

QUARTZ ONE TOUCH

USER MANUAL



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Hazard intensity levels

There are three different levels of hazard intensity, identified by the signal words DANGER, WARNING and IMPORTANT. The level of hazard is determined by the following definitions.

Additionally, Note indicates useful information that all users should be aware of.

Observe these statements to ensure user safety and prevent injury and/or material damage.



Important:

Alerts against unsafe practices. Observe to ensure food safety, to prevent minor personal injury, or damage to the machine.



WARNING:

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



DANGER:

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



Note:

Provides additional information which may be helpful during cleaning or operation of the machine.

Introduction

Thank you for choosing the QUARTZ ONETOUCH coffee and cappuccino machine. We hope you enjoy it !

- Read this user manual carefully before starting to use the machine.
- This manual contains important instructions regarding safe intended use of the machine.
- Do not discard this manual, it will be useful for future reference. If damaged or lost, request a copy from the manufacturer.

General instructions

- Machine installation and certain maintenance operations should only be performed by qualified service personnel.
- All safety instructions and warnings contained in this manual should be observed at all times to ensure safe installation, use, and maintenance.
- Do not attempt to remove covers or safety shields to access the interior of this machine or make repairs. Repairs should be made by an authorised technician or service centre.
- Owners are liable for ensuring that users have been properly trained to operate the machine and understand the potential risks involved.
- The owner or installer will be liable for all unauthorised modification of the machine.
- Unauthorised alteration or modification of the machine will immediately void the manufacturer's warranty.
- This manual references the machine at the time of sale. The commercial availability of subsequent versions including modifications, upgrades or adaptations does not oblige the manufacturer to apply any changes to this machine, nor is it obliged to update the documentation supplied.
- The manufacturer reserves the right to withdraw currently available manuals whenever deemed appropriate and reasonable.
- Periodically, some updates and changes may be required for this machine. In this event, a technician will be responsible for ensuring the change is made in accord with manufacturer's specifications.

Warnings

Note: The manufacturer is not liable for damage to persons or property resulting from failure to follow the instructions and warnings listed below when installing and using this machine.

- Install the machine in a horizontal position and away from heat sources and flammable objects.
- This machine should only be installed on a water-resistant work surface that is capable of adequately supporting the machine's weight.
- Place the machine in a location accessible only to personnel trained to operate it.
- Keep all hazardous packaging materials, such as plastic bags, styrofoam, and staples, out of reach of children.
- Plug the machine into a properly installed, earth grounded electrical outlet with line voltage that matches the specifications for the machine.
- Ensure that the power supply voltage does not fluctuate by more than 6%.
- Position the power cable so that users cannot trip over it. Keep the power cable away from sharp edges and heat sources.
- Children should never be allowed to play with the machine.
- This appliance is not suitable for installation in an area where a pressure washer may be used.
- Do not use the machine outdoors, where it would be exposed to severe weather or extreme temperatures..
- If the power cable is damaged, it may only be replaced by the manufacturer or its approved service technician.
- Do not remove or disable any of the mechanical, electrical, or thermal protection safety equipment.

- In case of emergency, (e.g., the machine catches fire or becomes unusually hot or noisy), disconnect the power immediately and turn off the water supply.
- If the machine is not going to be used for an extended period of time, disconnect the power. When disconnecting the power, pull the plug rather than the cable.
- When packed for storage, store the machine in a dry place with an ambient temperature above 5°C. Boxes may be stacked up to three units high of the same model. Do not place other heavy items on top of the box.
- If the machine is likely to be exposed to temperatures below 0°C during handling and transport, make sure that service personnel empty the boiler and water system. (The machine's boiler and water system is empty when delivered from the factory.)
- To ensure fault-free machine operation, only use manufacturer-approved replacement parts and accessories.

Precautions

- Before performing maintenance and/or moving the machine, disconnect the machine from the power supply and wait for it to cool down.
- Do not place any liquids on the machine.
- This appliance must not be cleaned with a pressure washer.
- Never immerse the machine, plug or power cable in water, as there is a risk of electric shock.
- Do not touch the machine's hot surfaces or dispensing equipment.
- Do not touch the machine if your hands or feet are wet.
- Do not operate the machine if any part except the dispensing equipment is wet.
- Place the machine out of reach of children.
- This appliance can be used by children from age 8 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 shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Do not use the machine if the power cable or plug is damaged, or the machine has been dropped. Contact a service technician for repairs or to ensure that it is safe for use.
- Do not block the vents with rags or other objects.
- Do not insert foreign objects into the vents.
- Check the drain regularly to make sure that waste water is emptying properly.

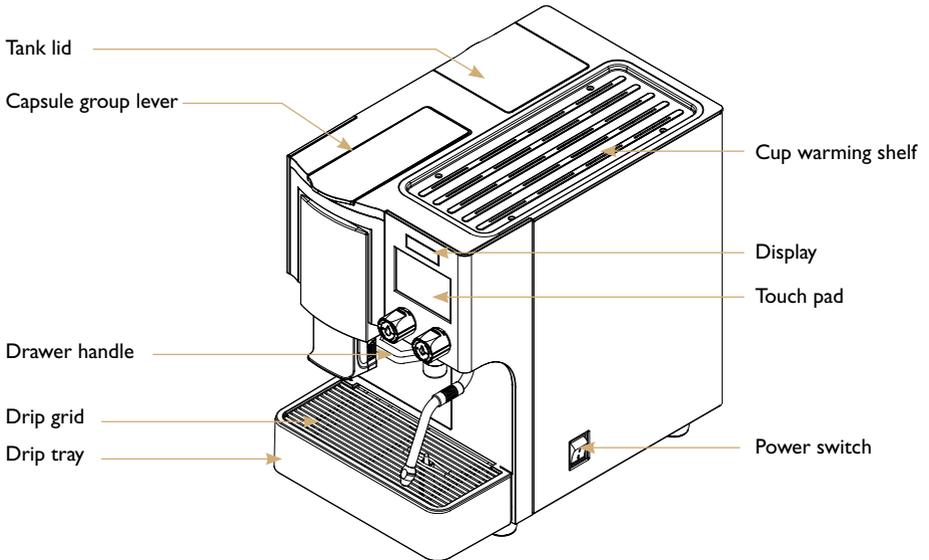
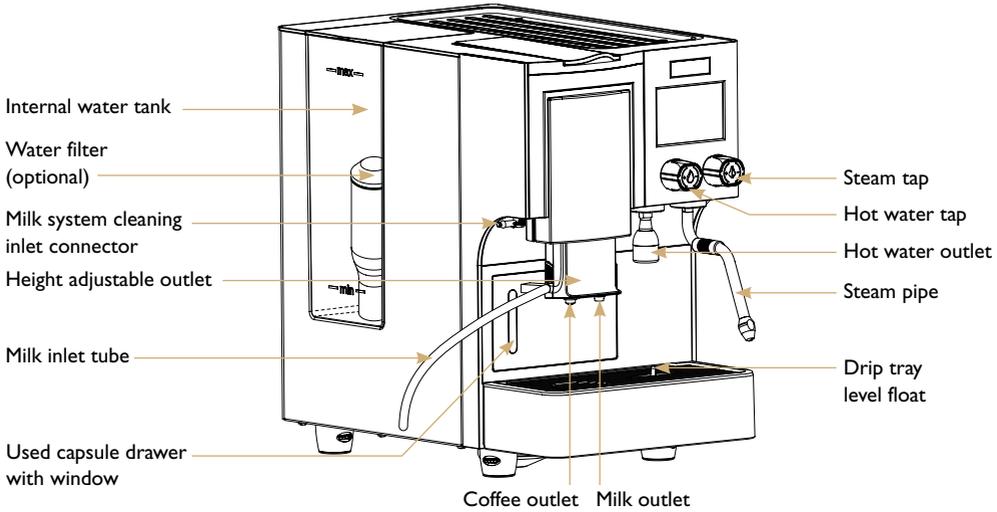
Intended use

- The coffee machine has been designed and manufactured to make espresso coffee and other hot drinks (e.g., steaming and frothing milk). Do not use it for any other purpose.
- The machine is intended to be used by trained personnel for preparing foodstuffs.
- This machine is not intended for use in industrial kitchens, domestic kitchens, or similar locations.
- The manufacturer will not be held liable for damage to persons or property due to incorrect, improper or negligent use by non-professional personnel.
- To ensure optimal performance, install the machine in a location where these parameters will not be exceeded:
 - Maximum permissible inlet water pressure: 600 KPa (6 Bar)
 - Minimum permissible inlet water pressure: 200 KPa (2 Bar)
 - Maximum inlet water temperature: 40°C
 - Ambient temperature is between +10°C (min.) and +40°C (max.).

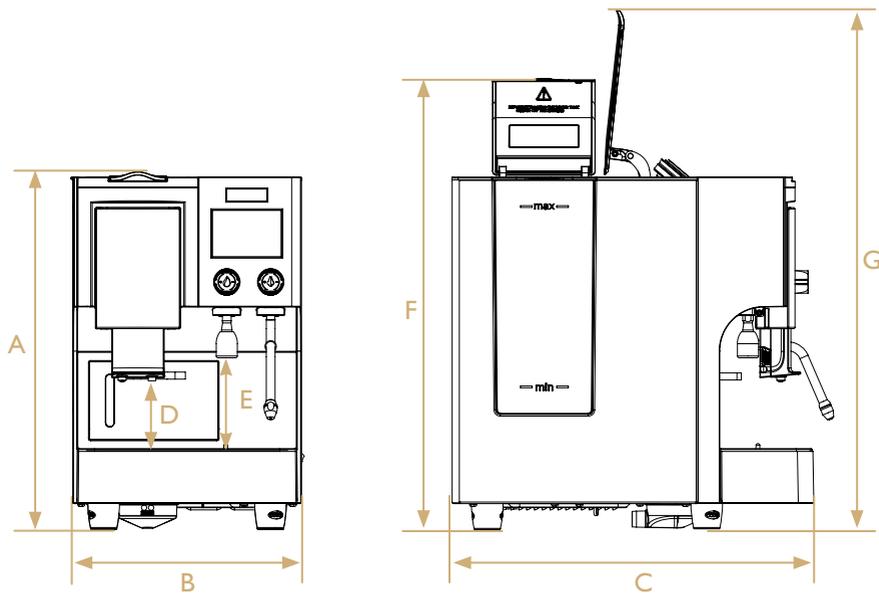
Data sheet

FACTS	QUARTZ ONETOUCH
Drink selection options	Continuous Brewing Short Espresso Long Espresso / Cafe Crema Cappuccino / Long Espresso Coffee with Milk / Black Coffee
Brewing mechanism	Capsule
User interface	Capacitive touchpad with display
Temperature control	PID regulation
Height adjustable outlet	Adjustable from 65 to 110mm
Used capsule drawer	15 capsules with sensor
Energy save mode	Yes
Dimension (height, width, depth)	410, 260, 400mm
Internal water tank	1.8 L with water filter
Minimum inlet water pressure	1 bar
Boiler volume	1.7 L
Power rating	220-240V IN ~ 1950W 50-60Hz (machine code: EAEB-B71C-13AL)
Water connection	1/2" NPT (external) or water tank (internal)
Drip tray	Level viewer & option for drainage connection
Dispensers	Automatic cappuccino, water/steam manual tap
Ambient noise	< 70 dB
Machine weight	16 kg

Front view



QUARTZ



Model	A	B	C	D (Min~ Max)	E	F	G
ONETOUCH	400 mm	260 mm	410.5 mm	65 mm ~ 110 mm	92 mm	510 mm	590 mm

Packaging

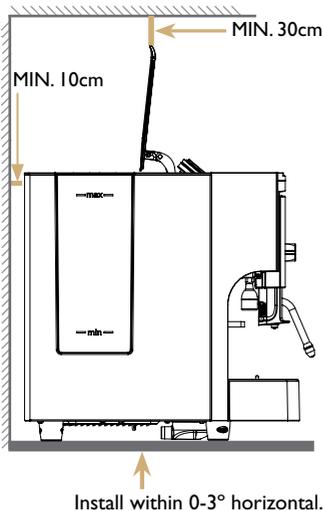
- The machine is shipped in a custom-designed carton which utilizes model-specific polystyrene cushions to protect it from damage.
- The machine's carton features standardized handling symbols to explain proper shipping and storage methods.
- The machine must remain in a horizontal position during the transport. Do not store or handle the machine except on its feet.
- During transport protect the carton and machine from impact drops, crushing, shocks, moisture and exposure to extreme temperature.

Delivery inspection

- Upon receipt and delivery ensure that the machine is in the exact condition described in the enclosed documentation, and that all accessories are included. Missing items should be reported to the manufacturer or dealer immediately.
- Damage caused during transport should be reported to the shipping agent and the machine's distributor immediately.
- Packaging materials are potentially dangerous and should be kept away from children.
- The carton and all packing materials are recyclable and should be returned to a recycling center for disposal.

INSTALLATION AND START-UP

Positioning



- Minimum dimensions for machine placement are 360 mm wide x 510mm depth x 890mm high.
- Position the machine on a flat, stable surface and away from water and heat sources.
- This machine should only be stored and used in a dry environment, since excessive humidity will damage the machine.
- Do not cover the machine with plastic film or rags.



Note:

Leave an air gap of at least 30cm above the machine and 10cm behind it to ensure adequate ventilation. The machine must be installed within 3° of horizontally level front-to-back and side-to-side to ensure proper hydraulic function and drainage. Confirm with a spirit level or digital angle gauge.

Electrical connection



DANGER!

If the power cable or plug is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified person to avoid **SERIOUS INJURY OR DEATH!**

- Verify that the electrical specifications on the nameplate are compatible with the operating conditions of the area where you will install the machine.
- This machine must be connected to a earth grounded wall socket. Ensure that the grounding system is sufficient and confirms with local regulations.
- This machine must be connected to an electrical supply protected by a circuit breaker appropriate for the power consumption of the machine, specified on its nameplate.
- A residual current circuit breaker must be installed in accordance with local regulations.
- Ensure that the power rating of the installation location and the electrical system are suitable for the power demands of the machine.
- Do not use an extension cord, plug adapter or multi-socket device to power this machine.

Water connection

- Connecting the machine to the domestic water supply must performed by a qualified person.
- Run about 20 liters of water from the domestic water supply before connecting the machine to make sure there are no contaminants in the plumbing system.
- Connect the flexible inlet hose (included in the accessory box) to the domestic water supply and tighten it with a wrench. The hose only connects to a 1/2" male connection.
- Only use safe drinking water with a hardness rating between 5 - 8°TH (French hardness degrees) / 2.8 - 4.5°dH (German hardness degrees) / 3.5 - 5.6°e (English hardness degrees) / 50 - 80 ppm (parts per million) of calcium. If the hardness value is below this limit, corrosion of hydraulic components is likely. If the value is higher, lime-scaling inside the boiler will occur. In both cases, the proper function of the machine and quality and taste of the coffee will be negatively affected.
- If you choose to connect the machine to an external water connection, it is strongly recommend to connect the drip tray to an external drain. See page 12 for more information.

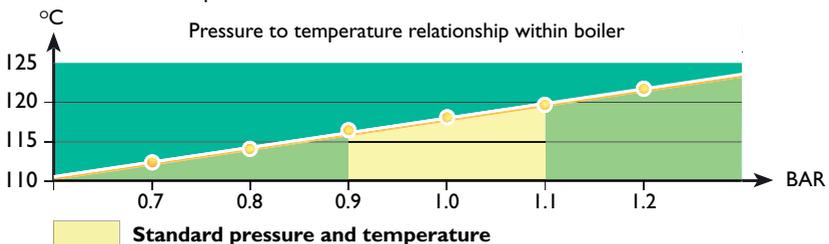


Important:

- Only use the hoses supplied with the machine. Never reuse damaged hoses.
- Ensure that the drainage tube is not twisted and that it is below the level of the drain cup.

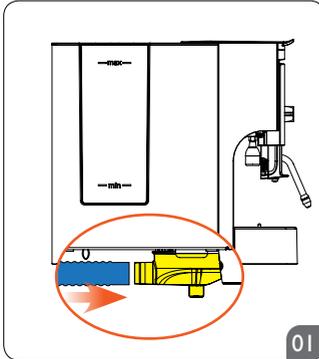
Pressure and temperature

- Boiler pressure is directly related to water temperature. The chart below demonstrates pressure increase as a result of temperature rise:

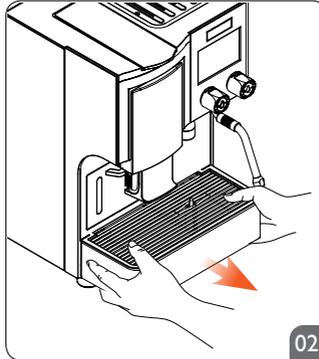


Drip tray drainage

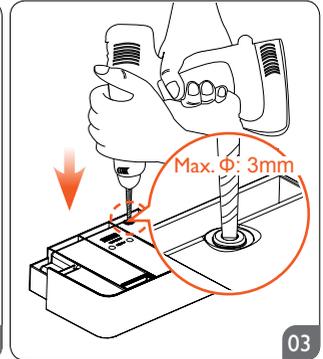
The drip tray can be connected to a plumbing drain, allowing the tray to be emptied much less frequently (a domestic drain connection is required for this). To use this feature, follow the connection procedure explained below.



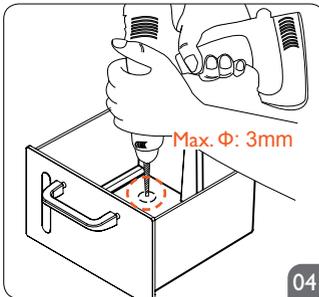
- ▲ Connect the included corrugated drain tube to the drain cup.



- ▲ Remove the drip tray.



- ▲ Drill a 3mm hole in the bottom of the drip tray as shown above. Reinstall the drip tray when finished.



- ◀ Drill a 3mm hole in the bottom of the capsule box as shown above. Reinstall the capsule box when finished.



WARNING!

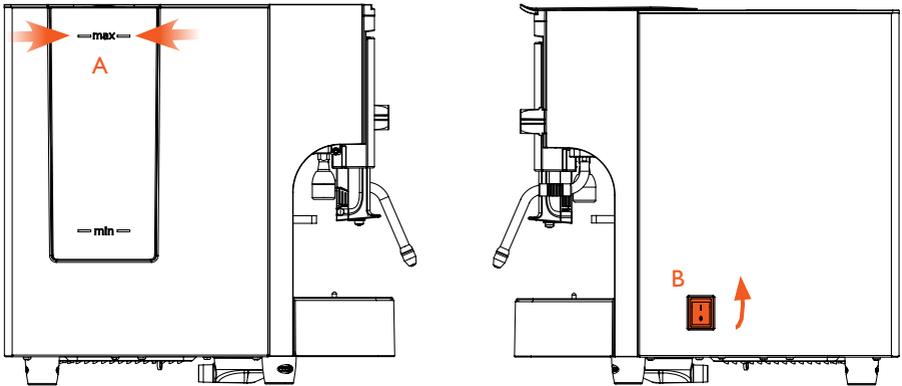
The holes drilled in the drip tray or capsule box should be $\leq 3\text{mm}$ to avoid leaks.



Note:

The drain pipe system can be used when the machine is connected to the domestic water supply or the internal water tank.

Starting the machine



- Fill the water tank to the max level (A).
- If the machine is connected to the domestic water supply, water filling will begin automatically.
- Connect the machine's plug to the electrical outlet (this should be done by a qualified person).
- Turn on the main power switch (B).
- When the machine is switched on, it may automatically go into STANDBY mode. To determine if the machine is in STANDBY mode, confirm if the OK and Cappuccino  buttons are flashing simultaneously. If this is the case, the machine must be changed to ON mode.
- To change to ON mode, simply press the OK and Cappuccino  buttons simultaneously.
- When the machine is in ON mode, five of the buttons will light up and the one remaining unlit button will begin to cycle. The display will show PREHEATING XXX°C until the boiler reaches operating temperature (C).



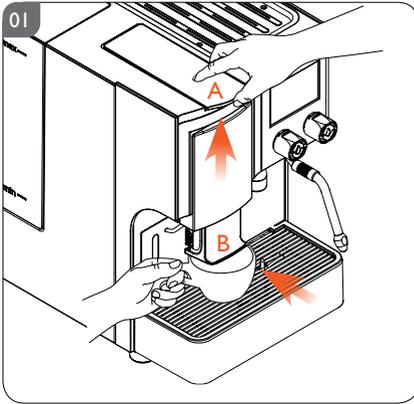
- When all the drink buttons are lit continuously (none flashing) the machine is ready for use. The display will show the water temperature, time, (D) and EXPOBAR QUARTZ ONE TOUCH (E).



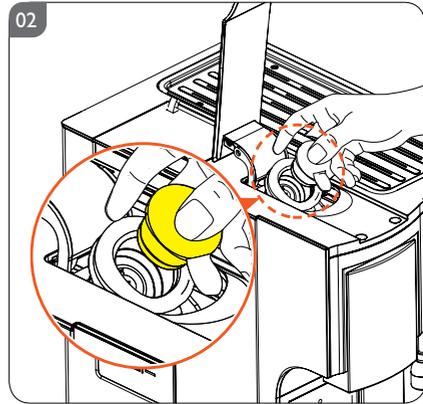
Note:

Keypad functions and explanations are found on page 27.

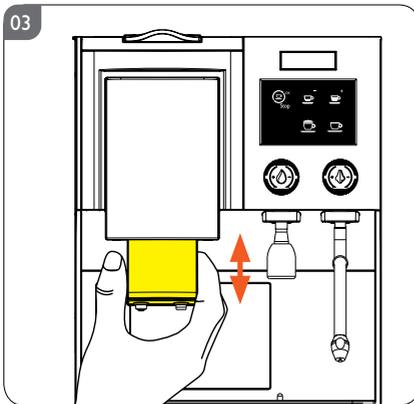
How to dispense a drink



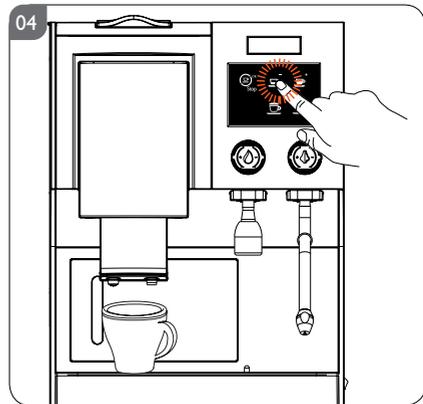
- ▲ Lift the capsule group lever(A) and place a cup centred under the outlet(B).



- ▲ Insert a capsule in the capsule group as shown above and push the lever into the locked position.



- ▲ Adjust the height of the espresso outlet if necessary. The outlet should be about 1cm from the top of the cup.



- ▲ Select the desired drink from the keypad. The machine will start automatically.

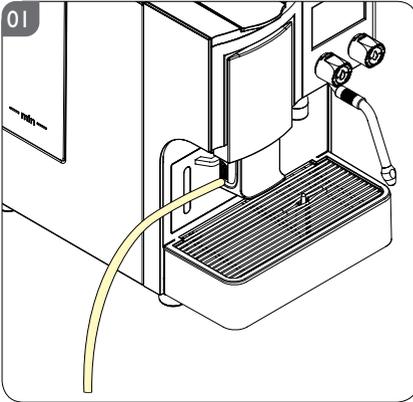
**WARNING!**

Never open the capsule group while the machine is dispensing a drink, the pressurized hot water and steam could cause scalding or serious injury. After dispensing has finished, wait at least 3 seconds before opening the capsule group.

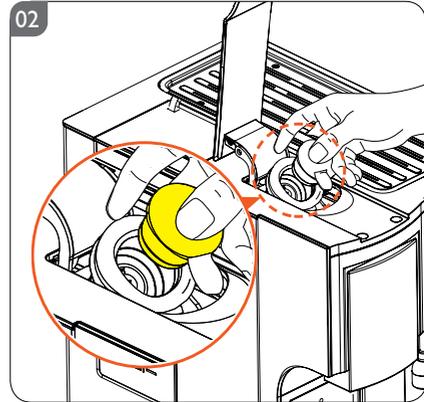
**Important:**

This machine is only designed for use with the original manufacturer's new capsules. Using mismatched capsules can cause leaking, jamming, or machine damage.

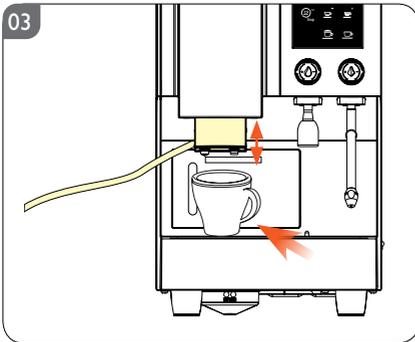
How to dispense a cappuccino



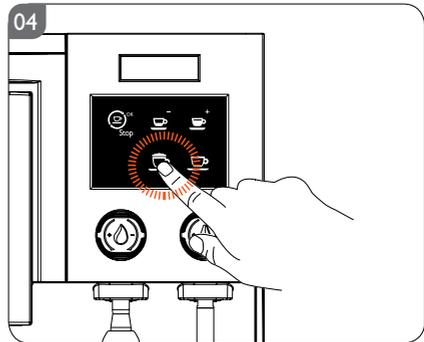
- ▲ Attach the tube to the connector and place it in cold milk.



- ▲ Insert a capsule in the capsule group as shown above and push the lever into the locked position.



- ▲ Adjust the height of the espresso outlet if necessary. The outlet should be about 1 cm from the top of the cup.



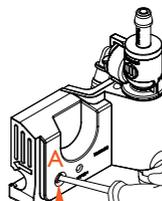
- ▲ Select the Cappuccino  button. The machine will start automatically.

**Important:**

Milk for cappuccinos and coffee with milk drinks should be kept refrigerated.

**Important:**

You can choose the order of brewing (coffee first, milk first or both together) in the user program (see page 30).

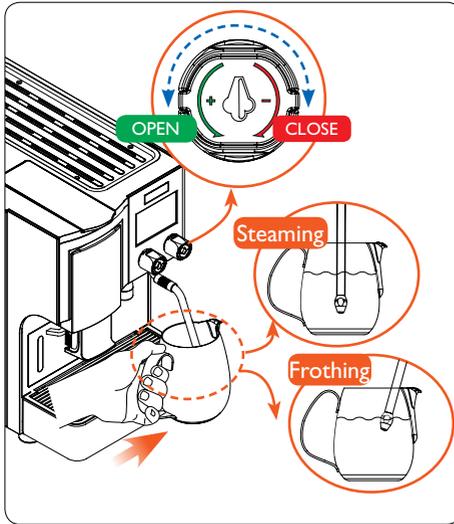


- ◀ To adjust the milk temperature, turn the setting screw (A) clockwise to increase temperature or counter clockwise to decrease temperature.

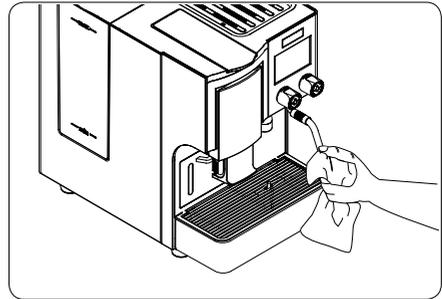
**Important:**

Use a straight slot 4mm (#1) screwdriver to make temperature adjustments.

Steaming and frothing milk

**WARNING!**

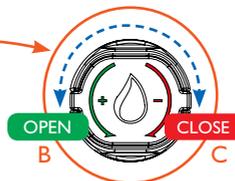
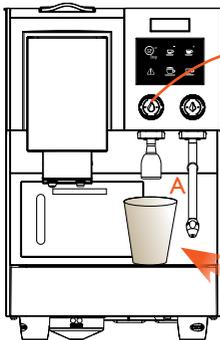
Never put hands or fingers under the steam nozzle when operating the steam wand to avoid scalding or serious burns.



To use the steam wand correctly, proceed as follows:

- Point the steam wand toward the drip tray.
- Slowly open the steam tap for around 2 seconds to flush the steam wand, a small jet of water and steam will emerge.
- Close the steam tap and place the wand into a jug about 2/3 full of milk.
- Ensure the wand tip is covered by the milk, then reopen the steam tap to start steaming or frothing.
- When the milk has reached the desired temperature and consistency close the tap. When steaming has completely stopped, remove the steam wand from the jug.
- Point the wand down towards the drip tray and open the steam tap to flush any excess milk from the wand. Always wipe the steam wand with a clean, damp cloth to avoid tainting the taste of future drinks.

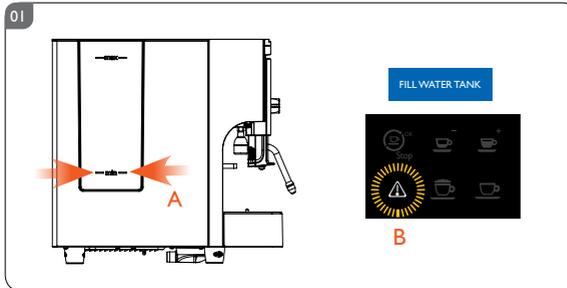
Dispensing hot water



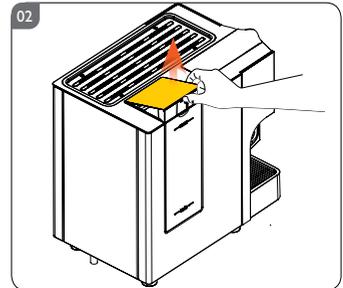
- Place a cup under the hot water outlet. (A)
- Open the water tap (B) to dispense water.
- When the desired volume has been dispensed, close the water tap (C).

Filling the water tank

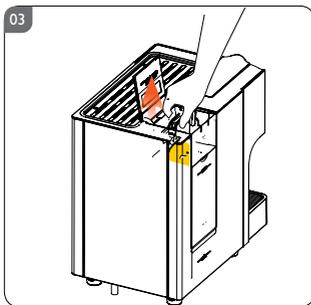
For machines using the water tank without mains connection, if the water level reaches the minimum mark while trying to dispense a drink, the brewing cycle will stop, the Alarm will flash, and FILL WATER TANK will show on the display. To refill the water tank and resume using the machine, proceed as follows:



▲ If the water level of the tank is below the minimum level (A), the alarm will flash and FILL WATER TANK will show on the display (B).



▲ Raise the water tank lid.



▲ Lift up the handle and lift the tank straight up and out of the machine. Fill it with fresh water to maximum level, replace the tank in the machine and close the lid. Turn on the main power switch, the machine will restart automatically.



Important:

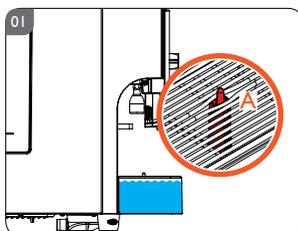
An internal water filter is strongly recommended as it prevents the buildup of limescale in the hydraulic system, removes contaminants and softens the water to guarantee the best possible coffee flavor.



In-tank filters are available from your distributor and the filter should be changed at least once every two months.

Part no. 6163022

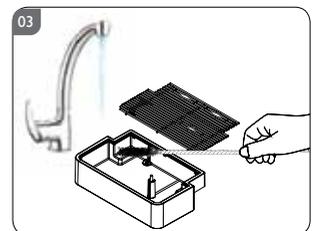
Emptying the drip tray



▲ When the float extends through the drip grid (A), the drip tray needs to be emptied.



▲ Pull the entire tray straight out to remove it. Beware of spills.



▲ Empty it in a sink and wash the drip tray parts under running water. Replace it when dry.

Coffee machine cleaning



Important:

- For best efficiency, quality and performance of the machine, always follow the cleaning and care instructions provided in this manual.
- Always turn off the main power switch when cleaning the exterior of the machine.
- All external surfaces should be cleaned with a damp lint-free cloth that will not scratch the machine.
- Do not use aggressive cleaning detergents, solvents or degreasers. These may damage the machine.



Important:

Once a day, or 8 hours after dispensing the last coffee, the following cleaning tasks must be performed to maintain the quality and performance of the machine's water system:

- Capsule group flushing: Brew a continuous coffee without a capsule for around one minute.
- Steam wand cleaning: Point the wand down towards the drip tray and open the steam tap for 20 seconds.
- Hot water outlet flushing: Place a container under the water outlet and open the tap for 20 seconds.
- Milk system cleaning: Run the semi-automatic milk system cleaning cycle.

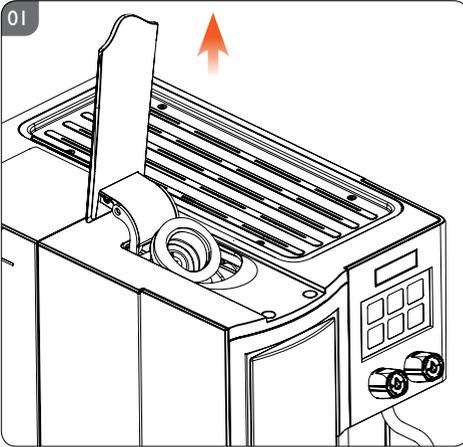
Daily cleaning procedures

- Rinse the capsule group with hot water (see page 19).
- Clean the milk system (see page 24).
- Clean the external surfaces of the machine.
- Clean the steam wand and the water tap. Be sure that the nozzles are not blocked or partially blocked with milk residue. If the steam wand must be removed to be cleaned, take care not to deform or damage any of the components.
- Clean the drip tray and the stainless steel grid under running water with a brush.
- If the drip tray is connected to the drain, you can slowly pour one litre of hot water into the drain cup to dissolve and remove coffee residue that may have accumulated inside the drain cup and tubes.

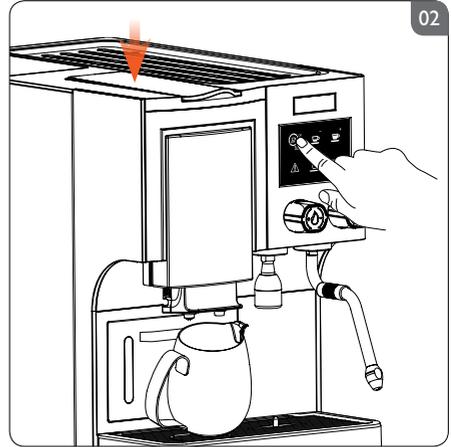
Weekly cleaning procedures

- Clean the capsule group with professional cleaning powder or a cleaning capsule (see page 20).
- Clean the group gasket (see page 21).
- Clean the coffee spout (see page 22).

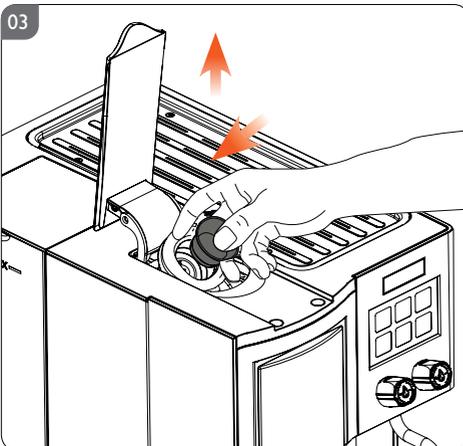
Rinsing the capsule group



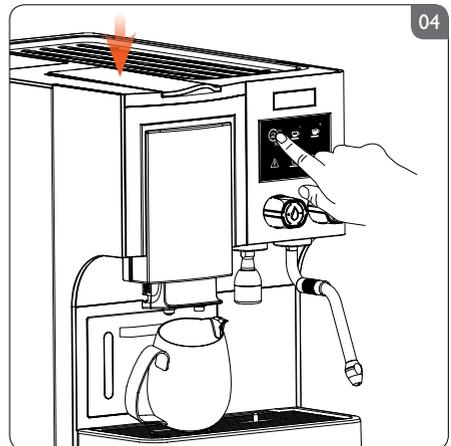
- Raise the capsule lever so the last used capsule falls into the capsule drawer and the group is empty.



- Lower the capsule lever into the locked position. Run Continuous brewing for 30 seconds. Repeat this process 3 times.



- Reopen the lever and place a clean, empty capsule in the group, then close the lever. (This will rinse the pressure side of the capsule group.)



- Lower the capsule lever into the locked position. Run Continuous brewing for 30 seconds. Repeat this process 3 times.

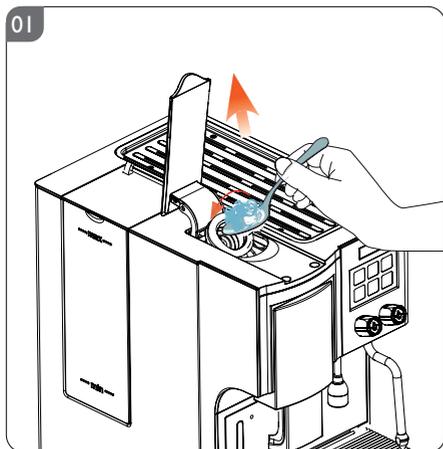


Note:

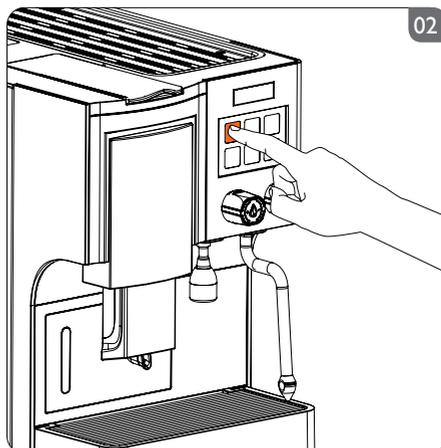
A used coffee capsule can be opened up, cellophane cover removed, and used coffee cleaned out for use in steps 3 and 4.

Cleaning the capsule group

Cleaning with powder

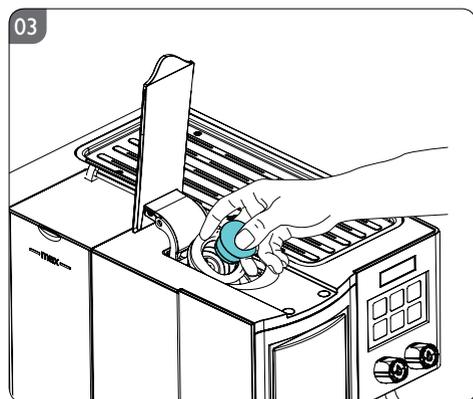


- Open the lever so the last used capsule falls into the capsule drawer and the group becomes empty. Fill half of the capsule group with special cleaning powder for espresso machines.



- Push down the lever into locked position. Start the continuous brewing and stop after 20 seconds. Repeat this process 5 times.

Cleaning with capsule



- Open the lever so the last used capsule falls into the capsule drawer and the group becomes empty.

Insert the special cleaning capsule, start the continuous brewing and stop after 20 seconds. Repeat this process 5 times

**Note:**

Only use professional cleaning powder for espresso machines. It's available from your distributor.

Part no: 1104162

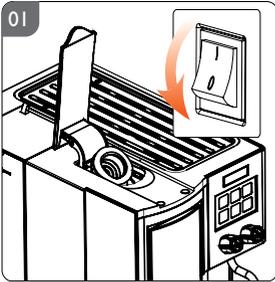
**Important:**

We recommend to clean and rinse the machine at least once a week.

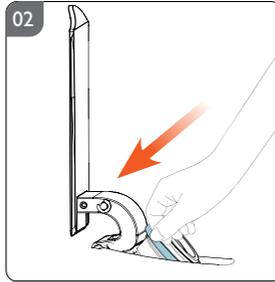
**Important:**

Always rinse the group after a cleaning procedure.

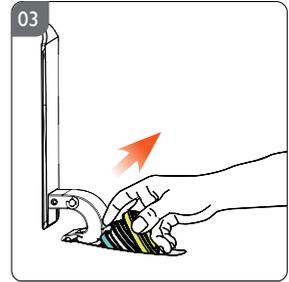
Disassembling the group gasket



- Turn the machine off at the main power switch and then open up the capsule group.



- Push the metal tension ring back (shown in blue), using thumbnails or a plastic tool, until it slides off of the gasket.



- After the tension ring releases, pull the gasket forward from one edge until it releases from the capsule holder.

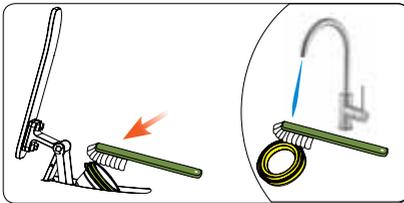


Note: To remove the group gasket, the machine must cool to room temperature.



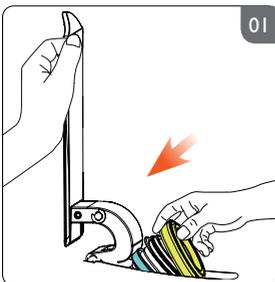
WARNING! Beware of the sharps inside the capsule holder to avoid injury.

Cleaning the group gasket and capsule holder



- Clean the capsule holder with warm water and a brush.
- Clean the gasket with water and a brush, then rinse with clean water before reinstalling.

Reassembling the group gasket



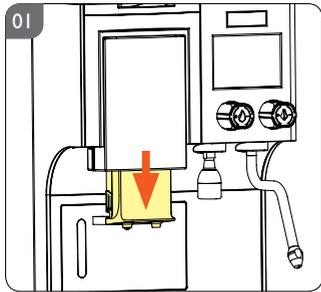
Important:

The widest part of the gasket must be facing forward when reassembling the gasket.

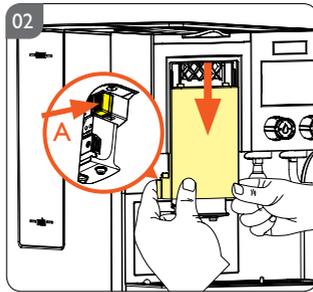


1. Hold the capsule group lever open with one hand to keep the capsule holder stable. With the other hand place the gasket on the capsule holder with the lip seated at the bottom first. Then press the gasket onto the holder, working around until it is completely seated.
2. Pull the metal tension ring up onto the gasket to hold it in place. Ensure the ring is aligned evenly.
3. Raise and lower the capsule lever a few times ensure the gasket is properly seated before making the next coffee.

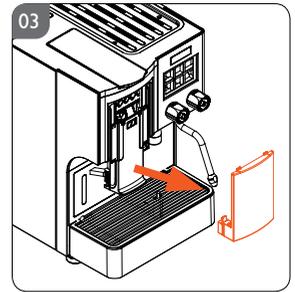
Cleaning the coffee spout



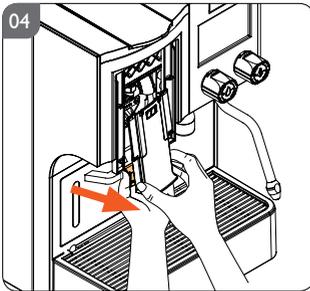
- Pull the adjustable drink spout down to its lowest position.



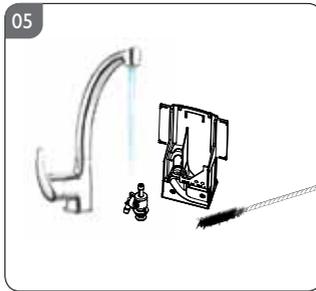
- Press the buttons on the back of the spout cover panel (A), then pull down to release it.



- Remove the cover panel. It can be washed if needed. The drink spout will now be visible.



- To remove the milk spout panel simply pull it forward (it attaches magnetically).



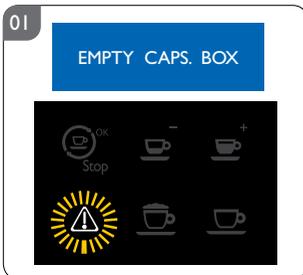
- Wash the coffee spout under warm running water, using a brush to clean inside all the small crevices to remove any milk residue. Do not wash/wipe the lubricating grease off of the mounting tabs.
- Reinstall in reverse order. Test sliding and adjustable parts to ensure proper alignment.



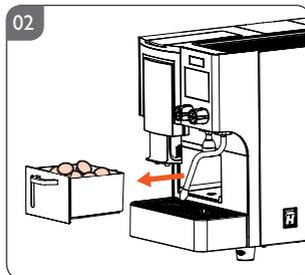
Important:

It is recommended to perform this cleaning daily to keep the machine sanitary and maintain excellent coffee taste.

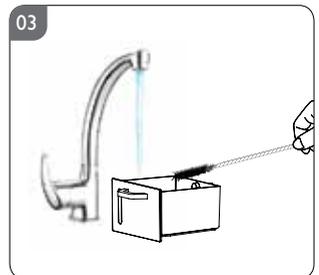
Emptying the capsule drawer



- When capsule drawer is full, alarm will flash and display will show EMPTY CAPS. BOX.



- Remove the capsule drawer and empty it.



- Wash the capsule drawer under running water with a brush. Dry before reinstalling.

Milk system cleaning

To ensure your coffee always tastes great and your machine always functions properly, it is important to take good care of the milk system.

These cleaning processes must be done daily for all parts of the machine that come in contact with milk.

- Initial flushing.
- Timed flushing.
- Standard cleaning.
- Semi-automatic cleaning.

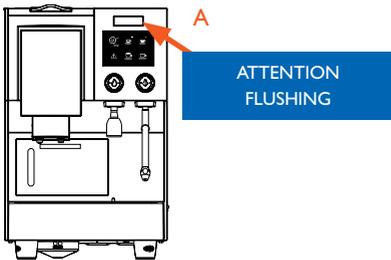


Important:

Milk spoils quickly! The milk system should be cleaned daily with regular use, or even more frequently with lighter use.

Initial and timed flushing

The machine will automatically perform an initial flush every time it is turned on as soon as the water in the boiler reaches 100°C to remove any milk residue in the milk outlet. Additionally, a timed flush can be programmed to automatically clean the milk system at a preprogrammed interval. During these processes the display will show ATTENTION FLUSHING (A).



WARNING!

Be careful, flushing water is very hot.



Note:

You can disable these options in the user programming menu (Initial Flushing see page 35, Timed Flushing see page 37).

Standard cleaning



After making the specified number of (default is 50, see page 35 for programming instructions) cappuccinos or coffees with milk, the Alarm button will flash and the display will show DO CLEANING? (A).

To run the cleaning cycle at any time, simply press and hold the Alarm button (B) for 8 seconds. The machine will automatically flush the milk system with hot water.



WARNING!

Be careful, flushing water is very hot.



Note:

The Standard Cleaning program is only available when the Advanced Cleaning option is disabled (see page 35).

Semi-automatic milk system cleaning

If you have activated the semi-automatic milk cleaning program, then after making the specified number of (default is 50, see page 35 for programming instructions) cappuccinos or coffees with milk, the Alarm button will flash and the display will show DO CLEANING? Alternatively, press and hold the Alarm button for 8 seconds to begin the milk system cleaning anytime. Follow the steps below to do the milk system cleaning:

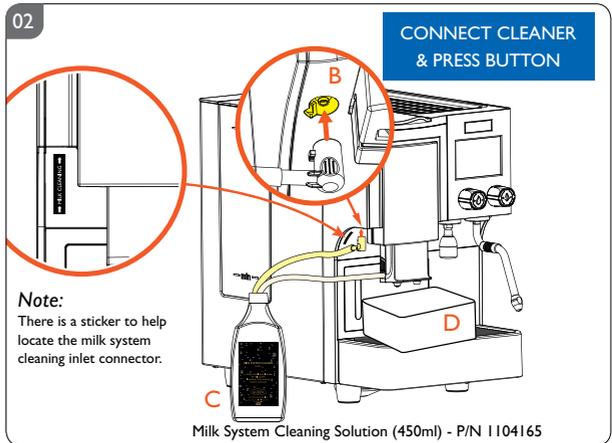


Note:

The milk system cleaning does not have to be done immediately when DO CLEANING? is displayed (such as during periods of high coffee demand). The machine will still be available for use, but the alarm and message will continue to display until the cleaning is performed.



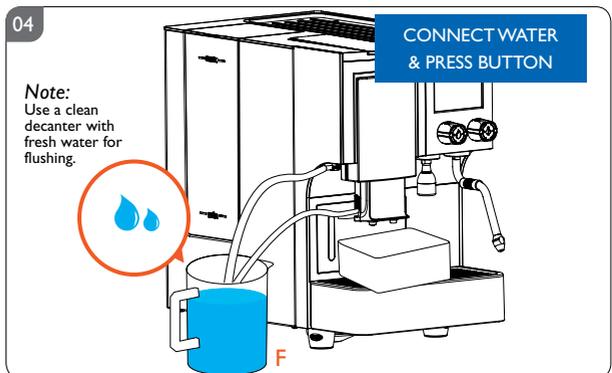
- The Alarm button will flash and the display will show DO CLEANING? PRESS ALARM (A). Press the Alarm button, the display will show CONNECT CLEANER & PRESS BUTTON.



- Connect the cleaning solution inlet hose (B). Place the end of that hose and the milk inlet hose together in a bottle of milk system cleaning solution (C). If your drip tray is not fitted with a drain hose you must place a one liter container under the milk outlet to catch the used cleaning liquid (D).



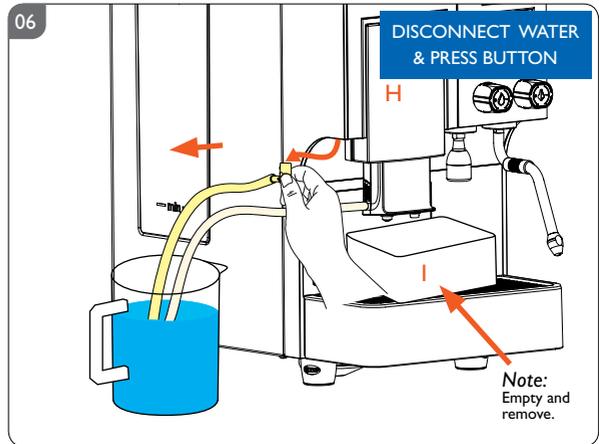
- Press the Alarm button (E) to start cleaning. The machine will automatically flush the milk system with the cleaning solution.



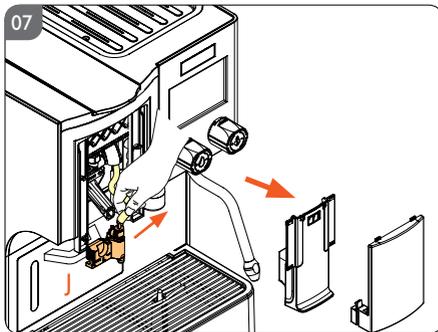
- After cleaning with solution is finished the Alarm button will flash again. Remove the hoses from the cleaning solution bottle and place them in a decanter filled with 500ml of fresh water (F).



- The Alarm button will flash and the display will show FLUSHING (G). The machine will automatically flush the milk system with hot water.



- When the machine has stopped flushing, the display will show DISCONNECT WATER & PRESS BUTTON (H). Disconnect the inlet tube and remove the decanter with the remaining flushing water. Remove the container and dispose of the waste water (I).



- Access the coffee spout (see page 22 for disassembly instructions) and remove the milk outlet (J) by pulling the hose off.



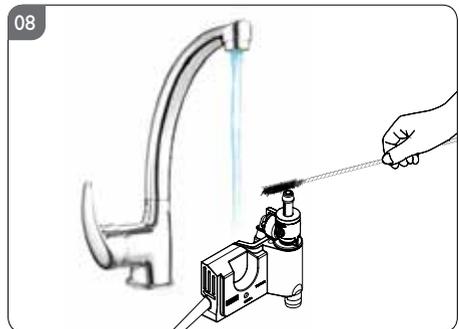
WARNING!

The coffee spout may be hot. Be careful when removing it to avoid scalding, or allow it to cool before cleaning it.



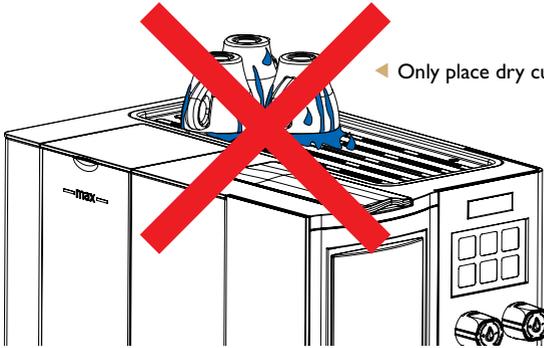
Important:

This alarm is set at 50 milk drinks by default. You can edit this setting in the user programming menu (see page 35). The cleaning should be performed more regularly if your machine only receives limited use each day (just one or two cappuccinos or coffees with milk per hour) to ensure the milk system stays clean. If it is used regularly all day long, then the end interval can be made longer or turned off. No matter what interval is decided upon, the advanced cleaning should be done at least every day (or every 2-3 hours if ambient temperature is very warm) to prevent milk spoilage inside the machine.



- Wash the milk outlet under warm running water, use a brush to remove any dried milk and coffee residue if necessary.
- Reinstall in reverse order. Test the sliding and adjustable parts to ensure proper alignment.
- After reassembly, press the Alarm button to end the cleaning cycle and return the machine to normal operation.

Additional handling of the machine

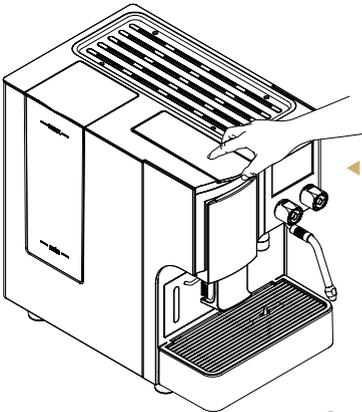


◀ Only place dry cups on the cup shelf.

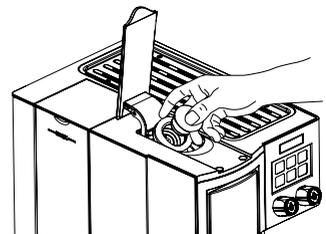


Important:

▲ Do not place wet cups on the cup shelf, allowing water to drip into the machine can cause machine damage or failure.



◀ Always raise and lower the capsule lever slowly. Never force it.



▶ The tank must be cleaned at least once a month. Do not use harsh detergents. After cleaning, dry the outside of the tank to avoid getting water inside the machine.



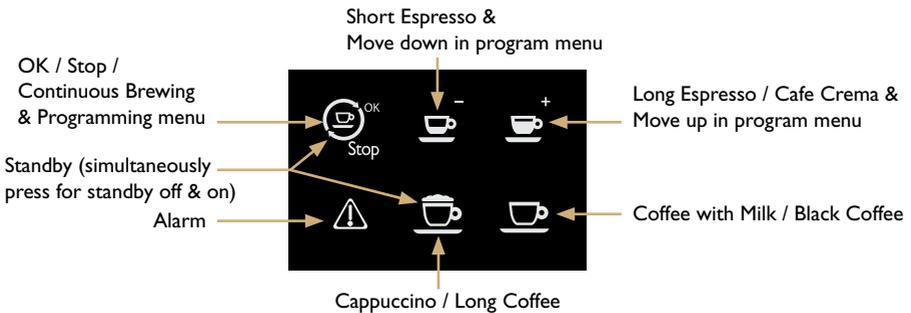
▶ To prevent malfunctioning, only use original capsules that the machine is designed for. Do not use other similar capsules, since many appear similar but the sizes differ. The wrong size capsule can cause the machine to leak water or create other problems.

Touch pad

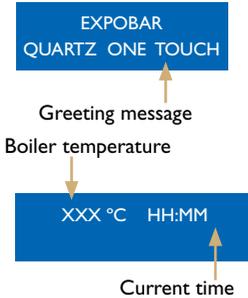
From the touch pad you can perform the following functions:

- Volume control for four different espresso drinks.
- Automatic filling and level control of the boiler.
- Automatic filling and level control of the water tank (for machines with external water supply).
- Automatic switching off of the heating element when water level is low.
- System alarms.
- Semi-automatic milk system cleaning.

The control panel is by default programmed with 4 standard drinks (these can be reprogrammed as desired) and a continuous dispensing option. The four drink buttons (Short Espresso, Long Espresso / Cafe Crema, Coffee with Milk / Black Coffee, Cappuccino / Long Coffee) brew the programmed volume and then stop automatically, the button (Continuous/OK/Stop) brews continuously until the user stops it by pressing it again.



Display functions



Via the machine's display you can read or control the following functions:

- Adjust automatic daily on/off timer (stand-by).
- Adjust clock settings (current time and date).
- View the number of coffees dispensed.
- View boiler temperature.
- Access user programming.

Machine status

The machine has three operating statuses:



Fig. 01



Fig. 02

- **ON:**
The machine is ready for use. This is the normal machine status after turning on the power switch after the boiler is heated up. (see Fig. 01).
- **STANDBY:**
The power switch is on, but the display shows STANDBY (see Fig. 02). This means that the machine is in energy-saving mode. To enter this mode, press OK then the Cappuccino  button simultaneously for at least 5 seconds.
To exit this mode and turn the machine back on, press the same two buttons simultaneously again. (They will be flashing already).
- **OFF:**
The coffee machine is turned off at the main power switch.

Accessing the user menu functions

Follow the steps below to access the machine's User Menu functions:



Fig. 03

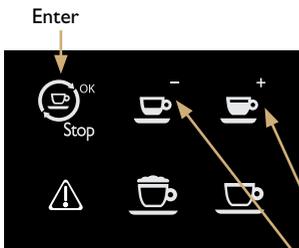


Fig. 04

- Press OK for 5 seconds, or until the button starts to flash and the display shows DOSE PROGRAMMING, (see Fig. 03), then press OK again to enter the User Menu.
- Within the User Menu, press + to scroll through the menu's functions and press OK to enter your desired menu option, or press - to scroll back (See Fig. 04).
- To exit the User Menu, scroll to the end, the display will show EXIT (See Fig. 05), then press OK. The display will show DOSE PROGRAMMING (See Fig. 03). Wait 30 seconds and the machine will return to normal use ON mode.

Scroll forward within the User Menu
 Scroll back within the User Menu



Fig. 05

Programming the drink dosages

Follow the steps below to change the dosage for each of the machine's programmed drink buttons:



Important:

Always use a new capsule when programming each new dose, a used or missing capsule during programming will affect the strength and flavor of subsequent drinks because dosage is based on volume. Programming dosage with used capsules allows too much water flow, which causes poor coffee flavor and quality in subsequent drinks using new capsules.

1. Insert a new coffee capsule into the capsule group, and place a clear coffee cup under the outlet.
2. Press OK for 5 seconds, or until the button starts to flash and the display shows DOSE PROGRAMMING (see Fig. 01 below)
3. Press the drink button you want to program: Short Espresso, Long Espresso/Cafe Crema, Cappuccino or Coffee with Milk/Black Coffee (see page 27 for the drink button diagram). The selected drink button and the OK button will light up.
4. The machine will begin dispensing coffee. When the desired volume is reached in the cup, press the OK button to stop dispensing. This dosage will be saved for all future drinks using this button.
5. Repeat this process for all of the drink buttons that you want to reprogram. Then press OK to return to the User Menu.

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01



Note:

For coffee with milk and cappuccino drinks, you can set the milk and coffee dosages separately. This is easiest when the machine is set to first dispense coffee then milk (see page 31, Coffee and milk dispensing order, to configure this setting). Then start the DOSE PROGRAMMING and pay attention to the coffee dosage first and stop it at your desired volume by pressing OK, then the machine will continue the drink. Simply watch the milk volume and press OK again to set the stop the milk and save the new drink dosage.

Adjust the display time and date

Follow the steps below to adjust the time on the machine's display:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 02

1. Within the User Menu (see Fig. 02), press + and - to scroll through the menu's functions until TIME ADJUST XX:XX / DAY OF WEEK is shown (see Fig. 03), then press OK to begin adjusting the time.
2. Press OK to begin to edit the hours, minutes and date. The number will flash when it is ready to be edited. Press + or - to change the time or date's number, then press the OK to accept the input and move to the next number.
3. When the desired times are set press OK to save your setting. When no fields are flashing press + to return to the User Menu.

TIME ADJUST
XX:XX / DAY

Fig. 03

Machine automatic ON/OFF

Follow the steps below to adjust when the machine automatically turns ON and OFF everyday:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01

ON - OFF
XX:XX XX:XX

Fig. 02

1. Within the User Menu (see Fig. 01), press **+** and **-** to scroll through the menu's functions until the currently programmed ON - OFF times are shown (See Fig. 02), then press OK to begin adjusting the time.
2. Press OK to begin to edit the ON hour and minute. The number will flash when it is ready to be edited. Press **+** or **-** to change the flashing input, then press the OK to accept and move to the minute input.
3. When the desired times are set press OK to save your setting. When no fields are flashing press **+** to return to the User Menu.

Day off

Follow the steps below to set one day per week that the machine does not automatically turn ON:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 03

ON-OFF DAY OFF
WEEKDAY

Fig. 04

1. Within the User Menu (see Fig. 03), press **+** and **-** to scroll through the menu's functions until ON-OFF DAY OFF and the current day off is shown (See Fig. 04).
2. Press OK, the current day off will start to flash. Press **+** or **-** to scroll to the desired day you want to set as the day off.
3. Press OK to save your setting then press **+** to return to the User Menu.

Cappuccino ON/OFF

Follow the steps below to turn the ability to turn milk-based coffee options on or off:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 05

CAPPUCCINO
YES / NO

Fig. 06

1. Within the User Menu (see Fig. 05), press **+** and **-** to scroll through the menu's functions until CAPPUCCINO YES or NO is shown (See Fig. 06), then press OK to enter the menu.
2. Press **+** or **-** to select YES or NO. The default setting is YES
3. Press OK to save your setting then press **+** to return to the User Menu.



Note:

The ability to deactivate cappuccinos as a drink option can be useful if the drinks desired includes Short Espresso, Cafe Crema, Long Coffee, and Black Coffee (Americano), since the Long Espresso button will default to Cafe Crema, the Coffee with Milk button will default to a Black Coffee (Americano) button, and the Cappuccino button will default to a Long Coffee button. The dose volumes can then be adjusted using the Dose Programming to create the perfect ratio of espresso to hot water for each drink.

Coffee and milk dispensing order

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01

CAPPUCCINO MODE

Fig. 02

CAPPUCCINO MODE
COFFEE -> MILK

CAPPUCCINO MODE
MILK -> COFFEE

CAPPUCCINO MODE
COFFEE <-> MILK

Fig. 03

There are 3 milk and coffee dispensing order options for cappuccinos:

- Dispense coffee first, then add milk.
- Dispense milk first, then add coffee.
- Dispense coffee and milk simultaneously.

Follow the steps below to program the milk and coffee dispensing order for cappuccinos:

1. Within the User Menu (see Fig. 01), press + and - to scroll through the menu's functions until CAPPUCCINO MODE is shown (see Fig. 02), then press OK to enter the menu.
2. Press + or - to scroll to the desired milk and coffee dispensing order; coffee then milk, milk then coffee, or coffee and milk simultaneously (see Fig. 03).
3. Press OK to save your setting then press + to return to the User Menu.



Note:

This programming function is not available when the Cappuccino function is turned off (see page 30).

Cappuccino milk frothiness

Follow the steps below to set your preferred amount of milk froth for cappuccinos:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 04

CAPP. STEAM
XX %

Fig. 05

1. Within the User Menu (see Fig. 04), press + and - to scroll through the menu's functions until CAPP. STEAM XX % is shown (see Fig. 05), then press OK to enter the menu.
2. Press + to increase the amount of air in the froth, or - to reduce it. The default setting is 50%.
3. Press OK to save your setting then press + to return to the User Menu.



Note:

The higher the percentage (%) setting, the more air is concentrated in the milk and the frothier it will be. This programming function is not available when the cappuccino function is turned off (see page 30).

Cappuccino milk steam timing

Follow the steps below to set the ratio of foam/hot milk for cappuccinos:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01

PUMP&STEAM TIMES
X.X s

Fig. 02

1. Within the User Menu (see Fig. 01), press **+** and **-** to scroll through the menu's functions until PUMP & STEAM TIMES X.X S is shown (see Fig. 02), then press OK to enter the menu.
2. Press **+** to increase the pump cycle time, or **-** to reduce it (time is adjustable from -2.0 to 2.0 seconds). Default is 0.0 seconds.
3. Press OK to save your setting then press **+** to return to the User Menu.



Note:

Selecting a longer (positive) pump time will create a foamier cappuccino, selecting a shorter (negative/delayed) time will create in a milkier, less foamy cappuccino. Your specific milk fat/cream content, viscosity, temperature and storage methods all impact foaming characteristics, so trying a few different pump times until you find your perfect foam/hot milk ratio is recommended. This programming function is not available when the Cappuccino function is turned off (see page 30).

Cappuccino end wash

Follow the steps below to set the preferred amount of wash time after each cappuccino or coffee with milk:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 03

CAPP. END WASH
0.XX s

Fig. 04

1. Within the User Menu (see Fig. 03), press **+** and **-** to scroll through the menu's functions until CAPP. END WASH X,XX S is shown (see Fig. 04), then press OK to enter the menu.
2. Press **+** to increase the amount of end wash time, or **-** to reduce it in 0.25 second intervals from 0.00 (no end wash) to 1.00 second. Default is 0.50.
3. Press OK to save your setting then press **+** to return to the User Menu.



Note:

The end wash should be made longer if your machine only receives limited use each day (just one or two cappuccinos or coffees with milk per hour) to ensure the milk system stays clean. If it is used regularly all day long, then the end wash can be adjusted shorter or turned off. This programming function is not available when the Cappuccino function is turned off (see page 30).

Cafe Crema

Follow the steps below to set your preferred amount of crema for espressos:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01

CAFE CREMA
NO / XX %

Fig. 02

1. Within the User Menu (see Fig. 01), press **+** and **-** to scroll through the menu's functions until CAFE CREMA NO or XX % is shown (see Fig. 02), then press OK to enter the menu.
2. Press **+** and **-** to set the desired amount of crema (choose none, or between 60 and 100%).
3. Press OK to save your setting then press **+** to return to the User Menu.



Note:

The higher the percentage (%) setting, the more pre-extraction there will be in the brew and the more crema there will be on the top of the finished coffee.

Black coffee

Follow the steps below to set your preferred amount of pre-extraction for the black coffee:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 03

BLACK COFFEE
NO / XX %

Fig. 04

1. Within the User Menu (see Fig. 03), press **+** and **-** to scroll through the menu's functions until BLACK COFFEE NO or XX % is shown (see Fig. 04), then press OK to enter the menu.
3. Press **+** and **-** to set the desired amount of pre-extraction (choose none, or between 60 - 100%).
4. Press OK to save your setting then press **+** to return to the User Menu.



Note:

The higher the percentage (%) setting, the more pre-extraction there will be and the stronger the brew will taste.

Prebrewing time

Follow the steps below to set the preferred amount of prebrewing dosing for stronger flavor extraction:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01

PREBREWING ON
NO / 0X, X s

Fig. 02

1. Within the User Menu (see Fig. 01), press **+** and **-** to scroll through the menu's functions until PREBREWING ON is shown (see Fig. 02), then press OK to enter the menu.
2. Press **+** to increase the amount of prebrewing desired, or **-** to reduce it in 0.5 second intervals from 0.00 (no prebrewing dosing) to 5.00 seconds. Default is NO.
3. Press OK to save your setting then press **+** to return to the User Menu.



Note:

Prebrewing allows the coffee/espresso to develop a little more flavor by moistening the grounds for a few seconds (depending on the setting) before pressurizing the capsule and finishing the brew. Different coffee brands and roasts will taste best with different prebrew dose times. Test a few times with your favorite coffee to find the prebrew time that tastes best to you.

Prebrewing pause time

Follow the steps below to set the preferred amount of prebrewing pause time for stronger flavor and more complete extraction:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 03

PREBREWING OFF
NO / 0X, X s

Fig. 04

1. Within the User Menu (see Fig. 03), press **+** and **-** to scroll through the menu's functions until PREBREWING OFF is shown (see Fig. 04), then press OK to enter the menu.
2. Press **+** to increase the amount of prebrewing desired, or **-** to reduce it in 0.5 second intervals from 0.00 (no prebrewing pause) to 5.00 seconds. Default is NO.
3. Press OK to save your setting then press **+** to return to the User Menu.



Note:

Prebrewing pausing allows the coffee/espresso to extract maximum flavor by soaking the grounds for a few seconds after the prebrewing cycle, then repressurizing the capsule and finishing the brew. Different coffee brands and roasts will taste best with different prebrew pause times. Test a few times with your favorite coffee to find the prebrew time that tastes best to you.

Cleaning interval

Follow the steps below to set the preferred cleaning interval (number of coffees dispensed between reminders to perform the semi-automatic milk system cleaning):

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01

CLEAN. INTERVAL
XX

Fig. 02

1. Within the User Menu (see Fig. 01), press **+** and **-** to scroll through the menu's functions until CLEAN INTERVAL XX is shown (see Fig. 02), then press OK to enter the menu.
2. Press **+** to increase the number of drinks between cleanings, or **-** to reduce the reminder interval from 0 (no cleaning reminder) to 50 drinks. Default is 50.
3. Press OK to save your setting then press **+** to return to the User Menu.



Note:

The advanced cleaning should be done everyday (or every 2-3 hours if ambient temperature is very warm) to prevent milk spoilage inside the machine.

Initial flushing

Follow the steps below to adjust or deactivate the initial flush function: (See page 23 for an explanation of this feature.)

DOSE PROGRAMMING
IN 30 SEC.

Fig. 03

INITIAL FLUSH
NO / XX s

Fig. 04

1. Within the User Menu (see Fig. 03), press **+** and **-** to scroll through the menu's functions until INITIAL FLUSH NO or XX S is shown, then press OK to enter the menu (see Fig. 04).
2. Press **+** to set the desired flushing time, between 5 and 20 seconds. Default is 10 seconds.
3. To turn the initial flush off, press **-** until the display reads INITIAL FLUSH NO.
4. Press OK to save your setting then press **+** to return to the User Menu.



Note:

Initial flushing should only be set to OFF if the machine receives very heavy usage. For lower usage a longer flushing time should be selected, for moderate usage a shorter one can be used. Insufficient flushing will negatively affect the taste of the drinks due to an unsanitary coffee spout and milk system.

Advanced cleaning ON/OFF

Follow the steps below to activate or deactivate the machine's semi-automatic milk cleaning system: (See pages 24 and 25 for an explanation of this feature and what is required by the user.)

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01

1. Within the User Menu (see Fig. 01), press + and - to scroll through the menu's functions until ADVANC. CLEANING YES or NO (See Fig. 02) is shown, then press OK to enter the menu.

ADVANC. CLEANING
YES / NO

Fig. 02

2. Press OK and when the YES or NO option is flashing + or - to activate or deactivate the cleaning function (depending on its current status).
3. Press OK to save your setting then press + to return to the User Menu.

Note:

If you select YES to activate the Advanced Cleaning function, you must follow the instructions on the display when the machine reminds you to do the Milk Cleaning starting from the next scheduled cleaning cycle. Alternatively, if you select NO then it is important that you perform the cleaning steps shown on page 23 at least once per day to ensure the coffee spout and milk system are clean.

Advanced cleaning times - T1, T2, T3, T4

If the Advanced Cleaning option (shown above) is selected, follow the steps below to program the four cleaning cycle function pump times: (Each time is programmed separately from within the User Menu.)

DOSE PROGRAMMING
IN 30 SEC.

Fig. 03

1. Within the User Menu (see Fig. 01), press + and - to scroll through the menu's functions until ADVANC. CLEAN T1 Xs is shown, then press OK to enter the menu (see Fig. 04).

ADVANC. CLEANING T1
X s

Fig. 04

2. Press + or - to set the desired flushing time (between 5 and 20 seconds, the machine is set to 5 seconds by default).

ADVANC. CLEANING T2
X s

Fig. 05

3. Press OK to save your setting then press + to return to the User Menu.

ADVANC. CLEANING T3
X s

Fig. 06

4. After returning to the User Menu, scroll to the ADVANC. CLEAN T2 (see Fig. 05), ADVANC. CLEAN T3 (see Fig. 06), and ADVANC. CLEAN T4 (see Fig. 07) and repeat steps 2, 3, and 4 to program each pump time configuration.

ADVANC. CLEANING T4
X s

Fig. 07

The pump times correspond to the following cleaning functions:

- T1: cappuccino set cleaning solution intake time (5 seconds = approx. 25ml)
- T2: internal water system cleaning time
- T3: hot water from boiler internal flush time
- T4: air intake time (to dry the cleaning system)

Note:

When performed daily, the pump times are recommended to be set at 5 seconds each. For more information on this feature see pages 24 and 25.

Timed flushing

Follow the steps below to set the preferred flushing time interval (amount of time between automatic flushes to ensure the milk system stays clean):

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01

TIMED FLUSHING
NO / X h

Fig. 02

T STEAM
X s

Fig. 03

T WATER
X s

Fig. 04

T AIR
X s

Fig. 05

1. Within the User Menu (see Fig. 01), press **+** and **-** to scroll through the menu's functions until TIMED FLUSHING NO / X h is shown (see Fig. 02), then press OK to enter the menu.
2. Press **+** to increase the flushing interval time, or **-** to reduce it (time is adjustable from NO/off to 24 hours) in 1 hour increments. Default is NO.
3. Press OK to save your setting then press **+** to return to the User Menu or to set the T STEAM, T WATER, and T AIR times. T STEAM default is 5 seconds, T WATER default is 10 seconds, T AIR default is 5 seconds.
4. If a timed flushing is selected, then the T STEAM, T WATER, and T AIR settings (see Fig. 03-05) will be activated and can be set from individually from 1-20 seconds each.

The pump times correspond to the following cleaning functions:

- T STEAM: milk pump intake run time (5 seconds = approx. 25ml)
- T WATER: hot water from boiler internal flush time
- T AIR: air intake time (to dry the cleaning system)

Longer pump times provide more thorough cleaning, but are not necessarily needed if the machine is used heavily, as the milk system will be constantly refreshed after each use.



Note:

The timed flushing provides a programmed dose of hot water to prevent milk spoilage inside the machine. A shorter flushing interval time is advised for locations with warmer ambient temperatures, and frequent automatic flushes will help reduce the need for frequent advanced cleaning cycles.

Accessing and resetting the partial counter, accessing the total counters

Follow the steps below to access and reset the partial drinks counters:

DOSE PROGRAMMING
IN 30 SEC.

Fig. 01

PARTIAL COUNTERS

Fig. 02

TOTAL COUNTERS

Fig. 03

1. Within the User Menu (see Fig. 01), press + and - to scroll through the menu's functions until PARTIAL COUNTERS is shown (See Fig. 02), then press OK to view each counter for each drink.
2. To reset each drink counter individually press OK for at least 5 seconds until the drink counter resets to 000000000.
3. Press OK to save your setting then press + to return to the User Menu.
4. After returning to the User Menu, scroll to the TOTAL COUNTERS (See Fig. 03) and repeat steps 2 and 4. The total counters cannot be reset.

Exiting the user menu

Follow the steps below to exit the User Menu:

EXIT

Fig. 04

DOSE PROGRAMMING
IN 30 SEC.

Fig. 05

1. Within the User Menu press + scroll to the end, the display will show EXIT (See Fig. 04), then press OK.
2. The display will show DOSE PROGRAMMING (See Fig. 05).
3. Wait 30 seconds and the machine will return to normal use ON mode.

Exiting standby mode

Follow the steps below to exit Standby Mode and return to normal operation:



Fig. 06

Press simultaneously.

1. Exit STANDBY mode by pressing OK and Cappuccino simultaneously for 5 seconds (see Fig. 06).
2. The machine will return to normal operating mode and the boiler will begin to heat up. Wait until the greeting messages are displayed before dispensing a coffee.

Storing the machine

Before storage be sure to:

- Perform all weekly and periodic cleaning procedures described in this manual (see pages 18-26).
- Disconnect and roll up the power cord.
- Disconnect the machine's water inlet hose from the domestic water supply (if applicable) and drain the boiler (this should be performed by a qualified person).
- Clean the drip tray and exterior of the machine to remove any coffee or other residue and empty and clean the capsule drawer.
- Cover / re-pack the machine in its original carton and store it in a dry place where it will not be exposed to extreme temperatures or humidity.
- When returning the machine to service after long-term storage, perform all weekly and periodic cleaning procedures before use.

Machine disposal

Before disposal be sure to:

- Perform all weekly and periodic cleaning procedures described in this manual (see pages 18-26).
- Disconnect and roll up the power cord.
- Disconnect the machine's water inlet hose from the domestic water supply (if applicable) and drain the boiler (this should be performed by a qualified person).
- Pack and send the machine to a certified recycling center.



PROBLEM	POSSIBLE CAUSE	SOLUTION
The machine does not start up.	The plug is not correctly inserted into the socket.	Check that the plug is correctly plugged in and that the socket is working correctly.
The pump can be heard working but the machine does not brew or dispense coffee.	1.) There is air inside the water system.	Switch the machine OFF and use the hot water tap to empty the boiler and purge the air. Then fill the water tank and switch the machine back ON.
	2.) Something is blocking the hydraulic system.	Call technical support for assistance.
The machine does not automatically stop dispensing coffee at the preset volume.	The flowmeter is not functioning correctly.	Call technical support for assistance.
The coffee's cream/finish is not as high-quality as normal.	The coffee outlet is clogged or dirty, or the temperature setting is not adjusted according to your capsule's requirements.	Clean the coffee spout. Check that the correct temperature setting is programmed.
No steam comes out of the steam wand.	The steam nozzle is clogged with milk residue.	Clean the wand and nozzle, if necessary remove the nozzle and clean the holes with a pin or needle.
Water drips from the capsule group.	The group gasket is worn out or damaged.	Replace the group gasket. (Call technical support for assistance if needed.)

ALARM	POSSIBLE CAUSE	SOLUTION
PREHEATING	The machine is not finished filling up or heating the boiler.	Wait until the boiler is full and reaches normal operating temperature.
LOADING TIMEOUT	1.) The machine is exceeding the preset boiler fill time because a tube is loose and the machine is leaking water.	Turn OFF and unplug the machine and contact technical support for assistance.
	2.) The machine is exceeding the preset boiler fill time because there is no water in the tank or the boiler.	Fill the tank and restart the machine (switch the machine OFF then back ON).
FILL WATERTANK	There is no water in the tank.	Fill the water tank.
FAIL FLOWMETER	1.) The capsule's coffee grind is too fine.	Change capsule/coffee.
	2.) Not enough water to make a coffee.	Fill the water tank.
	3.) There is air inside the water system.	Switch the machine OFF and use the hot water tap to empty the boiler and purge the air. Then fill the water tank and switch the machine back ON.
STANDBY	STANDBY mode is activated.	Press OK and Cappuccino buttons simultaneously to disable STANDBY mode.
EMPTY CAPS. BOX	The capsule drawer is full. The maximum number of capsules has been reached (15 capsules).	Empty the capsule drawer. The capsule counter will be reset to zero (drawer must be removed for at least 5 seconds to reset).
NTC DISCONNECTED	The NTC is disconnected or broken.	Turn OFF and unplug the machine and contact technical support for assistance.
WATER TANK OPEN	1.) The water tank is removed or not installed correctly.	Remove and replace the water tank.
	2.) The water tank sensor is not functioning correctly.	Call technical support for assistance.
CAPSULE BOX OPEN	1.) The capsule box is removed or not installed correctly.	Remove and replace the capsule box.
	2.) The capsule box sensor is not functioning correctly.	Call technical support for assistance.
H2O FILTER	The water filter/softener needs to be changed.	Exchange the water filter with a new one. Press the Continuous and Alarm buttons simultaneously for 5 seconds to reset the counter.



For the warranty to be valid the conditions for maintenance must have been followed according to our instructions, proper precautions have been taken, and warranty claim has been issued without delay.

The affected equipment shall not be used while awaiting service if there is any risk that the damage or defect could worsen.

The warranty shall not cover consumable supplies such as glassware, or normal maintenance such as cleaning of filters. Additionally, damages of an external nature, such as contaminants in the water, limescaling, incorrect voltage or power surges, and water supply issues such as pressure changes or service disconnection are not covered by this warranty.

The warranty will not cover damages or defects caused by incorrect handling or operation of the appliance.

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