Cafitesse Compact Excellence

USER MANUAL ENGLISH

HENRI

Cafitesse Excellence Compact

Operator Manual

Safety

Symbols that can be found in this manual

The following symbols are used throughout this manual in combination with a statement to emphasize important and critical information. Observe the statements to ensure safety and prevent injury and product damage.

Note:
Gives additional information which may be helpful during the dispenser operation.

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

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

Danger:
INDICATES A IMMINENTLY HAZARDOUS SITUATION WHICH, IF NOT AVOIDED, WILL RESULT IN SERIOUS INJURY AND EVEN DEATH.

Operation, filling and cleaning of the dispenser must be restricted to authorized and trained persons. Take care that new staff reads the operator manual before they operate the dispenser and understand the safety and hygiene aspects. 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 from 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 version), service and programming of the dispenser is restricted to authorized service technicians. The service area is restricted to persons having knowledge and practical 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.

The 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 the risk of being scalded, in case the cups/pots/containers fall down.

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 or the power cord or plug are wet.
If the power cord of the dispenser is damaged, switch off the dispenser and contact your system supplier for replacement.

Shield the dispenser from running water, splashes, spray or steam, heat or heavy dust.

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 front/back sides are accessible for service.

Only use water hoses and connections in compliance with EN61770.

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.

If the mains cable of the dispenser is damaged, switch the dispenser off and contact your Cafitesse system supplier to have the mains cable replaced.

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 secured by means of a fault current safety switch and that the power supply plug remains accessible after installation.

Transport and storage

Always store and transport the dispenser in the original packaging. Before storing or transporting the dispenser:
• Place the product packs in the refrigerator. Remove them from refrigerator if you plan to storage the machine.
• Clean the dispenser.
• Contact your Cafitesse system supplier so that an authorized and trained service technician can drain the water from the boiler and protect the dispenser against frost damage.
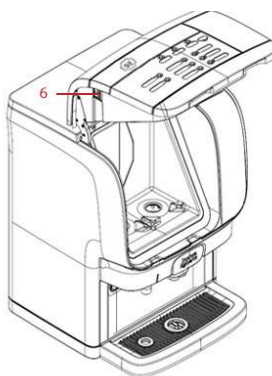
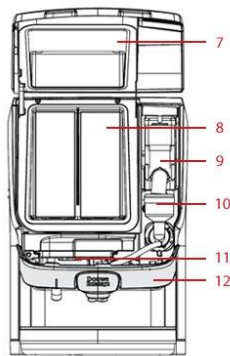The dispenser may not be subject to frost during operation, storage or transport.

Part Overview Description

1. Drink buttons

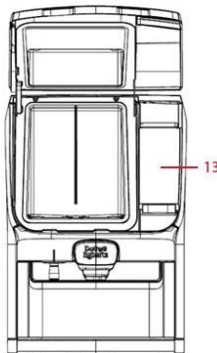2. Drink outlets
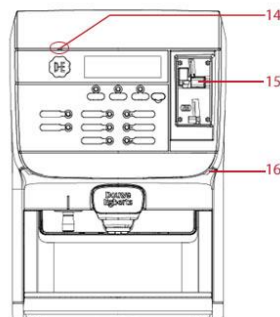
3. Hot water outlet

4. Cup tray

5. Drip tray

6. Standby / Lock dispenser button

7. Dispenser door

8. Cooling compartment

9. Ingredient canister *

10. Mixing bowl *
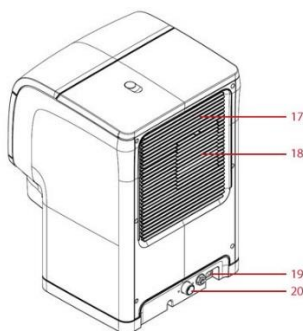
11. Mixing tray

12. Fluid treatment panel

13. Internal water tank **

14. Area for placing RFID tag ***
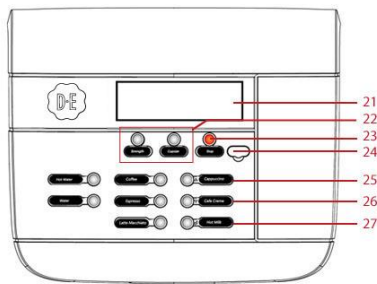
15. Coin mechanism ***

16. Coin box (behind door) ***

 * Only for machine with instant option.

** Only for machine with internal water tank.

*** Only for machine with payment system.

Standard

Instant option

Water tank option

Pay option

17. Air ventilation

18. Removable ventilation cover

19. Main power socket

20. Water connection 3/4"

21. Display

22. Pre-selection buttons

23. STOP (Back) button

24. Port for USB key

25. Operator Mode: (up)

26. Operator Mode: (down)

27. Operator Mode: (enter)
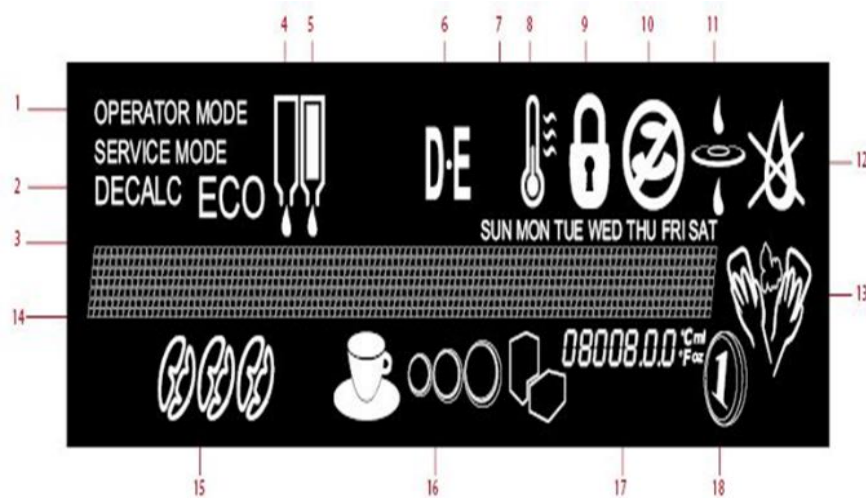
28. Operator/service mode

29. The ECO mode is active

30. Product pack left is empty

31. Product pack right is empty

32. Logo

33. Current day

34. Low temperature, boiler is heating up

35. LOCK
the dispenser is locked and cannot dispense drinks

36. DELIVERY BLOCKED
the dispenser cannot deliver the selected drink

37. FILTER, replace water filter

38. The internal water tank is empty, refill the tank

39. Descaling of the dispenser is needed

40. MESSAGE-linemessages are displayed to guide you through the cleaning, programming steps, or in case of errors

41. Strenght, mild, normal or strong drinks

42. The pre selection buttons can be lit in different combinations and have different functions depending on machine configuration.

If A+B is lit, volume, small, normal or large drink

If B+C is lit, add extra sugar (3 steps)

If only B is lit, add extra instant milk/topping (3 steps)

43. INFO-field display of cooling compartment temperature, time, etc.

44. Payment is enabled

45. CLEANING / FLUSHING, the dispenser needs to be cleaned or flushed.

Technical data

Dimensions		(H) 560mm x (W) 386mm x (D) 420mm
		(H) 22 inch x (W) 15 inch x (D) 16 inch
Weight empty	empty	22 kg
	operational	24 kg / **27 kg (with water tank option)*
Cup	volume	Factory setting = 125 ml / 4.2 fl oz adjustable ±10%
	dispensing time	10 - 20 seconds (125 ml / 4.2 fl oz)
Pot	volume	factory setting = 900 ml / 30.4 fl oz adjustable ±10%
	dispensing time	110 seconds ±10%
	max height	160 mm / 6.3 inch
Interval between pots		160 seconds (230 V)
Power supply		230 V 50 / 60 Hz
Power consumption		2.1 kW – 230 V
Capacity	230 V	150 cups per hour (± 18.75 liter p/h)
Environment	temperature	1 °C – 32 °C (34 ºF – 90ºF) for both operation and storage
	humidity	Up to 80% RH
Cooling compartment	capacity	Capacity 2x 1.25 liter / 2x 42.2 fl oz
	temperature	2 °C – 5 °C (35.6 ºF – 41 ºF)
*Canister capacity** *(1.3 Liter)*	Chocolate	1.2 kg (~55 cups)
	Topping	1.1 kg (~80 cups)
	Tea	1.2 kg (~1700 cups)
	Sugar	0.8 kg (~230 cups)
	Instant coffee	0,7 kg (~350 cups)
Boiler	Volume	1.2 liter / 40.5 fl oz
	Temperature	Adjustable between 83 ºC – 97 ºC (181.4 – 206.6 ºF)
Standard water connection		1/2" or 3/8" supply line with 3/4" BSP connecting piece, drinking water line with stop valve. ***Removable cold water tank, capacity 3 liter / 101.4 fl oz*
Dynamic water pressure		Min. 0.08 MPa at 10 l/min - 11 psi at 2.6 gal/min
Static water Pressure		Max. 1.0 MPa - 140 psi
Highest noise emission		< 49 dB(A)

* Only for machine fitted with instant option.

** Only for machine fitted with internal water tank option.

Machine start up & storage
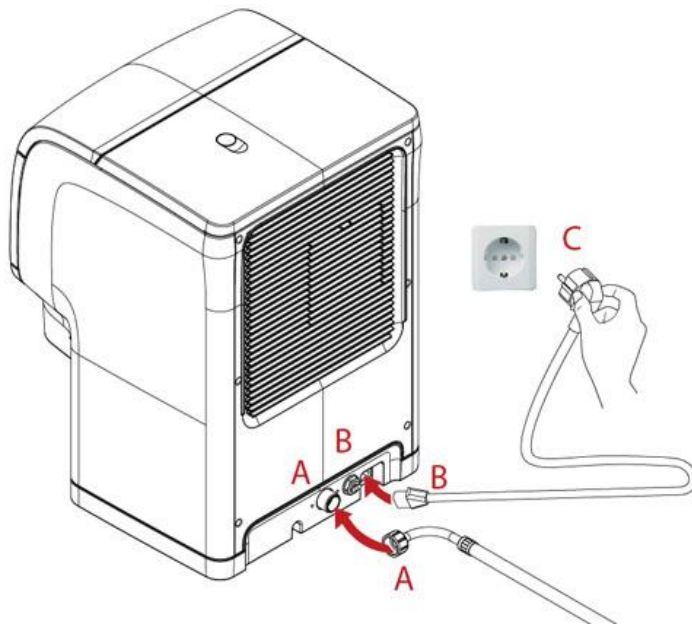
Dispenser start up

Place the machine on a flat horizontal surface that will support the weight of the machine.

Connect the water inlet hose A to A. And then open the water tap

Connect the power cord B to B, and insert the power plug C in the wall socket, the machine will start automaticlly and fill up and heat the boiler and cooling down the cooling compartment. Drink delivery will be blocked until the water in the boiler has reached the correct temperature.

Note:
The cooling of the product compartment can take 24 hours or more.

Dispenser storage

Please take the following preparations when the machine is not to be used for a long period, e.g. holidays:

1. Remove the product packs and check the expiry date.
2. Store the product packs in a refrigerator until you switch the dispenser back on again. When the expiry date has passed, throw the product packs away.
3. Clean and flush the dispenser.
4. Pull the power plug out of the socket.
5. Close the water tap.

Note:
If the dispenser has been shut down for longer periods, the date and time must be set so the programmed cleaning cycles and eco settings are reactivated.

Hygiene and pack handling

Always observe basic and personal hygiene.

Use only food-grade cleaning agents for the coffee dispenser. Clean the dispenser exterior parts with a clean, damp cloth.

If your coffee machine features a water tank: refresh the water inside the tank if the machine is not often used with fresh drinking water.

Ingredient pack handling <coffee pack placement>

**The ingredient pack handling instructions are printed on the carton.**

Observe hygiene: Wash hands before starting

**Shake the pack at least 10 times and remove the plastic foil**

Write date op opening and expiry dat on the carton.

Pull the perforated strip from the pack

Take the dosing tube out of the carton

Slide the dosing tube over the blue ring on the carton. The red ring must cover the circle printed on the carton.

Ensure that the dosing tube is correctly placed, i.e. over the carton box

Turn the pack upside down and place inside the machine.

Ingredient pack handling <Milk pack / Smooth Roast blend placement>

The ingredient pack handling instructions are printed on the carton

Observe hygiene: Wash hands before starting

Shake the pack at least 10 times and remove the plastic foil

Write date op opening and expiry dat on the carton.
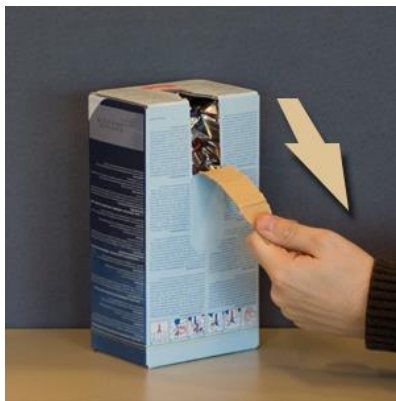
Pull the perforated strip from the pack
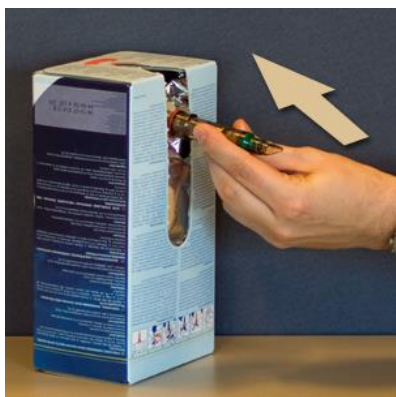
Take the dosing tube out of the carton
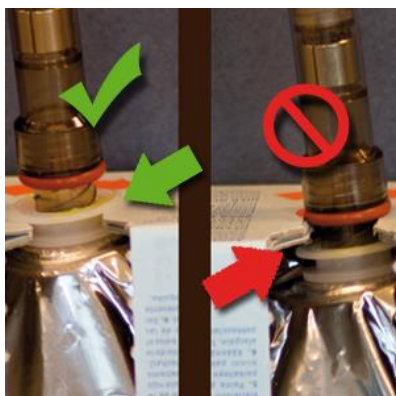
Slide the white ring of the dosing tube over the carton.

Press your thumb against the white ring of the doser. (to prevent the bag form twisting)

Turn the dosing tube clockwise until the red ring touches the white ring.

Turn the pack upside down. The tube must now fill itself with ingredient.

Check for leakage (= a drop leaking at the spot where the dosing tube is screwed into the pack) : tighten the the dosing tube should any ingredient be visible.

Daily operations

Brewing a cup of coffee / hot water / pot of coffee
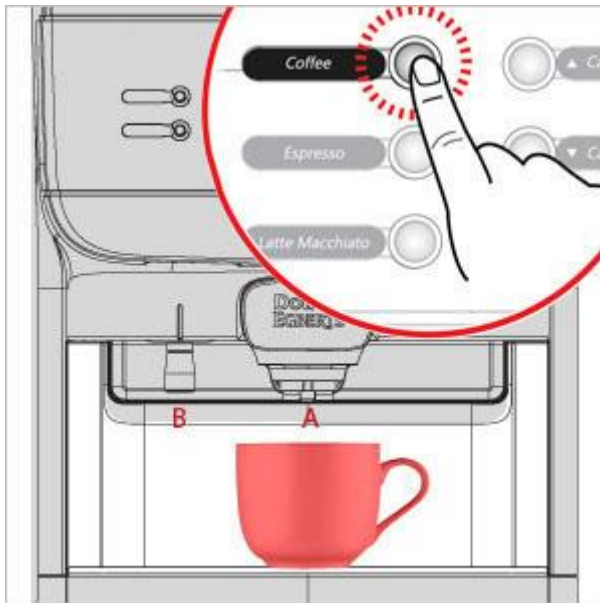
Cup of coffee or hot water

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

⚠️ **Warning:**
The liquids dispensed by the dispenser 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 machine will dispense coffee or hot water from the outlets depending on selection and stops after one cup has been delivered (portioned flow).

If the dispenser is programmed for free flow: Press the coffee or hot water button to start and keep the button pressed until you have obtained the desired amount of coffee or hot water.

The **STOP** button can be pressed at any moment to cancel delivery.
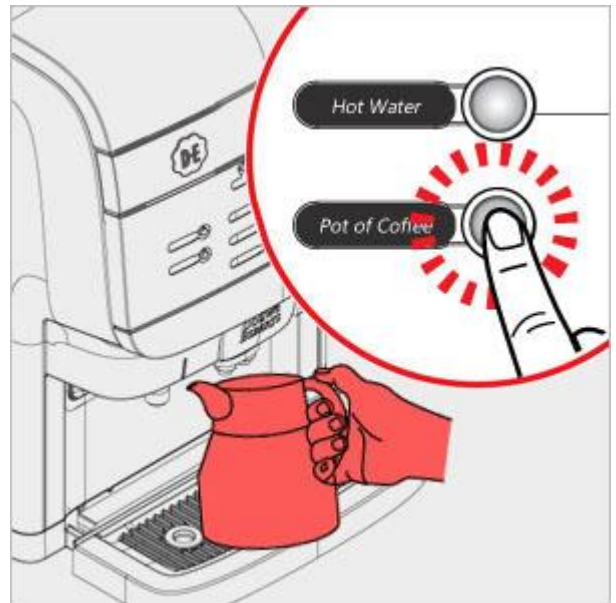
Pot of Coffee

Place a pot under the middle (coffee) outlet and press the pot button.

⚠️ **Warning:**
The liquids dispensed by the dispenser 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 machine will dispense coffee from the outlet and stop after 0,9 litre / 30.4 oz of coffee has been delivered.

The **STOP** button can be pressed at any moment to cancel delivery. You can also press the **STOP** button if you want to obtain any amount of coffee less than 0,9 litre / 30.4 oz.

Your supplier can change the standard pot volume setting on request.

Drink delivery with pre-selections

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

Strength (mild, normal or strong drinks)

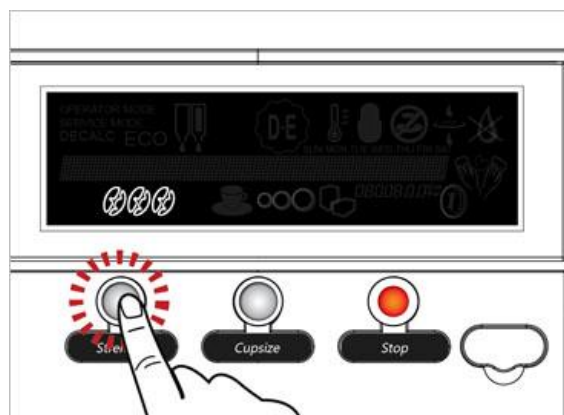Volume (small, normal or large drinks)
Add extra sugar (3 steps)
Add extra milk (3 steps)

Note:
only one of volume, extra sugar and milk can be active at one time.
If you press a pre-selection button, but do not press the delivery button, the dispenser will return to the default state after a few seconds.

Strength pre-selection

1. Place your cup.
2. Press the pre-selection button STRENGTH to apply your desired setting. The bean icon will change between mild - normal - strong.
3. Press the pre-selection button until the desired strength is marked.
4. Press a drink button. The drink will be delivered with the selected strength.

Volume pre-selection example

1. Place your cup.
2. Press the pre-selection button VOLUME to apply your desired setting. The cup icon will change between small - medium - large.
3. Press the pre-selection button until the desired portion size is marked.
4. Press a drink button. The drink is delivered with the selected portion size.

Note:
If the icon A+B is lit the pre-selection button is set for "volume".
If B+C is lit the pre-selection button is set for "extra sugar".
If only B is lit the pre-selection button is set for "extra milk".

Ingredient pack replacement

The display shows an icon when a pack is empty (or almost empty) at the left / right side or at both sides (in this case the right pack is empty)
Please follow the instruction to replace a pack
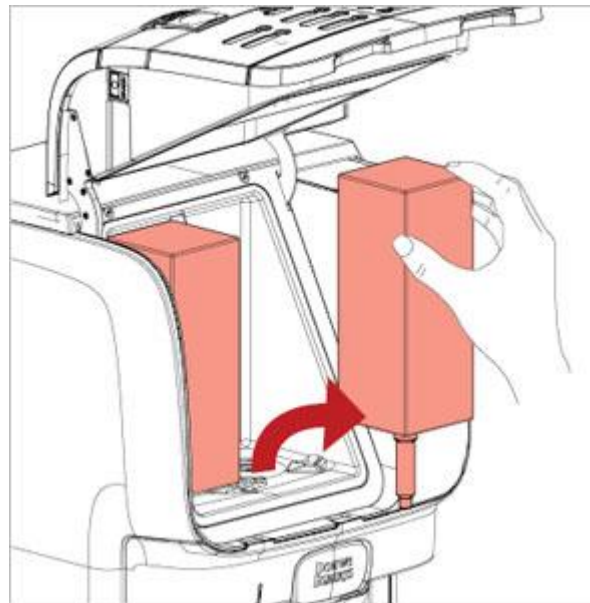
information about pack handling here

⚠️ **Caution***:*
Never use a frozen or damaged product pack. Do not use a product pack if the "Best before" date has expired.
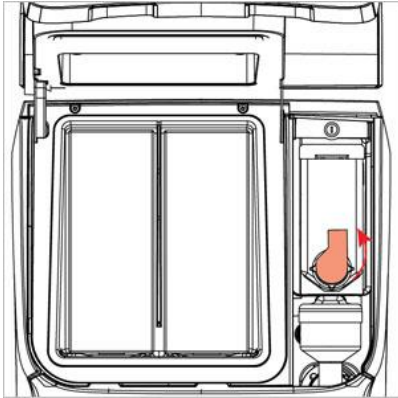
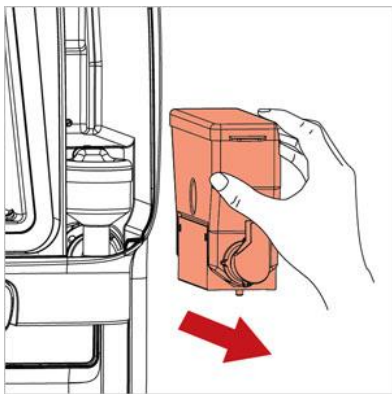Open the machine door to access the cooling compartment and ingredient packs.

Take out the the empty ingredient pack and replace with a new one.

Filling ingredient canister

Only for machines 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.
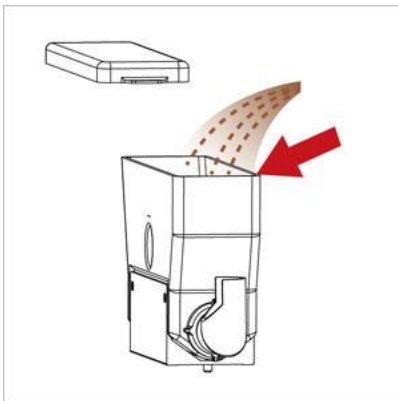
3. Fill the canister with desired ingredient.
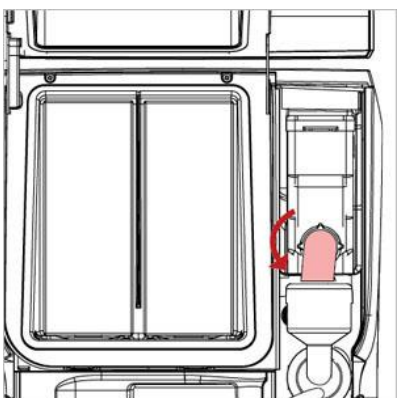
4. Put the canister back into the dispenser, make sure the guide pin at the bottom front of the canister is put into the guide hole.

Rotate the canister outlet back so it points towards the mixer bowl, close the door and the dispenser is ready to use.

Filling water tank

Only for machines fitted with water tank option.

The display shows an icon when the internal water tank is empty (A). In this state the machine will also be blocked from dispensing drinks (B), it will be unlocked once the tank is refilled.
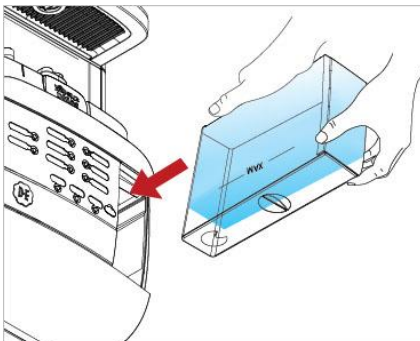
Please follow the instruction to refill the water tank.
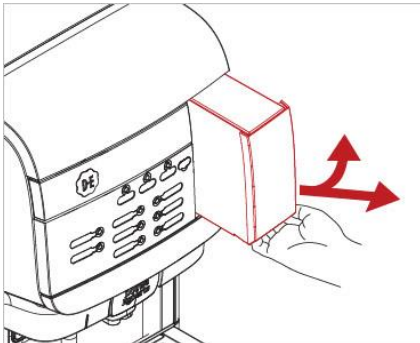
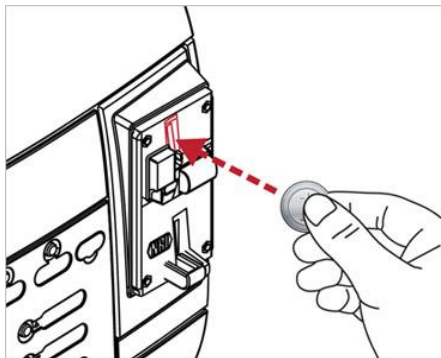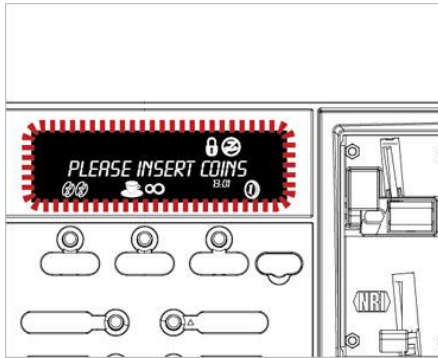1. Grab the tank in the handle at the front. push slightly up while pulling the tank straight out.

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.

Payment handling

How to use coin mechanism

1. When machine is fitted with coin mechanism the display will show "PLEASE INSERT COINS" alternating with "CREDIT X.XX EUR"


2. If you press a drink button before you have inserted any coins it will show the drink price in the display.

3. Insert coins into the coin mechanism.

A. If the display is showing "PRICE X.XX EUR" 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 sufficient amount of money, machine will unlock and show "ENJOY YOUR DRINK"
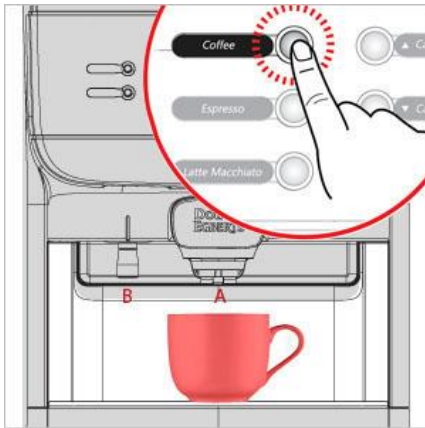
5. Place a cup under the outlets A or B and then select the drink you want to dispense.

If the machine 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.
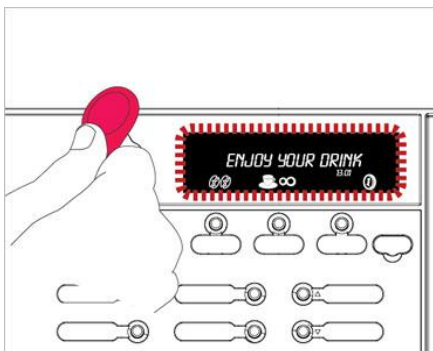
Note: Pre-selections (strength / volume) can be made any time before you select a drink.
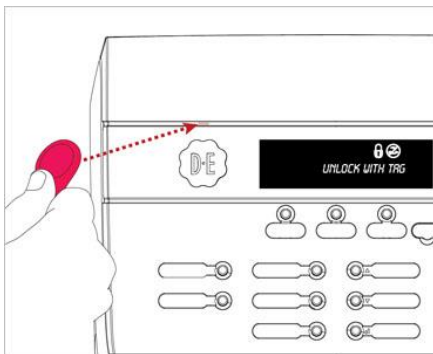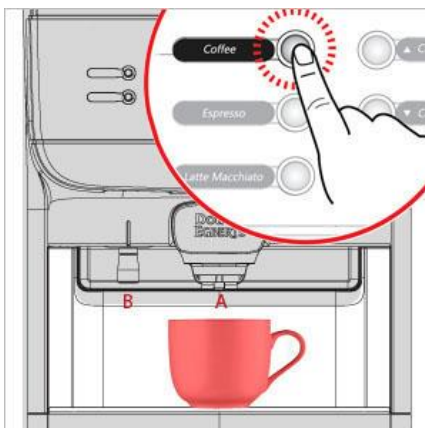

How to use RFID-tag

1. Machine will be locked and display will indicate "UNLOCK WITH TAG"

2. Place the "TAG" in the area above the logo.

3. Hold the TAG in this area for 2-3 seconds. When it unlocks the machine will make a beep, beep sound and the display will change to "ENJOY YOUR DRINK"

Note: After the machine unlocks it's possible to make pre selections (strength / volume).

4. Place a cup under the outlets A or B and then select the drink you want to dispense.

Note: There is two different modes when using RFID-tag.
TOGGLE: This means that you have to lock the machine with your tag after the drink is finished.
TIMEOUT: This means that the machine will automatically lock itself after X seconds.

Cleaning
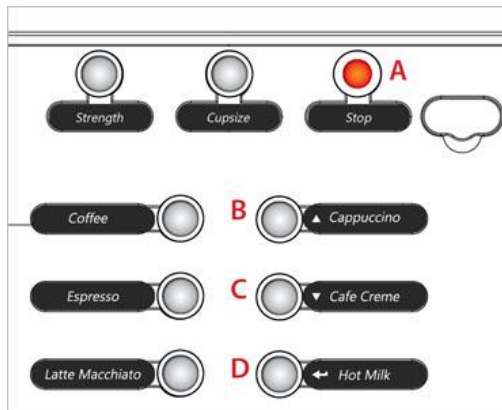
Navigation buttons

In operator and cleaning mode, 4 UI buttons are used to enter cleaning mode and navigate the menus.

A STOP = back

B Drink button top right = UP

C Drink button middle right = DOWN

D Drink button bottom right = ENTER

Cleaning procedures
There are two different cleaning programs:
• "**Flushing**" the drink outlets
• "**Cleaning**" the cooling compartment and the drink outlets.
You can select the weekdays for "**Flushing**" and "**Cleaning**" programs in the operator menu **CLEANING DAYS**.

⚠️ **Caution:**
It is recommended to carry out the procedure "Cleaning & Flushing" once a week.

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 drink delivery will be blocked and the delivery blocked icon appears in the display (See fig.2).
Start and finalize the cleaning program to resume delivery.

Exterior cleaning

ℹ️ **Note**:
It is advised to clean the exterior of the dispenser daily. To prevent accidental dispensing of drinks if you wish to clean the areas around the buttons. You may lock the drink dispensing by opening the door an press the "Standby" button.

1. Remove the drip tray and empty it if needed, clean the drip tray with a cloth or brush under running water.

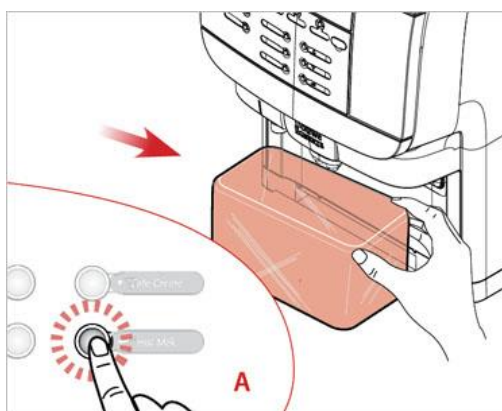2. Clean the exterior of the dispenser with a damp, clean cloth.
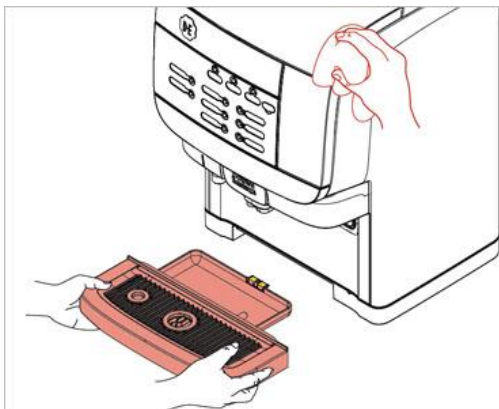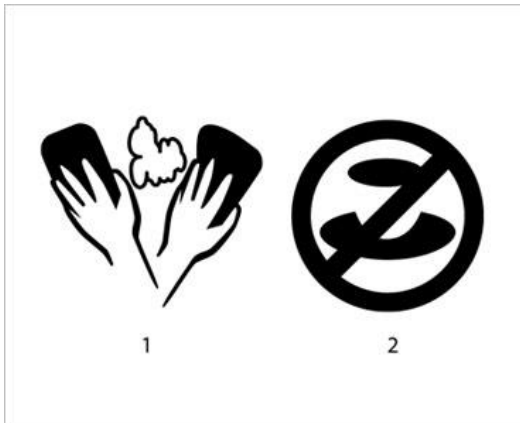
Flush
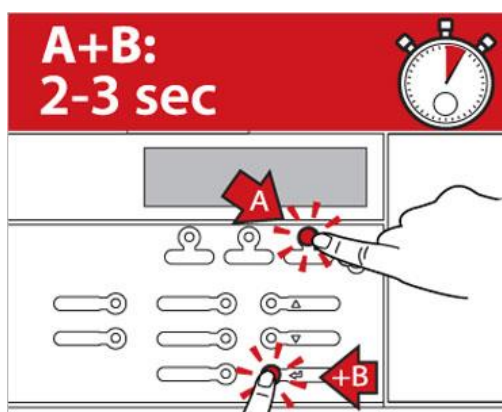
ℹ Note:
You can flush the dispenser at any time by using the procedure described below.

1. Press **STOP (A)** and then **ENTER (B)** button, hold them pressed simultaneously for 2-3 seconds to enter the cleaning mode.
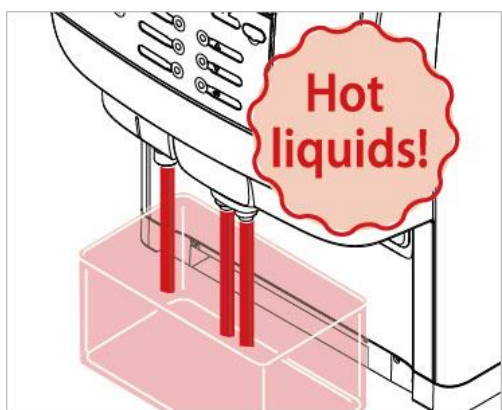
2. The display will show **FLUSHING**, press **ENTER** button to continue.

Follow the instruction on the display:
PLACE BIN MIN 1L PRESS ENTER TO CONFIRM

3. Place the container under the drink outlets and press **ENTER** (A).
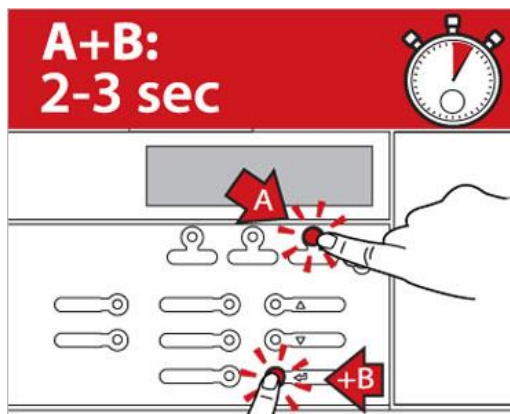
4. When you press **ENTER** the machine will start flushing all the drink outlets.
 CAUTION HOT LIQUIDS is shown in the display.
 When done, the dispenser is ready for use.

⚠ Warning:
The liquids dispensed by the dispenser are hot! Avoid scalding! Keep hands and other body parts away from the dispenser during the cleaning process.

A+B: 2-3 sec

Cleaning

1. Press **STOP** and then **ENTER** button, hold them pressed simultaneously for 2-3 seconds to enter the cleaning mode.

2. The display will show **FLUSHING**, press **UP** or **DOWN** button until display shows **CLEANING**, press **ENTER** to continue.
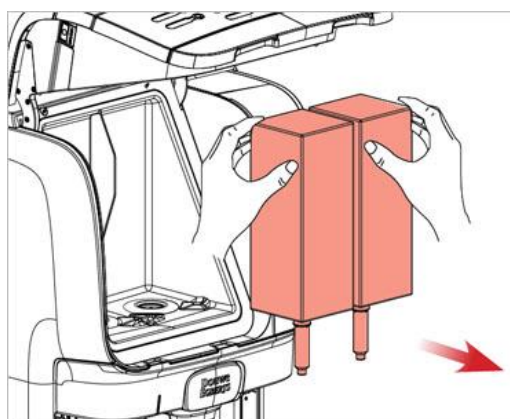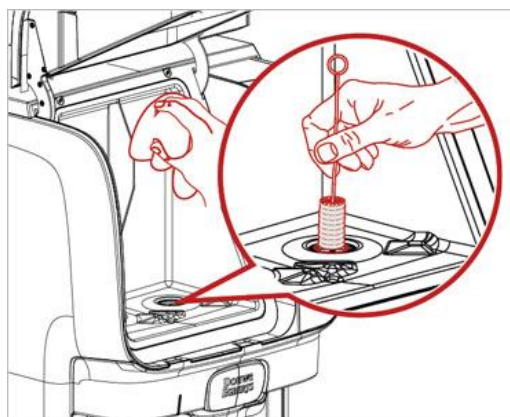
Follow the instruction on the display:
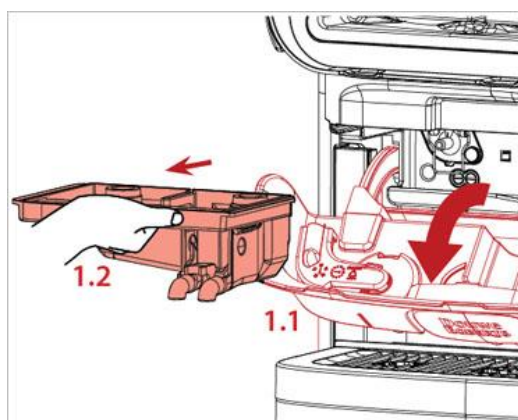**REMOVE PRODUCT PACKS**

3. Open the dispenser door.

4. Remove the product packs.

5. When all packs have been removed the display will automatically continue and show:
CLEAN COOLING BOX PRESS ENTER WHEN DONE

6. Clean the doser opening with a brush and the interior of the cooling compartment with a clean, damp cloth. Dry with a clean paper cloth.

Remove and clean Mixing tray
7. Press **ENTER** and display will show:
REMOVE AND CLEAN MIXING TRAY

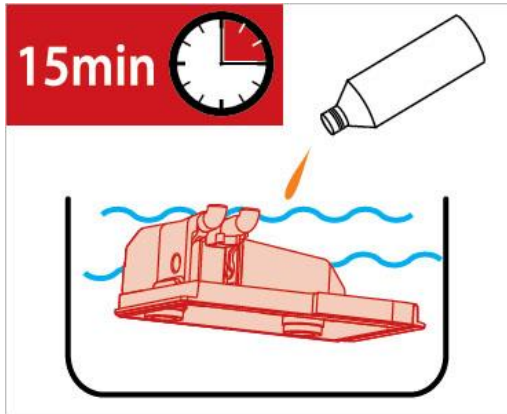8. Follow the steps below:
 a. Open the water treatment panel (fig.1.1)
 b. Pull the mixing tray straight out (fig.1.2)

 Note:
It is recommended to use the included exchange kit, which consists of clean mixing tray and sealings, to save time.

21

9. Place the complete mixing tray in a bin with food grade cleaning agent and hot water and let it soak for approximately 15 minutes.
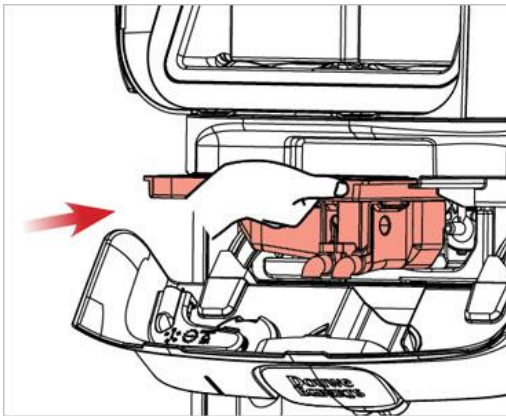
i Note:
Comply with the safety instructions and cleaning instructions on the cleaning agent packaging.
The mixing tray can be dished in a dishwasher.

i Note:
You can find detalied description of how to disassemble the mixing tray in the end of this section.

10. Display will now show: **REINSTALL MIXING TRAY**

Slide the mixing tray back into the machine.Once the mixing tray is in position it will continue to next step.

If the machine is fitted with instant option the display will show:
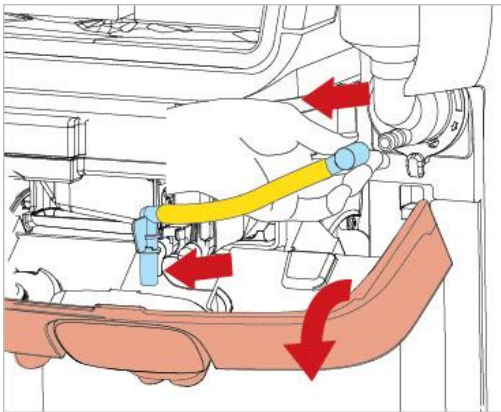**CLEAN MIXER BOWL PRESS ENTER TO CONFIRM**

Please make all steps in point 11 before you press **ENTER** or use the replacement mixer bowl to save time.

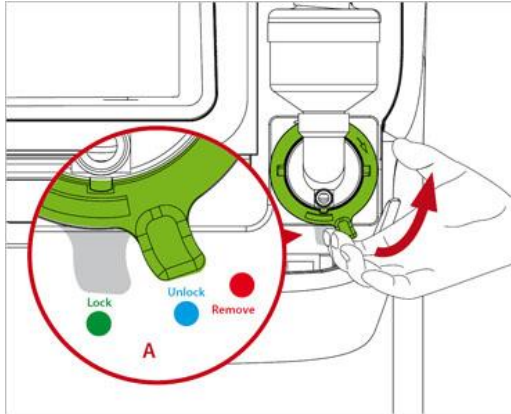**i *Note:***
if the machine don't have instant option it will continue on step 12.

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

A. Pull out the outlet tube from the mixer bowl, unhook the outlet nozzle from the mixing tray.

B. Turn the mounting plate level anticlockwise into the correct position.
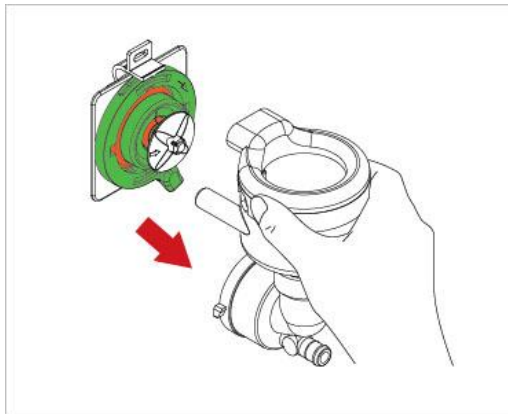
C. Remove the mixer bowl by pulling it straight out.
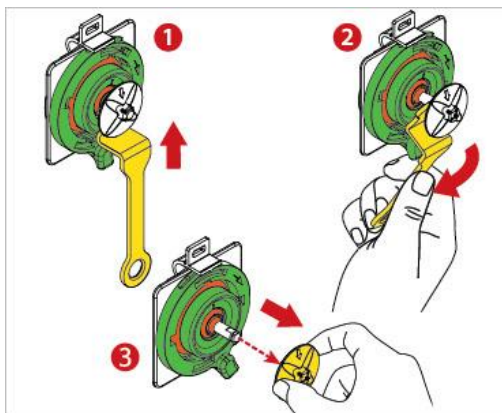
D. Use the included tool to remove the whipper. Place the tool behind the whipper (1). Gently press in the handle towards the machine until the whipper is loose (2). Pull the whipper straight out (3).
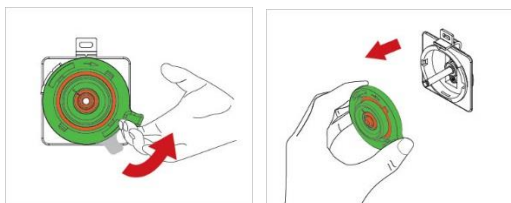
E. Rotate the mounting plate anticlockwise even further until it completly stops (1). Pull the plate straight out (2).

1

2
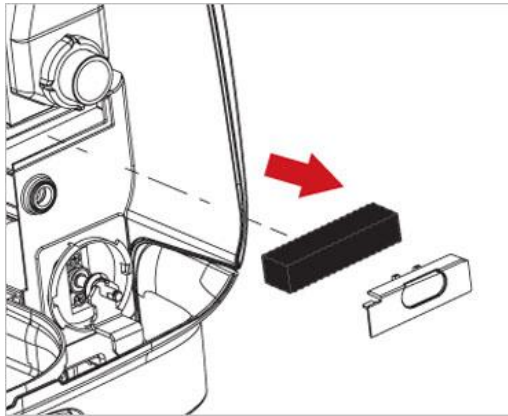
F. Remove the steam trap filter and its cover.
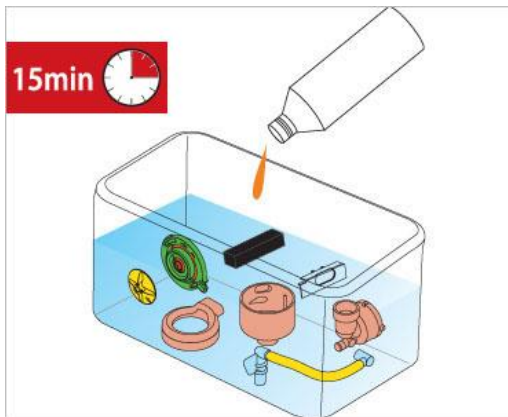
G. Place all the mixer parts in a bin with food grade cleaning agent and hot water and let it soak for approximately 15 minutes.

Note:
Comply with the safety instructions and cleaning instructions on the cleaning agent packaging.
The mixer parts can be washed in a dishwasher.
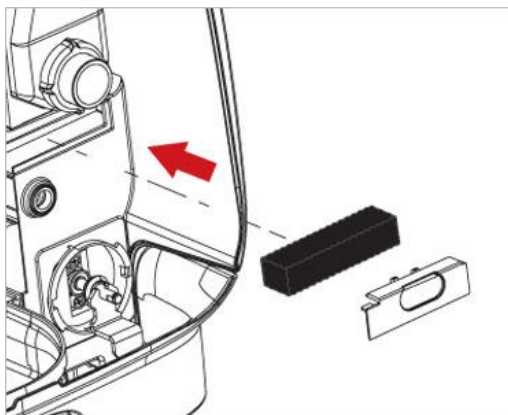
H. Replace the steam trap filter and its cover.
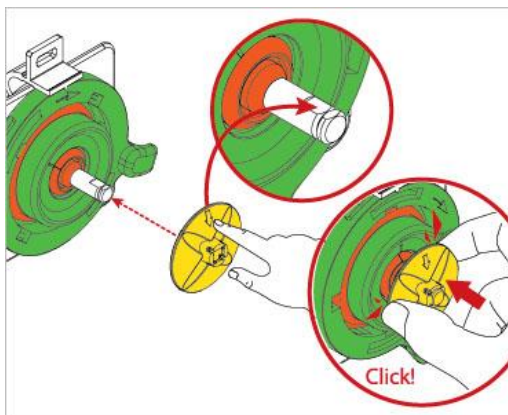
I. Place back the mounting plate on to the mixer motor and shaft. Make sure to align the arrow on the whipper towards the flat surface on the shaft. Press in the whipper until it "CLICK" in to position.
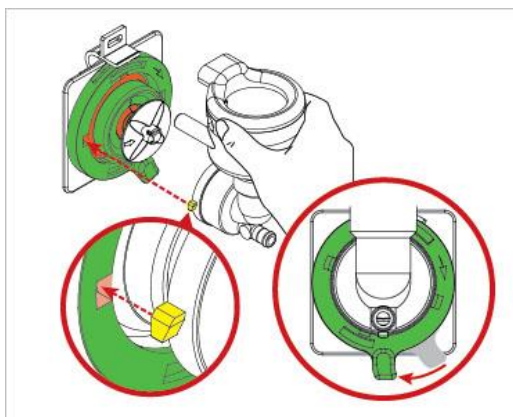
J. Turn the mounting plate clockwise until the holes are in position 9 and 3. Align the guide hooks on the mixer bowl and then push it all the way into position. Finally lock the mixer bowl by turning the mounting plate clockwise until complete stop.
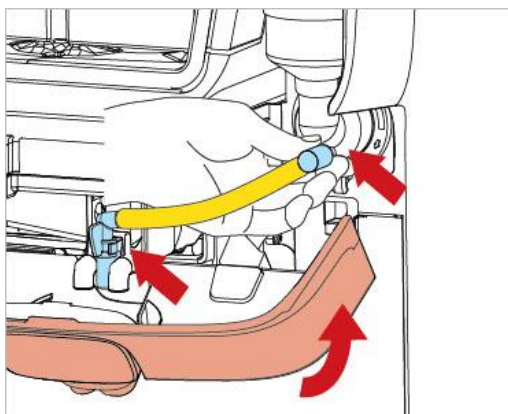
K. Place back the tube to the mixer bowl, snap in the outlet nozzle on the mixing tray.
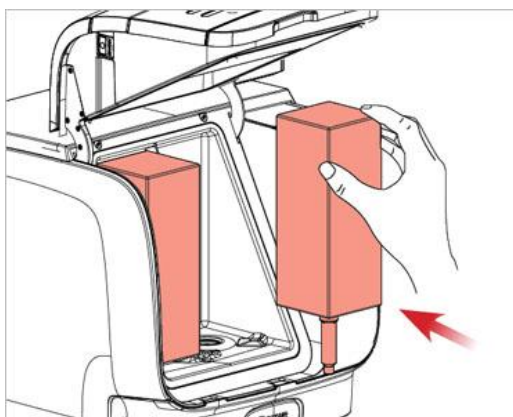
12. Display will show: **REINSTALL WATER TREATMENT PANEL**

13. Display will now show:
PLACE BACK PRODUCT PACKS
Place the product packs back if they have not passed the expiry date. Else, place new product packs.

14. When both packs have been placed the display will automatically continue and show:
**PLACE BIN MIN 1L PRESS ENTER TO CONFIRM**
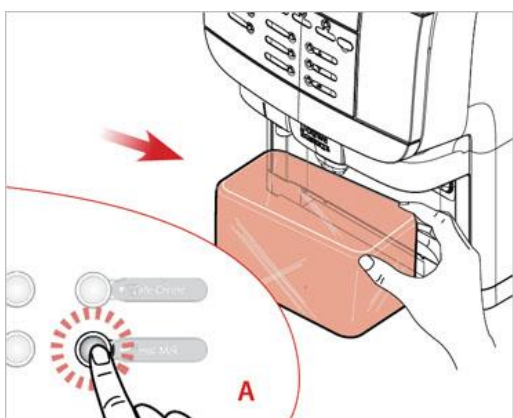
15. *Follow the instruction on the display:*
PLACE BIN MIN 1L PRESS ENTER TO CONFIRM

Place the flush bin under the product outlets and press **ENTER** button (A).
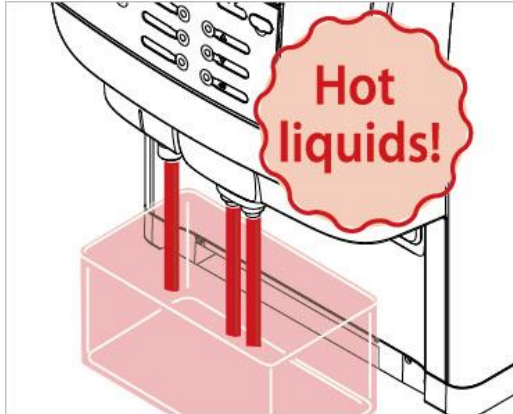
16. When you press **ENTER** the machine will start flushing all the drink outlets.
CAUTION HOT LIQUIDS is shown in the display.
When done, the dispenser is ready for use.

⚠️ **Warning:**
The liquids dispensed by the dispenser are hot! Avoid scalding! Keep hands and other body parts away from the dispenser during the cleaning process.
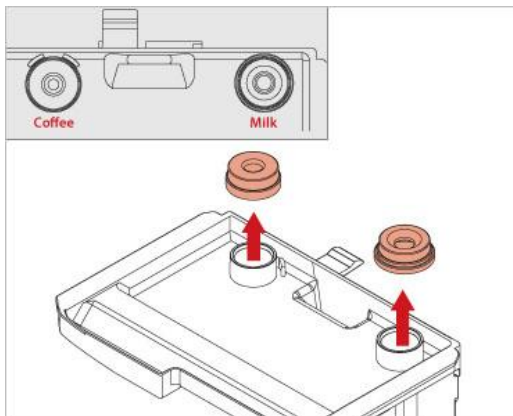
How to disassemble the mixing tray

1. Remove both seals by simply pulling them straight up.
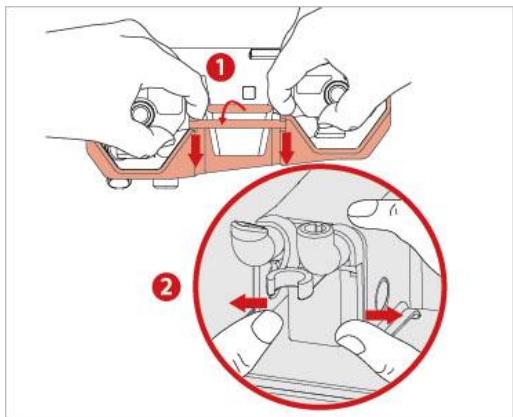
2. Use your fingers to unhook the rib out of it's slot on the back side, press it down about 1 cm. (1)

Unhook the front by pressing out the walls around the outlets. (2)
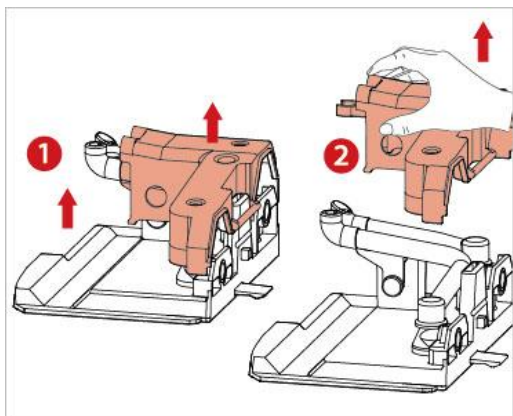
3. Once both back and front is unhooked you can simply pull the cover straight up until it's removed.
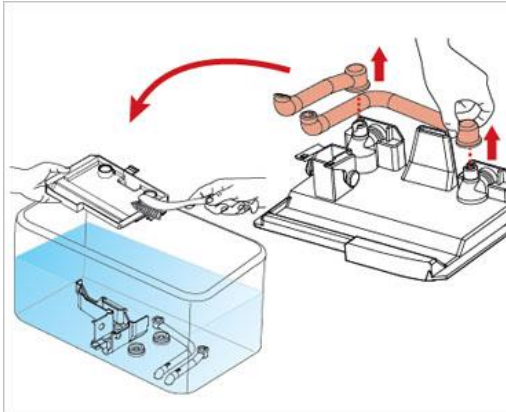
4. Remove the outlets tube from their positions by pulling them straight up.

Place all loose parts in the flush bin with water and clean with a brush.
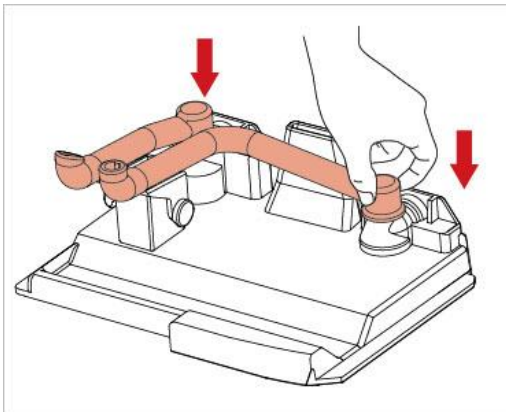
5. After you have cleaned all parts, reassemble the mixing tray in reverse order. Start by placing back the outlet tubes to their mixer chambers.
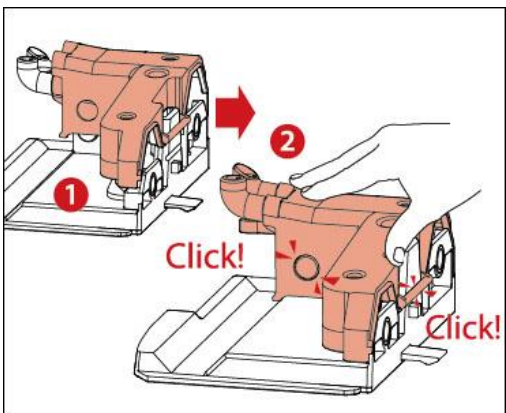
6. Once the tubes are in position, slide back the cover all the way down until the hooks "CLICKS" in at both front and back side.

Check the tips of the outlet tubes so they are aligned properly and not deformed in any way.
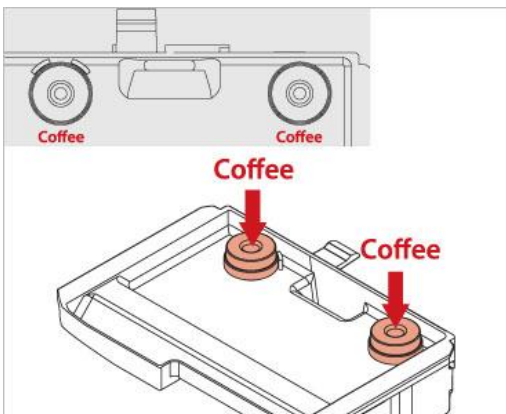
7. Depending how your machine is configured place back the seals according to the pictures. Press them down firmly, swipe your thumb all around the edges on top of the seals to make sure they are in position.

⚠ **Caution:**
The milk seal can only be placed on the right side of the mixer tray. There are ribs on the left side that prevent the milk seal being placed there.
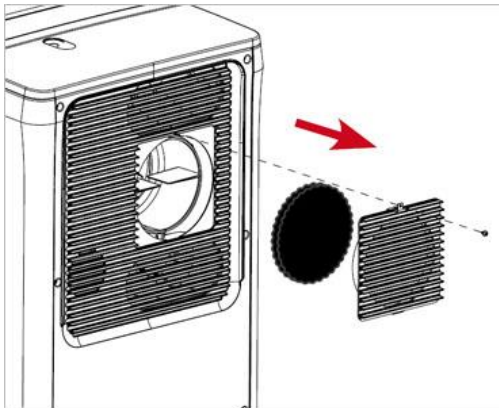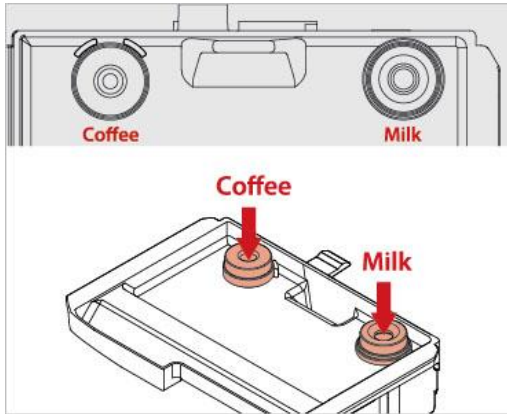
Cleaning the air filter

1. Remove the fixing screw and open the removable ventilation cover to access the foam air filter.

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.
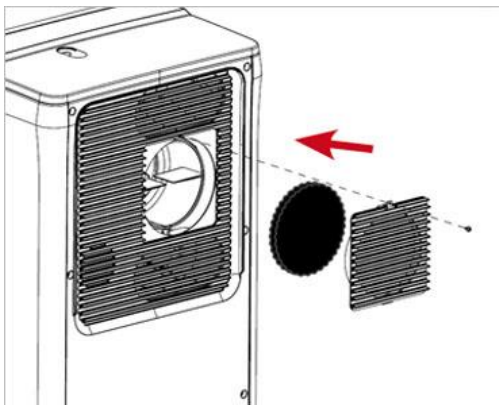
3. Replace the air filter and ventilation cover and reinstall the fixing screw. Do not overtighten the screw.

ⓘ **Note:**
The air filter should be cleaned once per month under normal conditions, or twice per month in extremely dusty conditions.
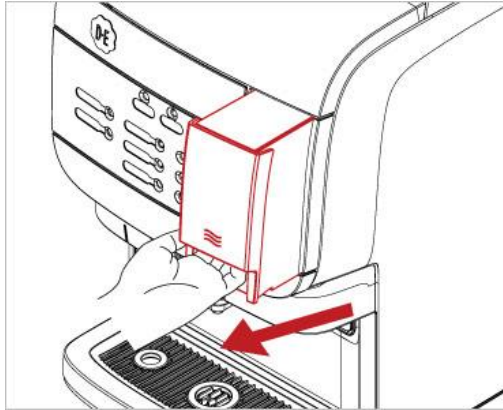
Cleaning the water tank

1. Remove the water tank by lifting slightly, then pulling straight out.
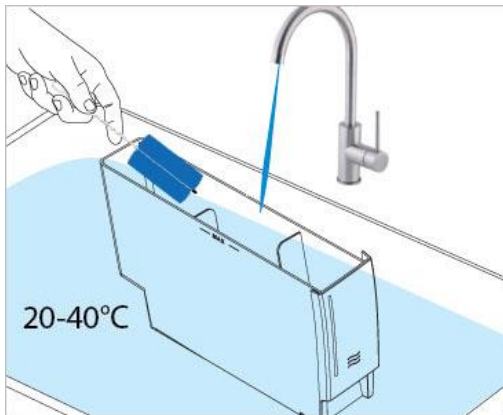
2. Wash the water tank with clean water, 20-40°C / 68-104°F. A food-safe cleaning agent may be used as needed.
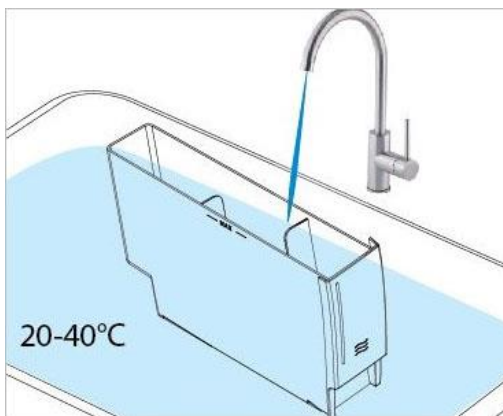
3. Rinse the water tank thoroughly with clean water, 20-40°C / 68-104°F.
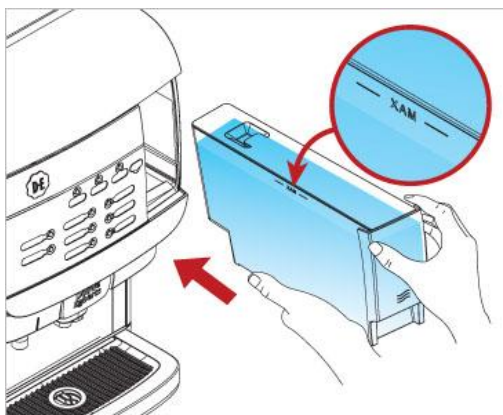
4. Refill the water tank to the MAX level with fresh, clean water and replace it in the dispenser.

User programming
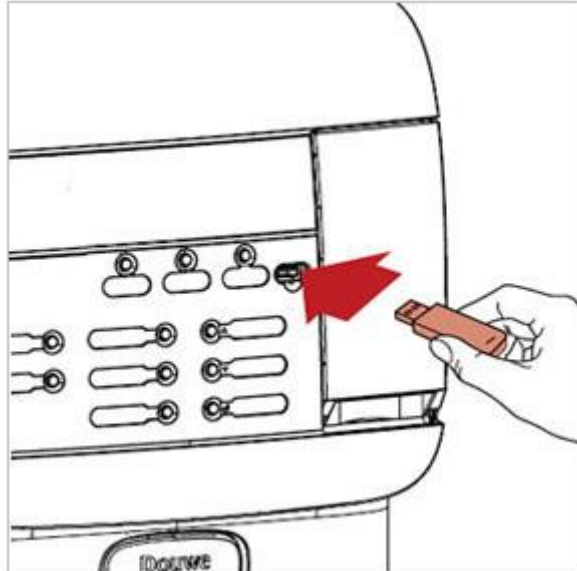
Starting the operator mode

Remove the cover and insert the supplied operator USB key. This immediately starts the operator mode. The first menu item (**COUNTERS**) is displayed.

The following menus are available:
- **COUNTERS** - read counters
- **VOLUME** - change cup volume
- **STRENGTH** - change drink strength
- **DATE / TIME** - set date and time
- **CLEANING DAYS** - set weekdays for cleaning and flushing
- **ECO SETTINGS** - energy saving mode settings
- **TELEPHONE #** - enable/disable and set telephone numbers for service and operator.
- **PAYMENT** - Set drink prices and read-out of turnover etc...
- **RFID** - Enable different RFID modes or disable it.
- **WATER FILTER** - Reset the counter and reminder message when changing water filter is due.

Please note that menu items might be disabled by the service technician. Contact your Cafitesse systems supplier if you want this altered.
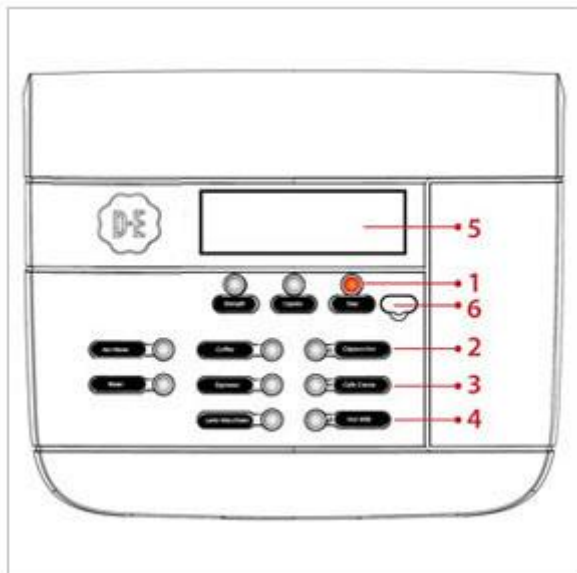
Operator mode controls

1. STOP/BACK - go to previous menu
2. Scroll up or increase value
3. Scroll down or decrease value
4. Enter button
5. Display
6. Port for USB key

ⓘ *Note:*

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

COUNTERS

In the **COUNTERS** menu, you have various possibilities to read out the drink counters:
• **TOT MACHINE COUNTER** - Counter that is not possible to reset.
• **RES MACHINE COUNTERS** - Counter that is possible to reset.
• **RESET COUNTERS** - This will reset the counter data.

Note:
Press STOP to go back one level within the **COUNTERS** menu.

TOT MACHINE COUNTER / RES MACHINE COUNTER

1. Select the **COUNTERS** menu by using ↑ or ↓ and press ← to access it.

2. Select either **TOT MACHINE COUNTER** or **RES MACHINE COUNTER** press ← to access it.

3. Now the display will show **TOT/RES MACHINE COUNTER** alternating with **PRESS DRINK BUTTON.**
In the small number field below the text row the total amount of drinks dispensed by the machine is shown.

4. To see counter for each button individually, press the desired drink button. Ex. if you press a button it can show **DRINK 1** and then display the number of drinks for that button in the small number field. To go back press STOP button, then you can select a different drink to view.

RESET COUNTERS

When stepping to this menu it will show **RESET ALL COUNTERS?** alternating with **PRESS ← TO CONFIRM**
If you press ← it will reset all counters within the **RES MACHINE COUNTER** menu.

VOLUME

In the **VOLUME** menu, you can change the drink volumes for all available drinks at once in the range of +10% to -10%.
1. Select the **VOLUME** menu by using ↑ or ↓ and press ← to access it.
The following message appears on the display:
VOLUME: + X %
2. Increase or decrease the cup volume using ↑ and ↓ .
3. Confirm the required value with ← . The new cup volume will be accepted immediately.

Note:
If you would like to modify the drink volume again, press ←.

STRENGTH

In the **STRENGTH** menu, you can change the drink strenth for all available drinks at once in the range of +10% to -10%.
1. Select the **STRENGTH** menu by using ↑ or ↓ and press ← to access it.
The following message appears on the display:
Strength: + X %
2. Increase or decrease the drink strength using ↑ and ↓ .
3. Confirm the required value with ← . The new cup volume will be accepted immediately.

Note:
If you would like to modify the drink strength again, press ←.

DATE/TIME

You can set the date and time in the **DATE/TIME** menu.

1. Select the **DATE/TIME** menu by using ↑ or ↓ and press ← to access it.
The date and time settings are shown on the display. The month setting is flashing.
2. Use ↑ or ↓ to select the correct value.
3. Press ← to got to the next field.
4. Repeat steps 1 and 2 for all fields:
   MONTH→ DAY→ YEAR→ HOURS → MINUTES
5. When all fields are set you will see the time.

Note:
If the dispenser has been shut down for longer periods, the date and time must be set again.

CLEANING DAYS

You can set the weekdays that you want to clean or flush the dispenser in the CLEANING DAYS menu.
Select the **CLEANING DAYS** menu by using ↑ or ↓ and press ← to access it.
There are two submenus:
• **CLEANING** - set "**Clean**" days
• **FLUSHING** - set "**Flush**" days

Caution:
It is mandatory to run the "**Cleaning**" program at least once a week to guarantee food safety. In addition, Coffee-Milk versions also need to run the "**Cleaning**" program at least twice a week.

Determine cleaning days

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. The table below indicates which days can be combined (red = 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 always set more cleaning and/or flushing days then the minimum required number of days.

Set days for "Clean"

1. Use ↑ or ↓ to select the **CLEAN** submenu.
The icon indicates the active weekday(s) for cleaning:
SUN MON TUE WED THU FRI SAT
CLEAN
2. Press ← to enter the submenu.
The icon is displayed, it is positioned under **SUN** (Sunday):
SUN MON TUE WED THU FRI SAT
CL. SET:
3. Use ↑ or ↓ to move the icon to the weekday you would like to select or deselect for cleaning.
4. Press ← to access the selected day, now you may use ↑ or ↓ to select **CL.SET** or **CL.OFF** for that day.
Press ← to confirm.
The icon appears under activated weekday(s).

Note:
Several days for cleaning can be set in sequence.
5. Press STOP to go back one level within the **CLEANING DAYS** menu.

Note:
If you set a faulty combination of days, the machine will automaticlly go back to default cleaning on Monday and Thursday.

Set days for "Flush"

1. Use ↑ or ↓ to select the **FLUSH** submenu.
The icon indicates the active weekday(s) for flushing:
SUN MON TUE WED THU FRI SAT
FLUSH:
2. Press ← to enter the submenu.
The icon is displayed, it is positioned under **SUN** (Sunday):
SUN MON TUE WED THU FRI SAT
FL. SET:
3. Use ↑ or ↓ to move the icon to the weekday you would like to select or deselect for flushing.
4. Press ← to access the selected day, now you may use ↑ or ↓ to select **FL.SET** or F**L.OFF** for that day.
Press ← to confirm.
The icon appears under activated weekday(s).

Note:

Several days for flushing can be set in sequence.
5. Press STOP to go back one level within the **CLEANING DAYS** menu.

ECO SETTINGS

You can reduce power consumption by using the menu **ECO SETTING**.
These settings only apply to periods during which the dispenser is not used.
Select the **ECO SETTINGS** menu by using ↑ or ↓ and press ← to access it.
There are four submenus:
• **ECO ENABLE/DISABLE**
• **ECO START**
• **ECO END**
• **ECO TEMPERATURE**

Note:
When the energy saving mode is active, the **ECO** symbol is shown on the display of the dispenser.

Note:
The dispenser will become active again when a button is pressed. If this function is enabled it will also
show **ECO WAKEUP,** alternating with **PRESS DRINK BUTTON** in the display.
Your Cafitesse system supplier can disable this function if you do not want the dispenser to be used while in
ECO mode.

Enable/disable ECO mode

1. Use ↑ or ↓ to select the ECO ENABLE/DISABLE submenu and press ← to access it.
The status is flashing on the display.
2. Use ↑ or ↓ to select ENABLED or DISABLED.
3. Press ← to confirm the selected status.
4. Press STOP to go back one level within the ECO SETTINGS menu.

Note:
By default the ECO mode is enabled between 20:00 & 07:00 hours.

Setting the ECO start and end time

1. Use ↑ or ↓ to select the **ECO START** or **ECO END** submenu.
The current ECO time is shown on the display.
2. Press ← to enter the submenu.
The option hour setting flashes and is active.
3. Use ↑ or ↓ to set the correct time (hours).
4. Confirm with ←.
The option minutes setting flashes and is active.
5. Use ↑ or ↓ to set the correct time (minutes).
6. Confirm with ←.
The new ECO time is shown on the display.

Setting the ECO boiler temperature

1. Use ↑ or ↓ to select the **ECO TEMPERATURE** submenu.
The current ECO boiler temperature is shown on the display. (default = 63°C)
2. Press ← to enter the submenu.
The temperature setting is flashing.
3. Use ↑ or ↓ to select the desired temperature.
4. Confirm with ← .
The new ECO boiler temperature is shown on the display.

Note:
The lower the ECO boiler temperature is set, the longer it takes for the dispenser to become fully functional again after coming out of ECO mode.

TELEPHONE#

You can set the telephone numbers of operator and service in this menu.
You can also select whether the numbers should be displayed in case:
• cleaning is required (operator)
• a product pack is empty (operator)
• a malfunction is detected (service)
Select the **TELEPHONE** # menu by using ↑ or ↓ and press ← to access it.
The status is shown in the display:
OPERATOR NR: 0123456789
There are four submenus:
• **SHOW OPERATOR NR**
• **SHOW SERVICE NR**
• **SET OPERATOR NR**
• **SET SERVICE NR**

Enable/disable telephone numbers

1. Use ↑ or ↓ to select the **SHOW OPERATOR NR** or **SHOW SERVICE NR** submenu and press ←.
The display shows: **Y** (yes) or **N** (no)
2. Use ↑ or ↓ to select **Y** to activate the number display or **N** to deactivate the number display.
3. Confirm with ←.
The new setting will then be shown continuously on the display.

Set telephone numbers

1. Use ↑ or ↓ to select the **SET OPERATOR NR** or **SET SERVICE NR** submenu and press ←. The display shows the telephone number. The first digit is flashing: **O: 0123456789**

Note:
O = *operator,* **S** = *service*
2. Use ↑ or ↓ to change the first digit.
3. Confirm with ←.
When confirmed the second digit starts flashing: **O: 0123456789**
4. Repeat steps 2 and 3 until all 10 digits are set.
The new telephone number will be shown on the display.

PAYMENT

If the machine have payment system installed you may have access to this menu.
Select the **PAYMENT** menu by using ↑ or ↓ and press ← to access it.

• **PAYMENT ON/OFF**
• **PRICES**
• **COLLECT CASH BOX**
• **AUDIT OVERVIEW**

Turning payment ON or OFF

1. Use ↑ or ↓ to select the **PAYMENT ON/OFF** submenu and press ← to access it.
The status is flashing on the display.
2. Use ↑ or ↓ to select **ON** or **OFF**.
3. Press ← to confirm the selected status.
4. Press STOP to go back one level within the **PAYMENT** menu.

Set drink prices

1. Use ↑ or ↓ to select the **PRICES** submenu and press ← to access it.
DRINK 1 will be shown in the display.
2. Select desired drink to change price of by pressing ↑ or ↓
3. Press ← to access **DRINK X**.
4. Press ↑ or ↓ to increase or decrease the price of the drink. Press ← to confirm the change.
5. Press STOP to go back one level within the **PAYMENT** menu.

Collect cash box

1. Use ↑ or ↓ to select the **COLLECT CASH BOX** menu, it will show the current amount of money in the cash box.
2. To reset this counter press ← then the display will show **PRESS ENTER TO** alternating with **CONFIRM EMPTY CB** press ← to confirm.
3. It will jump back to **COLLECT CASH BOX** and counter will show 0.

Audit overview

1. Use ↑ or ↓ to select the **AUDIT OVERVIEW** submenu and press ← to access it.2. **TOTAL TURNOVER** is shown in display, this counter will show the total turnover for the lifetime of this machine.
3. Use ↑ or ↓ to step to **COLLECTED MONEY**, this shows any active credit in the machine
4. Use ↑ or ↓ to step to **TOKENS**, this shows how many free vend tokens that have been used.
5. Press STOP to go back one level within the **PAYMENT** menu.

RFID

If the machine is using RFID this menu may be available.
Select the **RFID** menu by using ↑ or ↓ and press ← to access it.

• **RFID MODE: TIMEOUT -** This mode means that once you have unlocked the machine with your tag, after X seconds the machine will automatically lock itself again.
• **RFID MODE: TOGGLE -** This mode means that you have to unlock the machine with your tag and when you are finished, you have to lock the machine with your tag again.
• **RFID MODE: DISABLED -**

Setting the RFID mode

1. Use ↑ or ↓ to select the **RFID** submenu and press ← to access it.
The status is flashing on the display.
2. Use ↑ or ↓ to select **TIMEOUT**, **TOGGLE** or **DISABLED**.
3. Press ← to confirm the change.
4. Press STOP to go back one level within the **PAYMENT** menu.
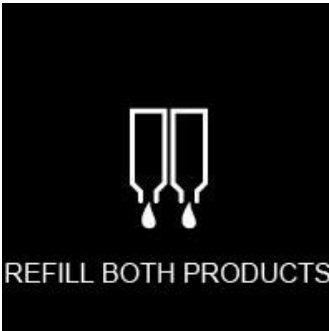
WATER FILTER

If the machine is using water filter this menu may be available.
Select the **WATER FILTER** menu by using ↑ or ↓ and press ← to access it.The machine have a litre counter when using a water filter to remind the user when to change it. When the filter is replaced this counter should also be reset.

When acessing the **WATER FILTER** menu it will show **CHANGE FILTER?: YES** flashing in the display.
Simply press ← to confirm and reset the counter. Machine will then jump back to main menu.

Troubleshooting

You may encounter the following symbols (and messages) in the display.

Symbol	Cause	Action
 REFILL RIGHT PRODUCT	Empty ingredient pack (right hand side)	Replace the right ingredient pack
 REFILL LEFT PRODUCT	Empty ingredient pack (left hand side)	Replace the left ingredient pack
 REFILL BOTH PRODUCTS	The product packs are: 1. empty 2. incorrectly positioned 3. or 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.
 BOILER HEATING UP	The water in the boiler has not yet reached the required temperature.	The drink delivery of the dispenser is blocked until the temperature reaches the correct value.

The drink delivery is blocked because the Standby/Clear-Error button on the dispenser was pressed.

Press the standby/Clear-Error button again to unlock the dispenser.

The dispenser must be cleaned.

Start the cleaning program on the same day.Call the operator if the number is shown on the display.

The drink delivery is blocked because the dispenser was not cleaned as scheduled.

Start the cleaning program immediately,Call the operator if the number is shown on the display.

CLEANING OVERDUE

The water filter of the dispenser must be replaced.

Contact service to replace the water filter.

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 becomes active again 10 minutes after the boiler was heated up or the last drink was dispensed.
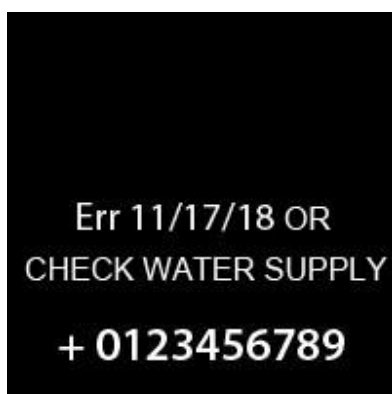

Water system error

Check the water supply line to the dispenser is blocked, open the water tap completely.
Press and hold the LOCK/Clear switch for 5 seconds to restart machine.
Contact service if the error remains.

Cooling error

Check the ventilation and the ambient temperature of the dispenser, and clean the ventilation grid, if necessary.
Press and hold the LOCK/Clear switch for 5 seconds to restart machine.
Contact service if the error remains.
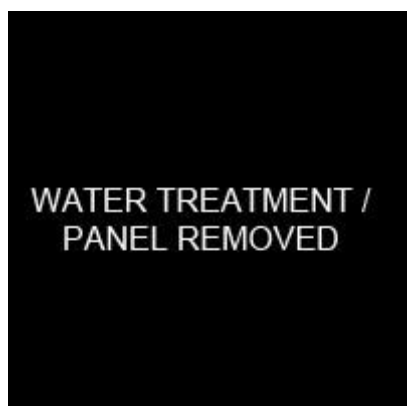
Water treatment panel is not detected

Check if the water treatment panel is in correct place or missing.
Contact service if the error remains.

	Mixing tray not detected	Check if the mixing tray is in correct place or missing. Contact service if the error remains.
	Drip tray is full of water	Remove the drip tray and empty it of water.
	Internal water tank is empty	Remove the internal water tank and fill it with fresh tap water, place it back in to the machine and the icons will disappear.
Water leaks from the hot water outlet or a product outlet.	Scale particles block the respective outlet valve, it cannot close completely.	Perform the program "Flushing". Contact service if the problem persists.