SERVICE & INSTALLATION MANUAL

GS DualBrew

GAGGIA
MILANO

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

Manufactured by:

Evoca North America Venture Inc.

2355, avenue Dalton, Québec (Québec) G1P 3S3 Canada

Tel.: 800-561-6162

Fax: 800-463-2739

service.na@evocagroup.com

evocagroupna.com

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

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

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

Evoca 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 208 to 240 VAC 60 Hz socket outlet rated for 20A 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.

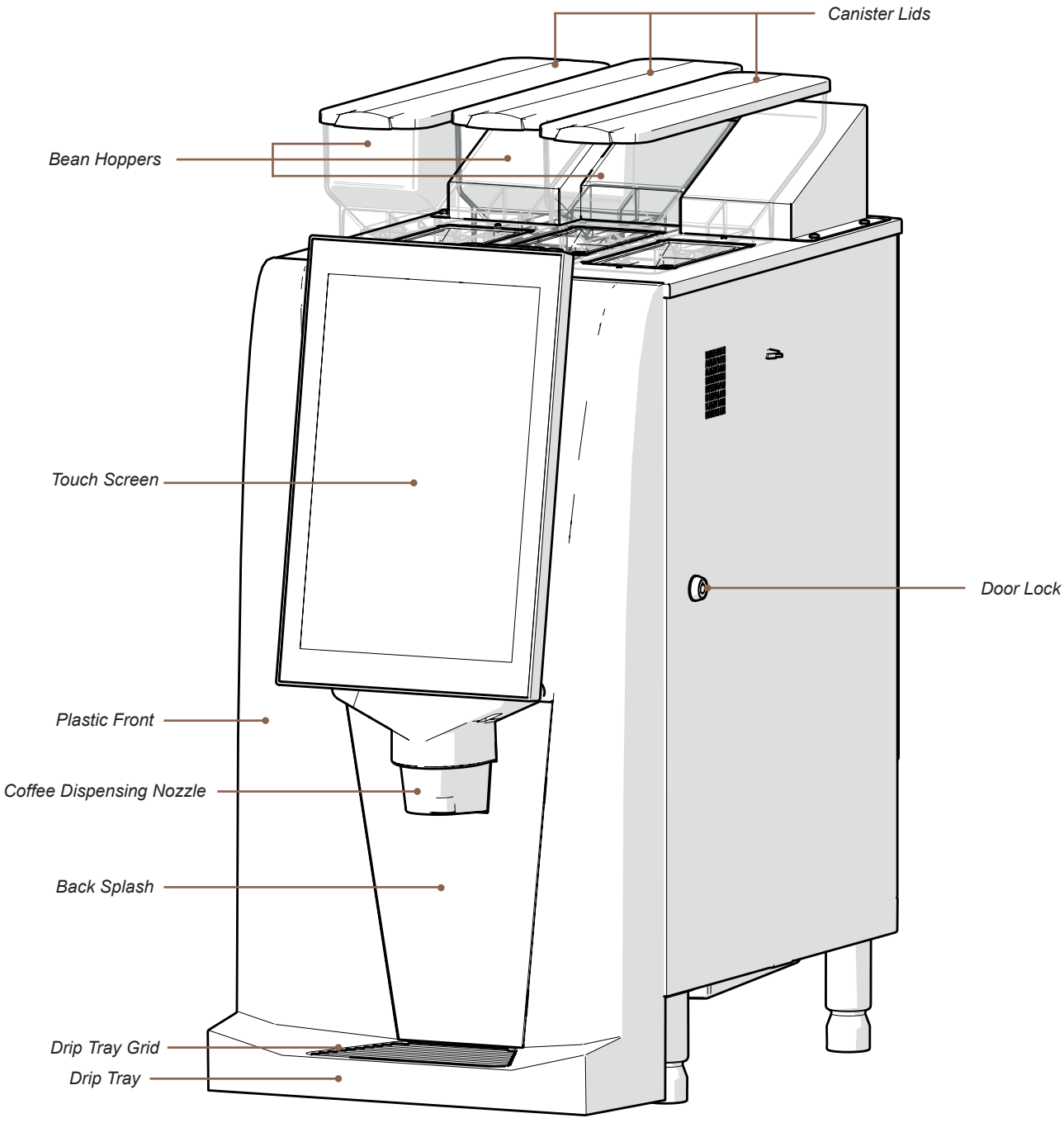
1.4 Disconnect the Equipment if:

- 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.

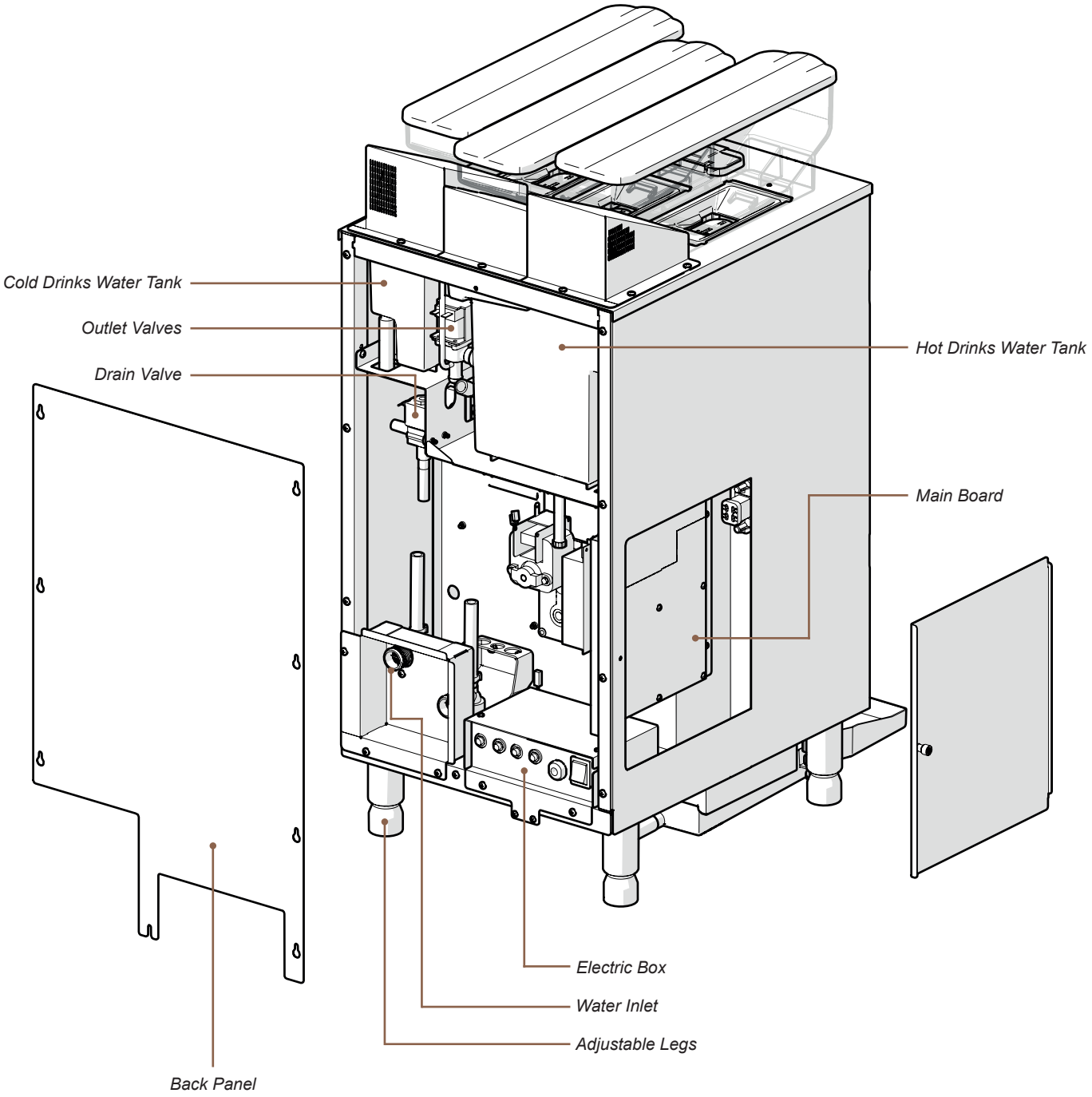
FAILURE TO COMPLY CAN CAUSE EQUIPMENT DAMAGE, FIRE OR SERIOUS INJURIES.

3 REFERENCE DRAWINGS

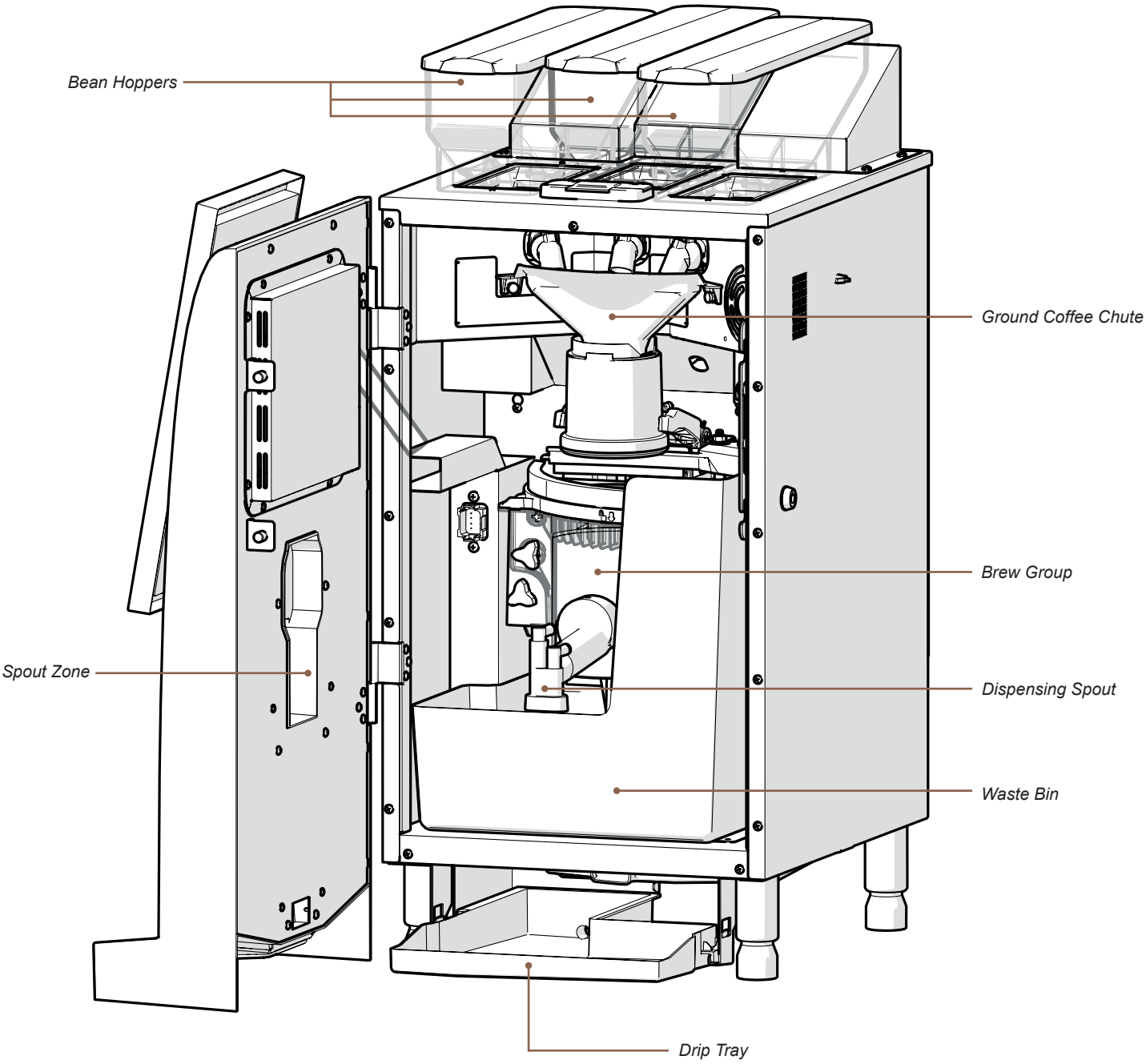
3.1 External View



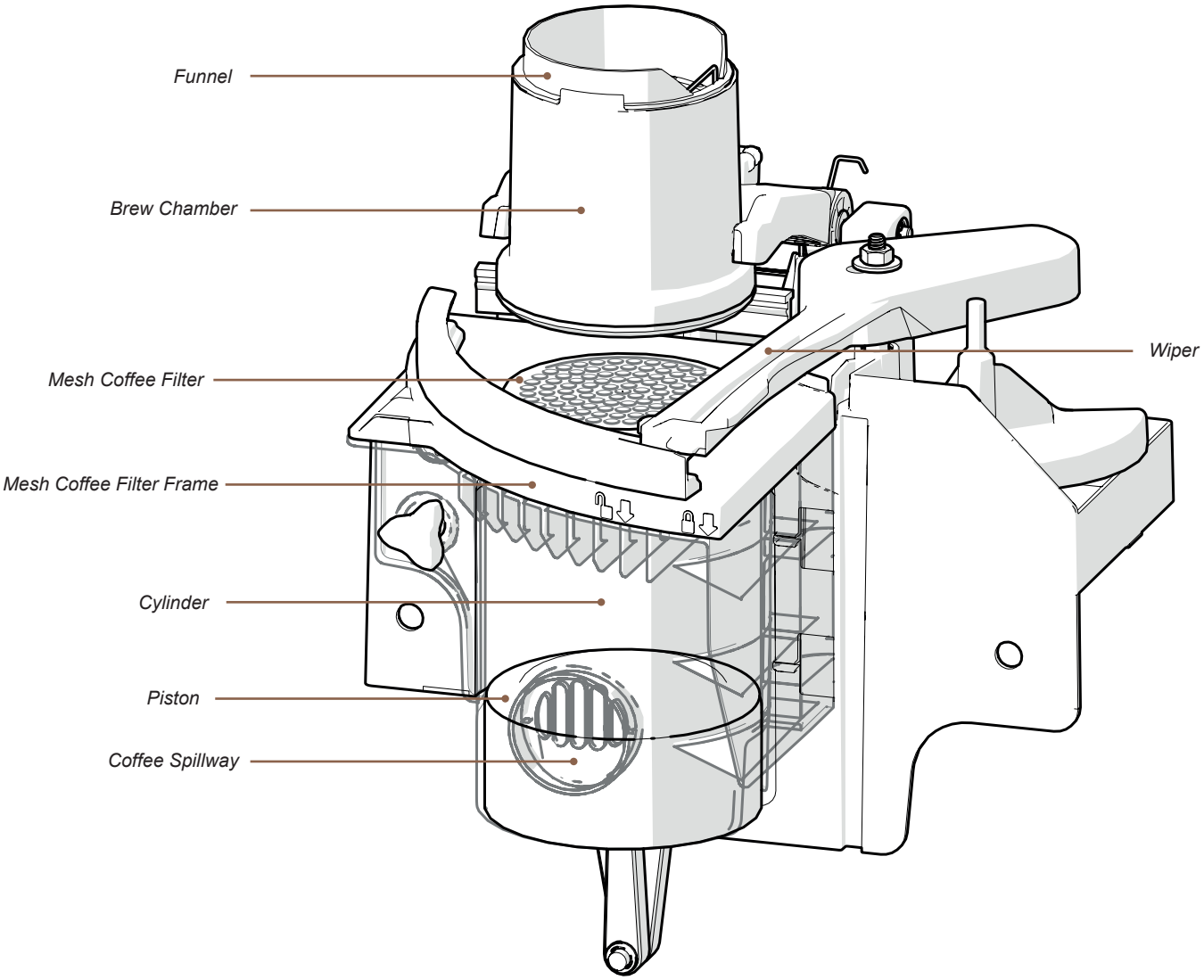
3.2 Rear View


Cold Drinks Water Tank
Outlet Valves
Drain Valve
Hot Drinks Water Tank
Main Board
Electric Box
Water Inlet
Adjustable Legs
Back Panel

3.3 Internal View

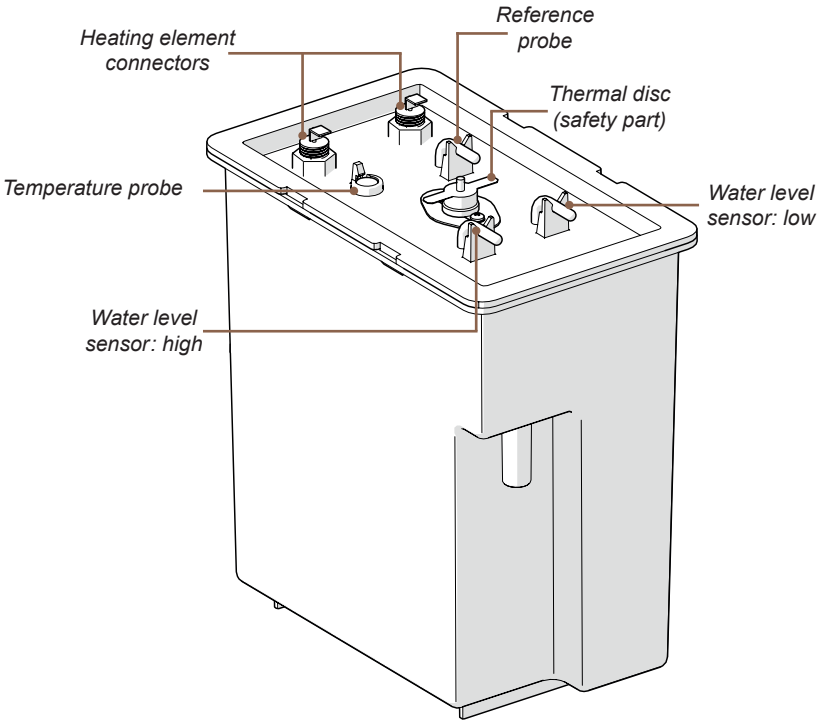


3.4 Brew Group Assembly

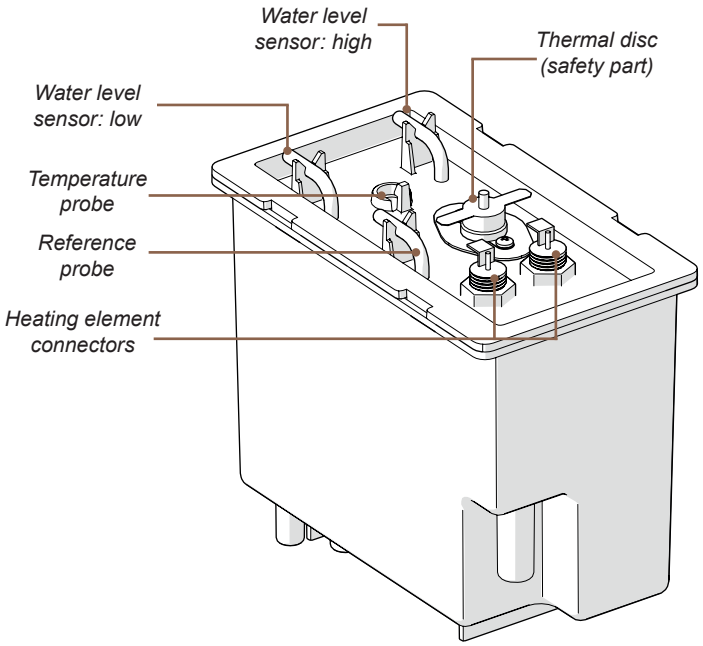


Crush hazard. Handle the brew group cautiously.

3.5 Water Tanks



Hot Drinks Water Tank



Cold Drinks Water Tank

3.6 Bean Hopper Removing and Installation

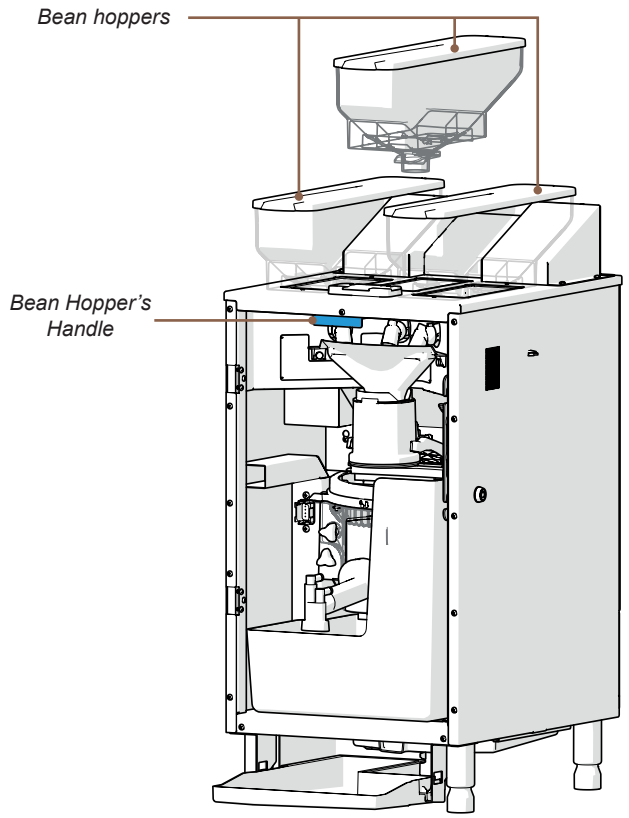
The hoppers are already installed in the brewer when shipped.

To remove the bean hoppers for cleaning or servicing:

1. Open the brewer door.
2. Pull the bean hopper's handle outwards.
3. Remove either of the three bean hoppers.

To reinstall the bean hoppers:

1. Replace the bean hoppers back in their correct positions.
2. Push the bean hopper's handle back in.
3. Close the brewer door.



3.7 Water Temperature

The hot drinks water tank has a water temperature setpoint of 200 °F to ensure a consistent beverage quality. The cold drinks water tank has a setpoint of 100 °F. 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.

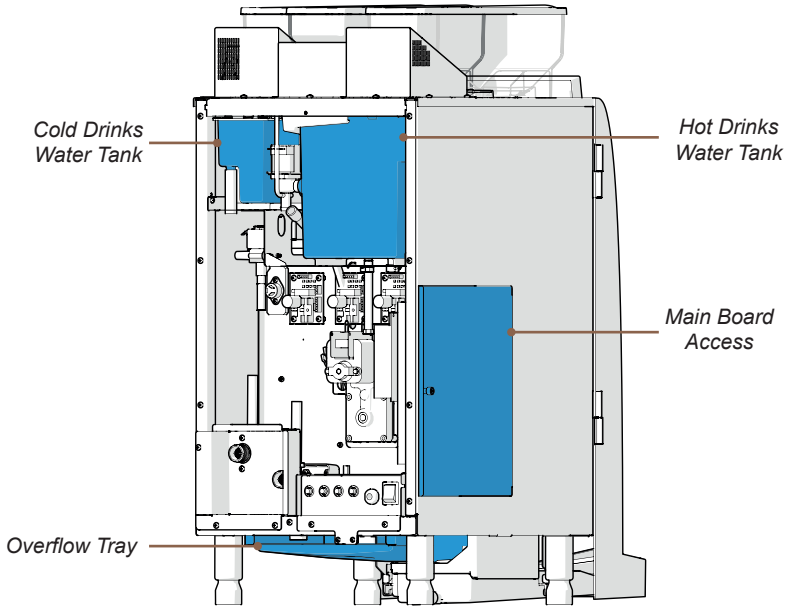
Water's brewing temperature can also be taken manually by ordering a cup of hot water and measuring its temperature with a thermometer. There may be a slight difference from the tank reading. This is normal.

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).



Accessible from the back of the unit

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

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.

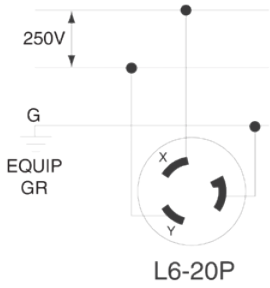
4.1 On-Site Installation Requirements

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 208-240 VAC / 60 Hz - 15 A circuit. NEMA L6-20P plug.



L6-20P

4.1.3 Water Supply

Use a plastic 1/4” or 3/8” (outside diameter) dedicated line branched off a larger line.

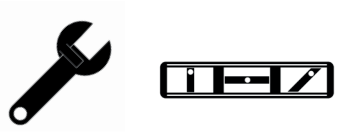
An easily accessible shut off valve upstream of the unit is highly recommended for ease of installation.
Make sure that your installation complies with your federal, state, provincial and/or municipal codes.

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

Do not use distilled water.

4.1.4 Tools Required

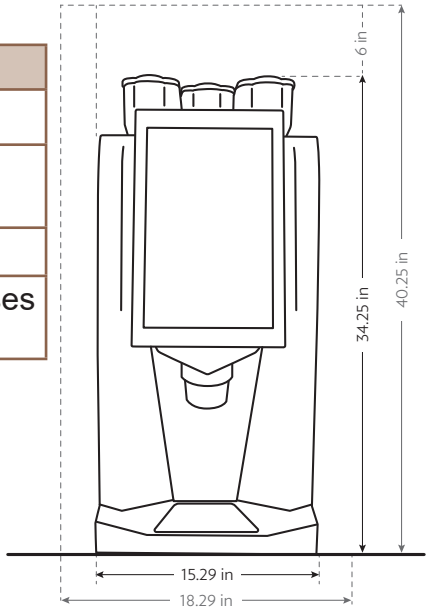
- Adjustable wrench
- Level indicator



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

4.1.5 Clearance

	Unit	Clearances	Allowance for
Height	34.25"	40.25"	Opening top lid.
Width	15.29"	16.29"	Accessing lock (right side) and opening door (left side).
Depth	24.50"	30"	Minimum countertop depth.
Back Clearance		1.75"	Clearance for water hookup, hoses and adequate air circulation.



See Annex 1 for waste chute positioning and clearances.

4.2 Brewer Specifications

4.2.1 Hopper & Canister Capacities

- Whole bean hopper, left section 2.3 lb (0.9 kg)
- Whole bean hopper, middle section 2.3 lb (0.9 kg)
- Whole bean hopper, right section 2.3 lb (0.9 kg)

4.2.2 Water Tank

- Capacity Hot: 0.74 gallons (2.8 L)
  Cold: 0.26 gallon (1.1L)
- Water valves 4 simple valves
- Heating element Hot: 2500 watts
  Cold: 500 watts

4.2.3 Electrical Specifications

208-240 VAC / 60 Hz - 13 A

4.2.4 Weight

120 lb (54.43 kg)

4.3 Unpacking

To remove the unit from the box, carefully cut the straps securing the box to the skid.

Once the straps are removed, detach the bottom layer of the packaging, open the top flaps of the box, and lift the entire box upward to free the machine.

Make sure to keep the machine stable while lifting the box to avoid any damage.

Parts required for installation

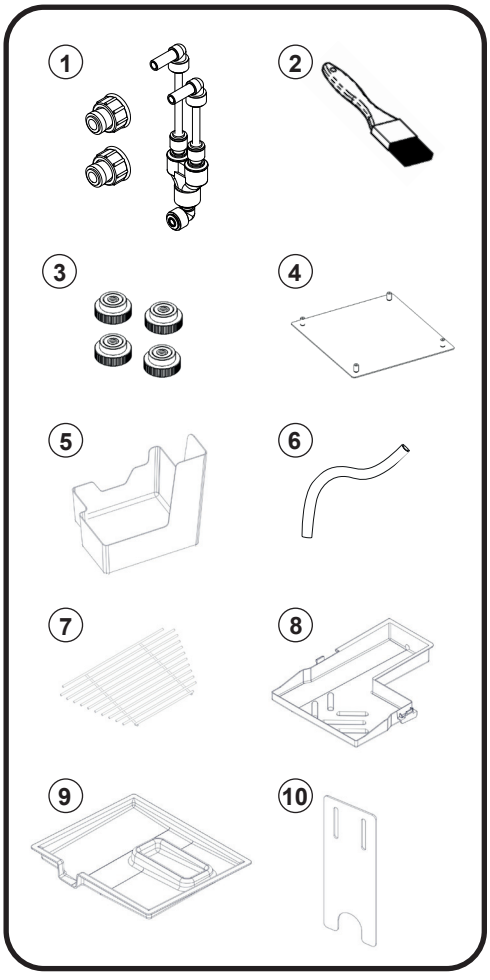
1. Water Inlet Kit
2. Brush
3. Thumb Nuts (4)
4. Chute Hole Hiding Plate
5. Internal Waste Bin
6. 5/8” Draining Tube
7. Drip Tray Grid
8. Drip Tray
9. Tray Overflow
10. Tube Holder

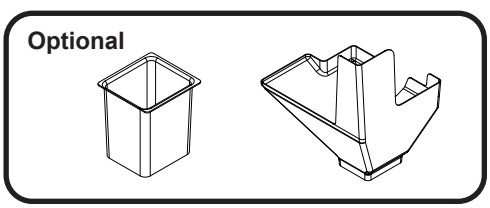
Other items provided

- Machine Keys (2)
- Initial Setup Instructions

Optional

- Plastic Chute Kit (Chute Base and Chute)

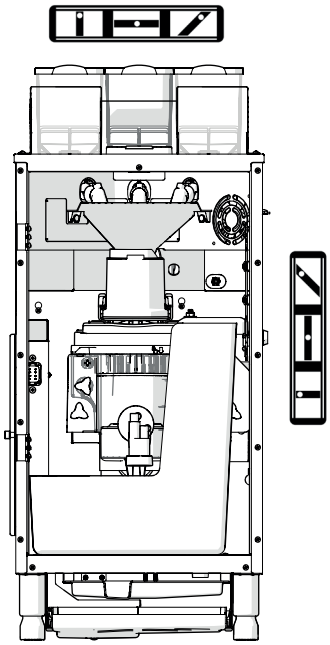




4.4 Leveling the Equipment

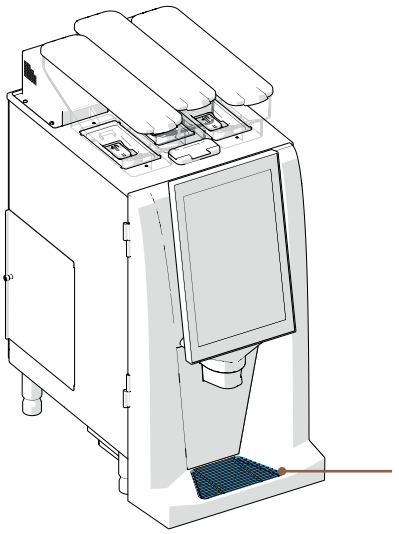
For optimal performance of the equipment, it is important to ensure that it is leveled. Avoiding to do so can create variations in product delivery.

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



4.6 Drip Tray Installation

Place the drip tray grid on the bottom section of the plastic door.



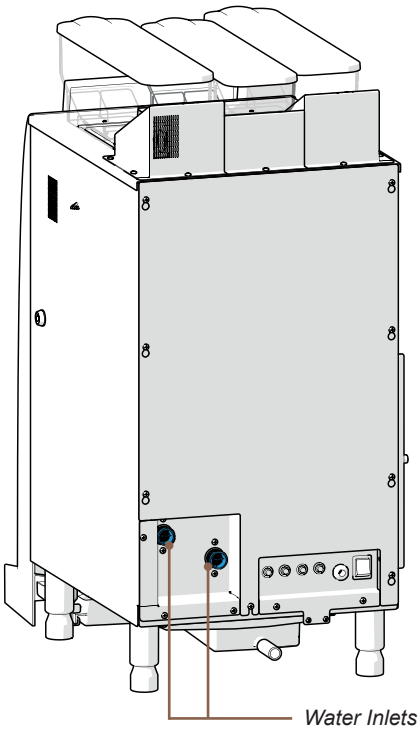
4.7 Water Line Connection

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.

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.



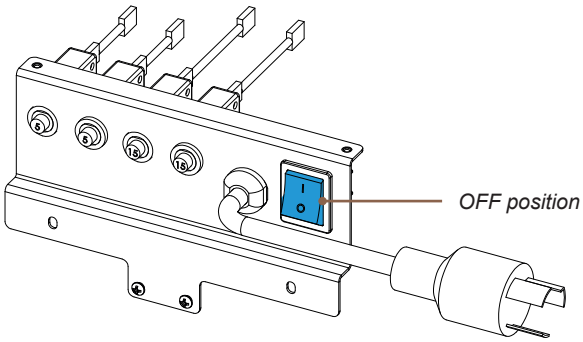
4.8 Electrical Connection

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

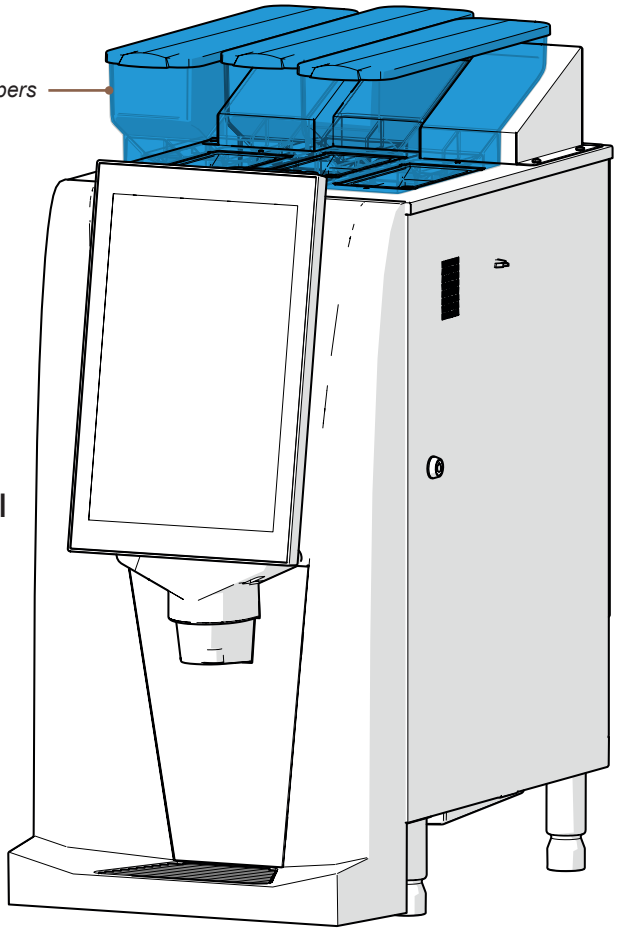
Make sure:

- 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.



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



4.9 Loading Products

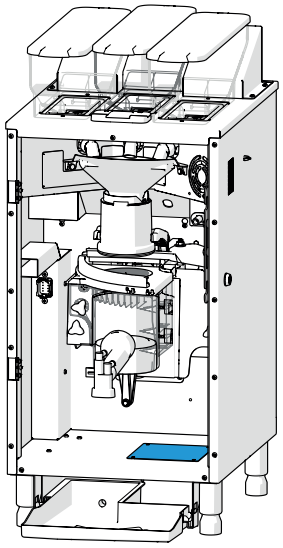
4.9.1 Bean Hopper

1. Remove the lids.
2. Fill the compartments with their appropriate coffee blend.
   Do not overfill the bean hopper.
3. Reinstall the lids.

Caution! Flavored coffee beans can contain ethyl alcohol that could affect the bean hopper's longevity.
Evoca do not recommend using flavored beans.

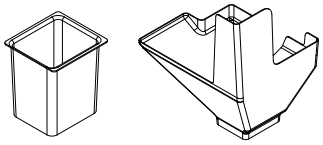
4.11 Chute Hole Hiding Plate Installation

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.

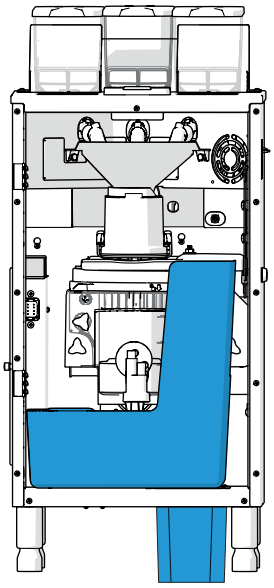


4.12 Chute Kit Installation (Optional)

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.



Chute Base *Waste Chute*



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

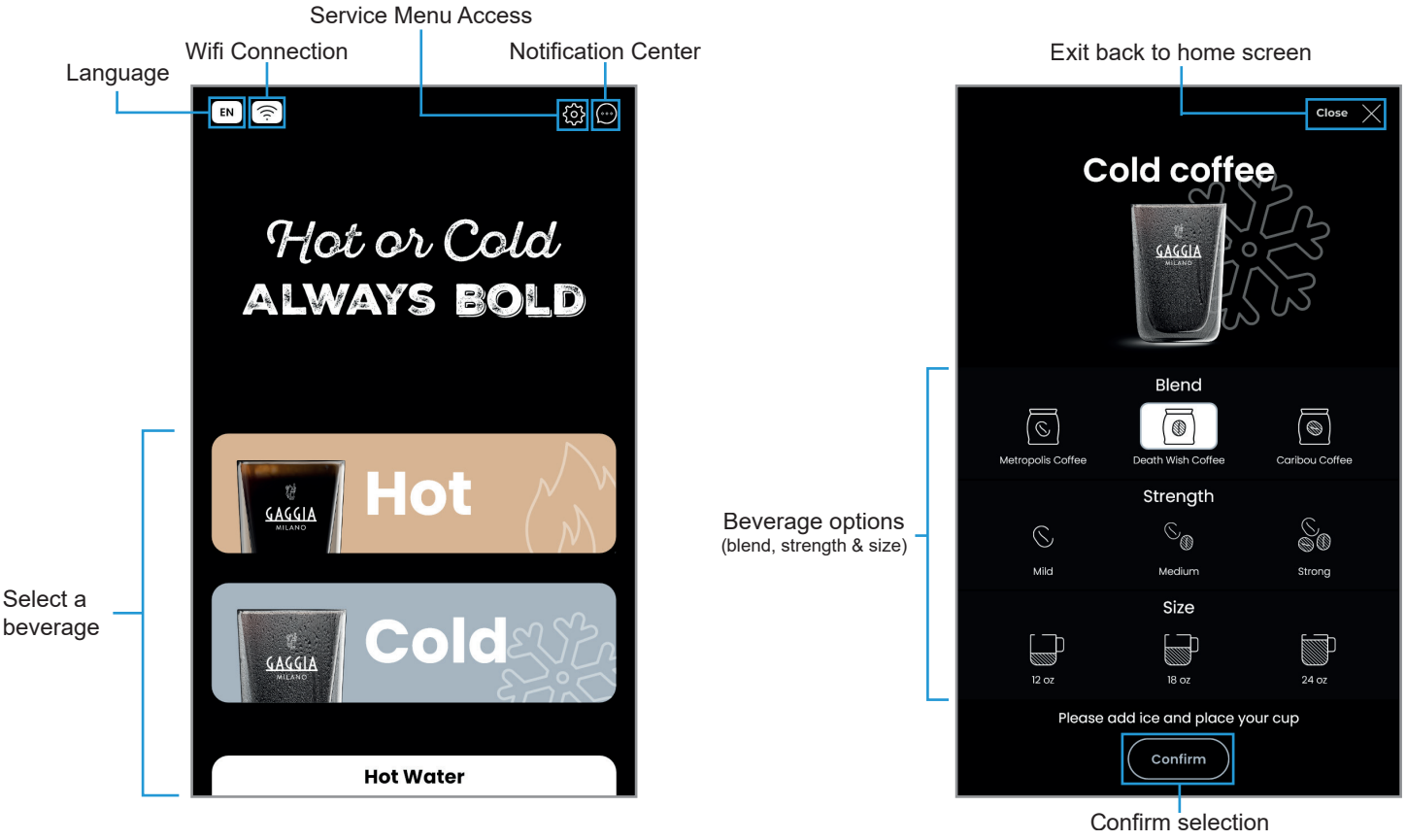
☑	Inlet valve is free of leaks.	Verify that it is secured and not overtightened.
☑	Brew chamber is empty of coffee.	Verify that the unit is leveled.
☑	Water temperature is acceptable.	Verify water temperature.
☑	Products are loaded.	Load products.
☑	Brewer and area are clean and tidy.	Clean and tidy up.

5 USER INTERFACE

5.1 Selection Screen Interface

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

1. Select a beverage (hot coffee, cold coffee or hot water).
2. Define beverage options (blend, strength and size).
3. Brew.



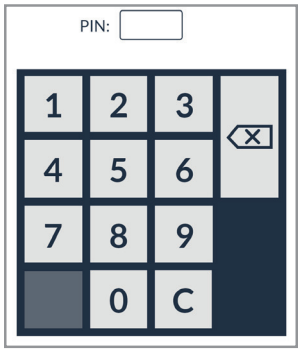
6 SERVICE MODE

Enter Service mode to change recipes, access drinks counters or edit different options on the brewer.

6.1 Access Levels

Service personnel:
For the service personnel, to perform maintenance on the machine. The Access level is limited for the maintenance parts of the service menu, including the *Waste Bin, Products Levels, Rinse, Cleaning & Sanitizing, Service Notes* and *Live alerts* tabs (PIN required).

PIN: 5657

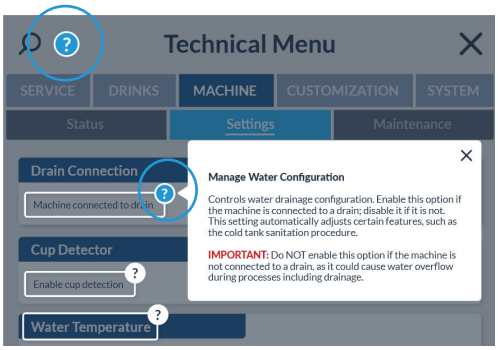


Administration:
For service tasks. Recipes modification and system settings access. Level 3 users have access to all tabs and sub tabs in Service mode, with the **exception** of the Audits, Activity/Error Logs, Components Status, Component Manual Control, PIN Management, Firmware Update and Factory Reset tabs.

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

NOTE **Evoca highly recommends updating the PINs for all access levels.**

6.2 Service Menu On-Screen Assistance



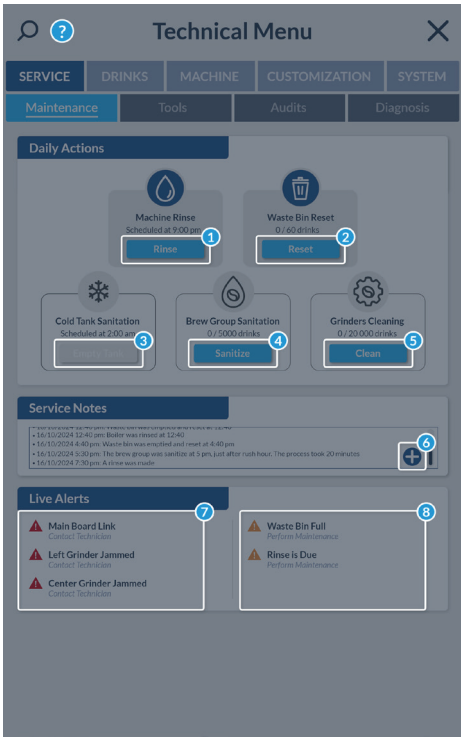
On-screen information and guidance are available throughout the Service Menu.

To access those instructions, press the blue question mark located in the top-left corner of the screen. Once enabled, select the question mark next to any feature to view additional details and instructions.

6.3 Service Tab

6.3.1 Maintenance

Daily Actions



This section allows quick access to daily actions required for the better fonctionning of the unit.

1. **Machine Rinse:** Initiates the machine rinsing process. On-screen instructions will provide step-by-step guidance. This procedure can be carried out at any time. However, a 24-hour reminder will appear at the time specified in the Machine > Maintenance menu.
2. **Waste Bin Reset:** Resets waste bin counter to 0. Make sure the waste bin is actually emptied before performing the reset to avoid later overflow.
3. **Empty Cold Water Tank:** Press this button when active to empty the cold water tank after sanitation and significantly reduce the overall duration of the process. On-screen instructions will provide step-by-step guidance.
4. **Sanitize Brew Group:** Starts brew group sanitation process, which takes up to 15 minutes and requires food grade brew group sanitizer. On-screen instructions will provide step-by-step guidance. Performing this procedure will reset counter to 0.
5. **Clean Grinder(s):** Starts grinder cleaning process, which takes up to 5 minutes and requires food grade grinder cleaner. On-screen instructions will provide step-by-step guidance. Performing this procedure will reset counter to 0. Grinders can be clean separately.

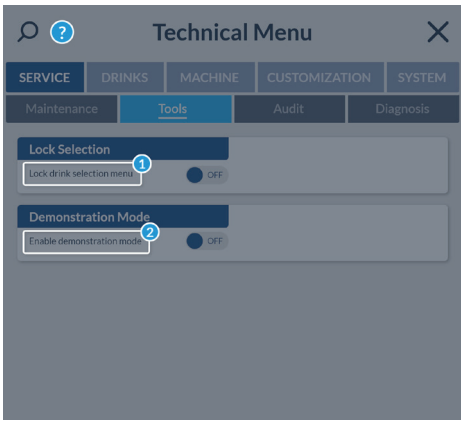
Service Notes

6. Write a new service note to keep track of maintenance operation. Hour and date will be added automatically to the entry.

Live Alerts

7. **Red Live Alerts:** These alerts can cause **major** blocking failures in specific parts of the machine and may often require the intervention of a technician to resolve the issue.
8. **Orange Live Alerts:** These alerts can cause **minor** blocking failures in specific parts of the machine and usually require simple maintenance to restore normal operations.

6.3.2 Tools



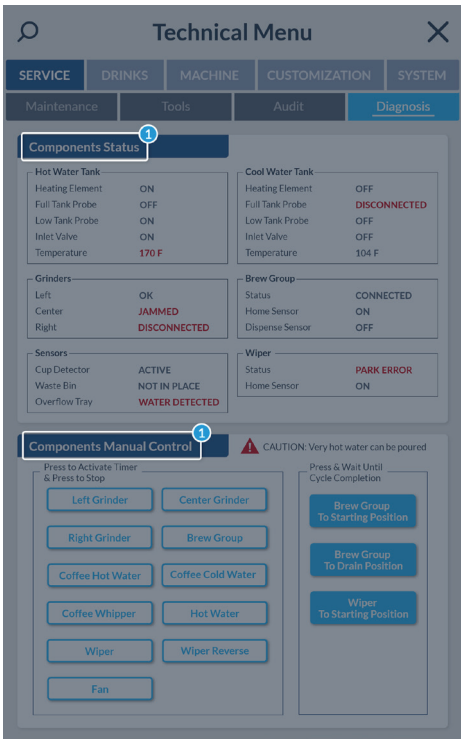
1. **Lock Selection:** Activates a lock on all Selection Menu buttons and prevents any selection.
2. **Demonstration Mode:** Activates the Demonstration Mode, allowing exploration of the Selection Menu, recipe options, and the confirmation and brew time screens without dispensing any drinks.

6.3.3 Audit

1. **Deletable Counters:** Each poured drink is recorded in these counters and categorized accordingly. Deletable counters can be reset to zero at any time, after which the count restarts from the reset date.
2. **Reset Counters:** Deletes all drink statistics stored in the deletable table and resets all associated counters to zero. A confirmation pop-up will be displayed.
3. **Permanent Counters:** Each poured drink is recorded in these counters and categorized accordingly. These counters record data since the machine initial activation and cannot be deleted, even after a full factory reset.
4. **See Complete List:** Opens an expanded Activity/Error Logs window to display more entries.

6.3.4 Diagnosis

THIS SECTION IS TO BE USED ONLY BY TRAINED TECHNICIAN.

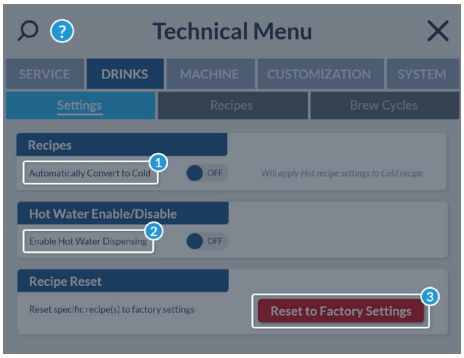


1. **Component Status:** Allows technicians to verify that all machine components are functioning properly. Includes informations about the Hot Water Tank, Cold Drinks Water Tank, Grinders, Brew Group, Sensors and Wiper.
2. **Component Manual Control:** Allows technicians to manually test the different components of the unit.

6.4 Drinks

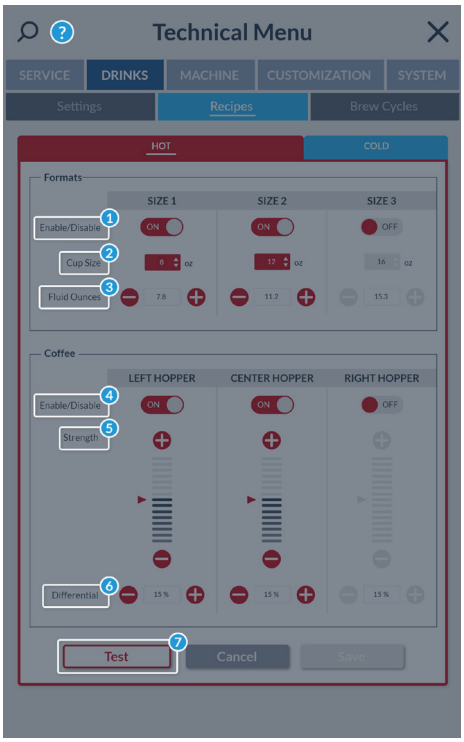
6.4.1 Settings

This section includes the drink's settings.



1. **Automatically Convert to Cold:** Allows the machine to apply Hot Recipes settings to Cold Recipes, avoiding the need to re-enter the same information. This includes enabled or disabled sizes and hoppers, selected cup sizes, recipe strength, and the specified difference between strong and mild recipes.
   It also automatically adjusts other parameters to meet the requirements of Cold Recipes: fluid ounces are adapted to leave room for added ice, and the recipe is transformed in the backend to ensure consistent taste despite differences in coffee infusion.
2. **Enable Hot Water Dispensing:** Activates or deactivates the hot water dispensing interface in the Selection Menu.
3. **Reset Recipes to Factory Settings:** Restores all recipe settings, including formats and coffee adjustments, to the original factory defaults. A confirmation pop-up will be displayed.

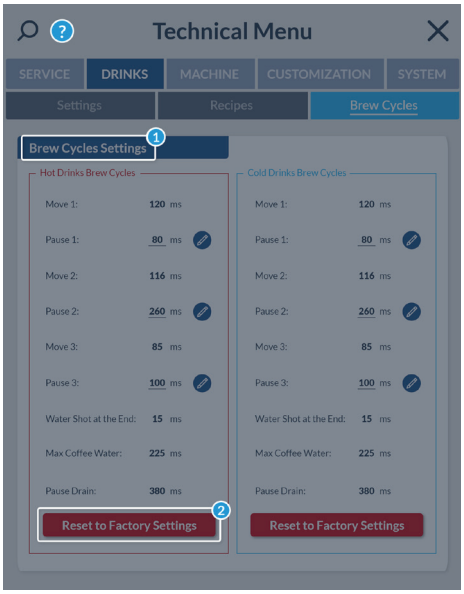
6.4.2 Recipes



This section allows modifications of the recipes of the drinks offered in the unit, to the taste of the customer.

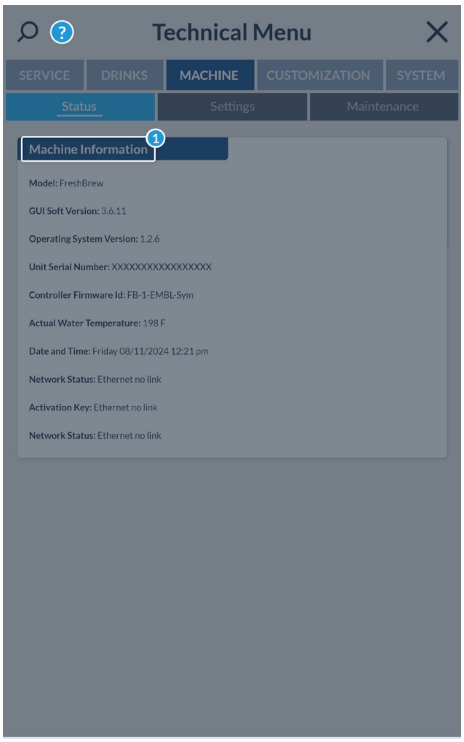
1. **Enable/Disable Size:** Enables or disables specific drink sizes based on the desired offering range. Disabled sizes no longer appear in the Selection Menu.
2. **Choose Cup Size:** Select the cup sizes offered to customers, between 0 and 50 oz. The system automatically calculates the recommended fluid ounces quantity for the selected size. The value can be adjusted afterward.
3. **Set Fluid Ounces:** Use to adjust the actual amount of water poured per drink to match each specific cup size. Fluid ounces in cup should be lower than cup format to leave room for add-ins and add-ons. These settings are approximate, actual water volume dispensed may vary slightly.
4. **Enable/Disable Coffee:** Enables or disables specific coffee hoppers depending on the product availability. Disabled coffees will no longer appear in the Selection Menu.
5. **Modify Strength:** Use the + and – buttons to set the desired strength for standard coffee. This modifies the gram throw for each hopper: the plus button increases strength, while the minus button makes it milder.
6. **Determine Differential:** Use the + and – buttons to determine a differential percentage. A higher percentage increases the strength gap between mild, standard, and strong coffee profiles, while a lower percentage will reduce it.
7. **Make a Test :** Tests recipes or individual components. Select the hopper, strength, and size, then choose whether to test only the water volume (e.g., to verify cup fit), the gram throw (e.g., to measure coffee quantity), or the full recipe for a taste test. A test window will appear to let you select the desired options. Switch to the Cold section to test cold recipes.

6.4.3 Brew Cycles



1. **Brew Cycle Settings:** The pencil icon modifies brew cycle pauses duration.
   Pause 1: Time during which the piston stops below the brew chamber, allowing the coffee to brew. Extending this pause enhances extraction, resulting in a richer and more intense flavor, though it may also introduce more bitterness.
   Pause 2: Time during which the piston stops just above the coffee outlet, letting the brewed coffee pass through the filter, from the brew chamber into the cylinder. Increasing this pause allows more water to filter through before dispensing.
2. **Reset Brew Cycle to Factory Settings:** Restores brew cycle settings to factory default and erases all previously configured settings.

6.5 Machine



6.5.1 Status

1 **Review Machine Information:** Displays essential machine information, including unit specifications and real-time data. This section provides a quick overview of the machine's current status.

6.5.2 Settings

1 **Water Configuration:** Controls water drainage configuration. Enable this option if the machine is connected to a drain; disable it if it is not. This setting automatically adjusts certain features, such as the cold tank sanitation procedure.

Do NOT enable this option if the machine is not connected to a drain, as it could cause water overflow during processes including drainage.

2 **Manage Cup Detector**: Controls the cup detector configuration. Enable this option to activate the feature; disable it if not needed. When turned ON, the cup detector prevents the customer from confirming a selection and pouring a drink until a cup is placed on the drip tray and detected by the sensor.

3 **Set Water Temperatures:** Controls water temperatures for both hot and cold drinks water tanks.Current Temperature: Displays the actual water temperature.
Required Temperature: The target temperature at which water is maintained and drinks are dispensed.
Minimum Temperature: The threshold below which the water tank will start heating again. Drinks will not be dispensed below this temperature.Modify the settings by clicking the pencil icon.

4 **Manage Energy Saving Schedule**
Enables creation and management of energy-saving schedules. Start and end days and times can be set for each schedule. During these periods, the machine automatically enters Sleep Mode when inactive. Schedules can be modified or deleted at any time.

6.5.3 Maintenance

1 Perform Preventative Maintenance:
Displays required maintenance tasks for each essential machine component in a table format.
Following preventative maintenance rigorously has many benefits, including ensures your machine perform at its highest level, improves reliability and extends life expectancy. Each part was thoroughly tested to determine its durability.
Frequency: Number of uses the part can handle before maintenance is required.
Drinks Left: Number of drinks that can still be prepared with this part before maintenance is needed.
Days Left: Estimated number of days remaining before maintenance is due, based on average daily usage.
Pressing the Perform button triggers on-screen instructions guiding each step. Completing the procedure resets the associated part counters to their initial values.

IMPORTANT: Manufacturer-recommended preventative maintenance frequencies apply only when daily, weekly, and monthly maintenance tasks are performed diligently.

2 Schedule Cold Tank Sanitation:
Sets time of day when the machine will automatically perform the cold water tank sanitation. Select the hour and minute, and specify AM or PM.
Cold drinks water tank sanitation is a mandatory cleaning process that prevents the growth of bacteria and algae in the water tank.

Sanitation will be performed automatically every 24 hours at the time set in this section. Keep in mind it can take up to 90 minutes for the water in the tank to cool down, unless the machine is connected to the drain or the heated water is flushed manually. During that time, cold drinks are not available.

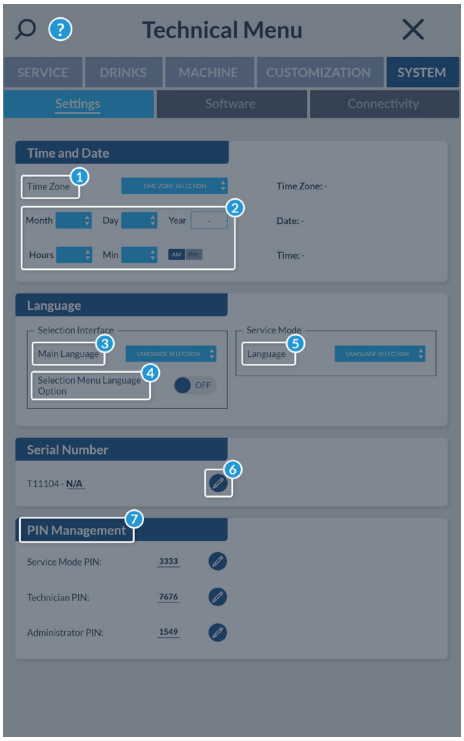
3 Schedule Rinse:
Time set in this section determines when an informative pop-up appears on the Selection Menu screen as a maintenance reminder. Select the hour and minute, and specify AM or PM. This reminder will appear every 24 hours.

Rinsing is an important operation that should be performed at least once every 24 hours. This is to improve the performance and life expectancy of your machine as well as coffee quality.

4 Manage Waste Bin Configuration
Controls waste bin configuration. Enable this option if the machine uses only the internal waste bin. Disable it if the machine is equipped with a chute kit.

5 Select Waste Bin Maximum Capacity
Set the coffee waste capacity for the waste bin before a blocking failure is triggered. Once full, the machine will require a waste bin reset to resume operation. The default capacity ranges between 40 and 60 units of coffee waste, depending on the formats of the drinks poured.

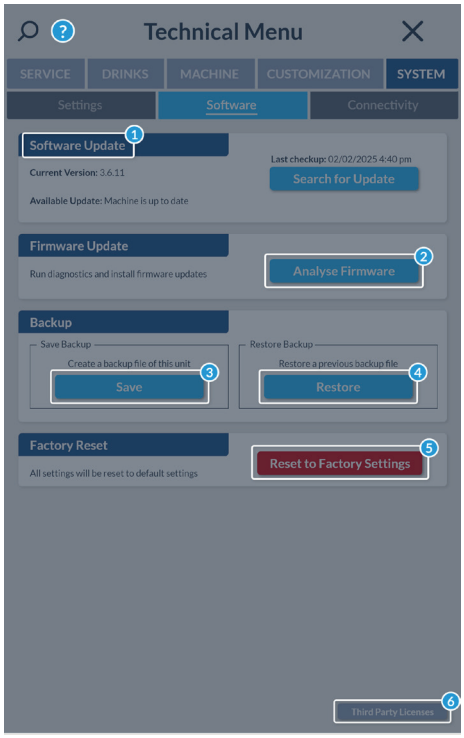
6.6 System



6.6.1 Settings

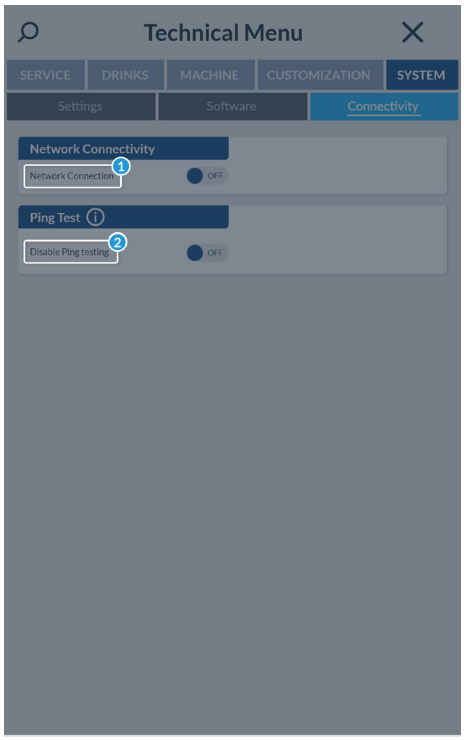
1. **Time and Date:** From the dropdown menu, select the time zone corresponding to the machine's current location. If connected to Wi-Fi, the time and date will be updated automatically. Otherwise, manual configuration is required.
2. **Date:** Use the dropdown menus to select the month, day, hour, minutes, then specify AM or PM based on the machine's location. Enter current year using the number pad.
3. **Selection Menu Main Language:** Use the dropdown menu to select the primary language for the main menu. This language will serve as the default and will always be displayed first. Even if a customer switches to another language, the system will automatically revert to the main language once the selection process is complete.
4. **Language Selection:** When enabled, this option adds a language switch feature to the selection menu, allowing customers to change the language with the press of a button.
5. **Service Mode Language:** Select the language to be used in Service Mode from the dropdown menu. This language will apply to all users accessing the Service Mode.
6. **Serial Number:** Press the pencil icon to open the number pad and enter the machine's serial number. This step is required only once. After entry, the serial number cannot be modified.
7. **User's PINs:** Use the pencil icon to modify the PIN codes assigned to different user roles. Each role provides a specific level of access to the Service Mode, based on user hierarchy.
   Service Mode PIN: Grants basic access, mainly for maintenance tasks and video customization.
   Technician PIN: Provides advanced access to configurable features and options, excluding Audits, Diagnosis, PIN Management, Firmware Updates, and Factory Reset.
   Administrator PIN: Grants full access to all functionalities.

6.6.2 Software



1. **Search for Update:**
   Ensures the machine software remains up to date. Press the Search for Update button to manually check for available updates, either via Wi-Fi or from a previously inserted USB key.
   If an update is detected, the button label will automatically change to Update.
2. **Current Version:** Displays the software version currently installed on the machine.
3. **Available Update:** When connected to Wi-Fi, the machine automatically checks for available updates. If an update is available, it will appear here.
4. **Last Checkup:** Shows the date and time of the most recent update check, whether performed automatically or manually.
5. **Analyse Firmware:** Runs diagnostics and installs necessary firmware updates to ensure proper machine operation. Press button to run analysis and verify firmware capacity.
6. **Save Backup:** Creates a backup file containing all drink adjustments, maintenance data, customization options, and system settings. The backup can be saved to the local machine, a USB key, or the Cloud.
7. **Restore Backup:** Restores a previously saved backup file. Select which settings to restore—drinks, machine, customization, and/or system. Backups can be restored from the local machine, a USB key, or the Cloud.
8. **Reset to Factory Settings:** Restores the machine to its factory default settings and erases all configured data, including drink adjustments, maintenance records, customization options, and system settings. Permanent drink statistics and the machine's serial number will remain unaffected.
9. **Third Party Licenses:** Provides access to a section dedicated to viewing third party licenses used within the software, including Buildroot Configuration, Host License, and License files. These licenses are hosted on a separate platform within the machine.

6.7 System



6.7.1 Settings

1. **Network:** Enables machine connectivity option to a network via cellular modem, Wi-Fi, or Ethernet cable. A dropdown menu will appear to select the preferred connection type. Follow the on-screen instructions that will appear based on the selected option.
2. **Ping Test:** Enables ping testing. For security reasons, some networks block Ping packets requests, which may prevent the software from detecting internet connection. If this unit needs to be connected to such network, enable the «Ping Test» option to skip the Ping request and assume the network is active.

IMPORTANT: This option may cause some errors or delays if the network is inactive or unstable.

7 CLEANING AND SANITIZING

7.1 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.

NOTE

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

7.2 Recommended Cleaning Tools

In order to perform the cleaning procedure effectively, Evoca North America 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.
- Rounded brush
- Disposable towels, wet-strength and lint-free.
- 100% cotton soft cloth
- Mild non-abrasive detergent for exterior cleaning.
- Food grade cleaner for brew groups and grinders.
- Food grade brew group sanitizer
- Deep cleaning liquid and/or spray cleaners for coffee machine.
- Compressed air duster.

7.3 Recommended Daily Cleaning

Non food-contact parts to must verified and cleaned on a daily basis in order to ensure a safe and hygienic

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. The brewer and its area must be clean and tidy at all time.

Parts are NOT dishwasher safe.

7.3.1 Machine Interior

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. For food safety reasons, do not use soap or detergent to clean the inside of the brewer.

7.3.2 Touch Screen

Spray a suitable cleaning product onto a soft, 100 % cotton cloth, then use it to wipe the screen clean.

DO NOT spray any product directly on the screen.
Use a 100% cotton soft cloth only.

7.3.3 Drip Tray

The drip tray should be inspected on a daily basis.

If the machine is not connected to a drain, the drip tray also needs to be emptied on a daily basis.

Remove the drip tray. Rinse the drip tray and dry it with a clean dry cloth.

Reinstall the drip tray and make sure it is stable and leveled.

WARNING! Drip tray may be full of HOT liquid.

NOTE **Make sure the tray's mating surfaces (both sides and rear) are properly seated to ensure correct alignment and drainage.**

7.3.4 Machine Exterior and Cabinet

Use a non-abrasive detergent to clean the exterior of the unit and the base cabinet (optional) or counter. After removing all food soils, thoroughly dry with a clean, soft cloth.

NOTE **To minimize scratching and preserve a neat appearance, Evoca North America recommends using a clean damp sponge or soft cloth.**

7.4 Mandatory Interior and Food-Contact Parts Cleaning and Sanitizing Schedule

The cleaning schedules and instructions outlined in this section are mandatory and must be followed to honor the warranty and machine certifications, ensure consistent product quality and maintain a high level of health safety.

For food safety reasons, do not use soap or detergent to clean the inside of the brewer. Use hot water or chemical products intended for use in commercial coffee machines. 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.

	Daily	Weekly	Monthly	Quaterly
Bean Hoppers (3)		Inspection	Cleaning	
Coffee Grinder Nozzles (3)		Cleaning		
Coffee Chute		Cleaning		
Grinders (3)				Cleaning
Fan	Inspection	Cleaning		
Cold Drinks Water Tank	Sanitizing			
Brew Chamber Funnel		Cleaning		
Brew Group Assembly	Rinsing	Cleaning	Sanitizing	
Waste Bin	Emptying			

This schedule is based on a regular usage with medium roast coffee and superior water quality. It needs to be adjusted according to the actual machine environment and usage.

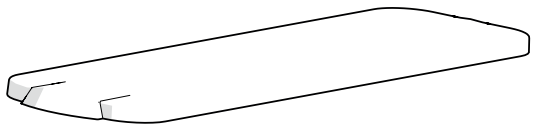
7.4.1 Bean Hoppers

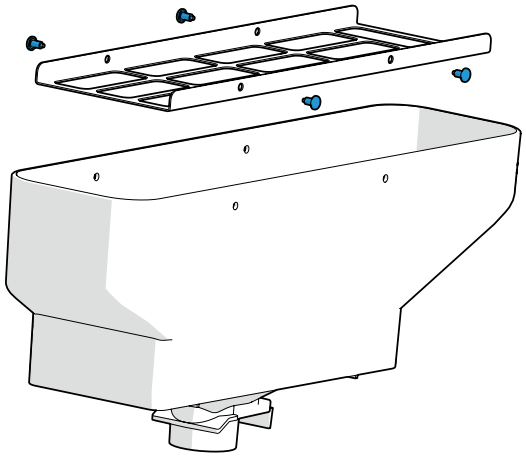
Inspection Frequency: Weekly
Cleaning Frequency : Monthly

Visually inspect the bean hoppers on a weekly basis.

Remove, empty and clean the three (3) bean hoppers every month to avoid coffee oil and soils to accumulate on the walls of the containers and alter the quality of the beverages.

1. Open the brewer's door.
2. Pull the bean hoppers handle outwards (see section 3.6).
3. Remove the three (3) bean hoppers
4. Disassemble each bean hopper by removing the metal grid and sliding out the green flap (no tool required).
5. Clean and sanitize all parts under hot water and air dry completely.
6. Replace the bean hoppers back in their correct positions
7. Push the bean hoppers handle back in and close the brewer's door.
8. Order a large coffee to ensure that all parts and switches are working properly.



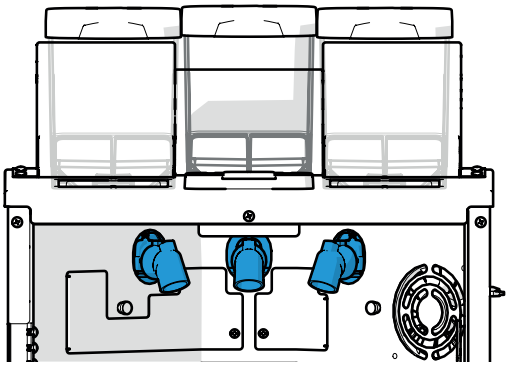


7.4.2 Coffee Grinder Nozzles

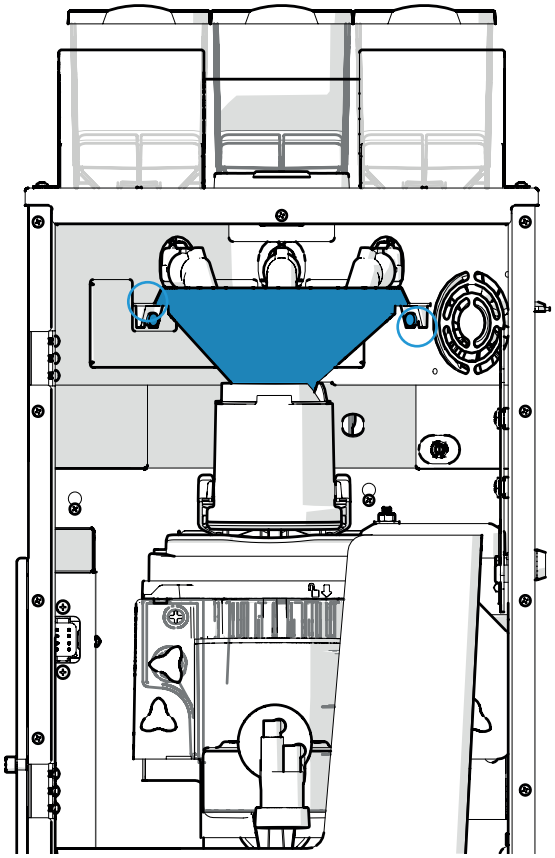
Cleaning Frequency : Weekly

All three (3) coffee chutes must be brushed clean on a weekly basis.

1. Turn OFF the unit.
2. Open the door of the machine.
3. Remove the coffee chute by unscrewing the two (2) thumb screws.
4. Brush the interior of the three (3) grinder nozzles with a small brush.
5. Reinstall the coffee chute back in place.



NOTE **Cleaning the coffee chute at the same time as the coffee grinder nozzles is an efficient way of saving time.**



7.4.3 Coffee Chute

Cleaning Frequency: Weekly

Remove and clean the coffee chute every week to ensure consistent product quality.

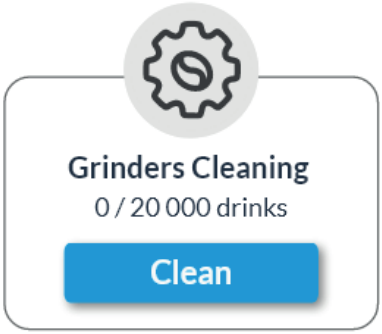
1. Turn OFF the unit.
2. Open the door of the machine.
3. Loosen the two (2) thumb screws located on each side of the coffee chute.
4. Pull the coffee chute outward.
5. Clean it thoroughly under hot water.
6. Air dry completely before reinstalling the coffee chute using the two (2) thumb screws.

7.4.4 Grinders

Cleaning Frequency : Quaterly

The three (3) grinders of the machine must be cleaned on a quaterly basis using the ***Grinder Cleaning*** feature available under the Service tab of the brewer's Service Menu, in the *Maintenance* subtab.

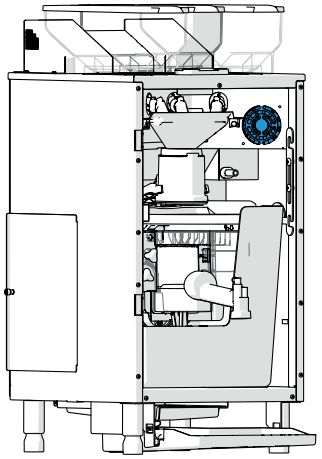
1. Empty selected bean hopper(s) by openening the brewer's door and pulling the bean hoppers handle outwards.
2. Lock the hopper(s) back in place.
3. In each hopper, add recommended dose of food grade grinder cleaner.
4. Place a 16 oz cup under the dispensing nozzle.
5. Press Start and wait for the cleaning procedure to end.



NOTE **Once started, the procedure cannot be stopped. The entire process takes up to 5 minutes.**

6. Loosen the two (2) thumb screws and pull the coffee chute outward.
7. Rinse off remaining residue under hot water.
8. Air dry completely before reinstalling the coffee chute using the two (2) thumb screws.

7.4.5 Fan



Inspection Frequency: Daily

Cleaning Frequency : Weekly

Visually inspect the fan located at the front the machine on a daily basis.

Remove and clean the fan's blades every week.

1. Turn OFF the unit and unplug it to stop the fan.
2. Blow compressed air into the fan to remove any dust and residue.
3. Turn the brewer back ON.

7.4.6 Cold Drinks Water Tank

Sanitizing Frequency : Daily

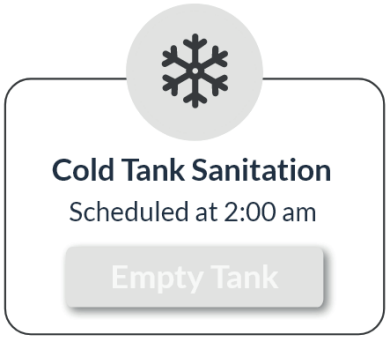
Sanitation of the cold drinks water tank will be performed automatically every 24 hours to prevent the growth of bacteria and algea in the water tank. Automatic sanitation time can be set in the ***Cold Drinks Tank Sanitation*** section under the Machine tab of the brewer's Service Menu, in the *Maintenance* subtab.

Once started, the procedure cannot be stopped.

All cold drinks recipes are notre available during the sanitation process.

Machine connected to a drain

At the end of the sanitation process, water will automatically be flush through the drain of the machine.The entire sanitation process takes up to 14 minutes.



Machine not connected to a drain

If the machine is not connected to a drain, the cold drinks cold drinks will not be available until water in the tank cools down. The entire sanitation process takes up to 90 minutes.

The cold drinks water tank can be emptied mannually using the ***Cold Tank Sanitation*** feature available under the Service tab of the brewer's Service Menu, in the *Maintenance* subtab. This feature allows to significantly reduce the overal duration of the process.

Make sure to place a 24 oz container. Water will be VERY HOT.

7.4.7 Brew Chamber Funnel

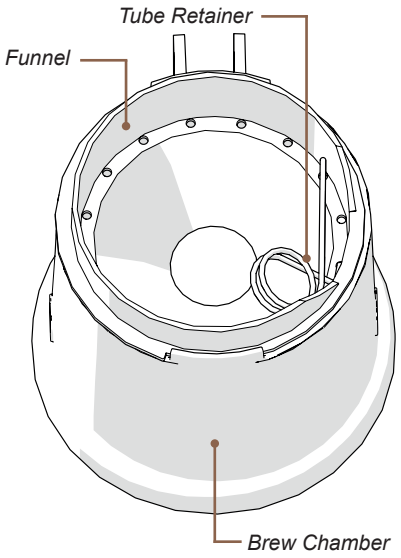
Cleaning Frequency: Weekly

The brew chamber funnel must be removed and sanitized every week.

1. Place a large cup or container under the dispensing nozzle to collect the hot rinse water.

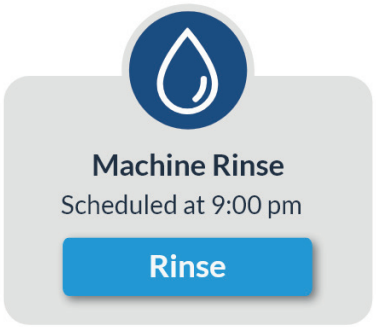
Place a container large enough. Water will be VERY HOT.

2. Perform several rinse cycles.
3. Remove the tube from its support.
4. Remove the brew chamber funnel to expel coffee residue trapped underneath it
5. Rinse the funnel under hot water.
6. 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.
7. Order a large coffee to ensure that the brew chamber is working properly.



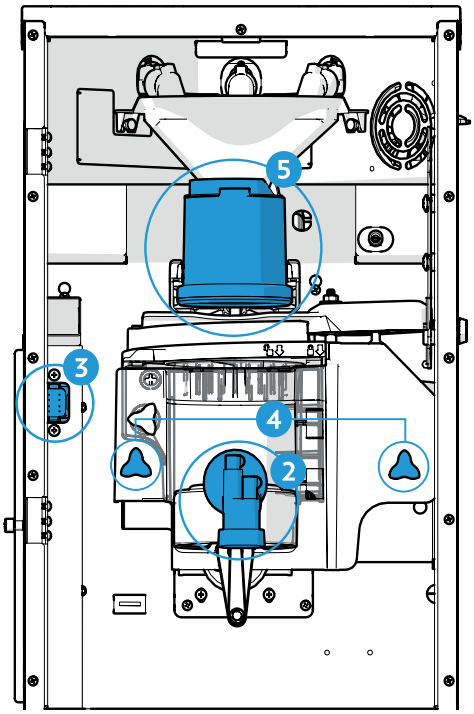
7.4.8 Brew Group Assembly

Rinsing Frequency: Daily
Cleaning Frequency: Weekly
Sanitizing Frequency : Monthly



Perform a rinse cycle of the brew group on a daily basis using the ***Machine Rinse*** feature available under the Service tab of the brewer's Service Menu, in the *Maintenance* subtab.

In order to maintain optimal performance of the brew group assembly, remove it from the unit and clean it under hot water on a weekly basis using the ***Brew Group Manipulation*** feature available under the Service tab of the brewer's Service Menu, in the *Tools* subtab.

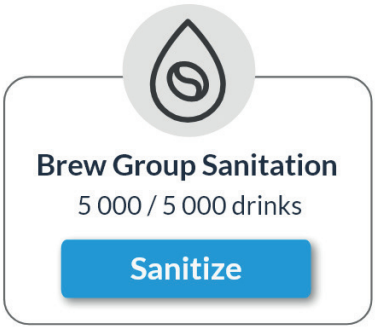


1. Wait for the brew group to set itself to the correct position, then remove the waste bin.
2. Remove the dispensing spout.
3. Disconnect the power cable.
4. Unscrew the two (2) lower thumb screws.
5. Lower the brew chamber with the right hand while supporting the brew group with the left hand, then pull the brew group outward to remove it.

Crush hazard. Handle the brew group cautiously.
Avoid supporting or lifting the brew group from underneath.

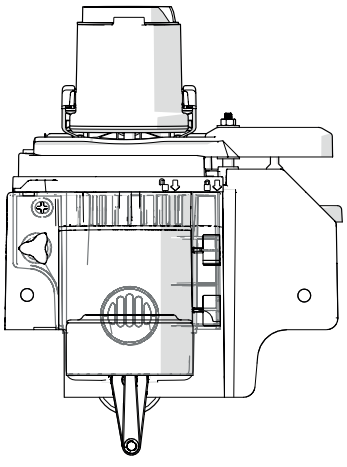
6. Rinse the brew group thoroughly under hot water to remove visible soil.
7. Air dry completely before reinstalling the parts.
8. In the Brew Group Manipulation section (Service tab > Tools), press on the Install button.
9. Reinstall the brew group by following the instructions in reverse order, as shown on screen.
10. Order a large coffee to ensure that the brew group is working properly.

Sanitation treatments of the brew group assembly prevent residues from affecting the vacuum in the mechanism and altering the taste of the beverages. Sanitation must be perfrome on a monthly basis using the ***Brew Group Sanitation*** feature available under the Service tab of the brewer's Service Menu, in the Maintenance subtab.



1. Open the small hatch in front of the center bean hopper.
2. Add recommended dose of food grade brew group sanitizer into the chute.
3. Place a 16 oz cup or container under the dispensing nozzle.
4. Press start and wait for the on-screen procedure to end.

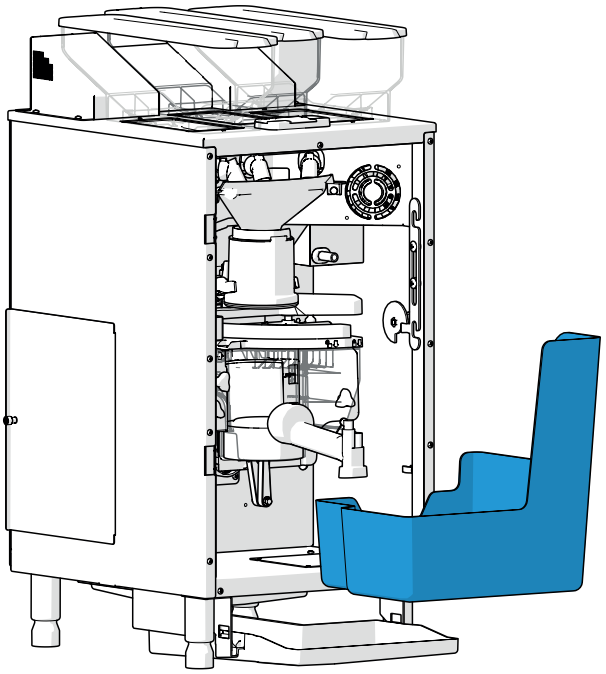
Water will be VERY HOT. Do not drink water waste.



Once started, the procedure cannot be stopped.
The entire process takes up to 15 minutes.

7.4.9 Waste Bin

Emptying Frequency: Daily



After each coffee cycle, the spent grounds are automatically discarded into the waste bin .

The waste been must be emptied on a daily basis to prevent overflow.

How to empty the under counter or cabinet's waste bin

1. Open the cabinet's door, below the brewer.
2. Empty the waste bin and clean it if needed.
3. Replace the waste bin under the machine.
4. Reset the waste bin counter through the pop-up directly on the selection screen, or access the brewer's Service mode and press on the « Waste Bin Reset » button, under the Service tab.

How to empty the brewer's internal waste bin

1. Open the brewer's door.
2. Remove the internal waste bin.
3. Empty the waste bint and clean it if needed.
4. Replace the waste bin under the machine.
5. Reset the waste bin counter through the pop-up directly on the selection screen, or access the brewer's Service mode and press on the « Waste Bin Reset » button, under the Service tab.

To prevent any inconvenience, an automatic function disables the beverages selection and displays a message on the screen. The equipment will not dispense beverages until the bin is emptied and the counter is resetted.

Default setting = 40 coffees

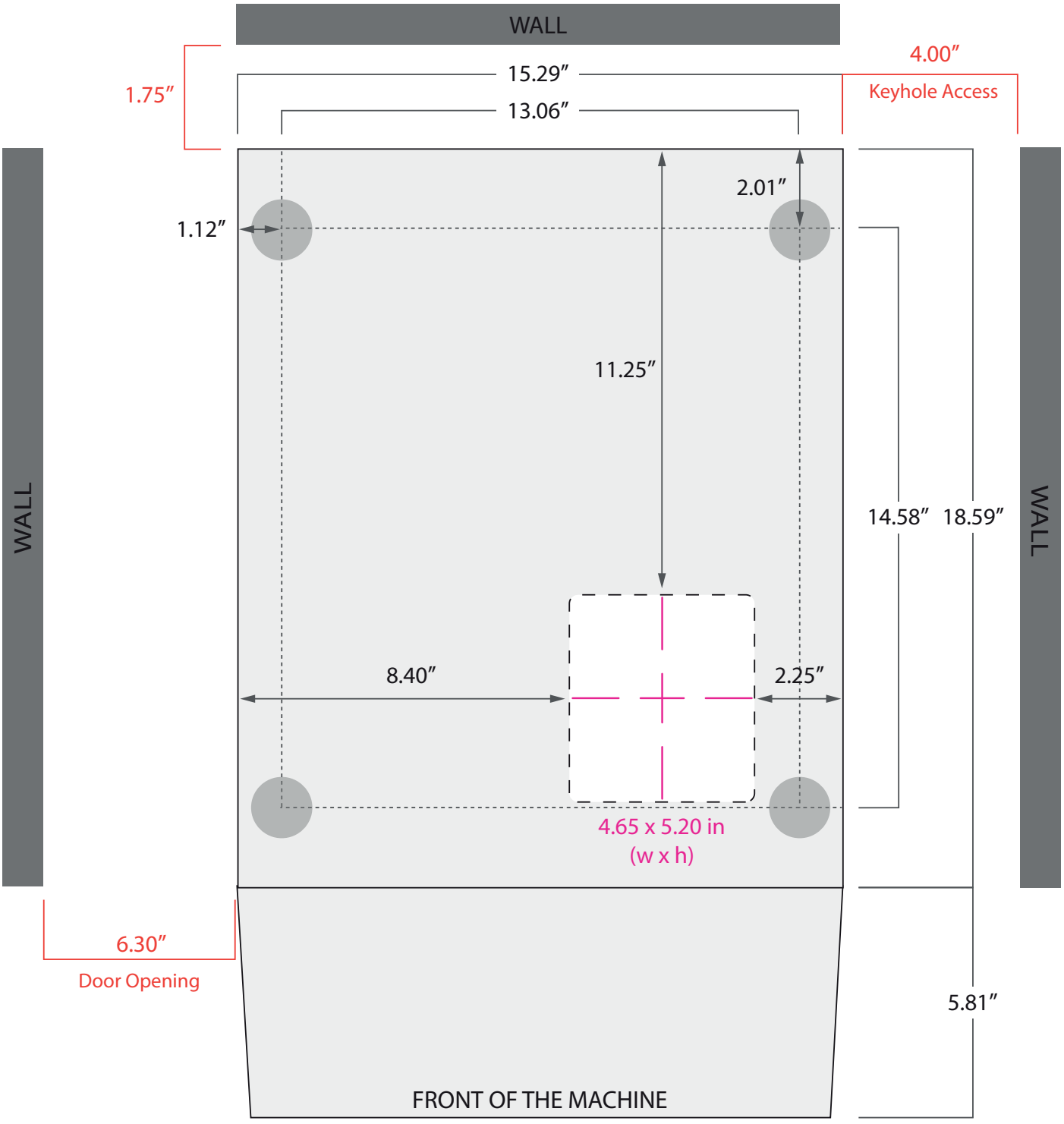
Maximum setting = 400 coffees

Minimum setting = 0 coffees

When using the internal waste bin provided with the unit, Evoca North America recommends setting the counter to a maximum of 40 cycles using standard 16 oz cups. If the setting is too high, the wasted coffee grounds can build up in the machine and damages to the brew group 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.

ANNEXE 1 WASTE CHUTE POSITION & CLEARANCES



*If you are not using a chute kit but would like to feed the tubing and electrical wires through the counter, the hole can be downsized to 2,25 inches in diameter.

ANNEXE 2 MAIN BOARD