SERVICE & INSTALLATION MANUAL

EMBLEM

NSF
NSF/ANSI 4

Cafection

Images may vary from the actual product.

Cafection

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Please note that this manual uses the masculine form to facilitate reading.

⚠ **This symbol is used to highlight a key step to anticipate a risk for safety or a risk of damaging the equipment.**

📝 NOTE **This symbol is used to indicate additional information or a quick tip.**

⚠ **The Emblem is NSF/ANSI 4 certified. For your installation to comply with NSF/ANSI 4 standards, a backflow protection meeting applicable federal, state, provincial and local regulations must be installed on the water inlet.**

NSF® *NSF provides the best brand protection through its public health mission and the most comprehensive solutions across the total supply chain. This is why NSF is The Most Trusted Name in Food Safety™.*

It signifies to customers and regulators that your products have been tested by an independent third party, are certified to the industry's highest standards and meet all applicable North American regulatory requirements.

Source: www.nsf.org

1   SAFETY INSTRUCTIONS

Basic safety precautions should always be followed when using electrical appliances.
Read all instructions before using this brewing equipment.

1.1   Food-Contact Parts

Cafection recommends cleaning and sanitizing all parts in contact with food prior to installation and use.

1.2   Warnings

To minimize the risk of fire or electric shock, do not expose this equipment to rain or moisture.
Do not immerse this equipment in water; it could lead to electric shock or other malfunctions.
Do not use this equipment other than for its intended use.
This equipment contains hot water. Never move it when full.
This brewing equipment is intended for indoor use only.

1.3   Power Supply

Always use a grounded 120 V AC 60 Hz socket outlet rated for 15 A service.
Each brewing equipment must have its own electrical outlet, on a dedicated circuit.
Extension cords must not be used.
This brewer is equipped with a polarized alternating current line plug (one blade wider than the other).
Only use this plug with an outlet in which the prongs can be fully inserted.

1.4   Disconnect the Equipment if:

- Damage is done to the power cord.
- The equipment does not work properly.
- The temperature of the power cord or plug increases dramatically during use.
- Unusual conditions occur.
- Whenever a part has to be changed, plugged or unplugged.

FAILURE TO COMPLY CAN CAUSE EQUIPMENT DAMAGE, FIRE OR SERIOUS INJURIES.

THE "INITIAL SETUP" SECTION OF THIS MANUAL MUST BE COMPLETED BEFORE PLUGGING IN THE BREWER.

Safety Instructions

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2   WARRANTY

2.1   Warranty Policy

Evoca North America hereby guarantees that the products it manufactured are, to the best of its knowledge, free from all defects and faulty workmanship. The following warranties and conditions are applicable:

- All parts in contact with water (outlet valves, heating element, temperature probe, level probes, reference probe, inlet valve and thermostat) are warranted against material defects for a period of 90 days from the date of shipment.
- All remaining parts of the brewer are warranted against material and workmanship defects for one (1) year from the date of shipment.

All warranted parts, services and returns must have prior authorization from Evoca North America. Please contact Evoca North America's Customer Service at 800-561-6162, ext. 310.

The following circumstances will void the warranty policy:
- Use of substitute parts not manufactured or approved by Evoca North America.
- Improper installation or operation of the equipment.
- Abuse or neglect, including (but not limited to) failure to follow the preventive maintenance schedule.
- Variation in equipment performance due to excessive mineral deposit or local water conditions.
- Equipment altered in any way and/or dates, codes or serial numbers removed or modified.
- Equipment damaged in shipment from the customer to Evoca North America due to improper packaging.

Please note that labor is not covered by the warranty and that the repair protocol is limited to replacing the defective part(s). Should any additional repairs need to be done, they will be charged to the customer.

Equipment or parts will not be accepted without a prior notification to Evoca North America.

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Manufactured by:
Evoca North America Venture Inc.
2355, avenue Dalton, Québec (Québec) G1P 3S3
Tel.: 800-561-6162   Fax: 800-463-2739
service.na@evocagroup.com
https://evocagroupna.com/

Customer Service Business Hours (EST):
Monday to Friday: 8 am to 5 pm

Warranty

2.2   Warranty Return Procedure

In order to always offer better, faster service, Evoca North America requests your cooperation for the return of parts under warranty. Evoca North America thanks you in advance for taking the time to follow this procedure:

1. Contact the Customer Service Department to obtain a Return Merchandise Authorization (RMA) number.
2. Send a copy of the original invoice to Evoca North America by fax at 800-463-2739 or by email at service.na@evocagroup.com for approval.
3. No parts must be destroyed before receiving a written confirmation from Evoca North America about credit or exchange possibilities.
4. Keep a copy of the original invoice for your records. A copy of the original invoice **must be included** with your parts return.

Evoca North America will not be held responsible for any loss or damage occurring during transport.

MAKE SURE THE MERCHANDISE IS WELL PACKED!
Please use original packaging.

Upon receipt, Evoca North America will check the merchandise and authorize the repair or replacement by identical or equivalent parts if warranty is applicable. Only warranted parts are authorized for return.
Evoca North America suggests keeping replacement parts on hand.
The warranty covers regular shipping only. Overnight shipping charges will be applied to your order when required. Orders must be received before noon (12:00 pm EST) to be shipped the same day*.

NOTE

All returned parts showing no sign of malfunctioning will be subject to administrative and test fees of $35, plus freight charges associated with the return. A part returned in unacceptable condition will also be subject to this $35 fee and its warranty may be refused.

Some conditions may apply.

2.3   Shipping Liabilities

YOU ARE RESPONSIBLE, SHIPMENT MUST BE INSPECTED!

You can refuse delivery if a shipment is damaged. Do not sign the shipment without proper inspection. Should you choose to accept the delivery, it is mandatory that you record any significant information on the delivery slip. Remember that you take responsibility of the merchandise once you have signed the delivery receipt.
You have 24 hours to report and file a claim for concealed damages to the transportation company.

Failure to comply with this procedure could lead to a claim refusal by the carrier.

Warranty

FOR MORE INFORMATION, PLEASE CALL CUSTOMER SERVICE AT 800-561-6162, ext. 310.

DE2112INSA   Rev. 6 2025-03

3   REFERENCE DRAWINGS

3.1   External View

Reference Drawings

Top lid

Product
loading door

Product loading
door lock

Product
window

Touch screen

Door lock

Plastic front
(fascia)

Back splash

Cup stand

Drip tray grill

Drip tray

3.2   Rear View

Coffee beans feeding motors

Grinder motor

Fan

Antennas

Outlet valves

Water tank

Blower

Computer's motherboard (hidden)

Main board (hidden, see Annex 3)

Adjustable legs

Electric box

Overflow tray

Water inlet

Back panel

Reference Drawings

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3.3   Internal View

Ground coffee chute

Bean hopper

Filter paper

Spout zone plastic part

Milk powder canister

Hot chocolate canister

French vanilla or chai canister

Soluble whipping chambers

Brew group

Side skirt

Waste bin

Accessories storage area

Spout - Top View

Coffee

Hot water

Vanilla or chai

Chocolate

Milk

3.4   Brew Group Assembly

Funnel

Brew chamber

Manufacturing date
(on the back)

Cylinder

Aluminum frame

Piston

Coffee spillway

Yoke

Wheel

Reference Drawings

Crush hazard. Handle the brew group cautiously.

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Reference Drawings

3.5   Brewing Process

Step 1 - Rise of the Piston

The ground coffee and the water are dispensed into the brew chamber during the rising of the piston. This action compresses the air in the cylinder and forces it through the coffee mixture in the brew chamber, thereby agitating the brewing coffee.
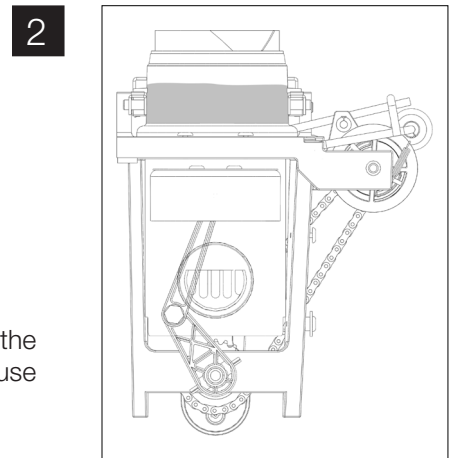
Step 2 - Pause

Once the piston has reached its top point, it pauses to allow the coffee to brew to the appropriate strength. At the end of the pause time, a shot of water is dispensed to clean the brew chamber.
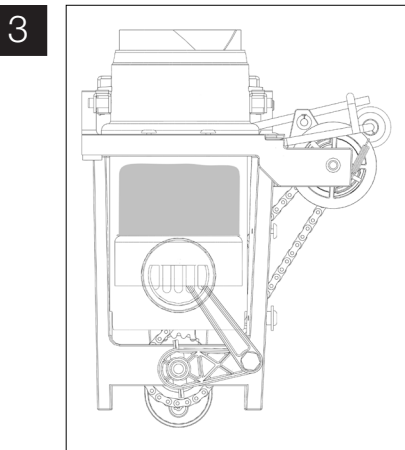
Step 3 - Descent of the Piston

The descent of the piston creates a vacuum allowing to extract the coffee from the grounds through the filter paper and into the cylinder. The piston makes another pause time allowing all the coffee to drain from the brew chamber.
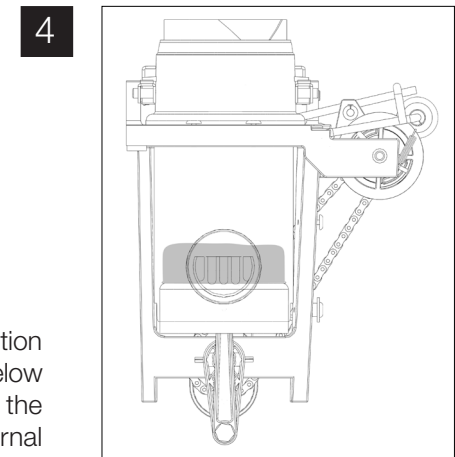
Step 4 - Coffee Delivery

The piston follows its course, heading to its lowest point. Distribution of coffee through the spout begins once the piston has lowered below the coffee spillway. Meanwhile, the brew chamber lifts to allow the filter paper to move and discard the spent grounds into the internal waste bin or coffee chute.

3.6   Hot Water Tank

Access the water tank by removing the back panel.

⚠ **Make sure the equipment is unplugged when servicing.**

⚠ **If the error message ''Low Water Level in Tank'' is frequently displayed or if the heating element power supply has been cut out by the water tank safety part (it happens when the heating element turns ON while there is no water in the tank), the water tank needs to be opened to detect any damaged or defective part. Check the following parts: motors behind the water tank, wires around the water tank, water inlet and water tank parts (inside the tank).**

Reference probe

Thermal disc (safety part)

Water level sensor: high

Heating element connectors

Water level sensor: low

Temperature probe

Reference Drawings

Reference Drawings
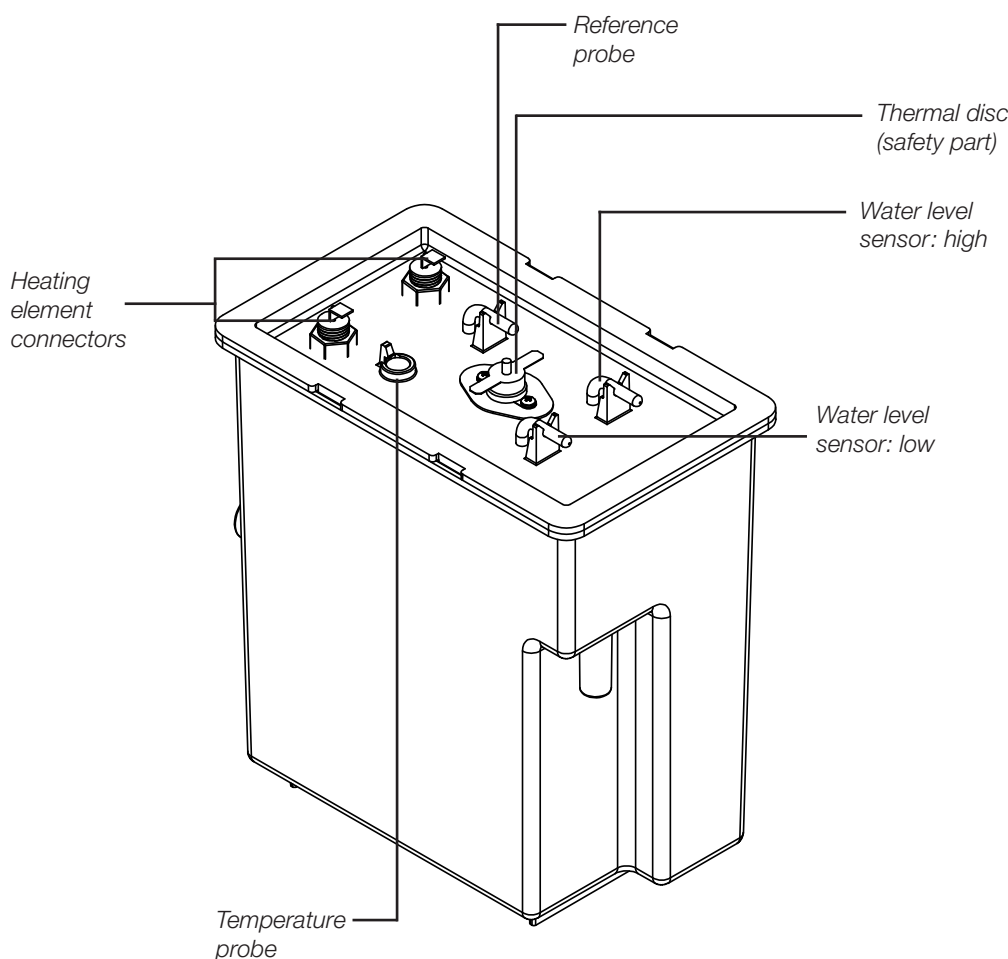
3.7   Bean Hopper Installation

The hopper is already installed in the brewer when shipped. To remove it for cleaning or servicing, follow the steps below.

1.   Open the brewer's door.

2.   Pull down the bean hopper retaining pin.

3.   At the same time, pull the bean hopper forward.

4.   To reinstall, slide the bean hopper back in place. The retaining pin does not need to be pulled down.

Retaining pin   *Bean hopper*
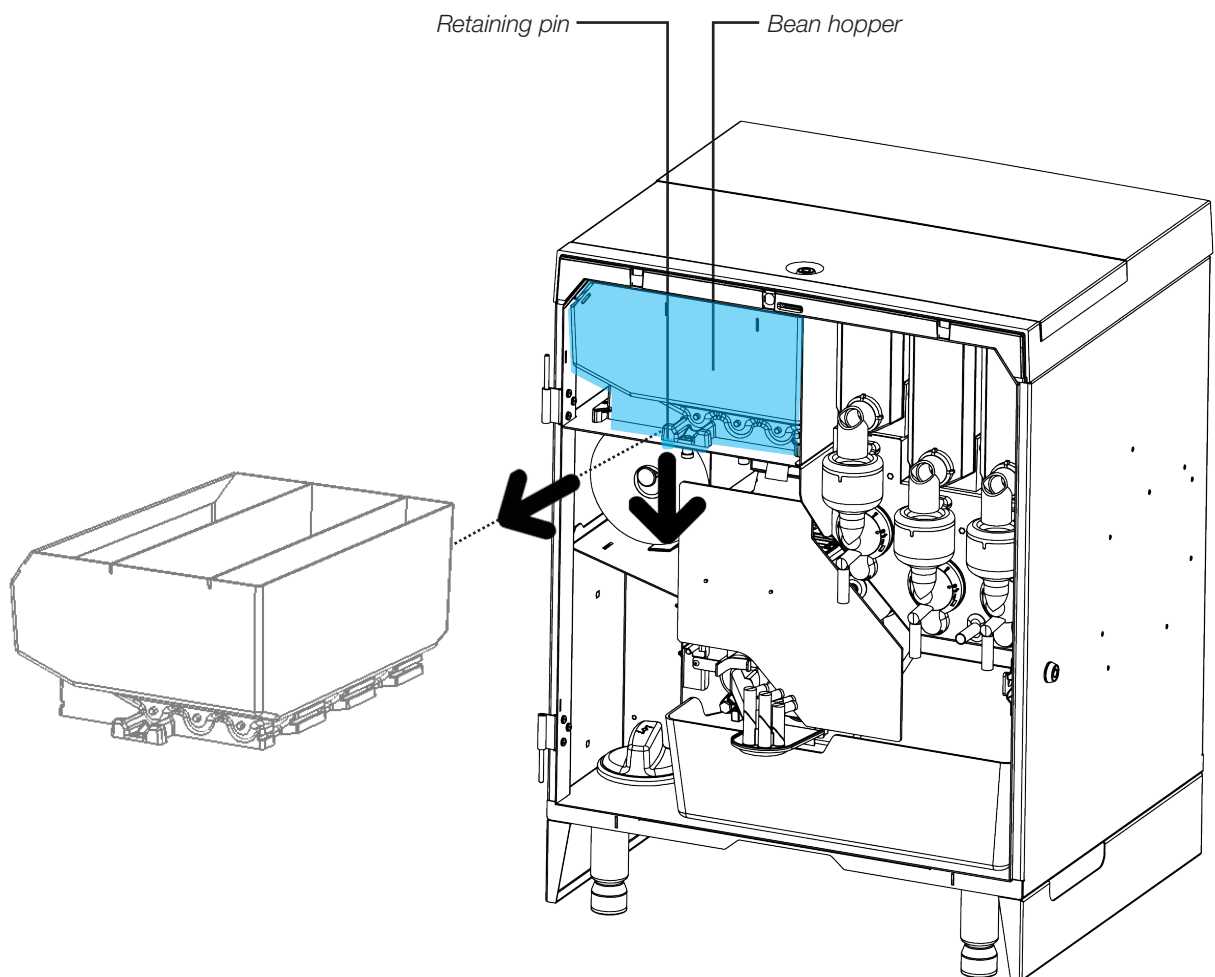
3.8   Water Temperature

This equipment has a water temperature setpoint of 200 °F to ensure a consistent beverage quality. There is a +/- 2 °F tolerance.

This data represents an average and will not correspond to the temperature of a manual measurement. The actual water temperature fluctuates because cold water is added to the tank after every beverage delivery and time is needed to heat the new incoming water up to the setpoint.

Water's brewing temperature can also be taken manually by ordering a cup of hot water and measuring its temperature with a thermometer. There may be a slight difference from the tank reading. This is normal.

If the temperature measurements show a large temperature differential, verify that the tank is clean and not obstructed by mineral deposits and scale.

Unit Safety Measures

In the event of a temperature probe failure, water in the tank might start to boil, causing it to overflow into the overflow drip tray. The machine will be automatically shut off, but the screen will remain ON.

If the heating element goes ON and there is no water in the tank, the heating element power supply is cut out by the water tank safety part. The water tank needs to be opened to detect any damaged or defective part. Check the following parts: motors behind the water tank, wires around the water tank, water inlet and water tank parts (inside the tank).

Water tank

Main board

Overflow drip tray (hidden)
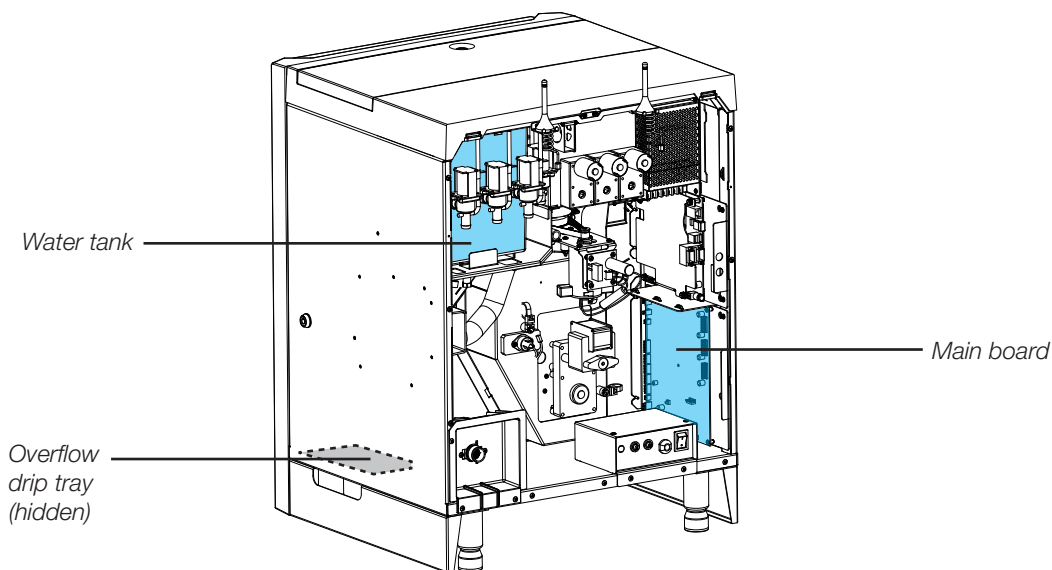
Access by the back of the machine.

NOTE

Temperature can be set by the user in Service mode, under the System tab, in the Settings sub tab. (See section 6.6.1)

Reference Drawings

Initial Setup

4   INITIAL SETUP

Before installing the brewer at the desired location, it is strongly suggested to unpack, inspect and perform a bench test of the machine at the warehouse.

4.1   On-Site Installation Requirements

4.1.1   Operating Environment
Equipment is for indoor use only.

4.1.2   Power Supply
Make sure each unit has its own electrical circuit and is located within five (5) feet of the dedicated electrical outlet.
Use only a polarized grounded receptacle.
Domestic 120 VAC / 60 Hz - 15 A circuit. NEMA 5-15 outlet.

4.1.3   Water Supply
Use a plastic 1/4" or 3/8" (outside diameter) dedicated line branched off a larger line.
An easily accessible shut off valve upstream of the unit is highly recommended for ease of installation. Make sure that your installation complies with your federal, state, provincial and/or municipal codes.

Cold tap water pressure should be at least 20 psi and no more than 80 psi.

⚠ **Do not use distilled water.**

⚠ **The Emblem is NSF/ANSI 4 certified. For your installation to comply with NSF/ANSI 4 standards, a backflow protection meeting applicable federal, state, provincial and local regulations must be installed on the water inlet.**

4.1.4   Tools Required
- Adjustable wrench
- Level indicator

NOTE   **Other tools may be required depending on the type of water supply tubing and location.**

4.1.5   Clearance

	Unit	Clearances	Allowance for
Height	29.25"	35.25"	Opening top lid.
Width	22"	34"	Accessing lock (right side) and opening door (left side).
Depth	23.75"	19.45"	Minimum countertop depth.
Back Clearance		1.75"	Clearance for water hookup, hoses and adequate air circulation.

See Annex 1 for waste chute positioning.

See Annex 2 for a diagram illustrating required clearance.

4.2   Brewer Specifications

4.2.1   Hopper & Canister Capacities

Whole bean hopper, left section .... 4.2 lb (1.9 kg)

Whole bean hopper, middle section .... 3.4 lb (1.5 kg)

Whole bean hopper, right section .... 2.0 lb (0.9 kg)

Soluble milk .... 1.2 lb (0.6 kg)

Soluble hot chocolate .... 3.7 lb (1.7 kg)

Soluble vanilla or chai powder .... 3.7 lb (1.7 kg)

4.2.2   Water Tank

Capacity .... 0.74 gallons (2.8 L)

Water valves .... 5 simple valves

Heating element .... 1250 watts

4.2.3   Electrical Specifications (Brewer Consumption)

120 V AC / 60 Hz - 15 A

4.2.4   Weight

98 lb (44.45 kg)

Initial Setup

Initial Setup

4.3   Unpacking

To remove the unit from the box, carefully cut the straps holding the box in place on the skid. Remove the top of the packaging, then pull up the unit's box. Inspect the unit to see if any damage occurred during shipment.

Some parts and accessories need to be installed on the equipment. Those were placed inside the accessories box for shipment.

Here is a list of all accessories and parts that should be found in this box.
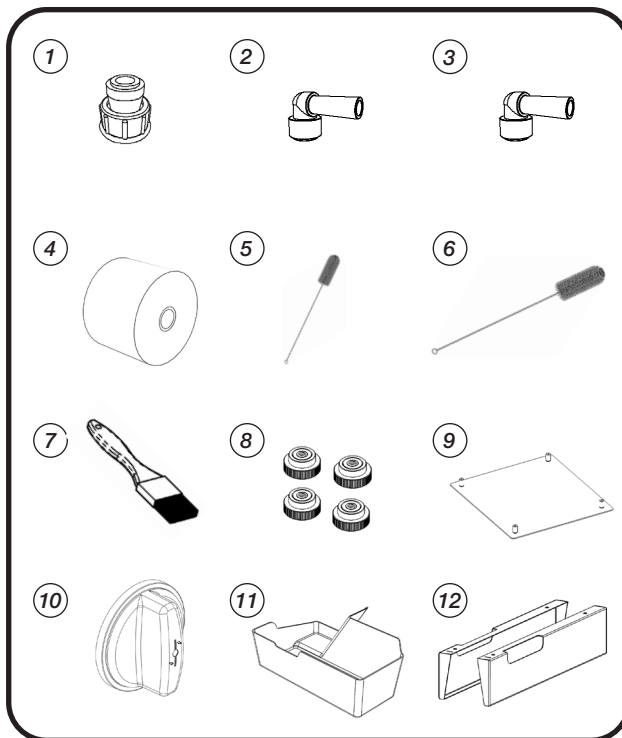
Parts required for installation

1.   3/8" Inlet Fitting
2.   3/8" to 1/4" Elbow Inlet Fitting
3.   3/8" to 3/8" Elbow Inlet Fitting
4.   Filter Paper Roll
5.   Small cleaning brush
6.   Big cleaning brush
7.   Brush
8.   Thumb Nuts (4)
9.   Chute Hole Hiding Plate
10. Tourne infuseur
11. Internal Waste Bin
12. Side Skirts (right and left)

Other items provided

• Machine Keys (2)
• Gage Identification Stickers
• "Milk" Sticker for Soluble Canister
• Microfiber Cloth
• Keychain and keys
• Service & Installation Manual
• Initial Setup Instructions
• Key Holder Booklet
• Deep Cleaning Reference Guide
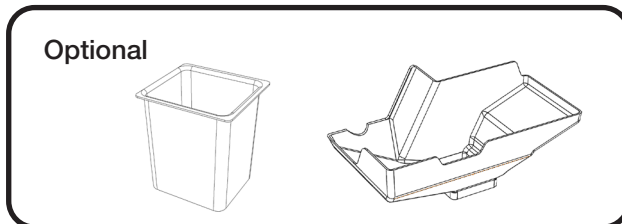
Optional

• Plastic Chute Kit (Chute Base and Chute)

Optional

4.4   Leveling the Equipment

For optimal performance of the equipment, it is important to ensure that it is leveled. Avoiding to do so can create variations in product delivery.

1. Open the brewer's door and place a level on a flat surface (coffee bean shelf or internal waste bin shelf).

2. Adjust the four (4) threaded level legs of the equipment with an adjustable wrench to reach a leveled position.
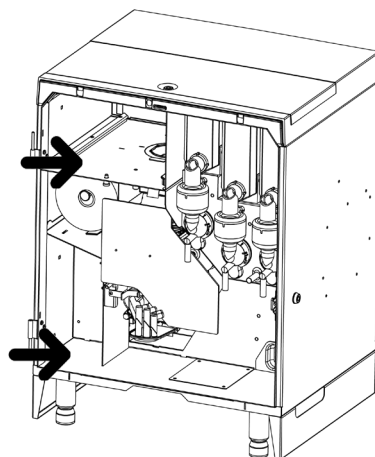
4.5   Side Skirts Installation

1. Open the main door.

2. Slide the skirt on each side under the cabinet. Screws on skirts are already adjusted.
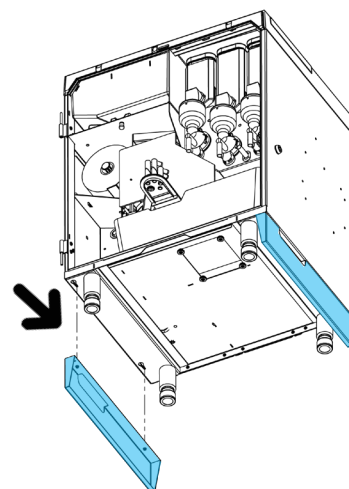
4.6   Drip Tray Installation

Place the drip tray grill on the drip tray, then place it on its support.

Drip tray grill

Drip tray

Drip tray support

Initial Setup

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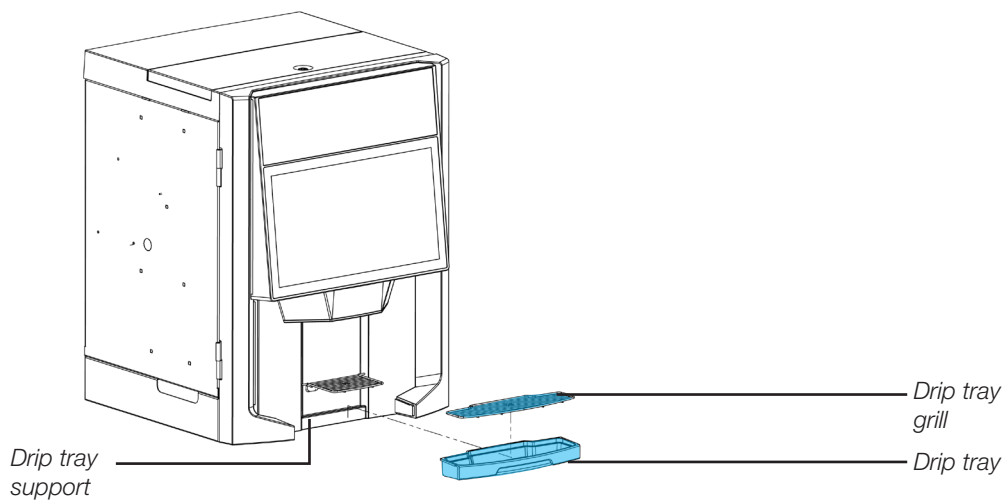
4.7   Water Line Connection

⚠ **This equipment must be installed in compliance with applicable federal, state, provincial and/or municipal plumbing codes having jurisdiction.**

Make sure that the equipment is unplugged before proceeding with the water supply installation. Also verify that the incoming water pressure is greater than 20 psi and no more than 80 psi.

⚠ **Do not use distilled water.**

1. Prior to installing the equipment, flush out the water line by running approximately 1 gallon of water into a pail. This will ensure no sediment from a new installation gets in the equipment.

2. The incoming water supply must have a shut-off valve connected in-line. Water supply should be a plastic 1/4" or 3/8" outside diameter dedicated line branched off a larger supply line.

3. **Make sure the water source is turned off. Firmly secure the inlet fitting onto the inlet valve. Do not overtighten.**

4. **Make sure the equipment is unplugged.**
    Connect the water line to the quick connect inlet fitting.

5. Turn the water valve on, sending water to the brewer. If there are any leaks, tighten connections to stop leakage.

NOTE   **This procedure does not take into consideration the installation of a water filtration system. Please refer to the water filter manufacturer's installation instructions and incorporate them with the above procedures.**

Water inlet
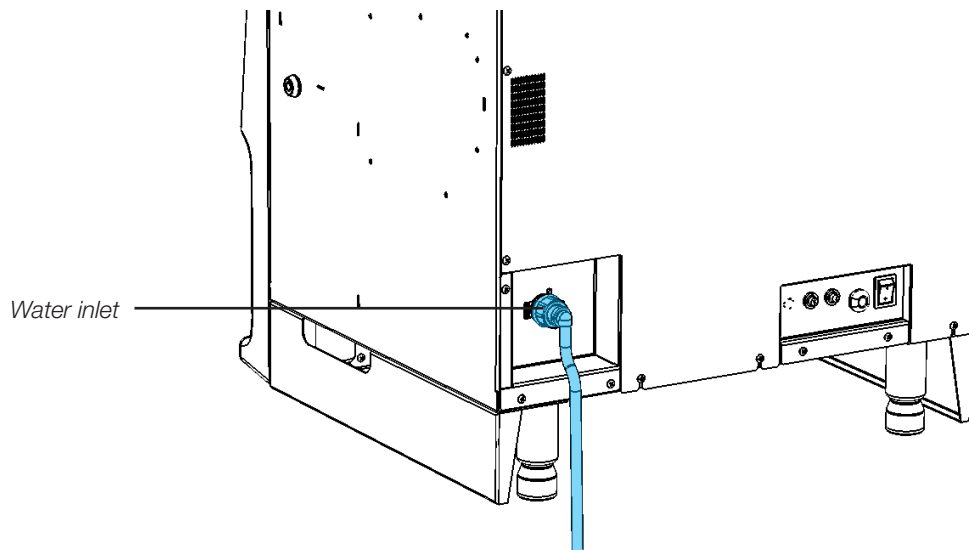
4.8   Electrical Connection

⚠ This equipment must be installed in compliance with applicable federal, state, provincial and/or municipal electrical codes having jurisdiction.

Make sure:
- The equipment is OFF before plugging it in.
- The equipment has its own electrical outlet.
- NO extension cord is used.

1. Locate the unit's power cord.

2. Make sure the power switch at the back of the unit is in the OFF position before plugging it into its own grounded electrical outlet.

3. Toggle the power switch to the ON position. The front lights will turn on, and water will automatically enter the machine to fill the tank. The water tank filling process should take a maximum of three (3) minutes.

4. Once the tank is full, water will take 10-20 minutes to heat to brewing temperature.

5. Once the coffee machine is ready, the selection screen will appear.

OFF position
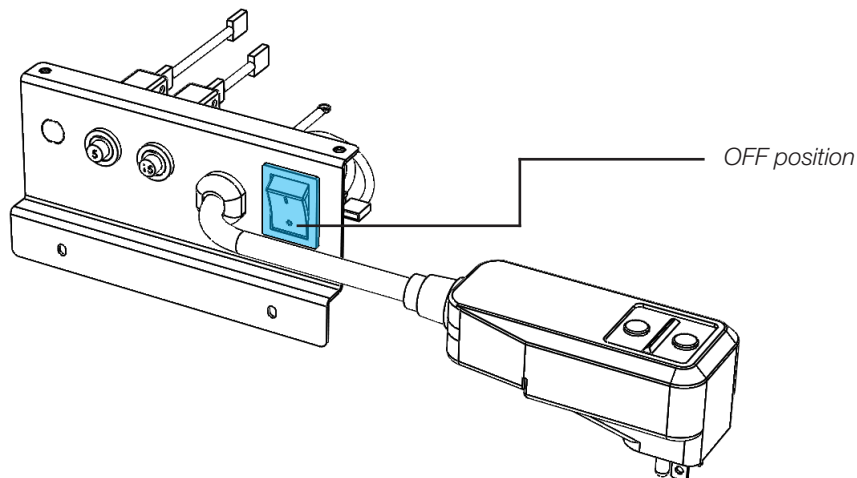
⚠ ALWAYS unplug the main power cord from the outlet (AC voltage) when servicing any electrical components on the equipment.

Initial Setup

Initial Setup

4.9   Loading Products

4.9.1   Soluble Canisters
1. Unlock the product loading door and remove it.
2. Fill the canisters with their appropriate soluble. Remove the appropriate soluble lid, one at a time, to avoid cross-contamination.
   Do not overfill the canisters.
3. Reinstall the soluble lids and the product loading door.

4.9.2   Bean Hopper
1. Unlock the product loading door and remove it.
2. Fill the compartments with their appropriate coffee blend.
   Do not overfill the bean hopper.
3. Reinstall the product loading door.

Product loading door lock

Products loading door

Soluble lids

3 whole bean coffees

Soluble 1 (milk powder)

Soluble 2 (hot chocolate)

Soluble 3 (French vanilla or chai)
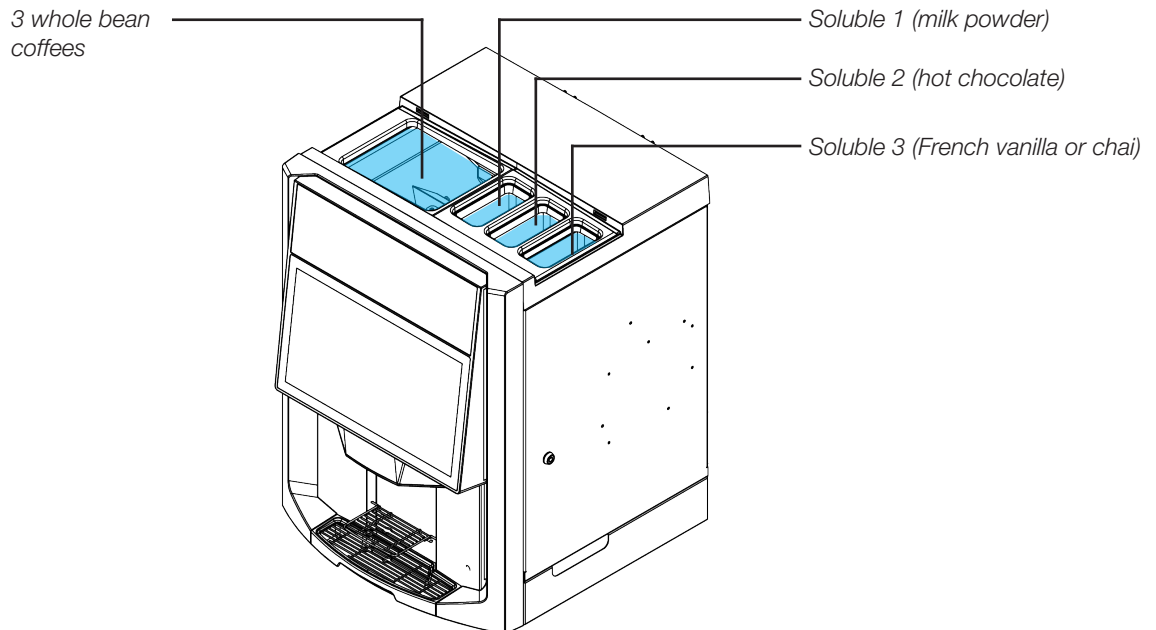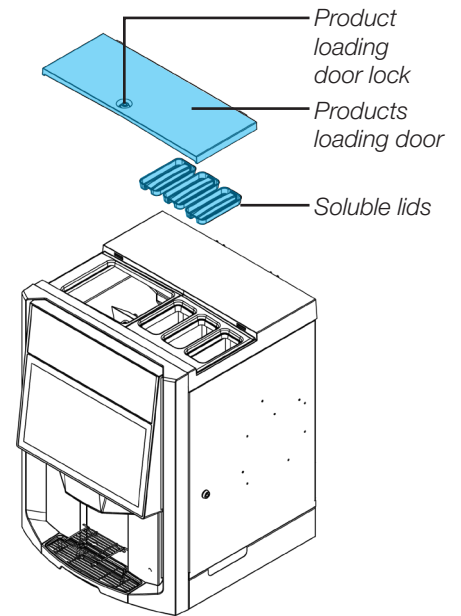
⚠ Caution! Flavored coffee beans can contain ethyl alcohol that could affect the bean hopper's longevity. Cafection do not recommend using flavored beans.

4.10   Filter Paper Installation

⚠ **Make sure the brewer is ON.**

1. Place the filter paper roll on the bracket so it dispenses on the left-hand side (see the diagram below).

2. Access Service mode by tapping in order on the top left, bottom left and bottom right corners of the screen and enter NIP 5657 (see section 6). Press on the "Install Filter Paper" button and follow the instructions on the screen.

3. Pass the filter paper under the left guide bracket of the brew group, under the brew chamber and under the wheel guides by gently lifting them using the yoke.

4. Pull on the paper and carry it into the internal waste bin or through the chute hole and into the waste bin (if the machine is equipped with a chute kit).

5. Make sure the paper is feeding straight and stays within the guide bracket.

⚠ **Improper filter paper feeding will cause a vacuum leak and may cause grounds to spill inside the equipment.**

Guide bracket   *Yoke*

Initial Setup

Initial Setup
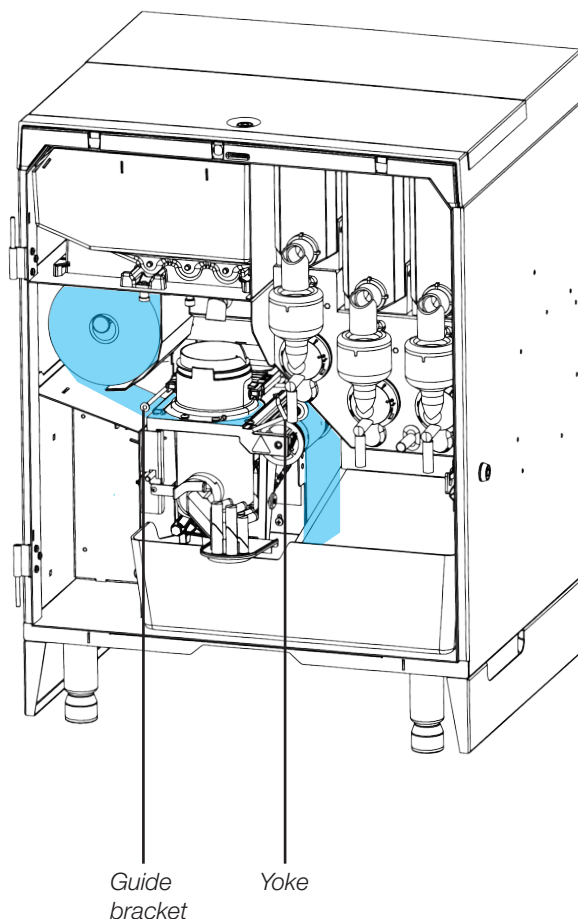
4.11   Chute Hole Hiding Plate Installation

1. Open the brewer's door and remove the internal waste bin.
2. Insert the chute hole hiding plate in the chute hole of the cabinet.
3. Use the 4 thumb nuts to fix the plate under the brewer.
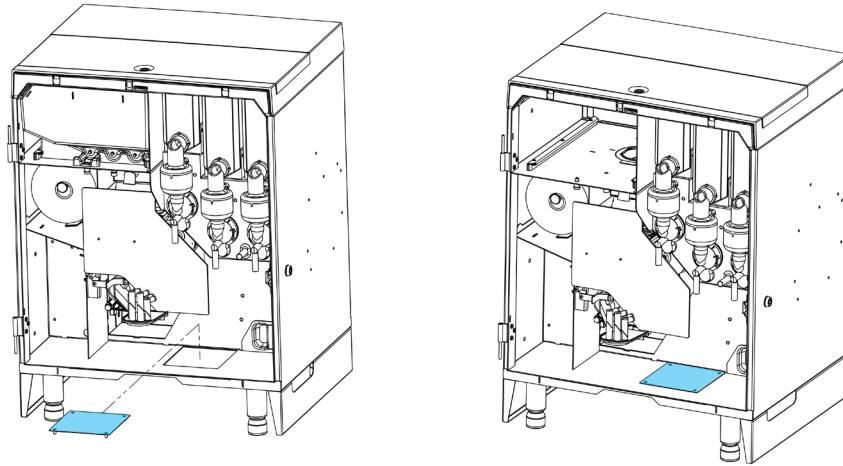
4.12   Chute Kit Installation (Optional)

1. Open the brewer's door and remove the internal waste bin.
2. Remove and discard the chute hole hiding plate (if installed).
3. Insert the chute base inside the chute hole of the cabinet. Make sure the shortest side points to the back of the machine.
4. Insert the waste chute into the chute base.
5. Verify that the filter paper runs through the chute to a garbage.

Short side

Waste chute

Chute base
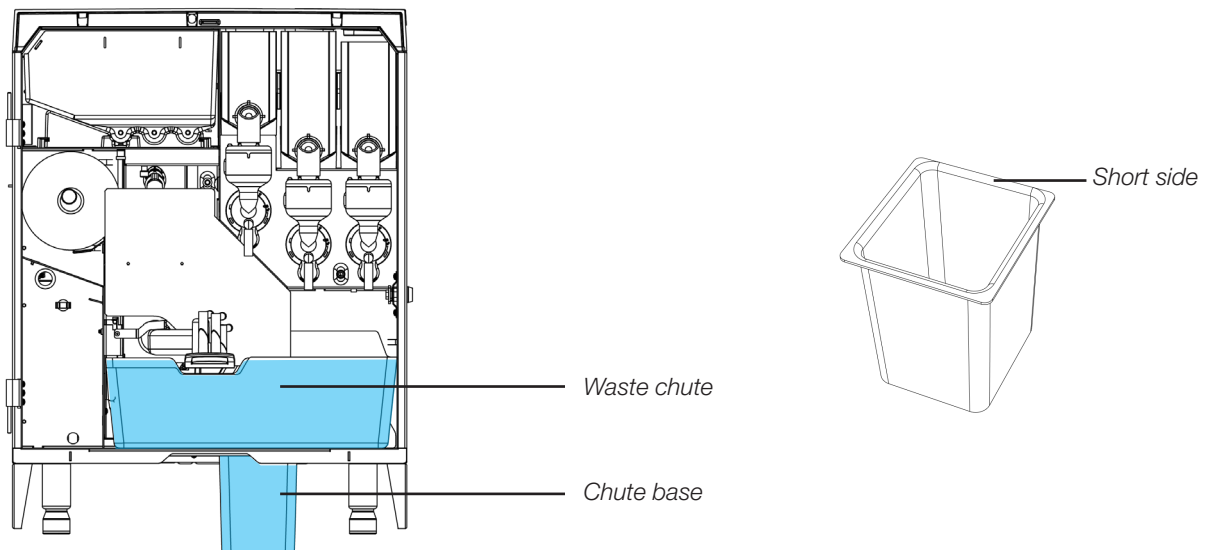
4.13   Installation Verification

It is important to perform several brew cycles on the equipment before completing the installation. At least two (2) cups of each product selection should be ordered to ensure that the brewer is operating as per the specifications laid out in this manual. During this process, review the following checklist as a reminder. Make sure that the brewer is clean, safe and functioning once it is ready to be left on-site.

What to verify

☑	Inlet valve is free of leaks.	Verify that it is secured and not overtightened.
☑	Brew chamber is empty of coffee.	Verify that the unit is leveled.
☑	Filter paper feeds without resistance and goes straight into the waste bin or chute.	Verify that the chute is properly installed. Repeat the installation procedure, if needed.
☑	Soluble whipping chambers are free of leaks.	Verify that it is installed straight and that the tube is secured.
☑	Water temperature is acceptable.	Verify water temperature.
☑	Products are loaded.	Load products.
☑	Brewer and area are clean and tidy.	Clean and tidy up.

4.14   Coin Changer and Bill Acceptor

The Emblem software and hardware are tested and developed using Coinco products. Cafection recommends using the same brand for complete compatibility.

The following models have been tested and work with the Emblem:

- MDB Coin acceptor 9300GX (American coins)
- MDB Coin acceptor Guardian 6000
- MDB Coin acceptor 9300CGX (Canadian coins)

- MDB Bill reader Bill Pro BP4SX (American bills only)
- MDB Bill reader Bill Pro BP4-CRX6U

Every bill inserted will be automatically placed into the bill stack, allowing the customer to insert multiple bills in a single transaction. That is why a customer cannot cancel the transaction and have the bill returned. If the transaction is canceled, the value of the bill inserted will be refunded in coins. Bills with a maximum value of $10 are accepted. Higher value bills will be returned.

The brewer must be equipped with a functional coin changer in order for the bill acceptor to work properly. A bill will only be accepted if the coin changer contains at least the same value in coins in its tubes. Exception: 1$ will be accepted.

NOTE

The coin changer issues coins of $0.05 or more. When setting products selling prices, make sure to set amounts ending with a 5 or 0. For example, if a product is sold at $1.98 and the customer inserts $2, the coin changer will not be able to return the $0.02 due. The right selling price should therefore be set to $1.95 or $2.00.

Initial Setup

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5   USER INTERFACE

5.1   Selection Screen Interface

The selection screen interface is divided into three (3) steps:

1. Select a beverage.
2. Define beverage options (blend, strength, size and milk, if applicable).
3. Brew.

1. Select Beverage.
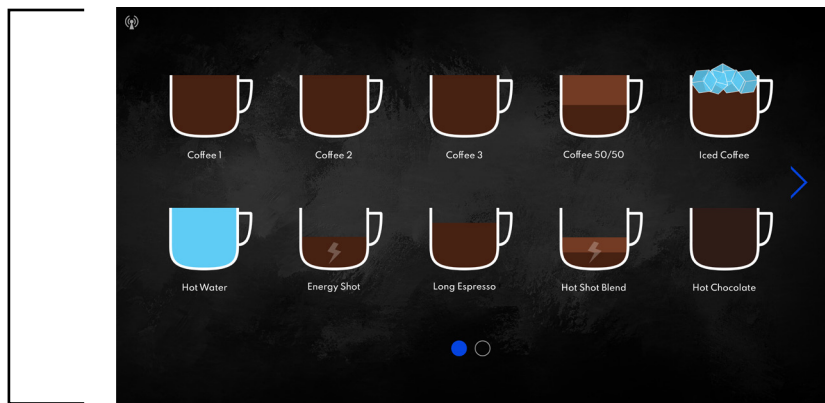
More beverages may be available

Press X to cancel and go back to the selection screen.

2. Select Beverage Options.

- Blend, Strength, Size and Milk (if applicable). (Options may not all be available according to the selected beverage.)

3. Press "Enjoy Now" to start the drink preparation.
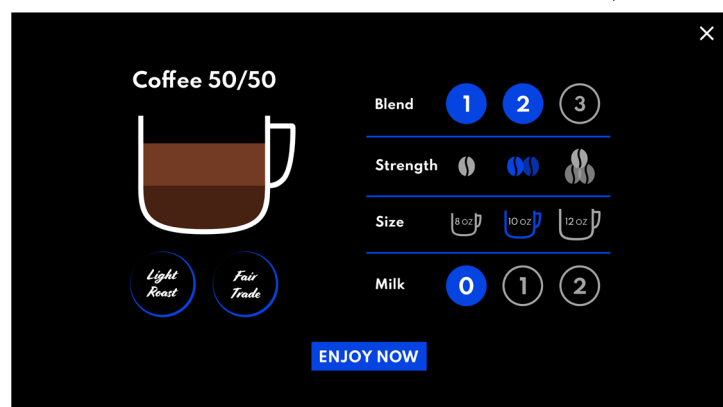
5.2   Carafe Mode

NOTE

Carafe mode is only available for users with level 2 access or above (see section 6.1) and for users that have been granted access in the Users List and Rights Management section of the Admin sub tab (see section 6.6.6).

Carafe mode is always free, and each drink is counted as a free vend in the sales counters.

When pressing the "Fill up a Carafe" button in Service mode, the screen will automatically return to the selection interface.

The notice "Carafe mode" (top center of the screen) confirms that the machine is in Carafe mode. To quit Carafe mode, go back to Service mode and press the "Carafe Mode is ON" button. It will turn back to white and display "Fill up a Carafe".

To fill a carafe, follow the steps below. If the order needs to be canceled while the brewing is in process, press on the "Cancel" button. The machine will finish its current brewing cycle and will not start another one.
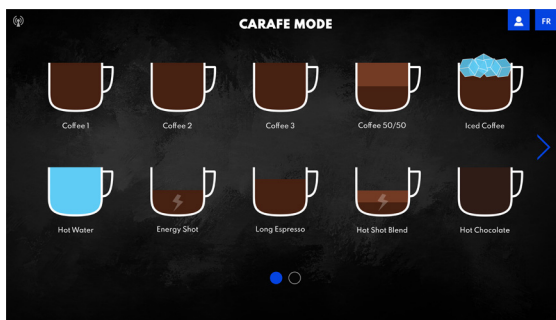
1. Select Beverage.
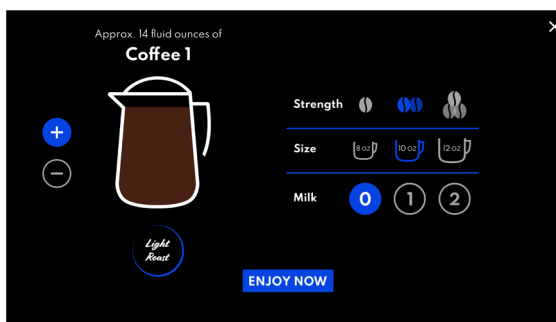
2. Select Beverage Options.

   - Blend, Strength and Size (if applicable). Quantity of drinks can be adjusted using the + and - buttons.
   (Options may not all be available according to the selected beverage.)

   Press "Prepare Carafe" to start preparation of the beverage.

3. Wait until all drinks have been prepared.

User Interface

User Interface

5.3 Iced Coffee

The coffee brewed by the machine is hot. It cools down in contact with ice.
The brewer does not make ice. To order this beverage, an ice machine is required.
The iced coffee is prepared in a 12 oz cup size by default. The size can be modified by changing the amount of water in the beverage.

NOTE

If there is no ice machine on-site, follow these steps to deactivate the Iced Coffee recipe. Access Service mode. In Recipes Information sub tab, under the Recipes tab, select 250_ IcedCoff from the drop-down menu. Deactivate the "Enabled" toggle bar and press Save (see section 6.5.2).

1. Select Iced Coffee.
2. Fill a 12 oz cup with ice and place it on the cup holder. Press on the "Next" button on the screen.
3. Select blend and strength.
4. Press "Enjoy Now" to start preparation of the beverage.
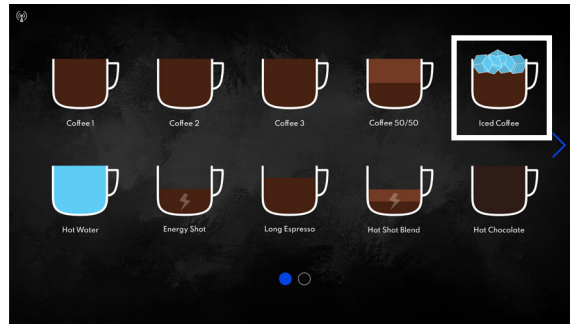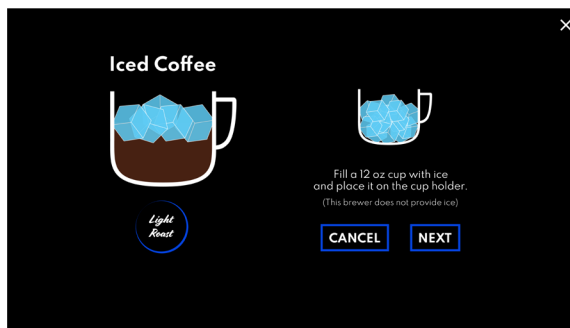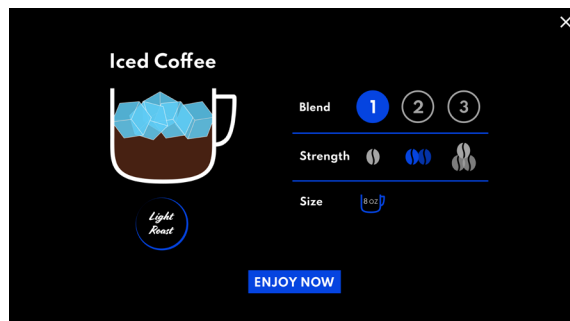
5.4   Selection Keyboard for People with Disabilities (Optional)

(Keyboard compliant with the ADA: *Americans with Disabilities Act*)

The adapted selection keyboard is located lower than the touch screen to help people who are not able to reach the screen or are not comfortable using it to order coffee easily.

To activate this selection keyboard, customers need to press any of its keys.

Using the arrows, move the hand icon on the screen until it reaches the desired button, then press on the green checkmark button to confirm the selection.

The touch screen remains activated all the time even when the lower keyboard is in use.

 This icon remains lit all the time.

The other keys only light up when the keyboard is activated.

Cafection

User Interface
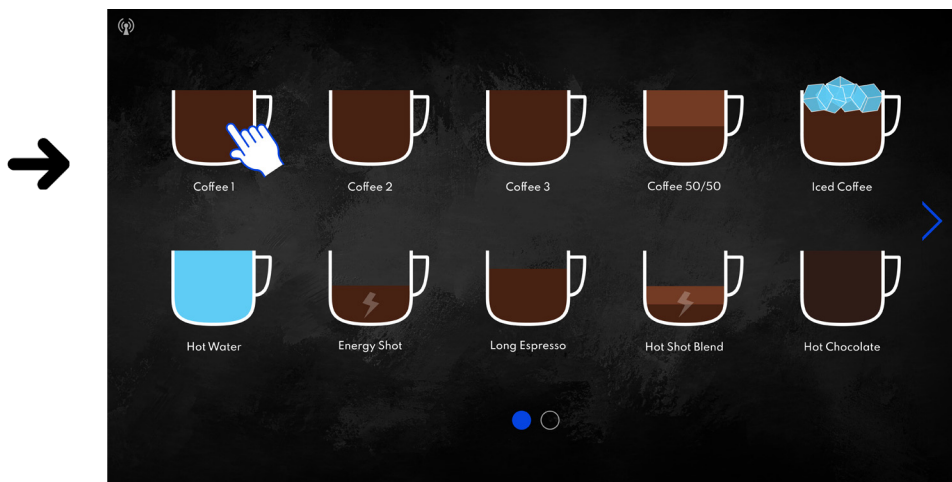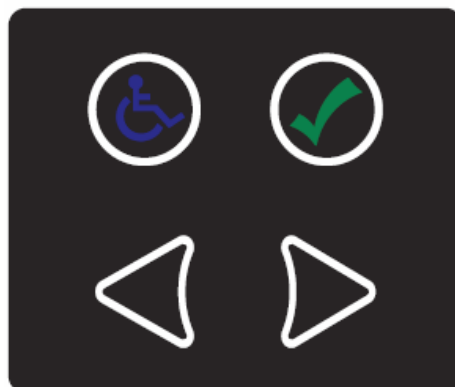
5.5   VIP Feature (DE2112C/VIP Model Only)

(Developed in collaboration with accessibility specialists and associations)

Visual impaired people (VIP) or persons with physical limitations now have the possibility to order on a brewer entirely adapted for them. Once the VIP feature is activated, the machine will switch to high-contrast mode and enable text-to-speech assistance, while continuing to offer the exact same beverages and options as a regular machine.

The option can be activated with a single touch on the embossed keypad's (2). The keypad membrane also includes braille indications to ensure greater comprehension and accessibility.

Here are the different functionalities of the VIP feature:
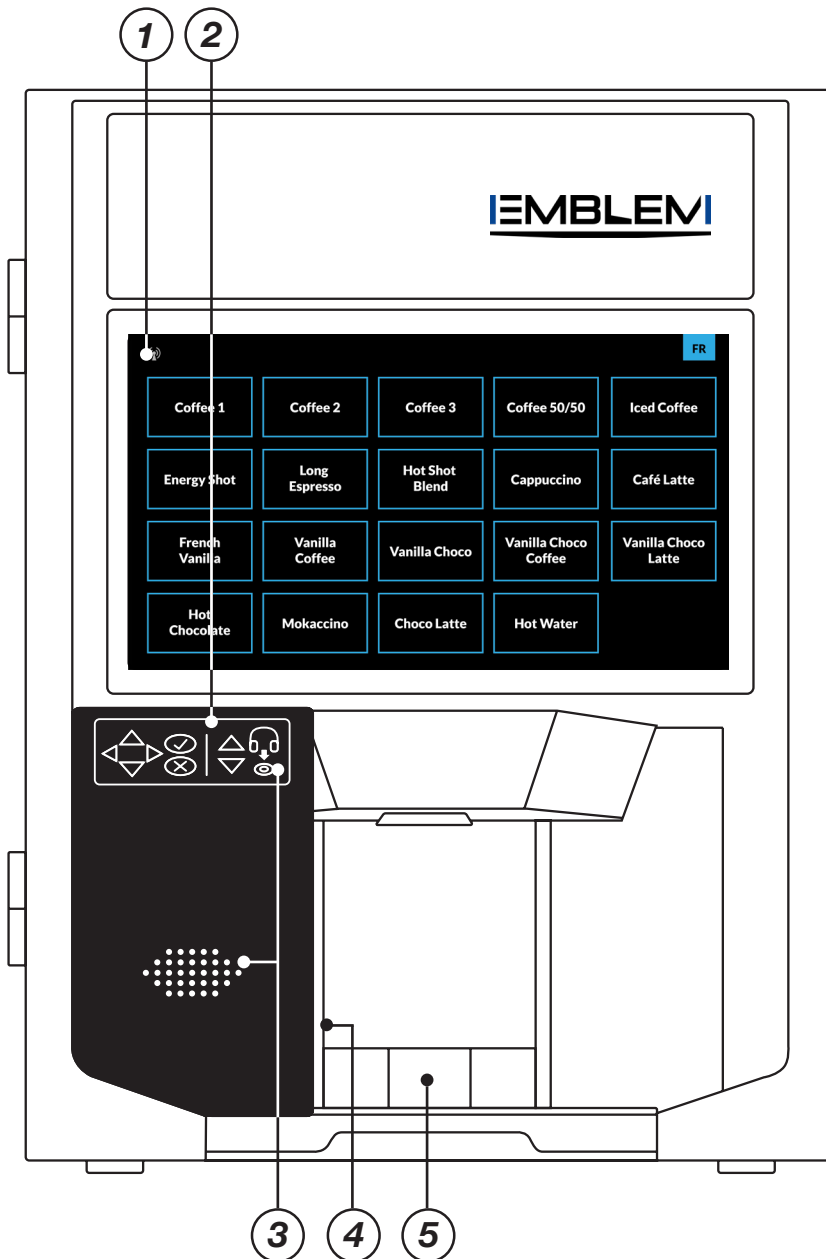
1. **High-contrast mode:**
   Adapted user interface with high contrast colors to maximize legibility.

2. **Embossed keypad:**
   Protruding buttons with universal icons and integrated braille for customer to make their selection with.

3. **Text-to-speech:**
   Verbal guidance throughout ordering process via speaker or earphones that customers can plug in.

4. **Cup detector:**
   Integrated cup sensor ensuring safe delivery at all times.

5. **Placement guide:**
   Molded holder to help place the coffee cup to ensure safety and correct pouring.

Cafection

Embossed Keypad

The keypad is separated in two sections: the Action buttons and the Sound buttons.

Action Buttons — Sound Buttons
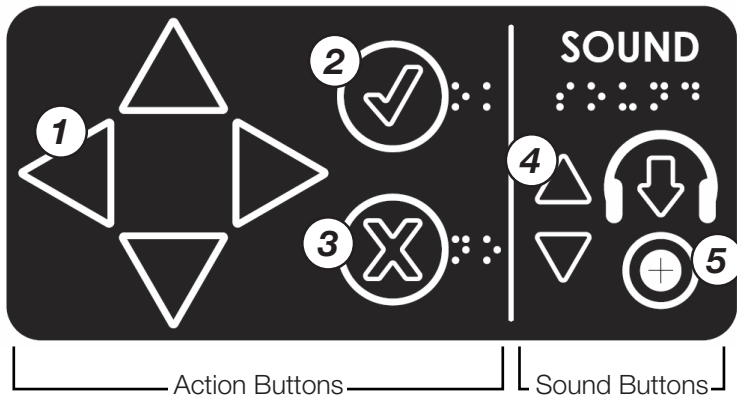
Action Buttons Section:

1. Navigation arrows, to allow the customer to go through the options
2. Confirm button
(with OK in braille characters)
3. Cancel button
(with NO in braille characters)

Sound Buttons Section:

4. Up and down arrows to raise or lower the volume
5. Common stereo jack socket to plug earphones

This embossed keypad is ADA compliant if the machine is set up on an ADA-compliant counter.

High-Contrast Mode

When the keypad is touched, the Emblem screen will automatically change from its normal layout to a visually simpler version that only shows the recipes names in blue boxes.
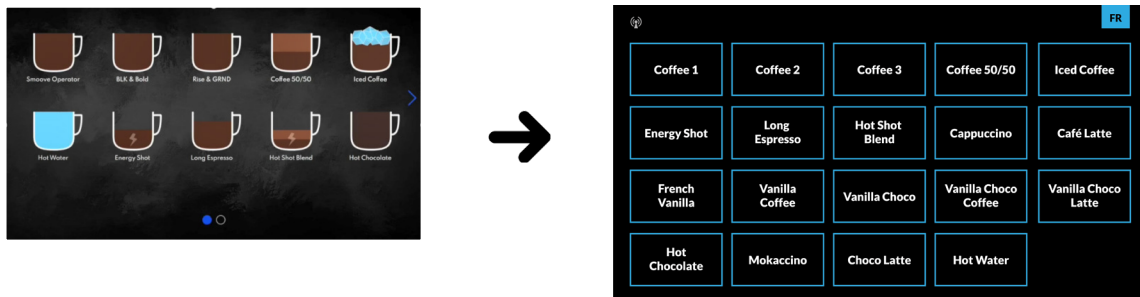
Cup Detector

In the instance the embossed keypad is to be used for people with physical disabilities in ADA compliant circomstances, the Cup detector can be disabled under the System tab and Settings sub tab.

User Interface
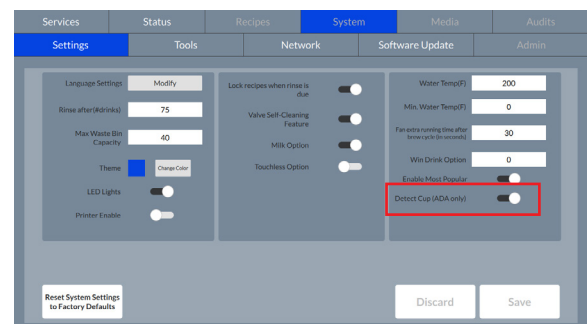
6   SERVICE MODE

Enter Service mode to change recipes, access drinks counters or edit different options on the brewer. Tap on the top left, bottom left and bottom right corners of the screen, in that particular order to enter Service mode (as shown in this image).

PIN: 5657
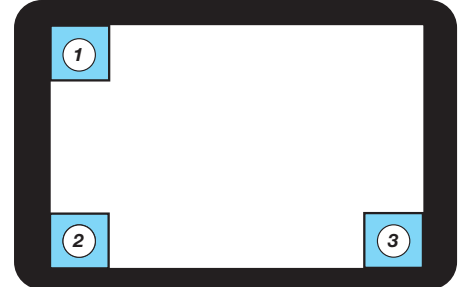
6.1   Access Levels

Level 1: For the end user. Beverages selection and ordering only. Level 1 users cannot access the brewer's settings.

Level 2: For service personnel. Basic maintenance (PIN required).

Level 3: For service tasks. Recipes modification and system settings access. Level 3 users have access to all tabs and sub tabs in Service mode, with the exception of the Audits tab and the Admin sub tab.

Factory password for this level: tech

Level 4: For administrative tasks. Sales counters (audits) access and passwords modification. Level 4 users have access to all tabs and sub tabs in Service mode.

Factory password for this level: admin

NOTE   Cafection highly recommends changing those passwords.

Access Levels: 2   2   3   3   3   4

| Services | Status | Recipes | System | Media | Audits |

Filter Paper Install | Free Vend On Permanent | Rinse Counter at :0 | Email
Fill up a Carafe | Lock Selections | Reset Waste Bin Counter at :0 | Online Ordering
Exit Service Mode | | Cleaning & Sanitizing | Products Levels
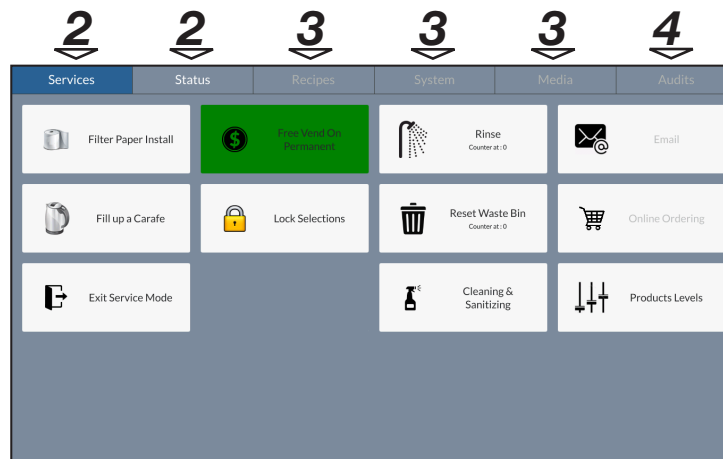
6.2   Service Tab

To access the screen below, tap in order on the top left, bottom left and bottom right corners of the selection screen (see section 6). The Service tab is the first screen to be displayed.
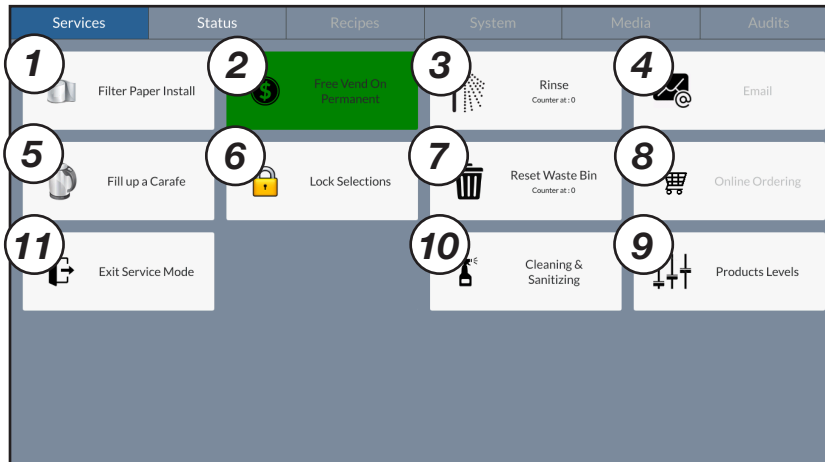
1. This button is used to change the filter paper. Tap it and follow the instructions on the screen.

2. This button is used to activate Free Vend mode. When the brewer is in Free Vend mode, the button is illuminated in green and displays "ON" (in opposition to "OFF" when Free Vend is not activated).

NOTE

When Free Vend is enabled, the coin, bill and card payment devices are disabled automatically.

3. This button is used to rinse the brew group, the whipper chambers and the valves. Press it and follow the instructions on the screen.

⚠ **Make sure to place a container large enough (size is specified on the screen). BE CAREFUL! Water is VERY HOT!**
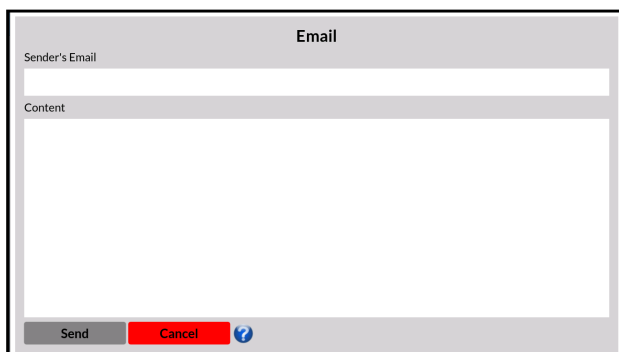
4. This button gives access to the Email Sending interface. It is only visible when the coffee brewer is connected to a cellular or a wireless network.

   The user must enter the sender's email adress and the message to send to the owner of the brewer, then press the "Send" button. When the user presses one of the two text fields, an alphanumeric keyboard appears.

   For more help, press the (?) icon.

Service Mode

Service Mode

5. This button is used to enable Carafe mode (see section 5.2 for details).

6. This button is used to lock the selection screen so no user can order beverages.

7. This button is used to reset the waste bin counter.
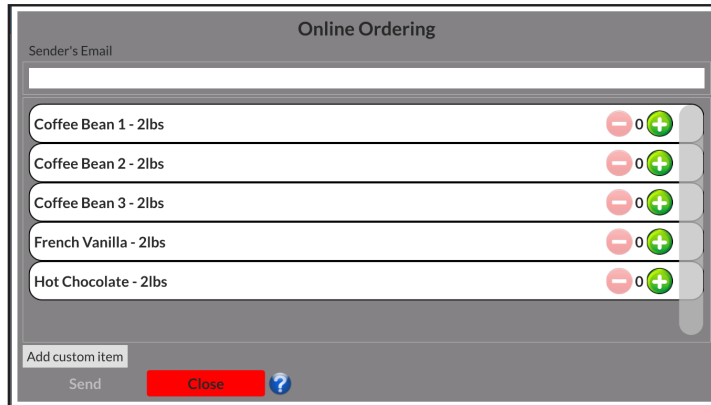
8. This button gives access to the Online Ordering interface, to send an order through **Sophia** (Optimum License required). It is only available when the coffee brewer is connected to a cellular or a wireless network.

The user must enter his email and select the items he wishes to order. A text field at the end of the list allows him to add items that are not yet on the list. The owner of the coffee brewer must confirm the order thereafter.

For more help, press the (?) icon.
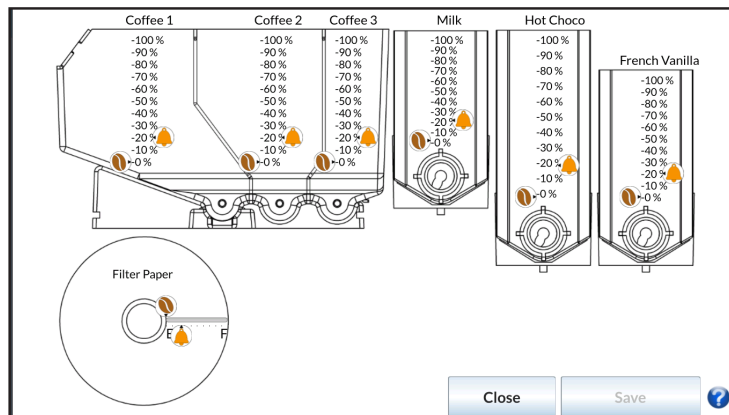
9. This button gives access to the Products Levels interface.

The user first needs to estimate the level of the corresponding product in % (coffee beans, soluble powders or filter paper), then move the bean icon accordingly. Once this percentage has been set, the product level will decrease in accordance with its real consumption.

Using the bell icon, the user can also set the consumption level at which the machine will send an email notification for each product.

For more help, press the (?) icon.

NOTE

Cafection recommends setting the alert at 25% for each product.

10. This button is used to clean and sanitize the brew group and the grinder using recommended products. See section 7.2 and follow instructions on the screen.

11. This button is used to exit Service mode.

6.3   Status Tab

To access the screen below, tap in order on the top left, bottom left and bottom right corners of the screen (see section 6) and select the Status tab.
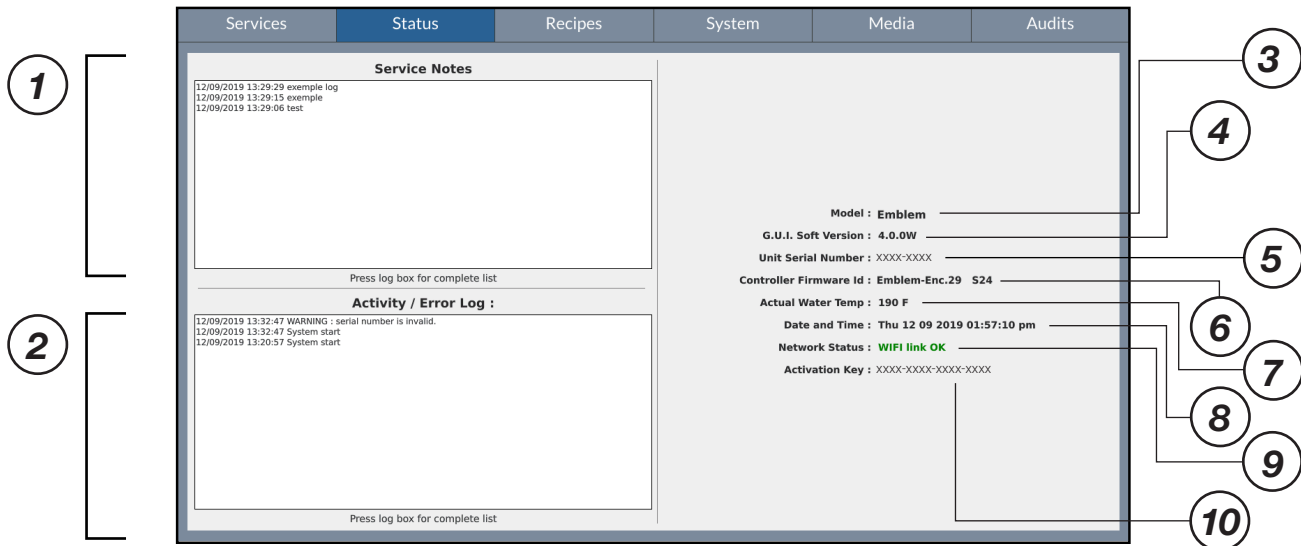
1. Service Notes. Allows the technician to enter the servicing that has been performed on the machine. An alphanumeric keyboard will appear when pressing the text box.
2. Activity / Error log. Displays the last 50 events. Accessible remotely on **Sophia** (Optimum License required).
3. Unit model.
4. Software version of the computer.
5. Serial number of the coffee brewer. Correct serial number is mandatory to use **Sophia**. Service users with level 4 access can set the serial number (see section 6.1).
6. Firmware version of the controller.
7. Actual water temperature in Fahrenheit.
8. Date and time. Date and time can be set in the Tools sub tab, under the System tab (see section 6.6.3).
9. Network status :
   - <u>Disabled</u>: Network is offline.
   - <u>Invalid serial num.</u>: The serial number shown on screen is invalid. To verify the serial number, see section 6.6.4 .
   - <u>Wi-Fi no link</u>: Wi-Fi link is activated but the network is not connected.
   - <u>Wi-Fi link OK</u>: Wi-Fi link is activated and coffee brewer is connected to the network.
   - <u>Cell. Modem no link</u>: Cellular modem link is activated but the network is not connected.
   - <u>Cell. Modem link OK</u>: Cellular modem link is activated and the coffee machine is connected to the network.
   - <u>Ethernet no link</u>: Ethernet link is activated but the network is not connected.
   - <u>Ethernet link OK</u>: Ethernet link is activated and coffee machine is connected to the network.
10. Activation key of the brewer. It is used to register the machine on **Sophia**.

Service Mode

6.4   Password Pop-Up

This pop-up window appears when selecting the Recipes, System, Media or Audits tabs. The user needs to type in his password using the alphanumeric keyboard, then press on ENTER. Depending on the password entered, the user gains access to different tabs.

6.5   Recipes Tab

To access this tab (see image on next page), tap in order on the top left, bottom left and bottom right corners of the screen (see section 6) and select the Recipes tab. The Information sub tab is the first screen displayed.

6.5.1   Blend Sub Tab
The Blend sub tab allows the user to edit blends names or labels. For each blend, it is possible to display only one option (name or label) on the selection screen. Default blend names are Coffee 1, Coffee 2 and Coffee 3.

NOTE

Coffee names and labels can be edited with Sophia (Optimum License required).

1. Use the "Tag" button to select a tag for the associated blend. Use the "Name" button to edit the blend's name using the text box.
2. This button is used to save changes to the blend settings. Any unsaved changes will be lost.

Label list

Recipe name

Blend name or label
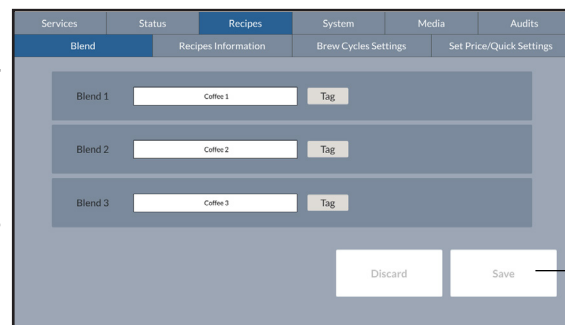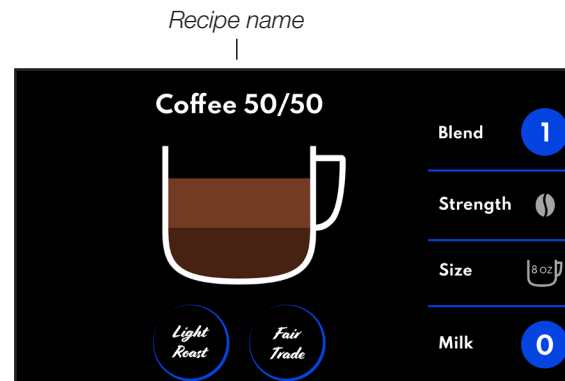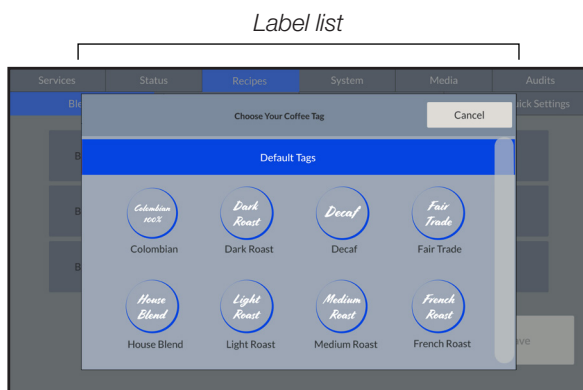
6.5.2 Recipes Information Sub Tab
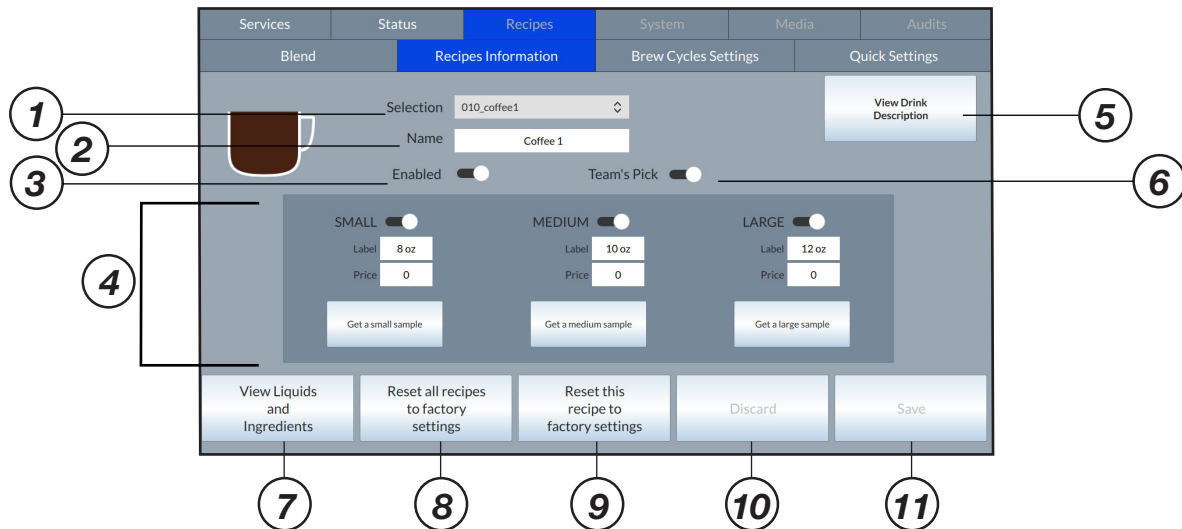
1. This drop-down menu is used to choose the recipe requiring modifications. Coffee 1, 2 and 3 refer to bean hopper sections 1, 2 and 3 (from left to right).
2. This field is used to set the recipe name that will be shown on the selection screen under the beverage illustration.

NOTE

If the language of the system is changed, the name of the recipes will be reset to factory settings.

3. This checkbox is used to enable or disable the drink on the selection screen.
4. This section allows to use switches to enable or disable each size for the recipe.
   Use the first text field to set the text displayed on the cup size buttons.
   Use the second text field to set the price of the recipe for each size.
   Get a sample of ingredients or the complete drink with the "Sample" button.
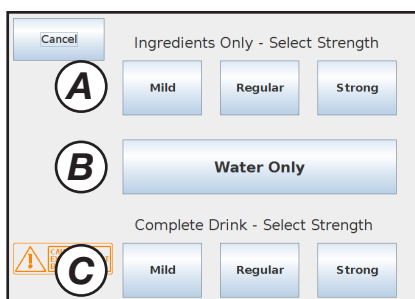
"Get a Sample" Interface

A   These buttons are used to get a sample of all the dry ingredients of the tested recipe, in the desired strength. **Make sure to place a container under ALL product dispensers used for the tested recipe.**

B   This button is used to get a sample of the recipe without the ingredients. **Make sure to place a recipient large enough under the dispensing nozzle.**

C   These buttons are used to get a sample of the entire recipe, in the desired strength.

NOTE   **Samples are not registered in the sales counters.**

5. This button will show the message displayed during the screen saver for the recipe. The text can only be edited with **Sophia** (Optimum License required).
6. This switch is used to add the "Team's Pick" tag over the beverage on the selection screen.

Service Mode

Service Mode

Services	Status	Recipes	System	Media	Audits
Blend		Recipes Information	Brew Cycles Settings		Quick Settings

Selection   010_coffee1

Name   Coffee 1

View Drink Description

Enabled   Team's Pick

SMALL			MEDIUM			LARGE		
Label	8 oz		Label	10 oz		Label	12 oz	
Price	0		Price	0		Price	0	

Get a small sample   Get a medium sample   Get a large sample

View Liquids and Ingredients	Reset all recipes to factory settings	Reset this recipe to factory settings	Discard	Save

7. The Liquids and Ingredients interface is used to customize the quantity of each ingredients of the drink.
8. This button is used to reset all recipes to default settings.
9. This button is used to fix a lost or corrupted recipe by resetting it to default settings.
10. Discard any changes done in the current modification.
11. This button is used to save any changes to the current recipe. Any unsaved changes will be lost.

"Liquids and Ingredients" Interface

COFFEE

		SMALL	MEDIUM	LARGE
Ing.	MILD	39	44	56
	STRONG	45	51	64

Default Coffee: Coffee 1

Customer's Choice:

Water Quantity:

	SMALL	MEDIUM	LARGE
	60	72	87
Brew Cycle (Automatic Selection)	Fast	Fast	Fast

HOT CHOCOLATE

		SMALL	MEDIUM	LARGE
Ing.	MILD	24	34	48
	STRONG	27	37	51

Water Quantity:

SMALL	MEDIUM	LARGE
47	57	71

34

34 = 14.6gr of solubie 2 (Hot Chocolate) approx.

7	8	9	+
4	5	6	−
1	2	3	↵
✕	0		

Close

NOTE

All values used for the recipes are time values. The water quantity values represent the amount of time the dispensing water valve is opened. The coffee or soluble quantity values represent the amount of time the motor is running.
20 units = 1 second.

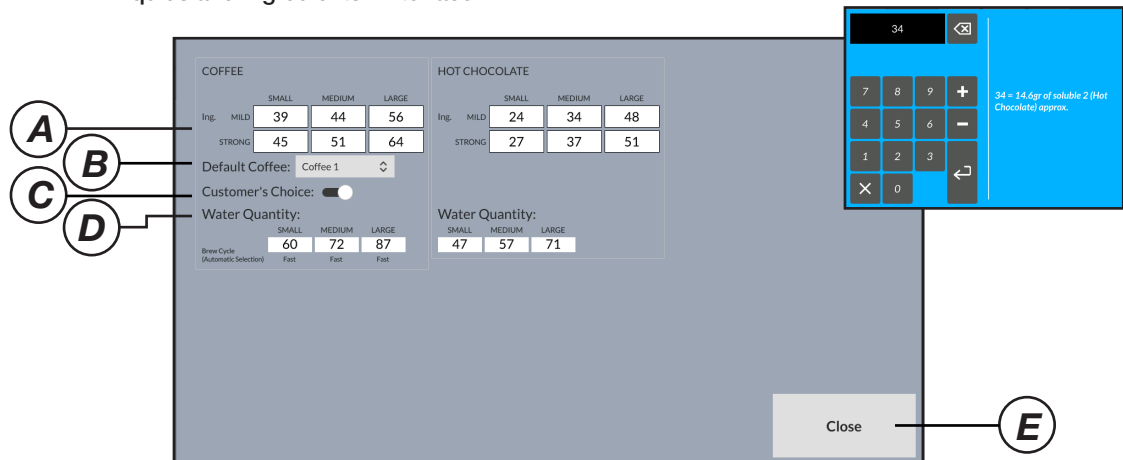The right section of the numeric keypad indicates **an estimated conversion** of the value in units to a milliliter (ml) and to a US ounce fluid (oz) for liquids, or in grams (g) for the ingredients.
A. This table is used to set the quantity of dry ingredients for each size and strenght of the drink
B. This dropdown menu is used to select the default coffee blend used for the recipe (if applicable).
C. This button is used to allow blend choice by the customer on some recipes.
D. This table is used to set the quantity of water required to brew the recipe. The recipe's brew cycle is automatically selected by the software.
E. Select the close button to exit the current recipe Liquids and Ingredients interface and go back to the Recipes Information sub tab.

6.5.3   Brew Cycles Settings Sub Tab

1.This table is used to set the brew cycles and extra grind time. Press on the quantity to modify it and enter the desired number of units using the numeric keyboard.

2.This button is used to set all brew cycles values back to factory settings.

3.These buttons are used to discard or save any current modification.

NOTE

To save any parameters changes, press on the "Exit" button and accept modifications.

The Emblem has 4 different brew cycles. The brew cycle is automatically selected in accordance with the coffee and water quantities in the coffee-based recipe.

Standard (101 to 187 water units)
Standard brew cycle.

Swirling (188 to 269 water units)
3 stirring cycles when the total quantity of water is dispensed in 3 shots. The mix is stirred 3 times, ensuring that the coffee completely comes into contact with water. Ideal for recipes with high water and coffee volumes.

Double (270 water units and more)
Double brew cycle. The machine splits the water and ingredients quantities in half to perform 2 separate brew cycles.

Fast (100 water units or less)
Quick brew cycle. Ideal for recipes with low water level.

Adjustable Settings
Extra Grind Time
The grind time is automatically calculated in accordance with the quantity of coffee grounds set in the recipe. Older grinders might not grind all the beans. Therefore, extra grind time may be added using these fields. **20 units = 1 second. Default setting: 0.**

Pause 1
First contact time between water and coffee grounds. To get more extraction, increase this value. **20 units = 1 second.**

Pause 2
Second contact time between water and coffee grounds. To get more extraction, increase this value. **20 units = 1 second.**

Move 3
Position where the piston stops before dispensing the coffee into the cup.

Pause 3
Pause time before the brew chamber opens. If there are wet coffee grounds on the filter paper at the end of the cycle, increasing this setting might solve the issue. **20 units = 1 second.**

Pause 4
Brew group drain time. This setting must be high enough to empty the brew group at the end of the cycle. **20 units = 1 second.**

**This setting must be changed with care.
A setting too high will prematurely open the brew chamber, causing a mess of wet coffee grounds inside the machine. A setting too low will not pull all the coffee through the filter.**

NOTE

This interface is used to set all coffee drinks' brew cycles. There is no individual setting table per recipe.

Service Mode

6.5.4   Set Price / Quick Settings Sub Tab
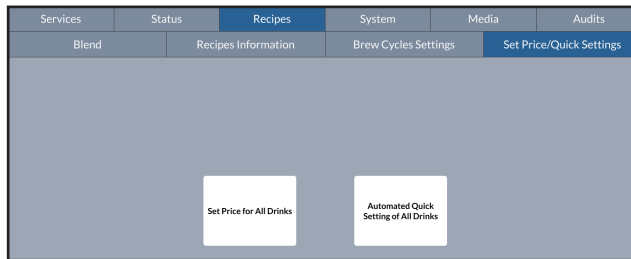
1. This section is used to apply the same price for all recipes.
2. Use Cancel button to exit the window. Use Set button to confirm the prices entered in the price fields.

1. This section is used to select desired cup size. Slide the coffee cup icon from 7 oz to 20 oz.
2. This table is used to set the quantity of coffee (in grams) per fluid ounce (oz).
3. This table is used to set the quantity of soluble powder (in grams) per fluid ounce.
4. These buttons are used to assign the settings to a cup size (small, medium and large). All drinks will automatically be set under the Liquids & Ingr. sub tab.

NOTE

The automated quick settings function does not affect the Iced Coffee, Long Espresso, Energy Shot, Hot Shot Blend, Café Latte and Cappuccino drinks recipes, which can only be edited manually.

6.5.5   Configuration Sub Tab

The Configuration sub tab is where the product type of the middle and the right canister can be determined. For each canister, a selection of soluble must be made from the drop-down menu, then saved. One component can only be picked once. The configuration programmed in the Configuration sub tab will automatically adjust the recipes offered for the customer on-screen.

Service Mode

6.6   System Tab

To access the screen below, tap in order on the top left, bottom left and bottom right corners of the screen (see section 6) and select the System tab.

6.6.1   Settings Sub Tab
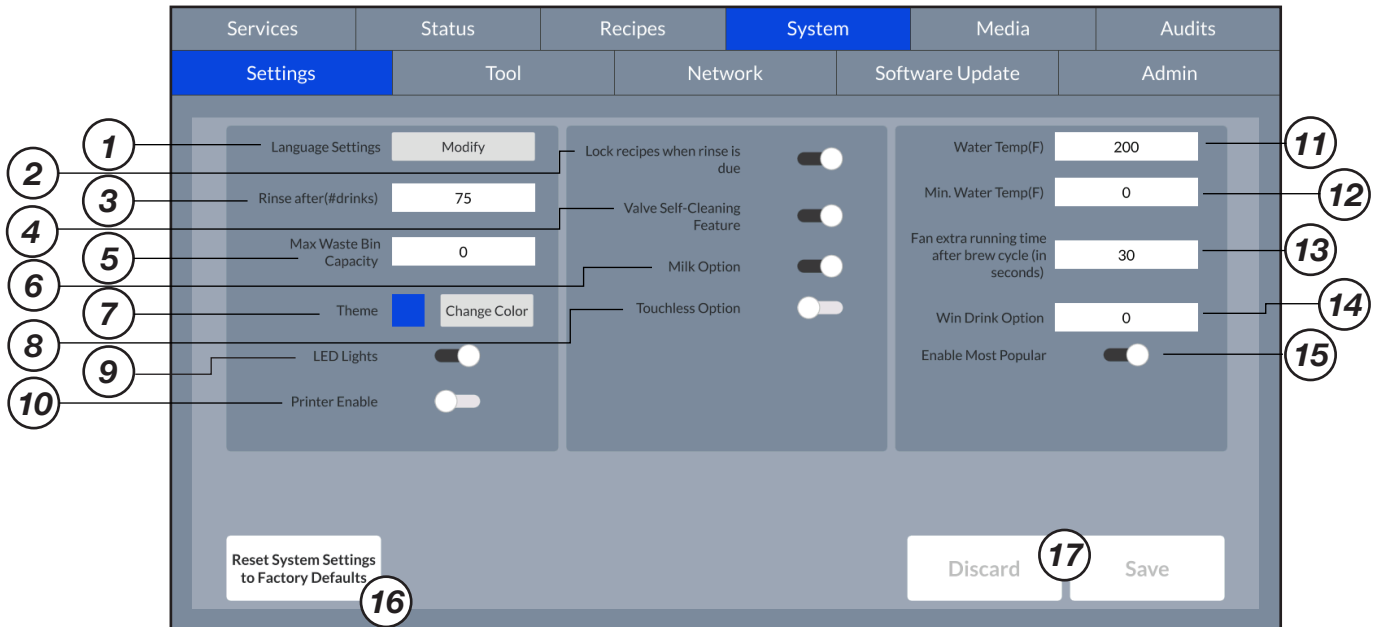
1. This button opens a language settings menu, and is used to set the languages of the system and user interface. If the language is changed, the recipes' names will be reset to default values.
    - Use the first dropdown menu to set the main language, which will be used for both the Service mode and the user interface.
    - Activate the toggle bar to allow any user to switch language directly from the selection screen.
    - Use the second dropdown menu to set a second user interface.
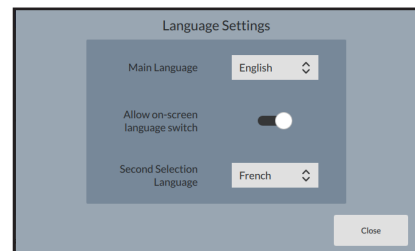
2. This toggle bar is used to lock recipes on selection screen when a rinse is due.
3. This field is used to set the quantity of drinks to be ordered before showing the "Rinse Required Soon" alert. To disable this alert, set the value to zero (0).
4. This toggle bar allows the user to enable or disable the valves self-cleaning feature during rinse cycles (enabled by default).
5. This field is used to set the quantity of coffee drinks to brew before showing the "Waste Bin Full" alert. To disable this alert, set the value to zero (0).
6. This toggle bar is used to enable or disable the milk option on selection screen for all drinks (if applicable). Uncheck the box to remove the milk option on selection screen.
7. This button opens a color theme menu, and is used to set the color theme of the user interface. The side LED lights color will change accordingly.
8. This toggle bar is used to enable or disable *Sophia Touchless Solutions* contactless ordering (if applicable). Uncheck the box to remove the QR code on selection screen.

Service Mode

Sophia Touchless Solutions Option

When the *Sophia Touchless Solutions* option is activated, a QR code is displayed on the machine screen. By scanning this code with a mobile device, the user can set and order a beverage without touching the screen. The usual options are available through the mobile interface.


9. This toggle bar is used to enable or disable the side LED lights.
10. This toggle bar is used to enable or disable the optional printer. The printer will not print any coupons if the free vend is ON and while filling a carafe.
    Enabling the printed activated other options:
    Printer is a Payment Device
    This toggle bar is used to set the printer as a payment device.
    When this option is enabled, no credit is required to get a drink. The printer will issue a coupon with a barcode associated with the beverage ordered, and the client will bring to another payment location. For example, a customer gets a drink at a convenience store's coffee brewer and pays at the cashier with the coupon. If this option is disabled, credit must be inserted into the machine in order to get a drink.
    Print on Every Coupon
    This field is used to set a standard message to appear on every printed coupon.
    Printer Test
    Use the Printer test button to have a coupon sample.

11. This field is used to set the water temperature in the tank, in Fahrenheit. Minimum setting is 150 °F, maximum setting is 200 °F and default setting is 200 °F.
12. This field is used to set the minimum temperature of the water in the tank, in Fahrenheit. If the water temperature drops below this setting, the coffee brewer will display an error message until the temperature rises above this minimum. To disable this feature, set the value to zero (0).
13. This field is used to add fan running time (in seconds) after brew cycle. It may be useful in a high humidity environment to avoid steam in the front window. To disable this feature, set the value to zero (0).
14. This field is used to set the quantity of drinks to be ordered before a customer gets one for free. To disable this function, set the value to zero (0). It is not recommended to use this feature if the machine is equipped with an optional printer.
15. This toggle bar is used to enable or disable the Most Popular option. When activated, this option displays a Most Popular icon over the drink that has been ordered the most, on the selection screen.
16. This button is used to reset the Settings tab back to factory setting. This action does not affect the recipes.
17. These buttons are used to discard or save any current modification.

6.6.2   Tool Sub Tab
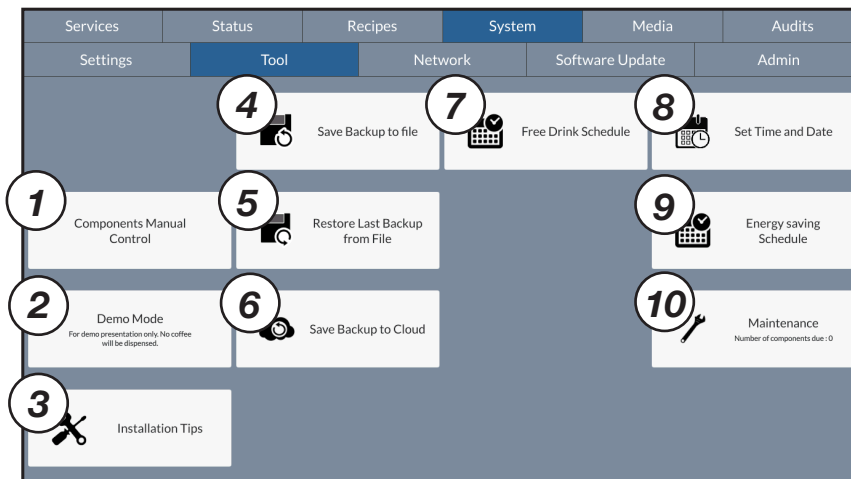
1. This button is used to enter Manual Control mode and manually test the machine's components.

⚠ **This mode is intended for advanced technicians.**
Risk of damages to the machine or injuries.
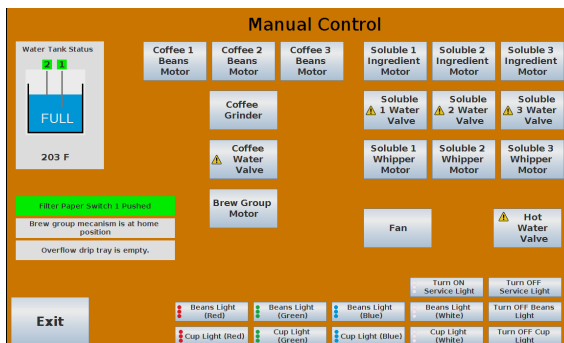
2. This button is used for demo presentations. The user can go through drink selection, and no coffee will be dispensed.

3. This button is used to configure the coffee brewer during the initial setup. It provides installation tips and requirements.

4. This button creates a backup file **on the coffee brewer.** The following data are saved in the backup: values of each recipe, configurations, brew cycles, Energy Saving schedules, Free Vend schedules, maintenance data and machine users list.

5. This button restores the latest backup file created **on the coffee brewer**. All the data saved on the date indicated on the button will be restored.

Service Mode

Service Mode
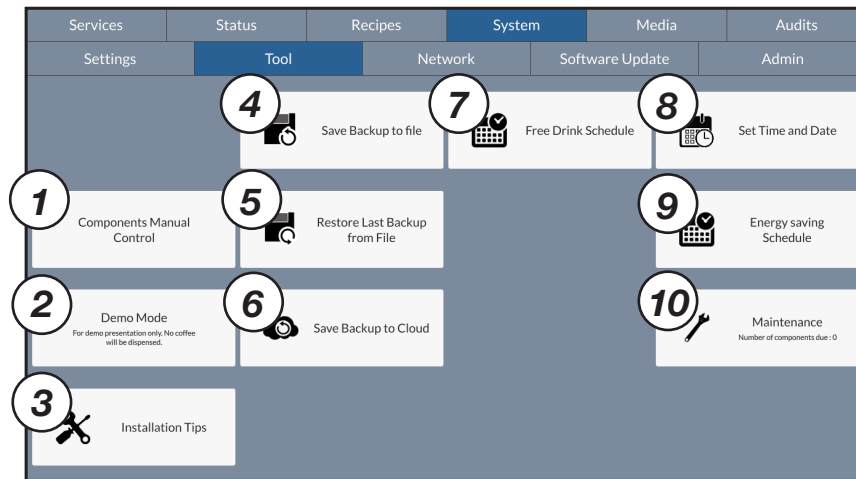
6. This button creates an **online** backup file on **Sophia** (the machine needs to be connected to a cellular network and requires an Optimum License). The following data are saved in the backup: values of each recipe, configurations, brew cycles, Energy Saving schedules, Free Vend schedules, maintenance data and machine users list. A Restore Backup from Cloud button appears below this button to restore the latest **online** backup file saved on **Sophia** (the machine needs to be connected to a cellular network and requires an Optimum License). All the data saved on the date indicated on the button will be restored.

7. This button gives access to the Free Drink Schedule interface. This interface is used to plan Free Vend periods. By pressing the (+) and (-) buttons, the user can set the time frames during which the drinks will be free. For more help, press the (?) icon.
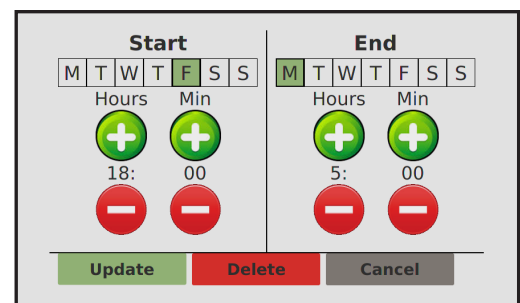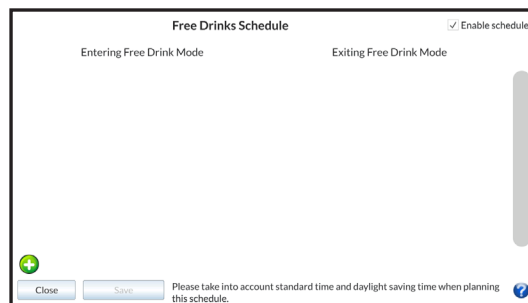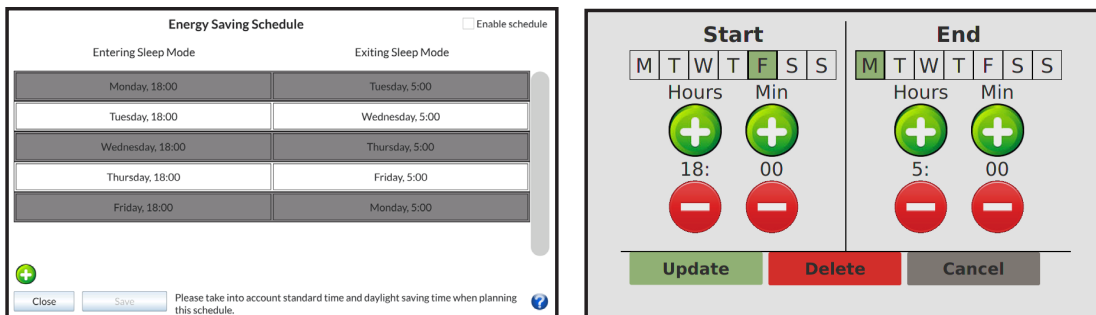
8. This button is used to set the time and date of the brewer. It is important to set the time and date to ensure the proper functioning of the following functions :
   - Service Log.
   - Email Alerts.
   - **Sophia.**
   - Error Log.
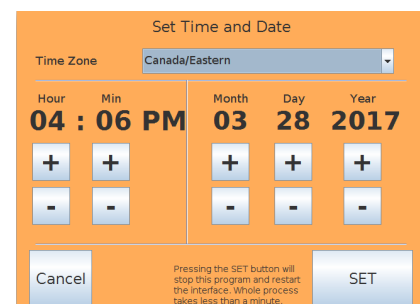
9. This button gives access to the Energy Saving Schedule interface.

    This interface is used to plan sleep periods, reducing the brewer's electricity consumption. By pressing the (+) and (-) buttons, the user can set the time frames during which the brewer will be sleeping. While in Energy Saving mode, the water temperature of the tank is maintained at approximately 140 °F. To order a drink while Energy Saving mode is active, press anywhere on the screen. This wakes up the brewer for 1 hour. The water tank takes 4 to 10 minutes to heat up to the right temperature. For more help, press the (?) icon.
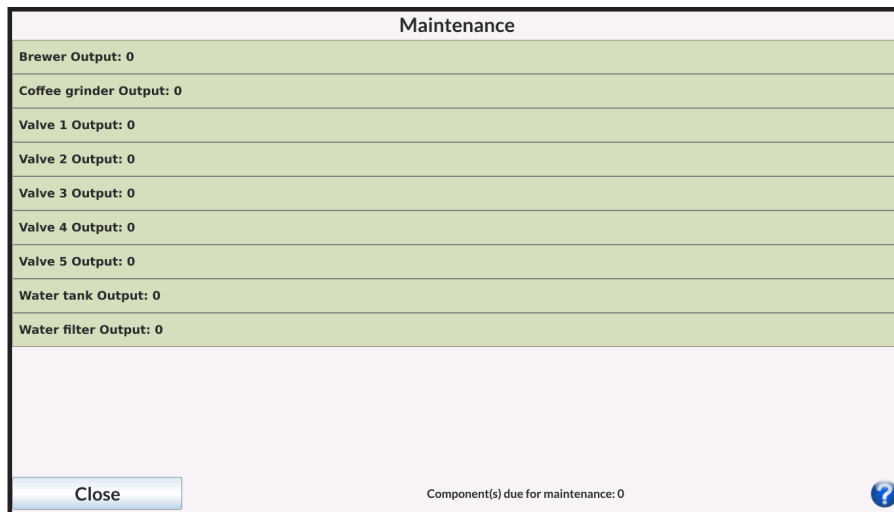
Energy Saving Schedule	Enable schedule
Entering Sleep Mode	Exiting Sleep Mode
Monday, 18:00	Tuesday, 5:00
Tuesday, 18:00	Wednesday, 5:00
Wednesday, 18:00	Thursday, 5:00
Thursday, 18:00	Friday, 5:00
Friday, 18:00	Monday, 5:00

Close   Save   Please take into account standard time and daylight saving time when planning this schedule.

Start   **End**
M T W T F S S   M T W T F S S
Hours Min   Hours Min
18:    00   5:   00
Update   Delete   Cancel

10. This button gives access to the Maintenance interface.

    This interface displays the maintenance counters in which each use of a component is recorded. The components requiring maintenance are highlighted in red. To reset a component's counter, press on the "Reset" button. For more help, press the (?) icon.

Maintenance
Brewer Output: 0
Coffee grinder Output: 0
Valve 1 Output: 0
Valve 2 Output: 0
Valve 3 Output: 0
Valve 4 Output: 0
Valve 5 Output: 0
Water tank Output: 0
Water filter Output: 0

Close   Component(s) due for maintenance: 0

Service Mode

Service Mode
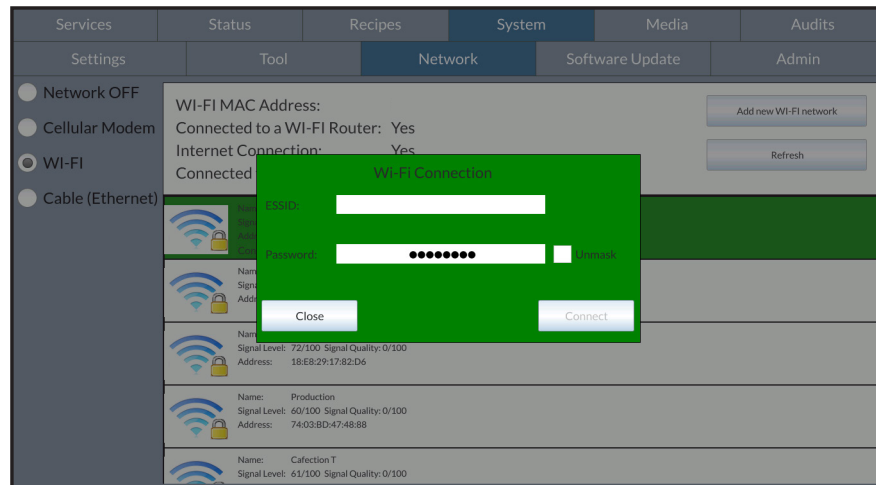
6.6.3   Network Sub Tab

This section is used to connect the brewer to the internet. Use the checkboxes on the left to select the desired connection.

Wi-Fi (Wireless Network)

To connect the brewer to a wireless network (Wi-Fi), check the "Wi-Fi" box and select the desired network in the list.

Add New Wi-Fi Network

If the wireless network is invisible or not shown in the list, press on the "Add new Wi-Fi network" button.

The network name (ESSID) and its password (if applicable) are required.

Cellular Modem

The Emblem brewer is equipped with a cellular modem. The modem is a small PCB located on the mother board at the back of the brewer. A SIM card is in the modem.

If no signal is detected, move the antennas to get the best signal possible (see section Ensure Optimal Cellular Connection below).

If the problem persists, contact Technical Support at **800-561-6162, ext. 310**, or by email at **service.na@evocagroup.com**.

⚠ **Do never remove parts from the mother board.**
If there is a problem with the modem, contact Evoca North America's Technical Support team for the procedure at 800-561-6162, ext. 310.

Remotely controlled the brewer through SOPHIA

To register the machine, access Sophia at **www.sophiapro.com**.
Log in and click on the "Add Unit" button.
If no account has been created yet, use the "New Account" button.
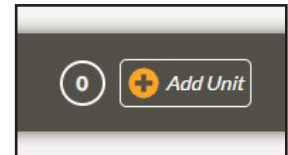
Ensure Optimal Cellular Connection
- Properly position the antennas and check the signal at the location (use *OpenSignal* or other App).
- Make sure the serial number has correctly been entered in the unit software (System tab, Admin sub tab).
- Correctly activate the modem through the unit software (System tab, Network sub tab)

Modem position
Antenna
Modem position (2 possible location)

Service Mode
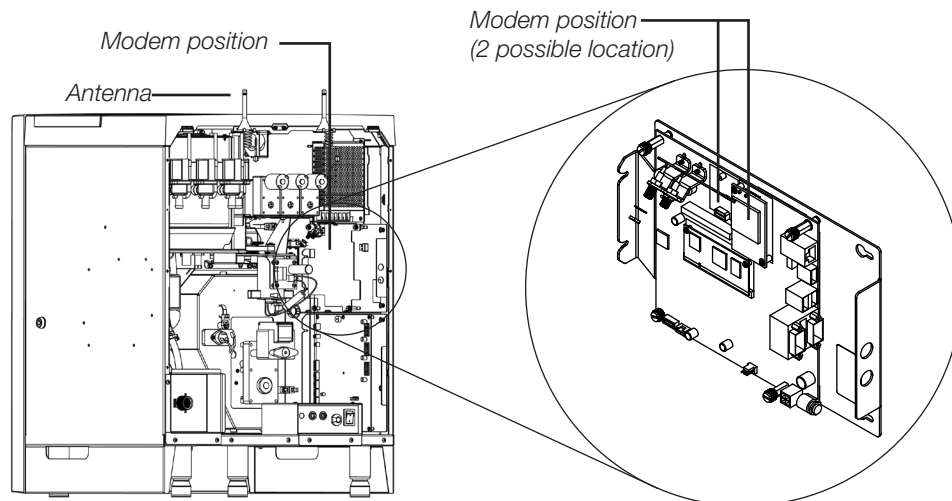
Service Mode

There are 3 ways to verify if the brewer has been successfully connected.

1. Under the Status tab.

The network status indicates "Cell. Modem link OK" (or "Wi-Fi link OK" for wireless connection)
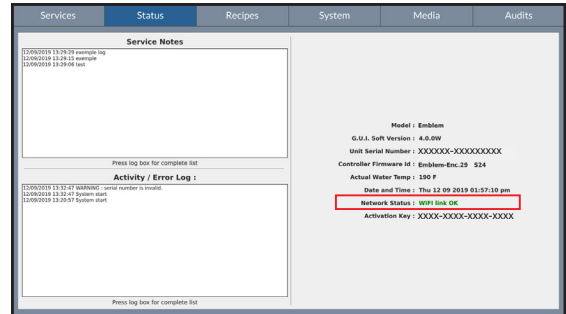
2. In Service mode, under the System tab, in the Network sub tab.
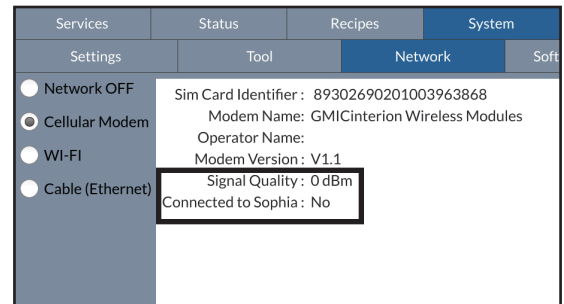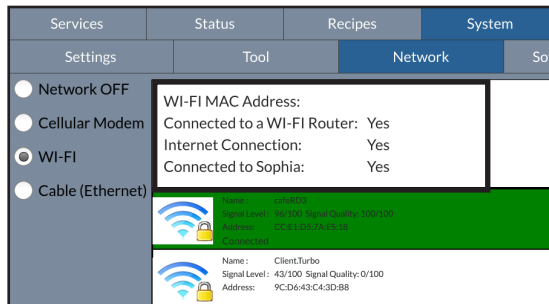
3. On the selection screen, the icon of the cellular or wireless network signal is active (top left corner).

Active, online		*Inactive, offline*	
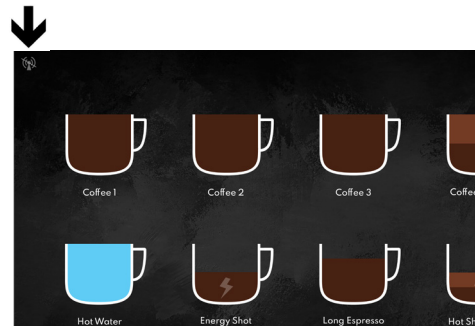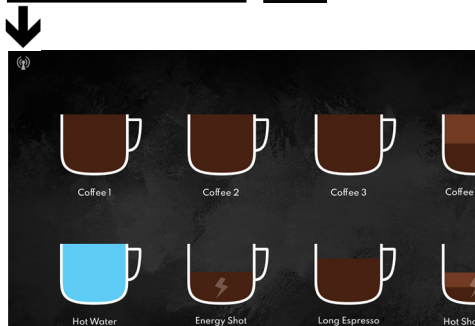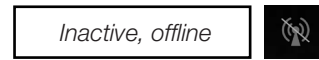
6.6.4   Software Update Sub Tab

The connected brewer automatically looks if a software update is available online. Follow the insctructions displayed to update the brewer.

NOTE A Wi-Fi hotspot can be provided from a mobile device. Connect the brewer to the Wi-Fi hotspot in the System / Network sub tab.
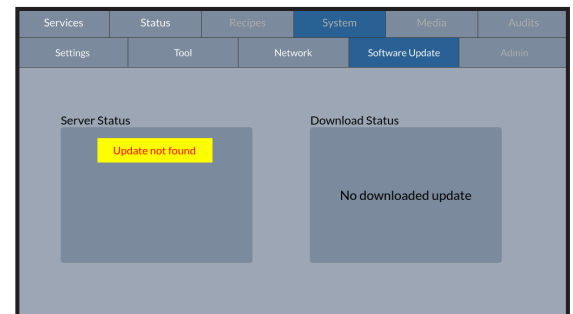
If the brewer is not connected, the update is available by USB key. Contact Evoca North America's Customer Service department at **800-561-6162, ext. 311**, or by email at **salesorder.na@evocagroup.com** to order an update kit.

6.6.5   Admin Sub Tab
The Admin sub tab is available to level 4 users only (see section 6.1).

Services	Status	Recipes	System	Media	Audits
Settings	Tool	Network	Software Update	Admin	

Users List and Rights Management

(1)

Unit Serial Number

XXXX-XXXX-XXXX-XXXX

(3)

Password Modifications

Admin Password	....
Tech Password	....
Service Mode PIN	5657

(2)

Discard   Save
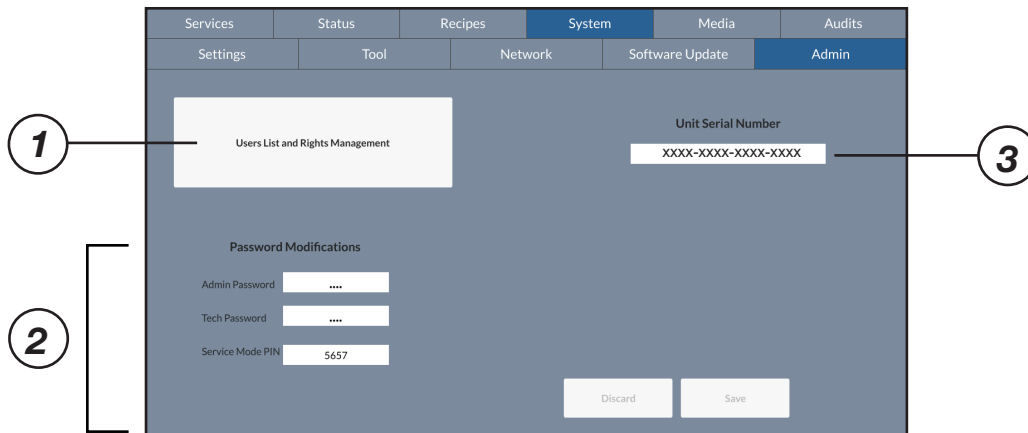
1.   This button is used to create a list of users authorized to activate Carafe mode, Free Vend mode and/or order one free drink directly from the selection screen.

- To create a new user, click on a blank field under the Name section and enter the name of the user.
- Enter a PIN from 1 to 9999 (for a minimum security, a PIN of 4 digits is recommended).
- Check the box for each authorization that needs to be granted to this user.
- Press on Save & Exit and save changes.

		Users List		
Name	Pin	Carafe	Free Drinks	One Free Drink
Vincent		✓	✓	✓	Delete
		☐	☐	☐	

Discard   Save

If at least 1 user is created, a user icon appears on the selection screen (top right corner). When the user presses on this button, a pop-up window with a numeric keyboard appears. Once the user has entered a correct PIN, he will be able to activate the authorization(s) he has been granted. If the user enters an incorrect PIN five times in a row, the user icon will be locked. To unlock it, enter and exit Service mode by tapping in order on the top left, bottom left and bottom right corners of the screen (see section 6).

Service Mode
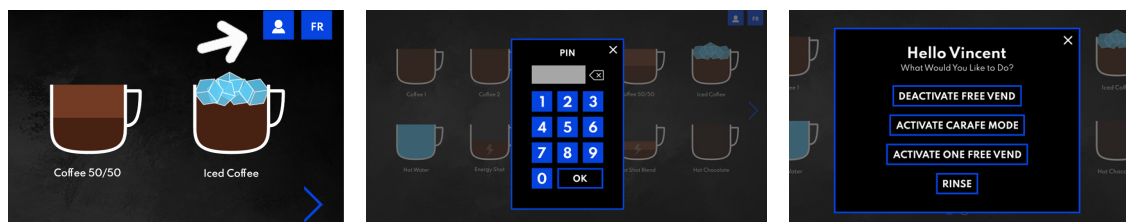
Service Mode

When a user activates the Free Vend or Carafe mode, the related button in Service mode highlights and indicates the name of the user who set it.

Services	Status	Recipes	System	Media	Audits

Filter Paper Install

Free Vend On Permanent

Rinse
Counter at : 0

Email

➡ Fill up a Carafe
Set by : Carl

Lock Selections

Reset Waste Bin
Counter at : 0

Online Ordering

Exit Service Mode

Cleaning & Sanitizing

Products Levels
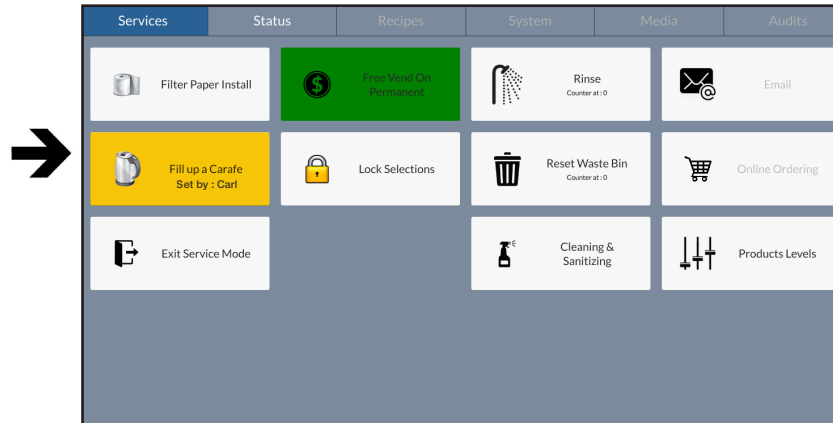
2. These fields are used to modify the levels 3 and 4 users' passwords (see section 6.1) and the PIN used to enter Service mode.

    If the passwords have been changed, lost or forgotten, a general reset must be performed (see section 6.9). Performing a general reset will reset all drink recipes, settings and passwords, but not the permanent sales count, the users list and the serial number.

3. This field is used to enter the serial number of the coffee brewer. For proper functioning of **Sophia**, the serial number must be the same as the one indicated on the sticker inside the machine, on the wall beside the third soluble canister.

6.7   Media Tab

The brewer plays videos on the screen while a beverage is prepared and as a screen saver when the machine is not in use.

To access the screen below, tap in order on the top left, bottom left and bottom right corners of the screen (see section 6) and select the Media tab.

6.7.1   Current Playlist Sub Tab
The Current Playlist sub tab allows to edit the main playlist.
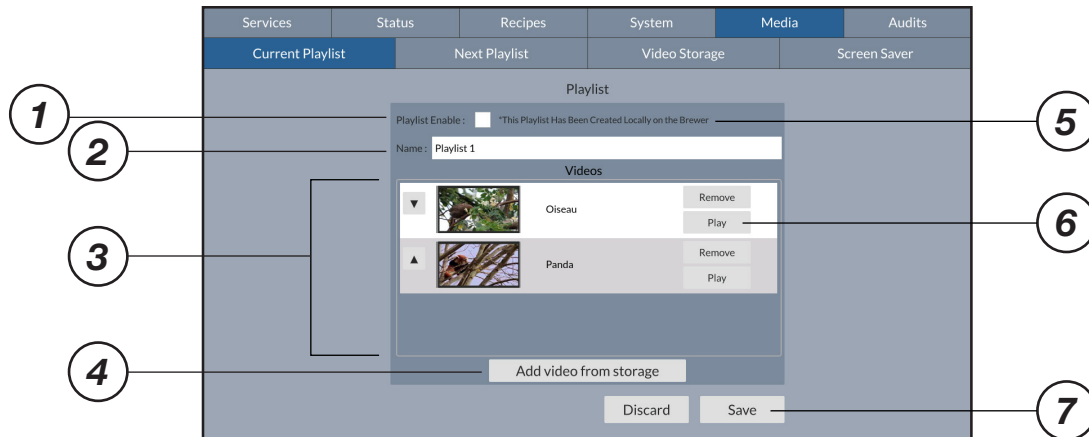
1. This checkbox is used to enable the current playlist.
2. This field is used to change the name of the playlist.
3. List of videos selected for the current playlist.
4. This button is used to add a video from the video storage on the brewer.
5. The source indicates where the playlist comes from. Personalized videos can be added with **Sophia** (Optimum license required).
6. This button is used to see a preview of the video.
7. This button is used to save all parameters changes. Any unsaved changes will be lost.
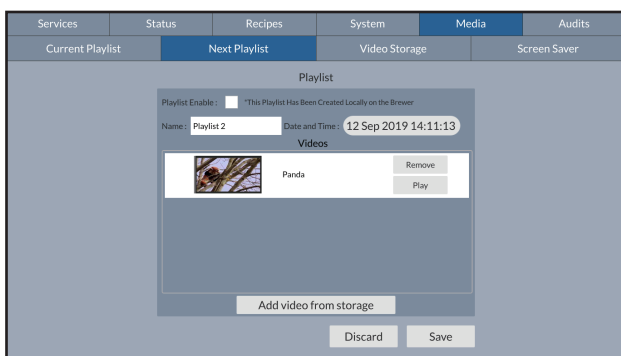
6.7.2   Next Playlist Sub Tab
This sub tab is used to prepare the next playlist and schedule it to become the current playlist at a specific time.

Parameters are the same as in the Current Playlist sub tab.

A start date and time must be set using the calendar accessible through the Date and Time button.

Service Mode

6.7.3   Video Storage Sub Tab
This sub tab contains the library of all videos downloaded on the brewer. Use **Sophia** to upload new content on the brewer (Optimum License required).

Services	Status	Recipes	System	Media	Audits
Current Playlist		Next Playlist	Video Storage		Screen Saver

Downloaded Videos

		Delete
	Oiseau	Play
	Oiseaux sur l'eau	Delete / Play
	Ruisseau	Delete / Play
	Panda	Delete / Play
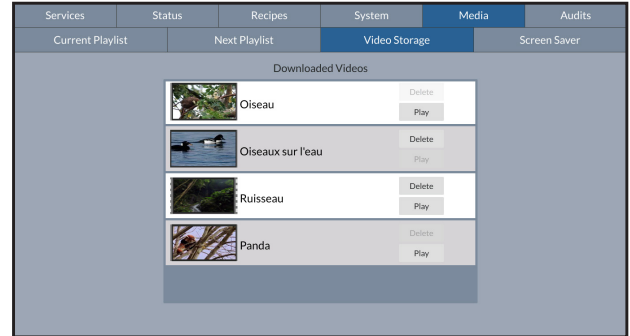
6.7.4   Screen Saver Sub Tab
The Screen Saver feature is used to display videos when the machine is not in use. It can be edited in the Screen Saver sub tab.

Services	Status	Recipes	System	Media	Audits
Current Playlist		Next Playlist	Video Storage		Screen Saver

1

It's Coffee Time

2   ☑ Enable Screen Saver   Start After: 1   Minute(s)   Discard   Save   **4**

3

1. Select the video(s) to be displayed while the screen saver is ON. A green checkmark over a selection means it is selected.
2. This checkbox is used to enable or disable the Screen Saver feature.
3. This field is used to set the period of inactivity (in minutes) required before the Screen Saver feature is displayed.
4. This button is used to save or discard any changes to the Screen Saver. Any unsaved changes will be lost.

NOTE

Use Sophia to edit the screen saver videos and interface (Optimum License required).

Screen saver example

TAP TO START

Tap this button to go back to the selection screen.

6.8   Audits Tab

To access this screen, tap in order on the top left, bottom left and bottom right corners of the screen (see section 6) and select the Audits tab.

6.8.1   Permanent Sales Count
This counter records the quantity of drinks sold since the machine has been manufactured.

6.8.2   Erasable Sales Count
This counter records the quantity of drinks sold since the last time the counters have been erased. It also records the total sales, free vends and vends in cash value.

To reset the Erasable Sales Count, press on the "Erase Counter" button.

6.8.3   Users Sales Count
This counter records the quantity of carafes and free vends ordered by each user authorized under Users Lists and Right Management (see section 6.6.6).
To reset the Users Sales Count, press on the "Erase Counter" button.

When a user orders a drink, the Users Sales Count increases, as well as the Permanent and Erasable Sales Counts.

Example #1
User 1 fills a carafe with **8 large Mokaccino**.
- The counter of User 1 increases by 8 under "Large" in the Carafes Made section.
- The Erasable and Permanent Sales Counts of the Mokaccino increase by 8 under "Large" in the Free section.

Service Mode

Service Mode

6.9   General Reset to Factory Settings

Resetting the brewer back to factory settings will erase all personalized parameters. Only the Audits tab will remain unchanged to keep the brewer's sales counters intact.

To perform a general reset of the brewer, press in the top right corner of the selection screen and hold for eight (8) seconds. Then, follow the instructions on the screen.
This step does not work in the Service mode.

NOTE
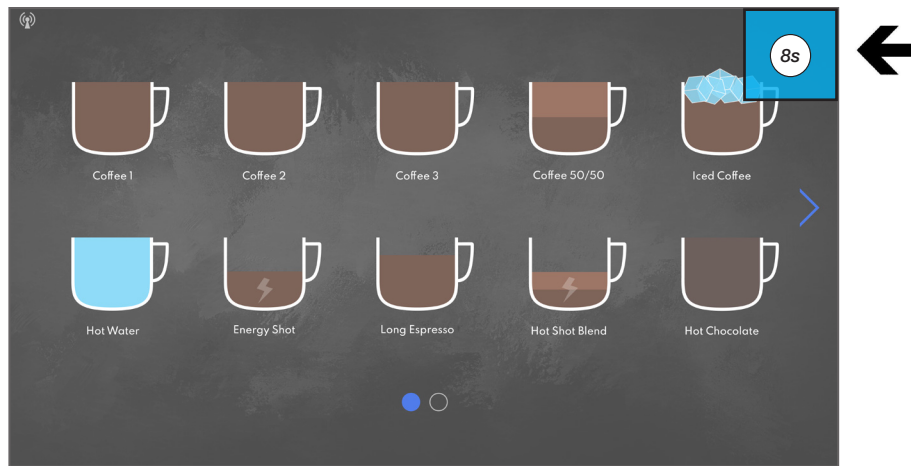
See section 6.6.1 to reset System Settings sub tab back to factory settings without affecting the recipes.
See section 6.5.2 to reset all recipes back to factory settings.
See section 6.5.3 to reset all brew cycles back to factory settings.
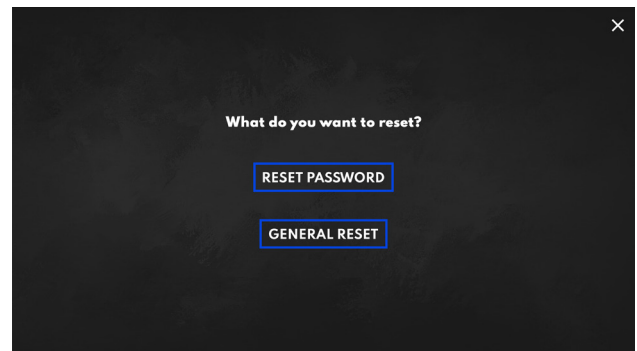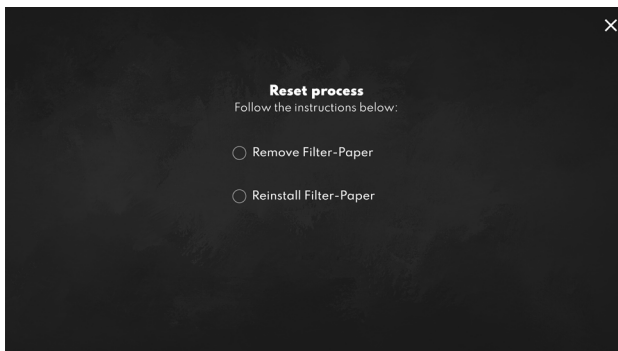
7   CLEANING AND SANITIZING

7.1   "Auto Rinse" Button

To perform a rinse, access the Service mode by tapping in order on the top left, bottom left and bottom right corners of the screen (see section 6), then press the "Auto Rinse" button and follow the instructions on the screen.
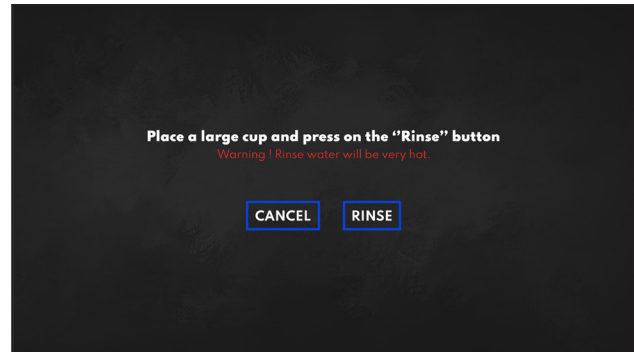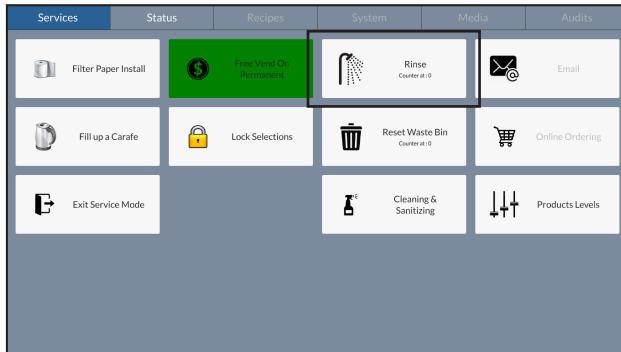
Make sure to place a container large enough (size will be specified on the screen). BE CAREFUL! Water is VERY HOT!

7.2   "Cleaning & Sanitizing" Button

This button is used to clean and sanitize the brew group and the grinder using the appropriate products. Regular sanitation treatments of the brew group assembly prevent residue from affecting the vacuum in the mechanism and altering the taste of the beverages.

Cafection highly recommends using Urnex products (Sani-Pure™, Tabz™ tablets and Grindz™ tablets). Select the adequate option and follow the instructions displayed. Refer to the products' label for details.

Cleaning and Sanitizing *(vertical sidebar text)*
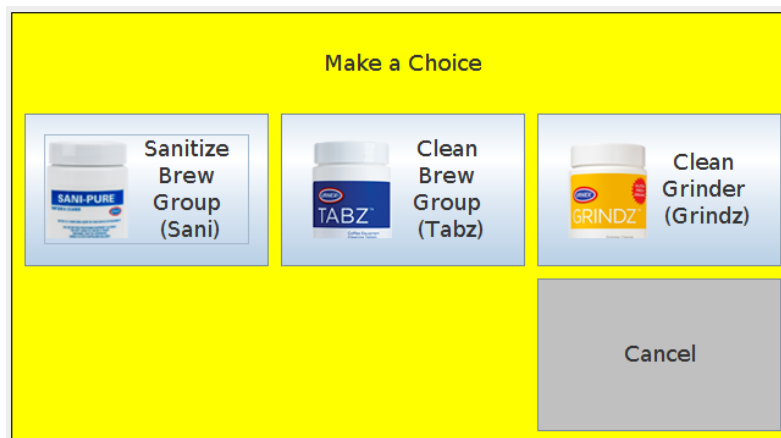
7.3   Cleaning and Sanitizing Instructions

It is important to clean and sanitize the machine on a regular basis. In order to maintain the highest beverage quality and to ensure the customers' safety, all parts in contact with food must be cleaned and sanitized regularly. Hands must be washed before handling any parts or other commodities such as cups and stirrers.
Cleaning and sanitizing should be done in separate phases as prescribed by health regulations and hygiene standards of the industry.

Cleaning: Remove any visible soil, stains or impurities, including food soils, oil or mineral deposits that could alter the beverage taste and quality.

Sanitizing: Sanitizing ensures the customers' health safety by killing bacteria remaining on the surfaces after cleaning.

There are two (2) sanitation methods:
1. Chemical antibacterial treatment.
2. Hot water treatment (between 170 °F and 212 °F).

Always unplug the unit before cleaning the machine. DO NOT spray water on any electrical parts.

For the sanitation process to work effectively, the parts must be cleaned and free of visible soil before sanitizing them. The sanitized parts must then be completely rinsed and air dried. Wiping the parts with towels or cloths might lead to recontamination of sanitized food-contact surfaces.

Frequency
Two (2) important variables need to be considered when evaluating the cleaning and sanitizing frequency:
- Product consumption.
- Water quality.

The expected customer usage varies from one location to another. It is therefore recommended to follow the cycle counts in order to prevent omissions. It is also recommended to verify each part listed in this section upon each service visit and clean them as needed.

7.4   Recommended Cleaning Tools

In order to perform the cleaning procedure effectively, Cafection recommends having at least the following tools on hands:

- Bucket.
- Small brush for tubes and nozzles, suitable for food-contact surfaces and hot water (140°F - 170°F).
- Brush for coffee grounds, suitable for food-contact surfaces.
- Disposable towels, wet-strength and lint-free.
- Mild non-abrasive detergent for exterior cleaning.
- Urn cleaner for brew groups and grinders. (Sani-Pure™, Tabz™ tablets and Grindz™ tablets)
- Urnex cleaning products for deep cleaning (VENDZ™, SPRAYZ™)
- Spare parts.

7.5   Cleaning and Sanitizing Schedule

The cleaning schedule and instructions outlined in this manual must be followed to honor the warranty, ensure consistent product quality and maintain a high level of health safety.

⚠️ **All parts must be visually inspected upon each service visit and cleaned as needed.**

	Daily	Weekly	Monthly	Quarterly	Details
			EXTERIOR		
Unit & Cabinet	*Cleaning*				*As needed*
Touch Screen	*Cleaning*				*As needed*
Drip Tray	*Cleaning*				*As needed*
Waste Bin	*Inspection*				*As needed*
		INTERIOR / FOOD-CONTACT PARTS			
Bean Hopper		*Inspection*	*Cleaning*		*1,000 cycles*
Soluble Canisters		*Inspection*	*Cleaning*		*1,000 cycles*
Soluble Whipper		*Cleaning*			*200 cycles*
Coffee Chute		*Inspection*	*Cleaning*		*1,000 cycles*
Brew Chamber		*Sanitizing*			*200 cycles*
Brew Group		*Sanitizing*	*Cleaning*	*Treatment*	*1,000 cycles*
Fan	*Inspection*	*Cleaning*			*As needed*
Coffee Funnel			*Cleaning*		*1,000 cycles*

> **NOTE** These recommendations are based on 1,000 monthly cycles, using medium roast coffee and superior water quality. They need to be adjusted if recipes' settings, coffee blend strength or water quality are different.

Cleaning and Sanitizing

7.6   Overall Cleaning

The brewer and its area must be clean and tidy at all time. Both inside and outside of the machine must be inspected upon each service visit and cleaned when needed. Make sure the unit is clean, safe and functioning after it has been serviced.

See the *Deep Cleaning Reference Guide* for a complete cleaning procedure.

7.7   Exterior Cleaning
Frequency: daily

To minimize scratching and preserve a neat appearance, Cafection recommends using a clean damp sponge or soft cloth. Use a non-abrasive detergent to clean the exterior of the unit and the base cabinet. After removing all food soils, thoroughly dry with a clean, soft cloth.

Non food-contact parts to be verified and cleaned:
- Touch screen.
- Drip tray.
- Waste bin.
- Plastic top lid.
- Cabinet (optional) or counter.
- Metal surfaces.
- Plastic door.

⚠ **Parts are NOT dishwasher safe.**

7.7.1   *Touch Screen*
Frequency: daily or as needed

DO NOT spray any product directly on the screen. Spray an adequate cleaner on a 100% cotton soft cloth. Then wipe the screen to clean it.

⚠ **Use a 100% cotton soft cloth only.**

7.7.2   *Drip Tray*
Frequency: daily or as needed

The drip tray is not connected to a drain. Therefore, it should be inspected and emptied periodically.

⚠ **WARNING! Drip tray may be full of HOT liquid.**

To remove the drip tray, lift it gently to avoid spilling and pull it out from its bracket. Rinse the drip tray and dry it with a clean dry cloth. Reinstall the drip tray and make sure it is stable and leveled. See section 4.6 reference drawings.

7.7.3   Waste Bin
Frequency: daily or every 40 cycles

After each coffee cycle, the spent grounds and used filter paper are automatically discarded into the waste bin. To prevent the bin from overflowing, an automatic function disables coffee-based beverages and displays a message on the screen.

Default setting = 40
Maximum setting = 400
Minimum setting = 0
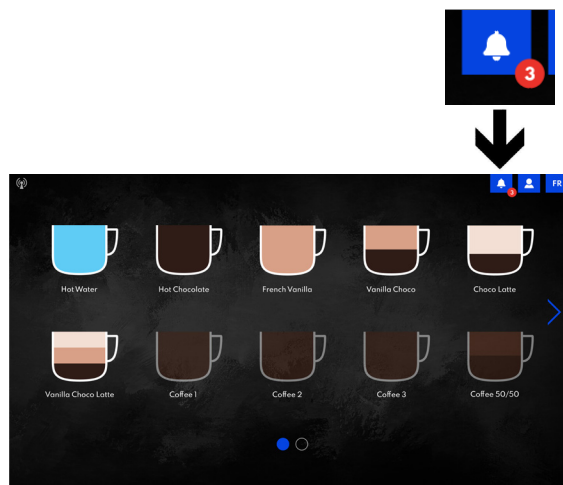
When using the internal waste bin provided with the unit, Cafection recommends setting the counter to a maximum of 40 cycles using standard 8, 10 and 12 oz cups. If the setting is too high, the wasted filter paper could jam in the brew group and damages may occur.

Setting the maximum counter to zero (0) disables the automatic function and may cause an overflow issue if the waste bin is full.

The equipment will not dispense coffee beverages until the bin is emptied and the counter is resetted. The counter settings can be adjusted in accordance to the size of the waste bin in the Settings sub tab, under the System tab in Service mode (see section 6.6.1).

How to empty the cabinet's waste bin
1. Open the cabinet's door, below the brewer.
2. Open the brewer's door and remove the front panel.
3. Cut the filter paper 6" below the brew group with scissors or tear gently. **DO NOT YANK ON THE PAPER!**
4. Remove the filled garbage bag from the waste bin and replace it with a new one.
5. Reinstall the front panel and close the doors.
6. Access Service mode and press the "Reset Waste Bin" button.

How to empty the brewer's internal waste bin
1. Open the brewer's door.
2. Take off the front panel.
3. Cut the filter paper 6" below the brew group with scissors or tear gently. **DO NOT YANK ON THE PAPER!**
4. Disengage the spout so there is room to pull the waste bin out of the machine.
5. Remove the internal waste bin, empty it and replace it inside the machine.
6. Reinstall the front panel and the spout, then close the door.
7. Access Service mode and press the "Reset Waste Bin" button.

It is very important not to yank on the filter paper. Doing so may result in a malfunction of the machine.

Cleaning and Sanitizing

Cleaning and Sanitizing

7.8   Interior Parts Cleaning & Sanitizing

For food safety reasons, do not use soap or detergent to clean the inside of the brewer. Use hot water or chemical products recommended by the manufacturer (VENDZ™, SPRAYZ™). Wiping with towels or cloths can recontaminate sanitized food-contact surfaces. Therefore, it is recommended to air dry completely all sanitized food-contact surfaces before reinstalling them in the machine.

Brush away coffee grounds and particles inside the brewer using the brush for coffee grounds and a small dust pan, then clean the inside with hot water.

Interior parts to be cleaned:
- Bean hopper.
- Bean hopper funnel.
- Coffee chute.
- Soluble canisters.
- Soluble whipper assembly.
- Brew group assembly.
- Fans.

7.8.1   Bean Hopper
Frequency: monthly or every 1,000 cycles

It is recommended to remove, empty and clean the hopper every month to avoid coffee oil and soils to accumulate on the walls of the hopper and alter the quality of the beverages.

1. Open the brewer's door.
2. Pull down the bean hopper retaining pin.
3. At the same time, pull the bean hopper forward.
4. Disassemble the bean hopper (No tool required).
5. Clean and sanitize under hot water and air dry completely.
6. Repeat steps in reverse order to reinstall.
7. Order a large coffee to ensure that all parts and switches are working properly.

Retaining pin   *Bean hopper*
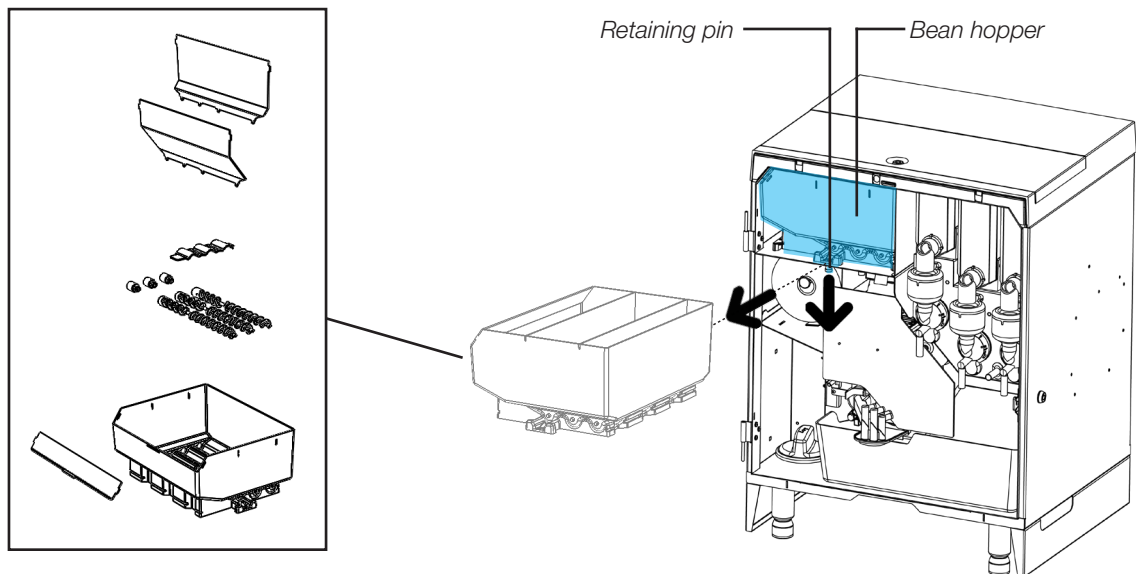
7.8.2   Bean Hopper Funnel
Frequency: monthly or every 1,000 cycles

1.   Turn OFF the brewer. Open the brewer's door.
2.   Pull down the bean hopper retaining pin.
3.   At the same time, pull the bean hopper forward.
4.   Unscrew the funnel bracket and remove it with the rubber funnel.
5.   Unsnap the two parts (funnel bracket and rubber funnel). Clean and sanitize under hot water. Air dry completely before reinstalling parts.
6.   Order a large coffee to ensure that all parts and switches are working properly.

NOTE

Beans will not fall when removing the hopper. However, this step is easier to complete if the hopper is empty.

7.8.3   Coffee Chute
Frequency: monthly or every 1,000 cycles

1.   Turn OFF the brewer. Open the door of the machine and remove the front panel.
2.   Pull the coffee chute out from its socket.
3.   Clean it thoroughly under hot water.
4.   Air dry completely before reinstalling the parts.
5.   Reinstall the front panel and close the door.

NOTE

If the chute is not dry when reinstalled, coffee grounds may stick in the chute.

Bean rubber funnel

Funnel bracket screw

Funnel bracket

Coffee chute

Cleaning and Sanitizing

Cleaning and Sanitizing
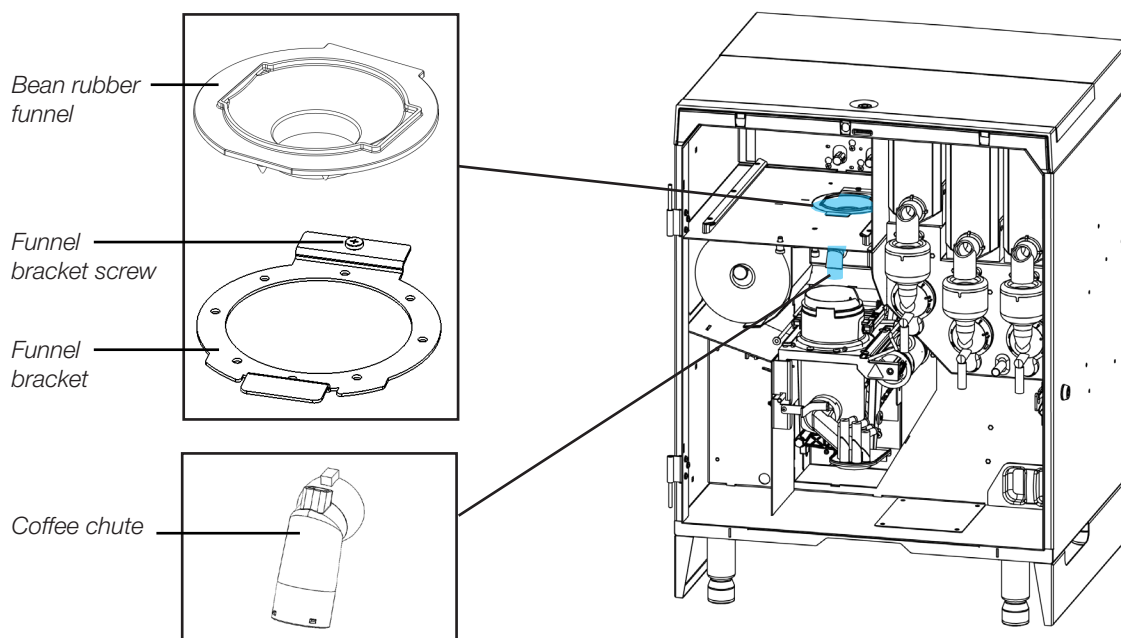
7.8.4   Soluble Canisters

Frequency: monthly or every 1,000 cycles

It is recommended to remove, empty and clean the soluble canisters every month to avoid powder to accumulate on the walls of the canisters and alter the quality of the beverages.

1. Open the brewer's door.
2. Lift the hood and pull the canisters out of the brewer.
3. Clean and sanitize under hot water and air dry completely.
4. Reinstall all parts and reload products in the canisters.
5. Order a large beverage of each soluble to confirm that all parts and switches are working properly.
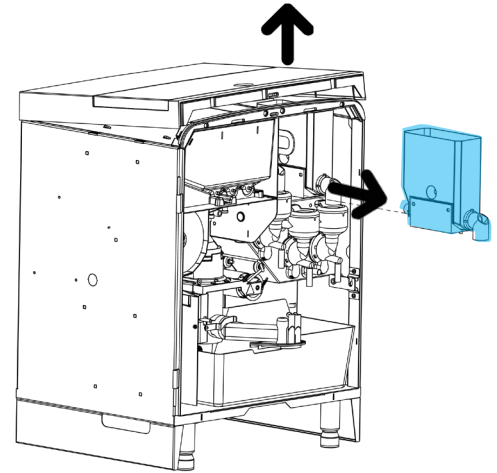
7.8.5   Soluble Whipper Assembly

Frequency: weekly or every 200 cycles

If there is product accumulation, remove the soluble whipper assembly for manual cleaning under hot water.

1. Remove the tube and the plastic elbow from the base.
2. Twist off the whipper base counterclockwise to unlock the whipper chamber.
3. Pull the whipper chamber outward, then remove the whipping disk.
4. Clean all parts and gaskets with hot water. Use a small brush if necessary.
5. Air dry completely.
6. Reinstall all parts in reverse order. Make sure the whipper base is on lock position.
7. Order a large beverage of each soluble to ensure that all parts and switches are working properly.

Whipping disk

Gasket

Funnel cover

Whipper base

Whipper base

Whipping chamber
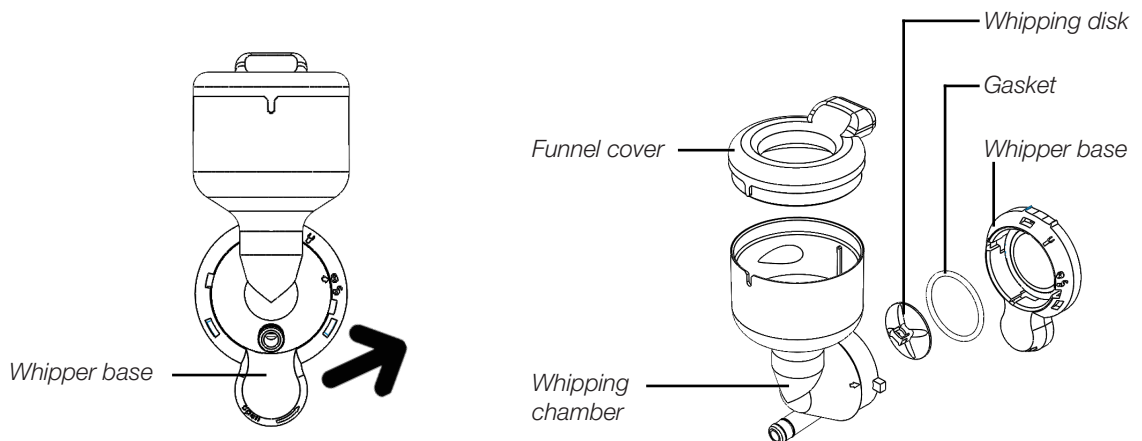
7.8.6   Brew Group

Brew Chamber and Funnel
Frequency: weekly or every 200 cycles

1. Place a large cup or container under the dispensing nozzle to collect the hot rinse water.
2. Perform several rinse cycles (see section 7.1).
3. Remove the gray tube from its support. Remove the brew chamber funnel to expel+ coffee residue trapped underneath it and rinse it under hot water.
4. Reinstall the funnel and the tube in its support. Make sure the tube is against the wall of the funnel. Water must form a circular motion when being dispensed.
5. Order a large coffee to ensure that the brew chamber is working properly.

Funnel — *Tube retainer*

Brew chamber
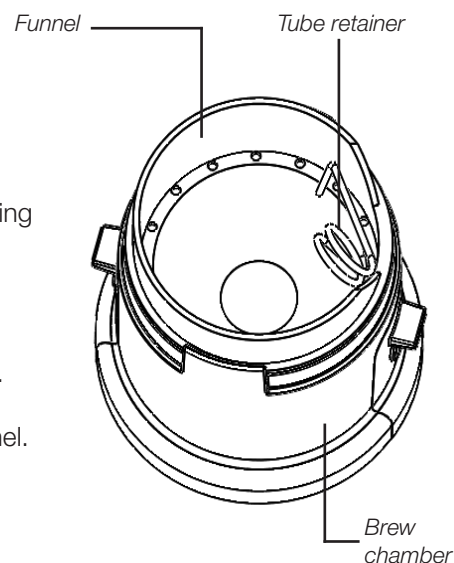
⚠️ **Place a container large enough (size specified on the screen). Water is VERY HOT.**

⚠️ **Crush hazard. Handle the brew group cautiously.**

Brew Group Assembly
Frequency: monthly or every 1,000 cycles

In order to maintain optimal performance of the brew group assembly, it is recommended to remove it from the unit, clean it and rinse it under hot water.

1. Open the brewer's door and remove the front panel.
2. Cut the filter paper with scissors on both sides of the brew chamber.
3. Remove the waste bin.
4. Remove the black plastic spout from the brew group spillway.
5. Push the locking pin down to release the brew group, then on the right to keep it unlocked. Pull the brew group out.
6. Rinse the brew group thoroughly under hot water to remove visible soil.
7. Remove the funnel from the brew chamber and rinse it thoroughly under hot water.
8. Air dry completely before reinstalling the parts.
9. Order a large coffee to ensure that the brew group is working properly.
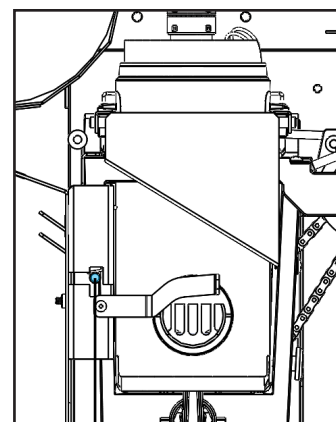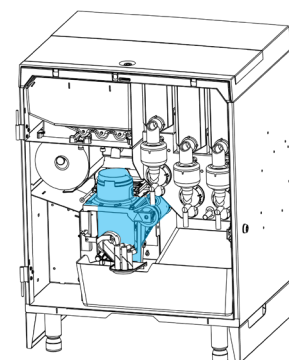
Locking pin

NOTE **The brew group assembly can also be cleaned using urn cleaner. See section 7.2 for cleaning instructions.**

Cleaning and Sanitizing

Preventive Maintenance

Brew Group Assembly Sanitizing Treatment
Frequency: quarterly or every 5,000 cycles

Regular sanitation treatments of the brew group assembly prevent residues from affecting the vacuum in the mechanism and altering the taste of the beverages.

NOTE
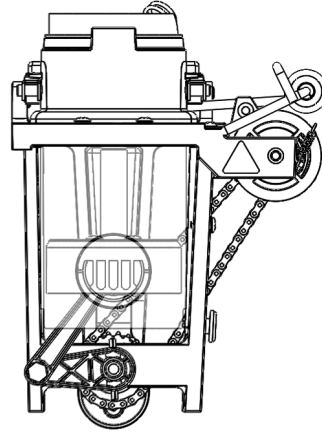
Please refer to the section 7.2 of this manual for sanitizing instructions.

7.8.7   Fans
Frequency: quarterly or as needed

Visually inspect the 2 fans located at the back of the machine.

1. Turn OFF the unit and unplug it to stop the fan.
2. Remove the back panel.
3. Unplug the fan and remove it to access the fan blades (2 bolts).
4. Unplug the blower, remove its guard and remove the fan to access its blades (5 nuts).
5. Wipe the 2 fans clean with a dry disposable towel.
6. Reinstall parts, plug the fans and the machine in, then turn the brewer back ON.

Fan

Blower
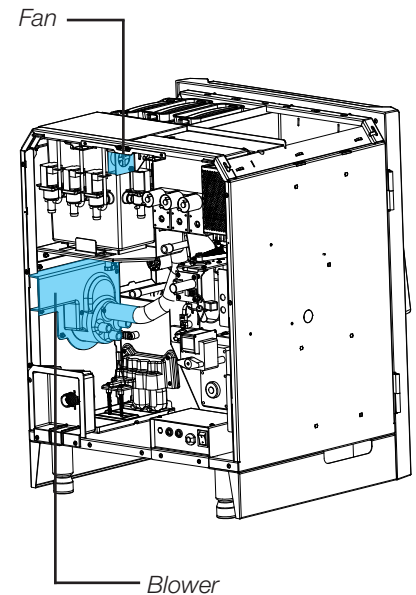
8   PREVENTIVE MAINTENANCE

All important parts of the unit must be maintained as per the preventive maintenance schedule to honor the warranty and to avoid possible defects. Adequate maintenance will extend the life of the coffee machine and deliver a consistent high quality beverage.

⚠️ **The preventive maintenance schedule and instructions below must be followed to honor the warranty.**

8.1   Preventive Maintenance (PM) Schedule

📝 NOTE **All parts must be visually inspected upon each visit and cleaned as needed.**

	Inspection	Preventive Maintenance	See Section
Overflow Tray	Weekly	Inspection	8.3
Brew Group Assembly	Monthly	25,000 cycles or annually	8.4
Outlet Valves	Quarterly	10,000 cycles	8.5
Hot Water Tank	Quarterly	60,000 cycles	8.6
Grinder	Quarterly	100,000 cycles	8.7

8.2   Recommended Tools for Servicing the Coffee Brewer

- #1 and #2 Phillips screwdrivers
- Flat-head screwdriver
- Adjustable wrench
- Wrench 1/4"
- Drive ratchet socket box 5/16" and 3/8" with a 4" blade

Preventive Maintenance
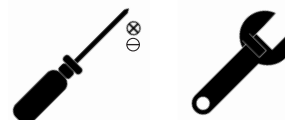
8.3 Overflow Tray
Inspection: weekly
Preventive maintenance: inspection

It is recommended to verify frequently that there is no water in the overflow tray to detect any flood or leakage. If there is too much liquid in the overflow tray, an error will be displayed on screen, the inlet valve will shut off and the heating element will turn off.

An overflow detected by the brewer can be caused by the following situations:
- Water is boiling in the hot water tank (thermostat error, temperature probe malfunction).
- Water level probes malfunction.
- Mineral deposit accumulation in the hot water tank or on the probes.
- One of the soluble whipping chamber is obstructed.
- The inlet valve stays open.
- The machine moves.
- There is a short circuit on the overflow detection cable.

To verify the overflow tray
1. Open the main door.
2. Remove the waste bin.
3. Gently pull out the overflow tray.

Water may be very hot!

4. Empty the overflow tray if necessary and reinstall parts.

NOTE

When sliding the overflow tray back in place, make sure it is locked in position.

Overflow tray

Cafection
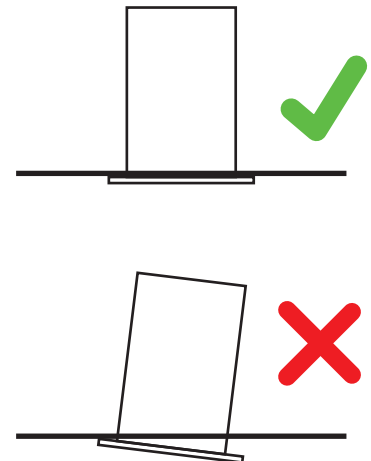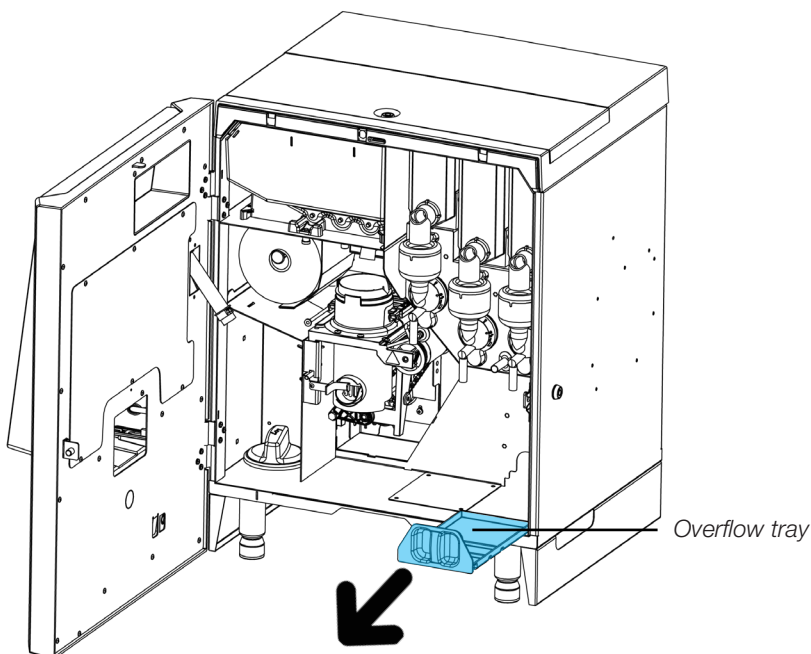
8.4   Brew Group Assembly
Preventive maintenance: yearly or every 25,000 coffee cycles

The brew group is the heart of the equipment and is responsible for the taste of every cup. It needs to be serviced regularly to maintain the quality of the beverages served.

Cafection offers a Brew Group Exchange Program. This program ensures a constant running of the machine by receiving a replacement brew group to use while maintenance is performed on the actual brew group of the unit. Cafection will completely clean and replace all parts requiring maintenance, including the screen and seal, the cylinder and the piston seal.

The cleaned brew group will be returned with a one (1) year warranty on defective parts.

Contact salesorder.na@evocagroup.com or 800-561-6162, ext. 311, to order parts or for additional information.

Inspection
Frequency: monthly

The followings are signs that the coffee extraction is not being performed adequately and that the brew group may require preventive maintenance:

- Seal is damaged.
- Air gets into the cylinder from around the piston seal and creates bubbles in the coffee.
- There are coffee grounds in the dispensed coffee.
- Spent coffee grounds remain wet on the filter paper.

Screen and seal

Cylinder

Brew chamber

Piston seal

Preventive Maintenance

Preventive Maintenance
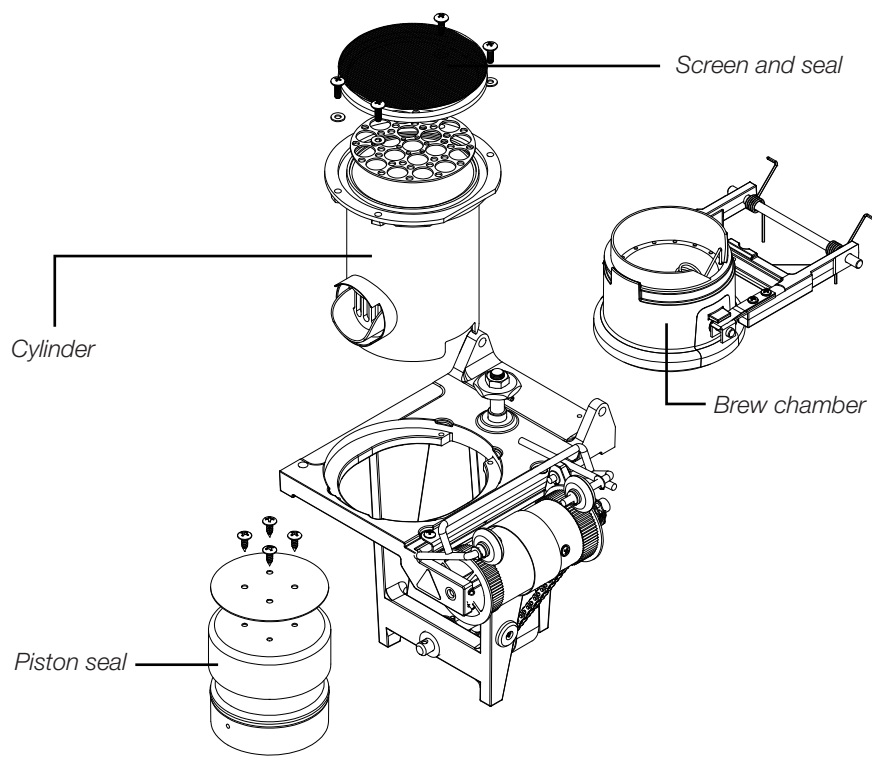
8.5   Outlet Valves
Inspection: quarterly
Preventive maintenance: every 10,000 cycles

To avoid any issue related to mineral deposits, Cafection recommends rebuilding all outlet valves at the same time.

Valve Leakage
Identify the leaking valve, change it or rebuild it. If the leak originates from under the body of the valve or from the tank exit, try changing the conical mounting seal in the first instance.

Hot water tank

Single valve 5X

Steam deflector

NOTE

If the coffee valve is not watertight, water will accumulate in the brew chamber.
If it drips all night, the first coffee of the morning will be lukewarm and will overflow.
A leakage will cause water to accumulate in the overflow tray, the flood will be detected and an error message will be displayed on the screen.

⚠ **Water is VERY HOT!**
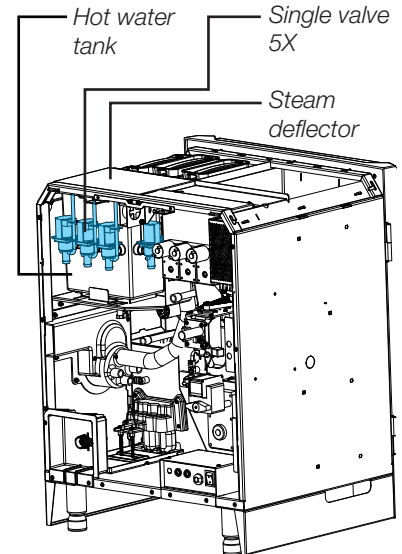
Removing and Installing the Valves
1. Turn OFF the machine and unplug the main power cord.
2. Remove the back panel, the top hood and the steam deflector.
3. Unplug the tank lid's connectors and the valves' connectors (see section 8.5).
4. Completely drain water from the tank (see section 9.1).
5. Remove the tubes from the valves.
6. Remove the hot water tank to access all valves (see section 8.5).
7. Remove the valves. Replace or rebuild them. *Make sure the seal is in place for each valve.
8. Reinstall by repeating the steps in reverse order.

Conical mounting seals

HOT WATER TANK - TOP VIEW

① French Vanilla
② Hot Water
③ Hot Chocolate
④ Milk Powder
⑤ Coffee

⑤ Valve 5 can be removed from the front of the machine.

④ *If a valve is replaced, make sure the seal is in place.

① ② ③

RED WIRE
BLACK WIRE

NOTE

If a water filtration system is installed on the brewer, it is recommended to inspect it on a monthly basis.

For servicing valve #5 (coffee) without removing the hot water tank from the machine.
9. Turn OFF the machine and unplug the main power cord.
10. Completely drain water from the tank (see section 9.1).
11. Unscrew the access door to remove it and access the valve from the front of the brewer.
12. Unplug the connectors and the tubes from the valve.
13. Remove the valves. Replace or rebuild them. *Make sure the seal is in place for each valve.
14. Reinstall by repeating the steps in reverse order.

Access door
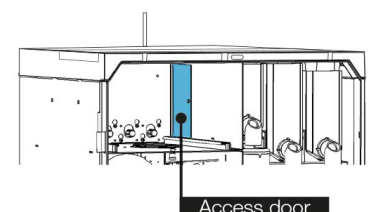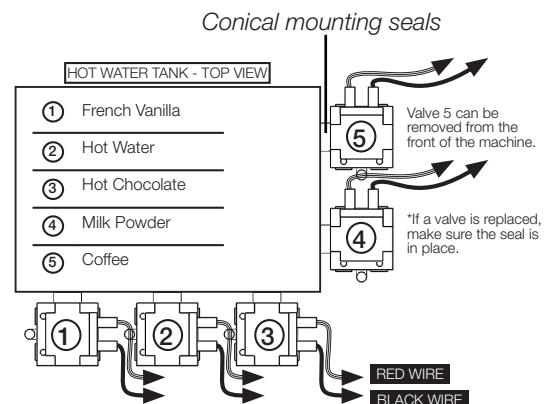
8.6   Hot Water Tank
Inspection: quarterly
Preventive maintenance: every 60,000 cycles

To avoid any issue related to mineral deposits, Cafection recommends having the water tank assembly delimed to remove all scale in the unit. The heating element, probes and sensors may also need to be replaced.

NOTE

Use a scale remover product such as *Scale Kleen* by Everpure. See the manufacturer's instructions for more details.

1. Turn off the machine. then remove the back panel and the steam deflector.
2. Unplug the tank lid's connectors.
3. Completely drain water from the tank (see section 9.1).
4. Remove the tubes (valves and water tank).
5. Remove the tank.
6. To reinstall, follow steps in reverse order.
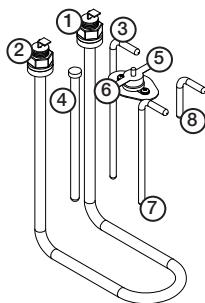
①	Heating Element Connector 1
②	Heating Element Connector 2
③	Ground Reference Probe
④	Temperature Probe
⑤	Thermal Disk Connector 1
⑥	Thermal Disk Connector 2
⑦	Low Water Level Sensor (S1)
⑧	High Water Level Sensor (S2)

POWER TRIAC (Older Model)

POWER TRIAC (New Model)

Preventive Maintenance

Preventive Maintenance
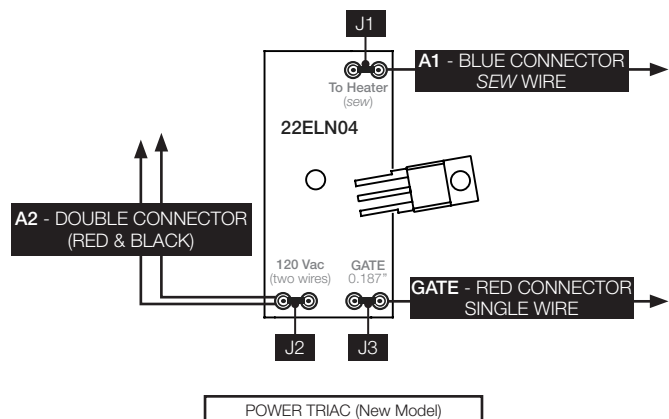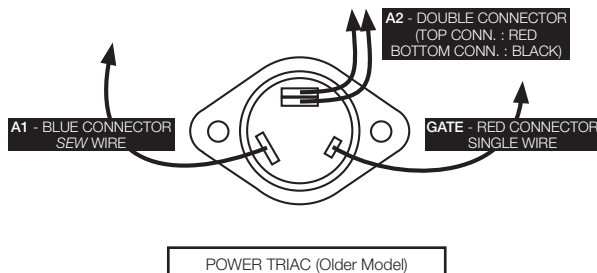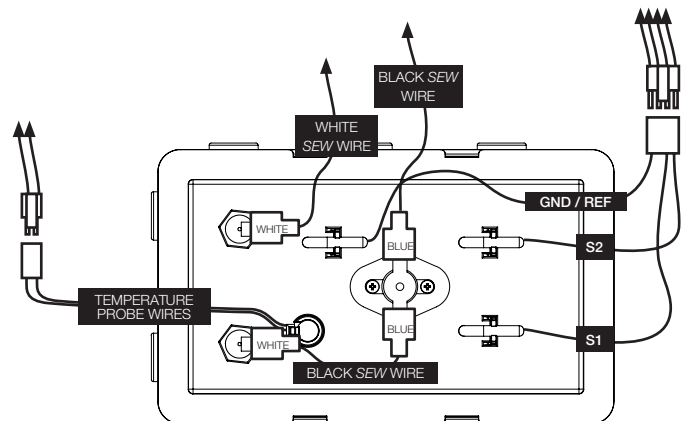
8.7 Grinder

Inspection: quarterly
Preventive maintenance: every 100,000 cycles

Cafection's commercial grade burr grinder ensures perfect coffee grinding.

The ground coffee particles' size playing a key role in the coffee extraction and taste, it is important to change the grinder's burrs in accordance with the preventive maintenance schedule.

Contact salesorder.na@evocagroup.com or 800-561-6162, ext. 311, to order parts or for additional information.

NOTE

If grinder's top part is removed, align the hook of the plastic part with the top part opening to reinstall.
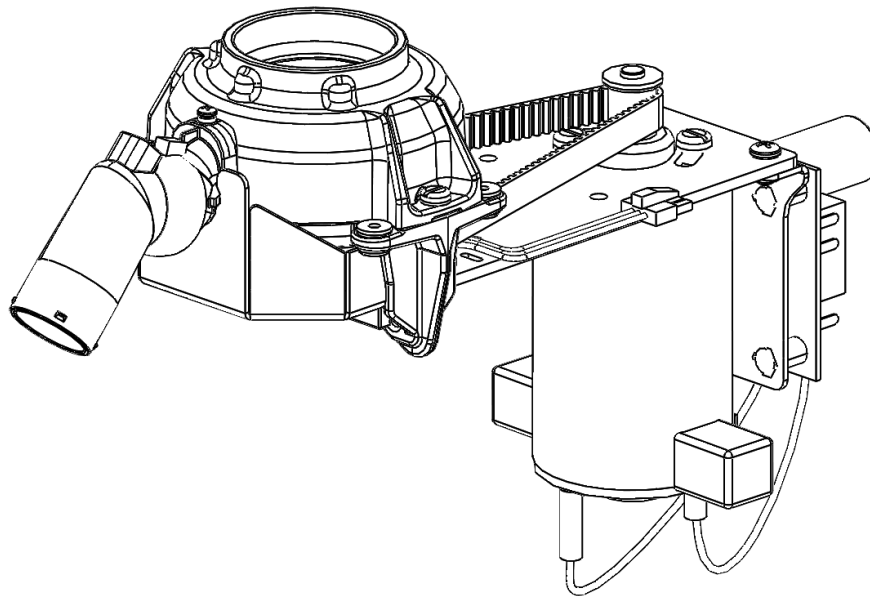
Top part opening

Plastic part hook
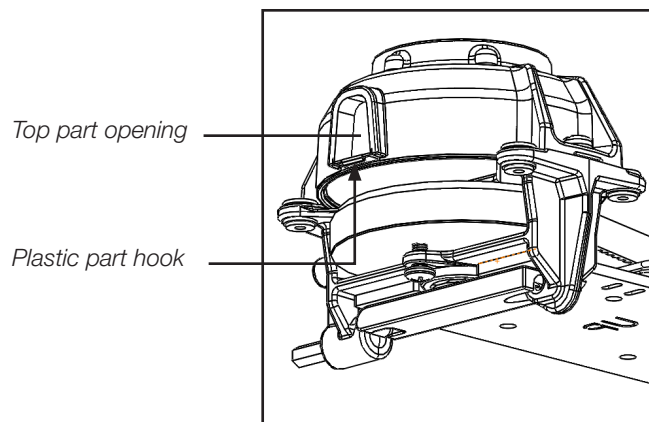
9   PARTS MAINTENANCE

This section covers the servicing of various parts of the unit.

9.1   Hot Water Tank Draining

Cafection recommends allowing 3 hours for the water to cool down prior to emptying the tank.
Make sure to have a bucket capable of holding a minimum of 0.8 gallons (3 L) suitable for hot water.

1. Turn off the brewer and unplug it from the electrical outlet.
2. Cut off the main water supply.
3. Open the front door.
4. Locate the drain tube (red plug).
5. Place the tube into the bucket and pull the red plug out.

Water may be hot!

6. Completely drain water from the tank.
7. Reinstall by repeating the steps in reverse order.

Red plug

Drain tube

*Bucket
(0.8 gallon (3 L)
minimum)*

Parts Maintenance
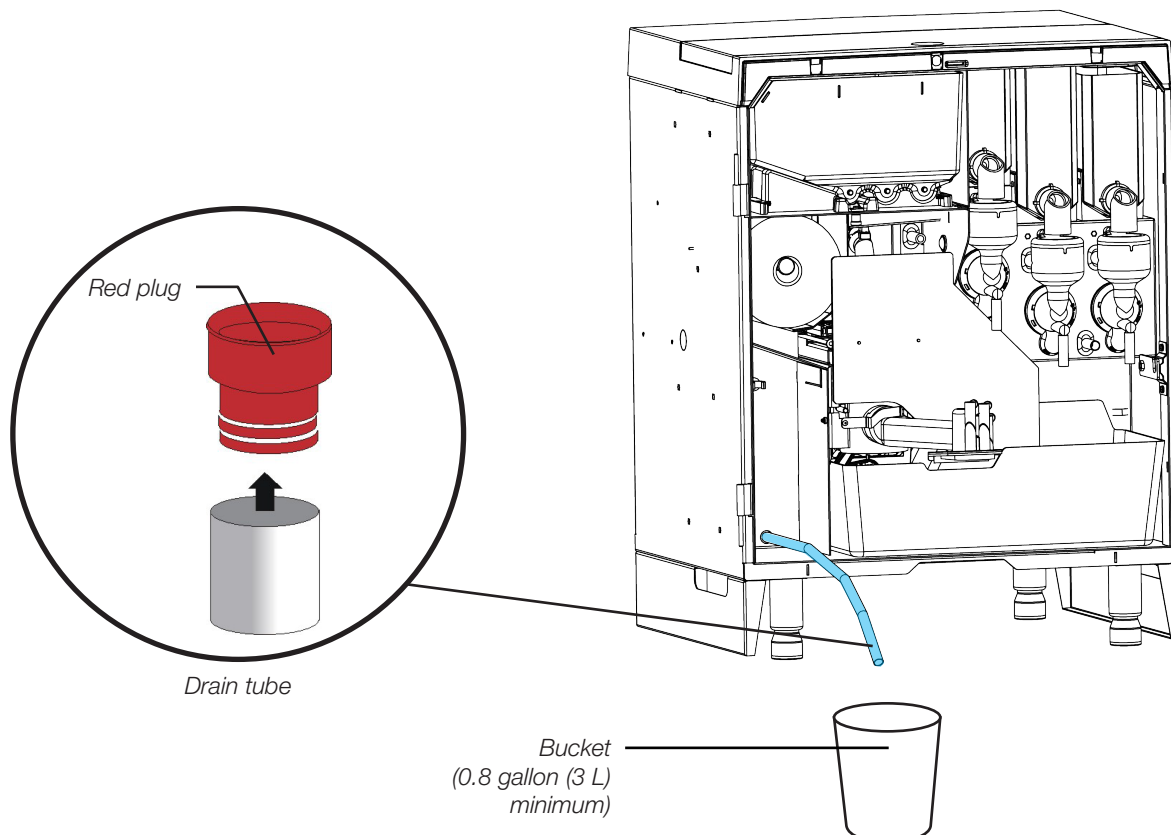
9.2   Shutdown and Storage

If this brewing equipment needs to be stored for an extended period of time, follow this procedure to avoid any risk of damage to the machine.

1. Turn off the unit and unplug it from the power outlet.

2. Completely drain the hot water tank (see section 9.1).

3. Empty the soluble canisters and the bean hopper.

4. Clean all parts of the unit (see section 7).

5. Disconnect the white and the black *SEW* wires from the heating element (see section 8.5).

9.2.1   Storing the Brew Group

It is important to store the brew group properly when it is not installed in the brewer. Always disengage the brew group clutch. To do so, use the provided tool to turn the pin clockwise until the brew chamber lifts up. This action will release the pressure on the screen and seal. The brew group must be stored on its left side.

Do not sit the brew group on its right side (on the wheels and yoke) or straight up. These positions make it unstable and could cause it to fall.
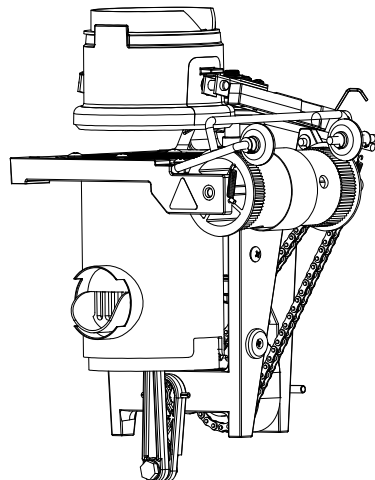
Store the brew group opened and in a stable position.
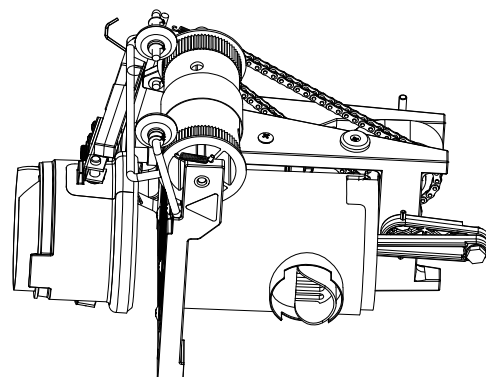
9.3   Brew Group Assembly

Removing the brew group

7.

1. Open the brewer's door.

2. Access Service mode (see section 6).

3. Press on the "Filter Paper Install" button (see section 6.2).

4. Wait for the brew chamber to open. Cut the filter paper with scissors on both sides of the brew chamber.

5. Remove the coffee spout.

8.

6. Support the brew group assembly by holding the aluminum frame on the right side of the brew group assembly.

7. With the left hand, push the locking pin down, then right.

8. Pull the brew group assembly straight outward.
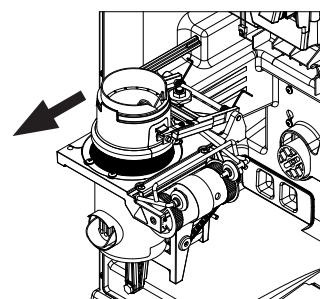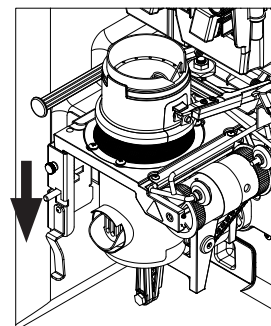
Installing the brew group

1. Make sure that the dog drive pin in the back of the brew group is at 1 o'clock.

2. Align the left edge of the brew group on the left bracket support.

3. Push the brew group back completely into the dog drive motor.

4. Push the brew group's retaining pin to the left, then up.

NOTE   **To clean the brew group, see section 7.8.6.**

Pin

Dog drive

Parts Maintenance

Parts Maintenance
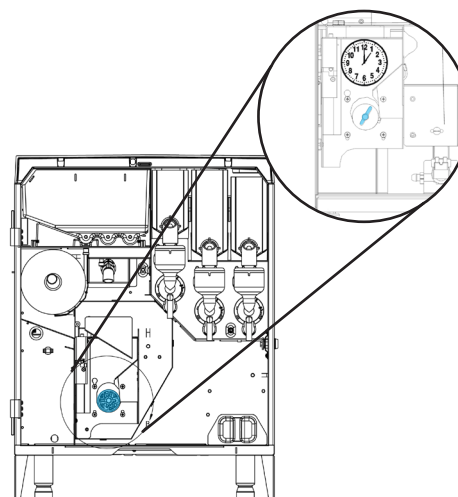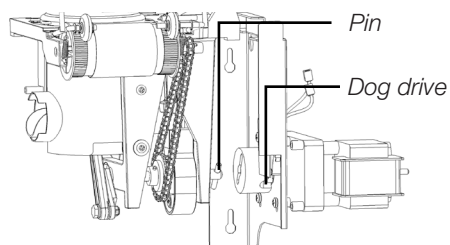
9.4   Main Board & Computer

Like any electronic main board, the one in this brewer is very sensitive to power surges inside buildings. If an issue persists after replacing the main board, verify the power source. Use the necessary precautions for handling static sensitive devices.

Removing

1. Turn off the machine and unplug the main cord.
2. Remove the back panel.
3. Unplug the connections on the main board or the computer clockwise from the top left corner (see annex 3).
4. Unscrew the 2 screws keeping the main board support or the computer support in place.
5. Pull the main board support or the computer support outward the unit.
6. Unscrew the 6 screws keeping the main board on its support or the 4 screws keeping the computer on its support.
7. Remove the main board or computer.
8. To reinstall, follow the steps in reverse order.

⚠ **All cables must be reinstalled in the correct order and direction before turning the power on. Otherwise, the board will fail and it may be damaged.**

NOTE: *To reinstall, slide the support on the back pins and lock the support with the support screws.*

Supports screws

Back pins

Hole for support screws

Support

Handle
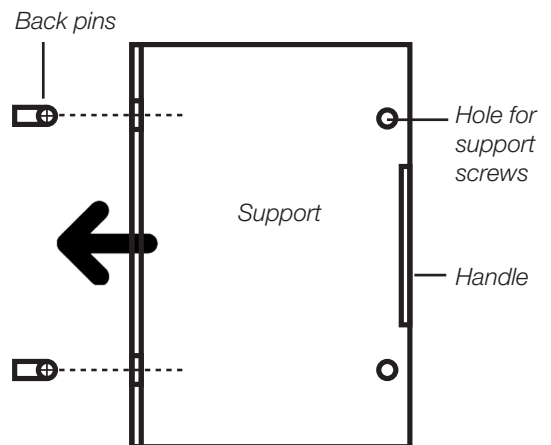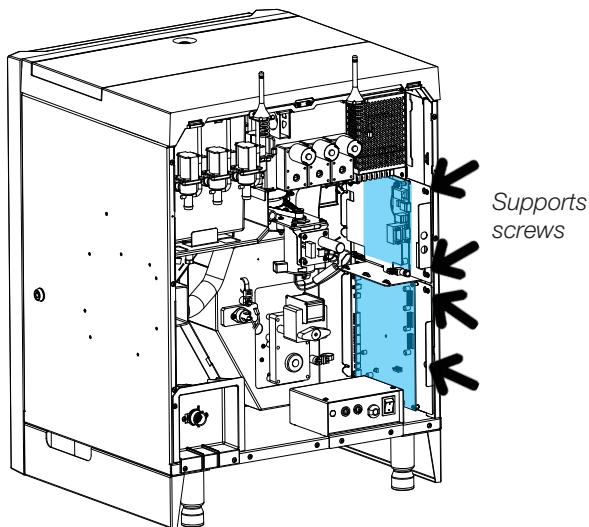
9.5   Grinder

9.5.1   *Grinder Issue (Grinder Jam)*

When an unusual performance of the grinder is detected, the machine tries to automatically recover itself by pulsing the grinder (max. 20 pulses), then finishes the beverage preparation. If the automatic recovery fails, the "Grinder Issue" error message appears on the selection screen and all coffee-based beverages are disabled.

The grinder may slow down or jam for the following causes:
- Coffee chute is jammed.
- A brew group overflow prevents the brew group from properly discarding used grounds after a coffee preparation. The grinder therefore cannot expel coffee grounds and jams. The indirect cause can be a full waste bin, empty filter paper roll, improper hot water tube alignment in the brew group funnel or improper ground coffee chute alignment.

1. In any of the cases above, empty and clean parts, if necessary, and perform maintenance to rectify the situation.

2. Access the Tools tab in Service Mode and select the Components Manual Control button. Use the Coffee Grinder button to manually pulse the grinder (max. 20 pulses).
   - Grinder empties itself and works properly: make sure to leave the machine clean.
   - Grinder is still jammed and the motor seems to work, refer to 9.5.2.

3. Turn the power OFF. Access the back of the machine and verify the fuse. If the fuse has blown, change it.

⚠️ **Only use a fuse of the same rate (indicated on the fuse case).**

📝 **NOTE** **Position the water tube and coffee funnel to ensure a proper water swirl into the funnel.**
Correctly align the coffee chute towards the hole of the funnel.

Cafection
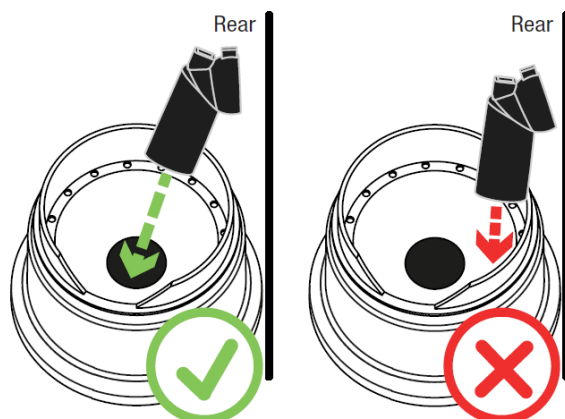
9.5.2   Disassembling the Coffee Grinder
1. Unplug the main power cord.
2. Open the brewer's door and remove the ground coffee chute.
3. Remove the back panel.
4. Unplug the grinder's wires and unscrew the 4 nuts securing the coffee grinder with a 5/16" socket.
5. Pull out the coffee grinder assembly.
6. Unscrew and remove the metal guard and the plastic chute adaptor.
7. Unscrew the 2 screws on the sides of the grinder's top part and remove the top part.
8. Sweep the particles from the blades with a brush.
9. Follow steps in reverse order to reinstall the grinder.
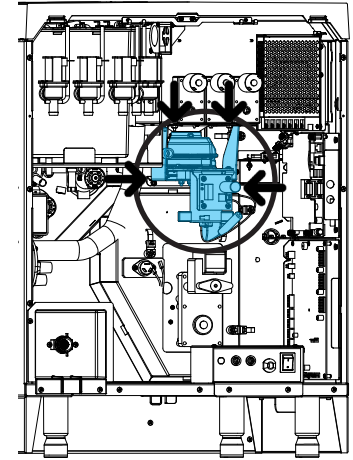
NOTE Use the milling adjustment screw to adjust the grind size.

NOTE If grinder's top part is removed, align the hook of the plastic part with the top part opening to reinstall.

Plastic chute adaptor
Grinder's top part
Metal guard

Rotation Sensor Plug

Red wire
Space
Blue wire
Black wire

Black wire
White wire

Green wire

Black wire
Red wire
Fuse case

Top part opening

Plastic part hook

Grinder milling adjustment screw
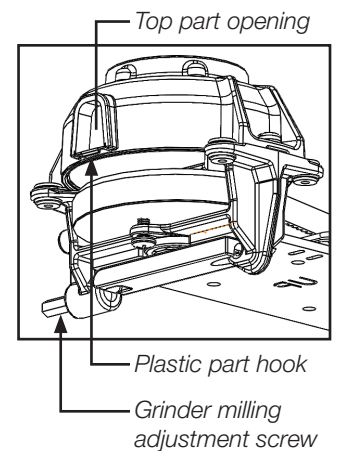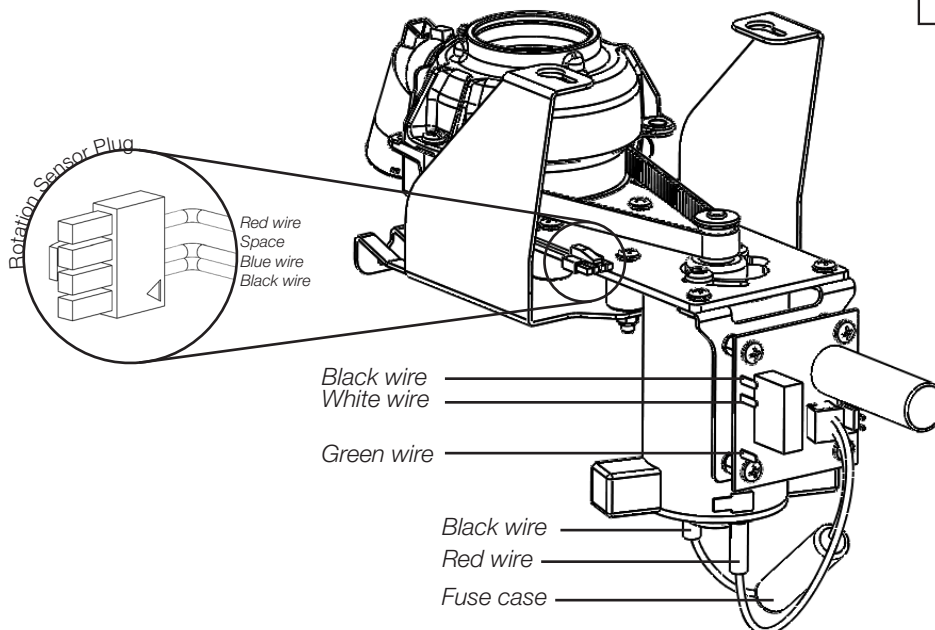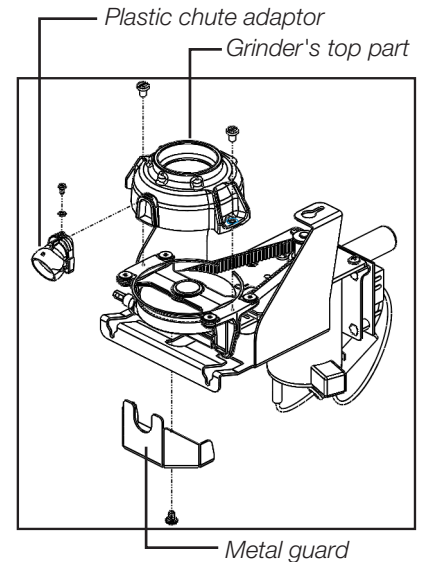
10   TROUBLESHOOTING

There are 2 types of service messages : Warnings and Errors.
Warnings will temporarily disable some features, while errors turn the coffee brewer out of order.

10.1   Warning Messages List

Filter Paper Roll Empty
The unit is out of filter paper. All coffee-based recipes will be temporarily disabled on the selection screen. Only hot water and soluble drinks will be available. Install a new filter paper roll (see section 4.10).

NOTE

Advanced tech tip: the status of the filter paper sensor can be monitored using the green LED DS35 on the main board of the machine (see annex 3).

Rinse Required Soon
The number of drinks served has reached the "Rinse after(#drinks)" parameter set in Service mode (see section 6.6.1). If the option "Lock recipes when rinse is due" is activated in the Settings sub tab, coffee-based recipes will be temporarily disabled on the selection screen. The warning notice will be displayed on the screen until a rinse cycle is performed on the machine (see section 7.1). Press on the warning notice, then on the "Rinse Now" button to start the rinse cycle.

Waste Bin Full
The number of coffee drinks served has reached the "Waste bin max" parameter set in Service mode (see section 6.6.1). All coffee-based recipes will be temporarily disabled on the selection screen. Only hot water and soluble drinks will be available. Empty the waste bin and reset its counter (see section 7.7.3).

Grinder Issue
The grinder is jammed, broken or fails to work normally due to indirect problem.
All coffee based beverages are disabled. See section 9.5 for complete information.

Can't park brewer at home position
The brew group failed to detect its starting position. The following parts might be defective:
   - Brew group motor.
   - Cam switch or pin of the dog drive wheel.
   - Brew group starting position switch.

Make sure the brew group assembly is properly seated in the coffee machine. Access the Manual Control interface in the Tools sub tab (System tab). Press the "Brew Group Cycle Motor" button to see if the brew group is turning properly. If so, turn off and unplug the unit, then replace the cam switch. If not, turn off and unplug the unit, then replace the brew group motor assembly.

NOTE

Advanced tech tip: the status of the brew group starting position switch can be monitored using the green LED DS33 on the main board of the machine. At starting position (open contact), the light is off (see annex 3).

Troubleshooting

Printer Out of Paper
No coupons will be printed, but all drinks will still be dispensed. Place a new paper roll in the printer.

Printer Disconnected
No coupons will be printed, but all drinks will still be dispensed. Check printer communication and printer power cables.

Bill Value Too High, Returning Bill
The bill inserted exceeds the maximum accepted value ($10). The bill will be returned to the customer.

Not Enough Coins, Returning Bill
The bill inserted exceeds the coin value available in the coin changer. The bill will be returned to the customer.

10.2   Error Messages List

Communication with the Main Board Has Been Lost.
The link between the computer screen and the coffee brewer is broken. The main board of the brewer might be out of power.

- Check the overflow tray. It must be empty and dry.
- Check the 5 A and 15 A circuit breakers located on the back of the unit.
- Check the electrical connections (see annex 3).

Water Temp. Sensor Defective (open contact).
The water tank temperature probe is defective or unplugged from the thermostat
(see section 3.8).

Water Temp. Sensor Defective (short circuit).
The water tank temperature probe is defective due to a short circuit (see section 3.8).

Water in the Overflow Tray.
Verify if there is water in the overflow tray and make sure no water is touching the 2 water probe wires.

NOTE

Advanced tech tip: the status of the water probes can be monitored using the green LED DS30 (see annex 3).

Troubleshooting

Cafection

Low Water Level in the Tank.

The water tank failed to fill completely within the prescribed time. The water inlet valve is deactivated for safety reasons.

- Maximum filling time is 4 minutes when the power switch of the coffee brewer has been set to the ON position.
- Maximum filling time is 2 minutes after the first tank fill.

Check the water supply line to ensure that the pressure is adequate (between 20 psi and 80 psi). If the machine uses a waterline filter, it might be worn out and needs to be replaced.

Press on the "Restart Filling" button on the error screen to restart the tank filling process.

Water Tank Not Full. Please Wait While Filling (1 to 3 minutes).

After setting the power switch of the machine to the ON position, this message will be displayed until the water tank is full.

Water Temperature Not High Enough. Please Wait.

The machine will display this message and stop dispensing drinks if the water temperature of the tank drops below the "Warming up (F)" temperature set in Service mode (see section 6.6.1). To disable this feature, set the warming up temperature to 0.

Troubleshooting

Cafection

ANNEX 1   WASTE CHUTE POSITION

Annex 1

CHUTE HOLE POSITION
EMBLEM

BACK WALL

1.75"

6.00"

15.75"

12.50"

5.25"

4.50"

CHUTE HOLE

17.00"

17.38"

FRONT DOOR

6.00"

"HOLE EDGES SHOULD BE SEALED WITH SILICONE OR AN APPROPRIATE
SEALANT FOR PROTECTION AGAINST WATER DAMAGE"

80

ANNEX 2   REQUIRED CLEARANCE

31.10"
With Antenna

6.00"

34.00"

22.00"

6.00"

29.25"

6.00"

35.25"
Open Top

MAX 5 FEET DISTANCE OF ELECTRICAL OUTLET

Other Info
Total
Minimum Space Requirements
Dimensions

DIMENSIONS & CLEARANCES
EMBLEM

Open Door

17.00"

Without Antenna

22.50"

23.75"

24.25"

19.45"

1.75"

Annex 2

ANNEX 3   MAIN BOARD

1/2

120Vac
Return/Neutral

Grinder 120Vac
LED DS40

Brewer motor 120Vac

LED DS41

J23 [3 2 1] Out Grinder & Brewer motor

120Vac Vivant (L) J22 [2 1] 120Vac In

Water Heater TRIAC drive

J15 [3 2 1]

RED LED DS31 ON= Heater in operation

DS31   DS41   DS40

Filter paper switch 1 LED DS35
Filter paper switch 2 NOT USED LED DS34
Brewer Home switch LED DS33

J14 [8 7 6 5 4 3 2 1]

DS35

DS34

DS33

J19 [6 5 4 3 2 1] I2C#3

DS32

Coffee beans
LED pcb
17ELN15

GND
COMS DATA
COMS CLK
+5V
+24V

J18 [6 5 4 3 2 1] I2C#2

Cup
LED pcb
17ELN14

+Vcom
RED
GREEN
BLUE

Cup
LED pcb
17ELN13

GND
COMS DATA
COMS CLK
+5V
+21V

J17 [6 5 4 3 2 1] I2C#1

Factory use only

[1 2 3 4 5 6]
J2

J16 [6 5 4 3 2 1] I2C#0

J21 [3 2 1]

Communications with
Computer pcb

DB9 pin#2 TX (out)
DB9 pin#3 RX (in)
DB9 pin#5 GND

RS-232 to PC

5V
DS1

3.3V
DS2

DS30

J8 [6 5 4 3 2 1] MDB

GND
TX (out)
RX (in)

GND
+24Vdc

DS10   DS9   DS8   DS7

24Vdc
Power IN

[6 5 4 3 2 1] J6

GND
5V
In

J1 [2 1]

GND
+24V

MDB Coin
Acceptor

MDB Bill
Reader

MDB Card
Reader

Hall sensor
Grinder motor
rotation

2/2

+24Vdc

Service LED light LED DS11

Sol1 Water valve LED DS12

Coffee Water valve LED DS13

Sol2 Water valve LED DS14

Sol3 Water valve LED DS15

Hot Water valve LED DS16

J10
+V +24Vdc
+V +24Vdc
1
2
3
4
5
6
7
8

DS14 DS13 DS12 DS11

DS18 DS17 DS16 DS15

+24Vdc

Fan LED DS18
(NC)
17ELC09

Sol 1 Ingredient motor LED DS19

Sol 1 Whipper motor LED DS20

Sol 2 Ingredient motor LED DS21

Sol 2 Whipper motor LED DS22

Sol 3 Ingredient motor LED DS23

Sol 3 Whipper motor LED DS24

J11
+V +24Vdc
+V +24Vdc
9
10
11
12
13
14
15
16

DS22 DS21 DS20 DS19

(NC)

J13
+V +24Vdc
+V +24Vdc
17
18
19
20
21
22

DS26 DS25 DS24 DS23

DS36 DS29 DS28 DS27

DS38 DS37

(NC)
(NC)

+24Vdc

Coffee beans 1 motor LED DS28

Coffee beans 2 motor LED DS29

Coffee beans 3 motor LED DS36

(NC)

Water Inlet valve LED DS38

DS45

DS42
DS43
DS44

Water level probes

Water temp probe

OverFlow Drip trays

6 5 4 3 2 1 J9   2 1 J7   6 5 4 3 2 1 J20

Water Probe reference
Water probe 1 LONG, min level (heat)
Water Probe 2 SHORT, inlet control

Water temp probe

OverFlow Drip Tray
Overflow Drip Tray

LED DS4 ON= Coms activity with computer

LED DS45 ON= Drip tray latch activated. There is water in one of the overflow trays. Water heater and water inlet de-activated.

LED DS44 ON= Water is present in the overflow tray under the water tank.

LED DS30 fast blink all the time. Water level probes signal.

LED DS1 ON= 5 Volts present
LED DS2 ON= 3.3 Volts present

LED DS10 Grinder rotation sensor, will blink during coffee grinder operation.

Annex 3

Cafection

ANNEX 4   FULL MAINTENANCE SCHEDULE

⚠️ All important parts of the unit must be maintained as per the Maintenance Schedule to honor the warranty and to avoid possible defects. Adequate maintenance will extend the life of the coffee machine and deliver a consistent high quality beverage.

PERFORMED BY THE OWNER

DAILY MAINTENANCE

- ❑ Fill the solubles canisters & the bean hopper.
- ❑ Empty the waste bin.
- ❑ Perform a rinse cycle.
- ❑ Clean the machine & tidy up surrounding area.
- ❑ Empty the bill acceptor & the coin changer.
- ❑ Clean the drip tray & its grill.
- ❑ Clean the touchscreen.

PERFORMED BY THE SERVICE PROVIDER

WEEKLY MAINTENANCE

- ❑ Verify the filter paper level.
- ❑ Clean the brew group with a commercial urn cleaner:
  - Open the machine door.
  - Add one (1) tablet of commercial urn cleaner in the brewing chamber. **Leave the filter paper in place.**
  - In Service mode, press on the "Clean Brew Group (Tabz)" button.
  - Follow the instructions on the screen.
  - Order two (2) coffee drinks, then close the door.

- ❑ Sanitize the solubles mixing bowl with a hot water cycle.
- ❑ Capture data from the software.
- ❑ Verify the overflow tray.

MONTHLY MAINTENANCE

- ❑ Proceed to the deep cleaning procedure (refer to the Deep Cleaning Guide provided).

PREVENTIVE MAINTENANCE SCHEDULE AT DIFFERENT CYCLES

5,000 cycles
Clean the brew group with a commercial urn cleaner.

10,000 cycles
Check & replace the outlet valves.
Check & replace the water filter.

25,000 cycles
Replace the brew group via Cafection's Brew Group Exchange Program.
Replace the whipping motor(s).

50,000 cycles
Delime the water tank & outlet valves.

100,000 cycles
Replace the grinder burrs.
Replace the water tank float, the heater switch & the water level switch.

Annex 4