



Service report

Technician: Lebo Maseko

Job number: JOB-2401

Date: 12 August 2026

Customer: The Copper Kettle

Site: Back-of-house counter, Copper Kettle kitchen, Pinetown

Machine: La Marzocco Linea PB, 3-group

Serial: LM-PB-22841

Asset number: NRS-AST-014

Installed: March 2023

Presenting fault

The customer reported leaking at Group 2 during extraction and a dull, bitter shot on all three groups. The leak showed as water tracking around the group head into the drip tray. The taste complaint had been present for about a week.

Tests performed

Boiler pressure was 1.1 bar before work and 1.2 bar after refill and recovery. Pump pressure was 8.4 bar before work and 9.0 bar after the seal was replaced and the bypass reset. Group 2 brew temperature was 88 °C before work and 93 °C after descale. A double shot on Group 2 ran in 32 s before work and 25 s after. Incoming water hardness was 148 ppm.

Work carried out

The Group 2 head was stripped. The group seal had hardened and split on the six-o'clock side. The seal was replaced and the head was refitted. A full descale was run on the brew circuit. All three groups were backflushed, screens were cleaned, and a test shot was pulled on each group.

Parts replaced

One La Marzocco group head seal, Group 2. Descale chemical consumed on site. No other parts were fitted.

Recommendations

Replace the remaining two group seals at the next visit so all three groups age together. Fit a water treatment cartridge rated for 148 ppm hardness. Do not ignore a slow leak at the head — it will wash out the gasket and stain the counter.

TECHNICIAN SIGNATURE

CUSTOMER SIGNATURE

DATE

12 August 2026



Next service

Next service due 12 November 2026, or 250 kg of coffee, whichever comes first.

TECHNICIAN SIGNATURE

CUSTOMER SIGNATURE

DATE

12 August 2026