

# SERVICE & INSTALLATION MANUAL

*Encore*  
GROUND



*Images may vary from the actual product.*

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 <https://evocagroupna.com/>

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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.



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

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 VAC 60 Hz socket outlet rated for 15A 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.**

## 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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<https://evocagroupna.com/>

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

## 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](mailto: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\*.



**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.**

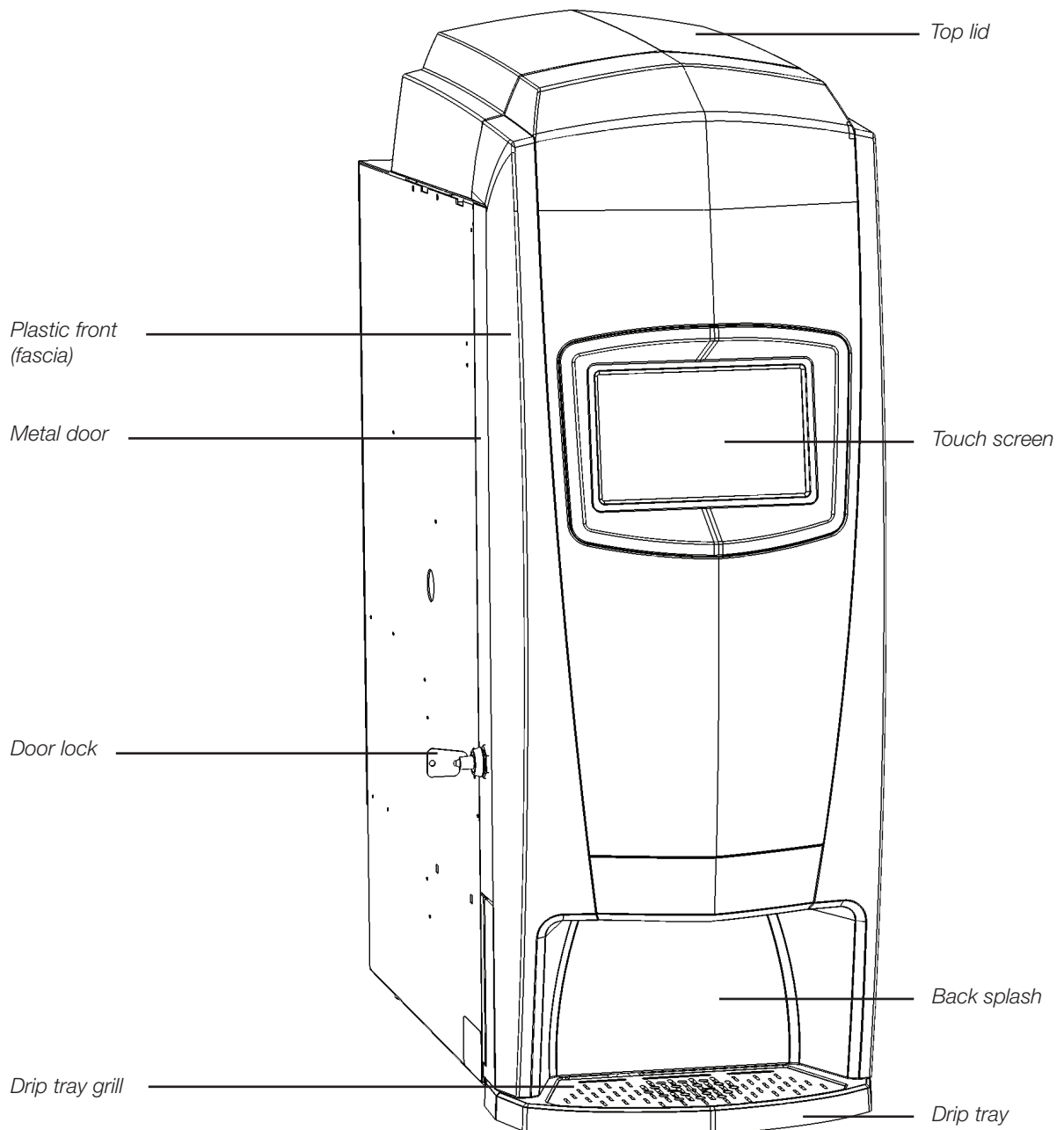


**Failure to comply with this procedure could lead to a claim refusal by the carrier.**

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

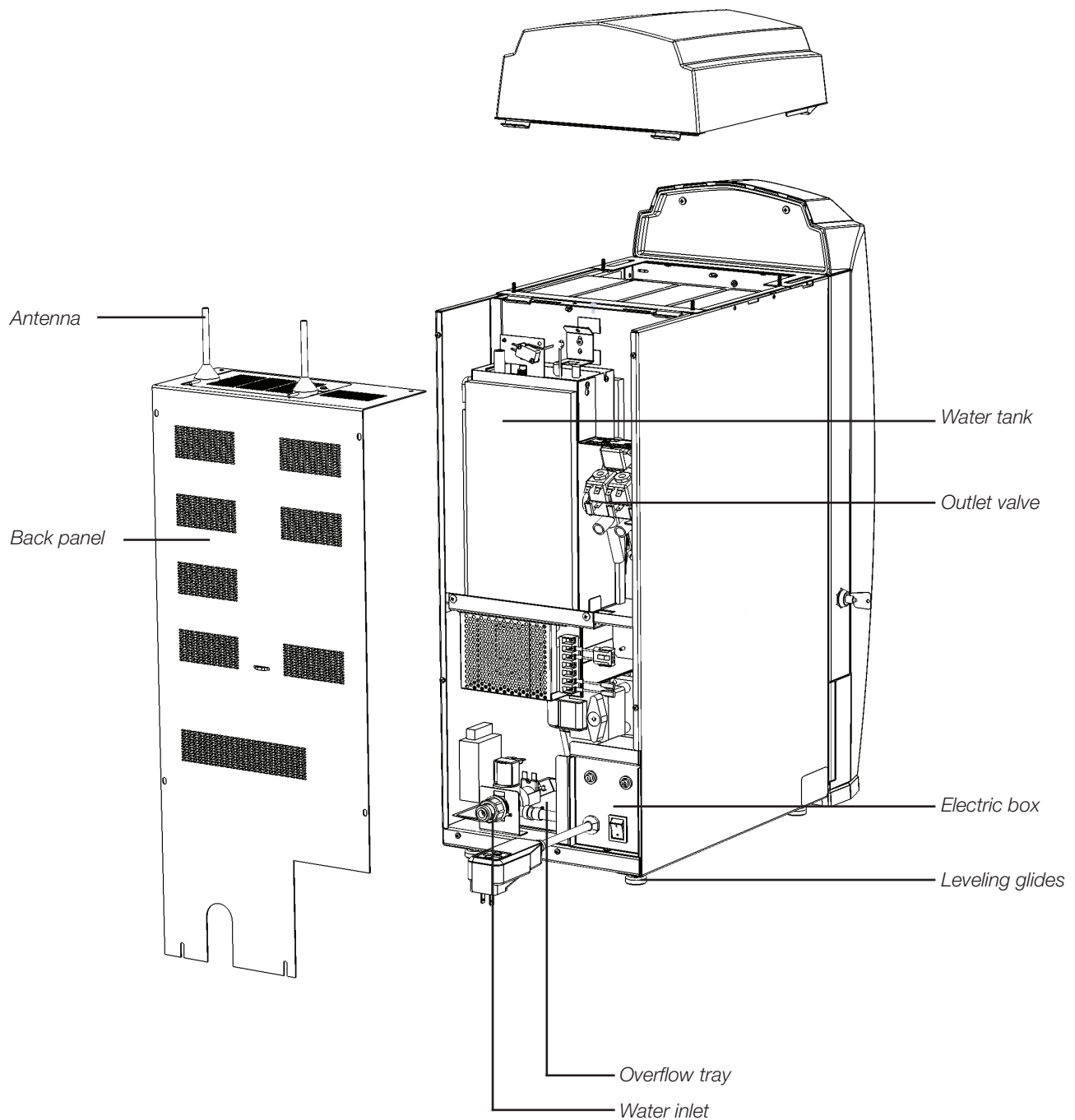
### 3 REFERENCE DRAWINGS

#### 3.1 External View

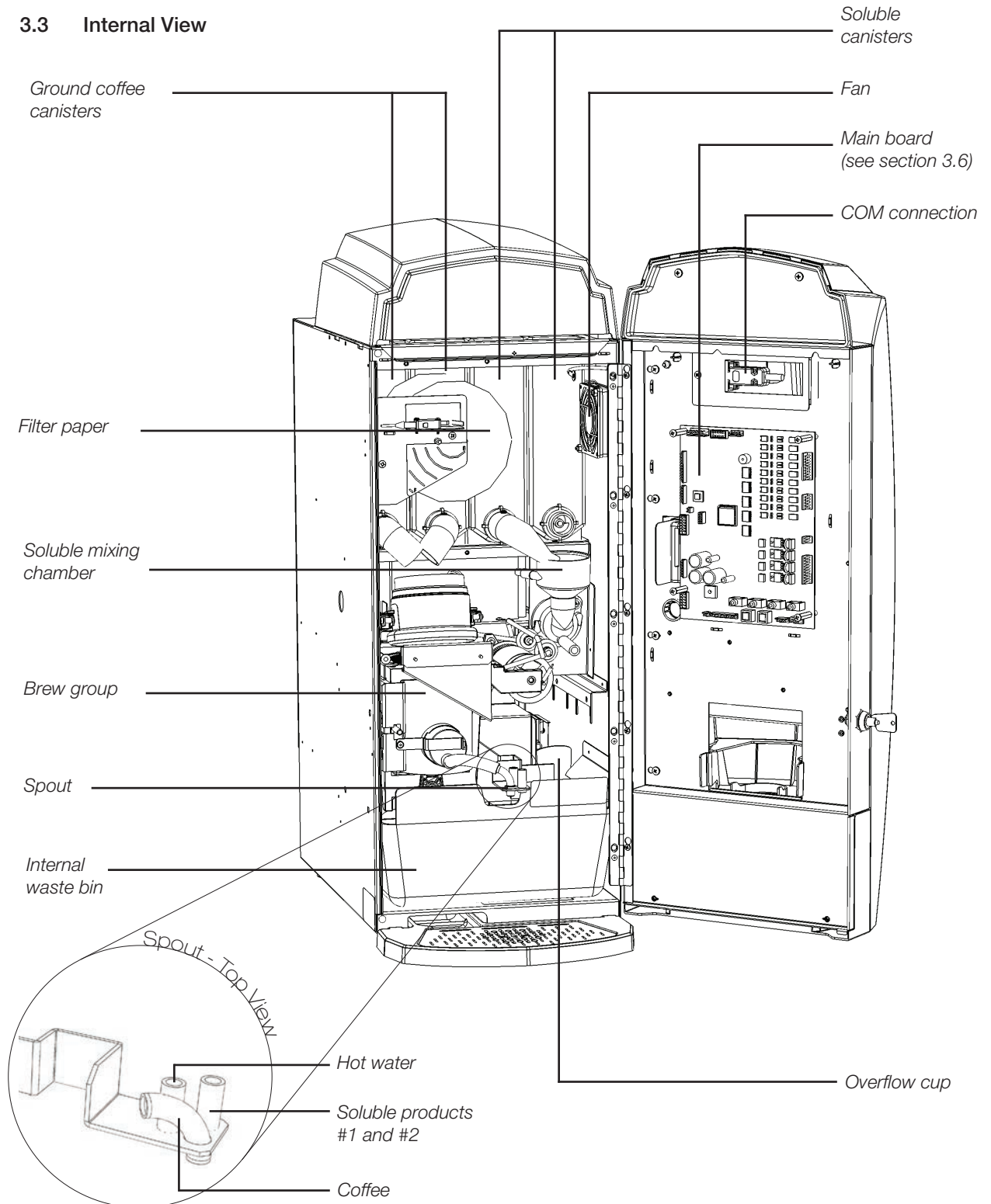




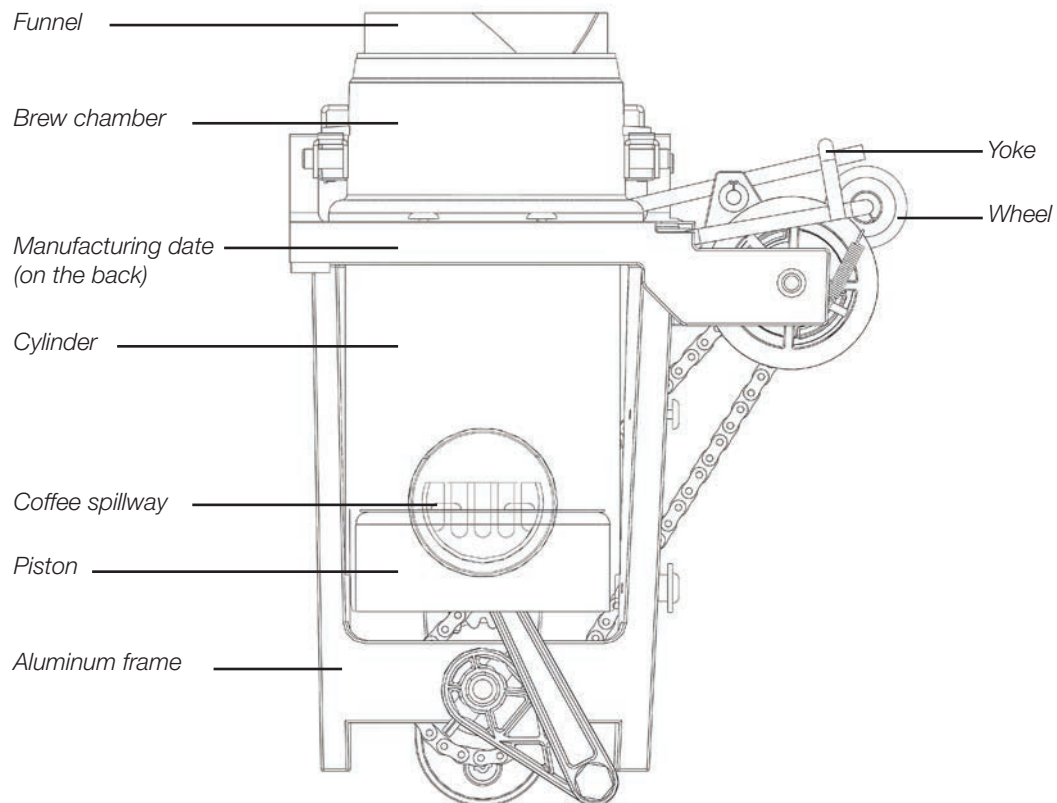
### 3.2 Rear View



## 3.3 Internal View



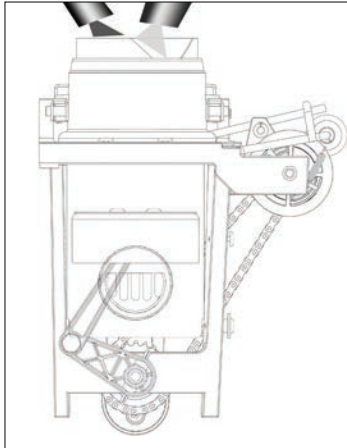
### 3.4 Brew Group Assembly



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

## 3.5 Brewing Process

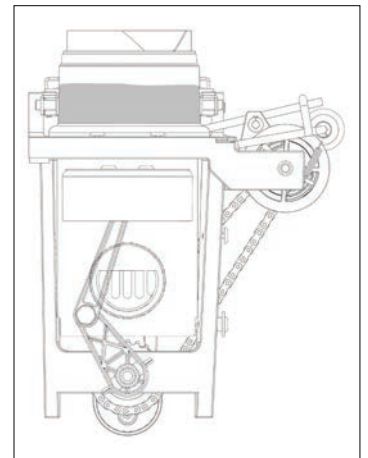
1



### Step 1 | Rise of the Piston

The ground coffee and the water are dispensed into the brew chamber during the rise 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.

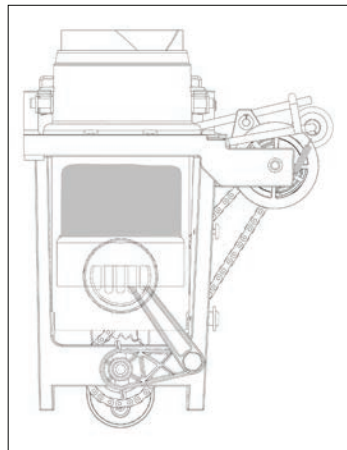
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### Step 2 | Pause

Once the piston has reached its top point, it will pause to allow the coffee to brew to the appropriate strength. At the end of the pause time, there will be one shot of water to clean the brew chamber.

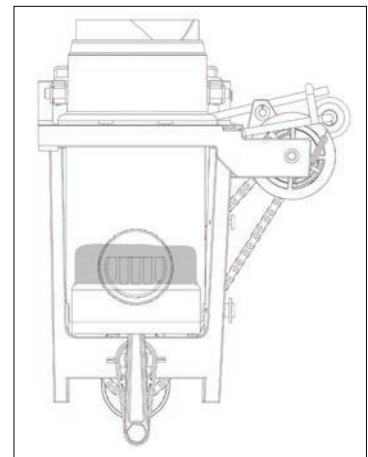
3



### 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.

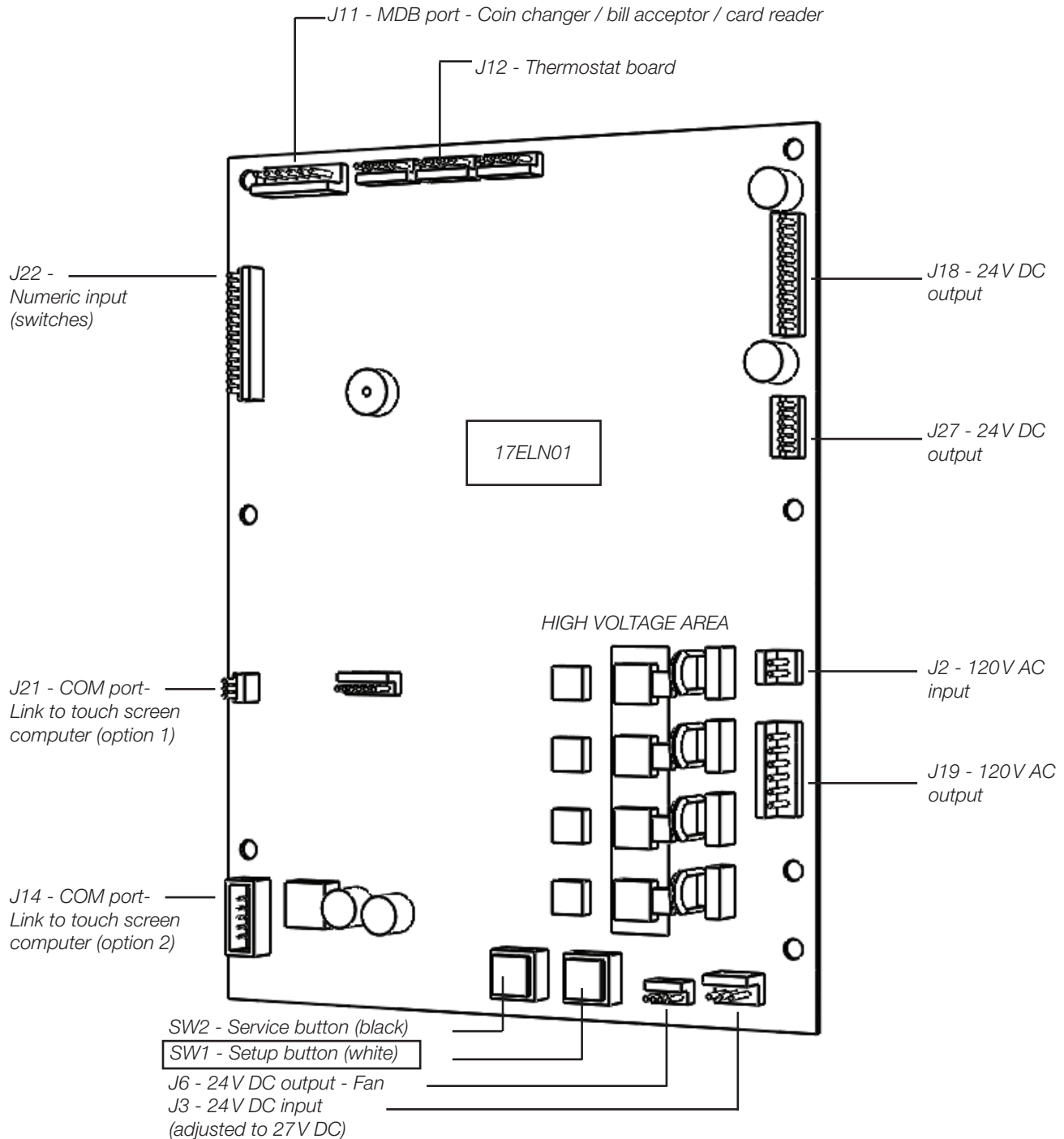
4



### 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 Main Board



This is a schematic reference drawing only.  
Not to scale.

The equipment should always be unplugged from the electrical outlet before servicing any component on this main board.

## 3.6.1 Main Board (PCB) Description Interactive Switches and Buttons

### 1. SW1 Setup Button (White)

This button gives access to the parameters of the machine and products through Service mode (see section 6.2 for details).

### 2. SW2 Service Button (Black)

There are two functions for this button:

-In Selection mode, pressing this button will enter the touch screen calibration utility.

-In Service mode, pressing this button will display the Factory reset pop-up menu. This menu allows the user to reset several settings back to factory: configuration, passwords and drink settings.

LEDs light up to indicate the following statuses:

DS1	Power 5V OK
DS15	Low water level
DS13	Brew group out of park position
DS14	Filter paper roll detected
DS18	Water detected in the overflow tray
DS20	Power 3.3V OK
DS30	Computer COM indicator

LEDs light up to indicate the following parts are in use:

### 24VDC Outputs:

DS2	Ingredients motor (coffee # 1)
DS3	Ingredients motor (coffee # 2)
DS4	Ingredients motor (soluble # 1)
DS5	Ingredients motor (soluble # 2)
DS6	Hot water valve (coffee)
DS7	Hot water valve (soluble)
DS8	Hot water dispensing valve
DS21	Soluble whipper motor
DS23	Auxiliary
DS25	Fan

### 120V AC Outputs:

DS9	Brew group motor
DS10	Water inlet valve
DS11	N/A
DS12	N/A

## 3.7 Hot Water Tank

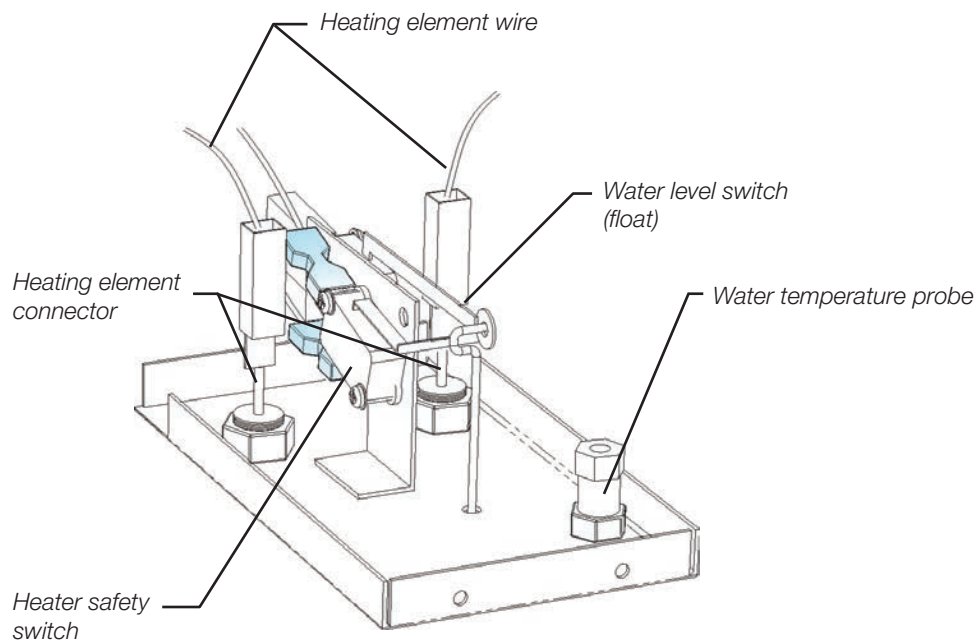
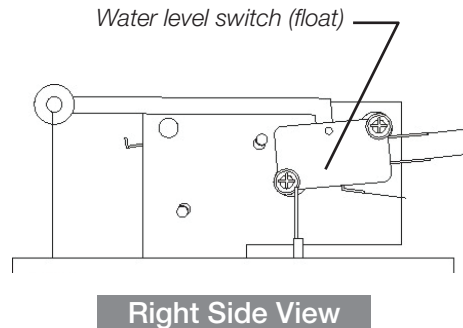
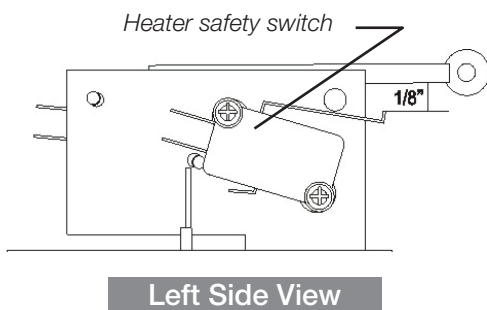
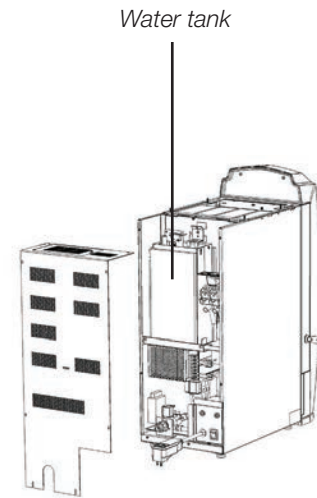


**Make sure the equipment is unplugged when servicing.**

Access the hot water tank by removing the back panel.

See images below for tank lid details.

See section 8.4 for preventive maintenance.



## 3.8 Water Temperature

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

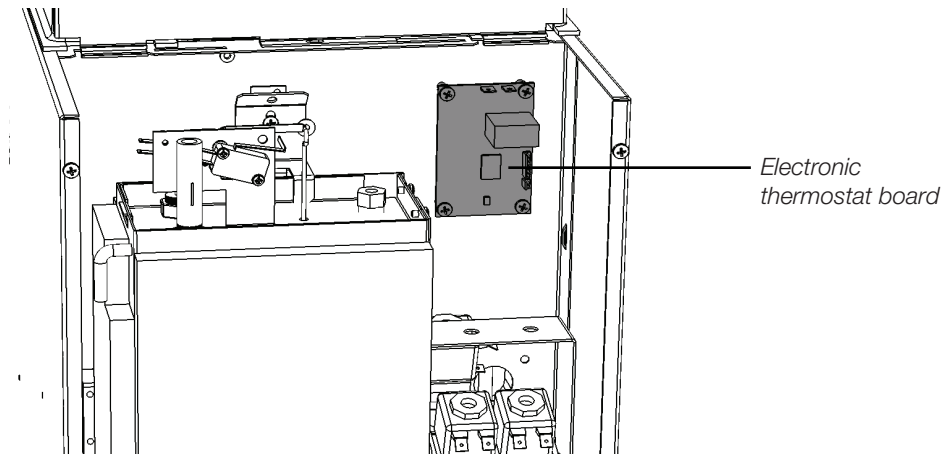
This value represents an average and will not correspond to the temperature of a manual measurement. The actual water temperature fluctuates because cold water is added to the tank after every beverage delivery and time is needed to heat the new incoming water up to the setpoint.

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. This will cause it to overflow into the overflow cup and will automatically shut the machine off. However, the computer screen will remain active (ON).



Access from the back of the machine.



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



## 4 INITIAL SETUP

Before the installation of the brewer on location, it is strongly suggested to unpack, inspect and bench test the machine before it leaves 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 6 feet of the dedicated electrical outlet.

Use only a polarized grounded receptacle.

Domestic 120 VAC / 60 Hz - 15 A circuit.

#### 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 up stream of the unit is highly recommended for ease of installation.

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

#### 4.1.4 Tools Required

- #2 Phillips screwdriver
- Regular medium pliers
- 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	32.13"	38.13"	Removing top lid.
Width	11.50"	23.50"	Accessing lock (left side) and opening door (right side).
Depth	24.50"	26.00"	Minimum countertop depth.
Back Clearance		1.75"	Clearance for water hookup, hoses and adequate air circulation.
		6"	Needed only if a filtration system is installed behind the machine.

See Annex 4 for waste chute positioning.

See Annex 5 for a diagram illustrating required clearance.

## 4.2 Specifications

### 4.2.1 Canisters Capacities

Each coffee canister: ..... 1.25 lbs (0.57 kg)      Total: 2.5 lbs (1.14 kg)

Each soluble canister: ..... 1.25 lbs (0.57 kg)      Total: 2.5 lbs (1.14 kg)

### 4.2.2 Water Tank

Capacity: ..... 0.8 gallon US (3.0 L)

Water valves: ..... 1 single valve; 1 double valve

Heating element: ..... 1250 watts

### 4.2.3 Electrical Requirements

120 VAC

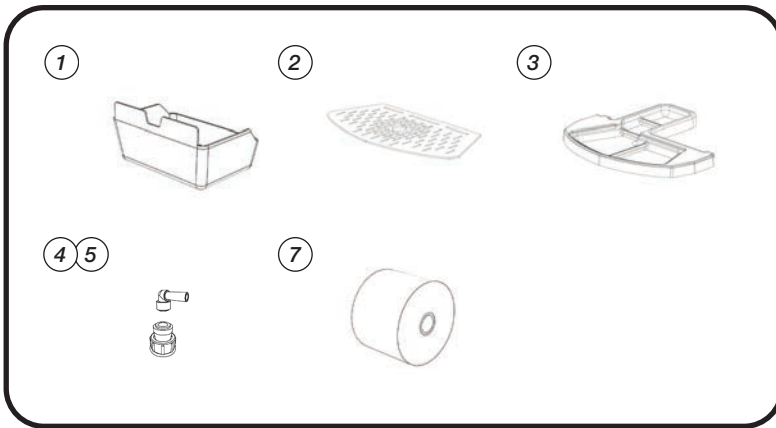
15 A circuit

60 Hz

## 4.3 Unpacking

To remove the unit from the box, carefully cut the straps holding the box in place on the skid. Remove all staples from the box (top and bottom). Remove the top of the box, then the two (2) side sleeves. Inspect the unit to see if any damage has occurred during shipment.

Some parts and accessories need to be installed on the equipment. Those were placed inside the machine for shipment. Here is a list of all accessories and parts you should find in your machine.

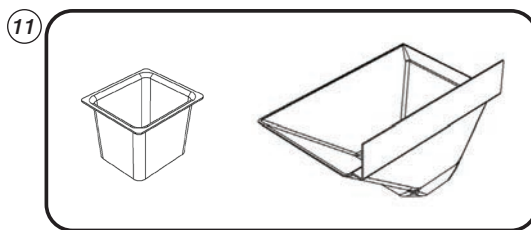


In the machine:

1. Internal Waste Bin
2. Drip Tray Grill
3. Drip Tray
4. 3/8" Inlet Fitting
5. 3/8" to 1/4" Inlet Fitting Elbow
6. "Milk" Sticker for Soluble Canister
7. Filter Paper
8. Microfiber Cloth
9. Keychain
10. Service & Installation Manual

Optional:

11. Plastic Chute Kit (Chute Base and Chute)



One of the machine keys is attached to the power cord at the back of the machine. A second key is taped on the filter paper roll, located in the internal waste bin.

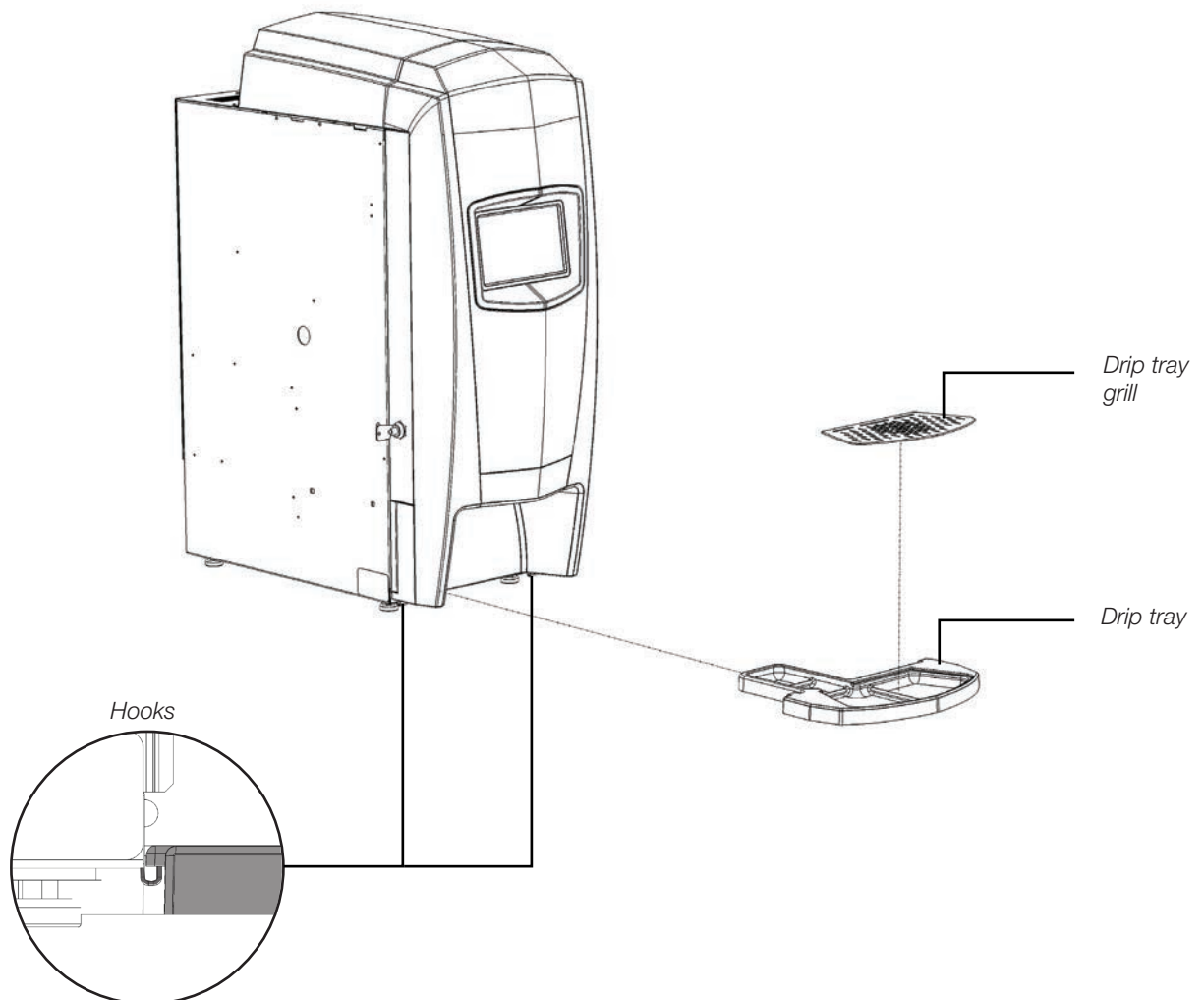
## 4.4 Leveling the Equipment

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 (e.g. internal waste bin shelf).
2. Adjust the four (4) threaded leveling glides of the equipment to reach a leveled position.

## 4.5 Drip Tray Installation

Place the drip tray grill on the drip tray, then slide the tray under the machine and find the two (2) hooks to secure it in place. See the image below for reference.

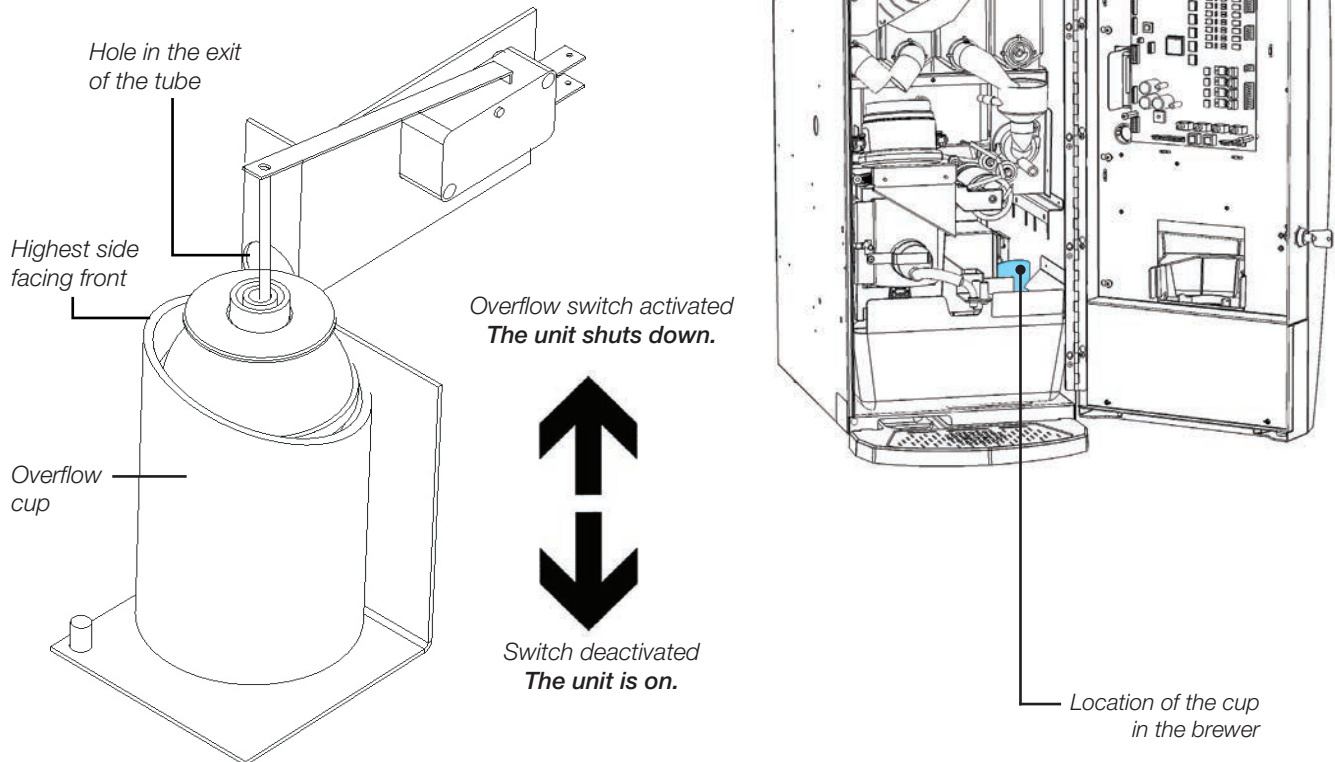


#### 4.6 Adjusting the Tank Overflow Cup

The overflow cup is a safety feature. If the water tank overflows, the extra water will leak in the pipe down to the overflow cup. If there is too much water, the float will go up and activate the switch. The machine will then stop automatically.

It is important to verify that the float is positioned properly in the overflow cup because it can move around in transportation. If the float is not properly in place, the switch will be activated and the unit will automatically shut down sensing an overflow situation. The computer screen will stay ON showing an error message.

It is important to verify that the overflow cup is in place with the highest side facing front and well secured with the green tape. If the cup needs to be removed, make sure that it is replaced with the highest side facing front and the overflow tube in the cup. Fasten it in place with tape. This will ensure the float works properly and activates the overflow switch if a problem occurs.



## 4.7 Water Line Connection

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

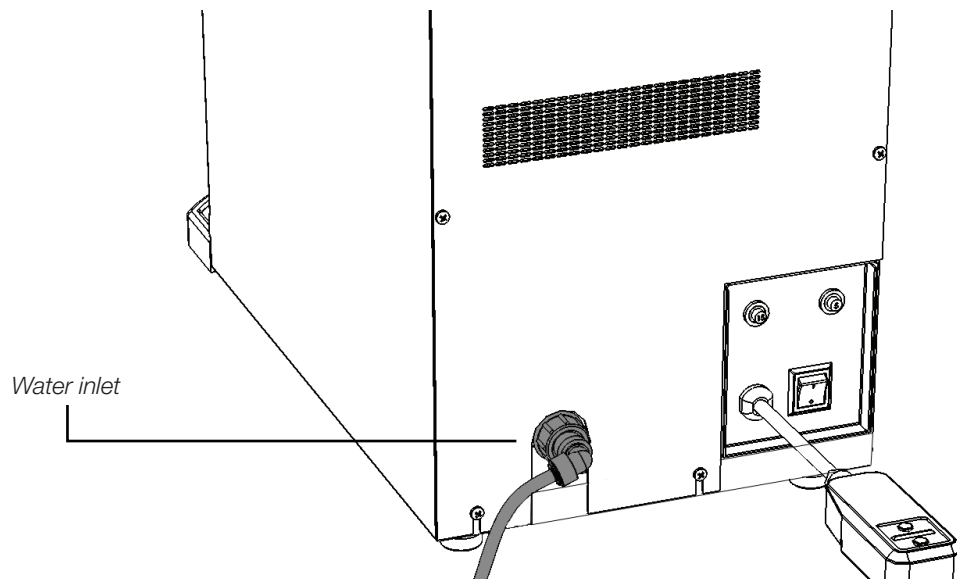


**Make sure the equipment is unplugged before proceeding with the water supply installation. Also verify that the incoming water pressure is greater than 20 psi and no more than 80 psi.**

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 installation instructions and incorporate them into 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:

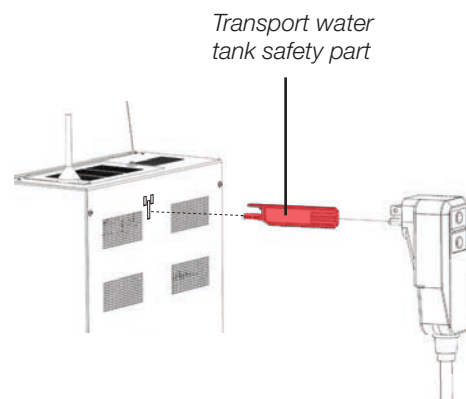
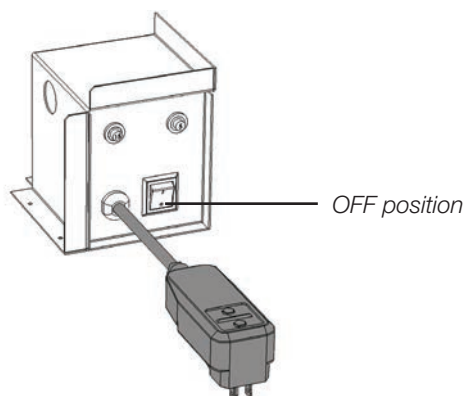
- The equipment is OFF before plugging it in.
- The equipment has its own electrical outlet.
- NO extension cord is used.

1. Locate the unit's power cord and remove it from its transport socket. Discard the transport water tank safety part (recyclable).



The transport water tank safety part keeps the float out from moving during transport. Water tank will not fill if this part is not removed.

2. Make sure the power switch at the back of the unit is in the OFF position before plugging in the unit into its own grounded electrical outlet.
3. Access the back of the brewer and toggle the power switch to the ON position. Water will automatically enter the brewer. The filling cycle should take a maximum of 2 to 3 minutes.
4. Once the tank is full, water will take 10 to 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 power outlet (AC line voltage) when servicing any electrical component on the equipment.

## 4.9 Loading Products

### 4.9.1 Soluble & Coffee Canisters

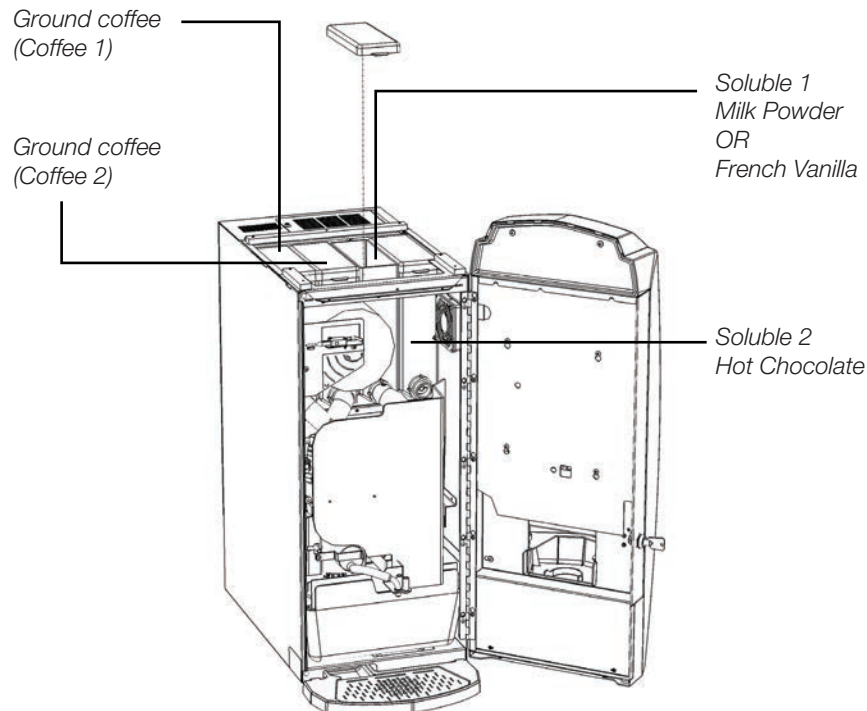
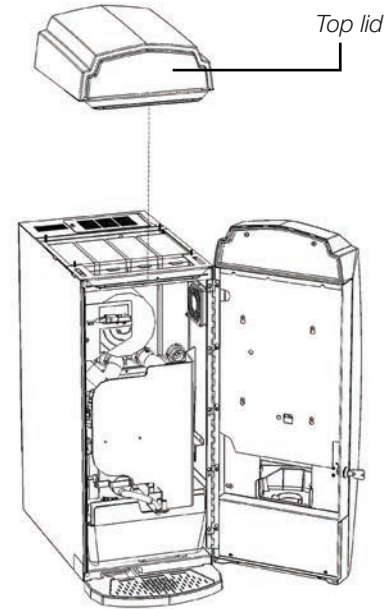
1. Open the brewer's door.
2. Remove the plastic top lid.
3. Remove the cap of each canister to fill it.
4. Do not overfill the canisters.



Removing only the cap of the canister to fill avoids cross-contamination.



Using a step stool will facilitate the filling of each canister.



Cafection does not recommend using flavored coffee grounds, as it may cause cross-contamination and affect the taste of the other coffee blend.



#### 4.10 Filter Paper Installation



**Make sure the brewer is ON.**

1. Open the door and remove the front panel.
2. Place the filter paper roll on the bracket so it dispenses on the left-hand side (see the diagram below).
3. Access Service mode (see section 6.2), press the "Filter Paper Install" button and follow the instructions on the screen.



**The brew chamber will not lift up if the switch does not detect any filter paper.**

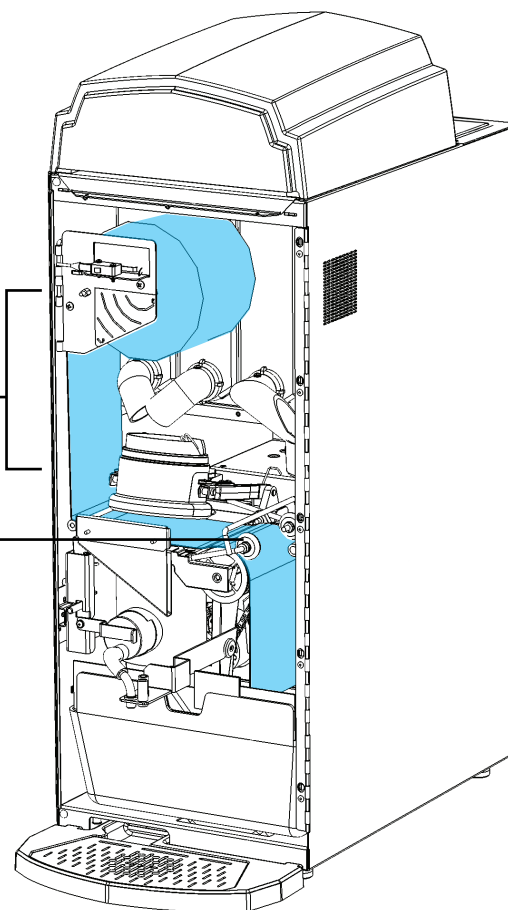
4. Pass the filter paper under the left guide bracket of the brew group, under the brew chamber and under the wheel guides by gently lifting them using the yoke.
5. Pull on the paper and carry it through the chute hole (if applicable) and into the waste bin.
6. Make sure the paper is feeding straight and stays within the guide bracket.



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

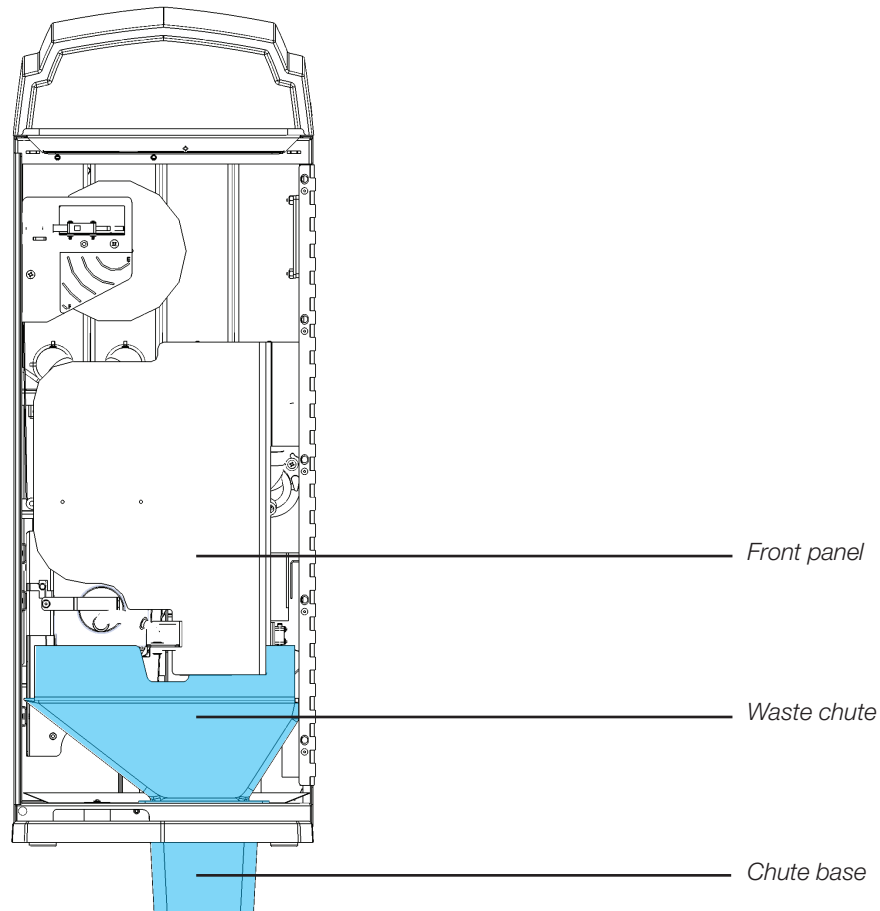
Guide  
brackets

Yoke



## 4.11 Chute Kit Installation (Optional)

1. Open the brewer's door and remove the front pannel.
2. Insert the chute base inside the chute hole of the cabinet.
3. Insert the waste chute into the chute base.
4. Install the front panel by aligning its metal bracket with the metal bracket fixed on the brew group assembly.



See Annex 4 for the chute base hole positioning diagram.

#### 4.12 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

<input checked="" type="checkbox"/>	Inlet valve is free of leaks.	Verify that it is secured and not overtightened.
<input checked="" type="checkbox"/>	Brew chamber is empty of coffee.	Verify that the unit is leveled.
<input checked="" type="checkbox"/>	Filter paper feeds without resistance and goes straight into the waste bin.	Verify that the filter paper and chute are properly installed. Repeat the installation procedures, if needed.
<input checked="" type="checkbox"/>	Soluble mixing bowl is free of leaks.	Verify that it is installed straight and that the tube is secured.
<input checked="" type="checkbox"/>	Water temperature is acceptable.	Verify water temperature.
<input checked="" type="checkbox"/>	Products are loaded.	Load products.
<input checked="" type="checkbox"/>	Brewer and area are clean and tidy.	Clean and tidy up.

#### 4.13 Coin Changer and Bill Acceptor (Optional)

The Encore Ground 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 Encore Ground:

- MDB Coin acceptor 9300GX (American coins)
- MDB Coin acceptor 9300CGX (Canadian coins)
- MDB Bill reader Bill Pro BP4-CRX6U
- MDB Coin acceptor Guardian 6000
- MDB Bill reader Bill Pro BP4SX (American bills only)

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.



**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.**

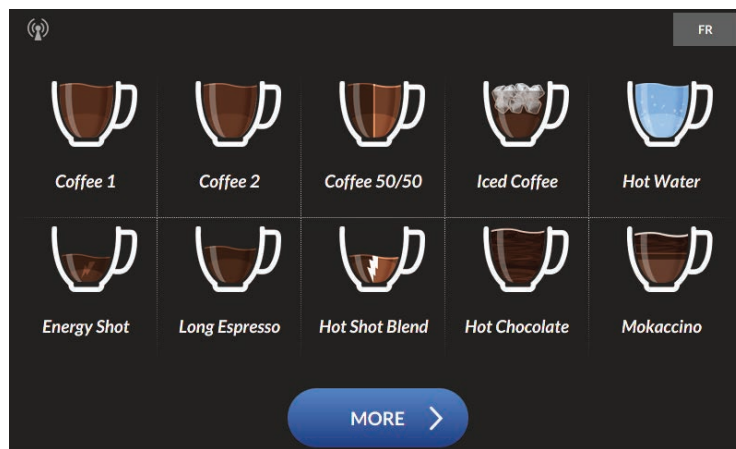
## 5 USER INTERFACE

### 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.

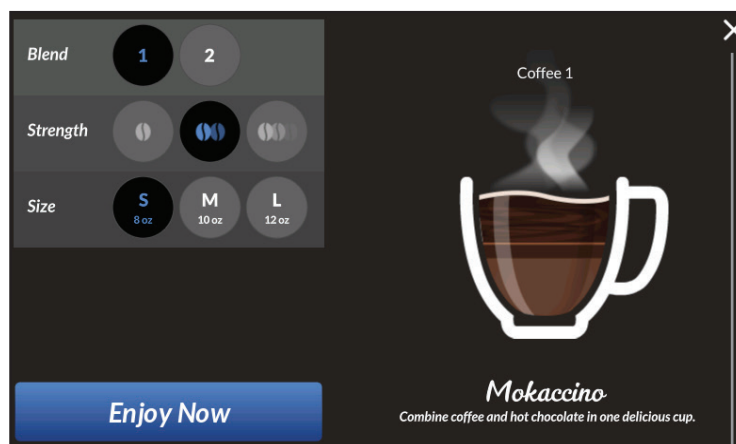
1



1. Select Beverage

More beverages may be available

2



2. Select Beverage Options

-Blend, Strength, Size and Milk, if applicable

(Option may not all be available according to the selected beverage)

3

3. Press "Enjoy Now" to start the preparation of the beverage

Press X to cancel and go back to main selection screen

## 5.2 Carafe Mode



**Carafe mode is only available for users with level 2 or up (see section 6.1) and for users that have been granted access in Users List and Rights Management, in the Admin sub tab, under System tab (see section 6.6.5). An extended base is required to use a carafe on the Encore Ground.**

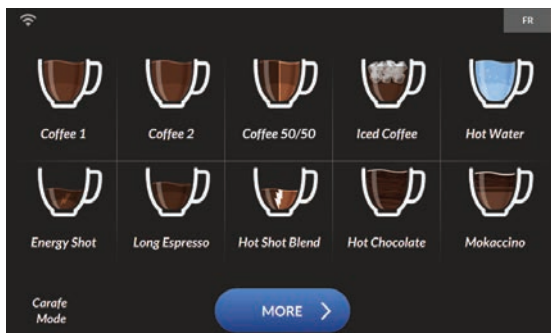
Carafe mode is always free, and each drink is counted as a free vend in the sales counters.

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

The notice "Carafe mode" (bottom left corner) 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



1. Select Beverage

2



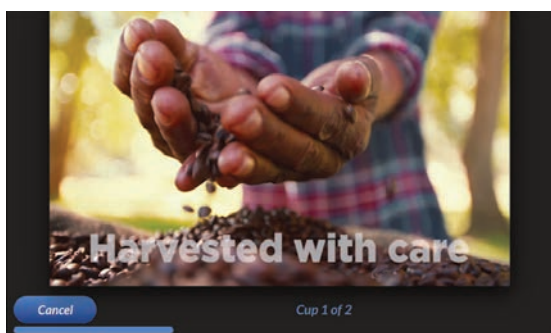
2. Select Beverage Options

-Blend, Strength, Size and Milk, 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 beverages

3



3. Wait until all drinks have been prepared.

## 5.3 Iced Coffee



**The coffee brewed by the machine is hot.** It cools down in contact with ice.

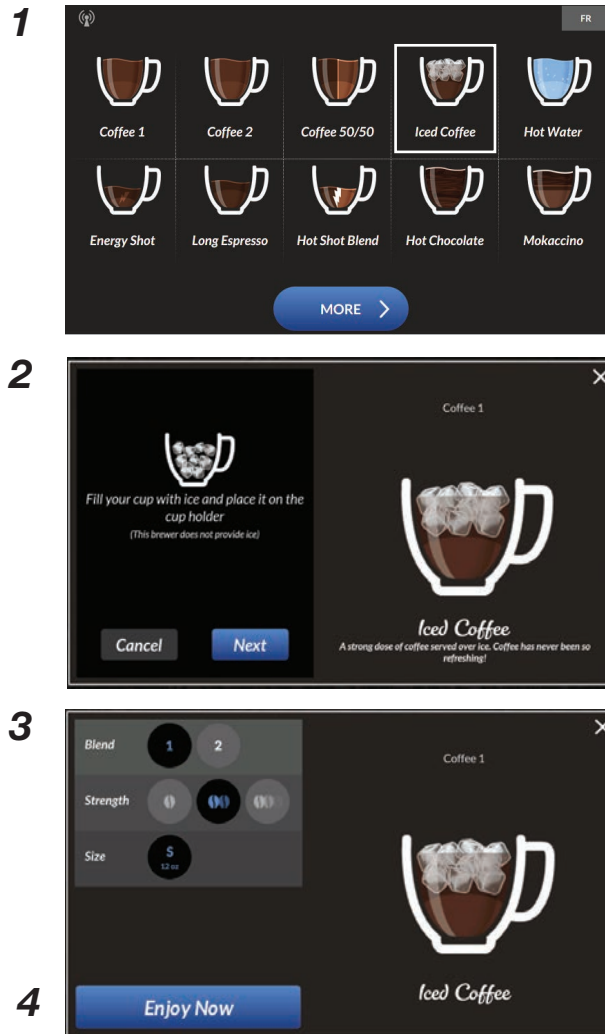
**The brewer does not make ice.** To order this beverage, an ice machine is required.

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.



*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 the 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.

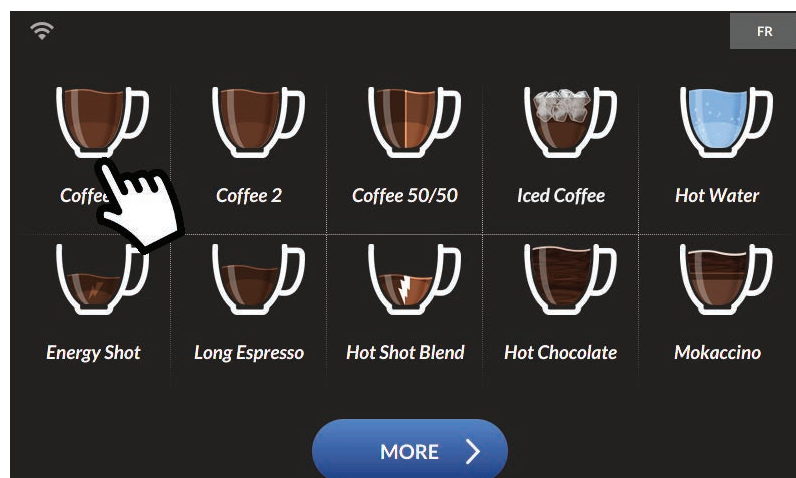
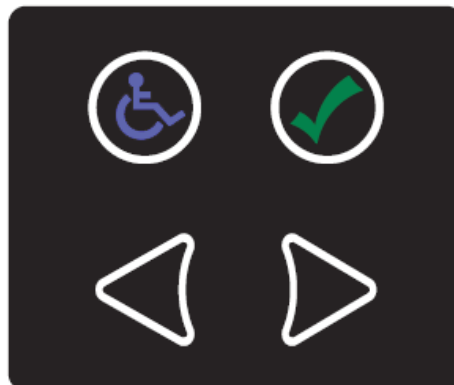
To activate this selection keyboard, customers need to press any of its keys.

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

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

The  icon remains lit all the time.

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



## 6 SERVICE MODE

### 6.1 Users 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 (no password 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**



**Cafection highly recommends changing those passwords.**

To access Service mode, open the brewer's door and press on the SW1 button (white) on the main board (see section 3.6).

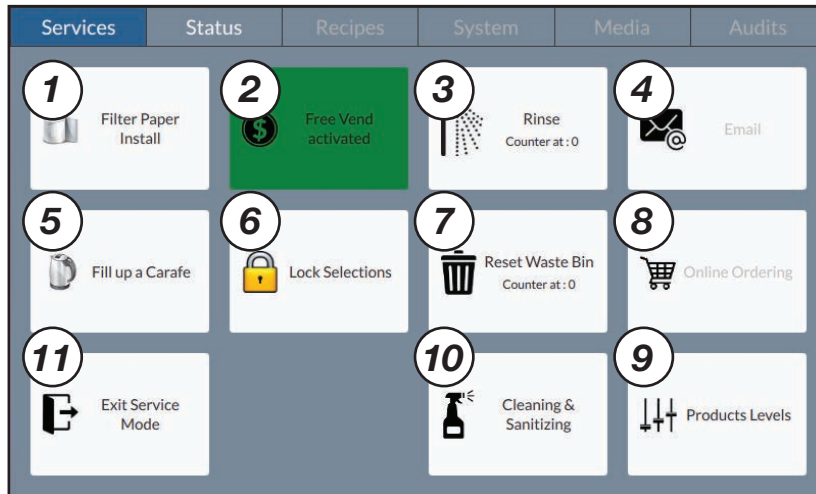
Access Levels:

2	2	3	3	3	4
Services	Status	Recipes	System	Media	Audits
 Filter Paper Install	 Free Vend activated	 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, press the SW1 button (white) on the main board inside the brewer's door (see section 3.6). The Service tab is the first screen to be displayed.



1. This button is used to change the filter paper. Press 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 will be enlightened in green and will show "ON" (in opposition to "OFF" when Free Vend is not activated).

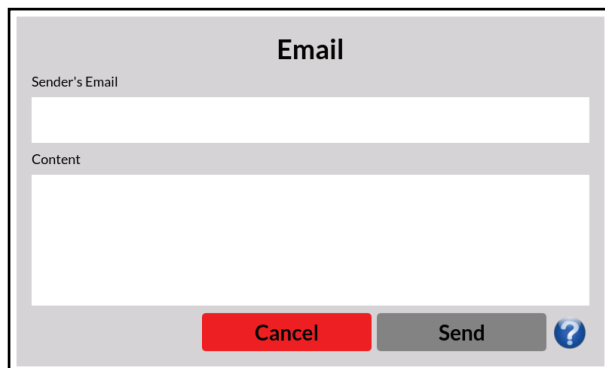


**When Free Vend is enabled, the coin, bill and card payment devices will automatically be disabled.**

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



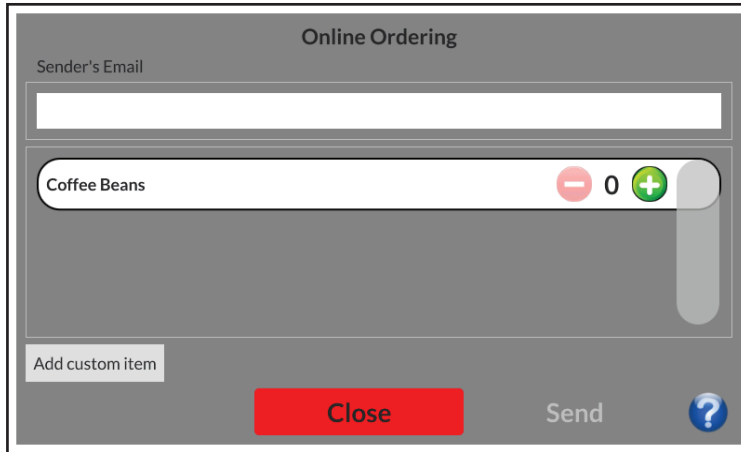
**WARNING! Make sure to place a container large enough (size is specified on the screen). BE CAREFUL! Water is VERY HOT!**



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.

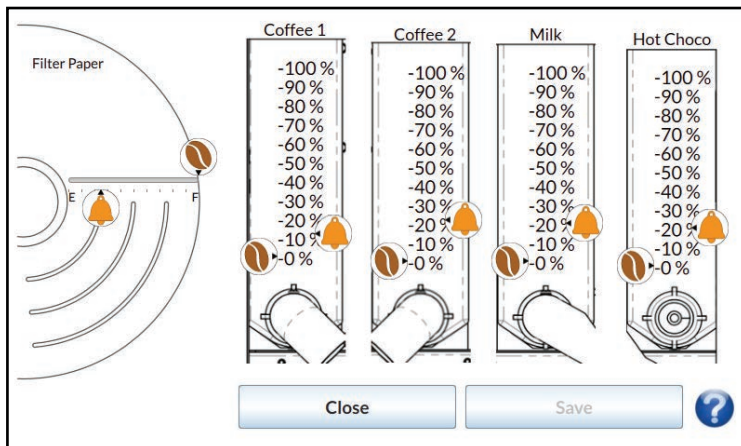
The user must enter his email and the message he wants to send to the owner of the brewer, then press the "Send" button. When the user presses one of the two text fields, an alphanumeric keyboard appears. For more help, press the (?) icon.

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. The "Add custom item" button allows the user 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 filter paper (in coffee cups), coffee grounds and soluble powder (in %), then move the bean icon accordingly. Once this percentage has been set, each level will decrease in accordance with the real consumption.

Using the bell icon, the user can also set the consumption level at which the machine will send an email notification. For more help, press the (?) icon.

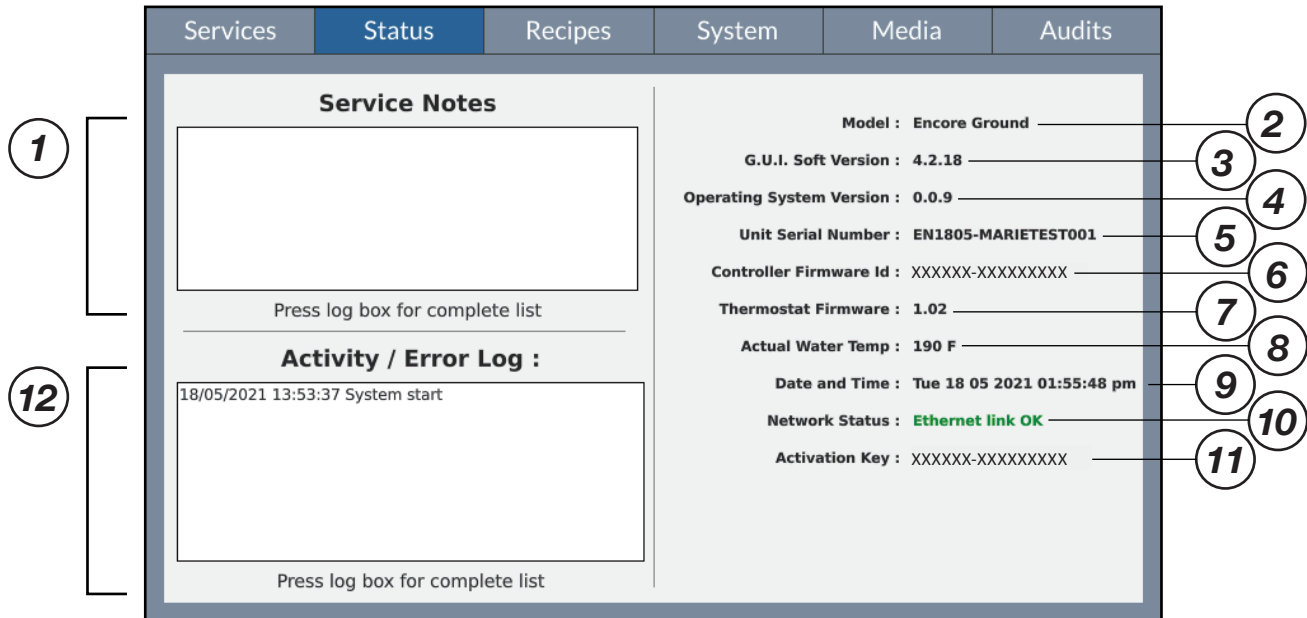


**Cafection recommends setting the filter paper alert at 200 coffees, and the soluble and coffee canisters alert at 25%.**

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

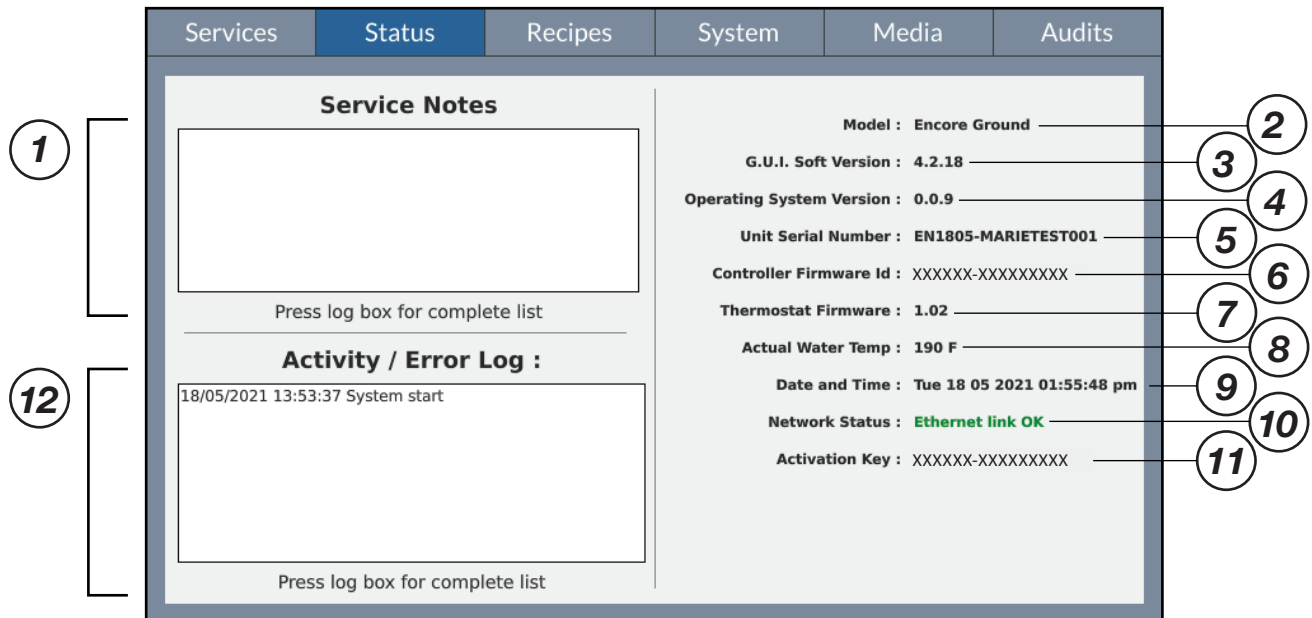
### 6.3 Status Tab

To access the screen below, press the SW1 button (white) on the main board inside the brewer's door (see section 3.6) and select the Status tab.



The screenshot shows the 'Status' tab selected in the top navigation bar. The interface is divided into two main sections. On the left, there is a 'Service Notes' section with a large text box (callout 1) and a button below it labeled 'Press log box for complete list'. Below this is an 'Activity / Error Log' section (callout 12) showing a log entry: '18/05/2021 13:53:37 System start', with another button below it labeled 'Press log box for complete list'. On the right, there is a list of system parameters, each with a callout number: 'Model : Encore Ground' (2), 'G.U.I. Soft Version : 4.2.18' (3), 'Operating System Version : 0.0.9' (4), 'Unit Serial Number : EN1805-MARIETEST001' (5), 'Controller Firmware Id : XXXXXX-XXXXXXXX' (6), 'Thermostat Firmware : 1.02' (7), 'Actual Water Temp : 190 F' (8), 'Date and Time : Tue 18 05 2021 01:55:48 pm' (9), 'Network Status : Ethernet link OK' (10), and 'Activation Key : XXXXXX-XXXXXXXX' (11).

1. Service Notes. Allows the technician to enter the servicing that has been performed on the machine. An alphanumeric keyboard will appear when clicking the text box.
2. Unit model.
3. Software version of the computer.
4. Operating system version on computer.
5. Serial number of the coffee brewer. Correct serial number is necessary for **Sophia**. Service users with level 4 access can set the serial number (see section 6.1).
6. Identification of the controller firmware.
7. Firmware version of the thermostat's microcontroller.
8. Actual water temperature in Fahrenheit.
9. Time and date. Date and time can be set in the Tools sub tab, under the System tab.



10. Network status. Many possible statuses:

Disabled: Network is offline.

Invalid serial num: Serial number shown on screen is invalid. Verify the serial number (see section 6.6.4).

WIFI no link: Wi-Fi link is activated but the network is not functioning.

WIFI link OK: Wi-Fi link is activated and coffee brewer is connected to the network.

Cell. Modem no link: Cellular modem link is activated but the network is not functioning.

Cell. Modem link OK: Cellular modem link is activated and coffee machine is connected to the network.

Ethernet no link: Ethernet link is activated but the network is not functioning.

Ethernet link OK: Ethernet link is activated and coffee machine is connected to the network.

11. Activation key of the brewer. It is used to register the machine on **Sophia**.

12. Error log. Keeps the last 50 events in memory, accessible remotely on **Sophia** (Optimum License required).

## 6.4 Password Pop-Up

This pop-up window will appear when pressing the Recipes, System 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 will gain access to different tabs.



## 6.5 Recipes Tab

To access the screen below, press the SW1 button (white) on the main board inside the brewer's door (see section 3.6) and select the Recipes tab.

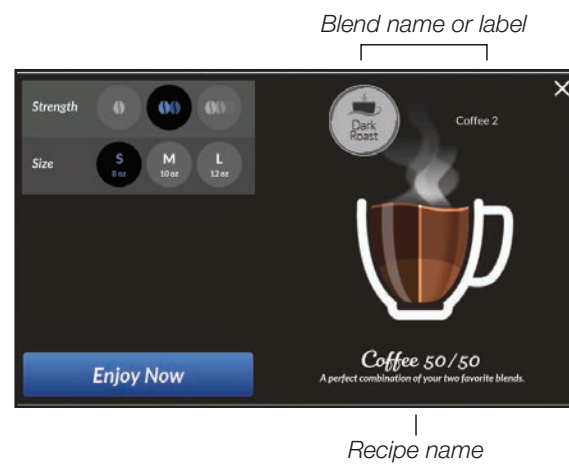
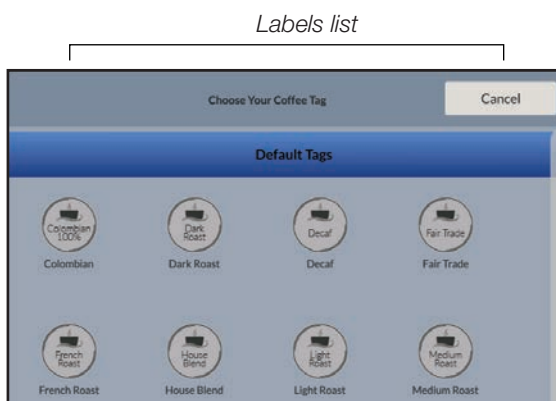
### 6.5.1 Blend Sub Tab

The customization sub tab allows the user to edit blends name or label. For each blend, it is possible to display only one option (name or label) on the beverage settings screen. Default blends names are Coffee 1 and Coffee 2.

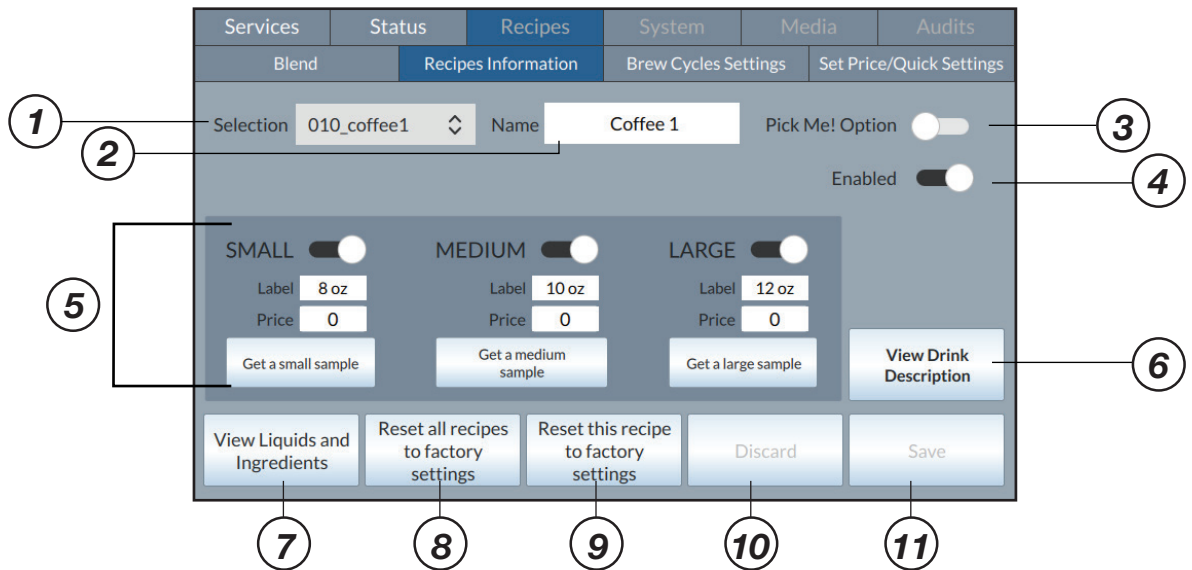


**Coffee names and labels can be edited with Sophia (Optimum License required).**

1. Use the "Tag" button to select a tag for the associated blend. Use the "Name" button to edit the blend name using the text box.
2. These buttons are used to save or discard any changes to the customization settings. Any unsaved changes will be lost.



## 6.5.2 Recipes Information Sub Tab



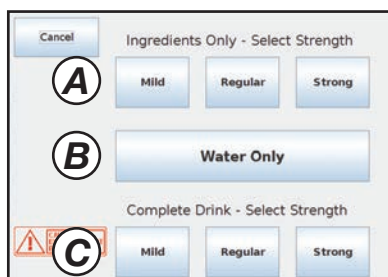
The screenshot shows the 'Recipes' sub-tab in the system interface. It includes a 'Blend' section with a 'Selection' dropdown (1) and a 'Name' field (2). To the right are 'Pick Me! Option' (3) and 'Enabled' (4) checkboxes. The main area features three size options: 'SMALL' (5), 'MEDIUM', and 'LARGE', each with a switch, a 'Label' field, a 'Price' field, and a 'Get a sample' button. A 'View Drink Description' button (6) is on the right. The bottom row contains 'View Liquids and Ingredients' (7), 'Reset all recipes to factory settings' (8), 'Reset this recipe to factory settings' (9), 'Discard' (10), and 'Save' (11) buttons.

1. This drop-down menu is used to choose the recipe needing to be modified. Coffee 1 and Coffee 2 refer to the two (2) canisters (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's illustration.



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

3. This switch is used to add the "Pick Me" tag over the beverage on the selection screen.
4. This checkbox is used to enable or disable the drink on the selection screen.
5. 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.



The 'Get a Sample' interface has three sections: 'Ingredients Only - Select Strength' with 'Mild', 'Regular', and 'Strong' buttons (A); 'Water Only' with a single button (B); and 'Complete Drink - Select Strength' with 'Mild', 'Regular', and 'Strong' buttons (C). A 'Cancel' button is at the top left.

### "Get a Sample" Interface

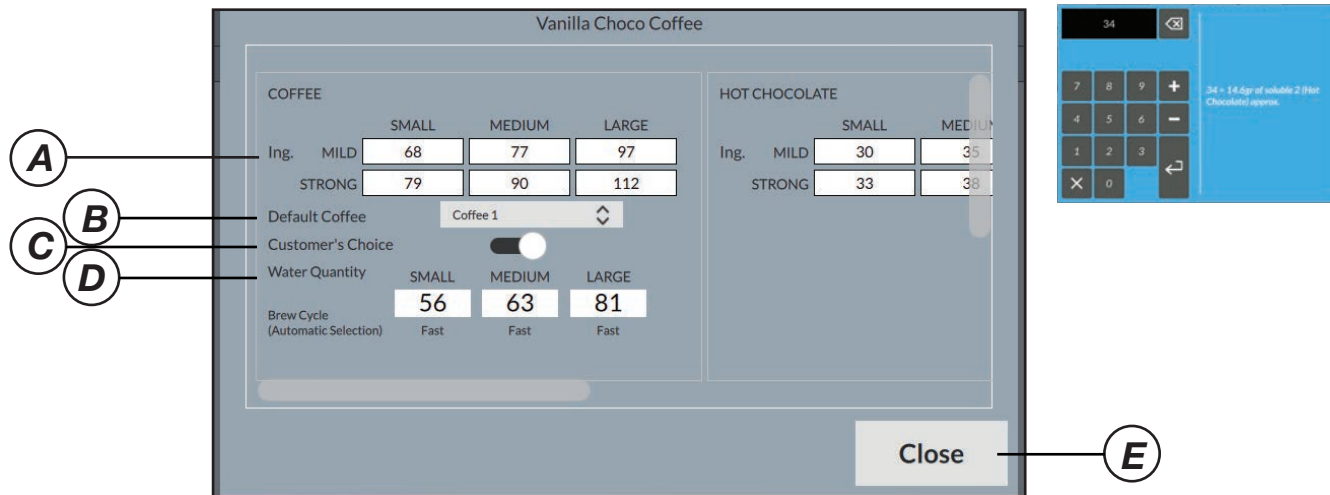
- A** These buttons are used to get a sample of all the dry ingredients of the tested recipe, in the desired strength.  
**In order to weigh the ingredients, make sure to place a container under ALL product dispensers used for the tested recipe.**
- B** This button is used to get a sample of the recipe 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.



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

6. 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).
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. This button is used to 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



The screenshot shows the 'Vanilla Choco Coffee' interface with the following components labeled A through E:

- A:** Ingredient table for COFFEE
- B:** Default Coffee dropdown menu
- C:** Customer's Choice toggle switch
- D:** Water Quantity table
- E:** Close button

COFFEE				
		SMALL	MEDIUM	LARGE
Ing.	MILD	68	77	97
	STRONG	79	90	112

Default Coffee: Coffee 1

Customer's Choice: ☐

Water Quantity			
	SMALL	MEDIUM	LARGE
Brew Cycle (Automatic Selection)	56	63	81

Close



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.

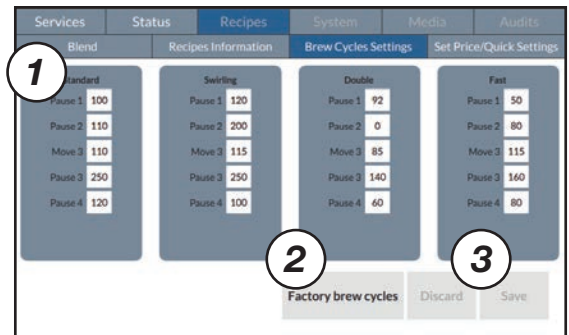
The right section of the numeric keypad indicates **an estimated conversion** of the value in units to a milliliter (ml) and to a US ounce fluid (oz) for liquids, or in grams (g) for the ingredients.

- A. This table is used to set the quantity of dry ingredients for each size and strength 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's 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. Press on a value to modify it and enter the desired number of units using the numeric keyboard.
2. This button is used to bring all brew cycles values back to factory settings.
3. These buttons are used to discard or save any current modification.



Services	Status	Recipes	System	Media	Audits
Blend		Recipes Information	Brew Cycles Settings	Set Price/Quick Settings	
Standard		Stirring	Double	Fast	
Pause 1	100	Pause 1	120	Pause 1	50
Pause 2	110	Pause 2	200	Pause 2	80
Move 3	110	Move 3	115	Move 3	115
Pause 3	250	Pause 3	250	Pause 3	160
Pause 4	120	Pause 4	100	Pause 4	80
			Factory brew cycles	Discard	Save

The Encore Ground has four (4) different brew cycles. The brew cycle is automatically selected in accordance with the water quantity in the coffee-based recipe.

### Cycle #1 (101 to 187 water units)

Standard brew cycle.

### Cycle #2 (188 to 269 water units)

Three (3) stirring cycles during which the total quantity of water is dispensed in three (3) shots. The mix is stirred three (3) times, ensuring that the coffee completely comes into contact with water. Ideal for recipes with high water and coffee volumes.

### Cycle #3 (270 water units and more)

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

### Cycle #4 (100 water units or less)

Quick brew cycle. Ideal for recipes with low water level.

## Adjustable Settings

### 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.



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 coffee through the filter.

This setting must be changed with care.

### 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.**

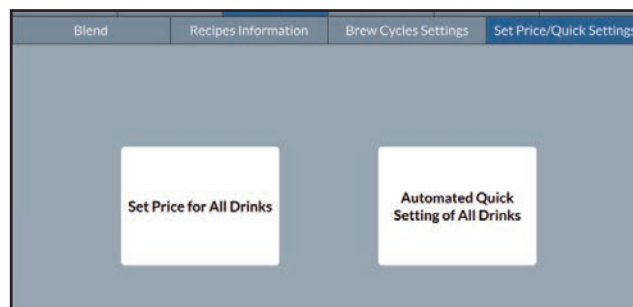


**Pause 4**

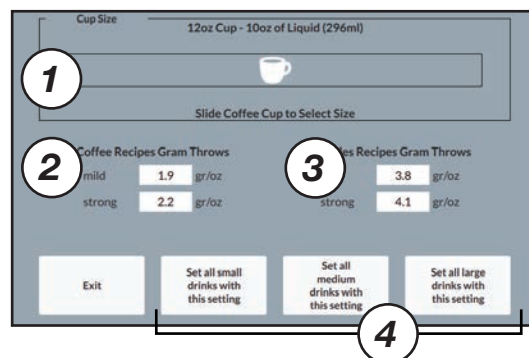
Brew group drain time. This setting must be high enough to empty the brew group at the end of the cycle. **20 units = 1 second.**



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

**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 and changed in the "Liquids and Ingredients" interface.

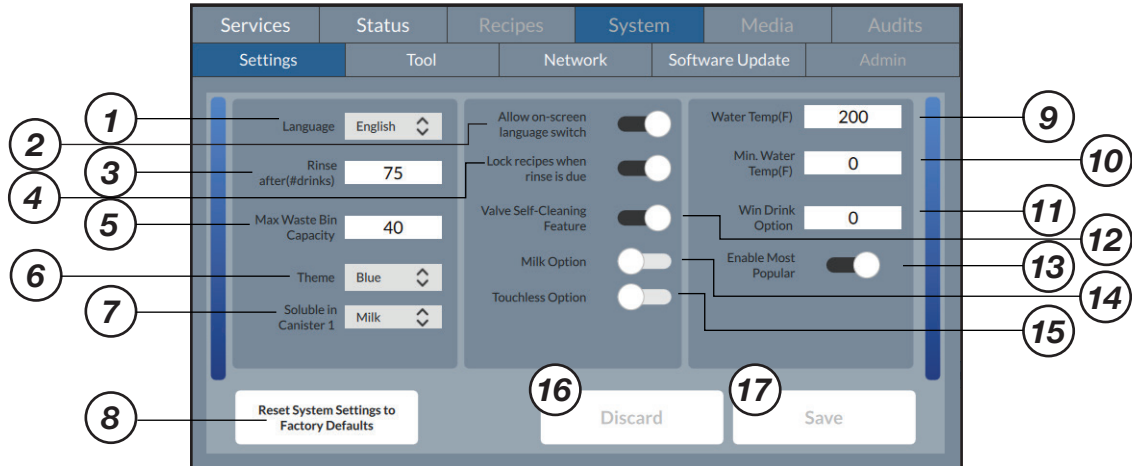


The automated quick settings function does not affect the Iced Coffee, Long Espresso, Energy Shot, Hot Shot Blend, Café Latte and Cappuccino drinks recipes, which can only be edited manually.

## 6.6 System Tab

To access the screen below, press the SW1 button (white) on the main board inside the door (see section 3.6) and select the System tab.

### 6.6.1 Settings Sub Tab



1. This drop-down menu is used to set the language of the system.



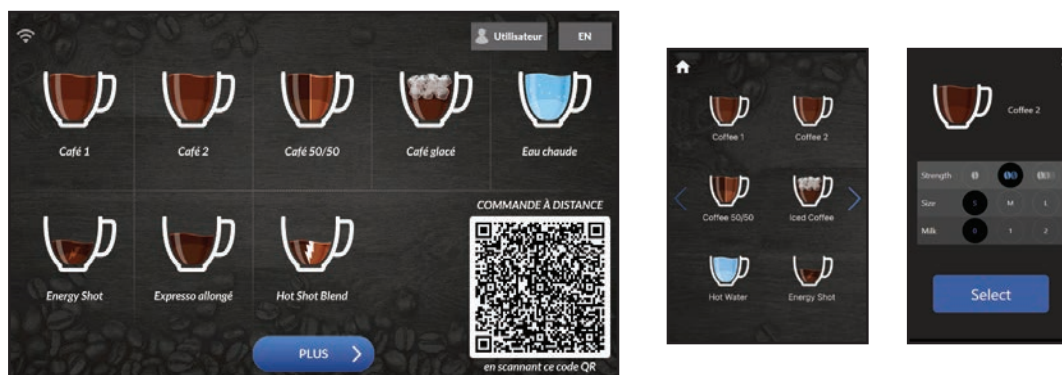
**If the language is changed, the recipes' names will be reset to default values.**

2. This toggle bar is used to allow any user to switch language directly from the selection screen.
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 is used to lock recipes on selection screen when a rinse is due.
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 drop-down menu is used to set the color theme of the user interface.
7. This drop-down menu is used to set the choice of soluble in the canister #1.
8. This button is used to reset the system Settings sub tab back to factory settings. This action does not affect the recipes.
9. This field is used to set the water temperature in the tank, in Fahrenheit.
10. 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).

11. 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.
12. This toggle bar allows the user to enable or disable the valves self-cleaning feature during rinse cycles (enabled by default).
13. 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.
14. This toggle bar is used to enable or disable the milk option on selection screen for all drinks (if applicable). Deactivate (toggle left) to remove the milk option on selection screen.
15. This toggle bar is used to enable or disable *Sophia Touchless Solutions* contactless ordering (if applicable). Deactivate (toggle left) to remove the QR code on selection screen.

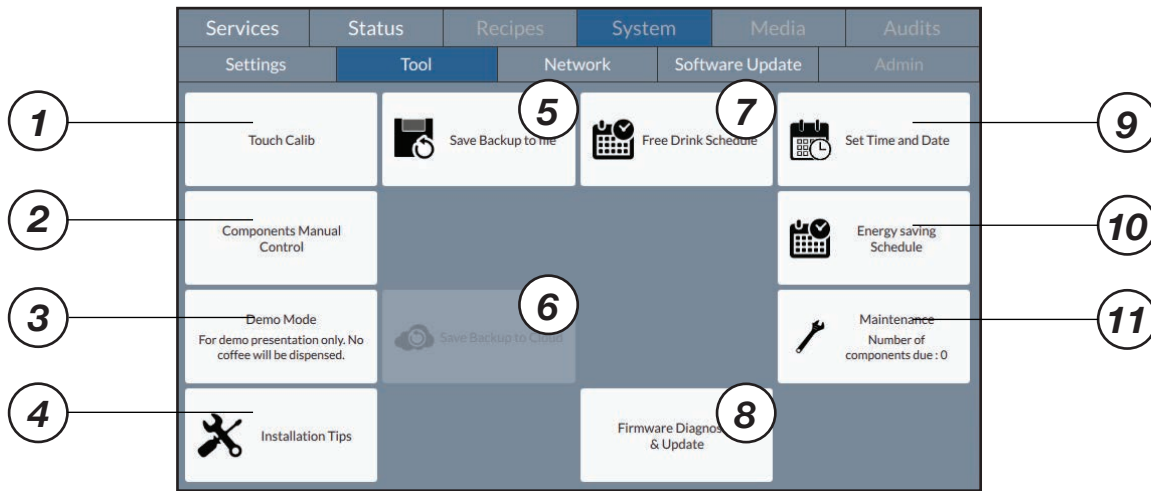
### ***Sophia Touchless Solutions* Option**

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.



16. This button is used to discard any changes.
17. This button is used to save any parameter changes. Unsaved changes will be lost.

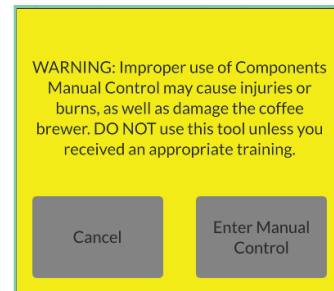
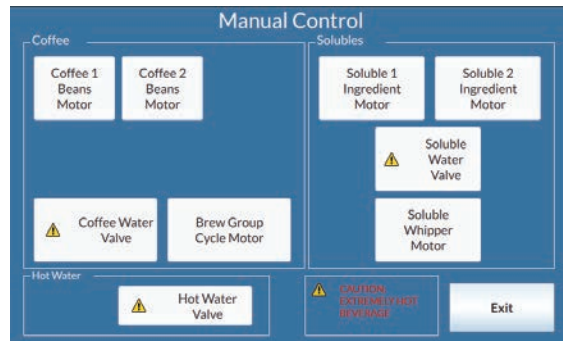
## 6.6.2 Tool Sub Tab



1. This button is used to calibrate the screen. Follow calibration procedure shown on screen.
2. This button is used to enter Manual Control mode and manually test the machine's components.

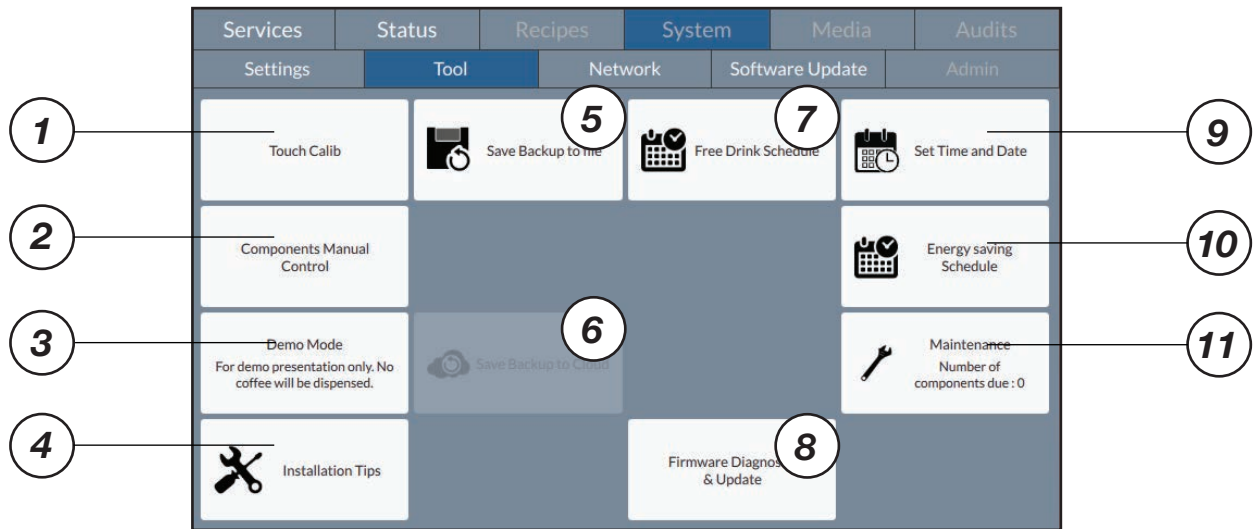


**This mode is intended for advanced technicians.  
Risk of damages to the machine or injuries.**



3. This button is used for demo presentations. The user can go through drink selection, and no coffee will be dispensed.
4. This button is used to configure the coffee brewer during the initial setup. It provides installation tips and requirements.
5. 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.

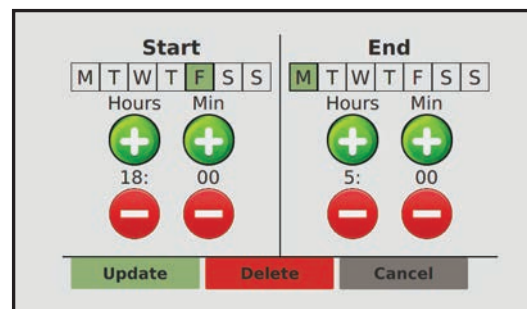
*A Restore Backup button will appear under this one if a backup file has already been created. This button is used to restore the most recent backup.*



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.

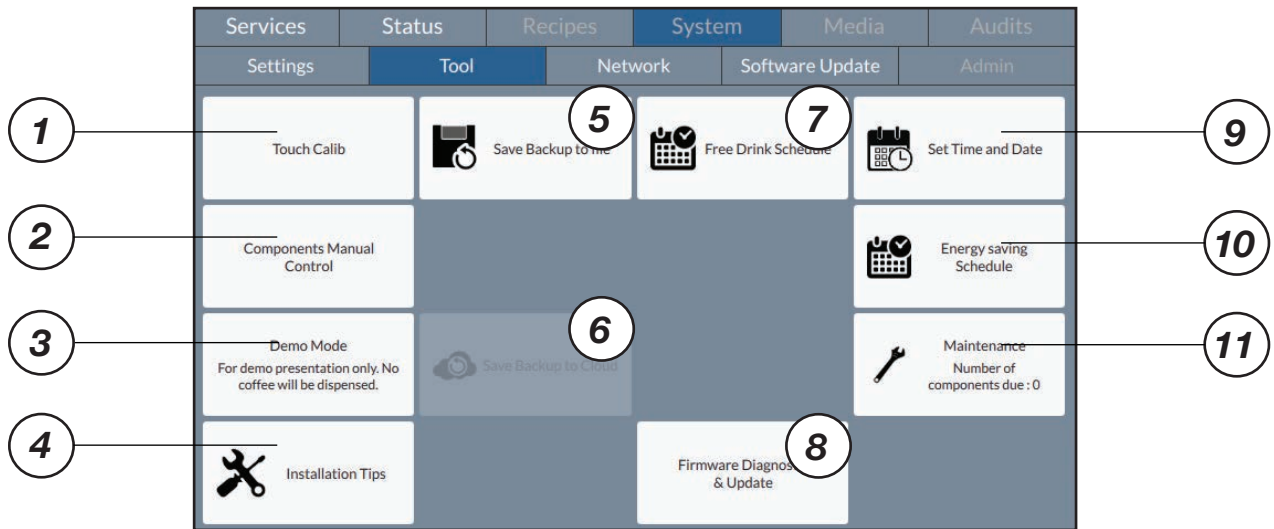
*A Restore Backup button will appear under this one if a backup file has already been created. This button is used to restore the most recent backup.*

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.

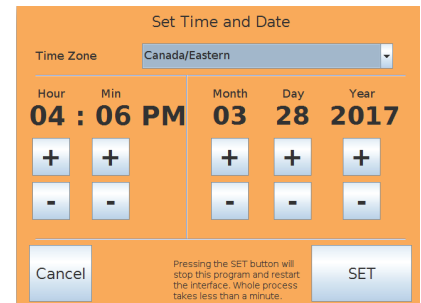
8. This button is used to check the complete firmware and update it if required.



9. 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.

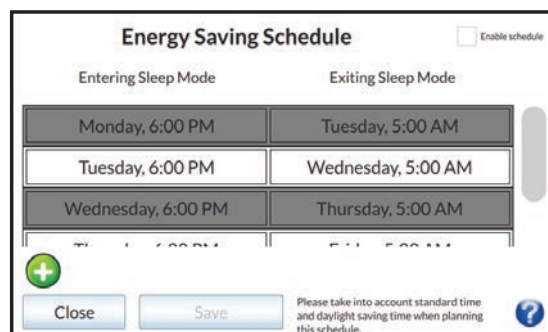


The 'Set Time and Date' interface shows the following settings:

- Time Zone: Canada/Eastern
- Hour: 04, Min: 06, PM
- Month: 03, Day: 28, Year: 2017
- Buttons: +, -, Cancel, SET
- Warning: Pressing the SET button will stop this program and restart the interface. Whole process takes less than a minute.

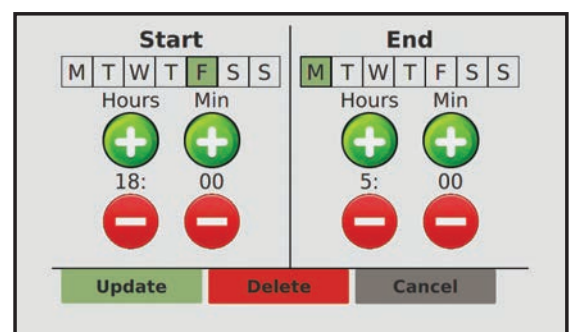
10. This button gives access to the Energy Saving Schedule interface.

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.



The 'Energy Saving Schedule' interface shows the following settings:

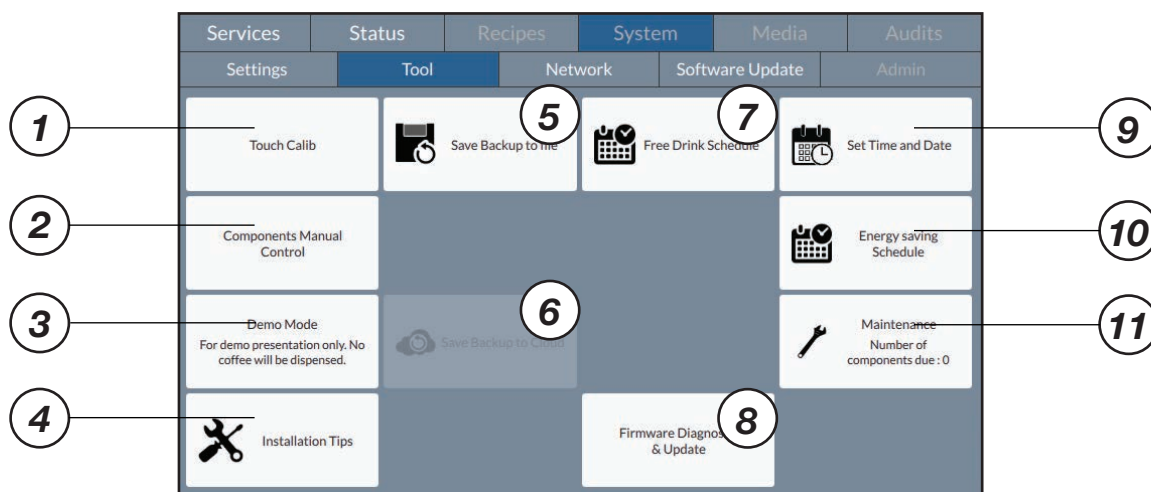
- Enable schedule: ☐
- Entering Sleep Mode: Monday, 6:00 PM; Tuesday, 6:00 PM; Wednesday, 6:00 PM
- Exiting Sleep Mode: Tuesday, 5:00 AM; Wednesday, 5:00 AM; Thursday, 5:00 AM
- Buttons: +, -, Close, Save, ?
- Warning: Please take into account standard time and daylight saving time when planning this schedule.



The 'Start' and 'End' time selection interface shows the following settings:

- Start: M T W T F S S, Hours: 18, Min: 00
- End: M T W T F S S, Hours: 5, Min: 00
- Buttons: +, -, Update, Delete, Cancel





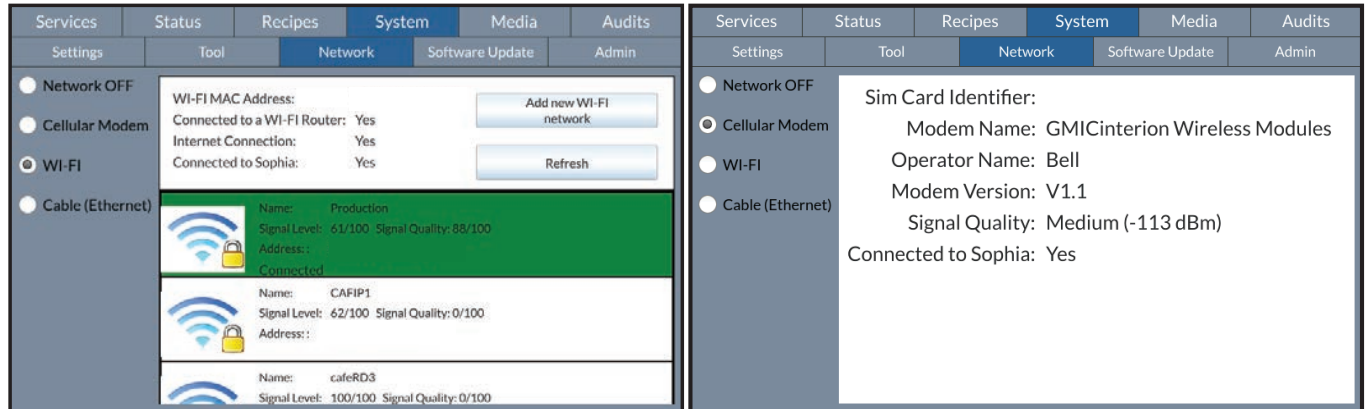
11. This button gives access to the Maintenance interface.

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	Reset
Coffee grinder Output: 0	Reset
Valve 1 Output: 0	Reset
Valve 2 Output: 0	Reset
Valve 3 Output: 0	Reset
Water tank Output: 0	Reset
Water filter Output: 0	Reset
<div>Close</div> <div>Component(s) due for maintenance: 0</div> <div>?</div>	

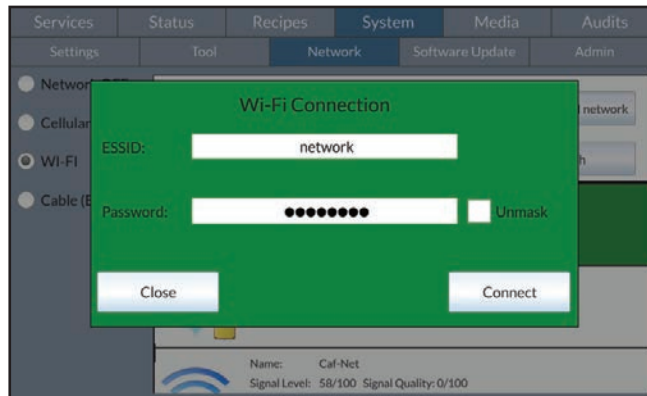
## 6.6.3 Network Sub Tab

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

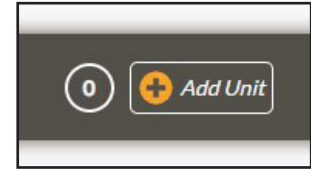
If the wireless network is invisible or not shown in the list, press on the "Add new Wi-Fi network" button.

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



### Cellular Modem

The Encore Lite brewer is equipped with a cellular modem. Therefore, it can be remotely controlled through **Sophia**. Access Sophia at **www.sophiapro.com**. Log in and register the unit. If no account has been created yet, use the "New Account" button.



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 Evoca North America's Technical Support department at **800-561-6162, ext. 310**, or by email at **service.na@evocagroup.com**.

The modem is a small PCB located on the motherboard inside the touch screen assembly. A SIM card is in the modem.



**Never remove parts from the motherboard.**  
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.

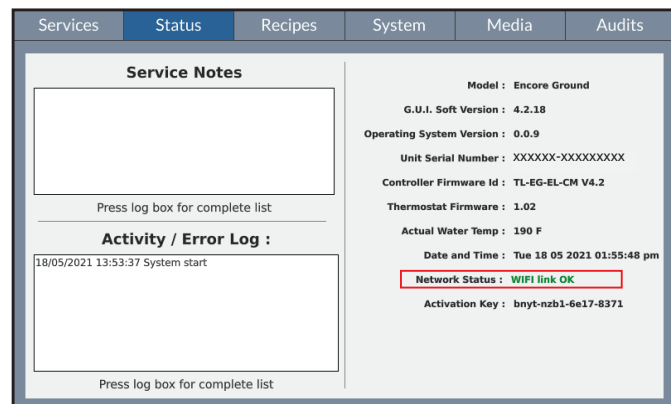
### Ensure Optimal Cellular Connection

- 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).

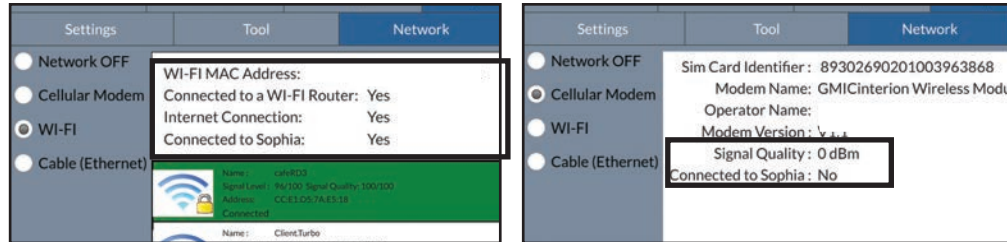
There are 3 ways to verify if the brewer has been successfully connected.

1. Under the Status tab.

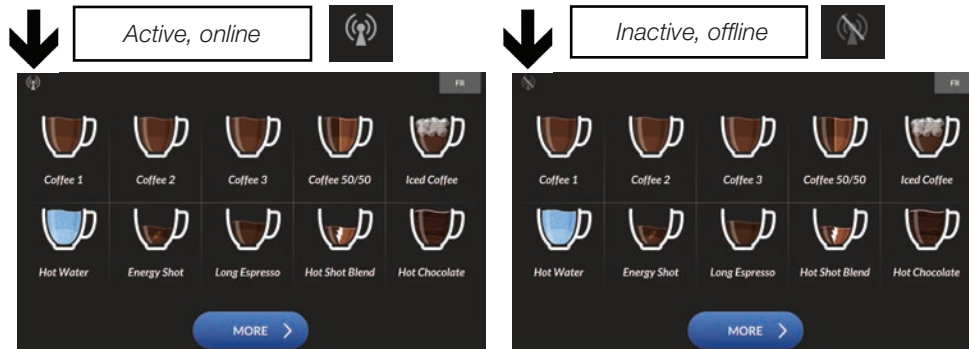
The network status indicates "Cell. Modem link OK" (or "Wi-Fi link OK" for wireless connection)



- In Service mode, under the System tab, in the Network sub tab.

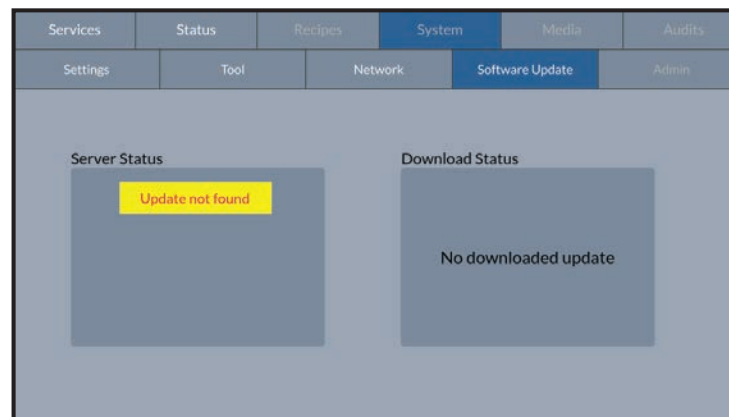


- On the selection screen, the icon of the cellular or wireless network signal is active (top left corner).



## 6.6.4 Software Update Sub Tab

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

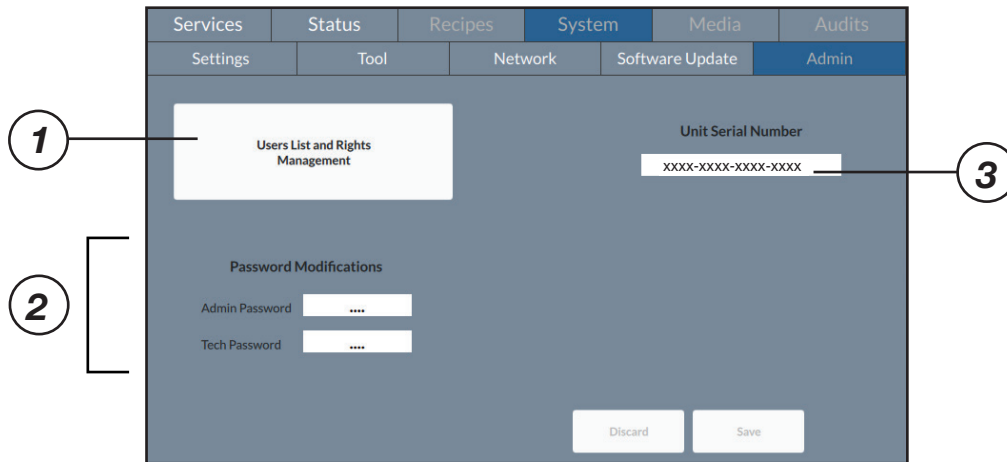


**A Wi-Fi hotspot can be provided from a mobile device. Connect the brewer to the Wi-Fi hotspot in the System / Network sub tab.**

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.

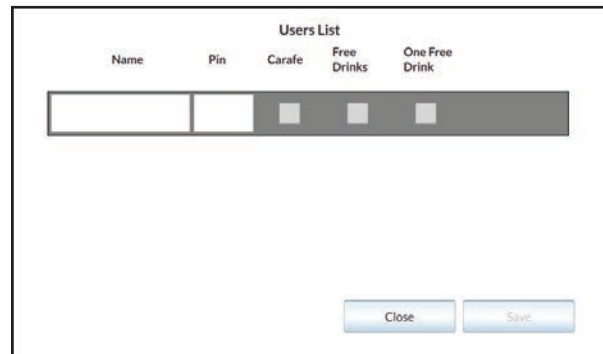
## 6.6.5 Admin Sub Tab

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

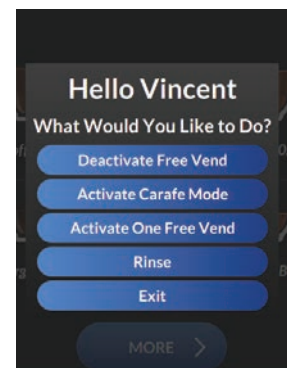
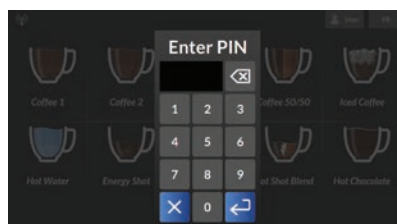
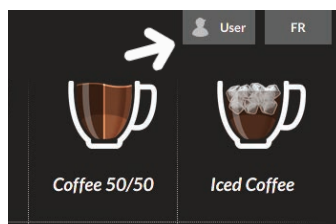


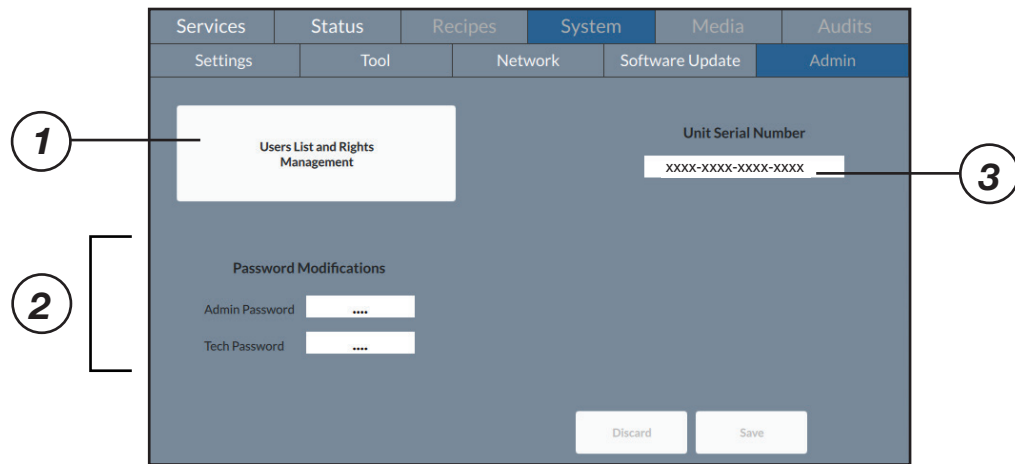
1. This button is used to create a list of users authorized to activate Carafe mode, Free Vend mode and/or order one free drink directly from the selection screen.

- 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 and save changes.

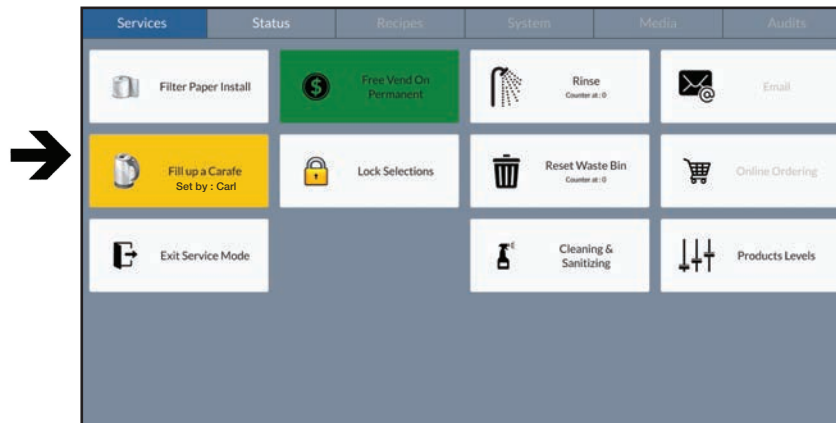


If at least 1 user is created, a user icon appears on the selection screen (top right corner). When the user presses on this button, a pop-up window with a numeric keyboard appears. Once the user has entered a correct PIN, he will be able to activate the authorization(s) he has been granted. If the user enters an incorrect PIN five times in a row, the user icon will be locked. To unlock it, enter and exit Service mode by pressing the SW1 button (see section 3.6) on the mainboard inside the brewer's door.





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.



- 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. 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. Contact Evoca North America's Technical Support team for the procedure at **800-561-6162, ext. 310**.

- 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.

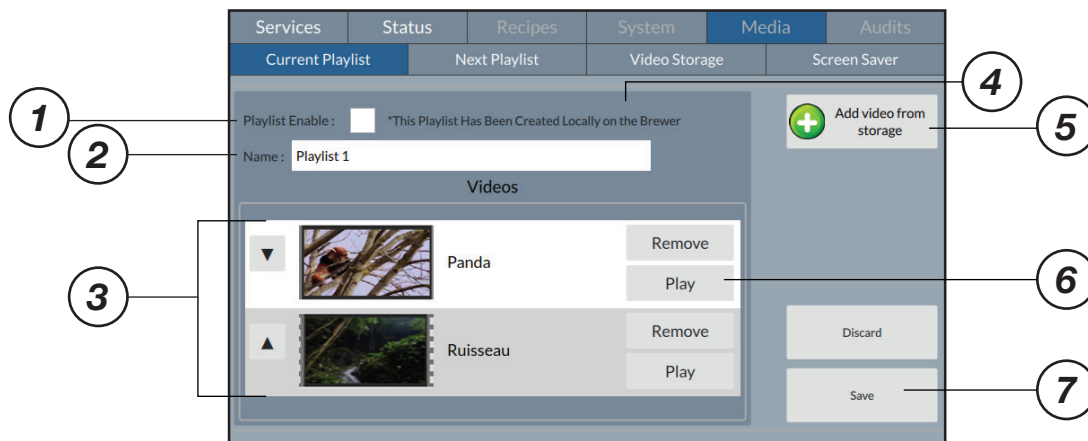
## 6.7 Media Tab

While a beverage is prepared, a video plays on the screen. The Media tab is used to edit the video playlists.

To access the screen below, press the SW1 button (see section 3.6) on the mainboard inside the brewer's door and select the Media tab.

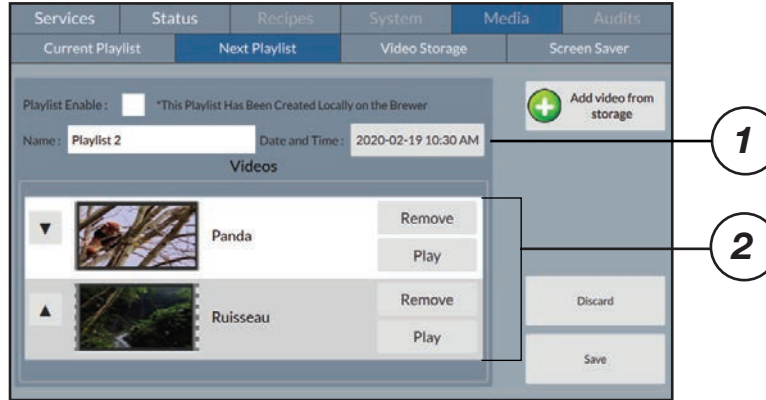
### 6.7.1 Current Playlist Sub Tab

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. The source indicates where the playlist comes from. Personalized videos can be added with **Sophia** (Optimum license required).
5. This button is used to add a video from the video storage on the brewer.
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.

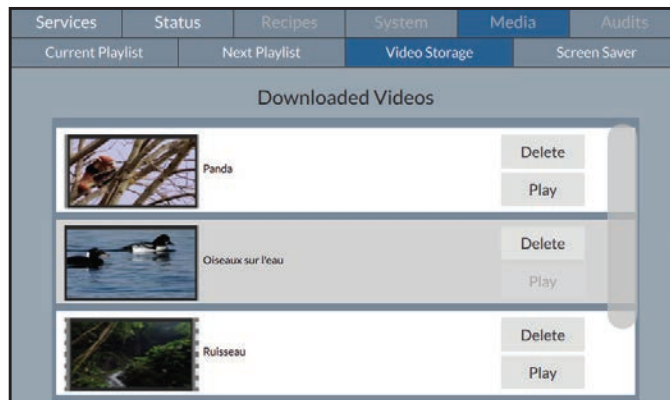
## 6.7.2 Next Playlist Sub Tab



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. However, a start date and time must be set.

1. Set the start date and time using the calendar.
2. Add videos to the playlist from the Video Storage.

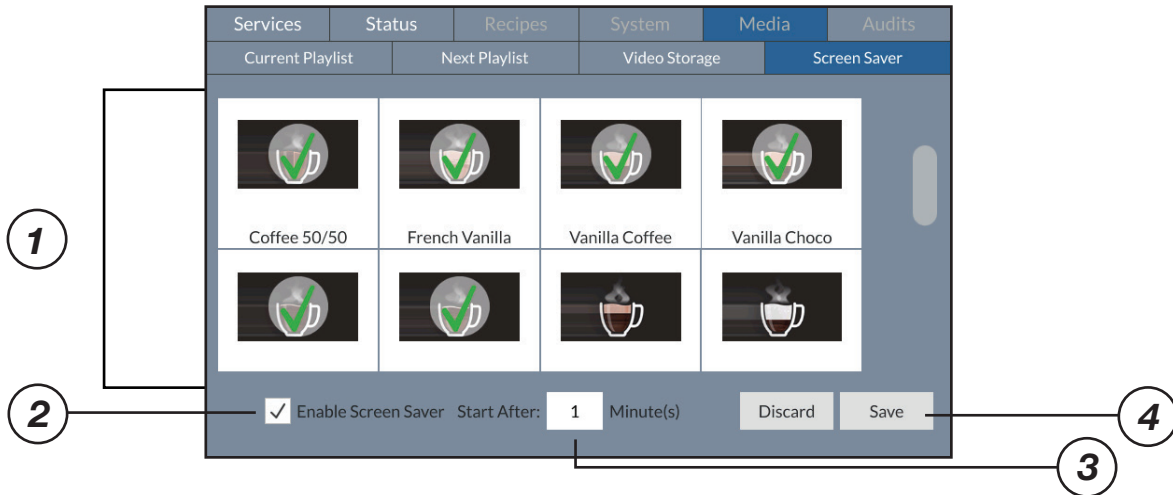
## 6.7.3 Video Storage Sub Tab



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).

#### 6.7.4 Screen Saver Sub Tab

The Screen Saver feature is used to promote the brewer's available products when the machine is not in use. It can be edited in the Screen Saver sub tab.



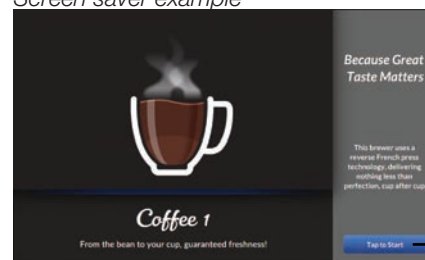
1. Select the beverage(s) to be displayed while the screen saver is ON. A green checkmark over a selection means it is selected.
2. This checkbox is used to enable or disable the Screen Saver feature.



If a blend's name has been modified in the Blend sub tab (see section 6.5.1), this name will automatically be updated in the Screen Saver sub tab.

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 any changes to the Screen Saver. Any unsaved changes will be lost.

Screen saver example



Tap this button to go back to the selection screen.



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

## 6.8 Audits Tab

To access the screen below, press the SW1 button (see section 3.6) on the mainboard inside the brewer's door 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" button.

Services	Status	Recipes	System	Media	Audits
Permanent Sales Count					
Erased Sales Count					
Users Sales Count					

### 6.8.3 Users Sales Count

This counter records the quantity of carafes and free vends ordered by each user authorized under Users List and Rights Management (see section 6.6.5).

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

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

### Example

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.

User	Carafes Made			Free Vend Beverages Made		
	SMALL	MEDIUM	LARGE	SMALL	MEDIUM	LARGE
Mary	0	0	0	0	0	0

Erase

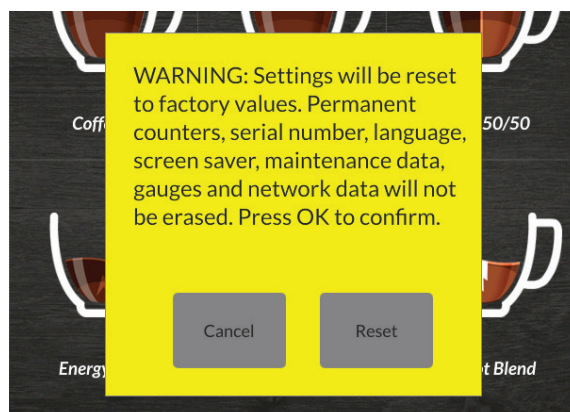
Close



## 6.9 General Reset to Factory Settings

Resetting the brewer back to factory settings will erase all personalized parameters. The permanent counters, serial number, language, screen saver, maintenance data, gauges and network data will remain unchanged.

1. Open the brewer door and access the buttons inside the door.
2. Counting from left to right, slowly press the black buttons in that specific order: first (1<sup>st</sup>), fifth (5<sup>th</sup>), then fourth (4<sup>th</sup>). A window will pop up to confirm the reset.



3. Wait until the reset is completed.



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.

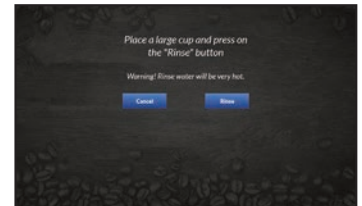
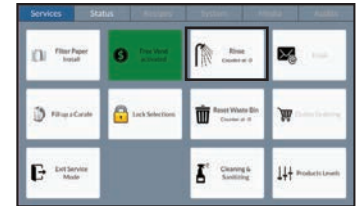
## 7 CLEANING AND SANITIZING

### 7.1 "Auto Rinse" Button

To perform a rinse, access the Service mode, press the "Auto Rinse" button and follow the instructions on the screen.



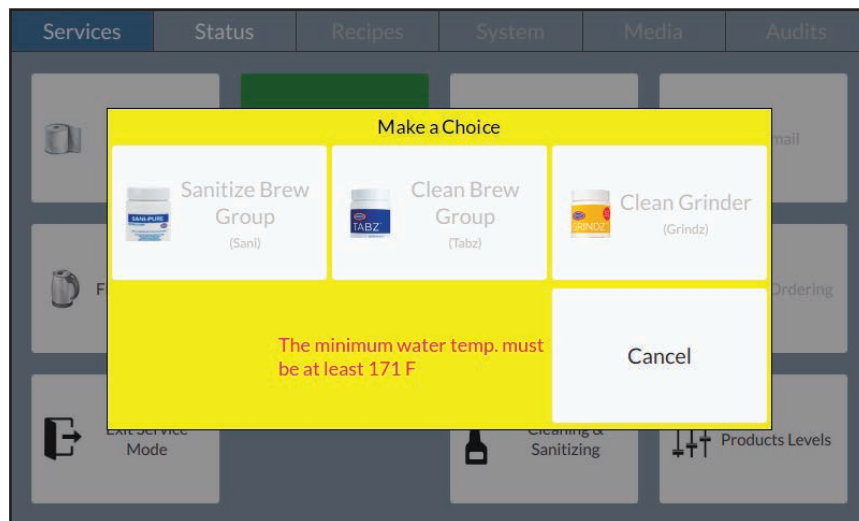
**WARNING!** Make sure to place a container large enough (size will be specified on the screen). **BE CAREFUL!** Water is **VERY HOT!**



### 7.2 "Cleaning & Sanitizing" Button

This button is used to clean and sanitize the brew group 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™ and Tabz™ tablets). Select the adequate option and follow the instructions on the screen. Refer to the products' label for details.



### 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 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 can recontaminate 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.
- Brush for coffee grounds, suitable for food-contact surfaces.
- Disposable towels, wet-strength and lint-free.
- Mild nonabrasive detergent for exterior cleaning.
- Urn cleaner for the brew group.
- Spare parts to swap with the ones that need to be sent to Cafection for extensive cleaning.
- Garbage bags for the waste bin.

## 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
<b>EXTERIOR</b>					
Unit & Cabinet	<i>Cleaning</i>				<i>As needed</i>
Touch Screen	<i>Cleaning</i>				<i>As needed</i>
Drip Tray	<i>Cleaning</i>				<i>As needed</i>
Waste Bin	<i>Inspection</i>				<i>As needed</i>
<b>INTERIOR / FOOD-CONTACT PARTS</b>					
Coffee Canisters		<i>Inspection</i>	<i>Cleaning</i>		<i>1,000 cycles</i>
Soluble Canisters		<i>Inspection</i>	<i>Cleaning</i>		<i>1,000 cycles</i>
Soluble Whipper		<i>Cleaning</i>			<i>200 cycles</i>
Brew Chamber		<i>Sanitizing</i>			<i>200 cycles</i>
Brew Group		<i>Sanitizing</i>	<i>Cleaning</i>	<i>Treatment</i>	<i>1,000 cycles</i>
Fan	<i>Inspection</i>	<i>Cleaning</i>			<i>As needed</i>



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

## 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.

## 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 nonabrasive 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:

- Plastic top lid.
- Cabinet (optional).
- Metal surfaces.
- Plastic door.
- Touch screen.
- Drip tray.
- Waste bin.



**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.



**WARNING! 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 underneath the door. Rinse the drip tray and dry it with a clean dry cloth. Reinstall the drip tray and make sure it is stable and leveled.

## 7.7.3 Waste Bin

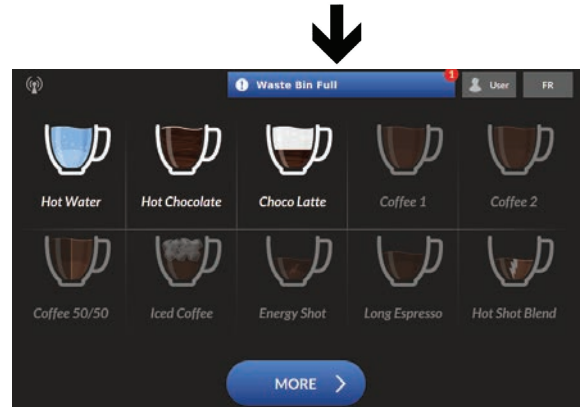
Frequency: daily or every 200 cycles\*

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 (see image).

Maximum setting = 400

Minimum setting = 0

*\*When using the internal waste bin provided with the unit, Cafection recommends setting the counter to 25 cycles using standard 8, 10 and 12 oz cups.*



**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-based beverages until the bin is emptied and the counter is reset. 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. Access Service mode and press the "Reset Waste Bin" button.
6. Replace the front panel and close the doors.

### 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. Remove the internal waste bin, empty it, clean it if needed and replace it inside the machine.
5. Access Service mode and press the "Reset Waste Bin" button.
6. Replace the front panel and close the door.



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

## 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. 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:

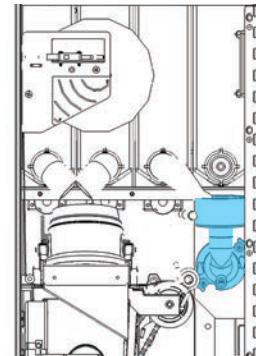
- Coffee & soluble canisters.
- Soluble whipper assembly.
- Brew group assembly.
- Fan.

#### 7.8.1 Coffee & Soluble Canisters

##### 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.

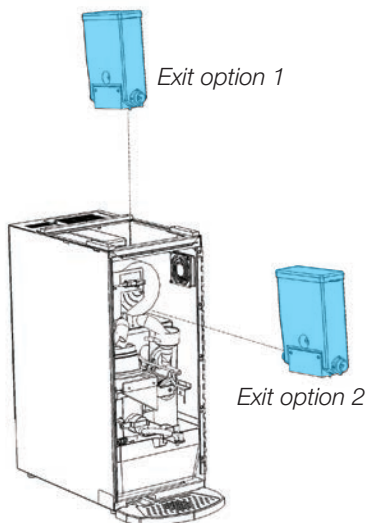


1. Remove the tube from the base.
2. Lift the funnel. Remove the whipper chamber and the disk, then twist off the whipper base.
3. Clean all parts and gaskets with hot water. Use the small brush for tubes, if necessary.
4. Air dry completely.
5. Reinstall all parts in reverse order.
6. Order a large beverage of each product to ensure that all parts and switches are working properly.

##### Coffee & Soluble Canisters

Frequency: monthly or every 1,000 cycles

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



1. Open the door of the unit.
2. Option 1: Remove the plastic top lid. Pull the **coffee canisters** outward to disengage them from the motor and transmission. Pull the canisters out of the machine through the top.
3. Option 2: Pull the **soluble canisters** out of the brewer to disengage them from the motor and transmission. Tilt the canisters carefully to disengage them from the top walls while avoiding powder fall. Pull the canisters towards the front of the unit.
4. Clean and sanitize under hot water and air dry completely.
5. Reinstall all parts and reload products in the canisters.
6. Order a large beverage of each soluble and coffee to confirm that all parts and switches are working properly.

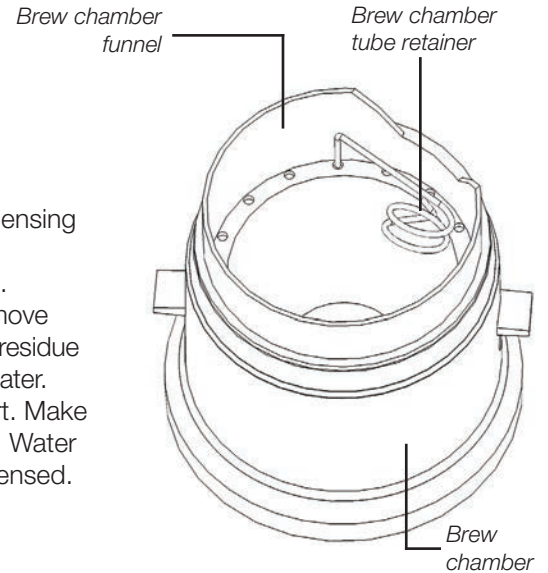


## 7.8.2 Brew Group

### 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 brown tube from its support. Remove the brew chamber's funnel to dislodge 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.



**Warning!** Place a container large enough (size specified on the screen). Water is **VERY HOT**.



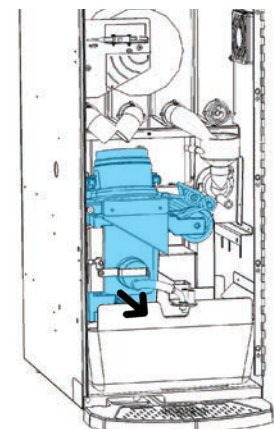
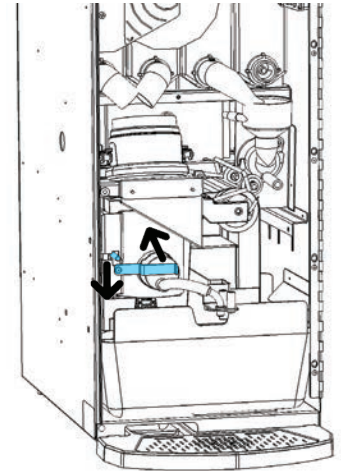
**Crush hazard.** Handle the brew group cautiously.

### 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. Flip up the retaining rod, push the locking pin to the right, then down to release the brew group and pull it outward.
4. Rinse the brew group thoroughly under hot water to remove visible soil.
5. Remove the funnel from the brew chamber and rinse it thoroughly under hot water.
6. Air dry completely before reinstalling the parts.
7. Order a large coffee to ensure that the brew group is working properly.



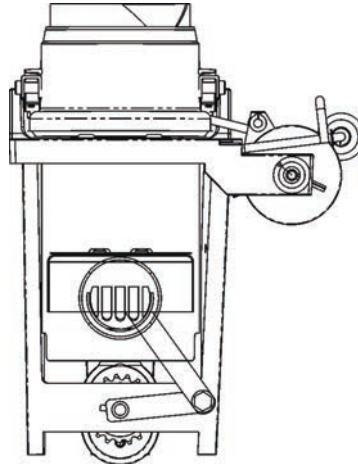
**The brew group assembly can also be cleaned using urn cleaner. See section 7.2 for cleaning instructions.**



**Brew Group Assembly Sanitizing Treatment**

Frequency: quarterly or every 5,000 cycles

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



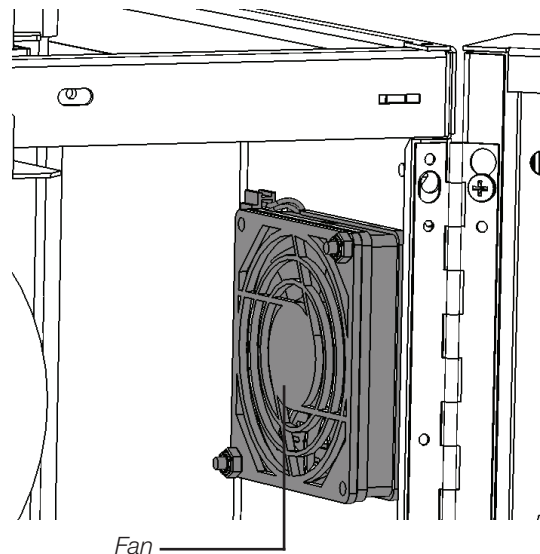
Please refer to the section 7.2 of this manual for sanitizing instructions.

**7.8.3 Fan**

Frequency: quarterly or as needed

Visually inspect the fan located directly to the right of the hot chocolate canister and clean it if needed.

1. Turn off the unit and unplug it to stop the fan.
2. Unplug the fan and remove the guard to access the fan blades.
3. Wipe the fan clean with a dry disposable towel.
4. Reinstall the guard, plug the fan and the machine in and turn the brewer back ON.



## 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



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

	Inspection	Preventive Maintenance	See Section
Brew Group Assembly	Monthly	25,000 cycles or annually	8.2
Outlet Valves	Quarterly	10,000 cycles	8.3
Hot Water Tank	Quarterly	60,000 cycles	8.4

## 8.2 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.

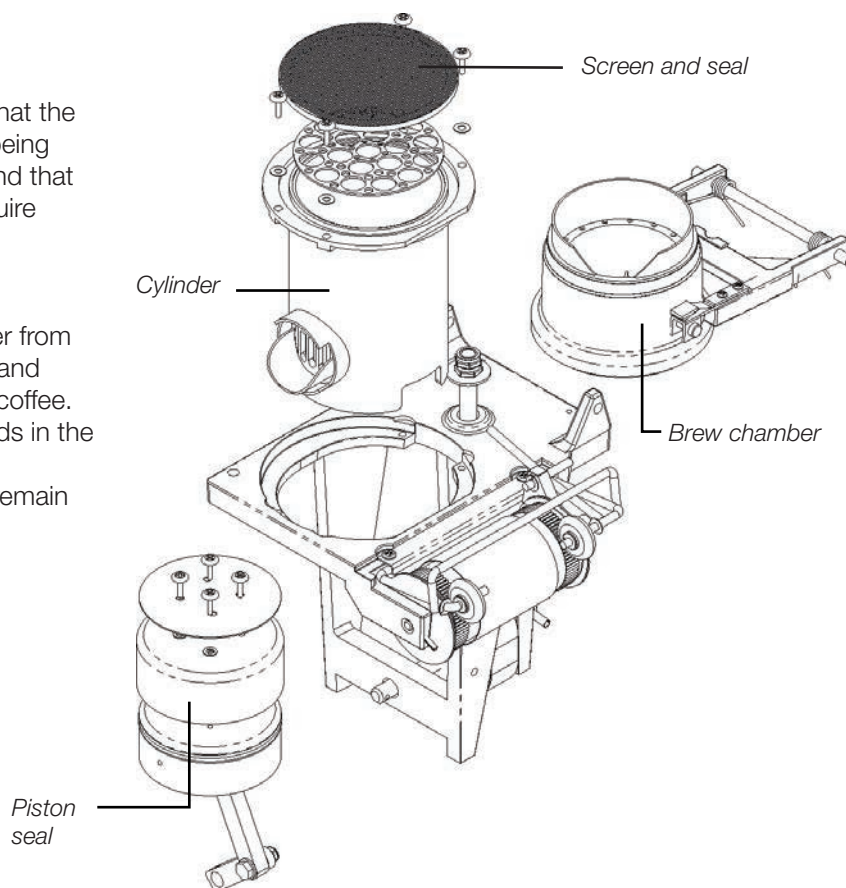
Contact Evoca North America's technical support department at [service.na@evocagroup.com](mailto:service.na@evocagroup.com) or **800-561-6162, ext. 310**, to order parts or for additional information.

### Inspection

Frequency: monthly

The following 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 coffee dispensed.
- Spent coffee grounds remain wet on the filter paper.



## 8.3 Outlet Valves

Inspection: quarterly

Preventive maintenance: every 10,000 cycles

To avoid any issue related to mineral deposits, Cafection recommends rebuilding all three (3) outlet valves at the same time using the valve repair kits (PETAN45, one kit needed for each valve).

### 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.



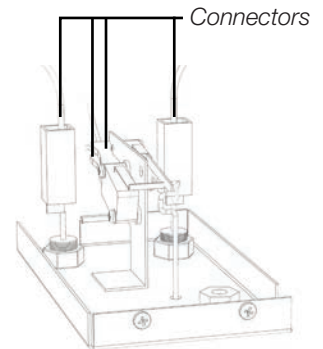
**If the coffee valve is not watertight, water will accumulate in the brew chamber. If it drips all night, the first coffee of the morning will be lukewarm. The leakage may also cause the brew chamber to flood.**



**WARNING! Water is VERY HOT!**

### Removing and Installing the Valves

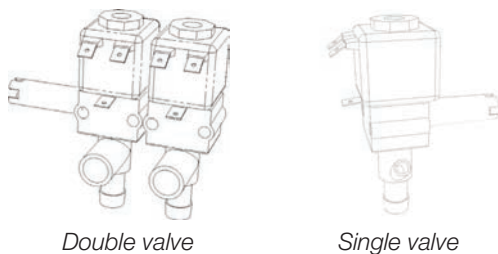
1. Turn off the machine and remove the back panel.
2. Unplug the tank lid's connectors (fig. 1.1) and the valves (fig. 1.2).
3. Completely drain water from the tank (see section 9.1).
4. Remove the tubes.
5. Unscrew the guard to be able to remove the tank.
6. Tilt the tank forward to have access to the valves.
7. Remove the valves. Replace or rebuild them.
8. Reinstall by repeating the steps in reverse order.



**Fig. 1.1**  
Tank lid



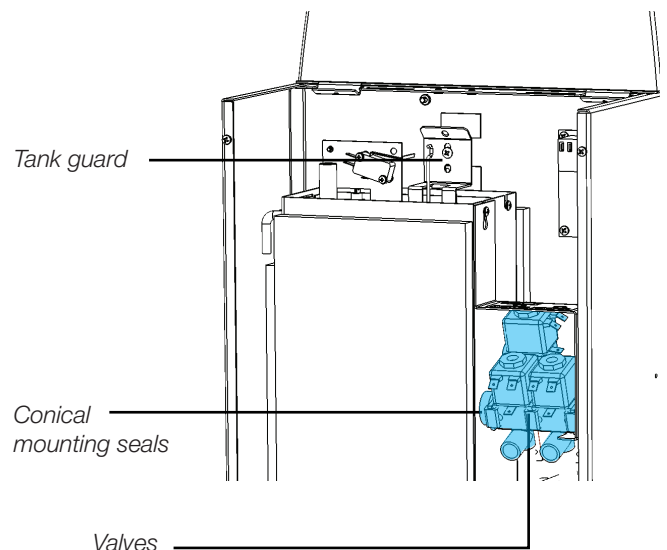
**If a water filtration system is installed on the brewer, it is recommended to inspect it on a monthly basis.**



Double valve

Single valve

**Fig. 1.2**  
Valves



Tank guard

Conical  
mounting seals

Valves

## 8.4 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, the temperature probe, the water level and the heater safety switches may also need to be replaced.

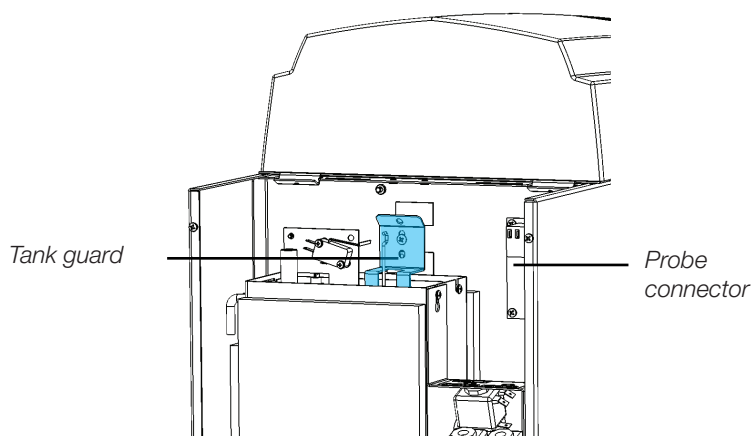
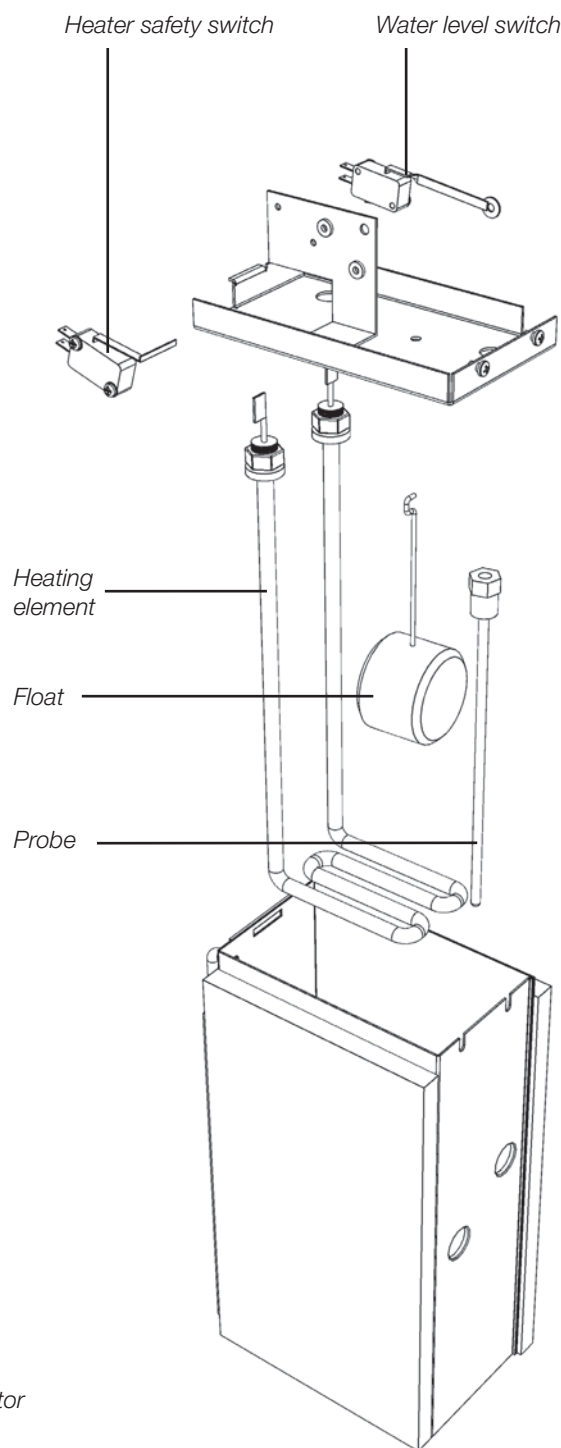


Use a scale remover product such as *Scale Klean* by Everpure. See the manufacturer's instructions for more details.



The float, the heater switch and the water level switch of the tank should be replaced after 100,000 cycles.

1. Turn off the machine and remove the back panel.
2. Unplug the tank lid's connectors (see section 8.3, fig.1.1) and the probe connector.
3. Completely drain water from the tank (see section 9.1).
4. Remove the tubes (valve and water tank).
5. Unscrew the guard to be able to remove the tank.



## 9 PARTS MAINTENANCE

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

### 9.1 Hot Water Tank Draining

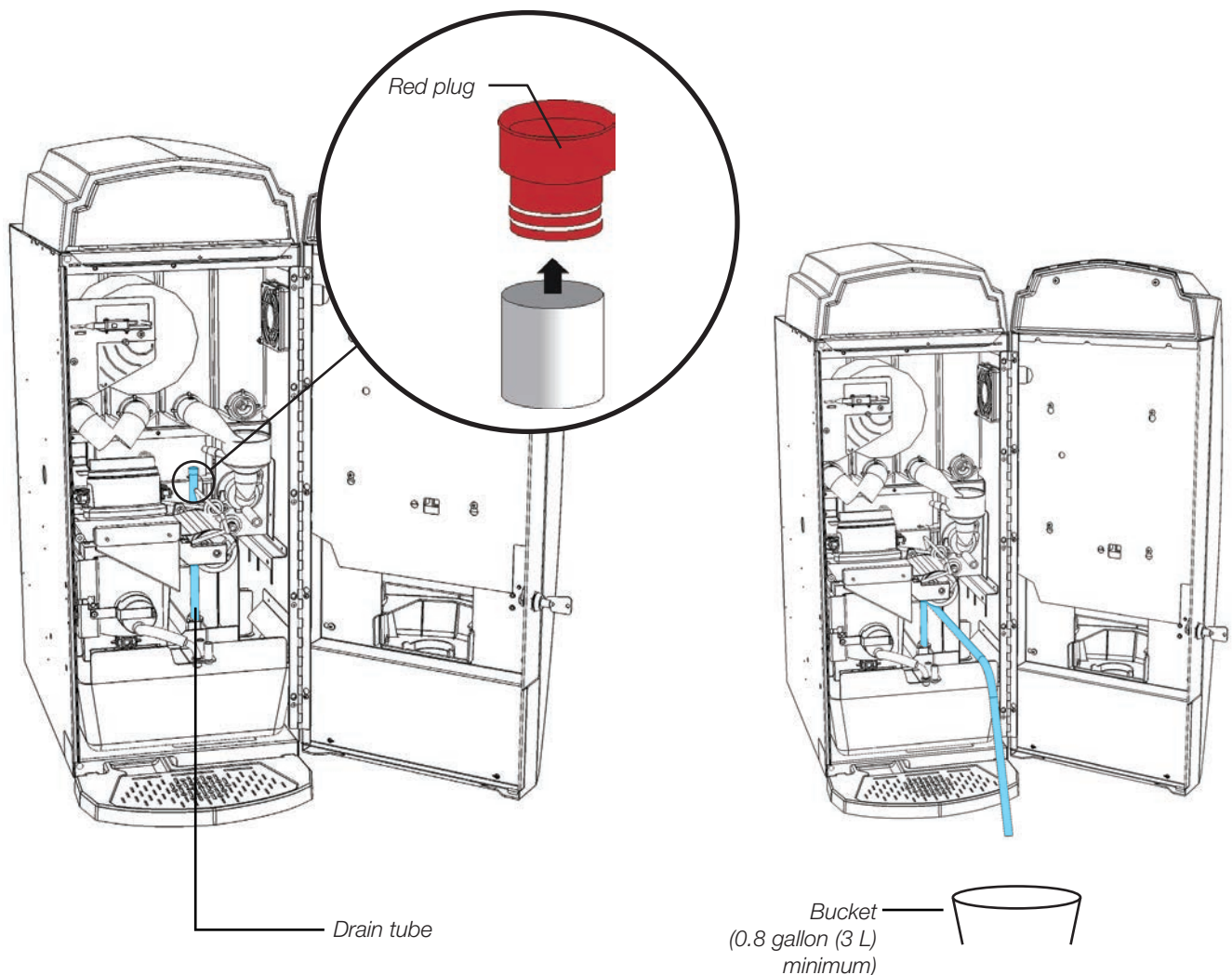
Cafection recommends allowing three (3) hours for the water to cool down prior to emptying the tank. Make sure a bucket of a minimum of 0.8 gallons (3 L) suitable for holding hot water is available.

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



**WARNING! Water may be hot!**

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





## 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 coffee canisters.
4. Clean all parts of the unit (see section 7).
5. Disconnect the white wire from the heating element (see section 3.7).
6. Tie down the water level switch's arm with a cable tie ("tie-wrap") to keep the float still during transportation.



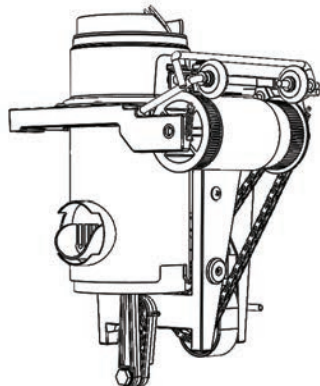
**Do not overtighten, as this may damage the switch. The purpose of this operation is only to keep the float from bouncing on the switch.**

### 9.2.1 Storing the Brew Group

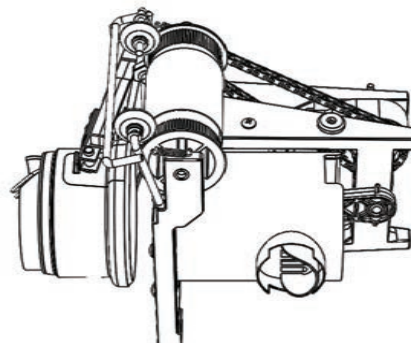
It is important to store the brew group properly when it is not installed in the brewer. Always disengage the brew group clutch using the provided tool to turn the pin clockwise until the brew chamber lifts up. This action will release the pressure on the screen and seal. The brew group must be stored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



**Do not sit the brew group on its right side (on the wheels and yoke) or straight up, as these positions make it unstable and could cause it to fall.**



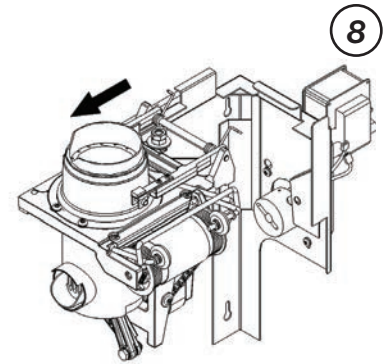
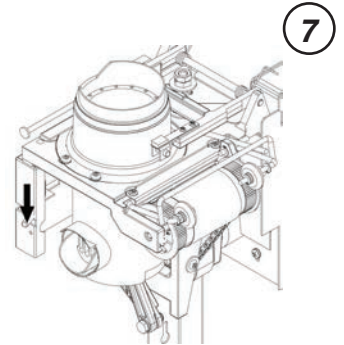
Store the brew group opened and in a stable position.



## 9.3 Brew Group Assembly

### Removing the brew group

1. Open the brewer's door.
2. Access Service mode by pressing the SW1 button (white) (see section 3.6).
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 and the hose support bracket from the right side of the brew group assembly.
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, slide the locking pin down, then right.
8. Pull the brew group assembly straight outward.

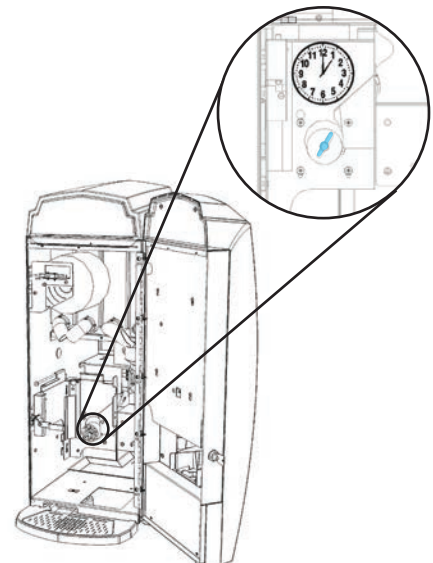
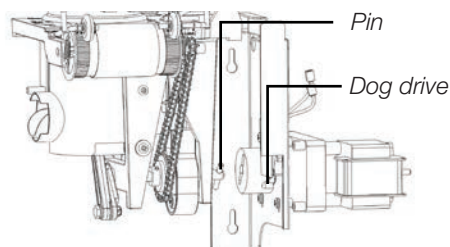


### Installing the brew group

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. Slide the brew group's retaining pin left, then up.



To clean the brew group, see section 7.8.2.





## 9.4 Main Board

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

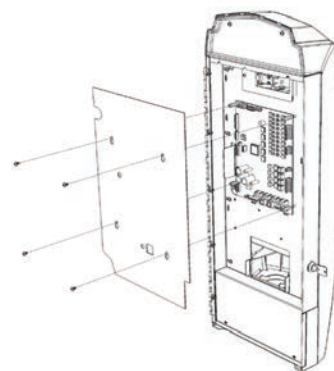
### Removing

1. Retrieve all the brewer's data (see section 6.6.2).
2. Turn off the machine and unplug it from the outlet.
3. Open the door and remove the protection panel (inside the door) by unscrewing the four (4) screws.
4. Unplug the connections (clockwise from the top left corner):

**MDB Port J11** (if coin changer, bill acceptor or card reader)

**Main board:** J12, J18, J27, J2, J19, J3, J6, J14, J21, J22

5. Unscrew the four (4) plastic 1" posts.
6. Remove the board.



### Reinstalling

1. Reinstall the board and fasten it with the four (4) plastic 1" posts.
2. Plug the connections (refer to the board diagram in section 3.6 for a full-size view).
3. Verify that all connections are in place. The board will fail if the connections are reversed or in the wrong place.
4. Reinstall all parts in reverse order. Reinstall the protection panel with the four (4) screws.
5. Plug in the brewer and turn it on.
6. Verify that everything is functioning on the screen.



**All cables must be replaced in the correct order and direction before turning the power on or the board will fail and be damaged.**

## 10 TROUBLESHOOTING

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

### 10.1 Warning Messages List

#### ***Filter Paper Roll Empty***

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



**Advanced tech info: the status of the filter paper sensor can be monitored using the green LED DS14 on the main board of the machine (see section 3.6).**

#### ***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 "Max Waste Bin Capacity" 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 drinks containing soluble powders will be available. Empty the waste bin and reset its count (see section 6.2).

#### ***Bill Value Too High, Returning Bill***

The bill inserted in the bill acceptor has exceeded the maximum accepted value of \$ 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 cup. It must be empty and the float needs to be pointing downwards.
- Check the 5 A and 15 A circuit breakers located on the back of the unit.
- Check the electrical connection between the main board connector J14 and the computer screen COM1 port (see section 3.6).

### ***Broken Link Between Main Board and Thermostat.***

The link between the thermostat and the coffee brewer is broken. The thermostat is located on the back of the coffee brewer. Check the cable connection between the thermostat connector J1 and the main board connector J12 (see section 3.6).

### ***Water Temp. Sensor Defective (open contact).***

The water tank temperature probe is defective or unplugged from the thermostat (see section 3.7).

### ***Water Temp. Sensor Defective (short circuit).***

The water tank temperature probe is defective due to a short circuit (see section 3.7).

### ***Brew Group Starting Position Switch Error.***

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.



**Advanced tech info: the status of the brew group starting position switch can be monitored using the green LED DS13 on the main board of the machine. At starting position (open contact), the light is off (see section 3.6).**

### ***Water in the Overflow Tray.***

Verify if there is water in the overflow tray and make sure no water is touching the two (2) water probe wires.



**Advanced tech info: the status of the water probes can be monitored using the green LED DS18. When the overflow tray is empty, the light is off (see section 3.6).**

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

Check water supply line to ensure that the pressure is adequate (between 20 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 "Min. Water Temp(F)" temperature set in Service mode (see section 6.6.1). To disable this feature, set the warming up temperature to 0.

## ANNEX 1 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

- ☐ Verify products inventory.
- ☐ Fill the soluble and coffee canisters.
- ☐ 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.
- ☐ Sanitize the brew chamber with a hot water cycle.
- ☐ Sanitize the solubles mixing bowl with a hot water cycle.
- ☐ Capture data from the software.
- ☐ Verify the overflow cup.
- ☐ Verify the overflow tray.

## MONTHLY MAINTENANCE

- ☐ 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.
- ☐ Clean the soluble canisters.
- ☐ Clean the coffee canisters
- ☐ Inspect the fan & clean as needed.

## 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 water tank float, the heater switch & the water level switch.

## ANNEX 2 MONTHLY 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.

### MONTHLY MAINTENANCE

- ☐ 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 to complete the filter paper installation, then close the door.
- ☐ Clean the soluble canisters.
- ☐ Clean the coffee canisters
- ☐ Inspect the fan & clean as needed.

### 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 water tank float, the heater switch & the water level switch.

PERFORMED BY THE SERVICE PROVIDER

## ANNEX 3 WEEKLY 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 SERVICE PROVIDER

### WEEKLY MAINTENANCE

- ☐ Verify the filter paper level.
- ☐ Sanitize the brew chamber with a hot water cycle.
- ☐ Sanitize the solubles mixing bowl with a hot water cycle.
- ☐ Capture data from the software.
- ☐ Verify the overflow cup.
- ☐ Verify the overflow tray.

### 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).

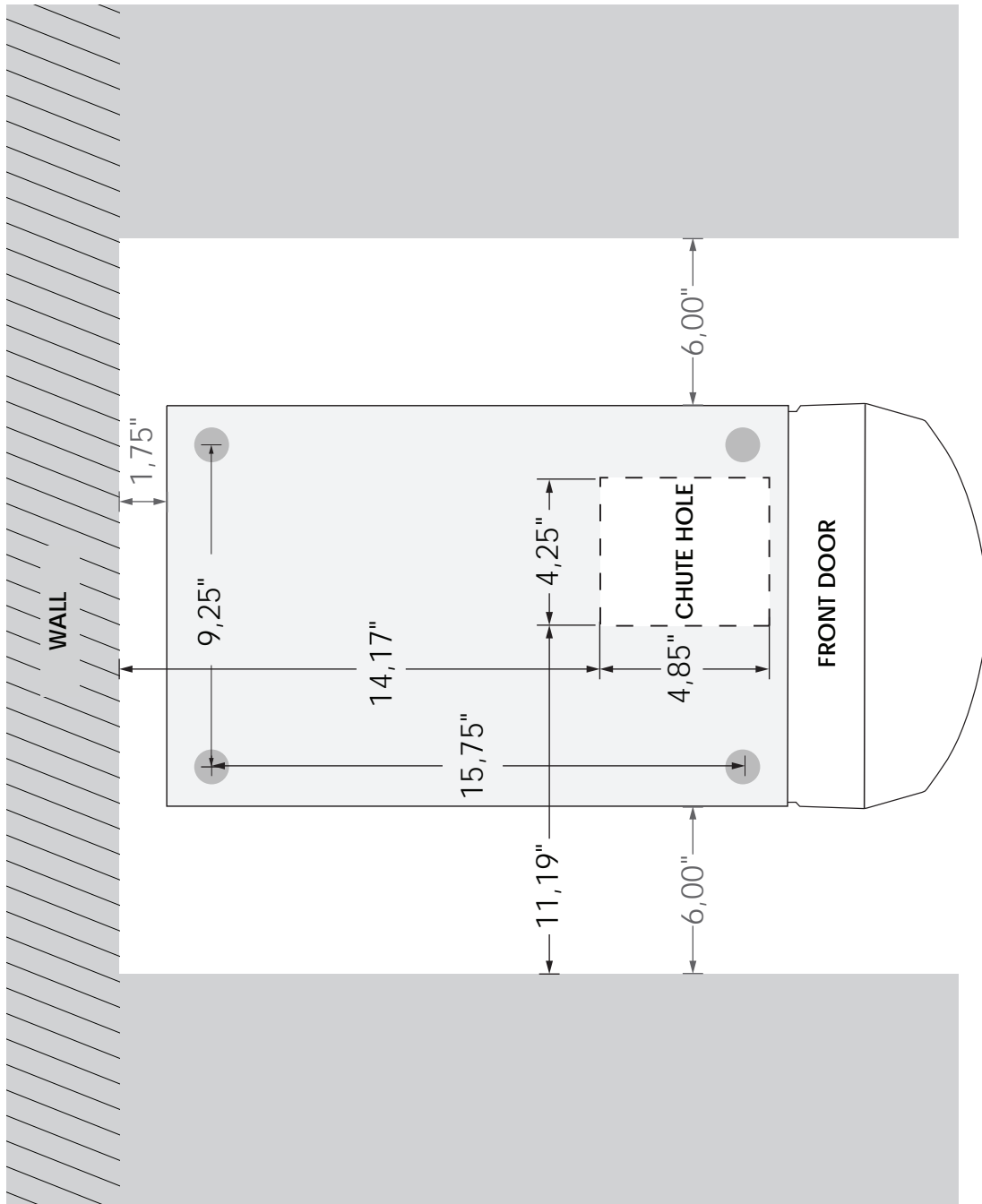
#### 50,000 cycles

Delime the water tank & outlet valves.

#### 100,000 cycles

Replace the water tank float, the heater switch & the water level switch.

## ANNEX 4 WASTE CHUTE POSITION



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



ANNEX 5 REQUIRED CLEARANCE

