



CLEANING GUIDE

for Key Holder

Cafection **Encore Venti**



Need Assistance?

Contact your service provider.

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Important Notices

This guide is designed to help you maintain your machine clean and in good condition by suggesting simple and easy steps.



Do not perform advanced maintenance if you did not receive an adequate technical training.

Parts are **not** dishwasher safe.

All parts in contact with food must be air dried **completely** before reinstalling.*

RECOMMENDED TOOLS AND CLEANING MATERIAL:

- Small brush for tubes and nozzles, suitable for food-contact surfaces and hot water
- Brush for coffee grounds, suitable for food-contact surfaces
- Scissors
- Water resistant and lint-free towel
- 100% cotton soft cloths
- Mild non-abrasive cleaner
- 16-ounce container (preferably reusable)

**Air drying is the only drying method approved by Cafecton to prevent contamination. In the event you use a towel, make sure to follow the manufacturer cleaning instruction.*

Daily Routine

BEGINNING OF THE DAY

- Fill up the ingredient canisters and condiments dispenser
- Verify the connection of the unit

DURING THE DAY, WHEN REQUIRED

- Perform a rinse
- Empty the waste bin

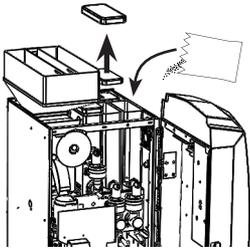
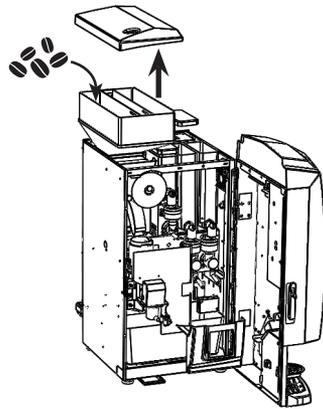
END OF THE DAY

- Clean the unit
- Empty and clean the drip tray and grill
- Tidy up the coffee area

Filling Up Ingredients

- 1 Unlock and remove the hopper top lid, then fill up the bean hoppers.

Make sure to avoid cross-contamination.



- 2 Open the door and remove the plastic hood. Remove lids of the soluble ingredients canisters **one at a time** and fill them up.

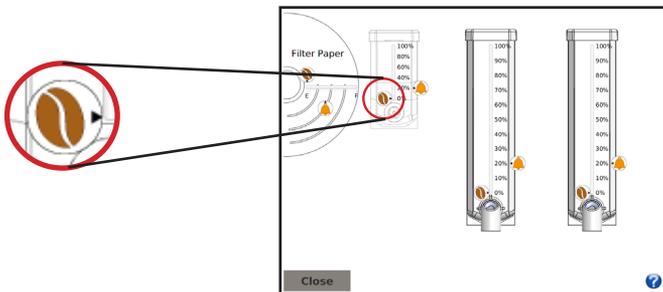


- 3 Access Service mode:

1. Open the door.
2. Press on the SW1 button (white) on the main board.

- 4 Access the Product Levels screen and adjust the levels using the bean icon.

Exit Service mode. Reinstall the hood and close the door.



- 5 Make sure your cup and condiment dispenser is full with stirrers, sugars, cups, etc.

Verifying the Connection of the Unit

If the unit is connected to Sophia via a cellular or Wi-Fi connection, verify that the connection is on.

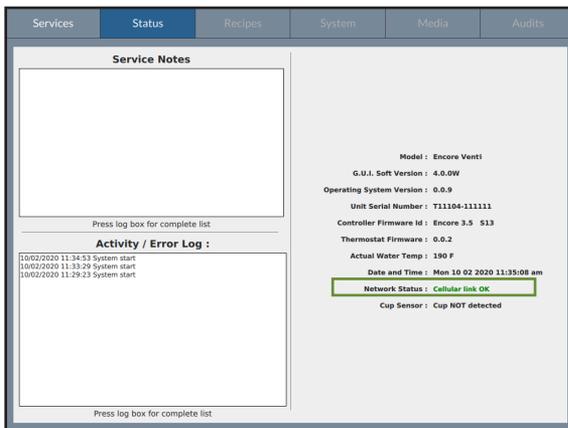
1 The cellular icon  is displayed on the screen.

If the machine is connected to the cellular network, this icon should appear on the top left corner of the brewer screen.

2 The cellular network link is established.

Enter Service Mode and access the Status tab.

Locate the “Network Status” line. It should state “Cellular link OK” or “Wi-Fi link OK”.



The screenshot shows the Sophia brewer interface with the 'Status' tab selected. The interface is divided into two main sections: 'Service Notes' on the left and system information on the right. The 'Service Notes' section contains a large empty box and an 'Activity / Error Log' section with a list of system start events. The system information section on the right lists various details such as Model, G.U.I. Soft Version, Operating System Version, Unit Serial Number, Controller Firmware Id, Thermostat Firmware, Actual Water Temp, Date and Time, and Network Status. The 'Network Status' is highlighted with a green box and reads 'Cellular link OK'. Below it, the 'Cup Sensor' status is 'Cup NOT detected'.

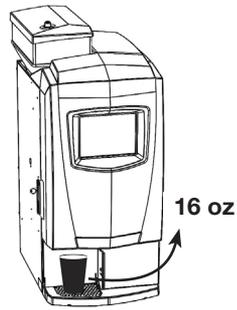
Services	Status	Recipes	System	Media	Audits
Service Notes					
Press log box for complete list					
Activity / Error Log :					
10/02/2020 11:34:53 System start					
10/02/2020 11:33:29 System start					
10/02/2020 11:29:23 System start					
Press log box for complete list					
Model : Encore Ventii					
G.U.I. Soft Version : 4.0.0W					
Operating System Version : 0.0.9					
Unit Serial Number : T11104-111111					
Controller Firmware Id : Encore 3.5 S13					
Thermostat Firmware : 0.0.2					
Actual Water Temp : 190 F					
Date and Time : Mon 10 02 2020 11:35:08 am					
Network Status : Cellular link OK					
Cup Sensor : Cup NOT detected					

As any cellular-connected system, Sophia is subject to bandwidth availability and network traffic fluctuations. It is therefore possible that, from time to time, a machine logged on Sophia gets disconnected from a cellular tower to prioritise more important signals when demand is too high (by example, large spikes in call volumes).

If the unit is not connected 2 days in a row, contact your service provider.

Performing a Rinse

- 1 Place an empty container under the spout. Make sure it has a minimum capacity of 16 oz.



- 2 Access Service mode:
 1. Open the door.
 2. Press on the SW1 button (white) on the main board, then close the door.

- 3 Perform an auto rinse.

Verify if your container is well positioned and tap the “Rinse” button on the popup window.



Wait until water has completely finished dripping. Be careful, the water is **VERY HOT**.



Once the rinse is completed, exit Service mode.

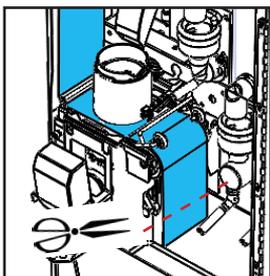
- 4 Empty the container. Be careful, the water is **VERY HOT**.

Do not drink this water.



Emptying the Waste Bin

- 1 Open the brewer door and remove the brew group protective panel.



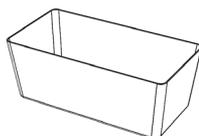
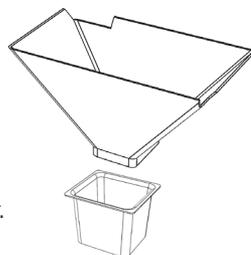
- 2 Cut the filter paper 4 inches below the brew group with scissors.

DO NOT YANK ON THE PAPER!

- 3 Replace the bag of the waste bin under the counter. Remove and clean the waste chute.

Reinstall the chute, then reinstall the protective panel and close the brewer door.

If your machine is equipped with an internal waste bin, remove it from the unit, then empty and clean it. DO NOT USE A PLASTIC BAG.



- 4 Access Service mode:

1. Open the door.
2. Press on the SW1 button (white) on the main board.



Reset the waste bin counter, then exit Service mode.

Cleaning the Unit

Non food-contact parts you need to verify and clean:

- Touch screen
- Plastic top lid
- Cabinet (optional) or counter
- Metal surfaces (outside)
- Plastic door (inside and outside)
- Front panel (inside)
- Drip tray
- Inside of the unit

1 CLEANING

To minimize scratching and preserve a neat appearance, Cafection recommends using a **soft cloth** to clean the surfaces.

Use a non-abrasive cleaner to clean the exterior of the unit and the base cabinet.

Empty the drip tray, then rinse the tray and its grill under hot water.

WARNING! Drip tray may be full of hot liquid.

Brush the inside of the unit to remove any bean, soluble powder or other residues.

Do not use soap or cleaner to clean the inside of the brewer. Use only hot water if necessary.



2 DRYING

After removing all food residues, thoroughly **dry each parts with a clean, soft cloth.**

3 TIDYING UP THE AREA

Make sure the cups are safely displayed and the condiments are stored in the cup & condiment dispenser (optional).

Leave the coffee area clean and organized.

Weekly Routine

DURING THE WEEK, WHEN REQUIRED

- Verify the filter paper level and change the roll if empty

ON FRIDAY

- Clean the soluble canisters elbows

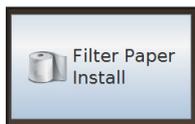
VISUAL INSPECTION

- Soluble ingredients whipper assembly
- Grinder
- Overflow tray
- Brew chamber and funnel
- Coffee chute

Changing the Filter Paper (If Empty)

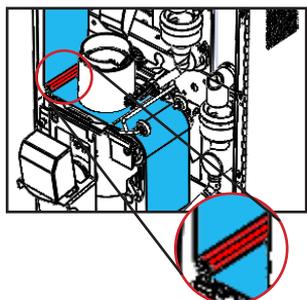
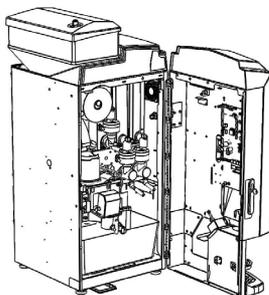
1 Access Service mode:

1. Open the door.
2. Press on the SW1 button (white) on the main board.



Tap "Filter Paper Install".

2 Open the brewer door, remove the protective pannel and remove the old filter paper roll.

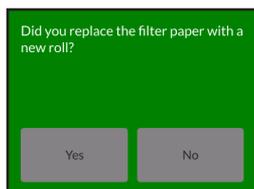
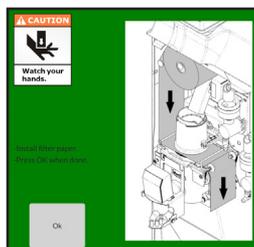


3 Install the new roll. Pass the paper under the left guide bracket of the brew group, under the brew chamber and under the wheel guides by gently lifting them using the yoke. Reinstall the protective pannel, then close the door.

4 Tap "OK" on the installation popup window.

Choose "Yes" to the question "Did you replace the filter paper with a new roll?"

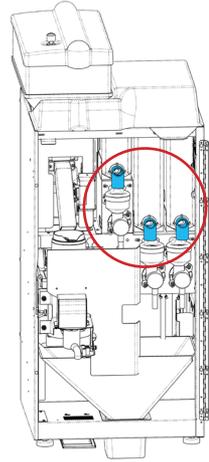
Exit Service mode.



Cleaning the Soluble Ingredients Canisters Elbows

- 1** Open the brewer door. Carefully pull the elbows out of the soluble ingredients canisters.
- 2** Clean the elbows under hot water until all food residues have been removed.
- 3** Air dry completely, then reinstall the elbows on their proper soluble ingredients canisters.

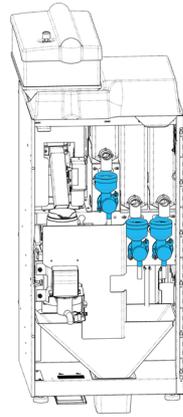
Close the door.



WEEKLY VISUAL INSPECTION

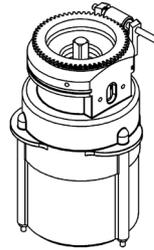
- Soluble ingredients whipper assembly

Each soluble ingredients whipper should not be clogged nor blocked.



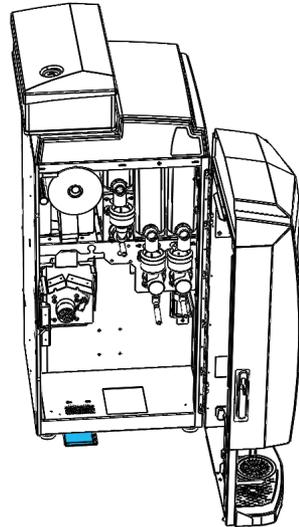
- Grinder

*1. Brew a coffee to make sure the grinder is working properly.
2. There should not be any coffee ground build up inside the grinder.*



- Overflow tray

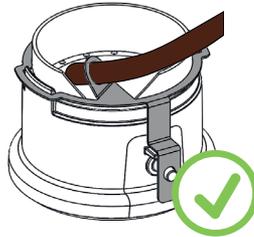
The overflow tray is located under the machine, on a support. Pull the overflow tray outward, from the front. The tray should be free of water.



Brew chamber and funnel

The water tube must be well positioned into the Funnel Hose Bracket so that the water forms a circular motion when dispensed.

The funnel should be free from coffee grounds build-up.



The bracket is built to ensure a proper water swirl in the funnel. Therefore, it should be installed at all time.



If you notice any issue with one or more of these parts, contact your service provider to get technical assistance.

Monthly Routine

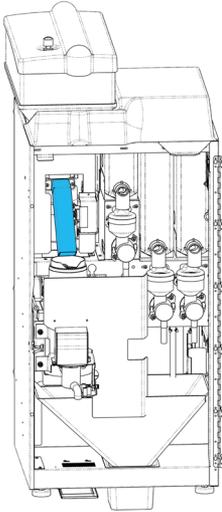
ONCE PER MONTH

- Clean the stainless coffee chute

VISUAL INSPECTION

- Soluble ingredients canisters
- Bean hopper

Cleaning the Stainless Coffee Chute



- 1 Open the brewer door and remove the brew group protective panel.



- 2 Insert the chute cleaning brush (included with the machine) up to the very end of the chute.

Brush the walls from left to right and up and down.

To avoid damages, make sure the metal portion of the brush does not touch the walls of the chute.

- 3 Get the brush out and wipe it clean, then brush the chute a second time.

- 4 Perform a rinse cycle.

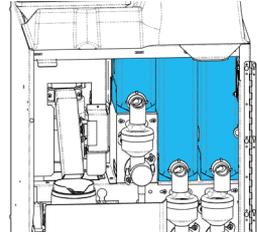
Reinstall the front panel and close the door.



MONTHLY VISUAL INSPECTION

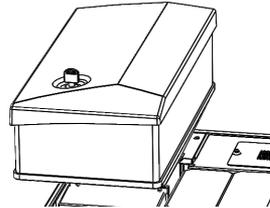
- Soluble ingredients canisters

The soluble ingredients canisters should be clean and the nozzles free from clogging.



- Bean hopper

The bean hopper should be clean and free from coffee oil.



If you notice any issue with one or more of these parts, contact your service provider to get technical assistance.

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