

# EXCELLENCE COMPACT TOUCH

## User Manual



**PN: 6165394\_05**

**Date: 2019-02-11**

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# 1- Safety instructions

## 1.1 Introduction

The following general safety precautions apply to the operation and maintenance of the dispenser and must always be observed. Non-compliance with these instructions or any other safety precautions mentioned in this manual could impair the dispenser's safety features and lead to potentially dangerous situations and dispenser damage for which the manufacturer cannot be held responsible.

Installation, service and programming of the dispenser is restricted to authorized and trained service technicians.

### Hazard intensity levels-

There are three different levels of hazard intensity, identified by the signal words DANGER, WARNING and CAUTION. Observe these statements to ensure safety and prevent injury and product damage.

The level of hazard is determined by the following definitions:



#### **Caution:**

Alerts against unsafe practices. Observe these warnings to ensure food safety, to prevent minor personal injury, and/or damage to the dispenser.



#### **Warning:**

Indicates a potentially hazardous situation which, if not avoided, could result in serious injury or even death.



#### **Danger:**

**INDICATES AN IMMINENTLY HAZARDOUS SITUATION WHICH, IF NOT AVOIDED, WILL RESULT IN SERIOUS INJURY OR EVEN DEATH.**



#### **Note:**

Gives additional information which may be helpful during the service procedures or operation of the dispenser.

## 1.2 General

- Operation, filling and cleaning of the dispenser is restricted to authorized and trained persons. Take care that new staff reads the operator manual carefully before operating the dispenser, and understands the safety and hygiene aspects involved. For quick reference a printed cleaning instruction label or quick reference guide is included.
- You may only use the dispenser according to the instructions in this operator manual for the delivery of drinks. The manufacturer is not liable for any damage or injury resulting from improper use of the dispenser or from non-compliance with the procedures described in this operator manual.
- This dispenser can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should be supervised to ensure they do not play with the dispenser.
- Cleaning and user maintenance shall not be made by children.
- Installation, relocation (fixed water/drain version), service and programming of the dispenser is restricted to authorized service technicians. The service area is restricted to persons having knowledge and practical

# 1- Safety instruction

experience of the appliance; in particular as far as safety and hygiene are concerned.

- This dispenser is not suitable for installation where a pressure washer may be used.
- This dispenser must not be cleaned by a pressure washer.
- This dispenser is not suitable for outdoor use.
- Protect the dispenser against running water, splashes, spray or steam, heat and heavy dust.
- The liquids delivered by the dispenser are hot!
- Avoid scalding!
- Keep hands and other body parts away from the dispenser while drinks are being dispensed and during the rinsing program.
- Do not place cups, pots, or containers filled with hot liquids on top of the dispenser.
- There is a risk of being scalded if the cups/pots/containers fall over, take care when handling them.
- Keep sufficient space around the dispenser to get away easily in case of hot liquid splashes.
- Never touch the power supply or power supply plug when your hands and/or the power cord or plug are wet.
- If the power cord of the dispenser is damaged, unplug the power cord and contact your system supplier for replacement.
- The dispenser is designed for indoor installation on a stable flat surface such as a table or a counter. Shield the dispenser from direct sunlight, frost and rain.
- Make sure that there is sufficient space around the dispenser for ventilation, and the front/back/sides are accessible for service.
- Only use water hoses and connections in compliance with local regulations.
- Connect the dispenser to the drinking water line in compliance with local regulations. In case of cold drink options, test the quality of the water supply to ensure delivery of safe cold drinks according to local regulations.
- When connected to a wall outlet power supply, use a grounded safety plug socket in compliance with local regulations. Ensure that the electric circuit is protected by means of a ground fault current safety switch and that the power supply plug remains accessible after installation.

## 1.3 Transport and storage

- Always store and transport the dispenser in the original packaging.
- Before storing or transporting the dispenser, remove the product packs and place them in a refrigerator, and empty powdered product container and clean (if so equipped)
- Do not leave product packs in the dispenser if you plan to store the dispenser.
- Clean the dispenser.
- Contact your supplier so that an authorized and trained service technician can drain the water from the boiler and protect the dispenser against freezing damage.



### **Caution:**

The dispenser must not be subjected to freezing temperatures during operation, storage or transport.

## 2- Technical specifications

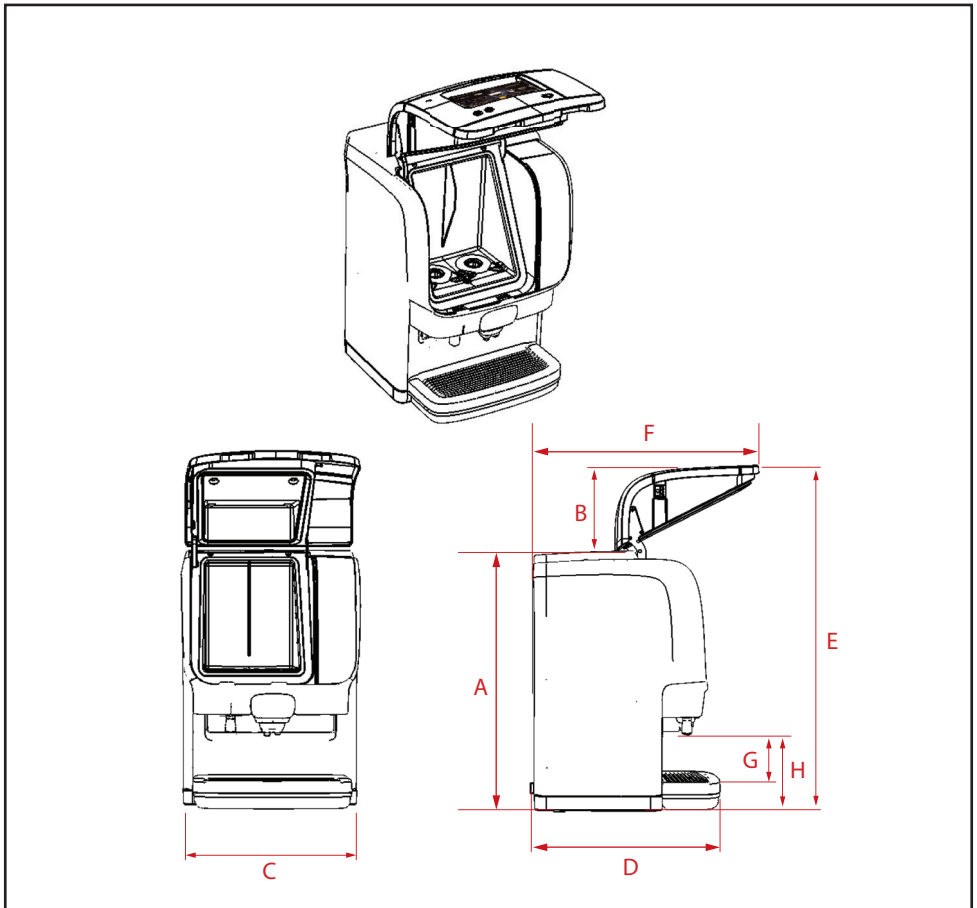
### 2.1 Specifications

Facts	Description
<b>Weight</b>	22 Kg (Empty) - 24Kg (Operational, non-water tank version) 27Kg (Operational with filled water tank)
<b>Cup</b>	Volume: Factory setting = 125ml adjustable $\pm 10\%$
<b>Pot</b>	Factory Setting = 900ml adjustable $\pm 10\%$ Dispensing time: 110 seconds $\pm 10\%$ Max height: 160ml
<b>Interval between pots</b>	160 seconds (230 V)
<b>Power supply</b>	230V, 50/60Hz
<b>Power consumption</b>	2.1kW - 230V
<b>Capacity</b>	150 cups per hour ( $\pm 18.75L$ per hour)
<b>Storage and operating environment</b>	Temperature: 1 - 34°C Humidity: Up to 80%
<b>Cooling compartment</b>	Capacity: 2 x 1.25L packs Temperature : 2°C – 5°C
<b>Canister capacity</b>	Chocolate: 1.2Kg (~55 cups) Topping: 1.1Kg (~80 cups) Tea: 1.2Kg (~1700 cups) Sugar: 0.8Kg (~230 cups) Instant coffee: 0.7Kg (~350 cups)
<b>Boiler</b>	Volume: 1.2L Temperature: Adjustable from 83 – 97 °C
<b>Standard water connection</b>	1/2" or 3/8" supply line with 3/4" BSP connection, potable water supply line with stop valve. <i>Removable water tank volume: 3L</i>
<b>Dynamic water pressure</b>	Min.: 0.08 MPa at 10L/min
<b>Static water Pressure</b>	Max: 1.0 MPa
<b>Maximum noise level</b>	< 49 dB(A)

## 2- Technical specifications

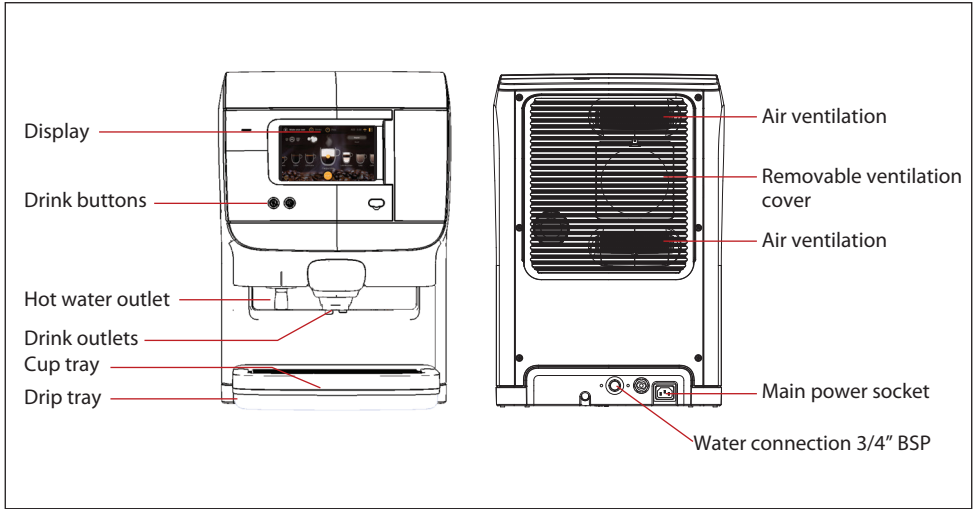
### 2.2 Dimensions

Position	Description	Millimeters
A	Dispenser height	562
B	Distance from top of dispenser to front of open door	193
C	Dispenser width	390
D	Dispenser depth	426
E	Dispenser height with door open	755
F	Dispenser depth with door open	500
G	Clearance with drip tray in place	130
H	Clearance with drip tray removed	165

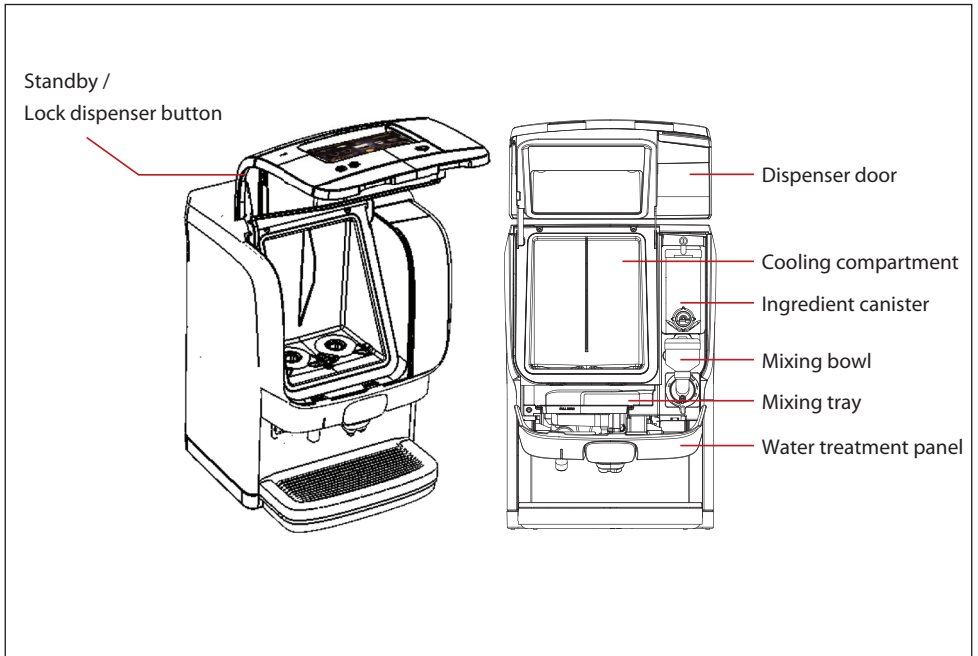


# 3- Part overview description

## 3.1 Front view



## 3.2 Interior view





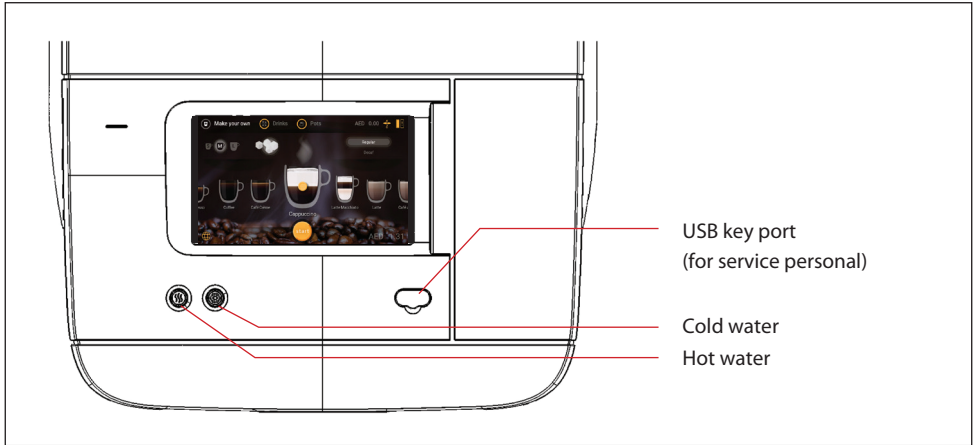
## 3- Part overview description



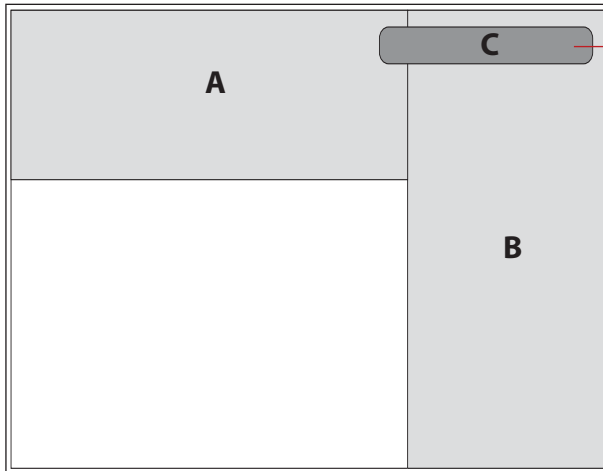
### Note:

Some options are not available in all markets.

### 3.3 Button functions



### 3.4 Display overview



Icon Area (C) Legend	
	Water tank empty
	No milk, external milk system
	Boiler heating up
	Descaling required
	Cleaning required
	Filter exchange required

Message area (A) – display messages\*, dispensing not possible

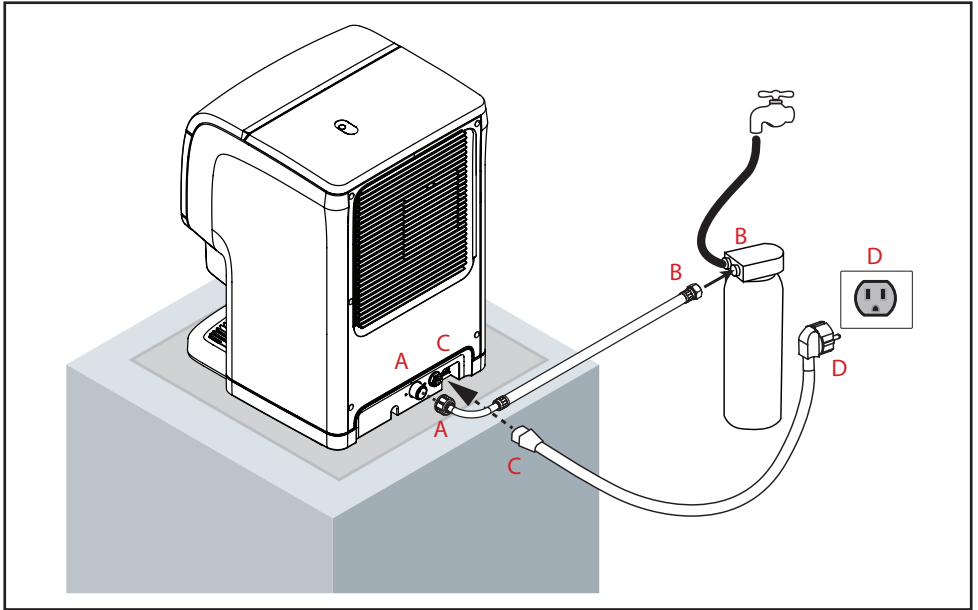
Message area (B) – display messages\*, dispensing still possible

Icon area (C) – click on any icon to open message area (B)

\*See Troubleshooting section for message details.

## 4- Dispenser start up & storage

### 4.1 Dispenser start-up



- Place the dispenser on a flat horizontal surface designed to support the operational weight of the dispenser.
- Connect the water inlet hose (A to A), and then open the water tap/filter (B to B). Check for leaks.
- Connect the power cord (C to C), and insert the power plug in the wall socket (D to D), the dispenser will start automatically, fill up and heat the boiler, and begin to chill the cooling compartment. Drink delivery will be blocked until the water in the boiler has reached the correct temperature.



**Note:**

It may take 24 hours or more for the cooling compartment to cool down completely.

### 4.2 Dispenser storage

Take the following preparations when the dispenser will not to be used for a long period (e.g.- holidays):

- Remove the product packs and check the expiry date, if they will soon expire they should be disposed of.
- Store opened product packs in a refrigerator until you switch the dispenser back on and it has cooled down again. If the expiry date has passed, the packs should be disposed of.
- Empty powder ingredients and clean the mixer components.
- Clean and flush the dispenser.
- Disconnect the power plug from the socket.
- Close the water tap.



**Note:**

If the dispenser has been shut down for a longer period, the date and time must be reset so the programmed cleaning cycles and ECO settings are reactivated.

## 5- Ingredient pack handling



### Note:

- Always observe basic and personal hygiene, wash hands before handling ingredient packs.
- Use only food-grade cleaning agents for the drink dispenser. Clean the dispenser's exterior parts with a soft, clean, damp cloth.
- Use only fresh drinking water.

1

10x

2

3

4

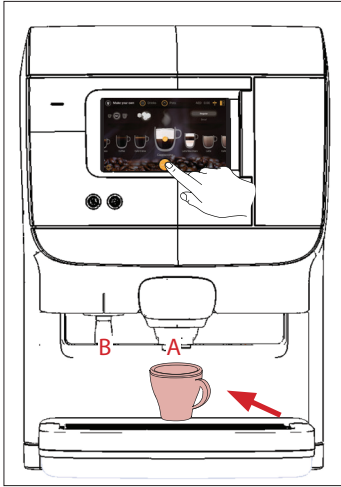
5

6

- Wash hands first, shake pack at least 10 times, remove plastic film.
- Pull perforated strip back from pack.
- Take dosing tube out of pack.
- Pull dosing tube towards red ring on pack.
- Red ring on dosing tube must cover red circle on outside of pack, check that dosing tube is straight and correctly positioned.
- Reverse pack and place pack in dispenser.

## 6- Daily operation

### 6.1 Dispensing a cup of coffee or hot water



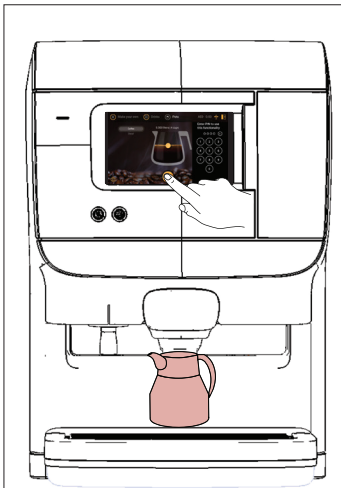
- Place a cup on the drip tray under the middle outlet for a coffee (A) or under the left outlet for hot water (B).
- Press the desired drink button.



#### **Warning:**

- The drinks dispensed are hot! Avoid scalding!
  - Keep hands and other body parts away from the dispenser while drinks are being delivered.
  - Never leave children unsupervised near the dispenser.
- 
- When programmed for portioned flow, the dispenser will dispense coffee or hot water from one or the other of the outlets, depending on drink selection, and stops automatically after one cup has been dispensed.
  - When programmed for free flow, simply press and hold the hot water button until the dispenser has dispensed the desired amount of hot water (coffee and other drinks cannot dispense as free flow).
  - Press the **STOP** button at any time to cancel drink delivery.

### 6.2 Dispensing a pot of coffee (some options not available in all markets)



- Place a pot under the middle (coffee) outlet, adjust the volume by sliding the indicator up or down to the level desired, and press the pot button.



#### **Warning:**

- The drinks dispensed are hot! Avoid scalding!
  - Keep hands and other body parts away from the dispenser while drinks are being delivered.
  - Never leave children unsupervised near the dispenser.
- 
- The dispenser will dispense coffee continuously from the middle outlet and stop when the preset amount has been delivered.
  - Press the **STOP** button at any time to cancel drink delivery.
  - You can also press the **STOP** button if you want to dispense any amount less than the preset amount.

## 6- Daily operation

### 6.3 Drink delivery with pre-selections (some options not available in all markets)

Your dispenser supports pre-selection options. The service technician may activate pre-selection options during installation. When the pre-selection button is pressed, the following pre-selections can be activated.

- Coffee strength (mild, regular or strong drinks)
- Coffee volume (small, medium or large drinks)
- Milk volume
- Add extra sugar (3 steps)



#### Coffee strength pre-selection

- Place your cup. Press the desired drink button.
- Increase the **STRENGTH** by sliding the indicator to the right until you reach your desired setting (number of beans shown will indicate the strength, more beans = stronger coffee).
- Press the **START** button to begin dispensing when ready.



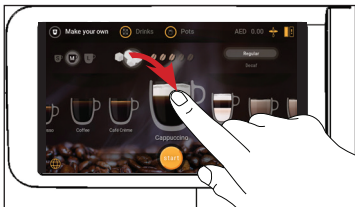
#### Coffee volume pre-selection

- Place your cup. Press the desired drink button.
- Swipe the **VOLUME** icon until you reach your desired drink size (choose from small, medium or large).
- Press the **START** button to begin dispensing when ready.



#### Milk volume pre-selection

- Place your cup. Press the desired drink button.
- Slide the **MILK** icon up or down until you reach your desired ratio of milk to coffee.
- Press the **START** button to begin dispensing when ready.



#### Add extra sugar pre-selection

- Place your cup. Press the desired drink button.
- Drag the **SUGAR** icon, one cube at a time, until you reach your desired amount (the maximum added amount is three).
- Press the **START** button to begin dispensing when ready.

# 6- Daily operation

## 6.4 Ingredient pack replacement

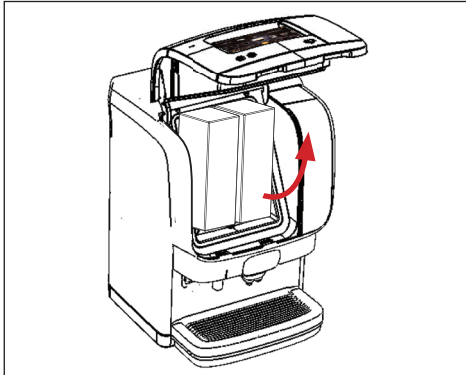


The display shows an icon when an ingredient pack is empty on either side (in the image shown the left pack is empty). Follow the instructions below to replace a product pack.

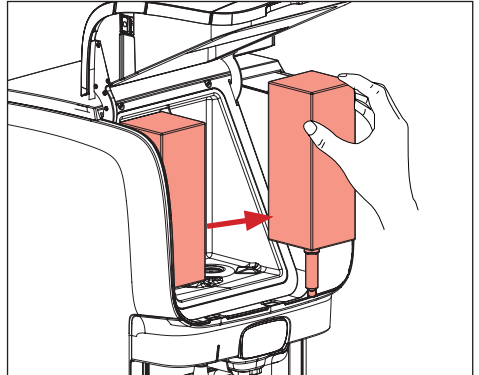


**Caution:**

Never use a frozen or damaged product pack. Do not use a product pack if the "Best before" date has expired.

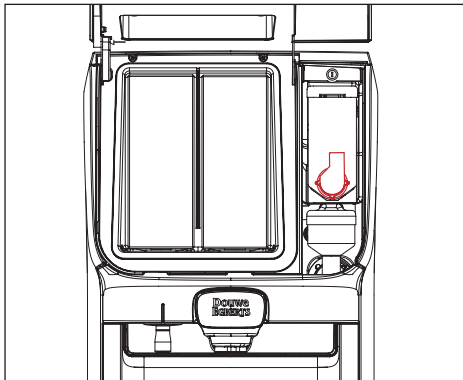


1. Open the dispenser door to access the cooling compartment and ingredient packs.

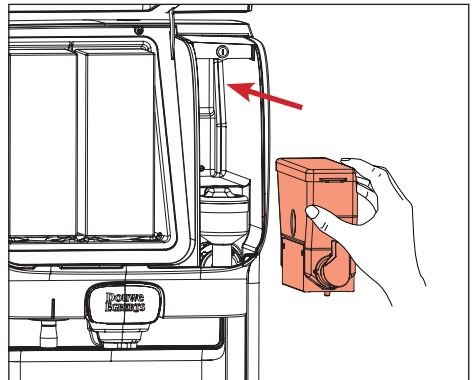


2. Remove the empty ingredient pack and replace with a new one.

## 6.5 Filling the ingredient canister (Only for dispensers fitted with instant option)

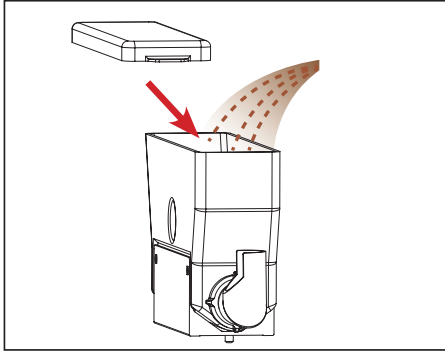


1. Open the door of the dispenser, rotate the canister outlet upwards to avoid spilling in the dispenser.

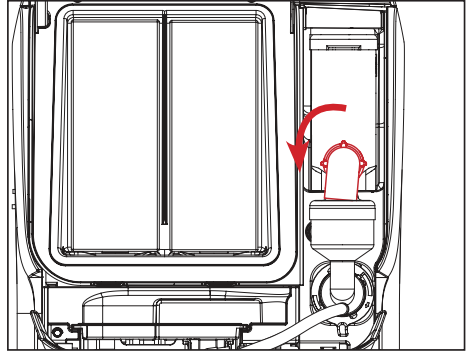


2. Take out the canister from the dispenser. Lift up the front of the canister first so the guide pin release from it's position. Once the front is up around 5mm you can pull the canister straight out.

## 6- Daily operation

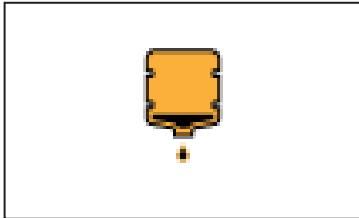


3. Fill the canister with desired ingredient.



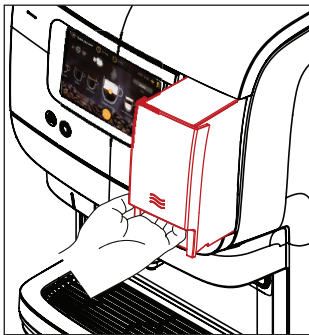
4. Put the canister back into the dispenser, make sure the guide pin at the bottom front of the canister is put into the guide hole. Rotate the canister outlet back so it points towards the mixer bowl, close the door and the dispenser is ready to use.

### 6.6 Filling water tank

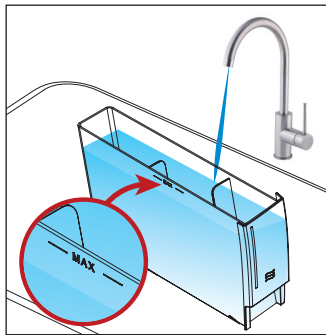


Only for dispensers fitted with water tank option. The display shows an icon and refilling instructions on the display when the internal water tank is empty (A). In this state the dispenser will also be blocked from dispensing drinks (B), it will be unlocked once the tank is refilled.

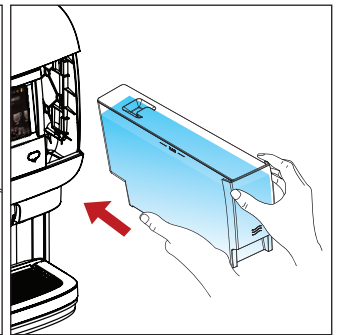
Follow the instruction to refill the water tank.



1. Grab the tank in the handle at the front. Push slightly up while pulling the tank straight out.



2. Fill up the tank to the MAX indication (3L) with fresh and cold tap water.



3. Put the water tank back into the dispenser. Push the tank all the way in until it hooks in place at the front.

# 6- Daily operation

## 6.7 Payment handling



Fig.1

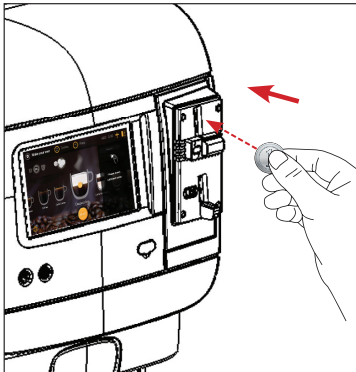


Fig.2

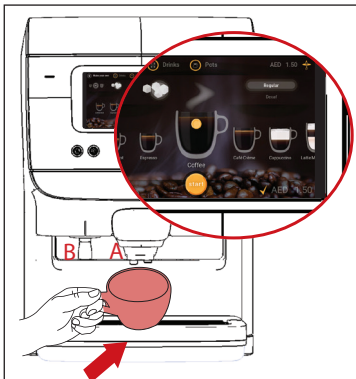


Fig.3

### 6.71 How to use the coin payment system

1. When dispenser is fitted with coin mechanism the display will show **"PLEASE INSERT COINS"** and display the current amount of credit in the upper right corner along with **"CREDIT X.XX"**. (See Fig.1)
2. If you press a drink button before you have inserted any coins it will show the drink price in the display. (See Fig.2)
3. Insert coins into the coin mechanism.
  - A. If the display is showing **"PRICE X.XX"** it will count down and show the remaining price as you insert coins.
  - B. If you insert coins before pressing any drink button. The **"CREDIT"** amount will increase and show how much you have inserted.
4. When you have inserted a sufficient amount of money, dispenser will unlock and show a check symbol next to the drink price. (See Fig.3)
5. Place a cup under the outlets A or B and then select the drink you want to dispense. (See Fig.3)

If the dispenser is using "Multi-vending" any remaining credit will be remembered and shown after the drink is finished.

Example: If you insert 1 EUR and the drink cost 0.5 EUR. After the drink is finished the display will show that you still have 0.5 EUR in credit.



**Note:**

Icons, display messages, and functionality may vary from those shown on this page depending on the payment system installed in the dispenser. If you have any questions regarding a custom payment system, contact your operator for more information.



**Note:**

Pre-selections (strength / volume) can be made any time before you select a drink.



# 7- Cleaning

## 7.1 Start the cleaning program



### 7.1.1 How to use the coin payment system

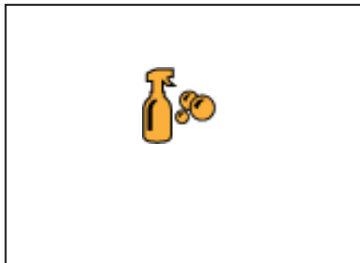
When scheduled cleaning is due:

1. When the scheduled cleaning is due an icon will appear in the upper right corner. Press the icon to start the cleaning program.

When scheduled cleaning is overdue:

2. If the scheduled cleaning is overdue, the machine will block dispensing. In that case, press start cleaning and follow the displayed instructions.

## 7.2 Cleaning procedures



There are two different cleaning programs:

- **“Flushing”** the drink outlets.
  - **“Cleaning”** the cooling compartment and the drink outlets.
- Your Service provider can select the weekdays for **“Flushing”** and **“Cleaning”** programs in the operator menu under **CLEANING DAYS**.



**Caution:**

It is mandatory to run the **“Flushing”** program at least once a week to guarantee food safety.

### When to clean the dispenser

Run the cleaning program when the cleaning icon appears in the display (See Fig.1).

If the dispenser is not cleaned and/or flushed within 24 hours.

The cleaning program must run to completion before the dispenser will resume drink delivery.

## 7.3 Exterior cleaning

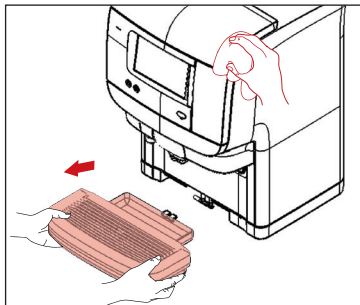


Fig.3



**Note:**

It is advised to clean the exterior of the dispenser daily. To prevent accidentally dispensing drinks while cleaning the areas around display you can lock the drink dispensing features by opening the door and pressing the “Standby” button. Afterward, press “Standby” again to return to normal dispensing functions.

1. Remove the drip tray and empty it if needed (Fig.3), clean the drip tray with a cloth or brush under warm running water.
2. Clean the exterior of the dispenser with a damp, clean cloth.

# 7- Cleaning

## 7.4 Flushing

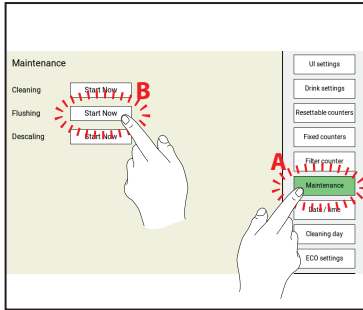


Fig.1

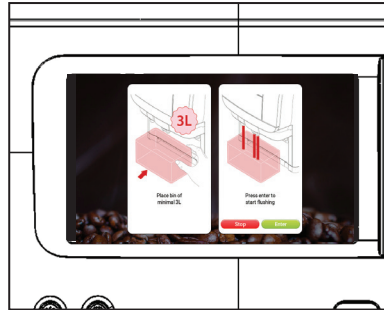


Fig.2

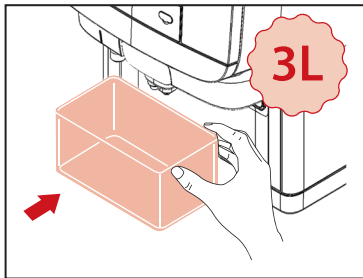


Fig.3

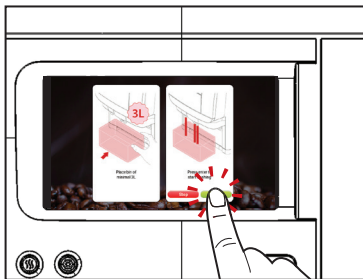


Fig.4

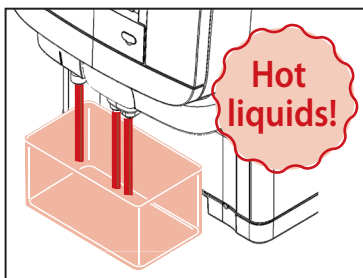


Fig.5

### **Note:**

You can flush the dispenser at any time by using the procedure described below.

1. Insert the USB stick and select **MAINTENANCE** (A) then press **FLUSHING: Start Now** (B) to start the Flushing mode (See Fig.1).
2. The display will show: **PLACE BIN MIN 3L PRESS ENTER TO START FLUSHING** (See Fig.2)
3. Place a 3 liter container (See Fig.3) under the drink outlets, then press **START** (See Fig.4).
4. The dispenser will begin flushing automatically (See Fig.5). **CAUTION HOT LIQUIDS** will shown on the display. When flushing is finished remove the container and dispose of the flushing water. The dispenser is now ready for normal dispensing again.

### **Warning:**

The flushing water is very hot! Avoid scalding! Keep hands and other body parts away from the dispenser during the flushing process. Never let children perform the flushing procedures.

# 7- Cleaning

## 7.5 Cleaning the doser openings and cooler box

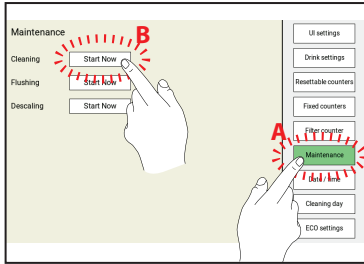


Fig.1

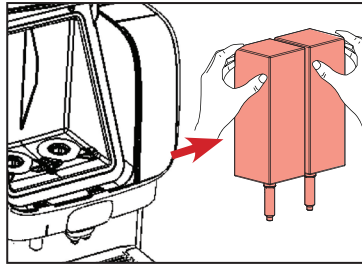


Fig.2



Fig.3

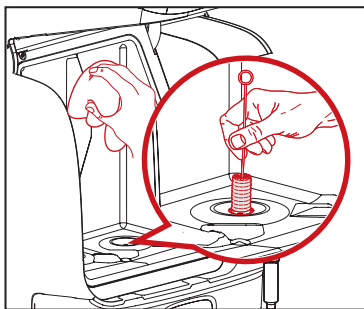


Fig.4

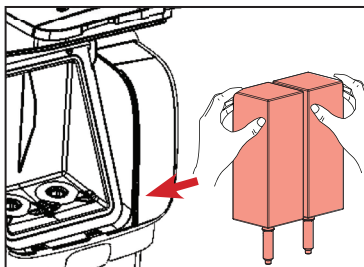


Fig.5

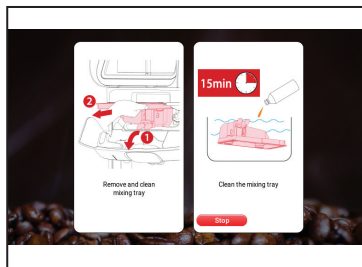


Fig.6

1. Press **MAINTENANCE** (A) (See Fig.1).
2. Remove the drinks pack (See Fig. 2). The display will show: **REMOVE PRODUCT PACKS, CLEAN COOLING BOX, PRESS ENTER TO CONFIRM** (See Fig. 3).
3. Open the dispenser door and remove the product packs (See Fig.3).
4. Clean the doser opening with a brush and the interior of the cooling compartment with a clean, damp cloth and dry with a clean cloth or paper towel (See Fig.4). Then replace the product packs (See Fig.5).
5. The display will show **CLEAN COOLING BOX PRESS ENTER TO CONFIRM**, press **ENTER** to confirm and continue. The display will show: **REMOVE AND CLEAN MIXING TRAY** (See Fig.6). Follow the onscreen instructions for tray cleaning. (Proceed to next page).

# 7- Cleaning

## 7.6 Removing and cleaning the mixing tray

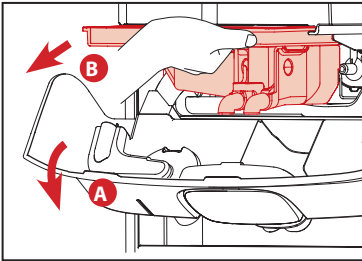


Fig.1

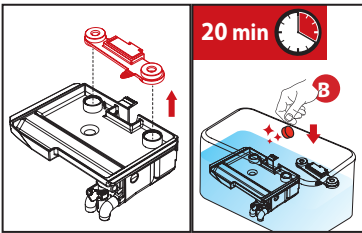


Fig.2

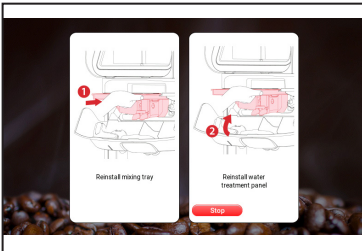


Fig.3

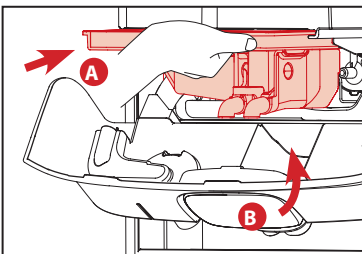


Fig.4

1. Remove the mixing tray.

A. Open the water treatment panel (A) (See Fig.1).

B. Pull the mixing tray straight out (B) (See Fig.1).



**Note:**

To save dispensing time, it is recommended to use the included service kit, which contains a clean mixing tray. Then, the dirty parts can be cleaned and exchanged the next time the mixing tray is cleaned.

2. Place the mixing tray in a bin with locally approved food-grade cleaning agent and hot water and soak for approximately 20 minutes (See Fig.3). Rinse with clean water and dry before replacing. (Proceed to next page).



**Note:**

Comply with the safety instructions and cleaning instructions on the cleaning agent packaging. Optionally, the mixing tray can be washed in a dishwasher.

4. The display will show: **REINSTALL MIXING TRAY, REINSTALL WATER TREATMENT PANEL**, slide the cleaned mixing tray back into its original position (A) and close the water treatment panel (B) (See Fig.4).



**Note:**

There is a sensor that detects if the mixing tray is in the correct position. It is not possible to continue the cleaning process until the mixing tray is installed in the correct position.



**Warning:**

The flushing water is very hot! Avoid scalding! Keep hands and other body parts away from the dispenser during the flushing process. Never let children perform the cleaning procedures.

# 7- Cleaning

## 7.7 Disassembling the mixing system

If the dispenser is fitted with the Instant option the display will show:

**CLEAN MIXER BOWL PRESS ENTER TO CONFIRM.**

Please make all steps in point 7.7 before you press **ENTER** or use the replacement mixer bowl to save time. If the dispenser doesn't have the instant option, skip this step.

To remove and clean the mixer bowl, follow the steps below:

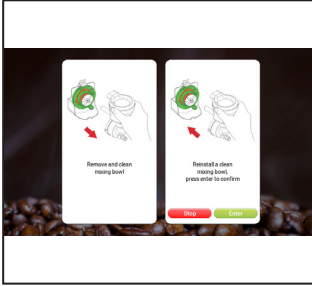


Fig.1 - The display will show REMOVE AND CLEAN MIXING BOWL, REINSTALL A CLEAN MIXING BOWL, PRESS ENTER TO CONFIRM.

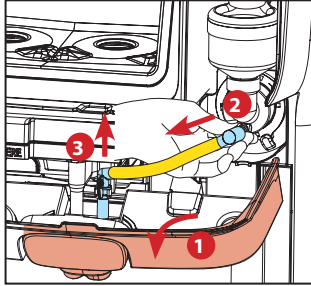


Fig.2 - Open the water treatment panel (1), pull the outlet connector off of the mixer bowl (2) and pull the outlet off the clip (3).

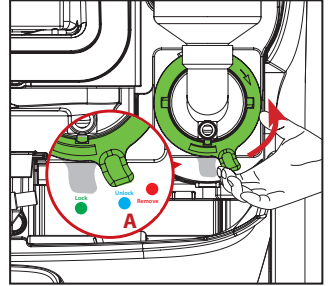


Fig.3 - Turn the mounting plate level counter-clockwise to the Unlock position(A).

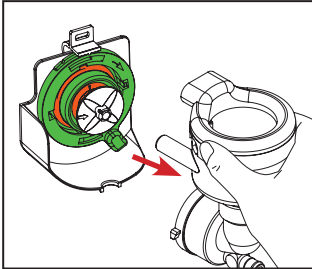


Fig.4 - Remove the mixer bowl by pulling it straight out.

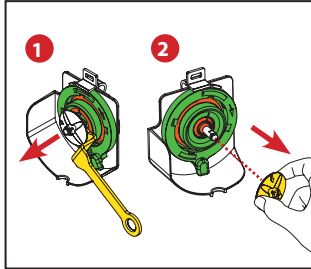


Fig.5 - Use the included tool to remove the whipper. Place the tool behind the whipper. Gently push inward on tool the handle to release the whipper (1). Pull the whipper straight out (2).

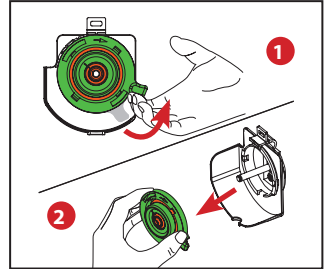


Fig.6 Rotate the mounting plate counter-clockwise beyond the "Remove" position until it stops turning (1). Pull the plate straight out (2).

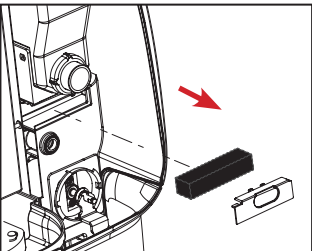


Fig.7 Remove the steam trap filter and its cover.

# 7- Cleaning

## 7.8 Cleaning the mixing system parts

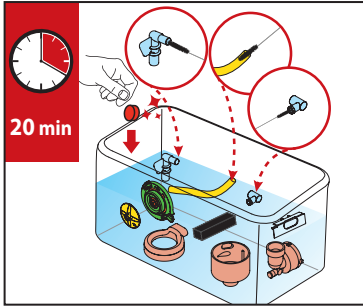


Fig.1

1. Place all the mixing system parts in a bin with a locally approved food grade cleaning agent and hot water and soak for approximately 20 minutes. (See Fig.1)



### Note:

Use a pipe brush to clean the tubes.

Comply with the safety instructions and cleaning instructions on the cleaning agent packaging.

The mixing system parts can also be washed in a dishwasher.

## 7.9 Reassembling the mixing system

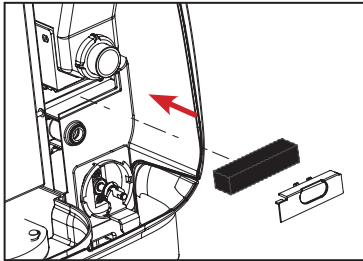


Fig.2

1. Replace the filter and its cover. (See Fig.2)
2. Replace the mounting plate on the mixer motor and shaft. Make sure to align the arrow on the whipper towards the flat surface on the shaft. Press the whipper onto the shaft until it "clicks" into position. (See Fig.3)

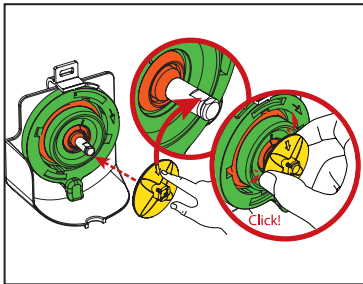


Fig.3

3. Turn the mounting plate clockwise until the mixer holes are aligned to the 3 o'clock and 9 o'clock positions. Align the guide hooks on the mixer bowl and insert them through the plate and into the chassis (A). Finally, lock the mixer bowl in by rotating the mounting plate clockwise until it completely stops turning and the tab is at the Lock position (B). (See Fig.4)

4. Replace the tube on the mixer bowl (C), and snap the outlet nozzle on the mixing tray. Close the panel (E) and the dispenser will automatically return to normal dispensing functions. (See Fig.5)

5. The display will show **REINSTALL A CLEAN MIXING BOWL, PRESS ENTER TO CONFIRM**. Press ENTER. (See Fig.6).

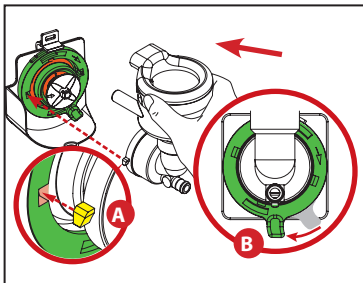


Fig.4

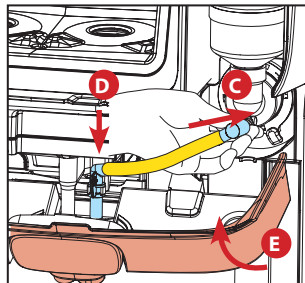


Fig.5

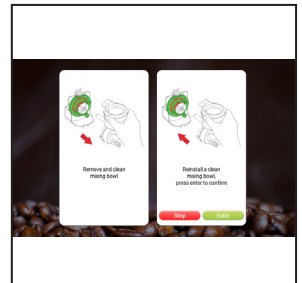


Fig.6

# 7- Cleaning

## 7.10 Replacing product packs and flushing the outlets

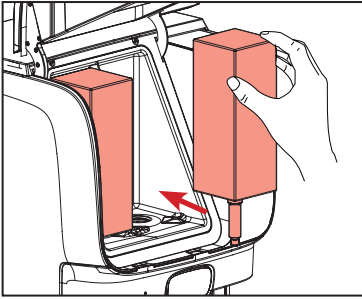


Fig.1

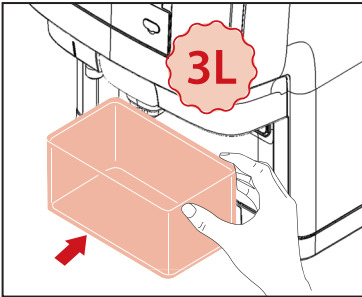


Fig.2

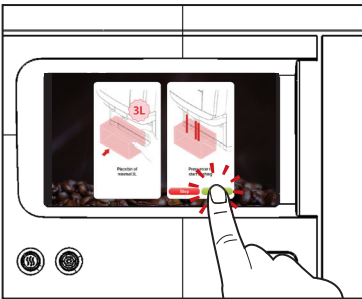


Fig.3

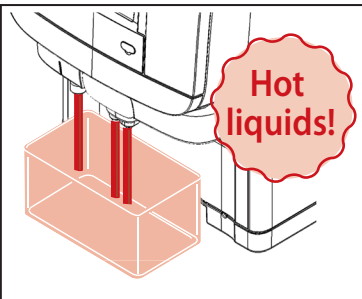


Fig.4

1. When the packs are removed, the display will show:

**PLACE BACK PRODUCT PACKS**

Reinstall the product packs if they have not passed the expiry date. If expired, replace with new product packs (See Fig. 1).

2. When both packs have been placed in the cooling compartment, the display will automatically continue and show: **PLACE BIN MIN 3L PRESS ENTER TO CONFIRM**

3. Remove the drip tray and place a 3 liter / 3 quart container (See Fig.2) under the outlets, then press **ENTER**.

4. Press **ENTER** to begin flushing the drink outlets (See Fig 3-4).

**CAUTION HOT LIQUIDS** is shown in the display.

When done, dispose of the flushed water and replace the drip tray. The dispenser is ready for use.



**Warning:**

The water being dispensed is hot! Avoid scalding! Keep hands and other body parts away from the dispenser during the flushing process. Never let children perform the cleaning procedures.

# 7- Cleaning

## 7.11 Cleaning the foam air filter

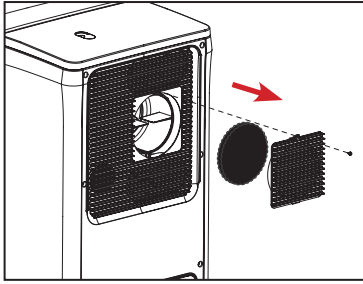


Fig.1



Fig.2

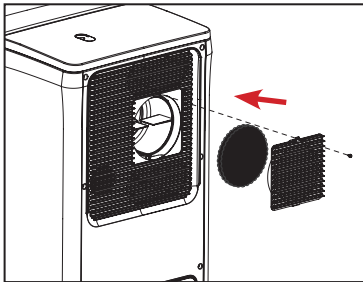


Fig.3

1. Remove the fixing screw and open the removable ventilation cover to access the foam air filter. (See Fig.1)
2. Rinse the air filter and cover with warm water to remove any accumulated dust. Squeeze excess water out of the foam air filter and dry the cover with a towel to prevent water getting into the air inlet. (See Fig.2)
3. Replace the air filter and ventilation cover and reinstall the fixing screw. Do not overtighten the screw. (See Fig.3)



**Note:**

The air filter should be cleaned once per month under normal conditions, or twice per month in extremely dusty conditions.



# 7- Cleaning

## 7.12 Cleaning the water tank

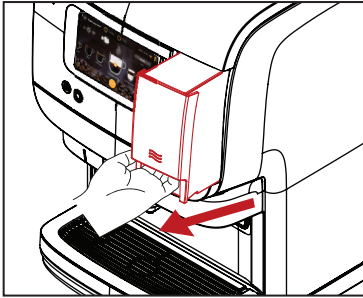


Fig.1

1. Remove the water tank by lifting slightly, then pulling straight out. (See Fig.1)
2. Wash the water tank with clean water, 20-40°C . A food-safe cleaning agent may be used as needed. (See Fig.2)
3. Rinse the water tank thoroughly with clean water, 20-40°C. (See Fig.3)
4. Refill the water tank to the MAX level with fresh, clean water and replace it in the dispenser. (See Fig.4)

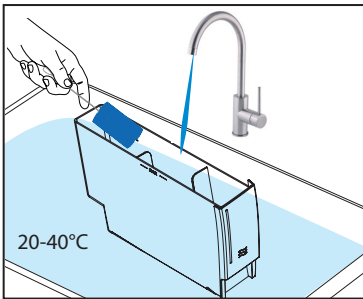


Fig.2

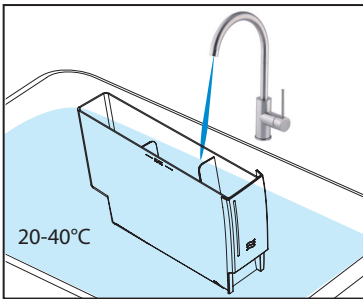


Fig.3

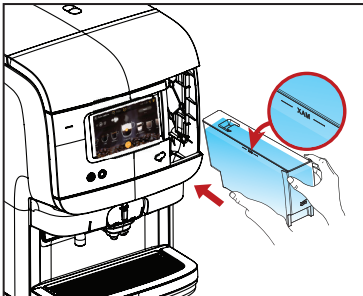


Fig.4

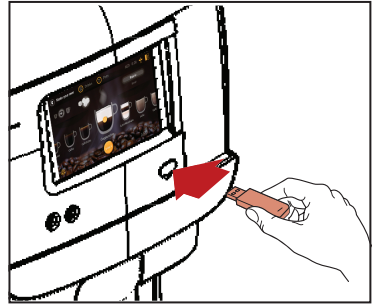
# 8- User Programming

## 8.1 Activating the operator mode

Remove the cover and insert the supplied operator USB key. This immediately starts the operator mode. The first menu item (**UI settings**) is displayed. The following menus are available:

- **UI settings** - select background, brightness and dimm delay
- **Drink settings** - adjust drink settings
- **Drink settings** - adjust drink settings
- **Resettable counters** - read and reset counters
- **Fixed counters** - read counters
- **Filter counters** - set an alarm for filter exchange
- **Maintenance** - Cleaning, flushing and descaling
- **Date time** - set date and time
- **Cleaning day** - set cleaning day
- **Eco settings** - set eco timers
- **Drinks page set-up** - select which drinks are available in the drinks menu
- **Carousel set-up** - select which drinks are available in the carousel
- **Contact info** - enter contact details
- **Payment set up** - set drink prices and confirm empty cash box
- **Pot settings** - set pincode for pot dispensing (0000 indicates no pincode required)
- **Happy hour settings** - set free of charge periods.

Please note that some menu items might be disabled by the service technician. Contact your Cafitesse systems supplier if you need your settings altered.



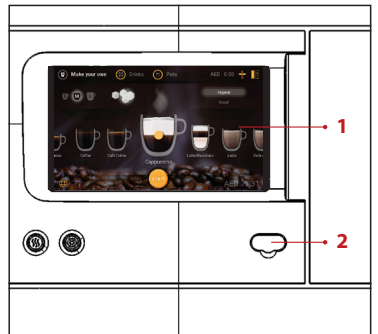
## 8.2 Operator mode controls

1. Display
2. Port for USB key



### Note:

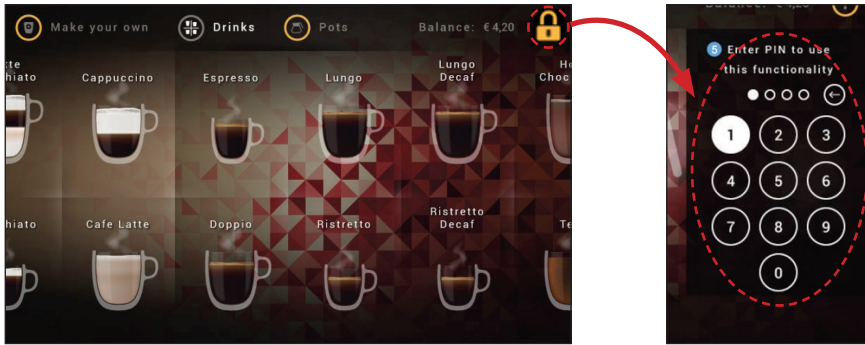
Dispenser programming is not available in all markets. Some menus may be disabled depending on dispenser configuration.



# 8- User Programming

## 8.4 Locked mode functions

The locked mode allows controlled access to various function combinations as described below:



### In pay-for-drinks mode:

- Input the PIN code to activate the dispenser for one free drink.
- Dispenser relocks after one drink.

### In free-vending mode:

- Input the PIN code to lock/unlock dispensing.
- Input the PIN code again to reverse the setting.

To change the behaviour of locked mode, modify the user interface functionality as described below:

		Pincode
Locked mode	<input checked="" type="radio"/> Yes <input type="radio"/> No	1927
Toggle locked mode	<input checked="" type="radio"/> Yes <input type="radio"/> No	

### Locked mode:

- Yes = switches locked mode on/off by PIN code input
- No = turns locked mode off

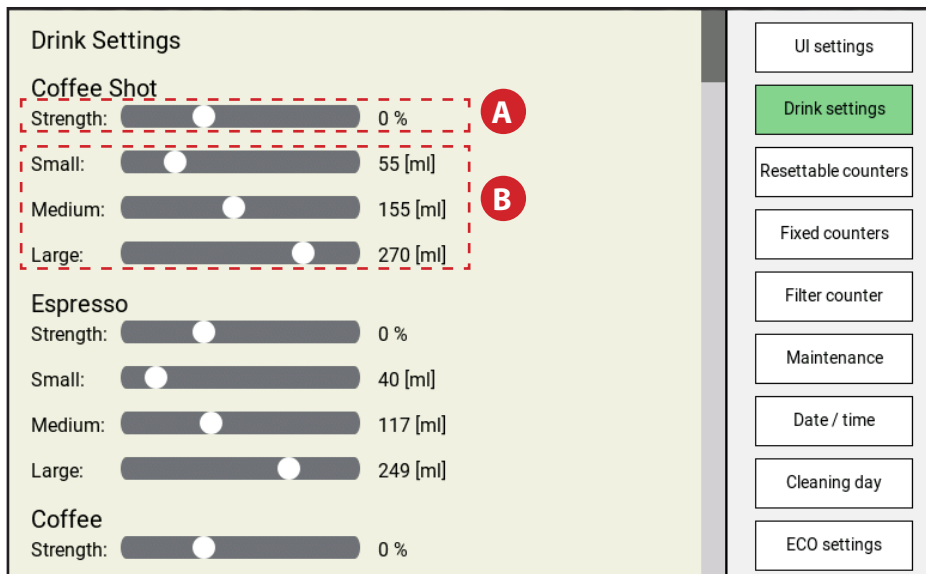
### Toggle locked mode:

- Yes = allows vending of one beverage free of charge per PIN code input
- No = turns toggle locked mode off

# 8- User Programming

## 8.4 Drink Settings

In the **Drinks Settings** menu by pulling the slider left or right you can adjust the **Strength** (A) of each drink and viewing the new strength percentage (XX%) and adjust the **Volume** (B) of each drink by size - **Small**, **Medium**, and **Large**.



# 8- User Programming

## 8.5 Resettable Counters

In the **Resettable Counters** menu you can view the drinks dispensed since the last reset, and reset the counters individually by selecting each drink separately and then press **Selected**, or reset all drink counters at one time by pressing **All**.

<b>Resettable Counters</b>	UI settings
<b>Coffee Shot (0)</b>	Drink settings
<input type="checkbox"/> Small: 0 <input type="checkbox"/> Medium: 0 <input type="checkbox"/> Large: 0	<b>Resettable counters</b>
<b>Espresso (0)</b>	Fixed counters
<input type="checkbox"/> Small: 0 <input type="checkbox"/> Medium: 0 <input type="checkbox"/> Large: 0	Filter counter
<b>Coffee (0)</b>	Maintenance
<input type="checkbox"/> Small: 0 <input type="checkbox"/> Medium: 0 <input type="checkbox"/> Large: 0	Date / time
<b>Café Crème (0)</b>	Cleaning day
<input type="checkbox"/> Small: 0 <input type="checkbox"/> Medium: 0 <input type="checkbox"/> Large: 0	ECO settings
<b>Cappuccino (0)</b>	
<input type="checkbox"/> Small: 0 <input type="checkbox"/> Medium: 0 <input type="checkbox"/> Large: 0	

<input type="checkbox"/> Small: 0 <input type="checkbox"/> Medium: 0 <input type="checkbox"/> Large: 0	UI settings
<b>Choco Coffee (0)</b>	Drink settings
<input type="checkbox"/> Small: 0 <input type="checkbox"/> Medium: 0 <input type="checkbox"/> Large: 0	<b>Resettable counters</b>
<b>Tea (0)</b>	Fixed counters
<input type="checkbox"/> Small: 0 <input type="checkbox"/> Medium: 0 <input type="checkbox"/> Large: 0	Filter counter
Total number of drinks dispensed: 0	Maintenance
Small: 0	Date / time
Medium: 0	Cleaning day
Large: 0	ECO settings
Reset Counters:	
<input type="button" value="All"/> <input type="button" value="Selected"/>	

# 8- User Programming

## 8.6 Fixed Counters

In the **Fixed Counters** menu you can view the total number of drinks dispensed since the dispenser was installed as new. These counters cannot be reset.

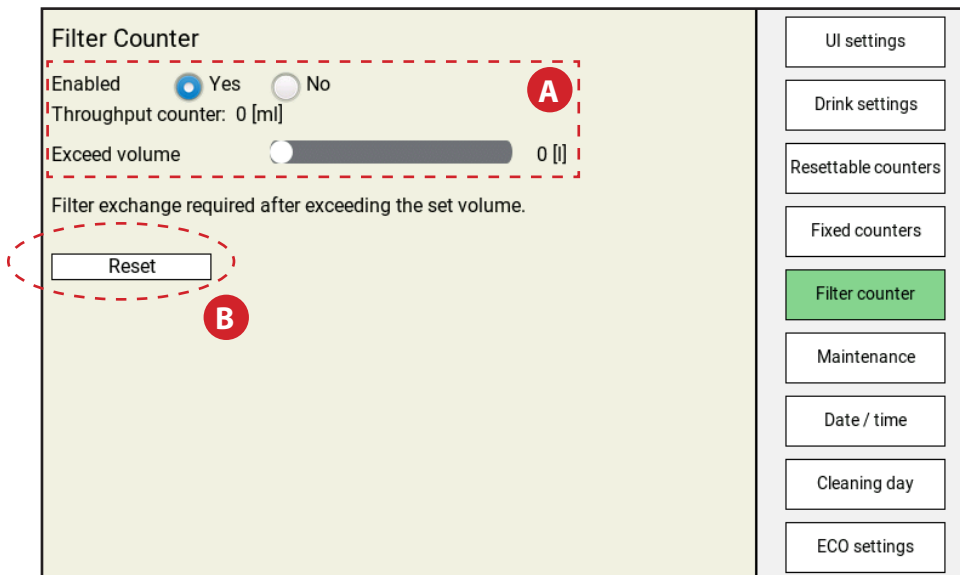
<b>Fixed Counters</b>	UI settings
<b>Coffee Shot (0)</b> Small: 0      Medium: 0      Large: 0	Drink settings
<b>Espresso (0)</b> Small: 0      Medium: 0      Large: 0	Resettable counters
<b>Coffee (0)</b> Small: 0      Medium: 0      Large: 0	<b>Fixed counters</b>
<b>Café Crème (0)</b> Small: 0      Medium: 0      Large: 0	Filter counter
<b>Cappuccino (0)</b> Small: 0      Medium: 0      Large: 0	Maintenance
<b>Latte Macchiato (0)</b> Small: 0      Medium: 0      Large: 0	Date / time
<b>Latte (0)</b>	Cleaning day
	ECO settings

<b>Choco (0)</b> Small: 0      Medium: 0      Large: 0	UI settings
<b>Choco de Luxe (0)</b> Small: 0      Medium: 0      Large: 0	Drink settings
<b>Wiener Melange (0)</b> Small: 0      Medium: 0      Large: 0	Resettable counters
<b>Choco Coffee (0)</b> Small: 0      Medium: 0      Large: 0	<b>Fixed counters</b>
<b>Tea (0)</b> Small: 0      Medium: 0      Large: 0	Filter counter
Total number of drinks dispensed: 0 Small: 0 Medium: 0 Large: 0	Maintenance
	Date / time
	Cleaning day
	ECO settings

# 8- User Programming

## 8.7 Filter Counter

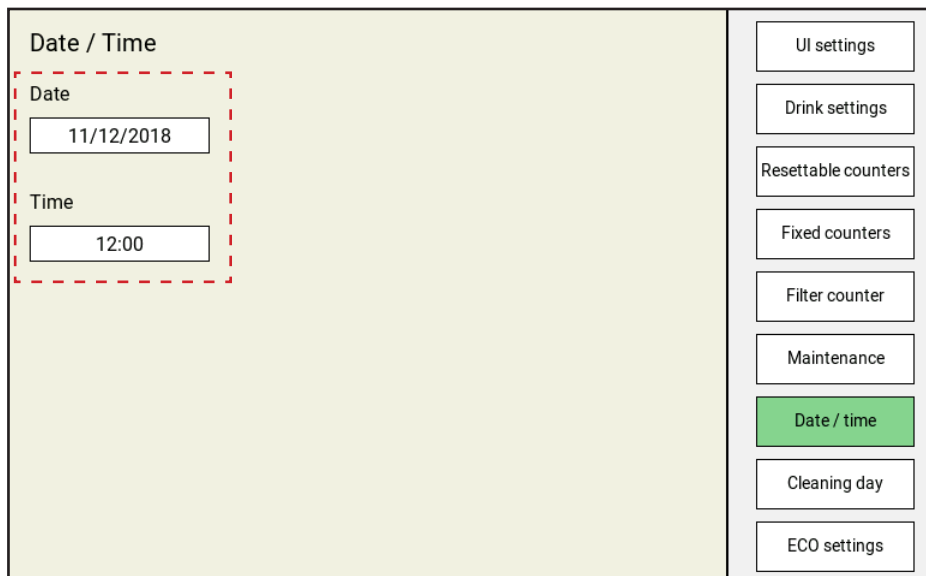
In the **Filter Counter** menu you can enable or disable the water flow counter and set the filter change alarm volume by pulling the slider left or right and viewing the new volume in liters (l) to the right. After a filter has been changed the counter can be reset by pressing the **Reset** button.



# 8- User Programming

## 8.8 Date / Time

In the **Date / Time** menu you can adjust the date and time to be displayed on the touchscreen.





# 8- User Programming

## 8.9 Cleaning Day

In the **Cleaning Day** menu you can adjust the day(s) that the dispenser will automatically request to be cleaned by selecting **Yes** for automatic request on that day, or **No** to prevent cleaning request on that day.

### Cleaning Day

Cleaning days  
At least twice every week, in case of configurations with milk.

Monday	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Tuesday	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Wednesday	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Thursday	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Friday	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Saturday	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Sunday	<input type="radio"/> Yes	<input checked="" type="radio"/> No

UI settings

Drink settings

Resettable counters

Fixed counters

Filter counter

Maintenance

Date / time

Cleaning day

ECO settings

If you have a Coffee-Coffee version, the dispenser only needs to run the **“Cleaning”** program once a week. You can select any day you prefer.

If you have a Coffee-Milk version the dispenser needs to run the **“Cleaning”** program at least twice a week. You must select at least two days with a maximum interval of 3 days in between.

The table below indicates which days can be combined (Yellow = Cleaning):

Sun	Mon	Tue	Wed	Thu	Fri	Sat
Sun	Mon	Tue	Wed	Thu	Fri	Sat
Sun	Mon	Tue	Wed	Thu	Fri	Sat
Sun	Mon	Tue	Wed	Thu	Fri	Sat
Sun	Mon	Tue	Wed	Thu	Fri	Sat
Sun	Mon	Tue	Wed	Thu	Fri	Sat
Sun	Mon	Tue	Wed	Thu	Fri	Sat



**Note:**

You can set more cleaning days the minimum required number of days, if needed.

# 8- User Programming

## 8.10 ECO Settings

In the **ECO Settings** menu you can enable or disable the ECO mode (A), set the automatic wakeup (B, allows a user to interrupt ECO mode when necessary to make a drink), set ECO mode boiler temperature (C), and set ECO mode hours for each day of the week (D).

The screenshot shows the 'ECO Settings' menu. On the right side, there is a vertical list of menu items: 'UI settings', 'Drink settings', 'Resettable counters', 'Fixed counters', 'Filter counter', 'Maintenance', 'Date / time', 'Cleaning day', and 'ECO settings' (highlighted in green). The main content area is titled 'ECO Settings' and contains the following options:

- Eco mode:**
  - Enabled:** Radio buttons for 'Yes' (unselected) and 'No' (selected). A red circle 'A' is next to the 'No' button.
  - Wakeup:** Radio buttons for 'Yes' (unselected) and 'No' (selected). A red circle 'B' is next to the 'No' button.
  - Boiler temperature in ECO mode (°C):** A text input field containing '0.0'. A red circle 'C' is next to the field.
- Monday:**
  - Eco mode not active between:** Two time input fields, both containing '00:00'. A red circle 'D' is next to the second field.
  - Full ECO day.
- Tuesday:**
  - Eco mode not active between:** (partially visible)

# 8- User Programming

## 8.11 Contact Info

In the **Contact Info** menu you can set the operator and service phone numbers which display when the dispenser displays an error or alerts the user to contact someone for assistance.

Contact info	
Phone number operator:	<input type="text" value="0000000000000000"/>
Phone number service:	<input type="text" value="0000000000000000"/>

- Maintenance
- Date / time
- Cleaning day
- ECO settings
- Drinks Page Setup
- Contact info**
- Payment Setup
- Pots Settings
- Happy Hour settings

# 8- User Programming

## 8.12 Accountancy

In the **Payment Setup** menu you can read the cash turnover, check the amount in the cash-box, read the total turnover, confirm and empty the cash-box (the dispenser will display a warning if the cash box is full), select the payment mode, select the currency, and set drink prices.

**Accountancy**

Turnover: AED 0.00  
Collect cashbox: AED 0.00  
Collect money: AED 0.00

Empty cashbox

**Payment Setup**

mode: Coin Acceptor  
currency: Arabic Emirates

**Drink Prices:**

Coffee Shot	1.67
Espresso	1.73
Coffee	1.57
Café Crème	1.27

AED 4.00

Maintenance  
Date / time  
Cleaning day  
ECO settings  
Drinks Page Setup  
Contact info  
Payment Setup  
Pots Settings  
Happy Hour settings



**Note:**

Icons, display messages, and functionality may vary from those shown on this page depending on the payment system installed in the dispenser. If you have any questions regarding a custom payment system, contact your operator for more information.

# 8- User Programming

## 8.13 Happy Hour

In the **Happy Hour Setting** menu you can set up to three free vending times during all days when drinks can be dispensed without payment (A), or enable and disable Happy Hour if preferred (B).

Happy Hour settings

State: **Not Active** A

Period 1

Happy hour is active between:

00:00 00:00  Disable B

Period 2

Happy hour is active between:

00:00 00:00  Disable

Period 3

Happy hour is active between:

00:00 00:00  Disable

Maintenance

Date / time

Cleaning day

ECO settings

Drinks Page Setup









Contact info

Payment Setup



Pots Settings

Happy Hour settings

## 9- Troubleshooting

Symbol	Display Message	Cause	Action
	<b>Refill right pack</b>	Empty ingredient pack (right hand side)	Replace the right ingredient pack
	<b>Refill left pack</b>	Empty ingredient pack (left hand side)	Replace the left ingredient pack
	<b>Refill both packs</b>	The product packs are: 1. Empty 2. Incorrectly positioned 3. Not present	Replace the empty product packs. Check whether the product pack is inserted correctly. Insert a product pack. Call the operator when the number is shown on the display.
	<b>Water heating, one moment please</b>	The water in the boiler has not yet reached the required temperature.	The drink delivery of the dispenser is blocked until the water reaches the correct temperature.
	<b>Drink delivery is locked</b>	The drink delivery is blocked because the Standby/Clear-Error button on the dispenser was pressed.	Enter the right pin-code to unlock the dispenser.
	<b>Cleaning required</b>	The dispenser must be cleaned.	Run the "Cleaning" program within 8 hours. Call the operator if the phone number is shown on the display.
	<b>Cleaning required</b>	The drink delivery is blocked because the dispenser was not cleaned as scheduled.	Run the "Cleaning" program immediately. Call the operator if the phone number is shown on the display.
	<b>Change water filter</b>	The water filter of the dispenser must be replaced	Contact service or replace the water filter.

## 9- Troubleshooting

Symbol	Display Message	Cause	Action
Text in message area 2	<b>The machine is in eco mode until xx:xx or touch the screen to start</b>	The drink delivery is blocked because the energy saving mode is switched on.	The ECO mode will end automatically at the set time. (Option) Press a drink button. The boiler will start to heat up, once normal temperature is reached you may dispense a drink. The ECO mode reactivates again 10 minutes after the boiler started heating up or the last drink was dispensed.
Text in message area 2	<ul style="list-style-type: none"> <li>• <b>Water filling takes too long</b></li> <li>• <b>Leaking valve</b></li> </ul>	(Water) system error	Check: If the water supply line to the dispenser is blocked / pinched Confirm that the water tap is opened completely. Press and hold the LOCK/CLEAR button for 5 seconds to restart the dispenser. Possible leak inside the dispenser. Contact service if the error remains.
Text in message area 2	<b>Cooling box temperature too high for too long</b>	Cooling error	Check the ventilation area behind the dispenser and the ambient temperature of the dispenser, and clean the air filter / ventilation grid, if necessary. Press and hold the LOCK/Clear switch for 5 seconds to restart the dispenser. Contact service if the error remains.
Text in message area 2	<b>Water treatment panel removed.</b>	Water treatment panel is not detected	Check if the water treatment panel is incorrectly placed / missing. Contact service if the error remains
Text in message area 2	<b>Mixing tray not detected</b>	Mixing tray not detected	Check if the mixing tray is incorrectly placed / missing. Contact service if the error remains
	<b>Drip tray full</b>	Drip tray is full of water	Remove the drip tray and empty it of waste water.
	<b>The water container is empty, please refill</b>	Internal water tank is empty	Remove the internal water tank and fill it with fresh tap water, place it back into the dispenser; the warning will disappear automatically.

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