

# SOUL

## Short Instructions

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# 1 Legal information

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The content of this document is based on the most current data available at the time of printing. The manufacturer reserves the right to make changes at any time without prior notice.

All figures, illustrations and display notifications in this manual are examples only. Due to the wide range of options, the machine may differ from the devices shown here.

The manufacturer is liable solely for the contents of the original document.

## 2 Reference to the complete Operating Instructions

You can find the complete operating instructions by scanning the following QR code or following the link:



Operating Instructions SOUL  
[www.schaerer.com/downloads/soul](http://www.schaerer.com/downloads/soul)

### 3 General information

This technical documentation contains important instructions for handling the machine. The technical documentation is an integral part of the product and must be kept in the immediate vicinity of the machine and accessible to staff at all times. Read the technical documentation carefully before working with the machine!

Some of the illustrations in these instructions have been simplified for purposes of clearer presentation. The simplified illustrations may differ slightly from the scale and design of your original machine.

#### 3.1 Display of safety notes



##### DANGER

**Immediately dangerous situation that could result in death or serious injury.**

The measures described for preventing this danger must be strictly observed.



##### WARNING

**Generally dangerous situation that could result in serious injury.**

The measures described for preventing this danger must be strictly observed.



##### CAUTION

**Generally dangerous situation that could result in minor injury.**

The measures described for preventing this danger must be strictly observed.



##### NOTICE

**There is a situation that could result in property damage.**

The measures described for preventing this danger must be strictly observed.

## 4 Safety

Safety when handling the electrical device is of the utmost importance. This chapter contains all the information essential for ensuring safe handling and preventing injury to persons and damage to property.

### 4.1 Intended use

The machine is designed to dispense coffee beverages, hot water, milk beverages, powder beverages (toppings & chocolate) and flavors (syrup) in various versions and combinations in cups, mugs or glasses.

The bean hopper may only be filled with coffee beans, the powder container only with choco powder, the milk container only with milk and the manual inlet only with ground coffee.

The machine is intended for commercial use in hotels, restaurants or similar places. The machine may be installed in self-service locations and be operated without supervision.

The machine may be used in stores, offices or similar working environments, hotels, motels and bed and breakfasts and may be operated by non-professionals or customers.

Use for this purpose is subject to these operating instructions. Any other use or use beyond this is considered improper use. The manufacturer does not assume liability for any resulting damage.

The machine can be used by children from 8 years of age and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they are supervised or have been given instruction concerning use of the machine in a safe way and understand the risks involved. Children must not be allowed to play with the machine. Cleaning and user maintenance must not be performed by children without supervision. Cleaning and user maintenance may only be performed by persons who have the knowledge and practical experience with the device, particularly with regard to safety and hygiene.

Use is also subject to the **General Terms and Conditions** of the manufacturer. Any other use or use beyond this is considered improper use. The manufacturer does not assume liability for any resulting damage.

### 4.2 Foreseeable misuse

Any use of the machine that goes beyond the intended use or any other use is considered misuse and can lead to hazardous situations. Improper handling of the machine can lead to injuries.

- ☞ Read the operating instructions carefully before use.
- ☞ Only allow qualified service staff access to the service area of the machine and optional accessories.
- ☞ Only have cleaning and user maintenance done by persons who have the knowledge and practical experience with the machine, particularly with regard to safety and hygiene.
- ☞ Have trained persons supervise the machine in self-service mode and in regular operation so that they are available to answer questions from the user and ensure compliance with the cleaning and maintenance measures.
- ☞ Only use sufficiently cooled milk.
- ☞ Only use the optional steam wand to foam milk.
- ☞ Never modify safety equipment of the machine.
- ☞ Only use the machine when it is functioning perfectly and is not damaged.
- ☞ Only fill the bean hoppers with coffee beans.
- ☞ Only fill the powder container with automatic coffee machine powder.
- ☞ Only fill the milk container with milk or milk substitute products.
- ☞ Only ground coffee should be poured into the manual inlet, with the exception of a cleaning tablet during cleaning.

### 4.3 Obligations of the operator

The operator must ensure regular maintenance and inspection of the safety equipment by a service partner of the manufacturer, its representative or other authorized persons. Material defects must be reported to the manufacturer in writing within 30 days. For hidden defects, the deadline is 12 months from the time of installation (work report, handover protocol), but no longer than 18 months after leaving the factory.

Damaged or defective safety-related parts such as safety valves, safety thermostats, boilers, etc. must be replaced and may not under any circumstances be repaired.

The operator is responsible for complying with the maintenance instructions.

### 4.4 Residual risks

Maximum safety is one of the most important product features for the manufacturer. The effectiveness of the safety equipment is only guaranteed if the following chapter on preventing of injuries and health hazards is observed.



These safety notes can be requested from the manufacturer or downloaded directly from the website or the Media Pool.

#### 4.4.1 Risk of electrocution!



**⚠ DANGER**

##### Danger to life from electrocution!



Improper handling of electrical devices can result in electrocution. There is danger to life.

- ☞ Only have work on electrical equipment carried out by a qualified electrician.
- ☞ Connect the device to a fused circuit.
- ☞ Route the connection through a ground fault circuit interrupter.
- ☞ Observe the relevant guidelines on low voltage and/or the national or local safety regulations and directives.
- ☞ Earth the connection in accordance with regulations and secure it against electric shock.
- ☞ Make sure that the supply voltage matches the specifications on the serial plate of the device.
- ☞ Never touch live parts.
- ☞ Always switch off the main switch or disconnect the device from the power supply before carrying out maintenance work.
- ☞ Make sure that the device can be disconnected from the power supply with all poles. Disconnected connections must be visible at all times from the location of the device and the disconnection must be secured by a locking mechanism.
- ☞ Only have connection cables replaced by qualified service staff.

#### 4.4.2 Danger due to cleaning products

Read the information on the packaging of the cleaning product carefully before using it. If not available, the safety data sheet can be requested from the sales partner (see cleaning product packaging).



## ⚠ WARNING

### Risk of poisoning from cleaning products!



There is a risk of poisoning if cleaning products are ingested.



☞ Only use cleaning products recommended by the manufacturer.



☞ Read the information on the packaging and the safety data sheet carefully before using the cleaning product. If no safety data sheet is available, request one from the sales partner.



☞ Keep cleaning products away from children and unauthorized persons.



☞ Do not touch the cleaning products with your bare hands and do not ingest them.

☞ Never mix cleaning products with other chemicals.

☞ Only use cleaning and descaling products for their intended purpose (see label).

☞ Do not eat or drink while using cleaning products.

☞ Ensure good ventilation when using cleaning products.

☞ Wear protective gloves and protective goggles when using cleaning products.

☞ Wash your hands thoroughly immediately after using cleaning products.

## Emergency information

Ask the cleaning product manufacturer (see cleaning product label) for the telephone number of the emergency information center of the Toxicological Information Center.

If your country does not have such an institution, contact the following office:

### Swiss Toxicological Information Center

Calls from abroad	+4144 251 51 51
Calls from Switzerland	145
Internet	<a href="http://www.toxinfo.ch">www.toxinfo.ch</a>

### 4.4.3 Danger due to allergies



## ⚠ CAUTION

### Health risk due to additives!

Beverages with additives or residues can trigger allergies.

☞ In self-service mode: Observe the information plate attached to the machine. The information plate contains information about any additives that cause allergies.

☞ In user mode: Inform staff that any additives used may cause allergies.








#### 4.4.4 Danger due to bacteria



##### CAUTION

##### **Health problems due to contaminated water!**

Improper handling of water can lead to health problems.









-  Make sure that the water is free of dirt and bacteria.
-  Do not connect the machine to pure osmosis or other aggressive types of water.
-  Make sure that the carbonate hardness is between 4 and 6 °dKH or 8 and 12 °fKH.
-  Make sure that the total hardness is higher than the carbonate hardness.
-  Do not exceed the maximum chlorine content of 50 mg per liter.
-  Make sure that the pH value is between 6.5 and 7 (pH neutral).
-  Machines with drinking water tank (internal and external): Fill the drinking water tank with fresh water every day and rinse it thoroughly before filling.



##### CAUTION

##### **Health problems due to contaminated coffee!**

Improper handling of coffee can lead to health problems.

-  Check the packaging for damage before opening.
-  Do not fill with more coffee beans than are needed in one day.
-  Close the bean hopper lid immediately after filling.
-  Store coffee in a dry, cold and dark place.
-  Store coffee separately from cleaning products.
-  Use the oldest products first ("first in – first out").
-  Use coffee before the expiration date is exceeded.
-  Always close opened packages tightly so that the contents remain fresh and are protected from contamination.

**CAUTION****Health problems due to contaminated/unsuitable milk!**

Improper handling of milk can lead to health problems.

- ☞ Do not use raw milk.
- ☞ Only use pasteurized milk or milk that has been heated using a UHT process.
- ☞ Only use homogenized milk.
- ☞ Used pre-cooled milk with a temperature between 3 °C (37.4 °F) and 5 °C (41 °F).
- ☞ Use milk straight from the original package.
- ☞ Check the packaging for damage before opening.
- ☞ Use the oldest products first ("first in – first out").
- ☞ Wear protective gloves when working with milk.
- ☞ Always close opened packages tightly so that the contents remain fresh and are protected from contamination.
- ☞ Use milk before the expiration date is exceeded.
- ☞ Store milk in a dry and dark location with a maximum temperature of 7 °C (44.6 °F).
- ☞ Store milk separately from cleaning products.
- ☞ For machines with internal milk system and cooling unit: Do not fill with more milk than is needed in one day.
- ☞ Never refill milk. Always clean the container thoroughly before filling.
- ☞ Close the milk container cover and cooling unit (internal and external) immediately after filling.

**CAUTION****Health problems due to contaminated automatic coffee machine powder!**

Improper handling of automatic coffee machine powder can lead to health problems.

- ☞ Check the packaging for damage before opening.
- ☞ Do not fill with more automatic coffee machine powder than is needed in one day.
- ☞ Close the powder container cover immediately after filling.
- ☞ Store automatic coffee machine powder in a dry, cold and dark place.
- ☞ Store automatic coffee machine powder separately from cleaning products.
- ☞ Use the oldest products first ("first in – first out").
- ☞ Use automatic coffee machine powder before the expiration date is exceeded.
- ☞ Always close opened packages tightly so that the contents remain fresh and are protected from contamination.

#### 4.4.5 Danger due to heat

**CAUTION****Risk of scalding due to hot fluid!**

There is a risk of scalding in the dispensing area for beverages, hot water and steam.

- ☞ Never reach under the dispensing points during dispensing or cleaning.
- ☞ Always lock the control unit before cleaning to prevent accidental input.

**CAUTION****Hot surface!**

The dispensing points and the brewing unit can be hot.

- ☞ Never touch hot machine parts.
- ☞ Only touch the beverage outlet at the designated places.
- ☞ Only remove the brewing unit when the machine has cooled down.

#### 4.4.6 Danger due to mechanics

**CAUTION****Risk of crushing due to moving components!**

The beverage outlet and operating unit can be moved manually. The grinder and the brewing unit move during operation. There is a risk of crushing when handling moving components.

- ☞ Only touch the beverage outlet using the provided handles.
- ☞ Always push the operating unit up or down with both hands.
- ☞ Never reach into the bean hopper or the opening of the brewing unit when the machine is switched on.

**CAUTION****Risk of injury from hair being drawn in**

Very long hair could get stuck in the grinder head and get pulled into the machine.

- ☞ Always wear a hair net when exposing the grinder head.

#### 4.4.7 Danger of property damage



##### NOTICE

##### Property damage due to improper handling of the machine!

Improper handling of the machine can lead to property damage or contamination.

- ☞ If the water has a carbonate hardness of more than 6 °dKH, install a descaling system. Damage may otherwise occur due to limescale.
- ☞ After long periods of standstill (e.g. company vacations), clean the machine before using it again.
- ☞ Protect the machine from the effects of the weather (frost, moisture, etc.).
- ☞ In the event of malfunctions, observe the information in the operating instructions and call in a qualified service technician if necessary.
- ☞ Only use original spare parts.
- ☞ Immediately report externally visible damage and leaks to the service partner and have the affected parts replaced or repaired.
- ☞ Do not spray the machine with water or clean it with a steam cleaner.
- ☞ Do not place the machine on a surface where it could be exposed to water jets.
- ☞ Do not use caramelized coffee.
- ☞ Fill the hoppers only with the intended products.
- ☞ Never use freeze-dried coffee. This will clog the brewing unit.
- ☞ If the machine and/or optional accessories are transported at temperatures below 10 °C, store the machine and/or optional accessories at room temperature for three hours before connecting the machine and/or optional accessories to the power supply and switching them on. Otherwise there is a risk of short circuits or damage to electrical components due to condensation.
- ☞ Always use the new hose set supplied with the machine (drinking/waste water hose). Never use old hose sets.

## 5 Technical data

This chapter contains detailed information on the technical specifications and provides an overview of the most important features, for instance performance and connection values.

### 5.1 Types of beverages and output

Depending on the machine variant and options, the following beverages can be prepared:

#### Max. beverage output per hour

Espresso 50 – 60 ml	Approx. 180 cups
Coffee 120 ml	Approx. 180 cups

#### Recommended daily output

Espresso 50 – 60 ml	Approx. 250 cups
Coffee 120 ml	Approx. 250 cups

Available beverages	Standard	Option
Espresso	x	
Coffee	x	
Coffee/Café crème	x	
Mug (250 ml) <sup>AW</sup>		x
Pot (500 ml) <sup>AW</sup>		x
Americano <sup>AC, AW</sup>		x
White americano <sup>** **, AC, AW</sup>		x
Latte (light/dark) <sup>*, **</sup>		x
Cappuccino <sup>*, **</sup>		x
Latte macchiato <sup>*, **</sup>		x
Espresso macchiato <sup>*, **</sup>		x
Chociatto <sup>***</sup>		x
Hot chocolate <sup>***</sup>		x
Flat white <sup>*</sup>		x
Hot milk <sup>*</sup>		x
Hot milk foam <sup>*</sup>		x
Cold milk <sup>*</sup>		x
Cold milk foam <sup>*, **</sup>		x
Best Foam™ milk foam <sup>*</sup>		x
Hot water/External hot water	x	x
Steam		x
Powder beverages/Instant beverages		
Liquor/Coffee		x

Recommended machine equipment:

\* With fresh milk

\*\*\* With choco

AW Additional water

\*\* With fresh milk and/or topping (milk powder)

AC Brewing accelerator

## 5.2 Machine data

Boiler nominal power*	Steam boiler	Hot water boiler
	3000 W	3000 W

\* See type plate for special equipment. The specified values correspond to the standard equipment.

Operating temperature	Steam boiler	Hot water boiler
Minimum operating temperature (T min.)	10 °C (50 °F)	10 °C (50 °F)
Operating temperature	127 °C (261 °F)	95 °C (203 °F)

Overpressure	Steam boiler	Hot water boiler
Working pressure	0.25 MPa (36.26 psi)	0.8 MPa (116.03 psi)
Permissible operating overpressure (p max.)	0.5 MPa (72.52 psi)	1.2 MPa (174.04 psi)
Test overpressure	2.4 MPa (348.09 psi)	2.4 MPa (348.09 psi)

Capacities	
Drinking water capacity	Mains water supply
Coffee bean hopper capacity	Standard bean hopper 1200 g Retrofittable equipment variants <ul style="list-style-type: none"> <li>▪ Extended bean hopper 2000 g</li> <li>▪ Shortened bean hopper 700 g</li> </ul>
Grounds container capacity	60 – 70 coffee cakes

External dimensions	
Machine width	330 mm (12.99")
Width with side cooling unit	723 mm (28.46")
Height including bean hopper and key	761 mm (29.96")
Depth	600 mm (23.62")

Weight	
Empty weight	Approx. 55 kg (121 lbs)*

Noise level	
Continuous sound pressure level	< 70 dB(A)*

\* The A-weighted sound pressure level (slow) and Lpa (pulses) at the workplace of the operator is below 70 dB(A) in every operating mode.

## 5.3 House side power connection

The machine can be operated both on a 50 Hz mains and on a 60 Hz mains.

Power supply	Connection values	Fuse protection at the building	Connecting cable, conductor cross-section
1L, N, PE	220 – 240 V	10 – 13 A	3 x 1 mm <sup>2</sup>

Power supply	Connection values	Fuse protection at the building	Connecting cable, conductor cross-section
	50/60 Hz 2000 – 2400 W <sup>1</sup>		3 x 17 AWG
1L, N, PE	220 – 240 V 50/60 Hz 3000 – 3600 W <sup>2</sup>	16 – 30 A	3 x 1.5 mm <sup>2</sup> 3 x 15 AWG
1L, N, PE	220 – 240 V 50/60 Hz 6000 – 7000 W <sup>3</sup>	30 A	3 x 4 mm <sup>2</sup> 3 x 11 AWG
2L, PE	200V 60 Hz 2000 W <sup>1</sup>	10 – 30 A	3 x 1 mm <sup>2</sup> 3 x 17 AWG
2L, PE	200V 60 Hz 3000 W <sup>2</sup>	16 – 30 A	3 x 1.5 mm <sup>2</sup> 3 x 15 AWG
2L, PE	200V 60 Hz 6000 W <sup>3</sup>	30 A	3 x 4 mm <sup>2</sup> 3 x 11 AWG
2L, PE	208 – 240 V 60 Hz 1900 – 2400 W <sup>1</sup>	10 – 30 A	3 x 1 mm <sup>2</sup> 3 x 17 AWG
2L, PE	208 – 240 V 60 Hz 2800 – 3600 W <sup>2</sup>	15 – 30 A	3 x 1.5 mm <sup>2</sup> 3 x 15 AWG
2L, PE	208 – 240 V 60 Hz 5100 – 7000 W <sup>3</sup>	30 A	3 x 4 mm <sup>2</sup> 3 x 11 AWG
2L, PE	200V 50/60 Hz 1800 W <sup>1</sup>	15 – 25 A	3 x 2 mm <sup>2</sup> 3 x 14 AWG
2L, PE	200V 50/60 Hz 2600 W <sup>2</sup>	15 – 25 A	3 x 2 mm <sup>2</sup> 3 x 14 AWG
3L, PE	200V 60 Hz 5700 – 8700 W <sup>4</sup>	25 – 30 A	4 x 2.5 mm <sup>2</sup> 3 x 13 AWG
3L, PE	208 – 240 V 60 Hz 5100 – 6400 W <sup>3</sup>	25 – 30 A	4 x 2.5 mm <sup>2</sup> 3 x 13 AWG
3L, PE	208 – 240 V 60 Hz 7700 – 10300 W <sup>4</sup>	25 – 30 A	4 x 2.5 mm <sup>2</sup> 3 x 13 AWG
3L, PE	200V 50/60 Hz 4700 W <sup>3</sup>	25 A	4 x 2.5 mm <sup>2</sup> 3 x 13 AWG

Power supply	Connection values	Fuse protection at the building	Connecting cable, conductor cross-section
3L, PE	200V 50/60 Hz 6900 W <sup>4</sup>	25 A	4 x 2.5 mm <sup>2</sup> 3 x 13 AWG
3L, N, PE	380 – 415 V 50/60 Hz 5700 – 6400 W <sup>3</sup>	16 – 30 A	5 x 1.5 mm <sup>2</sup> 3 x 15 AWG
3L, N, PE	380 – 415 V 50/60 Hz 8700 – 10300 W <sup>4</sup>	16 – 30 A	5 x 1.5 mm <sup>2</sup> 3 x 15 AWG

<sup>1</sup> Equipment 1 or 2 boiler with 2 kW (serial heating)

<sup>2</sup> Equipment 1 or 2 boiler with 3 kW (serial heating)

<sup>3</sup> Equipment 2 boiler with 3 kW (simultaneous heating)

<sup>4</sup> Equipment 3 boiler with 3 kW (simultaneous heating)

## 5.4 Water connection values

Pressure and temperature	
Water pressure	Minimum 0.2 MPa (29.07 psi) Maximum 1.0 MPa (145 psi)
Flow rate	Minimum 2 l/min
Water input temperature	Minimum 10 °C (50 °F) Maximum 30 °C (86 °F)

Water quality	
Maximum chlorine content	Observe the local regulations on the maximum permitted chlorine content.
pH value	Minimum 6.5 Maximum 7
Carbonate hardness (German)	Minimum 4 °dKH Maximum 6 °dKH (If the carbonate hardness is higher, a descaling system must be installed upstream.)
Carbonate hardness (French)	Minimum 8 °fKH Maximum 12 °fKH
Total hardness	> Carbonate hardness

## 5.5 Ambient conditions

The following climatic conditions apply to the location:

Ambient temperature	
Minimum	+10 °C (50 °F)
Maximum	+40 °C (104 °F)

## Relative humidity

Maximum	80% RH
---------	--------

## Height above sea level

Maximum	2500 m (8202 ft)
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The machine or device is designed exclusively for indoor use. The machine or device must not be used outdoors and must never be exposed to weather conditions (rain, snow, frost).

## 5.6 Type plate

Type designation	Model
SOUL 10 (SOUL)	No model variant
SOUL 12 (SOUL)	No model variant

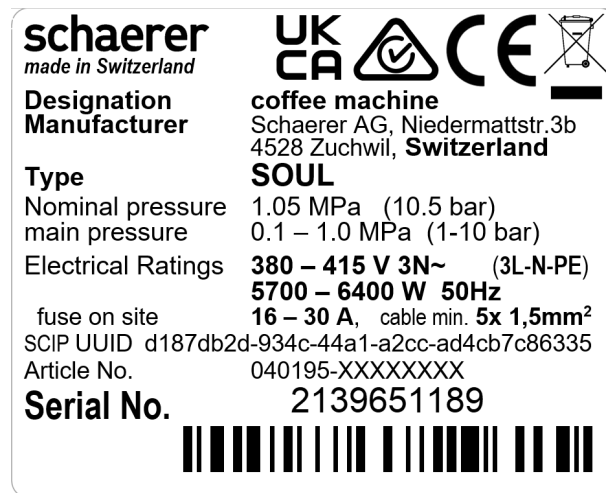


Fig. 1: Type plate

The serial plate is located on the front of the machine behind the cover on the right.

▣ To read the data from the serial plate:

- ☞ Pull the grounds drawer out of the machine.
- ☞ Open the cover on the right of the grounds drawer.
- ☞ In the event of a fault or warranty claim, report the following data from the type plate:
  - Machine or device type
  - Nominal power
  - Nominal voltage
  - Fuse value on site
  - Serial number



An additional type plate is located on the rear behind the lower cover plate.

## 6 Compliance information

This chapter contains information on the conformity of the electrical device with applicable standards, directives and regulations.

### 6.1 Manufacturer address

Manufacturer	Documentation manager
Schaerer AG	Schaerer AG
Niedermattstrasse 3b	Director of R&D GBU PCM
4528 Zuchwil	Niedermattstrasse 3b
Switzerland	4528 Zuchwil
+41 32 681 62 00	Switzerland
info@schaerer.com	
www.schaerer.com	

### 6.2 Applied standards

The manufacturer declares herewith that this machine or device complies with all relevant stipulations of the specified directives. This declaration loses its validity if changes are made to the devices that have not been arranged with us. The following harmonized standards have been applied. A DNV GL – **Business Assurance** quality management system is used for proper implementation of the requirements and is certified in accordance with ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. The manufacturer assumes sole responsibility for issuing this declaration of conformity.

The object of the declaration described above fulfills the provisions of Directive 2011/65/EC of the European Parliament and of the Council of June 8, 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

For CE conformity	
MD 2006/42/EC	EMC Directive 2014/30/EU
<ul style="list-style-type: none"> <li>▪ EN 60335-1:2020-08 +A11 +AC</li> <li>▪ EN 60335-2-75:2010-11 +A1 +A11 +A12 +A2</li> <li>▪ EN 62233:2008</li> </ul>	<ul style="list-style-type: none"> <li>▪ EN 55014-1:2018-08 +A1 +A2</li> <li>▪ EN 55014-2:2016-01 +A1 +A2 +AC</li> <li>▪ EN 55014-2:2016-01 +A1 +A2 +AC</li> <li>▪ EN 61000-3-11:2021-03</li> </ul>
RoHS Directive 2011/65/EU	RED 2014/53/EU
<ul style="list-style-type: none"> <li>▪ EN IEC 63000:2019-05</li> </ul>	<ul style="list-style-type: none"> <li>▪ EN 301 489-1 V2.1.1:2017</li> <li>▪ EN 301 489-7 V1.3.1:2005</li> <li>▪ EN 301 489-24 V1.5.1:2010</li> </ul>

An original Declaration of Conformity is included in the packaging. The machine or device has the CE label.

For compliance with European directives and regulations	
WEEE Directive 2012/19/EU	POP Regulation 2019/1021
For the EU Chemicals Regulation	
REACH Regulation 1907/2006/EC	

## International (CB)

Safety	<ul style="list-style-type: none"> <li>▪ IEC 60335-1:2020-08</li> <li>▪ IEC 60335-2-75</li> <li>▪ BS EN 62233:2008</li> </ul>
EMC	<ul style="list-style-type: none"> <li>▪ CISPR 14-1</li> <li>▪ CISPR 14-2</li> <li>▪ IEC 61000-3-2</li> <li>▪ IEC 61000-3-11</li> </ul>

CB	Scheme > International system of mutual recognition of test reports and certificates
CE	Requirements of harmonization legislation of the European Community
CISPR	International Special Committee on Radio Interference
EC/EU	The European Community is a part of the European Union consisting of EC/CFSP/AFSJ
EMC	Electromagnetic compatibility
IEC	International conformity assessment system for electrotechnical equipment and components
MD	Machinery Directive (European Parliament and Council)
POP	Regulation (EU) on persistent organic pollutants
REACH	EU Chemicals Regulation for the Registration, Evaluation, Authorization and Restriction of Chemicals
RED	European approval directive for radio equipment and receivers (radio communication)
RoHS	Restriction of hazardous substances
WEEE	Waste of Electrical and Electronic Equipment

## 7 Product description

This chapter provides an overview of the most important components, features, functions and equipment variants. Knowledge of the product functionality is essential for safe and optimal operation.

### 7.1 Machine overview

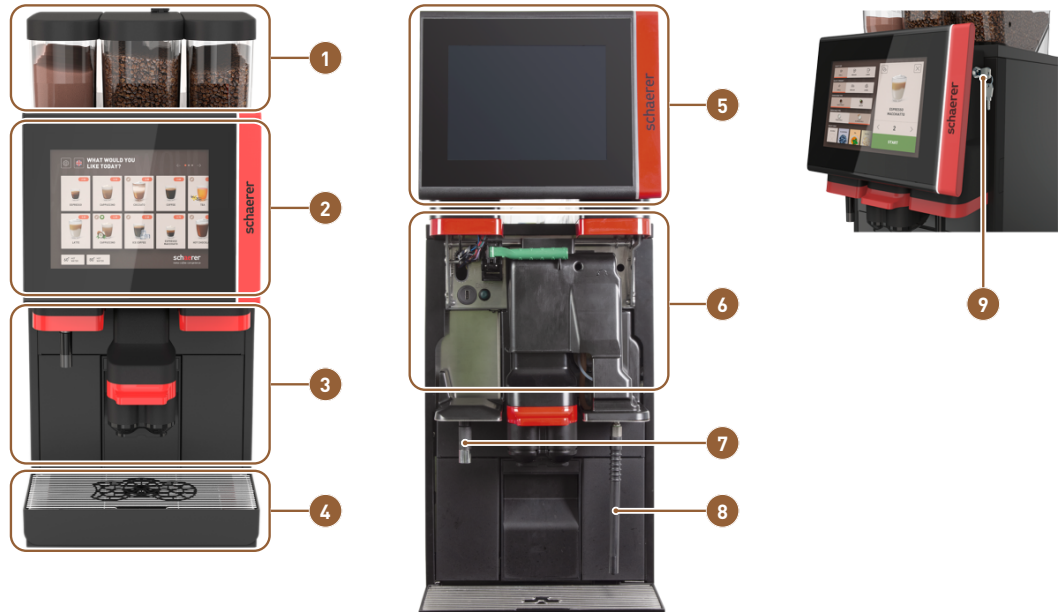


Fig. 2: Machine overview

- |  |  |
|--|--|
| 1 Bean hoppers and powder container (type and number depends on configuration) | 2 User panel with 10"/12" touch screen       |
| 3 Dispensing area with beverage outlet and optional hot water/steam outlet     | 4 Machine drip tray with cup positioning aid |
| 5 User panel turned upwards  | 6 Area with inner operating elements         |
| 7 Separate hot water outlet (equipment variant)                                | 8 Steam wand (equipment variant)             |
| 9 Closing device for control panel   |  |

## 7.2 Schaerer Coffee Soul with 10-inch display



Fig. 3: Schaerer Coffee Soul with 10-inch display

The standard version of the Schaerer Coffee Soul with the 10-inch display is equipped with décor elements according to the configuration and a 10-inch touch screen.

Various options can be configured while ordering the machine.

## 7.3 Schaerer Coffee Soul with 12-inch display



Fig. 4: Schaerer Coffee Soul with 12-inch display

The standard version of the Schaerer Coffee Soul with the 12-inch display is equipped with chrome front elements, décor elements according to the configuration and a 12-inch touch screen.

Various options can be configured while ordering the machine.

## 7.4 Connections and interfaces

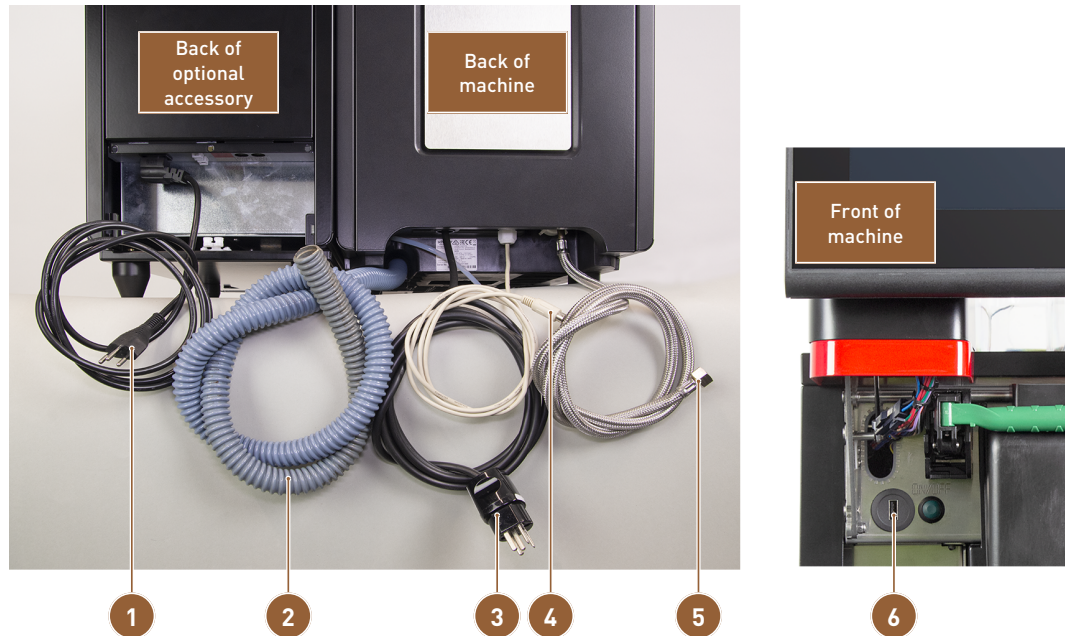


Fig. 5: Connections of coffee machine and additional unit

- |   |  |
|---|--|
| <p><b>1</b> Power cable with cold device plug and country-specific power plug for optional accessory</p> <p><b>3</b> Power cable with plug or fixed connection with main switch; the plug may vary depending on the country. The serial plate provides information on the required maximum fuse protection and the required minimum conductor cross-section.</p> <p><b>5</b> Mains water supply 3/8" or connection to the optional external drinking water tank</p> | <p><b>2</b> Waste water outlet hose <math>\varnothing</math> 20 mm for siphon or external waste water tank; the hose may vary depending on the country.</p> <p><b>4</b> Interface cable for communication between the coffee machine and optional accessories</p> <p><b>6</b> USB port and communication interface</p> |
|---|--|

## 7.5 Operating elements

This chapter provides an overview of the functions of the operating elements and the user interface. Knowledge of the operating elements is required for daily operation of the machine.

### 7.5.1 Machine operating elements



Fig. 6: Overview of external operating elements

- |  |  |
|--|--|
| 1 Manual inlet for ground coffee, cleaning tab | 2 Touch screen   |
| 3 User panel, can be turned upwards            | 4 Beverage outlet, manual up/down movement or optional automatic height adjustment (AHA) |
| 5 Grounds container                            | 6 Cup positioning aid for one or two cups  |
| 7 Drip tray with drip grid                     |  |

### 7.5.2 Operating elements behind the user panel



Fig. 7: Machine operating elements

- |  |   |
|--|---|
| 1 USB port   | 2 Release lever for bean hoppers and powder containers            |
| 3 Manual grinding level adjustment for centre grinder (standard equipment) | 4 Manual grinding level adjustment for the optional right grinder |

- 5 On/Off switch  
(press and hold for 4 s to switch off)

If the machine is equipped with the optional electric grinding level adjustment function, the adjustment devices for manual grinding level adjustment are not available. During initial commissioning, the service technician calibrates the grinding level using a reference beverage. The grinding level for the various recipes can then be adjusted electrically to a finer or coarser value in the beverage settings.

### 7.5.3 Bean hoppers with integrated manual inlet

The center bean hopper with integrated manual inlet is standard. The opening for the Coffeepure cleaning tab inlet is the same as the manual inlet.

Bean hopper and powder container lids are available with a closing device as an option.



Fig. 8: Bean hoppers with integrated manual inlet

- 1 Center bean hopper
- 2 Manual inlet for:
  - Ground coffee (e.g. decaffeinated coffee)
  - Cleaning tablet insert (Coffeepure tab)

### 7.5.4 User interface

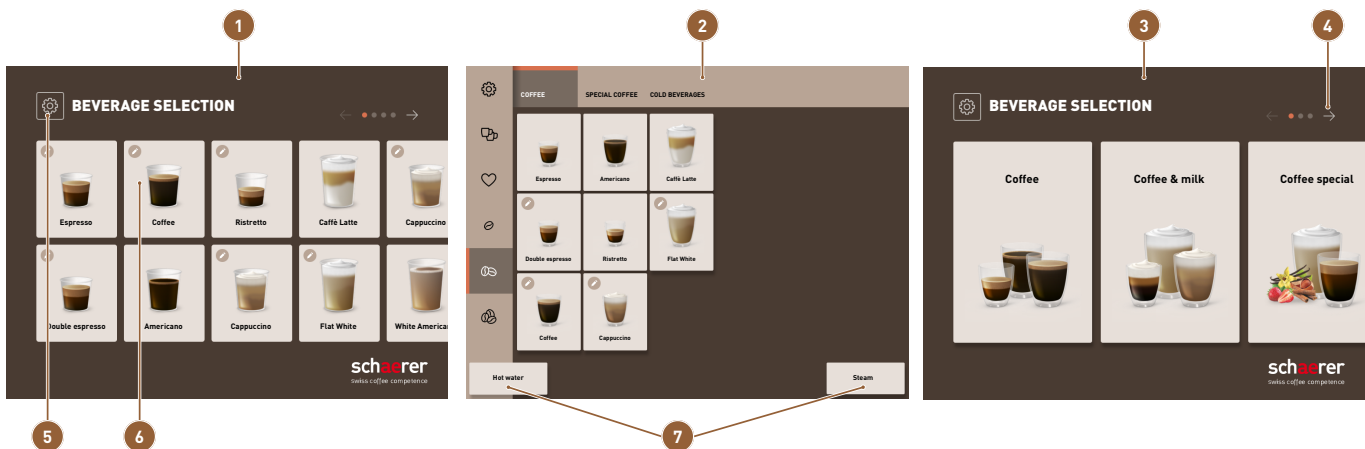


Fig. 9: Overview: user interface

- 1 User interface for beverage selection in Guest mode
- 2 User interface in Staff mode

- 3 User interface in Guest mode with selection via beverage groups
- 4 Navigation to the next or previous screen
- 5 Access to Service menu
- 6 Beverage button with symbol or text only
- 7 Dispensing of hot water or steam

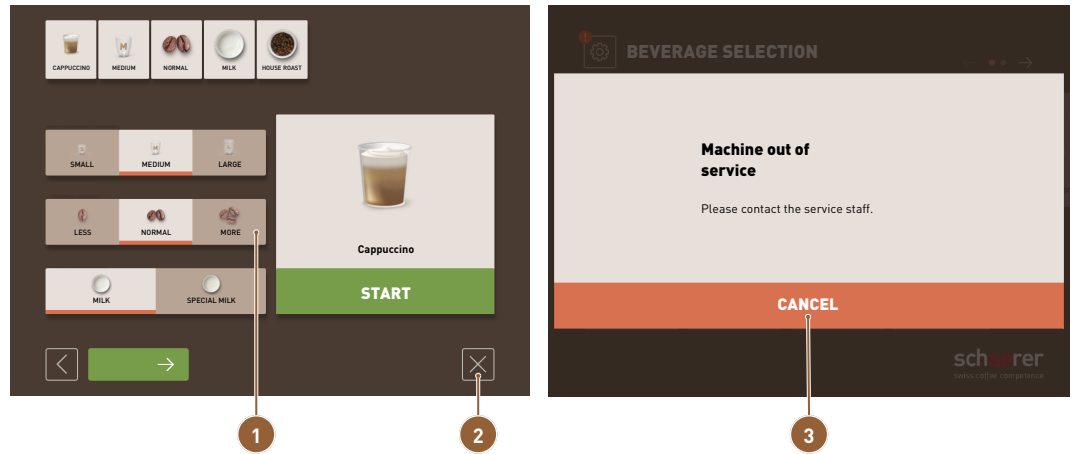


Fig. 10: Overview: operating functions on the interface

- 1 Selection of beverage options
- 2 Button [X]: Back or cancel
- 3 Error messages or instructions for action

## 7.6 ProCare overview



Fig. 11: ProCare overview

- 1 Cam lock
- 2 Hose adapter
- 3 Connections for Plug & Clean
- 4 CAN bus connection cable

## 5 Power cable

The Plug & Clean connections are used for complete hose cleaning. The two milk hoses are connected here and are also cleaned when Plug & Clean cleaning is selected.

The hose adapters are the connecting piece between the milk hose and the suction pipe. The suction pipe is led into the milk cooling box.

The ProCare unit is connected to the power supply with the power cable.

The CAN bus connection cables enable exchange of data and commands between the machine and the optional accessories.

The cam lock locks the drawer when closed, preventing unauthorized access.



Fig. 12: Drawer with pouches

### 1 Cap nuts

### 2 Collecting tray

Both ProCare cleaning pouches are located in the collecting tray. The ProCare cleaning pouches are attached to the connections on the drawer housing and secured with the cap nuts.

The collecting tray also acts as a collecting basin in the lower area. If liquids accidentally escape from the cleaning pouches, they are collected. The sensor issues an error message at the same time.

The BLUE ProCare cleaning pouch is placed over the coupling nozzle and tightened with the cap nut. The coupling is monitored by a sensor.

The RED ProCare cleaning pouch is placed over the coupling nozzle and tightened with the cap nut. The coupling is monitored by a sensor.

## 8 Transport

This chapter contains information on safe and correct transport, e.g. when moving or for service work.

### 8.1 Scope of delivery of accessories

#### Accessories for machine

Quantity	Designation
1	Drip tray

#### Instructions

Quantity	Designation
1	Machine operating instructions
1*	Optional accessory operating instructions (cup warmer + Cup & Cool)
1*	Cooling unit operating instructions

#### Scope of delivery of additional parts

Quantity	Name
1	Measuring spoon

#### Scope of delivery of cleaning/maintenance

Quantity	Designation
1	Brush 75-40 (brewing chamber)
1	Brush (beverage outlet)

#### Scope of delivery of cleaning/maintenance without ProCare\*

Quantity	Coffee system cleaning
1	Delivery set of <b>Coffeepure</b> tabs for 100 cleanings

Quantity	Milk system cleaning
1****	Cleaning container 1 l with cover blue
1****	Delivery set of <b>Milkpure</b> powder for 100 cleanings
1	Special milk cleaning liquid, 3345340000

#### Scope of delivery of cleaning/maintenance with ProCare\*

Quantity	Designation
1	Cleaning pouch ProCare blue, 3370101044 (UFI: GPF0-V0QD-700S-5Y0U)
1	Cleaning pouch ProCare red, 3370101045 (UFI: YKF0-D00Y-X009-HMEQ)

### Scope of delivery for powder system\*

Quantity	Designation
1	Powder container outlet orifice

### Descaling accessories\*\*\*

Quantity	Designation
1	Descaling cartridge****

\* Optional, depending on machine version

\*\* Language-dependent article number

\*\*\* Not contained in the scope of delivery

\*\*\*\* Omitted when using ProCare

\*

## 8.2 Conditions for transport



### WARNING

#### **Risk of injury due to insufficient qualification!**

Improper handling can lead to considerable personal injury and property damage.

The following activities may only be carried out by specialist staff.




### WARNING

#### **Health problems caused by heavy machine!**

The weight of the machine exceeds the permissible load that a single person is allowed to lift or carry alone. The load of the machine may cause health problems when lifted or carried by a single person.

 Do not lift or carry the machine alone.

 Only lift or carry the machine with two people.



### CAUTION

#### **Risk of injury during transport!**

Improper transport can lead to injuries.

 Observe the general health and safety regulations in accordance with local regulations.



### CAUTION

#### **Risk of injury due to machine tipping over!**

Improper lifting of the machine can cause it to tip. A tipping or falling machine can cause injury.

 Do not lift the machine alone.

 Only lift the machine with two people.

**NOTICE****Property damage due to improper transport!**

Improper transport during relocation of the machine can damage it.

- ☞ Use a trolley to transport the machine.
  - ☞ Secure the machine on the trolley and pull the trolley.
- 
- ☞ Before moving the machine, separate the connections for the drinking water supply, the power supply and the waste water outlet.
  - ☞ Make sure that the new location has no obstacles or uneven spots.

## 9 Installation and commissioning



### ⚠ WARNING

#### **Risk of injury due to insufficient qualification!**

Improper handling can lead to considerable personal injury and property damage.

The following activities may only be carried out by service staff.



### ⚠ WARNING

#### **Health problems caused by heavy machine!**

The weight of the machine exceeds the permissible load that a single person is allowed to lift or carry alone. The load of the machine may cause health problems when lifted or carried by a single person.

- 👉 Do not lift or carry the machine alone.
- 👉 Only lift or carry the machine with two people.



### ⚠ CAUTION

#### **Risk of injury due to machine tipping over!**

Improper lifting of the machine can cause it to tip. A tipping or falling machine can cause injury.

- 👉 Do not lift the machine alone.
- 👉 Only lift the machine with two people.



### NOTICE

#### **Property damage due to non-compliance with sanitary regulations!**

Improper sanitary installation of the machine may result in property damage.

- 👉 Install the machine so that the installation complies with applicable federal, state, or local sanitary regulations.
- 👉 Ensure that sufficient backflow preventers are installed.

The machine operator must commission the preliminary work for the connections (electricity, water, waste water) on the manufacturer side. Preliminary work must be carried out by licensed installers observing all general, national as well as locally applicable regulations.

Installation of the mains water supply to the drinking water and waste water supply must be carried out by specialist staff or the service department of the manufacturer.

Service technicians of the manufacturer or its service partner may only connect the machine to the prepared connections. They are neither authorized to carry out installation work on the manufacturer side, nor are they responsible for its execution.

## 9.1 Unpacking



### CAUTION

#### Cuts and eye injuries from packaging material!



Sharp-edged packaging material can cause injuries. Cutting tensioning straps can cause eye injuries.



Wear gloves and safety goggles when unpacking.

### 9.1.1 Unpacking machine

- ☞ Unpack the machine.
- ☞ Remove the supplied accessories from the accessory box.
- ☞ Check the remaining contents of the packaging for supplied accessories.
- ☞ Check the delivery for completeness and intactness.
- ☞ If in doubt, do not operate the machine and contact your service partner.
- ☞ Keep the original packaging for possible return.

### 9.1.2 Unpacking accessories

The following accessory parts are delivered:

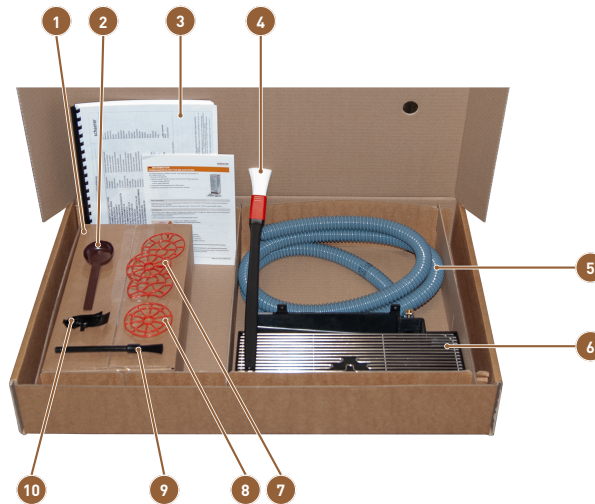


Fig. 13: Accessories included in delivery

- |  |  |
|--|--|
| 1 Cleaning product (according to machine equipment)    | 2 Spoon for ground coffee for manual inlet       |
| 3 Operating instructions and declaration of conformity | 4 Brush for cleaning inside of grounds container |
| 5 Dirty water hose                                     | 6 Drip tray (dirty water hose pre-assembled)     |
| 7 Cup positioning aid for two cups                     | 8 Single cup positioning aid                     |
| 9 Small brush  | 10 Milk hose guide to the left                   |

## 9.2 Setup

The following conditions apply to the location of the machine:

- The machine must not be used outdoors.

- The installation surface must be stable, horizontal and level so that it cannot become deformed under the weight of the machine.
- The installation surface must be water-resistant and heat-resistant.
- The machine must not be set up on hot surfaces or near heat sources.
- The machine must not be installed on a surface which is sprayed or cleaned with a water hose, a steam jet device, a steam cleaner or similar.
- The machine must be set up so that it is protected from spray water.
- The machine must be set up in such a way that it can be supervised by trained staff at all times.
- The required supply connections must be led up to 100 cm (39.4") to the machine location in accordance with the manufacturer-side installation diagrams.
- The locally applicable kitchen regulations must be observed.
- Clearances for maintenance work and operation must be maintained:
  - Enough space must be left at the top for filling the coffee beans or powder; 20 cm (7.87") is recommended.
  - A distance of at least 5 cm (1.97") must be left from the rear of the machine to the wall to allow for sufficient air circulation.
  - If the machine connections are to run downward through the counter, the space requirements of the lines that can restrict usable space in the structure underneath must be observed.
  - When installing a water filter, see the operating instructions for the water filter.

**See also**

📖 Ambient conditions [▶ 18]

## 9.3 Installation requirements

The machine must be installed in accordance with the applicable national and local electrical and plumbing regulations. This also includes adequate backflow protection.

All connections on the machine side are ready for use on delivery.

The following connections are required on the installation side:

### Electrical system

- Socket for power plug or fixed connection with main switch

The serial plate provides information on the required maximum fuse protection and the required minimum conductor cross-section.

### Water

- Mains water supply 3/8" or connection to the external drinking water tank
- Siphon or external waste water tank for dirty water hose Ø 40 mm

### Optional accessories

- Optional interface for communication between the machine and the optional accessories
- ☞ For better accessibility, position the rear of the machine approx. 5 cm (2") above the support plate.
- ☞ Prepare the connections on the installation side.

**See also**

📖 Setup [▶ 33]

## 9.4 Connecting power



### DANGER

#### Danger to life from electrocution!

There is a risk to life due to electrocution when connecting the machine.

- ☞ Make sure that the phase is fused with the ampere value specified on the serial plate.
- ☞ Make sure that the device can be disconnected from the power supply with all poles.
- ☞ Make sure that the manufacturer-side electrical system is designed in accordance with the regulations of the respective country.
- ☞ Route the connection through a ground fault circuit interrupter.
- ☞ Never operate a device with a defective connection cable. Have a defective connection cable or plug replaced immediately by a qualified service technician.
- ☞ The manufacturer advises against the use of an extension cord. If an extension cord is used in spite of this advice (minimum cross-section: 1.5 mm<sup>2</sup> / 14 AWG), observe the manufacturer data for the cable (operating instructions) and comply with the locally applicable regulations.
- ☞ Attach the connection cable in such a way that nobody can trip over it. Do not pull the cables over corners and sharp edges, do not pinch them and do not let them hang freely in space. Do not place cables on hot objects and protect them from oil and aggressive cleaning products.
- ☞ Never lift or pull the device by the connection cable. Never pull the plug out of the socket using the connection cable.
- ☞ Never touch the cable or plug with wet hands. Never insert wet plugs into the socket under any circumstances.



### DANGER

#### Danger to life due to defective or non-original connection cable!

If the connection cable is defective or not original, there is a risk of electrocution and fire.

- ☞ Only use original connection cables. The country-specific original connection cable is available from the service partner.
- ☞ Connection cables that can be plugged in at both ends can be replaced by the customer.
- ☞ Have permanently connected connection cables replaced by a service technician.



### WARNING

#### Risk of injury due to insufficient qualification!

Improper handling can lead to considerable personal injury and property damage.

The following activities may only be carried out by a qualified electrician.

The electrical connection must be made in accordance with the regulations of the respective country. The voltage specified on the serial plate must match the supply voltage at the installation site. The power socket and power switch must be accessible to the operator at the installation site.

- ☞ Establish the power connection.

Make sure that the manufacturer-side electrical system is designed in accordance with IEC 364 (DIN VDE 0100). To increase safety, a ground fault circuit interrupter with a nominal residual current of 30 mA (EN 61008) should be connected upstream of the device. Type B residual current circuit breakers ensure response even with smooth DC residual currents. This ensures a high level of safety.

**See also**

 Product description [▶ 22]

 Technical data [▶ 15]








## 9.5 Connecting water



### CAUTION

#### Health problems due to contaminated water!

Improper handling of water can lead to health problems.








-  Make sure that the water is free of dirt and bacteria.
-  Do not connect the machine to pure osmosis or other aggressive types of water.
-  Make sure that the carbonate hardness is between 4 and 6 °dKH or 8 and 12 °fKH.
-  Make sure that the total hardness is higher than the carbonate hardness.
-  Do not exceed the maximum chlorine content of 50 mg per liter.
-  Make sure that the pH value is between 6.5 and 7 (pH neutral).
-  Machines with drinking water tank (internal and external): Fill the drinking water tank with fresh water every day and rinse it thoroughly before filling.



### NOTICE

#### Property damage due to poor water quality!

The machine can be damaged if contaminated water or water with incorrect water values are used.

-  Check the recommended water quality and optimize it if necessary.
-  The water must be free of dirt and the chlorine content must not exceed the local regulations on the maximum permitted chlorine content.
-  Do not connect the machine to pure osmosis or other aggressive types of water.
-  The carbonate hardness must not exceed 4 – 6 °dKH (German carbonate hardness) or 8 – 12 °fKH (French carbonate hardness) and the value of the total hardness must always be higher than the carbonate hardness.
-  The minimum carbonate hardness is 4 °dKH or 8 °fKH.
-  The pH value must be between 6.5 and 7.
-  Always use the new hose set supplied with the machine (fresh/waste water hose).

### Drinking water connection

The water connection must be made in accordance with the applicable regulations and the regulations of the respective country. If the machine is connected to a newly installed water line, the line and intake hose must be rinsed thoroughly to ensure that no dirt gets into the machine.

The machine must be connected to an installed drinking water line with a shut-off valve. Installation is done using the assembled pressure hose and the G 3/8" screw connection.

### Waste water outlet

The machine requires a waste water outlet. With a fixed connection, the supplied temperature-stable dirty water hose is connected to a siphon on the installation side. The waste water hose should slope to the connection in order to prevent the siphon effect and must be fixed above the water level in the siphon system.

When using an external waste water tank, the machine is connected directly. A corresponding fill level monitor is available.



The **Supplementary Instructions for Water Quality** contain information on recording water values and the use of filter techniques. The supplementary instructions can be requested from the manufacturer or downloaded directly from the download portal.

### 9.5.1 Variant with external drinking and waste water tank

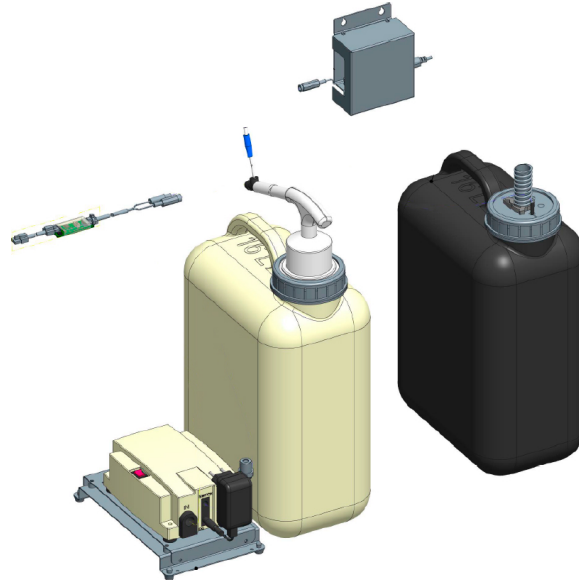


Fig. 14: External drinking and waste water tank

The machine can optionally be operated with a monitored external drinking and waste water tank.

☞ Connect the drinking and waste water connections of the machine directly to the water tanks.



The conversion instructions for the **monitored drinking and waste water tank** contain information on setting up and connecting the external drinking and waste water tanks. The retrofit instructions can be requested from the manufacturer or downloaded directly from the download portal.

### 9.6 Assemble drip tray



Fig. 15: Assemble drip tray

- |                    |  |
|--------------------|--|
| 1 Front door left  | 2 Device base insert for grounds container |
| 3 Front door right | 4 Mounting screws (2x)                     |
| 5 Drip tray        |  |

☞ Open both **front flaps**.

✓ The holes for the **mounting screws** are visible.

- ☞ Guide the dirty water hose on the **drip tray** backwards through the machine.
- ☞ Position the **drip tray** and press it onto the machine. At the same time, lift the **device base insert** for the grounds container slightly.
- ☞ Secure the **drip tray** with the two **mounting screws**.
- ✓ The **drip tray** is mounted.

## 9.7 Connecting milk system

The optional milk hose is removed from the squeeze valve for transportation. Before commissioning, the milk hose must be correctly reinserted into the squeeze valve, see figure below. Machine equipment options with Twin Milk contain two squeeze valves and two milk hoses.

- ☞ Lift the user panel.

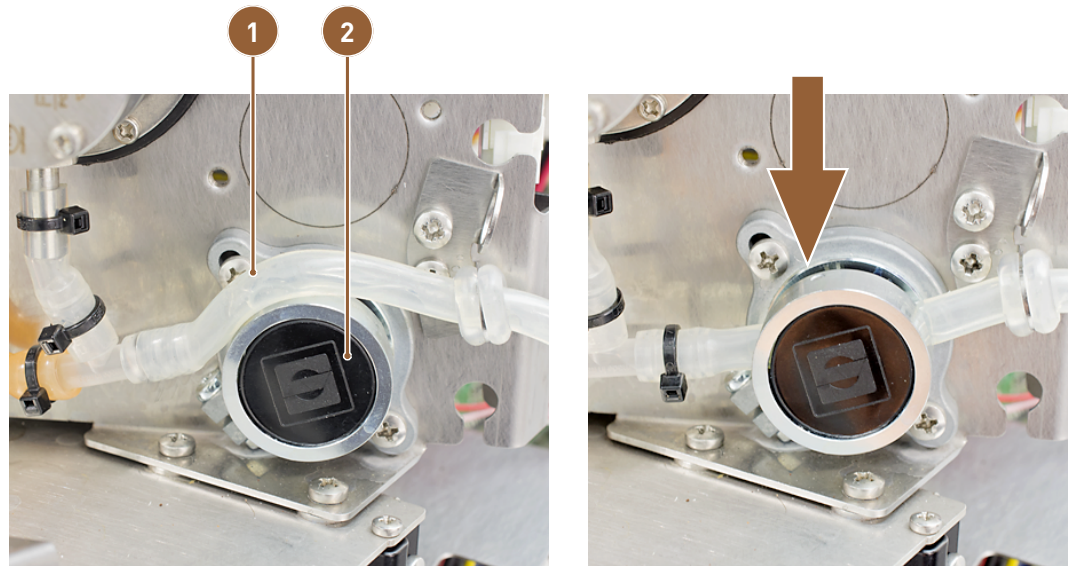


Fig. 16: Inserting milk hose into squeeze valve (Single Milk)

1 Milk hose

2 Squeeze valve

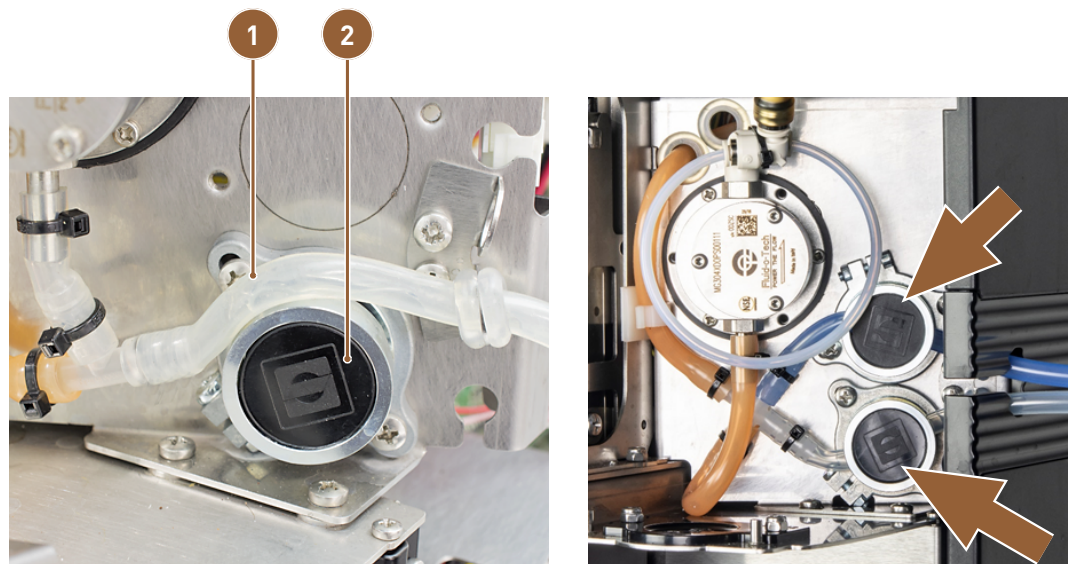


Fig. 17: Inserting milk hoses into squeeze valves (Twin Milk)

1 Milk hose

2 Squeeze valve

- ☞ Pull the black cover on the right forwards without tools. The milk pump and squeeze valve are accessible.
- ☞ For Single Milk systems: Insert the milk hose into the squeeze valve as shown.

- ☞ For Twin Milk systems: Insert the two milk hoses into the two squeeze valves.

#### See also

- 📖 Opening and closing the operating unit [▶ 45]

## 9.8 Connecting ProCare unit

- 📖 The machine is switched off.
- ☞ Connect the ProCare unit to the machine.
- ☞ Connect the ProCare unit to the cooling unit.
- ☞ Connect the milk hoses.
- ☞ Connect a CAN bus connection cable to the machine.
- ☞ Connect the other CAN bus connection cable to the optional accessory (e.g. milk system).
- ☞ Connect the power plug to the power supply.
  - ✓ The module is switched on.
- ☞ Switch the machine on.
  - ✓ The modules connects to the machine.
- ☞ Start the machine commissioning routine.



Additional information on retrofitting a coffee machine with the ProCare unit or the side cooling unit with the ProCare unit can be found in the separate ProCare installation instructions.

### 9.8.1 Connecting ProCare unit to machine

The following requirements must be fulfilled for a machine with ProCare preparation:

- The metal bracket for holding the ProCare unit is installed in the machine.
- The side panel of the machine already has the hole for the ProCare unit mounting screw.
- The hoses for connecting to the ProCare unit are routed out of the side of the machine and fastened with cable ties.

#### Connecting ProCare unit

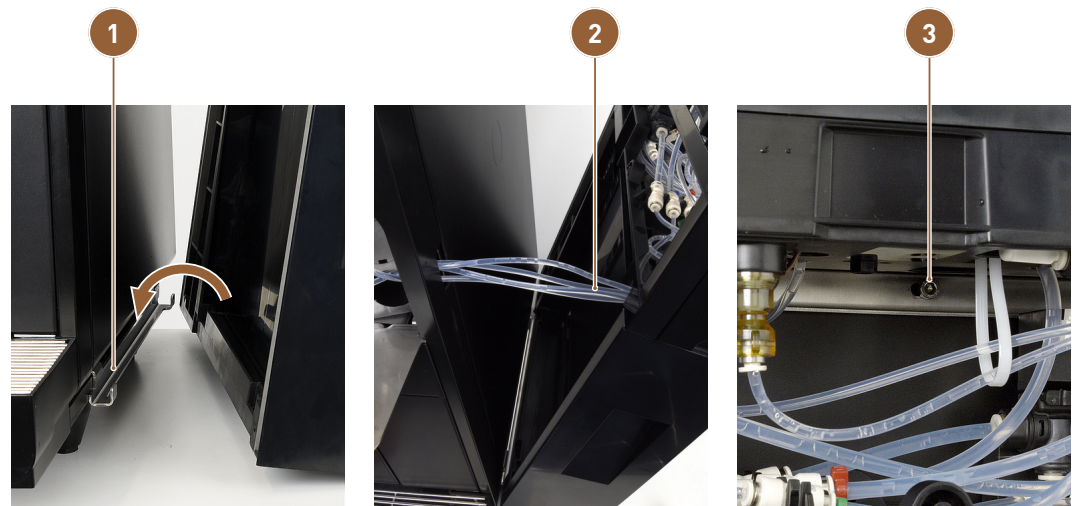


Fig. 18: Fastening ProCare unit to machine

**1** Connecting plate

**2** Teflon hoses to ProCare unit

**3** Mounting screw

- ☞ Snap the ProCare unit into the connecting plate on the machine.
- ☞ Insert the Teflon hoses into the ProCare unit.

- ☞ Screw the ProCare unit to the machine with the mounting screws.

### Connecting hoses

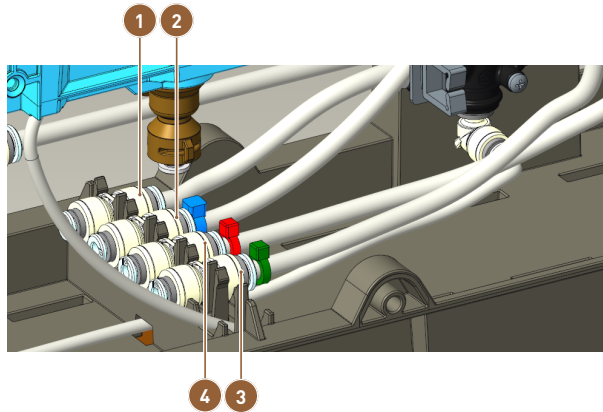


Fig. 19: Assignment of hose connections

1 White: milk	2 Blue: water
3 Green: coffee	4 Red: descaling

- ☞ Cut the hoses to length so that they can be arranged in a loop.
- ☞ Measure the length of the hoses and note the length. The hose length can be set in the machine configuration for optimal operation of the ProCare unit.
- ☞ Place the hoses in a loop in case you ever need to remove the module.
- ☞ Connect the hoses according to the marking.
- ☞ Make sure that the hoses do not block the closing mechanism of the front panel.
- ☞ Open the machine configuration and navigate to the system settings.
- ☞ Open the cleaning settings.

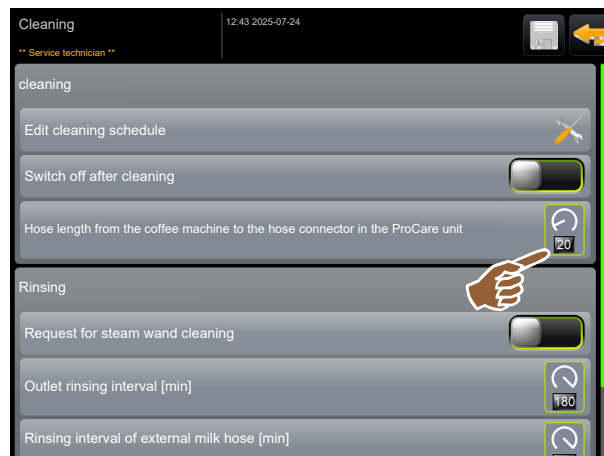


Fig. 20: Setting hose length for ProCare unit

- ☞ Enter the hose length in the input field.

## 9.8.2 Connecting ProCare unit to cooling unit

### Assembling cooling unit

- ☞ Assemble the metal bracket on the side of the ProCare unit where the cooling unit is attached.
- ☞ Close the ProCare unit with the supplied side panel depending on the positioning of the right housing or the left housing.
- ☞ Attach the cooling unit to the ProCare unit.

## Adjusting milk hose

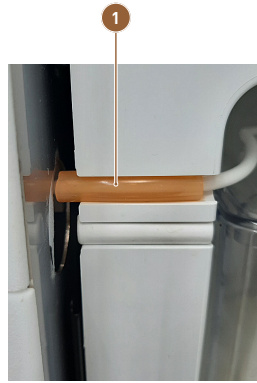


Fig. 21: Milk hose in cooling unit

### 1 Hose 4/8 silicone orange

- ☞ Install the milk hose and cut it to size so that it reaches the Plug & Clean connection on the ProCare unit.
- ☞ Cover the milk hose with the 4/8 silicone orange hose and clamp it into the recess in the cooling unit.

## 9.8.3 Connecting ProCare unit cable

Connect the power cable and CAN bus before switching on the device.

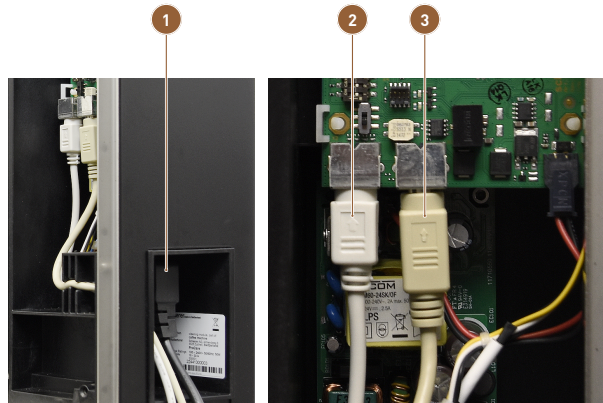


Fig. 22: Cable connections

### 1 Power supply connection for cold device plug

### 2 CAN Mini-DIN 6-pole control cable 2 m

### 3 CAN bus cable from cooling unit

- ☞ Connect the cold-device plug to the power connection on the back of the ProCare unit.
- ☞ Connect the CAN Mini-DIN 6-pole 2 m control cable to the ProCare unit.
- ☞ Connect the CAN bus cable of the cooling unit.

## 9.9 Screen-guided commissioning

The machine is commissioned by the service technician on site at the premises of the operator. The commissioning program starts automatically when the machine is switched on for the first time. After display-guided commissioning, no beverages can be dispensed as no beverage recipes have been configured. A service technician configures and calibrates the beverage recipes together with the operator.

Service technicians can start the commissioning program manually at any time.

## 10 Operation

This chapter contains information on the various beverage preparation functions for daily operation of the machine.



### ⚠ CAUTION

#### Risk of injury due to slipping!

Leaking liquid can lead to a wet floor around the machine. This can lead to injuries from slipping and falling.

- ☞ Dry any spilled liquids on the floor immediately after spills occur.
- ☞ Indicate large quantities of leaked liquid on the floor with a mobile warning sign.



### ⚠ CAUTION

#### Risk of scalding due to hot fluid!

There is a risk of scalding in the dispensing area for beverages, hot water and steam.

- ☞ Never reach under the dispensing points during dispensing or cleaning.
- ☞ Always lock the control unit before cleaning to prevent accidental input.



### ⚠ CAUTION

#### Health hazard due to unsuitable products

The product containers and an optional manual inlet may only be filled with products that are intended for this purpose.

- ☞ Only make products which are suitable for consumption and the use of the machine.

#### See also

- 📖 Safety [▶ 8]

### 10.1 Recurring additional tasks

This chapter contains information on operating steps on the machine that are required regularly during daily operation.

#### 10.1.1 Filling bean hopper



### ⚠ WARNING

#### Risk of crushing and cutting injuries from rotating grinding discs!



There is danger of crushing and cutting injuries due to rotating grinding discs in the grinder.

- ☞ Never reach into the bean hopper when the machine is switched on.
- ☞ Switch off the machine and disconnect the power plug before performing any work on the grinder.



## NOTICE

### Property damage due to foreign objects in bean hopper!

Filling with foreign objects can cause the grinder to clog or block and destroy the grinder. These damages are excluded from the warranty.

- ☞ Never fill the bean hopper with anything other than coffee beans.



Fig. 23: Bean hoppers and powder containers with maximum fill level

- ☞ Refill the hopper as soon as possible.
- ☞ For lockable bean hoppers: Open the lock of the bean hopper with the key.
- ☞ Remove the cover of the bean hopper.
- ☞ If necessary, clean the bean hoppers and covers to remove coffee residue before filling.
- ☞ Fill the bean hopper with the intended type of coffee.
- ☞ Fill the hopper with no more than is needed for a day to ensure that the products remain fresh.
- ☞ Only add enough so that the contents do not touch the container cover.
- ☞ Always fill the container from front to back.
- ☞ Close the bean hopper with the lid.
- ☞ For lockable bean hoppers: Lock the bean hopper with the key.
- ✓ The bean hopper is refilled.

## 10.1.2 Filling powder container



## CAUTION

### Risk of crushing due to rotating dosing screws!

The dosing screws inside the powder container rotate. There is a risk of crushing when reaching in.

- ☞ Switch the machine off before reaching into the powder container.



## NOTICE

### Property damage due to clogging!

Filling the machine with unsuitable coffee machine powder can cause the powder container or powder system to become clogged.

- ☞ Only fill the machine with powder that is suitable for use in automatic machines.
- ☞ Do not overfill the powder container.
- ☞ Do not press on the powder or compress it.



Fig. 24: Bean hoppers and powder containers with maximum fill level

- ☞ Variant with powder container locking mechanism: Open the powder container lock with the key.
- ☞ Remove the cover of the powder container.
- ☞ Fill the powder container with choco or topping powder.
- ☞ Only add so much that the contents do not touch the container cover.
- ☞ Close the powder container with the cover. Lock the powder container (if lockable).
- ✓ The powder container is filled and locked.
- ✓ The powder does not touch the cover.

### 10.1.3 Refilling water



#### NOTICE

##### Property damage due to closed water line!

The machine can be damaged if the water pump runs dry.

- ☞ Before switching on the machine, make sure that the main water valve (tap) of the water supply line is open.

#### Variant with mains water supply

- ☞ Open the shut-off valve on the main water valve before switching on the machine.
- ☞ Close the main water valve at the end of the day.

#### Variant with external drinking water tank



Fig. 25: External drinking water tank

- ☞ Unscrew the cover of the external drinking water tank.
- ☞ Rinse the external drinking water tank thoroughly with fresh water every day.
- ☞ Clean the cover of the drinking water tank with fresh water.

- ☞ Fill the drinking water tank with fresh drinking water, making sure not to exceed the maximum fill level.
- ☞ Close the external drinking water tank with the cover.
- ☞ Reinsert the drinking water tank.

### 10.1.4 Opening and closing the operating unit



#### CAUTION

#### Danger of crushing by falling operating unit!

The operating unit can fall down under its own weight.

- ☞ Hold the operating unit firmly and move it up or down in a controlled manner until it clicks into place.

The machine is only ready for use when the operating unit is closed.



Fig. 26: Opening operating unit

- |                                       |                                 |
|---------------------------------------|---------------------------------|
| 1 Lock engaged                        | 2 Lock disengaged               |
| 3 Top side of operating unit unlocked | 4 Operating unit pushed upwards |

#### Opening operating unit

- ☞ Move the key in the closing device to the horizontal position.
  - ✓ The lock is open.
- ☞ Unlock the operating unit at the top by pulling firmly.
  - ✓ The operating unit is unlocked.
- ☞ Push the operating unit upwards from below with both hands as far as it will go.
  - ✓ The operating unit is automatically held in the upper position.
  - ✓ All operating elements behind the operating unit are now accessible.



Fig. 27: Operating unit closed and opened

### Close operating unit

- The closing device of the operating unit can only be closed if the locking mechanisms of the bean hoppers and powder containers are closed.
- ☞ Using both hands, gently push the open operating unit down as far as it will go.
- ☞ Press the operating unit in lightly at the top edge.
  - ✓ The operating unit is closed.
- ☞ If necessary, lock the closing device again with the key.
  - ✓ The lock is closed in the vertical position.
  - ✓ The operating unit is locked.

## 10.1.5 Removing bean hoppers and powder containers



### ⚠ WARNING

#### Risk of crushing and cutting injuries from rotating grinding discs!



There is danger of crushing and cutting injuries due to rotating grinding discs in the grinder.

- ☞ Never reach into the bean hopper when the machine is switched on.
- ☞ Switch off the machine and disconnect the power plug before performing any work on the grinder.



### ⚠ CAUTION

#### Risk of injury from hair being drawn in



Very long hair could get stuck in the grinder head and get pulled into the machine.

- ☞ Always wear a hair net when exposing the grinder head.

Bean hoppers or powder containers can be removed from the machine. The central locking mechanism unlocks the bean hoppers and powder containers together.

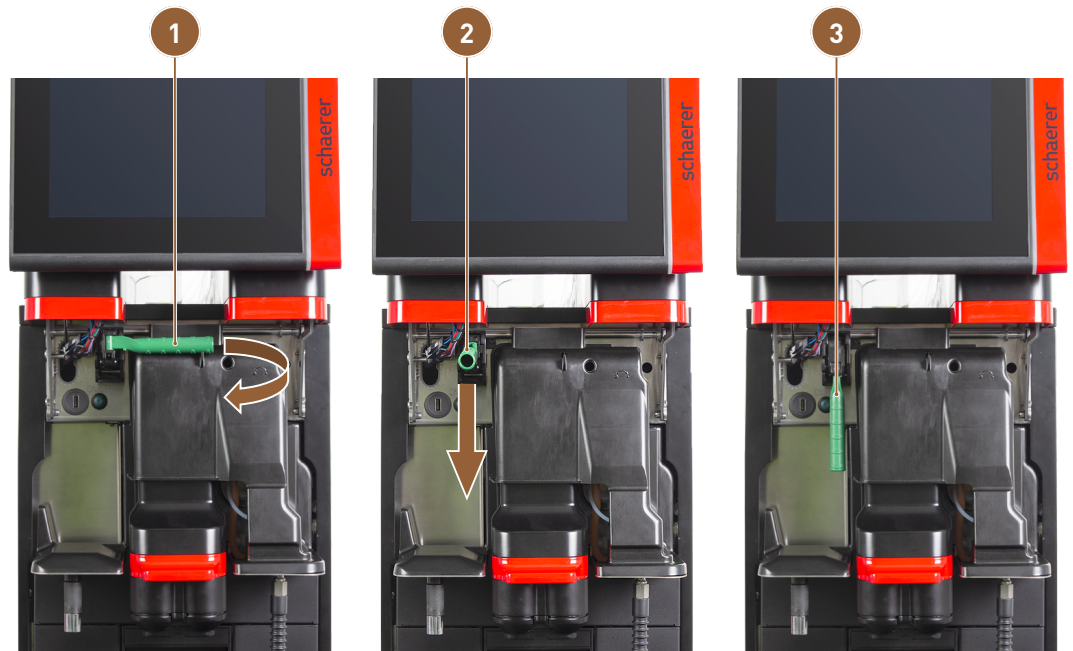


Fig. 28: Unlocking bean hoppers and powder containers

- |   |                          |
|---|--------------------------|
| <b>1</b> Handle horizontal: Bean hopper locked  | <b>2</b> Handle forwards |
| <b>3</b> Handle downwards: Bean hopper unlocked |                          |

- ☞ Open the user panel.
- ☞ Swivel the green handle of the central locking mechanism forward from the horizontal folded position.
- ☞ Fold the green handle of the central locking mechanism downwards.
- ✓ The bean hoppers and powder containers are now unlocked and can be removed.
- ✓ The green handle of the central locking mechanism points downwards.

#### See also

- 📄 Opening and closing the operating unit [▶ 45]

### 10.1.6 Inserting or changing ProCare cleaning bag

One ProCare cleaning pouch can be used for approx. 100 cleanings. Empty cleaning pouches must then be replaced.

The cleaning pouches are filled with cleaning powder and sealed. The blue cleaning pouch contains an alkaline-based cleaning product, the red pouch contains an acid-based cleaning product.

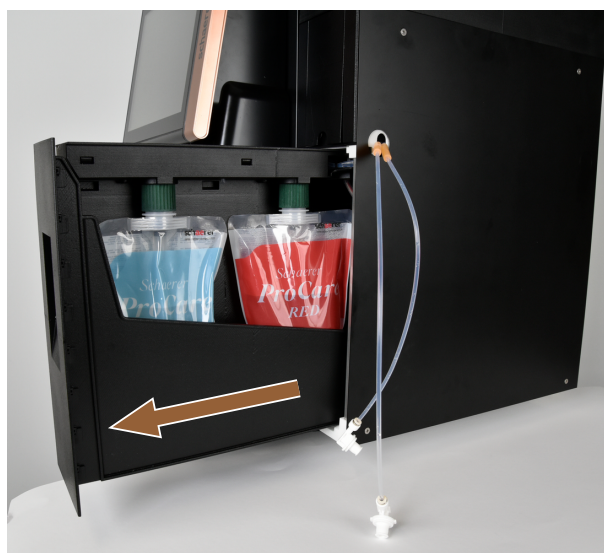


Fig. 29: Pulling out drawer with collecting tray

- ☞ Open the cam lock and pull out the drawer with the collecting tray and the cleaning pouches. The cam lock is located under the milk connection flap (Plug & Clean).



Fig. 30: Removing cleaning pouches

#### 1 Cap nuts

#### 2 Removal direction

- ☞ Loosen the cap nuts from the cleaning pouches.
- ☞ Remove and dispose of the empty cleaning pouches.
- ☞ Remove the sealing caps and the protective film from the new ProCare cleaning pouches.
- ☞ Place the new ProCare cleaning pouches on the free coupling nozzles and tighten the sealing caps of the cleaning pouches with the cap nuts. The couplings are different sizes. That means the cleaning pouches can not be interchanged.



Fig. 31: Inserting drawer

- ☞ Slide the drawer back into the housing and close the ProCare.
  - ✓ A dialog with the message **ProCare: Cleaning pouch inserted** opens.
- ☞ Confirm with **OK**.
  - ✓ The screen for conditioning the inserted cleaning pouch opens.

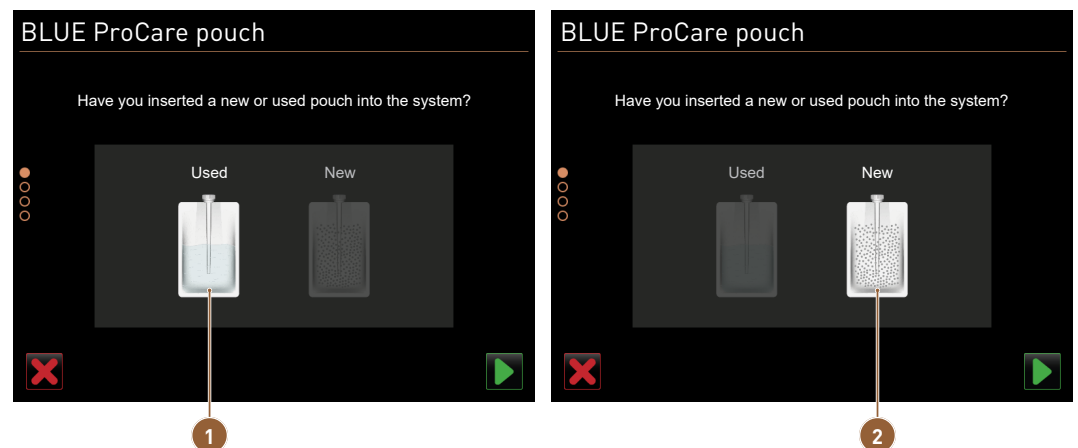


Fig. 32: ProCare BLUE example: changing cleaning pouch

**1** Used cleaning pouch: Air is extracted.

**2** New cleaning pouch: Is filled with water, then the air is extracted.

- ☞ Tap on **Used** if you have inserted a used cleaning pouch or on **New** if you have inserted a new cleaning pouch.
- ☞ Confirm your selection with .
  - ✓ The air is now extracted from a used cleaning pouch. A new cleaning pouch is filled with water and the air is then extracted.
  - ✓ A confirmation dialog with the message **ProCare: Pouch exchange successful** opens.
- ☞ Confirm with .
- ✓ The cleaning pouch(es) has (have) been inserted and conditioned. The ProCare is ready for cleaning processes.

The same process can be initiated manually in the Service menu.

### To change the pouch with the Service menu:

- ☞ Open the Service menu with .

☞ Tap on the **Maintenance intervals** button.



	Last done	Due
☺ Descaling	06/24/2025	In 5 months 608 liters
☺ Maintenance 2	12/03/2024	After 39978 coffee beverages
☺ Maint. 24 months	12/03/2024	In 17 months
☺ ProCare: RED pouch	07/23/2025	100 % remaining
☺ ProCare: BLUE pouch	07/23/2025	100 % remaining

Fig. 33: Display of the remaining content

- ☞ In the **Maintenance intervals** screen, tap on the ▶ button for the **ProCare: pouch RED** or **ProCare: pouch BLUE** menu item.
- ☞ Change the pouch or cancel the process.
- ✓ You will be taken back to the main menu.

## 10.2 Enable

This chapter contains information on how to switch on the machine and any optional accessories (if available) safely and correctly.

### 10.2.1 Check before switching on



#### NOTICE

##### Property damage due to closed water line!

The machine can be damaged if the water pump runs dry.

- ☞ Before switching on the machine, make sure that the main water valve (tap) of the water supply line is open.

- ☞ For mains water supply: Make sure that the main water valve is open.
- ☞ For drinking water tank: Make sure that the drinking water tank is filled with fresh water.
- ☞ With standard waste water outlet: Make sure that the waste water hose is laid correctly.
- ☞ For external waste water tank: Make sure that the external waste water tank is connected and empty.
- ☞ Make sure that the bean hoppers are filled.
- ☞ Make sure that the grounds container is empty and correctly inserted.
- ☞ Make sure the machine is correctly connected to the manufacturer-side power supply in accordance with national or local safety regulations.

## 10.2.2 Switching on machine



### CAUTION

#### Risk of infection from contamination in the milk pump!

Contamination in the milk pump can lead to infections. Infections can trigger health problems.

- ☞ Always carry out cleaning after installation, commissioning or after recommissioning.
- ☞ Run the display-guided cleaning program before the first beverage dispensing process.

When the machine is switched on for the first time, a display-guided commissioning process is performed automatically. Commissioning must be carried out by a service technician. The service technician configures the machine and performs a hardware calibration.



Fig. 34: Switching on machine

- ☞ Check the power connection of the machine.
- ☞ Open the user panel.
- ☞ Briefly press the On/Off button.
  - ✓ The machine starts.
  - ✓ The user interface appears on the touch screen.
  - ✓ Machine heating begins.
  - ✓ The machine is ready for use as soon as the required temperature is reached.
- ☞ Close the user panel.
- ✓ The machine is switched on.

#### See also

- ☞ Opening and closing the operating unit [▶ 45]

## 10.3 Positioning beverage outlet



Fig. 35: Positioning beverage outlet

### Positioning beverage outlet with manual beverage outlet

☞ Guide the beverage outlet up to the cup using the handle.

### Positioning beverage outlet with automatic height-adjustable beverage outlet

The AHA (automatic height-adjustable beverage outlet) automatically adjusts to the correct outlet height corresponding to the previously selected beverage.

## 10.4 Beverage supply

### Limited beverage selection

Machines with an external drinking water tank are limited in their beverage selection. It is not possible to dispense cooled beverages with an external drinking water tank.

Powder beverages are always dispensed hot with an external drinking water tank, regardless of the set temperature.

### Cancellation of beverage selection after inactivity

Beverage selection can be automatically canceled after 5 – 40 s of inactivity. In this case, the user interface is displayed for a new beverage selection process.

The time period can be adjusted by service technicians in the **Configuration > Operating mode > Reset selection time-out** settings.

### 10.4.1 Selecting beverage



Fig. 36: Guest and Frequent user mode: Scrolling to beverage

#### Guest and Frequent user mode: Navigating to beverage

- ☰ The machine is ready for use.
- ☞ Use the arrow buttons to scroll through the beverage displays.
- ✓ The desired beverage button appears.



Fig. 37: Staff mode: Direction selection of beverage group

#### Staff mode: Navigating to beverage

- ☰ The machine is ready for use.
- ☞ Open the desired beverage group directly via the corresponding tab.
- ✓ The saved beverage buttons appear.

#### Staff mode: Pre-selecting beverage options

Possible pre-selections in the menu:

- Double beverage dispensing
- Decaffeinated coffee
- Coffee strength (barista)



Fig. 38: Beverage preselection in the left menu

- The user interface is in Staff mode.
- ☞ Select a beverage option via a preselection in the left menu, e.g. coffee strength.
- ✓ All beverages with the corresponding option appear.



Fig. 39: Beverage types

### Staff mode: Selecting beverage type

- The tab with the beverage group or the pre-selection contains configured beverages.
- ☞ Tap on the desired beverage button.
- ✓ A screen with more beverage options opens.

## 10.4.2 Modifying beverage

Possible beverage options:

- Beverage type (e.g. coffee, espresso, cappuccino)
- Beverage size (S, M, L)
- Coffee type (2-3 grinds)
- Milk type (Twin Milk)
- Chocolate (with powder system)
- Aroma (with Flavour Point syrup system)

The pre-selection of ingredients and beverage size can be set and activated by service technicians in the beverage configuration.

The beverage is modified differently depending on the operating mode:

- Sequential beverage modification (Guest mode): Each beverage option is displayed on a separate screen.
- Direct beverage modification (Staff mode and Frequent user mode): All beverage options are displayed together on one screen.

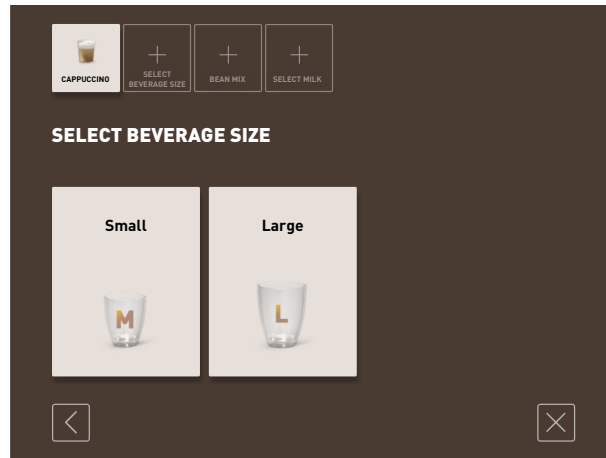



Fig. 40: Guest mode: Determining beverage modification sequentially

- ☰ The selected beverage is marked as modifiable with the pencil icon .
- ☞ Tap on the button with the desired modification.
  - ✓ The desired modification appears.
  - ✓ Additional modifications are displayed for selection.
- ☞ Select the additional modifications.

### Sequential beverage modification

**Sequential beverage modification** is active in Guest mode and cannot be deactivated.

**Sequential beverage modification** asks for a pre-selection of beverage options step by step. The options are each offered for selection in a separate display.

### Progress display for sequential beverage modification

Prerequisite:

- The beverage is configured for dispensing with different ingredients.
- The **Beverage selection progress** type of display is available in Guest mode.

The progress display provides information about the beverage options already selected and those still to be selected.

Each selected ingredient is displayed by an icon.

Each step still to be selected is shown with an empty display field.

The **Beverage selection progress** display cannot be deactivated.



Fig. 41: Selection of beverage

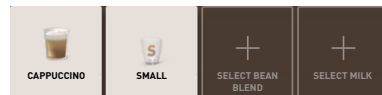


Fig. 42: Selection of beverage size

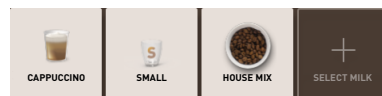


Fig. 43: Selection of coffee type

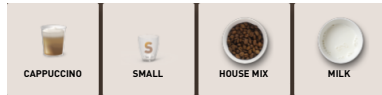


Fig. 44: Selection of ingredients

### Direct beverage modification

**Direct beverage modification** is active in Staff mode and in Frequent user mode and cannot be deactivated.

With this function, the selection of beverage options is offered directly in the same display.



Fig. 45: Direct beverage modification in Staff mode

1 Buttons for beverage modification

2 Button for multiple dispensing



Fig. 46: Direct beverage modification in Frequent user mode

1 Display: Summary of beverage modification

2 Buttons for beverage modification

3 Variant: Button for navigating to additional beverage modifications

- ☞ Tap on the button with the desired modification.
- ☞ If necessary, set multiple dispensing (1 to 9 beverages).
  - ✓ The selected modifications are active.
- ☞ Tap on the button with the desired modification.

- ✓ The selected modifications are summarized in the upper area.

### 10.4.3 Positioning cup/mug

During beverage dispensing, an instruction to position the cup or mug appears.

The **Position cup** instruction can be activated in the operating mode by service technicians.

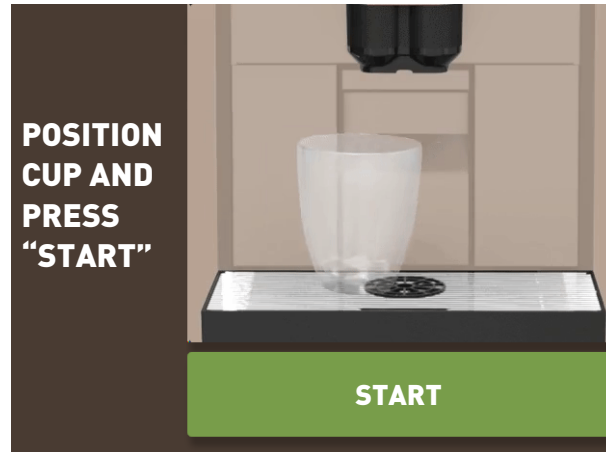


Fig. 47: Positioning cup/mug animation is shown in the display.

- ☰ The **Position cup** function is activated in the operating mode.
- ☞ Place the cup or mug under the beverage outlet.
- ☞ For manual beverage outlet: Pull the beverage outlet down onto the cup or mug.

### 10.4.4 Dispensing beverage

#### Variant: Dispensing without payment system

Once beverage pre-selection is complete, the **START** button appears.

The **START** button confirms the selected beverage options and starts the beverage dispensing process.

The **Position cup** instruction can be activated or deactivated by service technicians in the configuration for the respective operating mode.

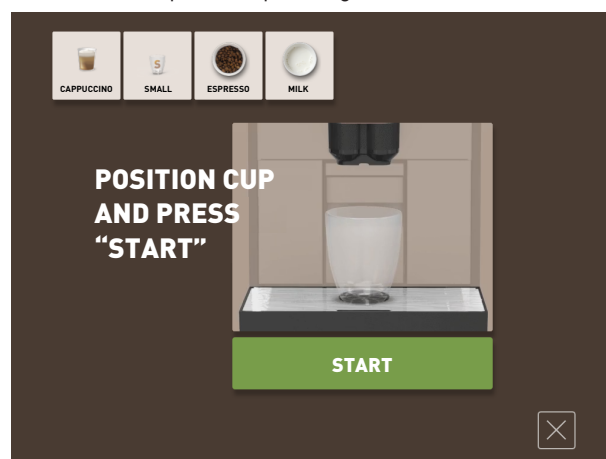


Fig. 48: Beverage ready for dispensing

- ☰ The beverage has been modified and is ready for dispensing.
- ☞ Tap on the **START** button.
  - ✓ The **Position cup** instruction appears.
- ☞ Tap on the **START** button again.

- ✓ The beverage is dispensed.

### 10.4.5 Completion of beverage

The display informs you when dispensing is complete.

- ☰ The information appears if the parameter is activated in the **Configuration > Operating mode** setting.

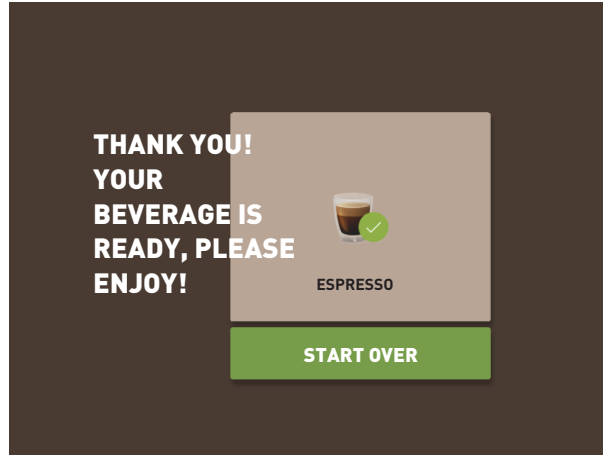


Fig. 49: Display of Beverage dispensing completed

- ☞ Remove the cup or mug from the drip tray.
- ✓ The Remove cup/mug animation is shown in the display.

## 10.5 Switching off

The machine and its optional accessories can be switched off in various ways, as described below.

### 10.5.1 Switching machine to standby



#### ⚠ DANGER

**Danger to life from electrocution!**



The machine is still powered in Standby mode.

- ☞ Remove the machine casings.
- ☞ Always disconnect the machine from the power supply before repair work.



#### ⚠ CAUTION

**Risk of scalding from machine rinsing!**

Before switching off, the machine may perform an automatic machine rinsing process. During machine rinsing, hot water runs out of the beverage outlet. An automatic machine rinse is indicated by a message on the display. The functional light turns red.

- ☞ Do not reach under the beverage outlet during a machine rinse.



## NOTICE

### No warranty in the event of non-compliance with instructions!

In the event of non-compliance with the safety notes and handling information, no warranty will be accepted in the event of property damage.

- ☞ To avoid damage to the machine, follow the safety notes and handling information in the operating instructions.



## NOTICE

### Save energy!

If the machine is not going to be used for several hours, it should be switched off to save energy.

### Rinsing before switching off



Fig. 50: Start rinsing button

- ☞ In the Service menu, tap on the **Start rinsing** button if it has not already been performed.
  - ✓ Rinsing is performed.
- ☞ Carry out daily and weekly cleaning as required.
- ☞ If present, empty and clean the external drinking water tank.

After automatic cleaning, the machine can be switched off directly from the cleaning program.

### Switching off using the touch screen



Fig. 51: Switch-off button

- ☞ Tap on the **Switch-off** button in the Service menu.
  - ✓ The machine is switched off.
  - ✓ The display is not displaying.
  - ✓ The machine is in Standby mode.

### Switching off using machine On/Off button

The machine can also be switched off using the On/Off button behind the user panel.

#### See also

- ☰ Switching on machine [▶ 51]

## 10.5.2 Longer downtimes (from 1 week)



### NOTICE

#### Property damage due to frozen water!

The boilers can be damaged by freezing water as it expands.

- ☞ If the machine may be exposed to below-freezing temperatures, drain the entire water system as far as possible beforehand.
- ☞ Contact your service partner.

During longer downtimes, for instance company vacations, take the machine and other associated devices out of operation.

When restarting the machine, first perform a daily cleaning.

#### Taking machine out of operation

- ☞ Switch the machine to Standby mode.
- ☞ Disconnect the power connection by pulling out the power plug or switching off a main switch installed on site.
- ✓ The machine is de-energized.

## 10.5.3 Switching off optional accessories



### CAUTION

#### Damage to property and health problems due to pollution!

Switched off optional accessories that have not been cleaned can cause health problems and technical faults due to contamination and moisture in the interior when they are switched back on.

- ☞ Carry out daily machine cleaning before switching off the milk-carrying accessories.
- ☞ Accessory parts such as milk container, cover and adapter must be stored in a clean and dry place.
- ☞ Disconnect the machine from the power supply if the optional accessories are to remain switched off for a long period of time.
- ☞ **Before long breaks in operation:**  
Disconnect the devices from the power supply.  
Clean the interior of the cooling unit.  
Lean the door of the cooling unit against the wall and do not close it completely.

#### Switching off optional accessories

- ☞ Drain the milk container in optional accessories that come into contact with milk.
- ☞ Clean the machine daily.
- ☞ Clean accessories such as the milk container, cover and adapter in a dishwasher or rinse them thoroughly by hand in clean water.
- ☞ Switch off the optional accessory using the main device switch.
- ☞ Keep accessories clean and dry.
- ☞ Disconnect the power connection by pulling out the power plug.
- ✓ The optional accessory is de-energized.
- ✓ The optional accessory can be stored for a long period of time.

#### Deactivating cup warmer lighting

- ☒ The lighting is activated and a selected color lights up permanently.

- ☞ Use a pin with a diameter of approx. 2-3 mm to press the button for the top lighting on the rear casing for approx. 2 s.
- ✓ The lighting is disabled.

### Switching off cup warmer

The instructions also apply to the cup warmer unit in the Cup & Cool device.

- ☞ Press the On/Off button in the top left on the rear casing.
- ☞ For long breaks in operation: Pull out the power plug.
- ✓ The On/Off button no longer lights up.
- ✓ The cup warmer is switched off.