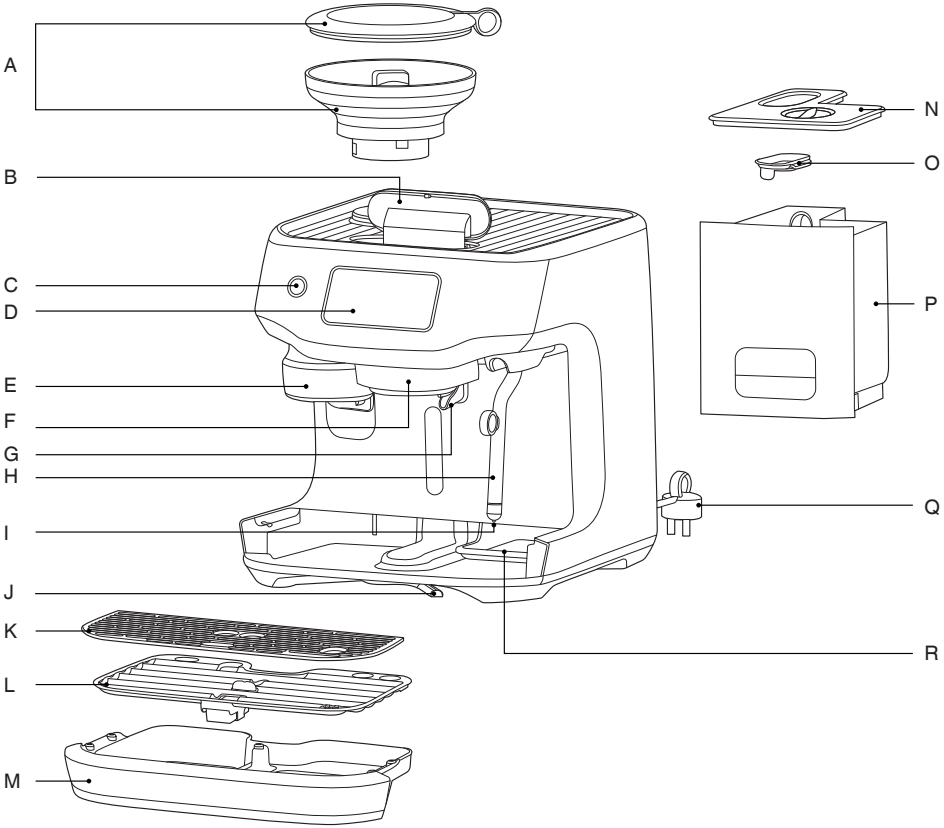
- The battery is hazardous and is to be kept away from children (whether the battery is new or used).
- Swallowing battery may lead to serious injury in as little as 2 hours or death, due to chemical burns and potential perforation of the oesophagus.
- If you suspect your child has swallowed or inserted a button battery, immediately seek medical attention, or call the 24-hour Poisons Information Centre on **13 11 26** for fast, expert advice.
- Tell others about the risks associated with button batteries and how to keep their children safe.
- Dispose of used button batteries immediately and safely. Flat batteries can still be dangerous.

To protect against fire or electric shock, do not immerse the power cord, power plug or appliance in water or any other liquid.

The symbol shown indicates that this appliance should not be disposed of in normal household waste. It should be taken to a local authority waste collection centre designated for this purpose or to a dealer providing this service.
For more information, please contact your local council office.

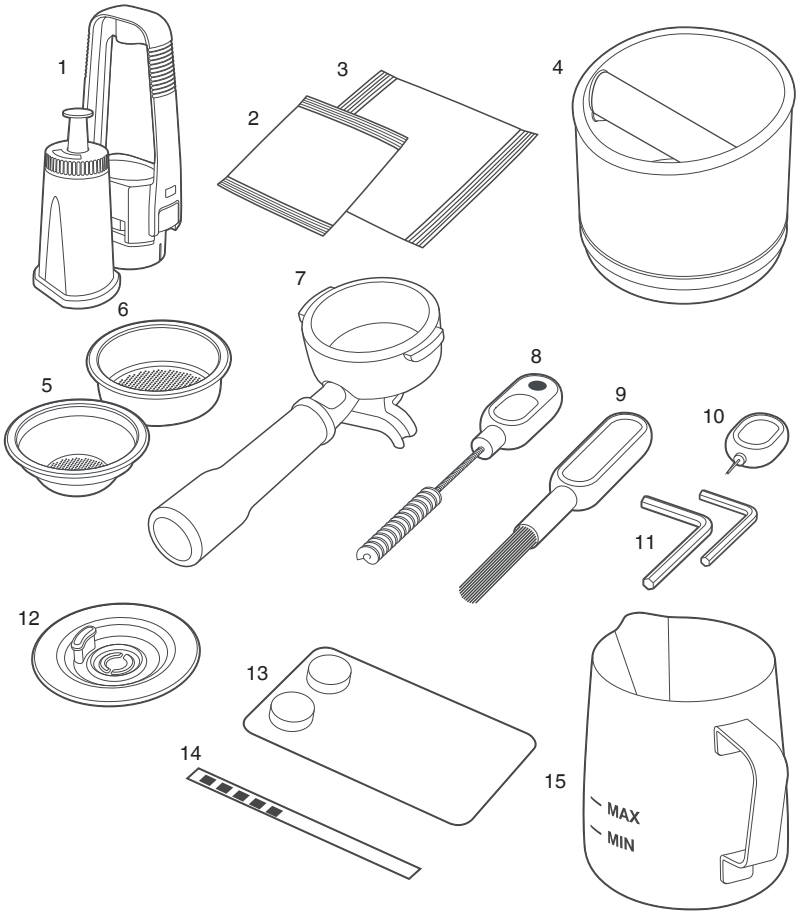
FOR HOUSEHOLD USE ONLY
SAVE THESE INSTRUCTIONS

Components



A. 340g bean hopper
B. Front top water fill
C. Power button
D. 5.7 inch HD touch screen
E. Grind and tamp outlet
F. Heated 58mm group head
G. Dedicated hot water outlet
H. Auto MilQ™ steam wand
I. Milk temperature sensor
J. Front lever 3rd wheel
K. Drip tray grill
L. Drip tray baffle
M. Drip tray
N. Water tank lid
O. Water tank mesh lid
P. Water tank with latch lock
Q. Power cord with storage
R. Hidden tool storage tray

Accessories



1. Water filter and filter holder
2. Steam wand cleaning powder
3. Descaling powder
4. Knock Box™ 10
5. Single wall 1 cup filter basket
6. Single wall 2 cup filter basket*
7. 58 mm Stainless steel portafilter
8. Grind outlet brush and tamp removal magnet
9. Cleaning brush
10. Cleaning tool for steam wand tip
11. Two hex keys
12. Cleaning disc
13. Cleaning tablets
14. Water hardness strip
15. Stainless steel milk jug

* Single wall 2 cup filter basket comes installed in the portafilter.

Features

5.7 INCH HD TOUCH SCREEN

The new ultra rich, immersive and fast 5.7 inch display screen. You can swipe, select and enjoy in high definition.

AUTO DIAL-IN SYSTEM

An extraction control system that monitors each espresso shot. If the machine detects the espresso shot was not ideal, it will make grind size adjustments automatically to improve your next espresso shot. If you prefer to control the grind size adjustments, you can turn off this feature in settings.

AUTO GRIND DOSE & TAMP

Automatically grinds, doses and tamps the required amount of coffee, mess free.

MOTORISED GRIND SIZE ADJUSTMENT

Adjust your grind settings easily from fine to coarse via the touch screen.

AUTO MILQ™

Silky smooth microfoam with settings for dairy, soy, almond and oat. Adjustable temperatures (45 °C to 75 °C) and 9 texture levels.

PRECISION CONTROL

Dual Boiler Heating System

Experience the power of simultaneous extraction and steaming. The espresso and steam stainless steel boilers, and heated group head ensure that water reaches the perfect temperature for maximum flavour potential, shot after shot.

PID Temperature Control

Electronic temperature control delivers precise water temperature for optimum espresso flavour.

Low Pressure Pre-Infusion

Gradually increases water pressure to gently expand grinds for an even extraction.

Regulated Extraction Pressure

Over pressure valve (OPV) limits maximum pressure for optimal espresso flavour.

ADDITIONAL FEATURES

MANUAL MODE

On the coffee drinks screen, swipe up for a new Manual Mode experience. View real-time feedback with the pressure gauge display and control your manual extraction by customising pre-infusion, blooming and extraction time.

AUTO START

Switches machine on at a specified time.

AUTO OFF

When machine is inactive it switches off automatically after a specified time between 5 min and 60 min. Specified time can be set from the main settings.

BREVILLE+ COFFEE APP

The coffee app unlocks connectivity features including notifications, tutorials, remote power on/off and more. Simply download the Breville+ Coffee app and pair your machine to access these features.

NOTE

On this "Off mode', this machine uses a low power consumption of at least 0.483 W if it is kept plugged-in. To save more energy, switch off or unplug the appliance when the appliance is not in use.

DEDICATED HOT WATERSPOUT

Dedicated hot water outlet for making long blacks, teas, and pre heating cups.

AUTOMATIC SYSTEM PURGE (Double Tap Purge)

Double tap on the grind, brew or steam icons to automatically purge the system ready for your brew.

COFFEE SCALE CONNECTIVITY

Smart Scale, Smarter Shots

Connect your Precision Duo™ Coffee Scale via Bluetooth® and let precision take over. Weigh your dose, adjust in real time on the display, and enjoy automatic tare at the start of every extraction—accuracy, built right in.

Connecting to your Espresso Machine

The Oracle™ Dual Boiler can be paired to a mobile device using the Breville+ Coffee App. If the appliance is not connected to the Wi-Fi, the espresso machine can still be operated in the same way as an espresso machine with no network connection.

NOTE

The Coffee App is only available in selected countries and may not be accessible in all regions. Please check your local app store for availability.

NOTE

We are constantly working to improve the Breville+ Coffee App, which may lead to changes in functionality and setup steps. Please rely on the instructions in the latest version of the App to guide you through the setup process.

INITIAL SET-UP

1. Download the Breville+ Coffee App from Apple App Store or Google Play Store on your mobile device.
2. Create an account.
3. Turn on the appliance for the first time, and follow the prompts, proceed to the screen with the pairing QR code.
4. On your mobile device, press ‘Add Oracle Dual Boiler’ on the appliance tab.
5. Scan QR code from the appliance.

NOTE

If you are pairing later, you can find the QR code in Settings > Connectivity > Connect to app in your Espresso Machine

Connecting the Precision Scale™ Duo via Bluetooth®

This guide describes how to pair the Precision Scale Duo with the BES995 espresso machine using Bluetooth.

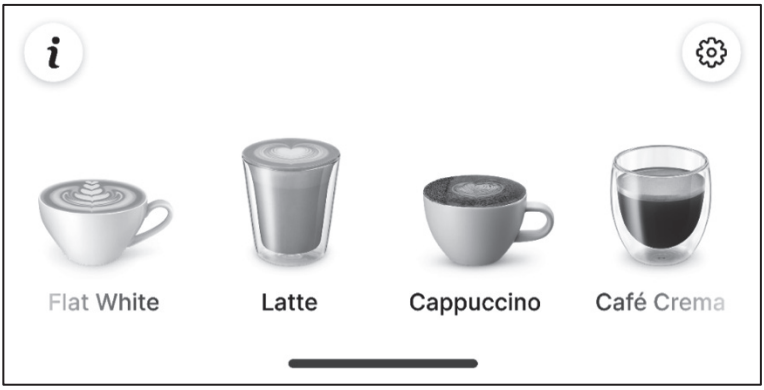
Before You Begin

Place the scale within close range of the espresso machine, power it on, and confirm that Bluetooth is enabled on the scale. Refer to the scale user manual for instructions.

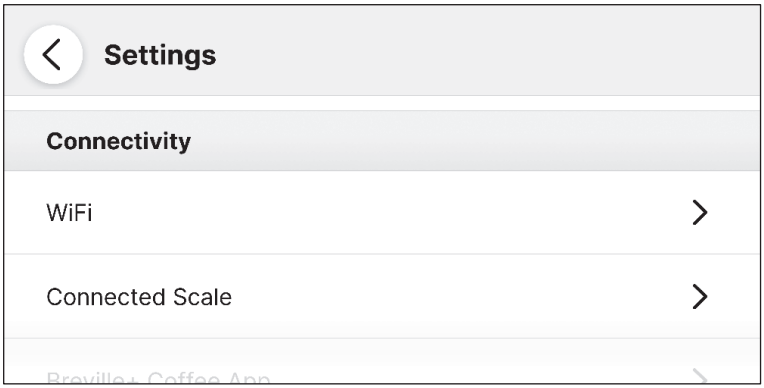
Pairing Procedure

1. Power on the espresso machine

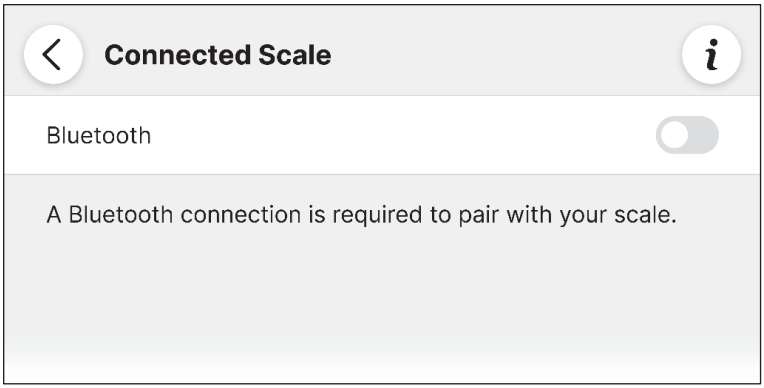
2. On the display screen, tap the Settings icon.

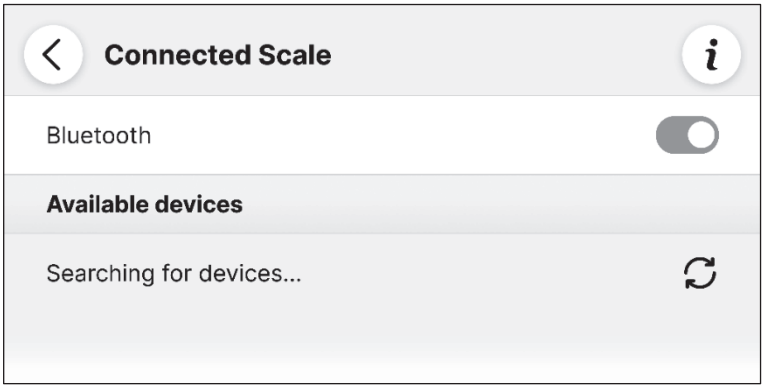


3. Scroll to Connectivity, then select Connected Scale.

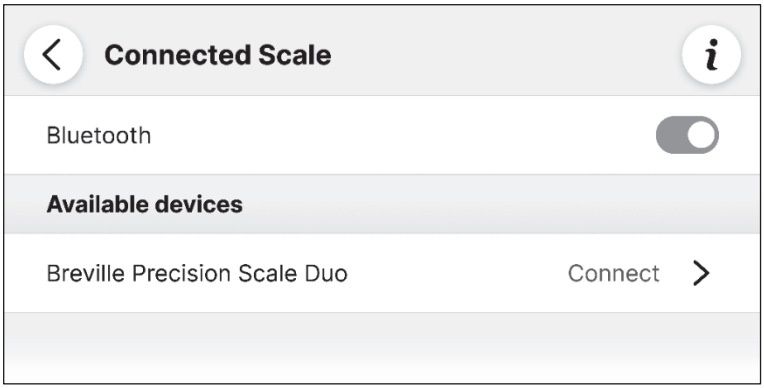


4. Set Bluetooth to ON. The machine begins searching for nearby scales.





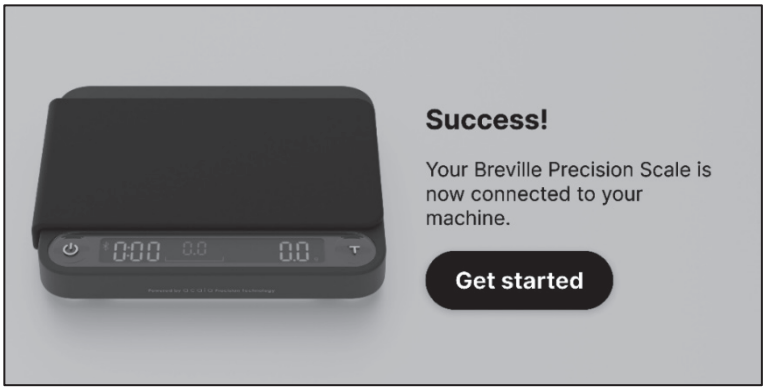
5. Select the Breville coffee scale from the list, then tap Connect.



6. Wait for pairing to complete. This may take several seconds.

Result

The display confirms a successful connection. The scale is now paired and ready to use.



NOTE
If pairing fails, confirm the scale is powered on and within range, then repeat the procedure.

Tap **Get Started** to begin the onboarding tutorial. A chevron appears at the end of each animation — tap it to continue to the next step and advance through to each screen until the tutorial is complete. The display shows a series of tutorial illustrations covering Brew by Weight in Auto Mode, Brew Settings, Adjusting the Weight Target, Scale Button Settings, Scale Status Icons, Brew by Weight in Manual Mode, Auto Tare, and Auto Stop

TIP: The quick start guide is printed on the reverse side of the coffee scale's silicone mat.

AUTO MODE OPERATION
1. Select your drink from the carousel. A default target weight of 45 g is displayed.
2. To adjust the target weight, tap the weight value beneath the drink icon (default: 45 g) and select your desired target weight. Tap the drink icon once to save target weight.
3. Insert the portafilter into the grinding cradle.
4. Grind the coffee.
5. Insert the portafilter into the group head and lock it firmly.
6. Place the coffee scale beneath the group head.
7. Place your cup on the scale.

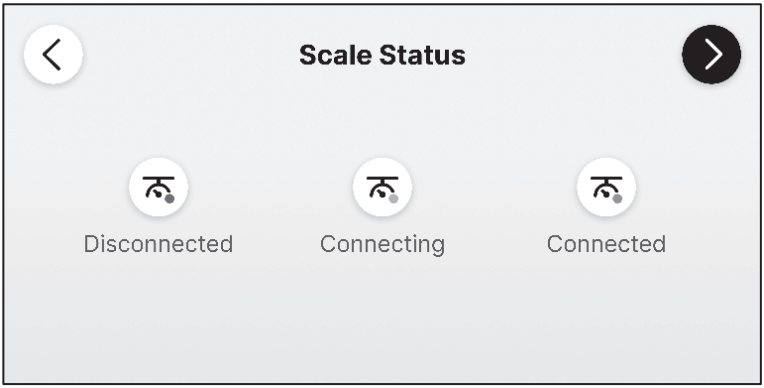
NOTE:
Do not press any buttons on the scale — manual taring is unnecessary, as the scale auto-tares when extraction begins. When paired with the machine, the scale's Auto Modes 1 and 2 are overridden, and the machine controls operation.

8. Tap the drink icon to begin extraction. The scale will automatically tare as extraction begins.
9. The weight and timer will remain synchronised between the scale and the espresso machine during extraction.
10. Extraction will stop automatically when the selected target weight is reached. Serve as espresso or continue with milk texturing for milk-based drinks.

TIP

If the display shows this message “Scale not detected..” - Tap Retry to begin scanning for the scale again.

The icons below indicate the scale's connection status:



MANUAL MODE OPERATION

1. Select Manual Mode on the machine's touch screen.
2. Insert the portafilter into the grinding cradle.
3. Grind the coffee.
4. Insert the portafilter into the group head and lock it firmly.
5. Place the coffee scale beneath the group head.
6. Place your cup on the scale.

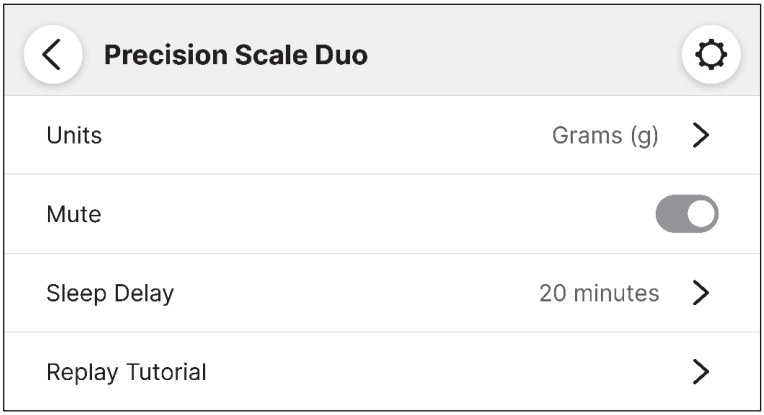
NOTE:

Do not press any buttons on the scale — manual taring is unnecessary, as the scale auto-tares when extraction begins. When paired with the machine, the scale's Auto Modes 1 and 2 are overridden, and the machine controls operation.

7. To adjust the target weight, press and hold the Brew button. Select your desired target weight, then tap the tick to confirm.
8. To turn Brew by Weight off, tap the toggle. When the toggle is greyed out, Brew by Weight is off.
9. Tap the Brew button once to begin extraction. The scale will automatically tare as extraction begins.
10. The weight and timer will remain synchronised between the scale and the espresso machine during extraction.
11. When Brew by Weight is enabled, extraction will stop automatically when the selected target weight is reached.
    Serve as espresso or continue with milk texturing for milk-based drinks.

SCALE SETTINGS:

Setting	Options
Units	G (grams) or Oz (ounces)
Mute	Toggle – Off (grey) / On (green) – default: Off
Sleep Delay	5, 10, 20, 30, 60 min, or Off — default: 5 min
Replay Tutorial	Enters onboarding tutorial



RANGE TABLE

ESPRESSO RANGE = 15 – 120 g

INCREMENT = 1 g

SHOT SIZE GUIDE = Single = 30 g | Double = 45 g | Lungo = 70 g

ESPRESSO: HOT & COLD

Input Range:

• 15 to 120 g (1 g increments)

g table (Metric)

Brew Size	***Assumed Basket***	***Ratio***	***Output Target Grams (g)***	***Range Grams (g)***
Ristretto	Single	1:2.25	22.5	15-24
Single	Single	1:3	30	25-32
Single+	Double	1:1.7	35	33-39
Double	Double	1:2.1	45	40-49
Double+	Double	1:2.6	55	50-62
Lungo	Double	1:3.3	70	63-80
Lungo+	Double	1:4.3	90	81+

LONG BLACK / AMERICANO HOT WATER

Input Range:

• 50 to 250 g (5 g increments)

g table (Metric)

Hot Water Dose	***Output Target Grams (g)***	***Range Grams (g)***
Small	100	50-125
Medium	150	126-175
Large	200	176-250

COLD BREW

Input Range:

• 75 to 250 g (5 g increments)

g table (Metric)

Brew Size	*Assumed Basket*	*Ratio*	*Output Target Grams (g)*	*Range Grams (g)*
Small	Double	1:4.7	100	75-124
Medium	Double	1:7	150	125-174
Large	Double	1:9.5	200	175-250

CAFÉ CREMA

Input Range:

• 75 to 250 g (5 g increments)

g table (Metric)

Brew Size	*Assumed Basket*	*Ratio*	*Output Target Grams (g)*	*Range Grams (g)*
Small	Double	1:5.7	120	75-139
Medium	Double	1:8.4	160	140-189
Large	Double	1:11.6	220	190-250

Assembly

BEFORE FIRST USE

Machine Preparation

Remove and discard all labels and packaging materials attached to your espresso machine.

Ensure you have removed all parts and accessories from the box before discarding the packaging.

Remove the water tank located at the back of the machine unlocking the latch and pulling the water tank from the latch handle.

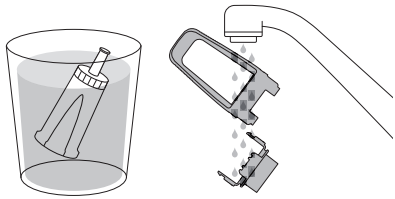
Clean parts and accessories (water tank, portafilter, filter baskets, milk jug) using warm water and a gentle dish washing liquid. Rinse well then dry thoroughly.

TIP

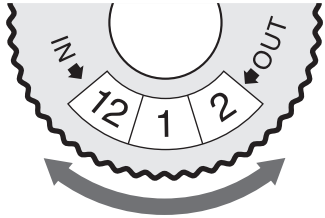
To easily manoeuvre your machine, use the lever located under the drip tray. When the lever is moved from right to left, the swivel foot drops down and lifts the machine upwards, making it easier to access the removable water tank or reposition the machine to another location.

INSTALLING THE WATER FILTER

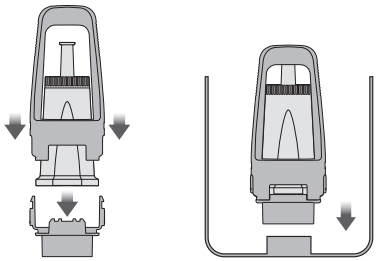
- Remove the water filter and water filter holder from the plastic bag.
- Soak the filter in cold water for 5 minutes.
- Rinse the filter holder with cold water.



- Set the reminder for next month of replacement. We recommend to replace the filter every 3 months.



- Insert the filter into the two parts of the filter holder.
- To install the assembled filter holder into the water tank, align the base of the filter holder with the adapter inside the water tank. Push down to lock into place.



NOTE

Replacing the water filter every three months will reduce the need to descale the machine. Filters can be purchased at www.breville.com

NOTE

Input the water hardness test strip result to the machine. If result is 4 or 5 bars when tested, we strongly recommend to change to an alternate water source. Filtered water will extend both the life of your built-in filter and descale intervals as well as provide superior taste. Ensure to test the water hardness of the alternative water source you've chosen and input into the machine accordingly. Avoid using overly filtered water, like RO water unless some mineral content is being added back to the final water. Never use distilled water, or water with no or low mineral content as this will affect the taste of coffee.

Guide and Settings

INFORMATION GUIDE

Dial-In Tutorial - Takes you through the startup tutorial on how to make a coffee with the machine.

Tips and Tricks - Access handy hints on the extra features of the machine like the Manual Mode and Double Tap Purge.

QR code links - Provides QR code links to connect to the app and areas such as Support, Machine Registration and Maintenance Products.

About your Oracle Dual Boiler - Describes the key components of your coffee machine.

SETTINGS

Switch to manual mode - Select this option to set the machine to manual mode.

Drink Settings

Auto Dial-in - In auto mode, the Auto Dial-In System monitors the espresso shot. If the machine identifies the shot is not ideal, the system will automatically adjust the grind size for your next shot to help improve its quality.

Brew control settings - Switch between volume and time based modes.

The auto and manual modes have sub-menu options between volume and time-based brew settings.

E.g. :

- Volume based setting can be approximately 30 ml for a single shot.
- Time based can be customisable to run for 25 seconds per drink.

NOTE

On volume based mode, the volume cannot be adjusted.

Temperature settings - Adjust the brew temperature.

Milk type settings - Adjust the default type of milk with settings for dairy, soy, almond and oat.

Maintenance

Clean steam wand - Guides you through cleaning the steam wand to remove any blockage for better steaming performance.

Deep clean steam wand - Guides you through unblocking the steam tip using a steam wand cleaning powder for a deeper clean to help produce sufficient microfoam volume.

Group head clean - Cleans the group head of oils and residue. Will require an espresso cleaning tablet or powder.

Descale - Descaling prevents excess mineral and scale build-up. Will require descaling powder or solution.

Change Water Filter - To ensure machine has clean water to use.

Water hardness test - Measures the mineral levels in the water your machine is using. You will need an unused test strip.

Empty boilers - Use this cycle to empty the boilers before shipping the machine or storing it away.

Machine Settings

Default mode - Select the machine default mode between auto or manual modes.

Theme - Switch between light or dark mode.

Time and Date - Set the time and date on the machine.

Schedule Auto-Start - Set and select a day and time to automatically start the machine.

Auto Off - Set the time to power off after last use.

Sound - Adjusts the volume of the interface.

Screen brightness - Adjusts the brightness of the screen.

Light brightness - Adjust the brightness of the LED lights.

Units - Switch between imperial and metric units.

Location and Language - Select your region and preferred language on screen.

Wi-Fi - Connect to Wi-Fi to use the app and receive the latest software updates.

Reset factory settings - Use this function to reset all programmable values back to the factory settings and delete all custom drinks.

Demo mode - Looping video to to showcase key features of the machine.

About the machine - Shows the serial number and firmware version of the machine.

WARNING

Do not unplug the machine while it is performing a factory reset or a software update.

Care & Cleaning

HD TOUCH SCREEN DISPLAY

Excess dirt and grime can get in the crevices of your touch screen impairing its functionality. Keep the touch screen dry and clean to ensure optimal functionality. Use a screen cleaning wipe or a dry soft cloth.

CLEANING CYCLE

There will be a message prompt when a cleaning cycle is required.

This is a cleaning cycle and is separate from descaling. There is also the option to start the cleaning cycle by choosing ‘Group Head Clean’ in ‘Settings’. The cleaning cycle cleans the shower screen and back-flushes the group head to remove the build up of coffee and oils.

Follow instructions on the screen.

DESCALING

There will be a message prompt when a descale cycle is required.

Even with the provided water filter, it is recommended to descale if there is scale buildup in the water tank.

There is also the option to start the descale cycle by choosing ‘Descale’ in the 'Settings'.

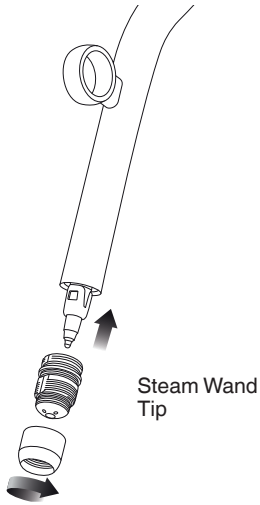
Follow instructions on the screen.

CLEANING THE STEAM WAND

- The steam wand should always be cleaned after texturing milk. Wipe the steam wand with a damp cloth.
- If any of the holes in the tip of the steam wand become blocked, it may reduce frothing performance.
- Go to 'Settings' and either select '**Clean steam wand**' for general maintenance or '**Deep clean steam wand**' for when there is a persistent blockage and follow instructions on the screen.

NOTE

Ensure the steam wand tip is tightly fastened after cleaning.



CLEANING THE FILTER BASKET AND PORTAFILTER

- The filter basket and portafilter should be rinsed under hot water after each coffee making session to remove all residual coffee oils.
- If the holes in the filter basket become blocked, dissolve a cleaning tablet in hot water and soak filter basket and portafilter in solution for approximately 20 minutes. Rinse thoroughly.

CLEAR WATER BACKFLUSH

- After each coffee making session we recommend doing a clear water backflush before you turn off the machine. Empty drip tray. Insert the cleaning disc into the filter basket then insert the portafilter into the group head. Tap the brew image and let it run for 20 seconds.

CLEANING THE GROUP HEAD

- The group head interior and shower screen should be wiped with a damp cloth to remove any ground coffee particles.
- Periodically purge the machine. Place an empty filter basket and portafilter into the group head. Double tap the brew icon on the screen and run a short flow of water to rinse out any residual coffee.

NOTE

Ensure the drip tray is firmly in place when purging the machine.

CLEANING THE DRIP TRAY & STORAGE TRAY

- The drip tray should be removed, emptied and cleaned at regular intervals, particularly when the drip tray is full.
- Remove the grill from the drip tray. Lift the drip tray baffle and dispose of any coffee grounds. Wash all parts in warm soapy water with a soft cloth. Rinse and dry thoroughly.
- The storage tray (located behind the drip tray) can be removed and cleaned with a soft, damp cloth. Do not use abrasive cleansers, pads or cloths which can scratch the surface.

CLEANING THE OUTER HOUSING

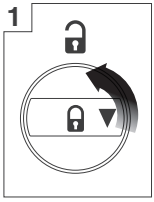
The outer housing can be cleaned with a soft, damp cloth. Polish with a soft, dry cloth. Do not use abrasive cleansers, pads or cloths which can scratch the surface.

NOTE

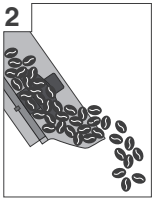
All parts should be cleaned by hand using warm water and a gentle dish washing liquid. Do not use abrasive cleansers, pads or cloths which can scratch the surface. Do not clean any of the parts or accessories in the dishwasher.

CLEANING CONICAL BURRS

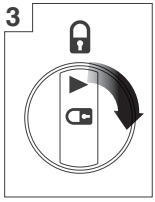
Regular cleaning helps the burrs achieve consistent grinding results which is especially important when grinding for espresso.



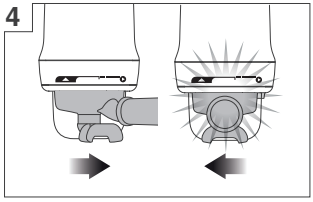
Unlock the hopper



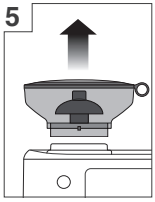
Remove beans



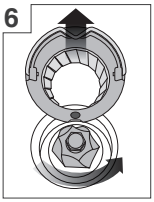
Replace & lock the hopper



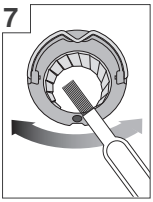
Run grinder until empty



Remove the lid, unlock and remove the hopper

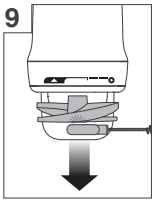


Remove the upper burr

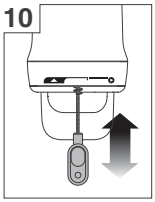


Clean the upper burr with the burr brush

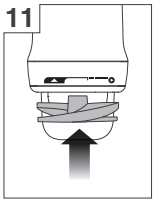
Clean the lower burr with the burr brush



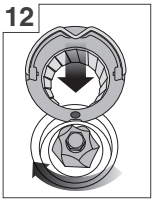
Remove tamping fan with tamp removal magnet



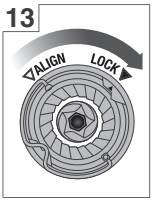
Clean grind outlet with grind outlet brush



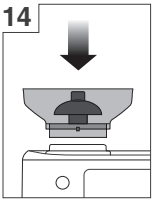
Replace tamping fan by hand



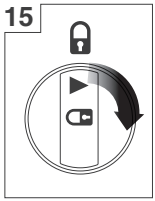
Push the upper burr firmly into position



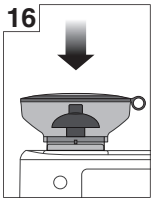
Lock the upper burr



Place the hopper back on to the machine



Lock the hopper



Cover the hopper with the lid

NOTE

This machine is designed only for whole roasted coffee beans. Avoid grinding unroasted green and under-roasted coffee beans. These are dense and not brittle enough to run through a burr grinder. This will damage or break burr grinders and even pose a safety risk.

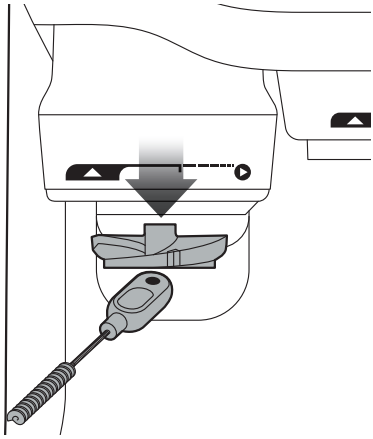
TIP

It is recommended to use quality 100% Arabica beans with a 'Roasted On' date stamped on the bag, not a 'Best Before' or 'Use By' date. Coffee beans are best consumed between 5–20 days after the 'Roasted On' date. Stale coffee may pour too quickly from the portafilter spouts and taste bitter and watery.

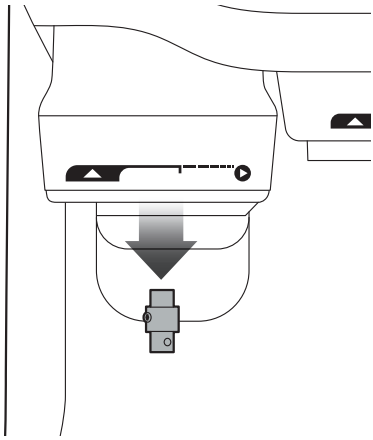
ADJUSTING TAMPING HEIGHT FROM THE GRIND COLLAR

Steps to adjust the tamper height.

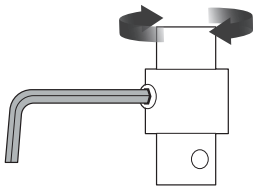
1. Turn off and disconnect the machine from the power source.
2. Pull the fan down from the grind collar using the grinder outlet tool with tamp adjust magnet.



3. Reach in and unscrew the tamp fan connector counter clockwise.



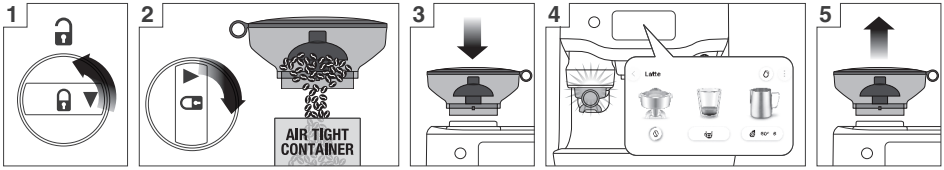
4. Use the hex key to adjust grub screw.
5. To adjust the connector length, turn clockwise (shorten) or anti-clockwise (lengthen). It is recommended changing the tamp height connector by maximum 1 turn and rechecking the results. The connector must not be longer than 29.2 mm.



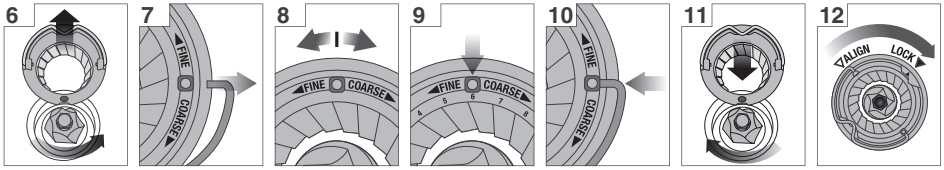
6. Refasten the screw after adjustment. Screw must be fastened onto the plane step instead of the screw thread, otherwise will damage the screw thread.
7. Reassemble the tamp height connector by pushing upwards until it clicks in place.
8. Reinsert the fan by pushing upwards and aligning to the tamp height connector.

ADJUSTING CONICAL BURRS

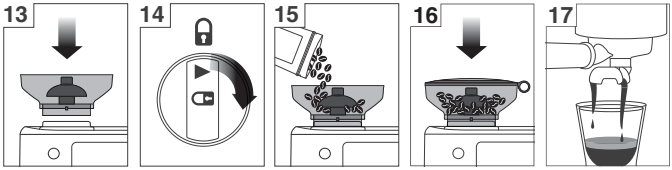
Some types of coffee may require a wider grind range to achieve an ideal extraction or brew.
A feature of your Oracle Dual Boiler is the ability to extend this range with an adjustable upper burr.
We recommend making only one adjustment at a time.



1. Unlock the hopper
2. Hold hopper over container & turn dial to release beans into container
3. Align the hopper into position
4. Double tap the portafilter image on screen to run grinder until empty
5. Remove the hopper



6. Remove the upper burr
7. Remove wire handle from both sides of the burr
8. Move adjustable top burr, 1 number, coarser or finer
9. Align the number with the handle opening
10. Insert wire handle from both sides of the burr
11. Push upper burr firmly into position
12. Lock the upper burr



13. Place the hopper back on to the machine
14. Lock the hopper
15. Fill the hopper with beans
16. Cover the hopper with the lid
17. Check your extraction

Troubleshooting

CONNECTING YOUR ORACLE DUAL BOILER

The Oracle Dual Boiler is a Wi-Fi-enabled machine that will support downloading the latest software version. If the machine is not connecting to Wi-Fi, the machine can still be operated in the same way as an espresso machine with no network connection.

NOTE

We are constantly working to improve the software that may lead to changes in functionality and setup steps. Please rely on the instructions in the latest version by upgrading the software to guide you through the setup process.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Grinder Motor starts but no ground coffee coming from grind outlet	• No coffee beans in bean hopper. • Grinder/bean hopper is blocked. • Coffee bean may have become stuck in hopper.	• Fill bean hopper with fresh coffee beans. • Remove bean hopper. Inspect bean hopper & grinding burrs for blockage. Replace parts and try again. • Clean the chute.
Grinder motor unable to start	• Grinder is blocked with foreign item or chute is blocked • Moisture clogging grinder.	• Turn the machine off. Inspect and remove foreign object and clean the chute.
Unable to lock bean hopper into position	• Coffee beans obstructing bean hopper locking device.	• Remove bean hopper. Clear coffee beans from top of burrs. Re-lock bean hopper into position.
Portafilter overfills	• Tamping fan was removed for cleaning and not replaced. • Inserted a portafilter that was already full.	• Check that the tamping fan is in position and mounted correctly to the drive shaft. Refer to the 'Cleaning Conical Burrs' under **Care & Cleaning**. • Make sure that portafilter is empty before inserting it.
Grinder Emergency stop		• Rotate the portafilter to the left to stop the auto grind, dose & tamp function. • Unplug power cord from power outlet.
Grinder overheat		• Turn the power to OFF and unplug the machine from the outlet. Wait a few minutes before plugging and starting the machine back on.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Grinder running continuously	• No beans in hopper.	• Fill hopper with beans. • Rotate the portafilter to the left to stop the auto grind, dose & tamp function.
	• Tamping fan has been removed.	• Check that the tamping fan is in position and mounted correctly to the drive shaft. Refer to the 'Cleaning Conical Burrs' under **Care & Cleaning**.
Espresso runs out around the edge of the portafilter **and/or** **Portafilter comes out of the group head during an extraction**	• Portafilter not inserted in the group head correctly.	• Ensure portafilter is rotated to the right until the handle is past the center and is securely locked in place. Rotating past the centre will not damage the silicone seal.
	• There are coffee grounds around the filter basket rim.	• Clean excess coffee from the rim of the filter basket after grinding to ensure a proper seal in group head.
	• Filter basket rim is wet or underside of portafilter lugs are wet. Wet surfaces reduce the friction required to hold the portafilter in place whilst under pressure during an extraction.	• Always ensure filter basket and portafilter are dried thoroughly before filling with coffee, tamping and inserting into the group head.
Issues with the Auto Start feature	• Clock not set or clock is set with incorrect time.	• Verify that the time zone is accurate and ensure the clock and Auto Start time are programmed correctly.
Operation Error message on the touch screen	• A fault has occurred and machine cannot operate.	• Contact Breville Customer Service Centre.
Pumps continue to operate / Steam is very wet / Hot water outlet leaks	• Using highly filtered, demineralised or distilled water which is affecting how the machine is designed to function.	• We recommend using cold, filtered water. We do not recommend using water with no/ low mineral content such as highly filtered, demineralised or distilled water. If the problem persists, contact Breville Consumer Support.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Water does not flow from the group head	• Machine has not reached operating temperature.	• Allow time for the machine to reach operating temperature.
	• Water tank is empty.	• Fill tank. Prime the system by: 1) Touching the 'Brew' button to run water through the group head for 30 seconds. 2) Touching 'Hot Water' to run water through the hot water outlet for 30 seconds.
	• Water tank not fully inserted & locked.	• Push water tank in fully and lock latch closed.
Display says "Water tank empty" but water tank is full	• Water tank not fully inserted & locked.	• Push water tank in fully and lock latch closed.
No steam or hot water	• Machine is not turned on or up to operating temperature.	• Ensure the machine is plugged in and ready for use.
No hot water	• Water tank is empty.	• Fill water tank.
No steam	• Steam wand is blocked.	• Refer to 'Cleaning the Steam Wand' under **Care & Cleaning** section.
The machine is 'On' but won't operate		• Turn machine off. Wait for 60 minutes and turn machine back on. • If problem persists, call Breville Consumer Support.
Steam pouring out of group head		• Turn machine off. Wait for 60 minutes and turn machine back on. • If problem persists, call Breville Consumer Support.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Coffee not hot enough	• Cups not pre-heated.	• Rinse cups under hot water outlet and place on cup warming tray.
Not-Ideal milk temperature	• Milk temperature is too high or too low (if making cappuccino or latté etc).	• Adjust milk temperature in the settings menu.
No crema	• Coffee beans are stale.	• Use freshly roasted coffee beans with a 'Roasted On' date and consume between 5-20 days after that date.
Not enough milk texture	• Steam wand is blocked.	• Refer to 'Cleaning the Steam Wand' under **Care & Cleaning** section.
		• Different brands and types of milk and milk alternatives will texture differently. You may need to adjust the froth level accordingly.
Too much coffee extracted (Espresso flows out too quickly)	• Coffee is ground too coarsely. • Coffee beans are stale.	• Adjust the grind size to a lower number to make the grind size slightly finer. • Customise extraction time by touching the 'Single'/'Double' button.
Not enough coffee extracted (Espresso drips on a restricted flow)	• Coffee is ground too finely.	• Adjust the grind size to a higher number to make the grind size slightly coarser. • Customise extraction time by touching the 'Single'/'Double' button. • Shot duration / volume needs to be adjusted. • Use freshly roasted coffee beans with a 'Roasted On' date and consume between 5-20 days after that date.
Amount of coffee extracted has changed, but all settings are the same.	• As coffee beans age, the extraction rate changes and can affect the shot volume.	• Adjust the grind size to a lower number to make the grind size slightly finer. • Customise extraction time by touching the 'Single'/'Double' button. • Use freshly roasted coffee beans with a 'Roasted On' date and consume between 5-20 days after that date.

QR Code Links

bes995-extraction

Extraction Guide

https://scan.breville.com/ib/bes995/extraction

bes995-cleansteamwand

Clean Steam Wand

https://scan.breville.com/ib/bes995/cleansteamwand

bes995-tutorials

Tutorial

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Descale

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bes995-milktexturing

Texture Milk

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