

FAQ

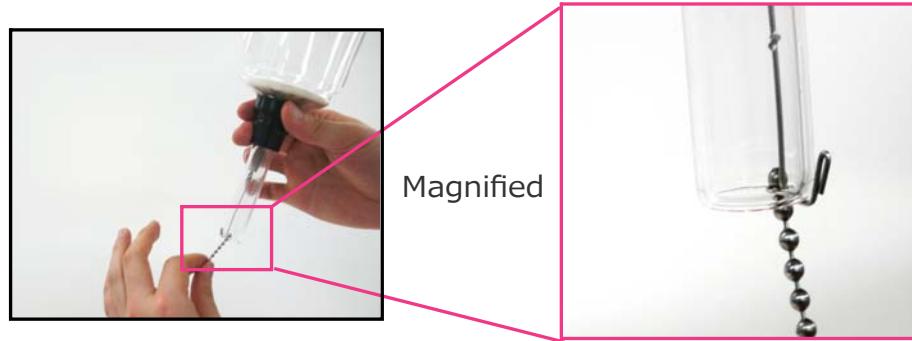
syphon

Q.Coffee is falling back into the lower bowl. What should I do?

A. If this happens, please review the possible problems and solutions below:

<If the filter is not attached in the upper bowl>

- The filter is not hooked onto the tip of the neck of the upper bowl.
→ Hook the filter onto the tip of the neck of the upper bowl.
Be sure to attach the filter slowly and carefully to avoid striking the tip of the neck. Otherwise, damage may occur.



- The filter attached in the upper bowl is not properly centered.
→ Check that the filter attached in the upper bowl is properly centered. After attaching the filter, adjust it to make sure it does not shift from the center. Additionally, the spring in the filter may become stretched out. In such cases, replace the filter.

<If the grind of the coffee is too fine>

→ Try a coarser grind for your coffee.
We recommend a medium-fine grind or coarser to keep ground coffee from leaking from the syphon.

<If ground coffee starts falling back into the lower bowl after parts have been replaced>

→ There may be a defect in your product or its fittings. In such cases, please contact our customer service line (iico@hario.com). We apologize for any inconvenience.

Performing the adjustments indicated above should solve most issues.

If ground coffee continues to fall into the lower bowl even after following the above instructions, please contact our customer service line (iico@hario.com). We apologize for any inconvenience.