

RATIO

RATIOCOFFEE.COM

The Eight was designed  
to make your coffee brewing routine  
something you look forward to.

## CONTENTS

- 01 Important Safeguards
- 02 Detailed Instructions
- 03 The Brewing Phases
- 04 Troubleshooting
- 05 Cleaning
- 06 Maintenance
- 07 5-Year Limited Warranty
- 08 Disclaimer and Limitation of Liability

## 01 IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed to prevent the risk of fire, electric shock, burns, or other injuries and damages.

### **READ ALL OPERATING AND SAFETY INSTRUCTIONS CAREFULLY.**

- Do not touch hot surfaces. The top of the unit will get hot when brewing. Use the side arms of the machine to move the unit.
- To protect against fire, electrical shock, and injury, do not immerse cord, plug, or appliance in liquid.
- Unplug from outlet when not in use, and before cleaning. Allow it to cool before putting on, or taking off parts and before cleaning the appliance.
- Machine must be turned off before unplugging from the outlet.
- The voltage in your home should correspond to the voltage indicated on the bottom of your appliance.
- Close supervision is necessary when any appliance is used by or near children.
- Do not operate appliance with a damaged cord or plug.
- Do not operate appliance after the appliance malfunctions, or has been dropped or damaged in any manner.
- If the unit is damaged or dropped, return to Ratio for service.

## 01 IMPORTANT SAFEGUARDS

- The use of accessory attachments not recommended by Ratio may result in fire, electric shock or injury.
- Do not use outdoors or in a damp area. Do not place the appliance on a hot surface.
- Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
- Do not place on or near a hot gas burner, electric burner, or in a heated oven.
- To disconnect the appliance, remove plug from electrical wall outlet. When the carafe is removed from the base of the unit, the heating element cannot be turned on.
- Do not use this appliance for anything other than its intended use.
- Place the appliance on a level surface.
- Do not operate the appliance without water.
- Do not use hot water. Only fresh, cold water should be used to fill the water tank.
- Do not use a cracked carafe, or a carafe with a loose or weakened handle.
- Do not clean any part of the machine or carafe with harsh detergents, steel wool pads or other abrasive materials.
- Do not place the carafe in the dishwasher. Hand wash only.
- The carafe is designed for use with this appliance. It must never be used on a range or stove top.
- Do not hit the showerhead with the carafe, as it may damage the carafe.

## 01 IMPORTANT SAFEGUARDS

- A short power supply cord is provided to reduce the risk resulting from becoming entangled in or tripping over a longer cord.
- Extension cords are available and may be used if care is exercised in their use.
- If an extension cord is used, (1) the marked electrical rating of the extension cord should be at least as great as electrical rating of the appliance, and (2) the longer cord should be arranged so that it will not drape over the counter or table top where it could be pulled on by children or tripped over unintentionally.

SAVE THESE INSTRUCTIONS.  
YOU MIGHT NEED THEM.

## 02 DETAILED INSTRUCTIONS

### **Fill the tank.**

Fill to desired level with fresh, cool water. If using Ratio carafe to transfer water, ensure it is free of coffee residue from previous brews.

### **Choose your filter.**

The Ratio carafe was designed to use Chemex paper filters or our custom perforated stainless steel filter, the Ratio Kone.

### **Add coffee grounds.**

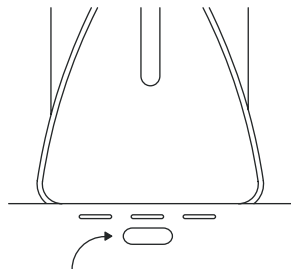
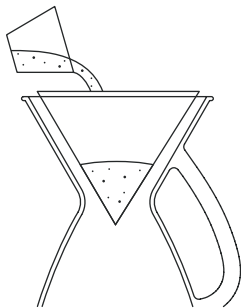
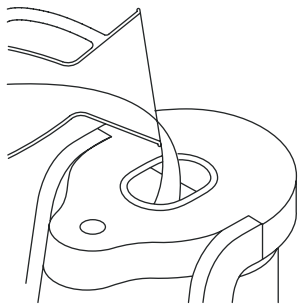
Add freshly ground coffee to the filter. We recommend starting with 14 level tablespoons, or 70 grams for a full batch. For a half batch, add 7 level tablespoons, or 35 grams. When placing the carafe back in the Ratio Eight, make sure you tilt the carafe so that you do not hit the showerhead.

### **Begin the brewing cycle by pushing the start button.**

*You can preheat the carafe with hot water from your sink, a kettle, or by running a brew cycle of any size without coffee. Alternately, you can fill the tank beyond your intended batch size and stop the brew cycle when the tank reaches the desired level by touching the button. If you run more than intended, just top off the tank as needed.*



## 02 DETAILED INSTRUCTIONS

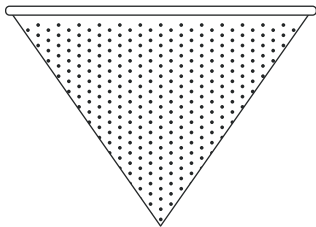


## 02 DETAILED INSTRUCTIONS

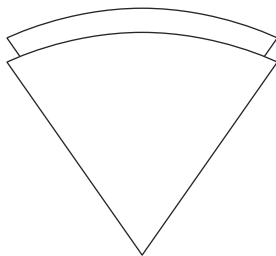
Cups/Tank Marking	Water (oz/g)	Grams of Coffee	Tablespoons of Coffee (approx)
3	17/500	26	5
4 ☪	22/650	35	7
5	27/800	44	9
6	33/975	53	11
7	38/1125	61	12
8 ○	44/1300	70	14

*Suggested brew ratios of water to ground coffee*

## 02 DETAILED INSTRUCTIONS



*Able Kone*



*Chemex Paper Filter*

*Replacement filters available at [ratiocoffee.com](http://ratiocoffee.com)*

## 03 THE BREWING PHASES

### **Bloom**

The Ratio Eight will deliver a small amount of water to pre-saturate the grounds in preparation for the full brewing cycle. The water distributed then allows the fresh-roasted coffee to breathe and the coffee will begin to “Bloom.” The coffee will bubble slightly signaling it is ready for the next phase.

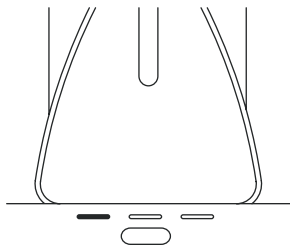
### **Brew**

After a few moments, the Ratio Eight will switch from “Bloom” to “Brew”, and the hot water will again be delivered from the shower head. Depending on the amount of water you add to the tank, the brewing time will take between 4 and 7 minutes, including bloom rest period and final draining of coffee grounds. The Ratio Eight optimizes the amount of “Bloom” and “Brew” time, while the powerful heating element will keep the water temperature between 195°F/90°C and 205°F/96°C. If the tank is empty, the heating element will turn off.

### **Ready**

Your brew cycle will complete when the “Ready” indicator is on. The water may continue to drip through the grounds for the next 10-40 seconds depending on the grind.

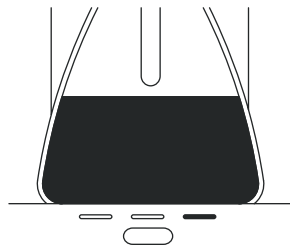
### 03 THE BREWING PHASES



*Bloom*



*Brew*



*Ready*

Remove the carafe from the base of the unit, and then remove the filter with the spent coffee grounds inside. The Ratio Eight will turn itself off automatically after the carafe has been removed. If you do not remove the carafe the “Ready” light will blink for 20 minutes. You can discard or compost the coffee grounds.

## 04 TROUBLESHOOTING

What's Wrong?	Indicator Status	Potential Problem	Try This
Machine will not turn on or brew.	No lights	The power supply is interrupted.	Make sure machine is correctly plugged into a working outlet.
	All three lights are blinking slowly.	The carafe is not in place, or not centered on base.	Place the carafe in the machine under the shower head.
		There is not enough water in the tank.	Add at least 15oz/450g of cold water to the tank.
Coffee brewing time takes longer than 7 minutes.	Normal	There may be mineral (scale) build-up in the machine that is preventing normal operation.	Descale your machine and carafe with the Ratio Machine Wash (see section 05 for details).
Water dripping out of shower head slowly.			
Glass tube, tank, and carafe are cloudy.			

## 04 TROUBLESHOOTING

What's Wrong?	Indicator Status	Potential Problem	Try This
Brew basket overflows.	Normal	Too much coffee or the grind is too fine.	For a full batch, start with 70g of coffee. The Eight uses a coarser grind than standard drip machines. Grind should resemble raw sugar.
		Using two or more paper filters, or a permanent filter together with a paper filter.	Use one Chemex paper filter or the Able Kone for Ratio.
Coffee tastes bitter.	Normal	Too much coffee or the grind is too fine.	See suggested brew ratio chart. Texture of ground coffee should resemble raw sugar.
Coffee tastes weak.	Normal	Too little coffee or the grind is too coarse.	
Coffee does not bloom.	Normal	Coffee is stale.	Use coffee within 2-3 weeks of roast date.

*Still need help? Contact [help@ratiocoffee.com](mailto:help@ratiocoffee.com)*

## 05 CLEANING

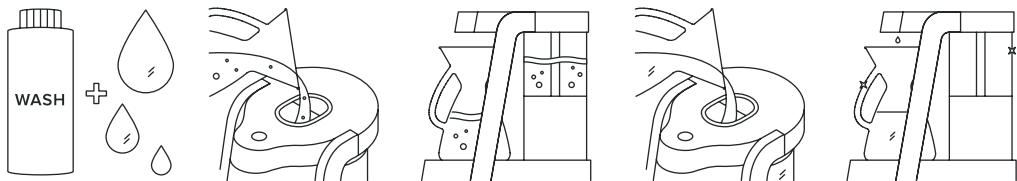
To keep the Ratio Eight looking and performing its best, we recommend a regular routine of cleaning the machine with the Ratio Machine Wash. This is an all-natural detergent and descaler that will keep the tank, supply lines, and carafe clean and free of mineral build-up. Depending on the water quality in your area, you may want to use the wash as often as every other week. Most public water sources will lend to a monthly washing cycle.

You may use other cleaning and descaling products, but be sure that they are intended for home coffee machines. Commercial cleaning products, or those not designed for coffee machines, could damage your Ratio Eight and might invalidate the warranty.

Upon the completion of the brew cycle there may be some condensation build-up on the front of the machine. This can be easily removed by wiping down machine with a lint free cotton or microfiber towel. Please use caution, as the water vapor and shower head may still be hot. If left on the surface, this condensation should evaporate within a few minutes, but depending on the mineral content of your water, over time spots may appear on the surface of the machine. Use the Ratio Machine Wash to remove any hard water spots on your machine.



## 05 CLEANING



1. Add half a bottle of liquid to carafe, then add about 40oz/1150g of warm, not hot, water to dilute.
2. Pour into the Ratio water tank. Top up with more water to the fill line.
3. Brew one complete cycle.
4. Rinse all components. Repeat brew cycle three times with clean water.

In case of contact with eyes, rinse immediately with plenty of water and seek medical advice. After contact with skin, wash immediately with plenty of water. If swallowed, seek medical advice immediately and show the container or label.

## 06 MAINTENANCE

### **Glass care**

The Ratio carafe is made of borosilicate glass, similar to laboratory glass. After each brew, rinse the carafe in warm tap water, using a drop of dish soap if you'd like. As a reminder, do not put the carafe in the dishwasher or microwave.

### **Wood care**

The hardwood on the Ratio Eight is sealed with varnish that is formulated to handle extreme marine environments. Over time, the wood will develop a patina. To refresh the finish, use a clean towel to apply a natural oil intended for wood surfaces, such as butcher block oil. After 1-2 minutes, use another clean towel to buff the finish and remove excess oil. If you prefer a matte finish, use an ultra fine steel wool (such as 0000 grit) to remove any gloss.

### **Metal care**

Use a microfiber towel to wipe up water from the surface of the machine. Most coffee stains can be removed with a moistened towel. You may use diluted Ratio Machine Wash on the metal parts to remove coffee stains. Do not use an abrasive brush or scrub pad on the machine as it can scratch the surface.

## 07 5-YEAR LIMITED WARRANTY

We proudly offer this Limited Warranty for the Ratio Eight coffee machine in the USA.

### **What This Warranty Covers**

Ratio LLC warrants the Ratio Eight coffee machine for 5 years from the date of original purchase against defects in material and workmanship. If during this period, your Ratio Eight coffee machine is determined to be defective following our inspection, we will repair or replace your coffee machine at our sole discretion. These are the exclusive and sole remedies available under this Warranty.

### **Warranty Exclusions**

Our warranty does not apply to any product failure arising from:

- Mineral build-up in tank and supply lines (failure to “descale”)
- Use of improper or unregulated voltage or power supply
- Abuse or misuse (including accidental damage to unit or glass parts)
- Improper or incorrectly performed maintenance or repairs
- Normal wear and tear
- Commercial use

*For warranty terms and service outside the USA, please visit [ratiocoffee.com/warranty](http://ratiocoffee.com/warranty)*

## 07 5-YEAR LIMITED WARRANTY

### How To Get Warranty Service

- If your Ratio Eight coffee machine needs service, please contact us at [help@ratiocoffee.com](mailto:help@ratiocoffee.com) or call us at 800.261.9640. Our team will arrange the inspection of your machine at our service center.
- You may be asked to register your Ratio Eight coffee machine with proof of purchase and serial number on the warranty & returns section of our website before we issue warranty service. Without proof of purchase, your warranty period will run from the date of our first sale of the coffee machine in our records.
- Do not ship your coffee machine to us without a return authorization. You are responsible for shipping charges. Returned coffee machines must be shipped in proper packaging, with insurance for loss or damage, as we are not responsible for products lost or damaged in shipment.
- Once we receive your coffee machine, and determine that the unit is covered by warranty, we will repair or replace your coffee machine at our discretion. If we determine that your unit only requires cleaning, or requires repairs under Warranty Exclusions, we will contact you and offer service for a fixed charge, or return your unit without repair. In this case you are responsible for all return shipping charges.
- Replaced or repaired units will be subject to the same 5-year warranty period dating back to the purchase date of the original product.

*For warranty service outside the USA, please visit [ratiocoffee.com/warranty](https://www.ratiocoffee.com/warranty)*

## 08 DISCLAIMER AND LIMITATION OF LIABILITY

THE WARRANTIES SET FORTH HEREIN ARE EXCLUSIVE AND NO OTHER EXPRESS WARRANTIES ARE MADE BY RATIO OR ARE AUTHORIZED TO BE MADE WITH RESPECT TO THE PRODUCT. RATIO LIMITS THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT WILL RATIO, ITS DISTRIBUTORS, OR ITS RESELLERS BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS ARISING FROM USE OR FAILURE OF OUR PRODUCTS, TO THE FULL EXTENT THOSE DAMAGES CAN BE DISCLAIMED UNDER APPLICABLE LAW. THE REMEDIES PROVIDED UNDER THIS LIMITED WARRANTY ARE EXCLUSIVE.

*Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.*