

A S T O N

Aston Espresso Machines

FAQs

What is a Dual Boiler espresso machine?

As the name indicates, the machine has two separate boilers, one is the boiler that provides the water to make your coffee and the other is for the steam and hot water.

What are the gauges on an espresso machine?

If there is one gauge on a machine and this displays a number up to 2 or 3, then this is the steam pressure gauge and it tells you what the steam pressure is at in the boiler.

If your machine has a second gauge and the numbers go up to approximately 12, then this is the group pressure gauge and tells you what pressure you are achieving at the group head. It's important to know that most group head gauges measure the pressure from between the pump and the solenoid so it's not an accurate reading at the group head; Aston machines measure the pressure actually at the coffee puck and provide a far more accurate representation for effective pressure profiling

What does 'PID' mean?

A PID is the digital control seen on coffee machines which display the temperature. It stands for PROPORTIONAL INTEGRAL DERIVATIVE and monitors a range of parameters for the machine to adapt to which will create temperature stability when extracting an espresso.

Do I need to descale an espresso machine?

Lime scale is one of the biggest issues in coffee machines and causes 99% of problems. If you live in a hard water area then you'll need effective water softener systems or you will certainly need to descale more frequently than in soft water areas. Please contact the tech support team at Aston Espresso Machines for advice

How important is a good Grinder?

Very! A high-quality coffee machine will produce great coffee but if the ground coffee has been damaged by an inferior grinder then the quality is decreased. A cheap grinder can burn the oils in coffee before you've even brewed it. Burr grinders are recommended and if possible, flat burrs produce a better flavour than conical burrs (unless it's a large commercial grinder). The burrs contain a set of a lower and top plate which have precision machined grooves. These spin against each other and depending on how far apart they are set will depend on the texture of the grind. The larger the diameter of the burrs, the more they disperse the heat created during the spinning. Grinders are also determined by whether they are a 'stepped' adjustment for the coarseness or 'micro adjustment'. For high quality results the latter is preferable as it gives more control over the timing of the extraction.

General delivery info

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We can deliver to the UK, Europe and even internationally!

I need to order for international delivery - what should I do?

If you need to order delivered to any other country in the world – you can request a shipping quotation. We'll be in touch quickly and provide a prompt service which usually delivers across the world within a few working days depending on where you are.

I haven't received my order, what should I do?

If the order has not been dispatched, please get in touch and let us know.

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Can I cancel my order for a full refund?

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As long as your order hasn't been dispatched, you can change an item on your order for another item of the same price.

We cannot change anything else on the order once it has been placed. If you would like to change it, you'll need to call us to cancel your order and then place your order again with the correct details online.

Please email us at sales@aston-espresso.com as soon as possible.

Can I change the delivery address for my order?

We cannot change the delivery address on your order once it has been placed.

If you would like to change it, you'll need to call us to cancel your order and then place your order again with the correct details online.

To cancel your order, please email us at sales@aston-espresso.com as soon as possible

Do you install domestic machines?

We only install commercial coffee machines, grinders and other commercial use equipment.

Can't find what you're looking for?

Send us an email to tell us what's up and someone from our Customer Service team will get back to you as soon as possible.

Please email us at sales@aston-espresso.com