

# SERVICE & INSTALLATION MANUAL

## *Innovation Series – Total 1*



*Images may vary from the actual product.*

Manufactured by:  
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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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**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 INITIAL SETUP

Before installation of the brewer on location, it is strongly suggested to unpack, inspect and bench test the machine before it leaves the warehouse.

#### 3.1 On-Site Installation Requirements

##### 3.1.1 Operating Environment

Equipment is for indoor use only.

##### 3.1.2 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.

##### 3.1.3 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.

##### 3.1.4 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.**

##### 3.1.5 Clearance

	Unit	Clearances	Allowance for
<b>Height</b>	44.00"	50.00"	Opening bean hopper.
<b>Width</b>	19.00"	31.00"	Accessing lock (left side) and opening door (right side).
<b>Depth</b>	28.00"	29.75"	Minimum countertop depth.
<b>Back Clearance</b>		1.75"	Clearance for water hookup, hoses and adequate air circulation.
		6.00"	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.

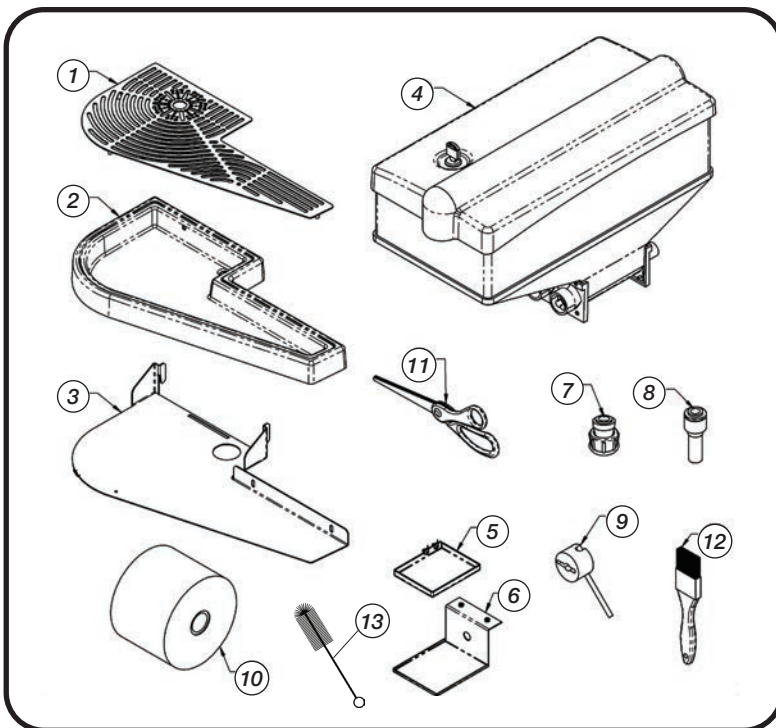


### 3.2 Unpacking

Each brewing equipment kit should include the following boxes: one (1) box for the brewer which holds one (1) box for the hopper and accessories. Small accessories are in the internal waste bin, inside the machine.

To remove the unit from the box, carefully cut the straps holding the box in place on the skid. Open the top of the box. Take the accessories box out and remove the unit box by lifting it. Inspect the unit to see if any damage has occurred during shipment.

The parts and accessories that are shipped separately need to be installed on the equipment. Here is a list of all accessories and their location when packed.

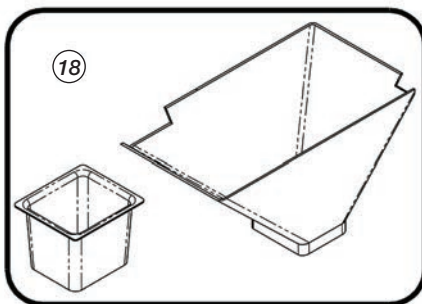


In the accessories box:

1. Drip Tray Grill
2. Plastic Drip Tray
3. Metal Drip Tray Support
4. Bean Hopper

In the internal waste bin:

5. Overflow Tray
6. Overflow Tray Support
7. 3/8" Inlet Fitting
8. 3/8" to 1/4" Inlet Fitting
9. Brew Group Turning Tool
10. Filter Paper
11. Scissors
12. Brush
13. Chute Cleaning Brush
14. Waste Bin
15. Microfiber Cloth
16. Mark Sheet (to keep track of the tests)
17. Maintenance Schedule



In an individual box:

18. Optional Plastic Chute Kit



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.

### 3.3 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. Place a level on the top of the equipment.
2. Adjust the four (4) threaded level legs of the equipment to reach a leveled position.

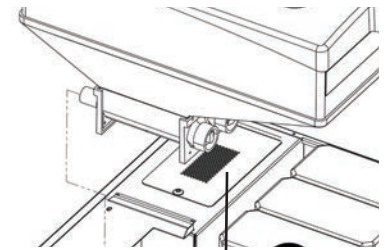
### 3.4 Hot Water Tank Preparation



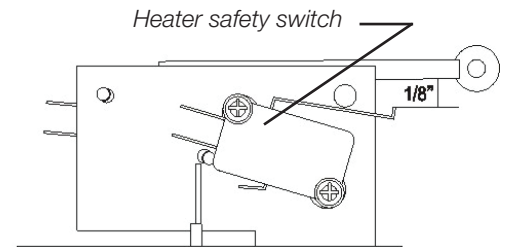
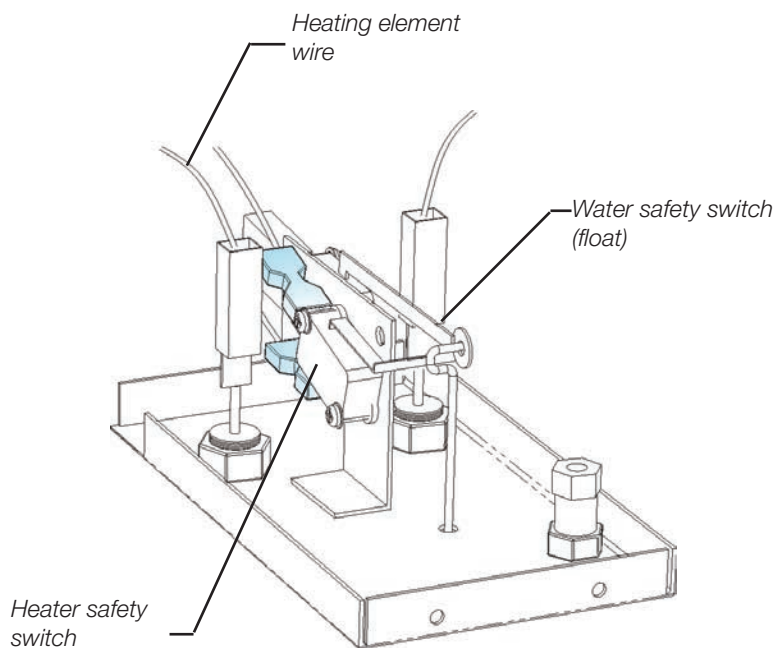
**Make sure equipment is unplugged!**

#### 3.4.1 Tank Lid Preparation

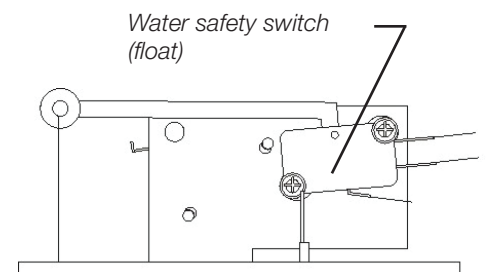
1. The water tank can be accessed by removing either the water tank access door or the back panel.
2. Locate the water tank and remove the twist tie securing the float of the water tank.
3. Remove the silicone tubing from the heating element.
4. Connect the white wire to the prong on the heating element.
5. Reinstall the access panel.



Water tank access door  
(under the plastic top)



**Left side view**



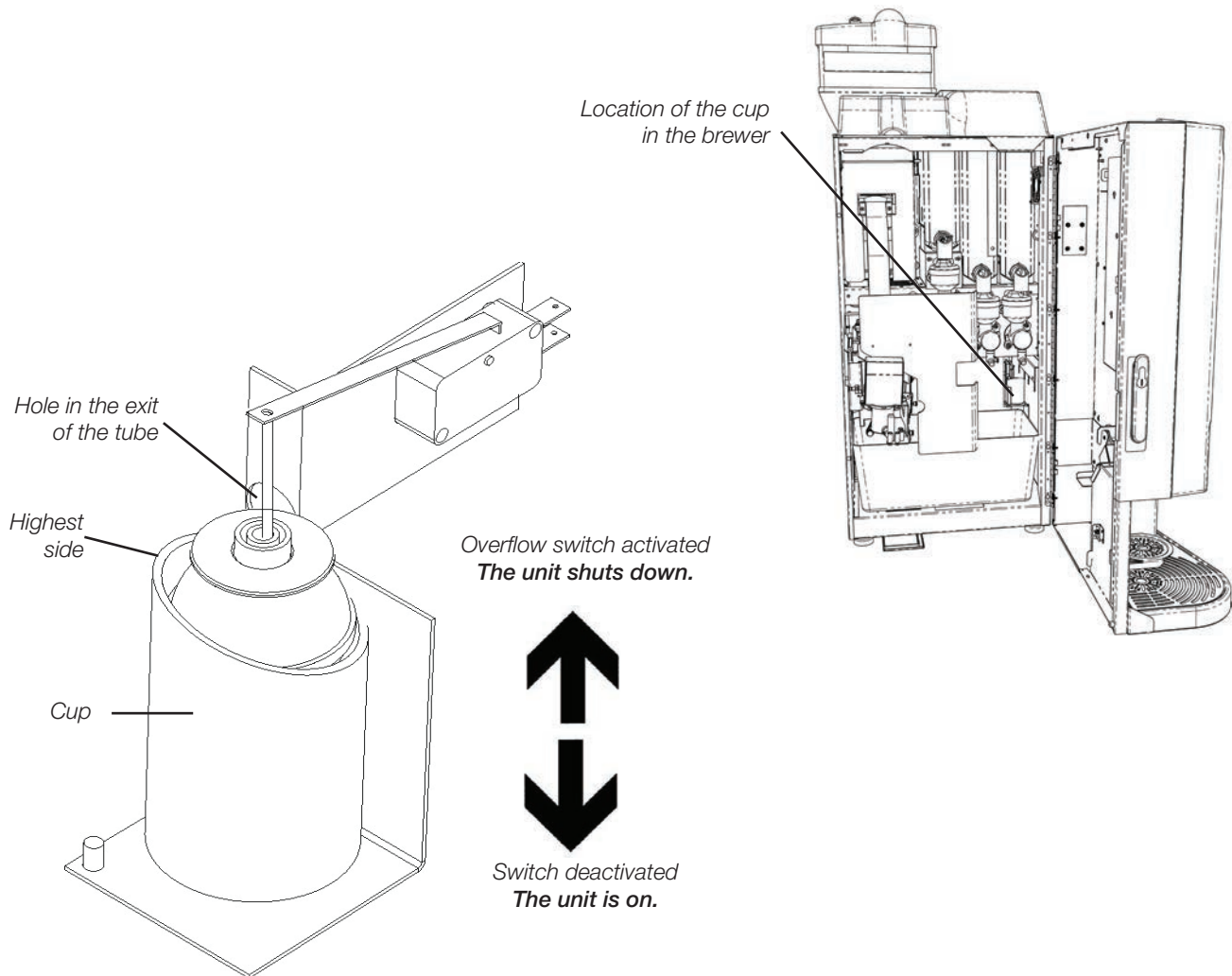
**Right side view**

**3.4.2 Adjusting the Overflow Float**

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.

It is important to verify that the overflow cup is in place with the highest side facing the 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 the 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.



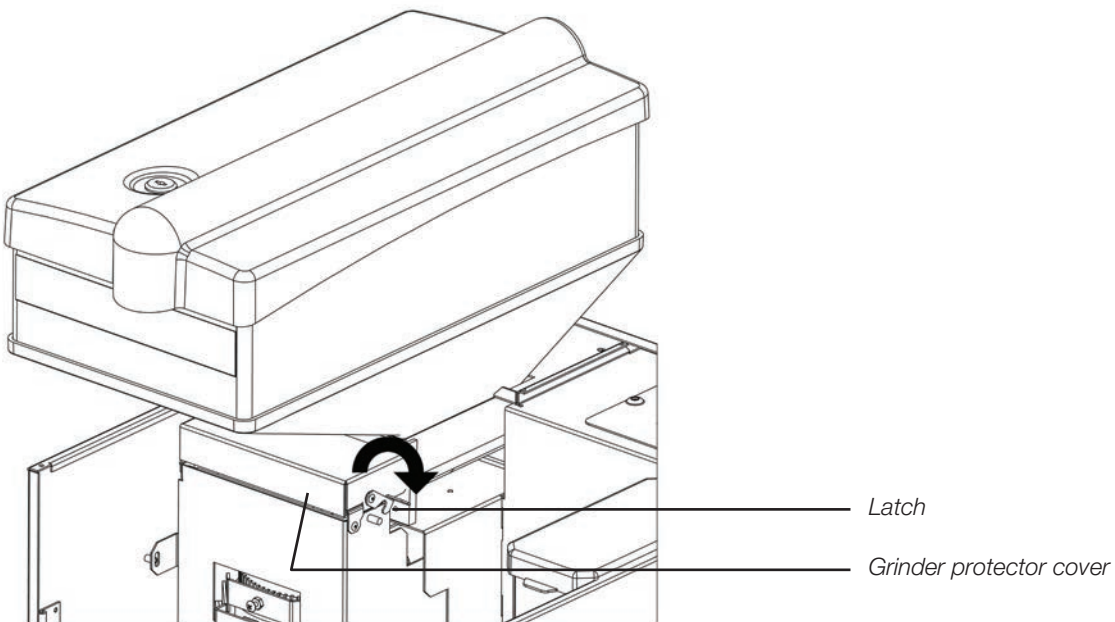
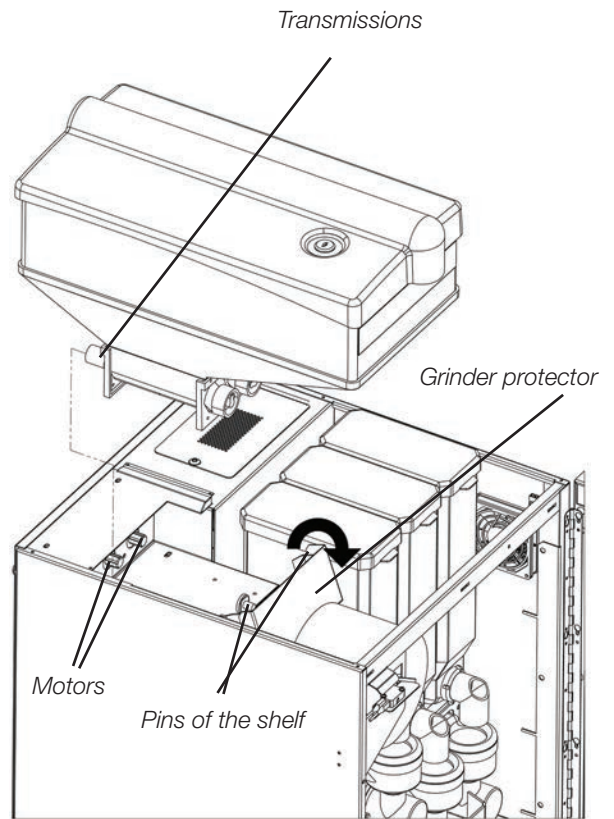
### 3.5 Bean Hopper Installation

Unpack the bean hopper.

Unlock the grinder protector and flip it open. The left soluble canister might need to be removed to access the latch.

Install the hopper on the shelf by aligning the transmissions with the three (3) motors already fixed on the shelf and the two (2) pins on the other side of the shelf.

Push backward to fix the hopper in place. Flip the grinder protector back and lock it using the latch.



### 3.6 Water Line Connection

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

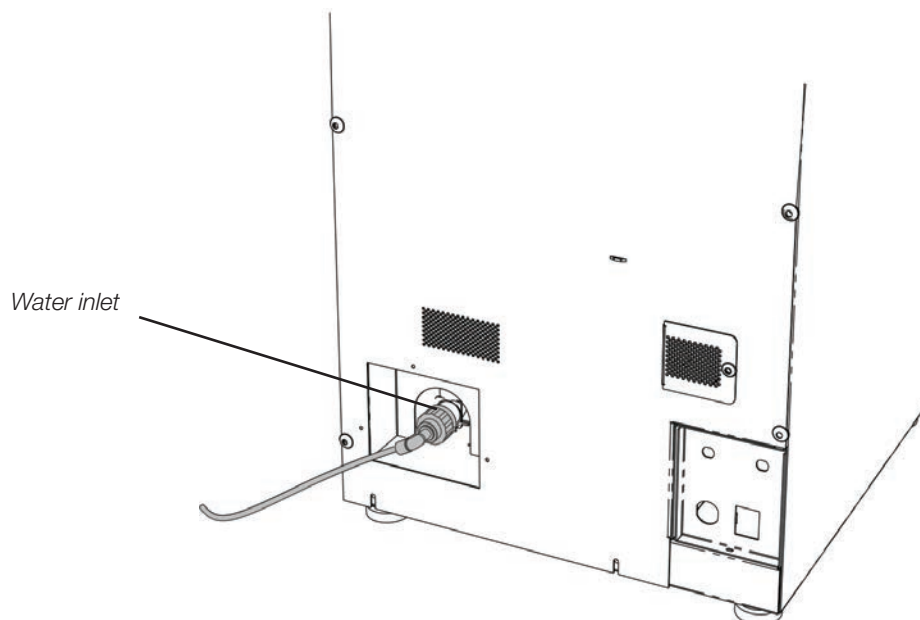


Make sure that the equipment is unplugged before proceeding with the water supply installation. Also verify that the incoming water pressure is greater than 20 psi and no more than 80 psi.

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.



### 3.7 Electrical Connection

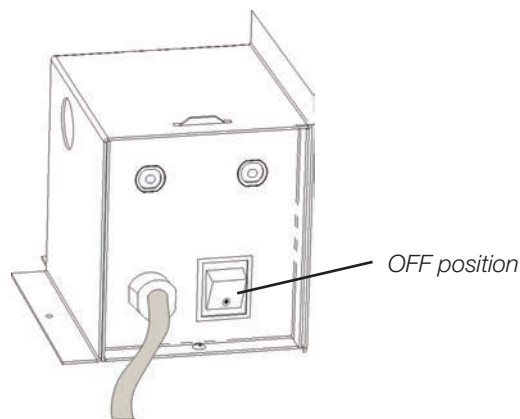
This equipment must be installed in compliance with applicable federal, state, provincial and/or municipal electrical codes having jurisdiction.



**Make sure:**

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

1. 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.
2. 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.
3. Once the tank is full, water will take 10-20 minutes to heat to brewing temperature.
4. 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.

### 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.

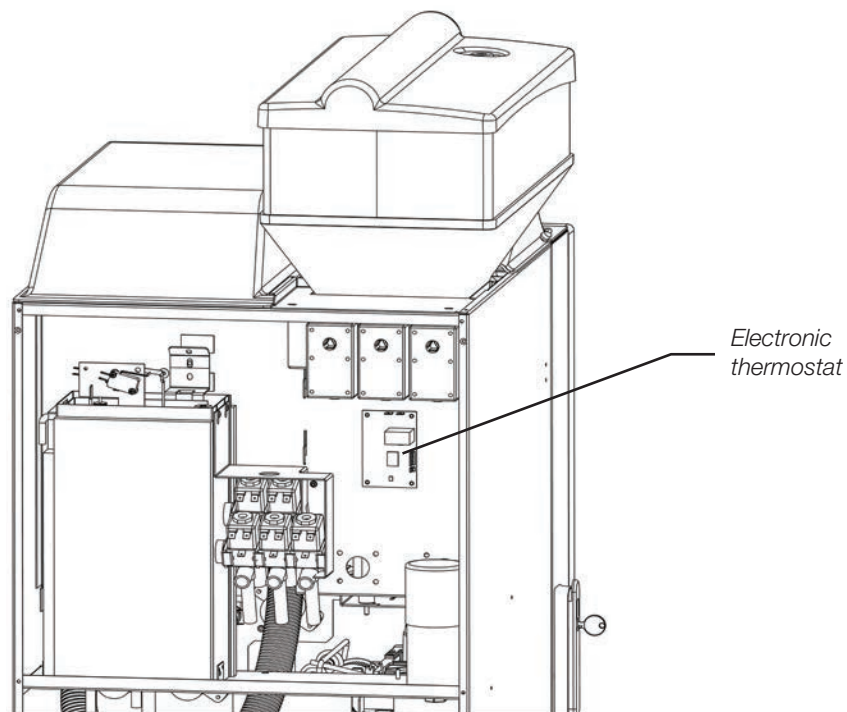
This value represents an average and will not correspond to the temperature of a manual measurement. The actual water temperature fluctuates because cold water is added to the tank after every beverage delivery and time is needed to heat the new incoming water up to setpoint.

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.

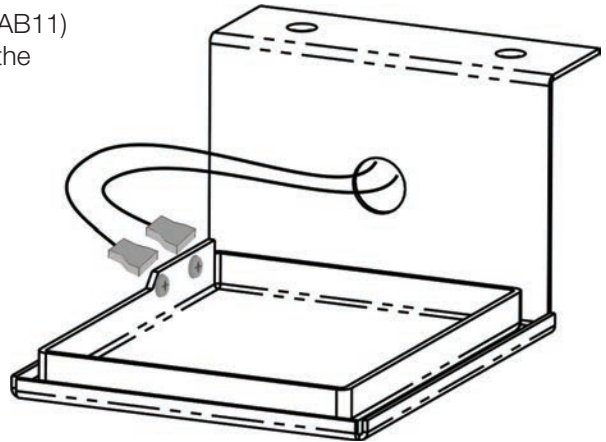


Temperature can be set by the user in Service mode, under the System tab, in the Settings sub tab. (See section 5.6.1).

### 3.9 Overflow Tray and Drip Tray Installation

#### 3.9.1 Overflow Tray Installation

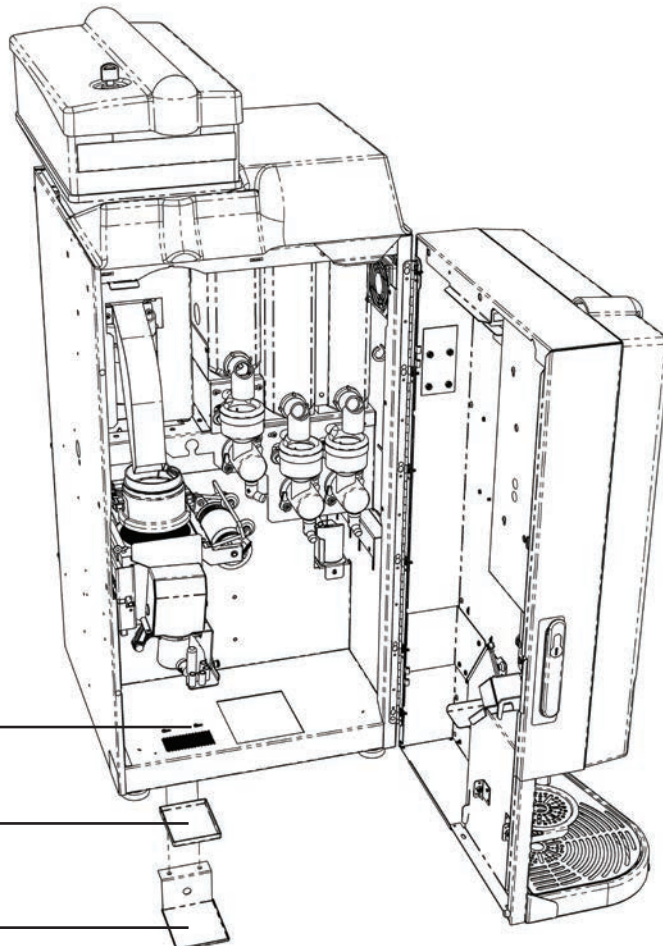
1. Screw the overflow tray holder (05CAB11) under the base of the brewer using the two (2) screws included.
2. Take out the two (2) water probe wires found inside the machine using the chute hole and connect them to the two (2) connectors of the overflow tray (05ASS30).
3. Put the connected overflow tray (05ASS30) on its holder (05CAB11).



Install the overflow tray from inside the equipment

05ASS30

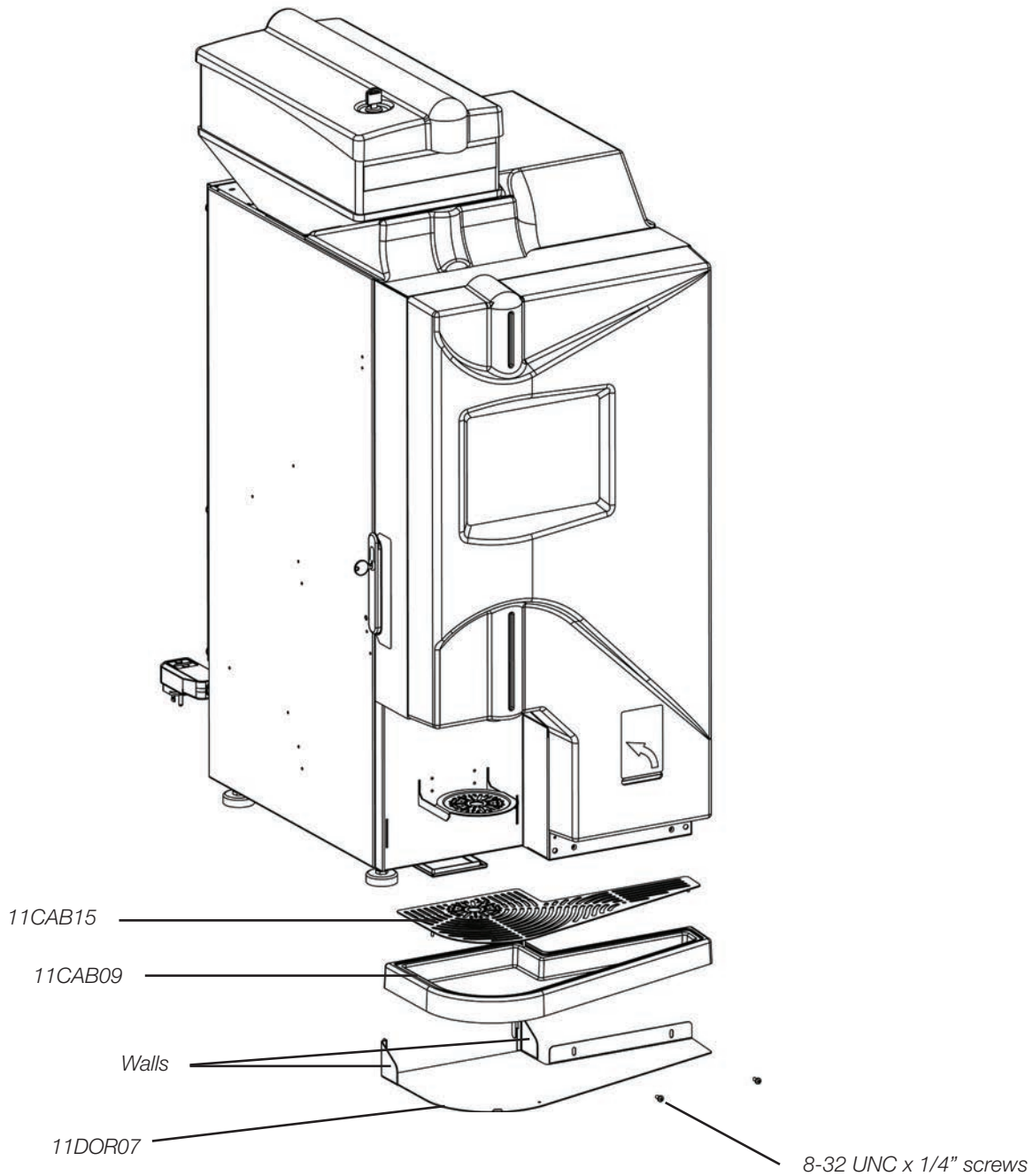
05CAB11





**3.9.2 Drip Tray Installation**

1. Insert the drip tray holder (11DOR07) in the door and screw it to the door with the two (2) 8-32 screws.
2. Set the drip tray (11CAB09) on the holder (11DOR07) and adjust it between the holder's walls.
3. Install the metal grill (11CAB15) on the drip tray (11CAB09).



### 3.10 Loading Products

#### 3.10.1 Soluble Canisters

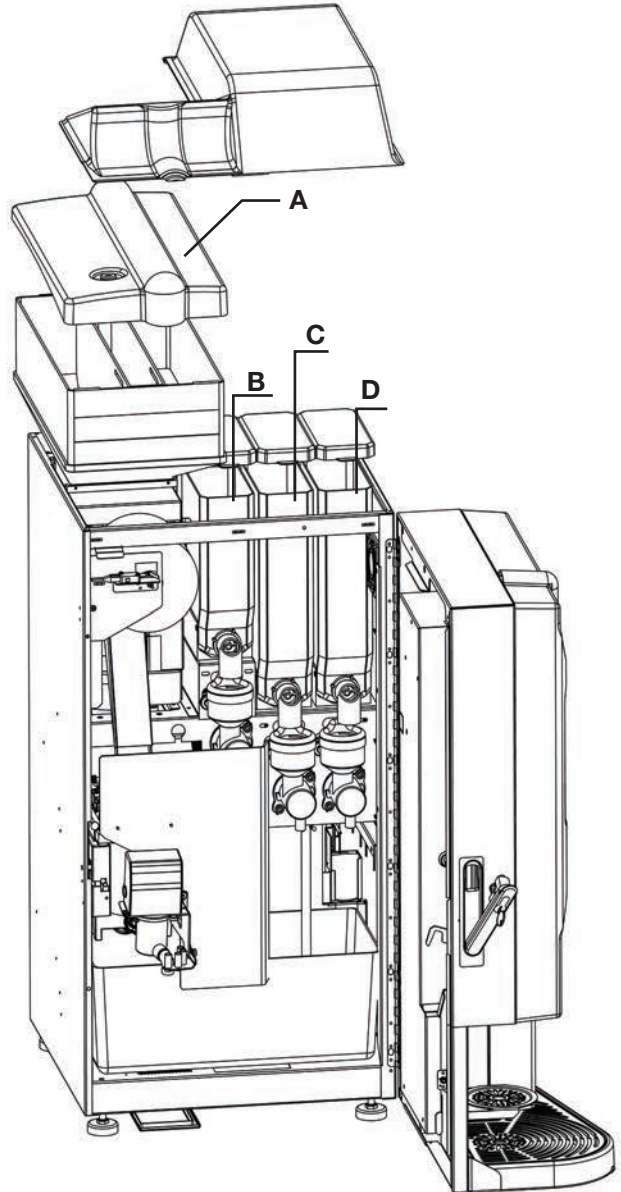
1. Open the brewer's door.
2. Remove the plastic top cap.
3. Remove the lid of the canister needing a refill.
4. **Do not overfill the canisters.**

#### 3.10.2 Bean Hopper

Unlock and remove the cover of bean the hopper.

**Do not overfill the three (3) sections of the hopper.**

Using a step stool will facilitate the filling of each section of the hopper.



**Removing only one lid at a time reduces the risk of cross contamination.**

- A - 3 Whole Bean Coffees
  - Coffee 1
  - Coffee 2
  - Coffee 3
- B - Soluble (Milk Powder)
- C - Soluble (Hot Chocolate)
- D - Soluble (French Vanilla)



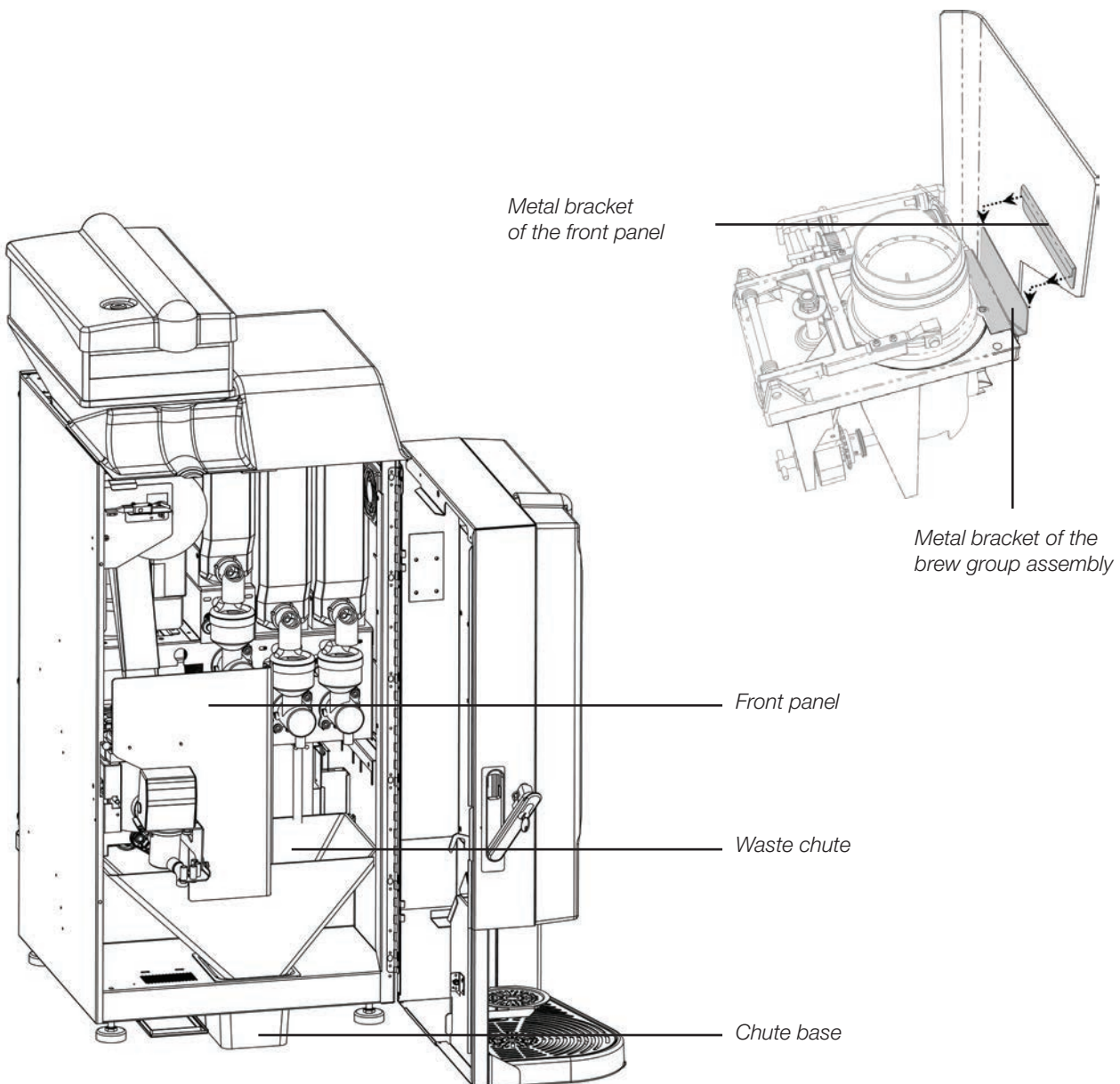
**Caution! Flavored beans can contain ethyl alcohol that could affect the bean hopper's longevity. Cafection do not recommend using flavored beans.**

### 3.11 Chute Kit Installation (Optional)

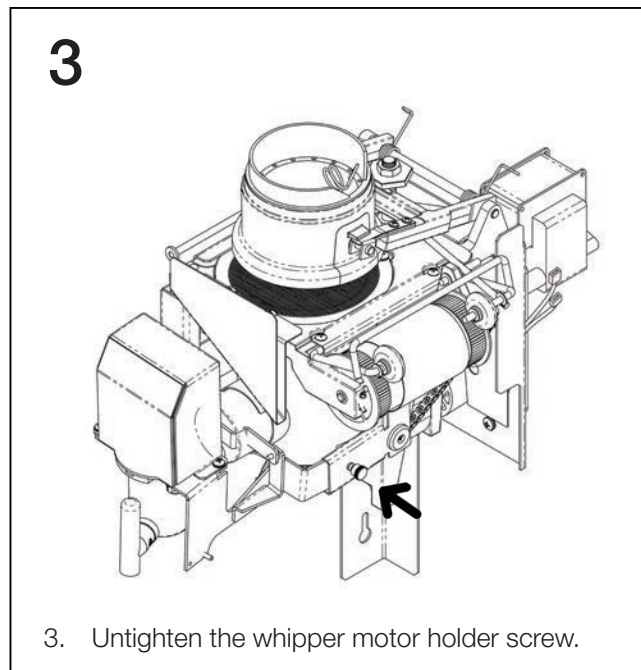
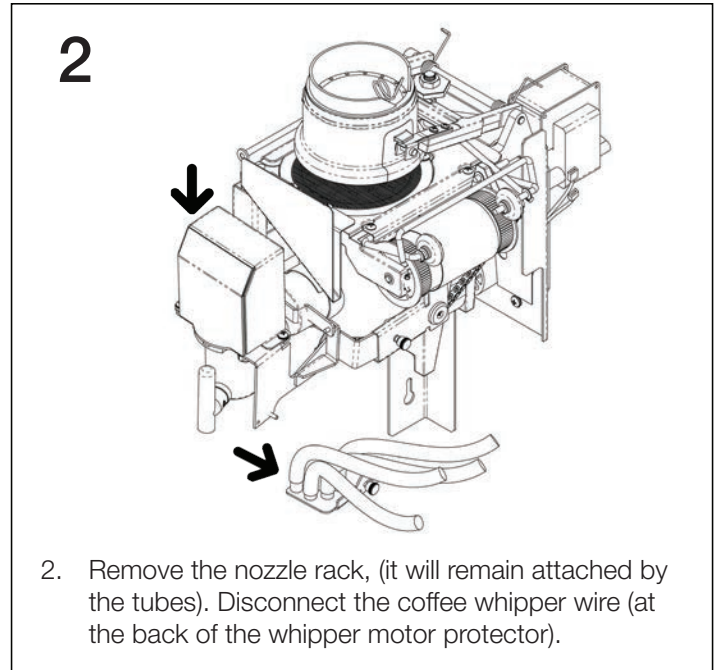
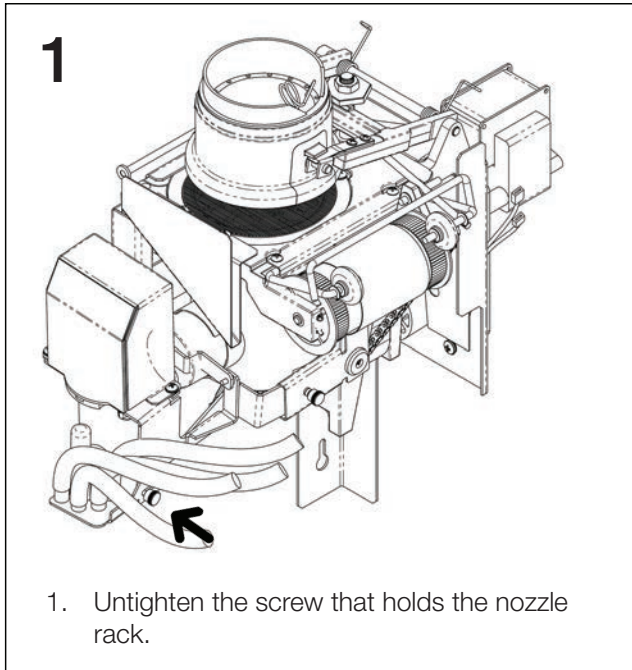
1. Open the brewer's door.
2. Insert the chute base inside the chute hole of the cabinet.
3. Insert the waste chute into the chute base.
4. Install the front panel by aligning its metal bracket with the metal bracket fixed on the brew group assembly.

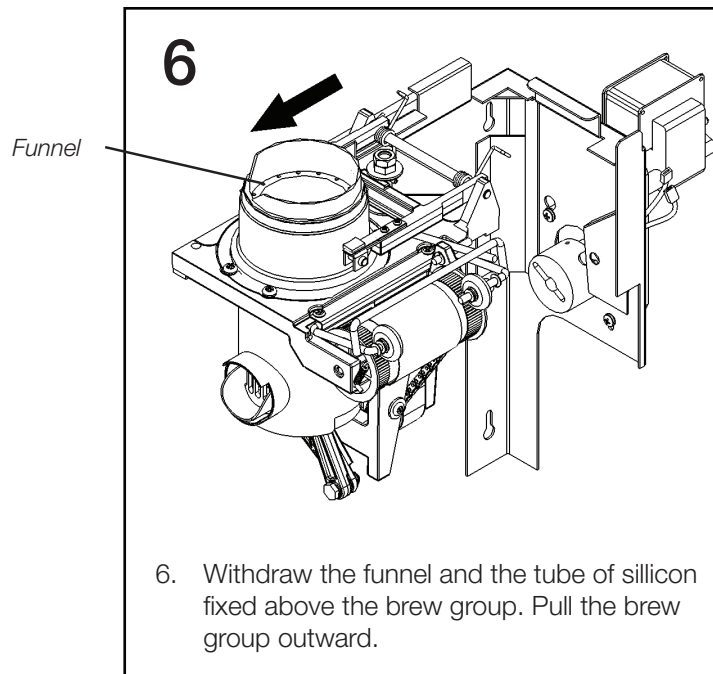
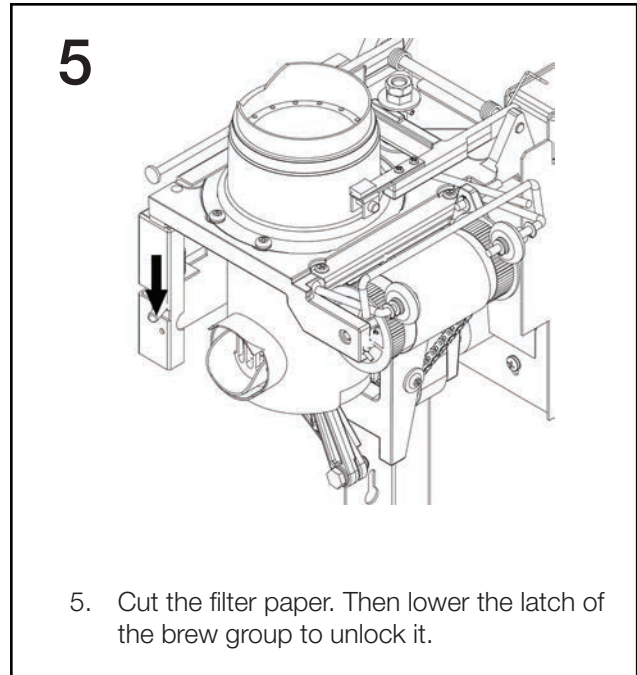
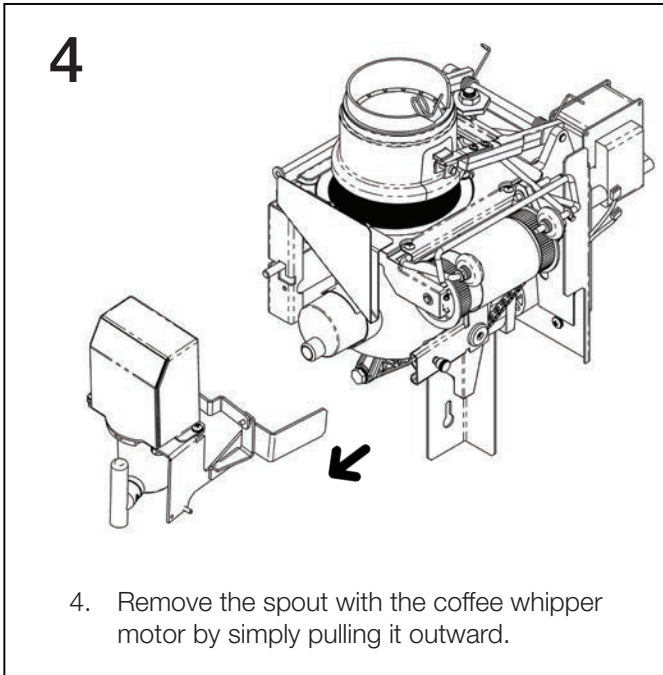


The internal waste bin has a maximum capacity of 80 coffee cups.



3.12 Brew Group and Whipping System Removal





### 3.13 Filter Paper Installation



**Make sure the brewer is ON.**

1. Place the filter paper roll on the bracket so it dispenses on the left hand side (see the diagram below).
2. Access Service mode (see section 5.2), press the "Install Filter Paper" button and follow the instructions on the screen.

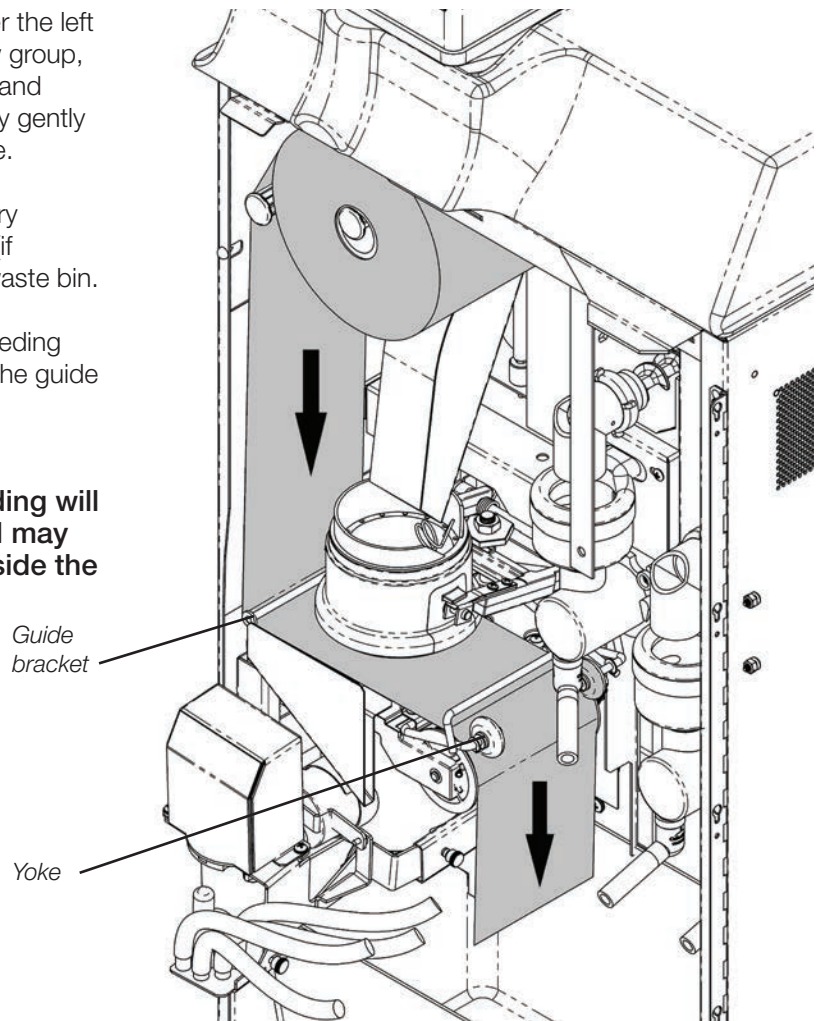


**The brew chamber will not lift up if the switch does not detect any filter paper.**

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

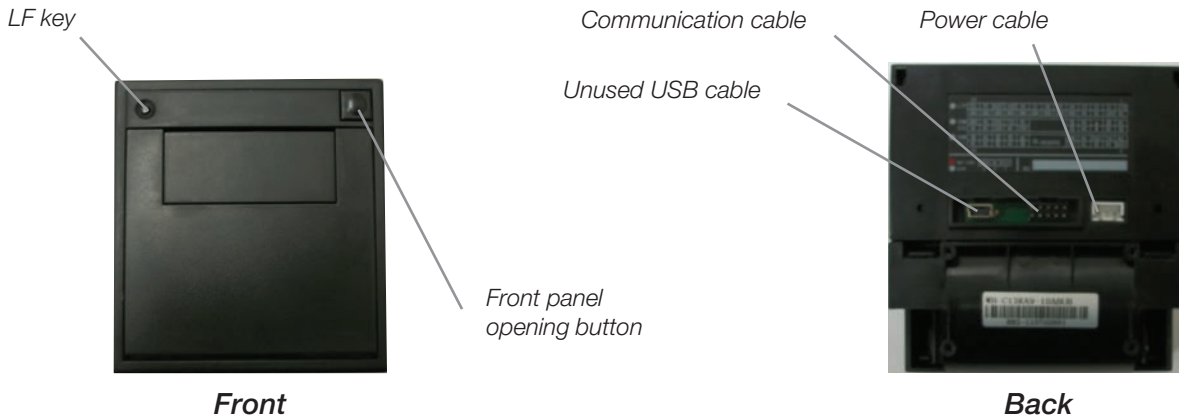


**Improper filter paper feeding will cause a vacuum leak and may cause grounds to spill inside the equipment.**



### 3.14 Integrated Printer (Optional)

#### 3.14.1 Description of Printer's Button



#### 3.14.2 Replacing Printer Paper

1. Push the front panel opening button until the front panel partially opens.
2. Gently pull on the panel until it opens completely, as shown below.



3. Put the thermal paper in the printer (the unwinding direction is shown below) and close the front panel. Make sure the printer is ON and press three (3) times on the LF key to ensure the paper is well aligned.



#### 3.14.3 Ordering Thermal Paper

Contact Evoca North America to order paper (see section 2.1 for the contact information).

### 3.15 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 chute is properly installed. Repeat the installation procedure, 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.



### 3.16 Coin Changer and Bill Acceptor

The Total 1 software and hardware are tested and developed using CoinCo products. Cafection suggests using the same brand for complete compatibility.

The following models have been tested and work with the Total 1:

- 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 vend and have the bill returned. If the vend 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.

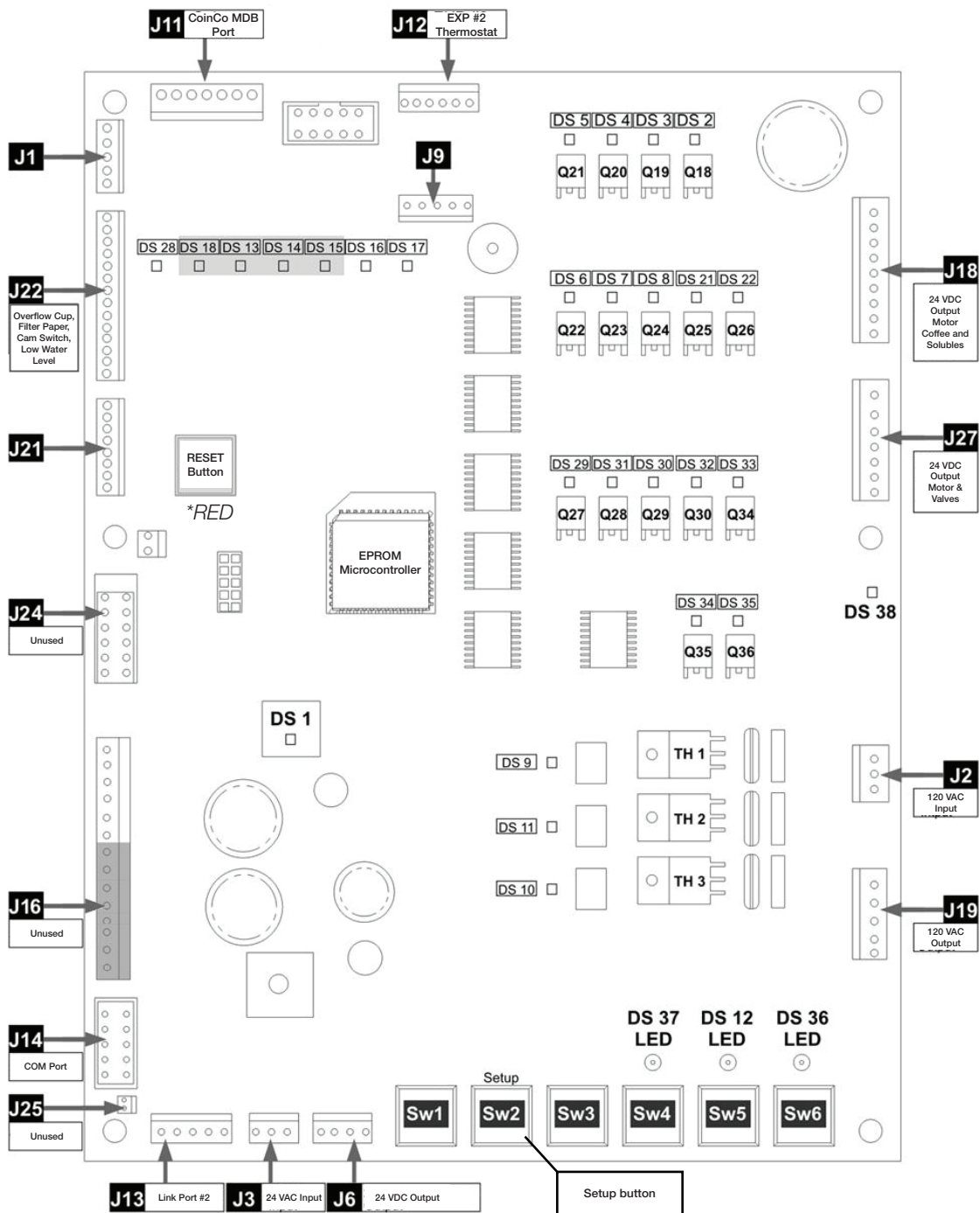


**The coin changer issues coins of \$0.05 or more. When setting products selling prices, make sure to set amounts ending with a 5 or 0.**

For example, if a product is sold at \$1.98 and the client 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.

3.17 Main Board

Initial Setup



**3.17.1 Main Board (PCB) Description  
Interactive Switches and Buttons**

1. Reset Button (Red)  
This button resets the main board, restarting every functions of the machine without restarting the screen. If a beverage is being prepared, the brewing cycle will be stopped.
  
2. SW2 Setup Button (White)  
This button gives access to the parameters of the machine and products through Service mode (see section 5.2 for details).
  
3. SW3 Calibration Button (Black)  
This button allows touch screen calibration. If the screen is not responding well to finger pressure, it might need recalibration. Press this button and follow instructions on the screen.



**The other switches are unused.**

**Green LEDs**

The green LEDs light up to indicate the following statuses:

- |      |                           |
|------|---------------------------|
| DS1  | Power 5V ok               |
| DS18 | Overflow tray             |
| DS13 | Brewer status (ON or OFF) |
| DS14 | Filter paper ok           |
| DS15 | Low water level           |

**Red LEDs**

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

- |      |   |
|------|---|
| DS38 | Power 24V ok  |
| DS2  | Whipper motor (coffee)  |
| DS3  | Ingredients motor (coffee # 1)                                  |
| DS4  | Ingredients motor (coffee # 2)                                  |
| DS5  | Ingredients motor (coffee # 3)                                  |
| DS6  | Ingredients motor (soluble # 1)                                 |
| DS7  | Ingredients motor (soluble # 2)                                 |
| DS8  | Ingredients motor (soluble # 3)                                 |
| DS9  | Brew group motor  |
| DS10 | Inlet valve   |
| DS11 | Grinder motor   |
| DS12 | Ingredients outputs disabled                                    |
| DS21 | Coffee chute solenoid   |
| DS22 | Hot water valve (coffee)  |
| DS29 | Hot water valve (soluble # 1)                                   |
| DS30 | Hot water valve (soluble # 3)                                   |
| DS31 | Hot water valve (soluble # 2)                                   |
| DS32 | Hot water valve   |
| DS33 | Whipper motor (soluble #1)                                      |
| DS34 | Whipper motor (soluble #2)                                      |
| DS35 | Whipper motor (soluble #3)                                      |
| DS36 | Communication activity between the touch screen and the machine |

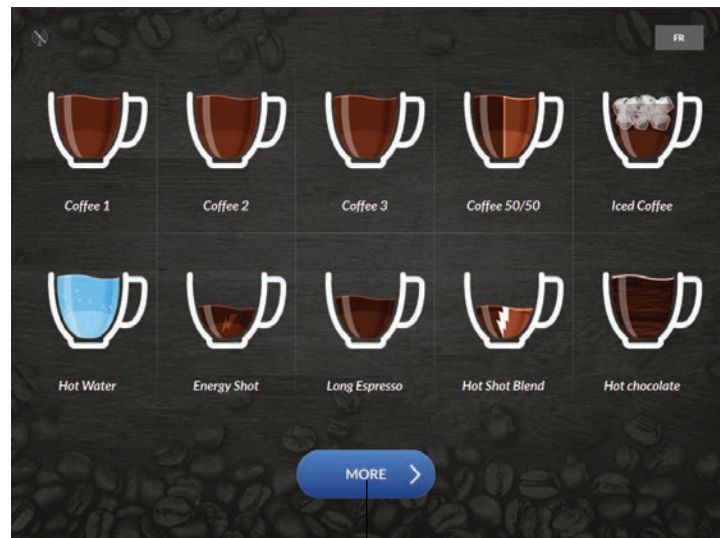
## 4 USER INTERFACE

### 4.1 Selection Screen Interface

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

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

1. Select Beverage.

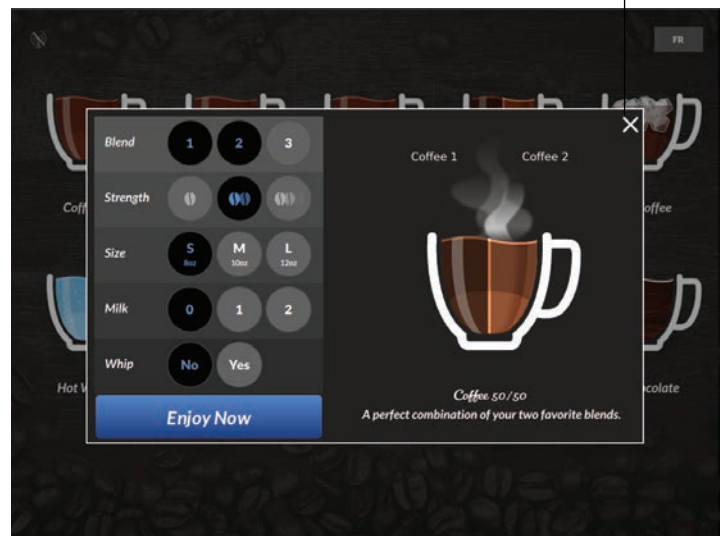


*More beverages may be available*

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

2. Select Beverage Options.

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



3. Press "Enjoy Now" to start the drink preparation.

## 4.2 Carafe Mode



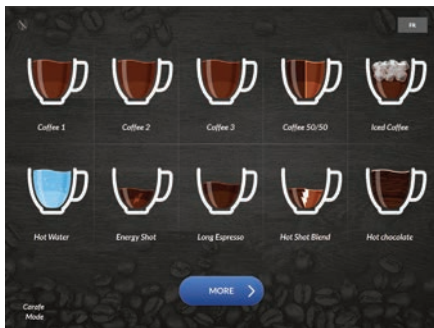
**Carafe mode is only available for users with level 2 access or above (see section 5.1) and for users that have been granted access in the Users List and Rights Management section of the Admin sub tab (see section 5.6.5).**

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

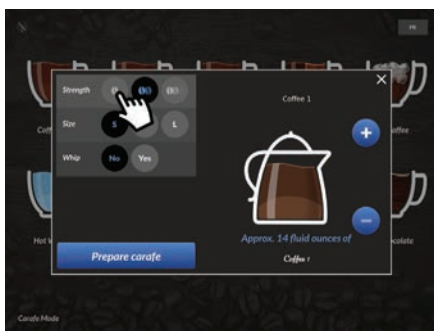
When pressing the "Fill up a Carafe" button in Service mode, the screen will automatically return to the selection interface.

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. Select Beverage.

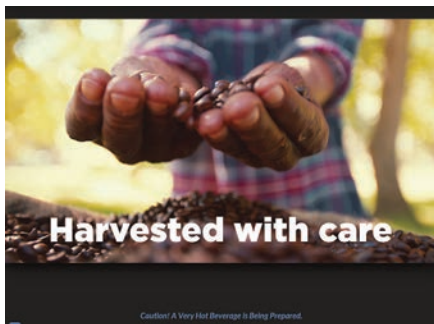


2. Select Beverage Options.

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

Quantity of drinks can be adjusted using the + and - buttons.

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



3. Wait until all drinks have been prepared.

### 4.3 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.

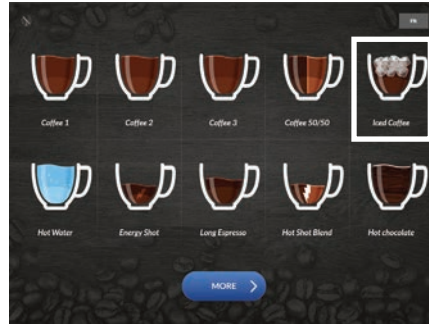
The iced coffee is prepared in a 12 oz cup size by default. The size can be modified by changing the amount of water in the beverage.



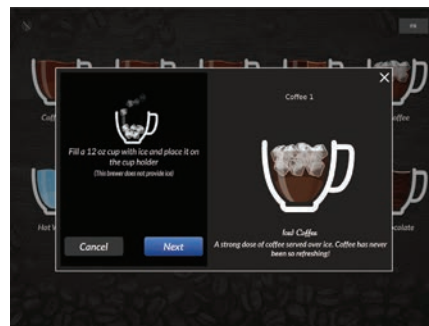
*If there is no ice machine on-site, follow these steps to deactivate the Iced Coffee recipe. Access Service mode. In Recipes Information sub tab, under the Recipes tab, select 250\_ IcedCoff from the drop-down menu. Deactivate the "Enabled" toggle bar and press Save (see section 5.5.2).*

1. Select Iced Coffee.
2. Fill a 12 oz cup with ice and place it on the cup holder. Press on the "Next" button on the screen.
3. Select blend and strength.
4. Press "Enjoy Now" to start preparation of the beverage.

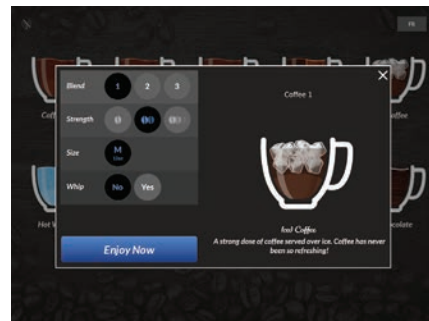
1



2



3



4

#### 4.4 Selection Keyboard for People with Disabilities (Optional)


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

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

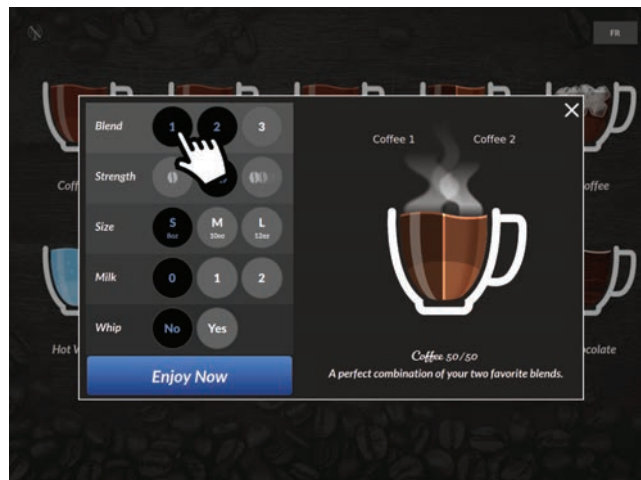
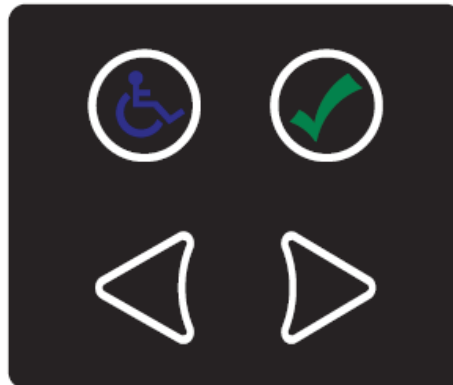
To activate this selection keyboard, customers need to press any of its keys.

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

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

The  icon remains lit all the time.

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

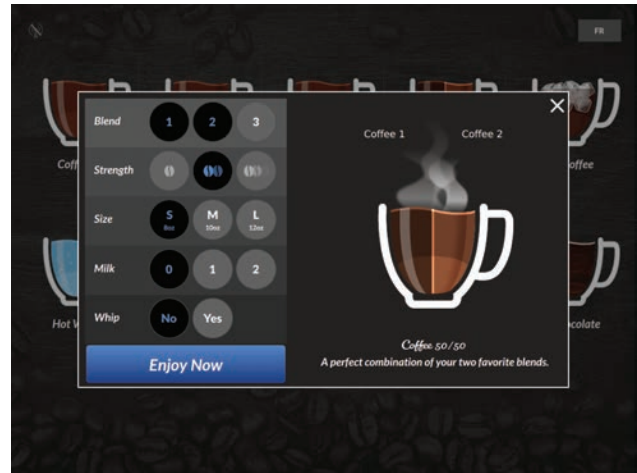
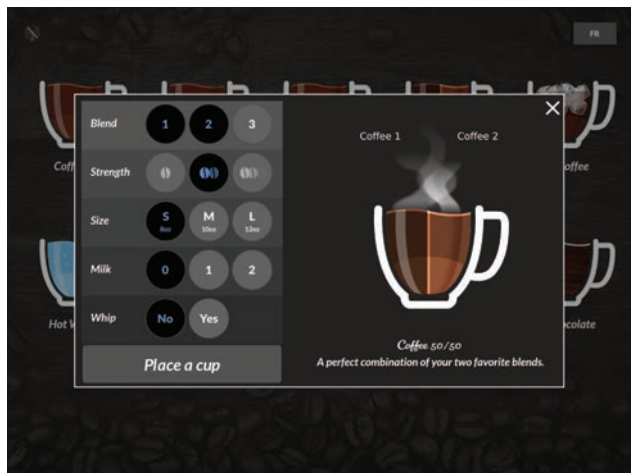


#### 4.5 Cup Detector (Optional)

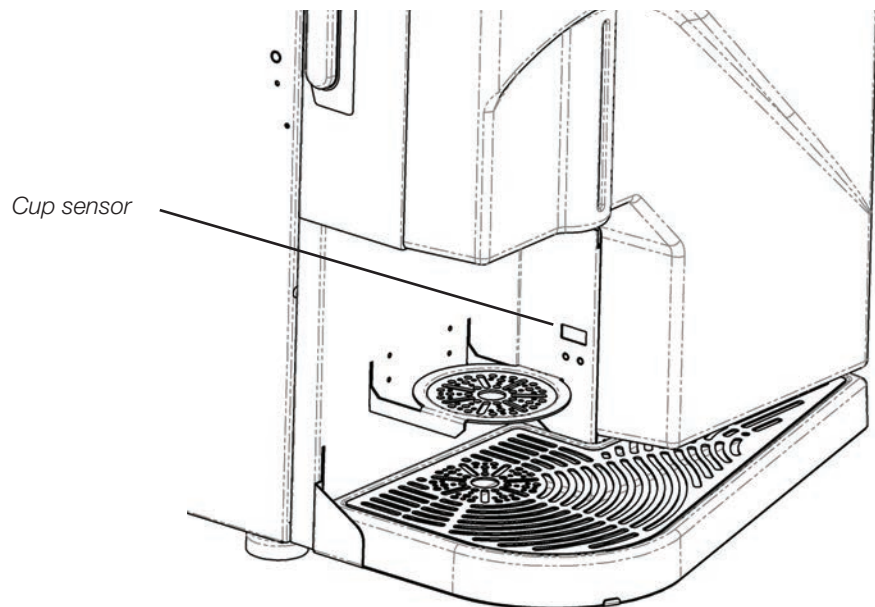
The cup detector helps customers position their cup on the right spot in order to prevent accidents and product waste.

With the cup detector option, it is impossible to get a drink if the cup is not well-positioned.

Unfortunately, clear glass cups are undetectable.



Once it has started, the brewing process cannot be stopped. The drink will dispense even if the cup has been removed.





## 5 SERVICE MODE

### 5.1 Users Levels

Level 1: For the end user. Product 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. 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. Access to all tabs and sub tabs in Service mode.

**Factory password for this level: admin**

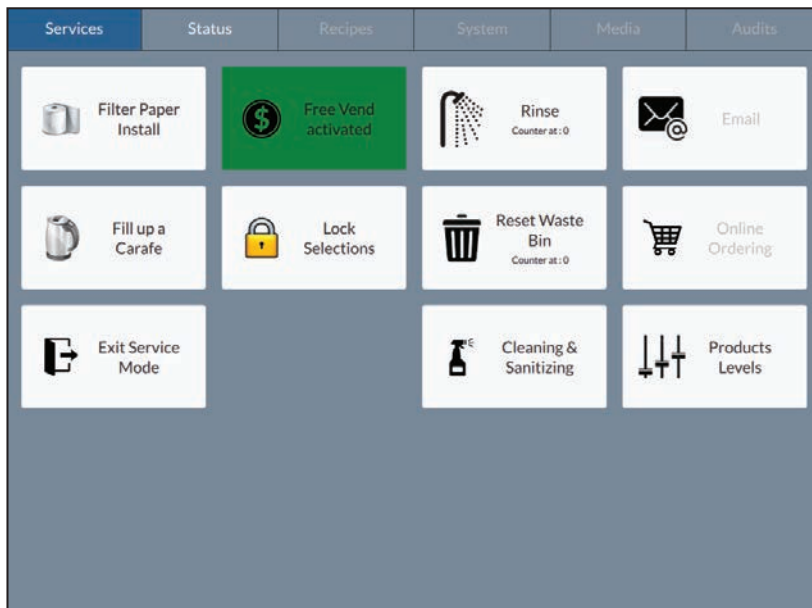


**Cafection highly recommends to change those passwords.**

To access Service mode, open the brewer's door and press on the SW2 button on the main board (see section 3.17).

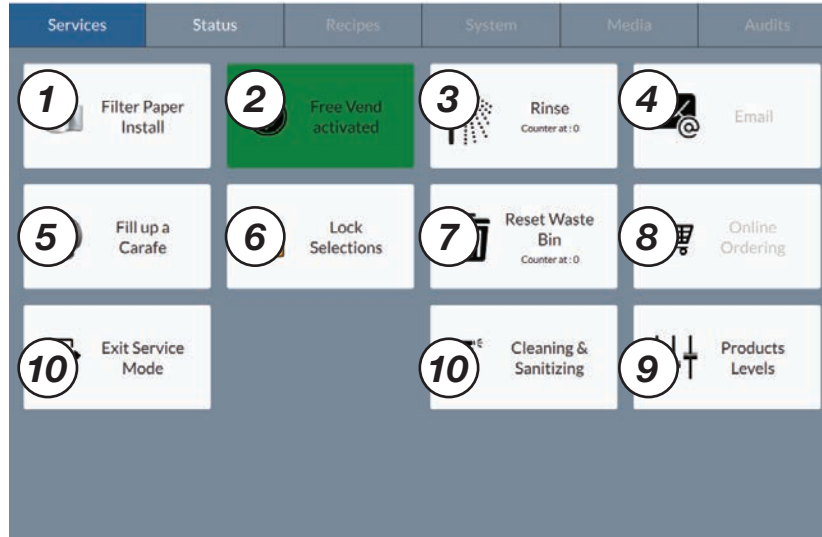
Access Levels:

**2**
**2**
**3**
**3**
**3**
**4**



## 5.2 Service Tab

To access the screen below, open the brewer's door and press on the SW2 button on the main board (see section 3.17). The Service tab is the first screen to be displayed.



1. This button is used to change the filter paper. Tap it and follow the instructions on the screen.
2. This button is used to activate Free Vend mode. When the brewer is in Free Vend mode, the button is illuminated in green and displays "ON" (in opposition to "OFF" when Free Vend is not activated).

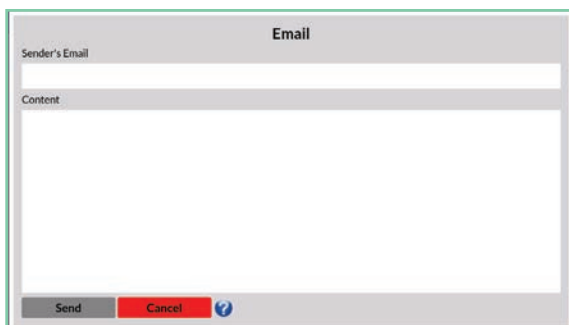


**When Free Vend is enabled, the coin, bill and card payment devices are disabled automatically.**

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



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

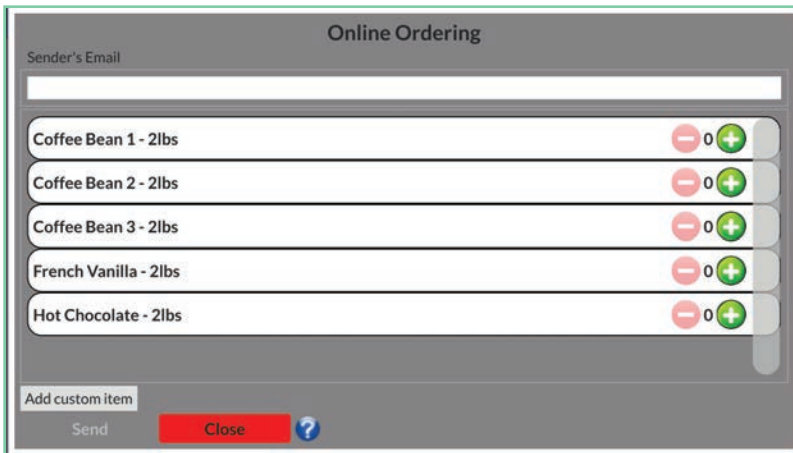


4. This button gives access to the Email Sending interface. It is only visible when the coffee brewer is connected to a cellular or a wireless network.

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

For more help, press the (?) icon.

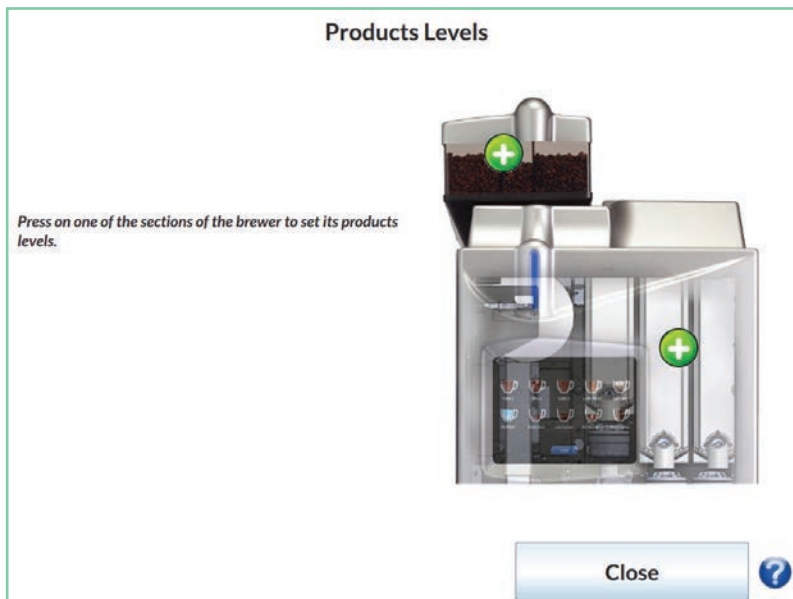
5. This button is used to enable Carafe mode (see section 4.2 for details).
6. This button is used to lock the selection screen so no user can order beverages.
7. This button is used to reset the waste bin counter.



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

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

For more help, press the (?) icon.



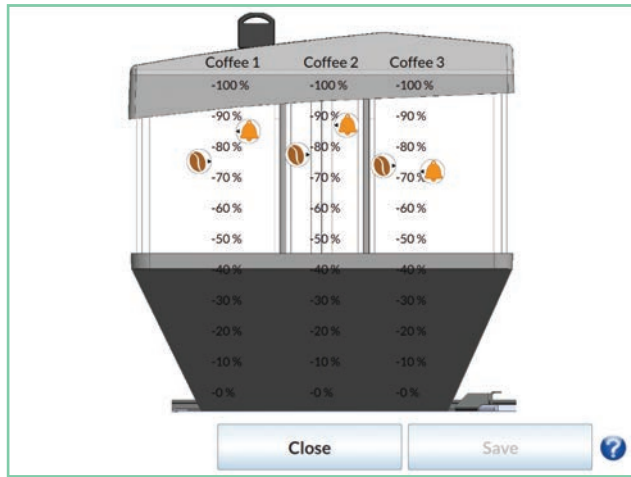
9. This button gives access to the Products Levels interface.

**Main interface products level:**

Select one of the two zones. Click on either the bean container or the filter paper and soluble. Choose to receive alerts by email or not.

For more help, press the (?) icon.

5.2 Service Tab (Continued)



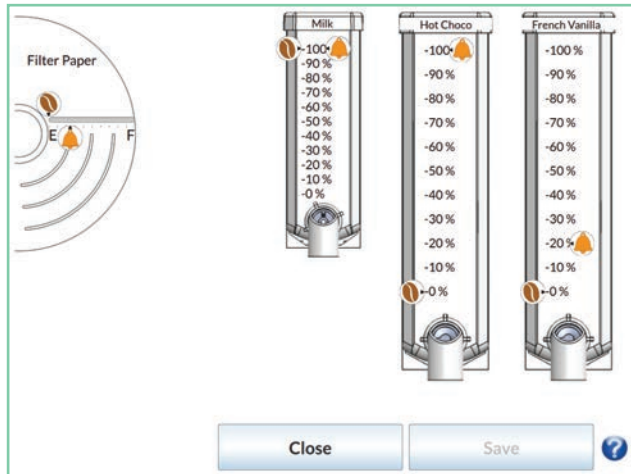
**Products Levels Interface (Bean Level Section)**

The user first needs to estimate the level of beans (in %) by referring to the percentage sticker on the hopper, then move the bean icon accordingly. Once this percentage has been set, the coffee level will decrease in accordance with the real coffee consumption.

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



Cafection recommends to set the alert at 25 %.



**Products Levels Interface (Filter Paper and Solubles Section)**

The user first needs to estimate the level of filter paper (in coffee cups) and solubles (in %) by referring to the percentage sticker on the filter paper rack and solubles canisters, then move the bean icon accordingly. Once this percentage has been set, the filter paper and solubles levels will decrease in accordance with the real filter paper and solubles consumption.

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

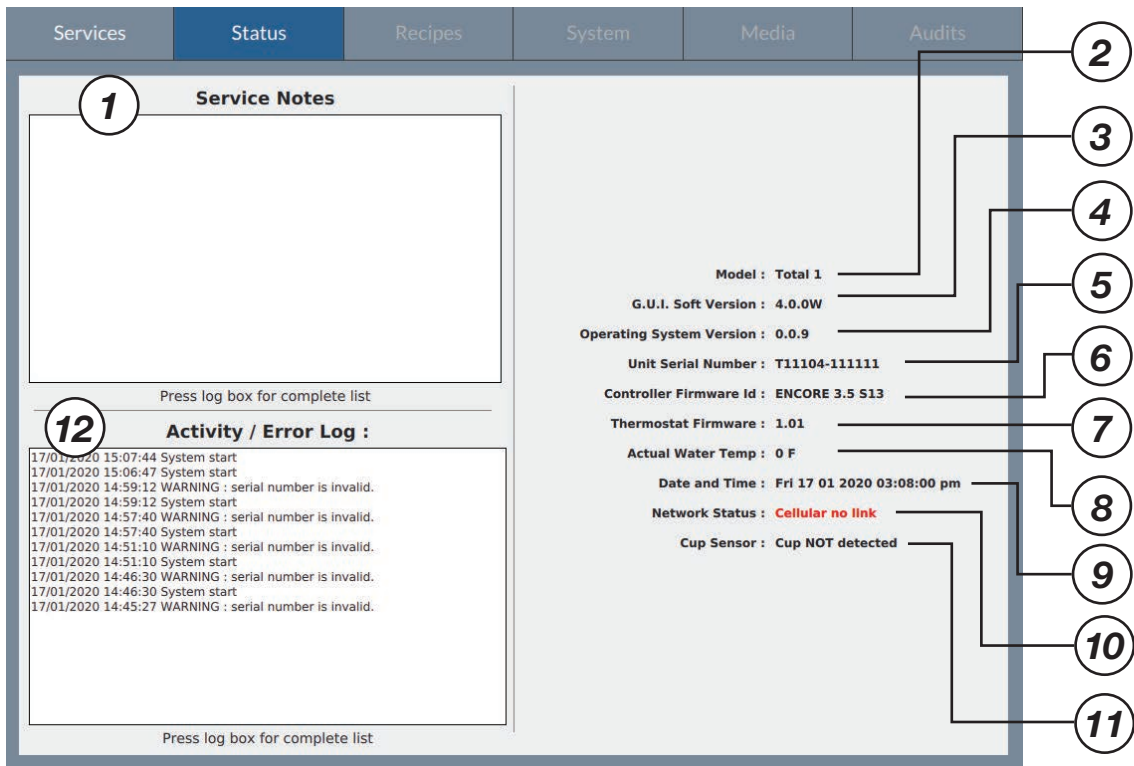


Cafection recommends to set the alert at 200 coffees for the filter paper and at 25 % for the solubles.

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

### 5.3 Status Tab

To access the screen below, press the SW2 button (see section 3.17) on the main board inside the brewer's door and select the Status tab.



1. Service notes allowing the technician to enter what servicing has been performed on the machine. An alphanumeric keyboard will appear when clicking the text box.
2. Unit's model.
3. Software version of the computer.
4. Firmware version of the unit.
5. Serial number of the coffee brewer. Correct serial number is necessary for using **Sophia**. Service users with level 4 access can set the serial number (see section 5.1).
6. Firmware version of the controller.
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 5.6.5).
  - 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. Cup detector status (optional).
12. Error log keeping the last 50 events in memory, accessible remotely on **Sophia** (Optimum License required).

### 5.4 Password Pop-Up

This pop-up window will appear when pressing the Recipes, System or Audits tabs. The user needs to type in his or her password using the alphanumeric keyboard, then press on ENTER. Depending on the password entered, the user will gain access to different tabs.



### 5.5 Recipes Tab

To access the screen below, press the SW2 button (see section 3.17) on the main board inside the brewer's door and select the Recipes tab.

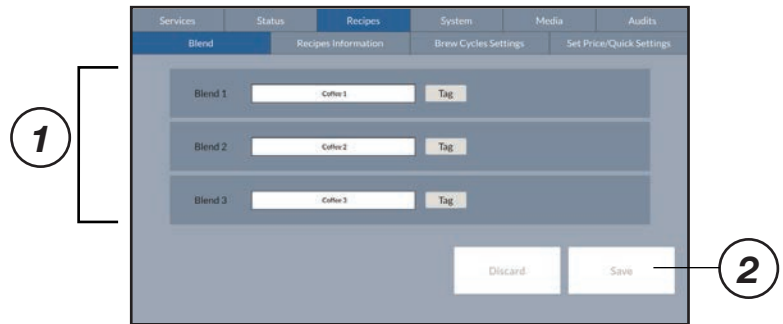
#### 5.5.1 Blend Sub Tab

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

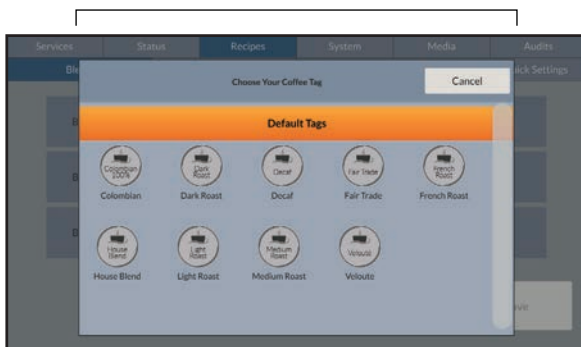


**Coffee names and labels can be edited with Sophia (Optimum License required).**

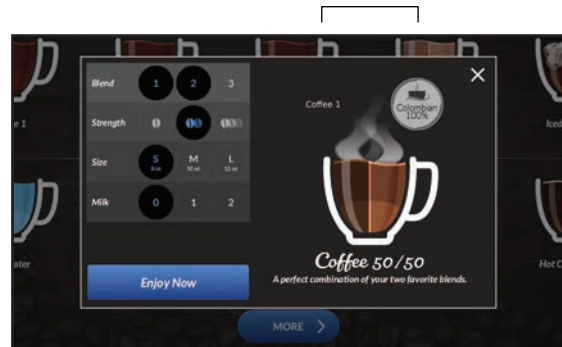
1. Use the "Tag" button to select a tag for the associated blend. Use the "Name" button to edit the blend's name using the text box.
2. This button is used to save changes to the Blend settings. Any unsaved changes will be lost.



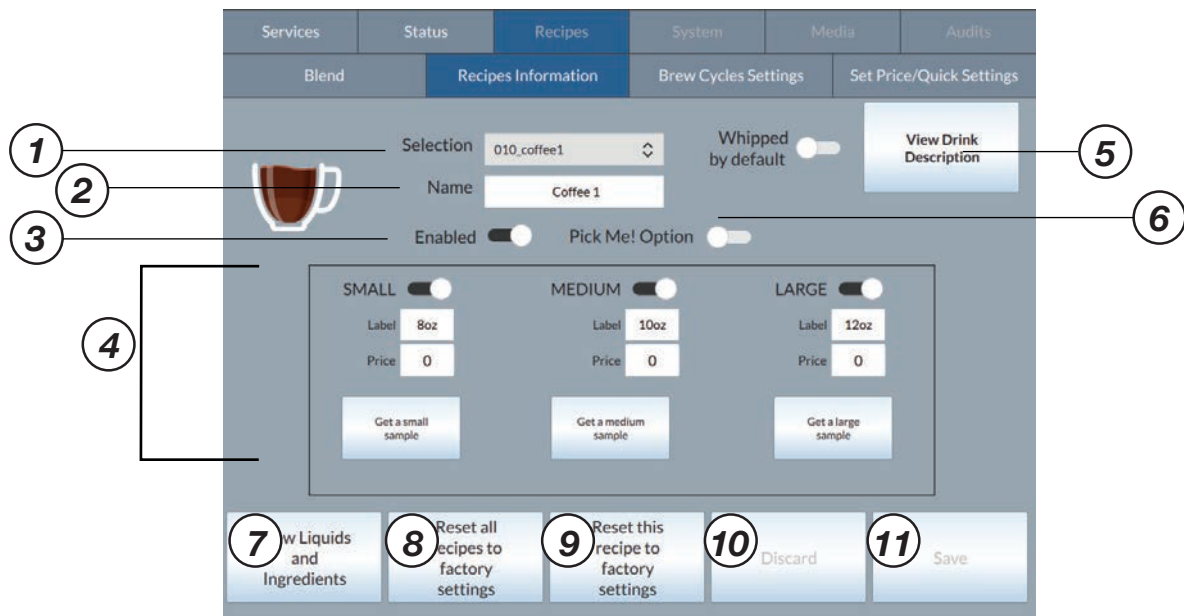
Label list



Blend name or label



5.5.2 Recipes Information Sub Tab

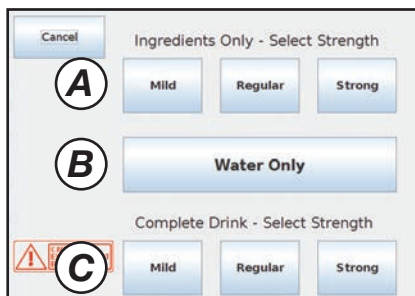


1. This drop-down menu is used to choose the recipe requiring modifications. Coffee 1, 2 and 3 refer to bean hopper sections 1, 2 and 3 (from left to right).
2. This field is used to set the recipe name that will be shown on the selection screen under the beverage illustration.



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

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



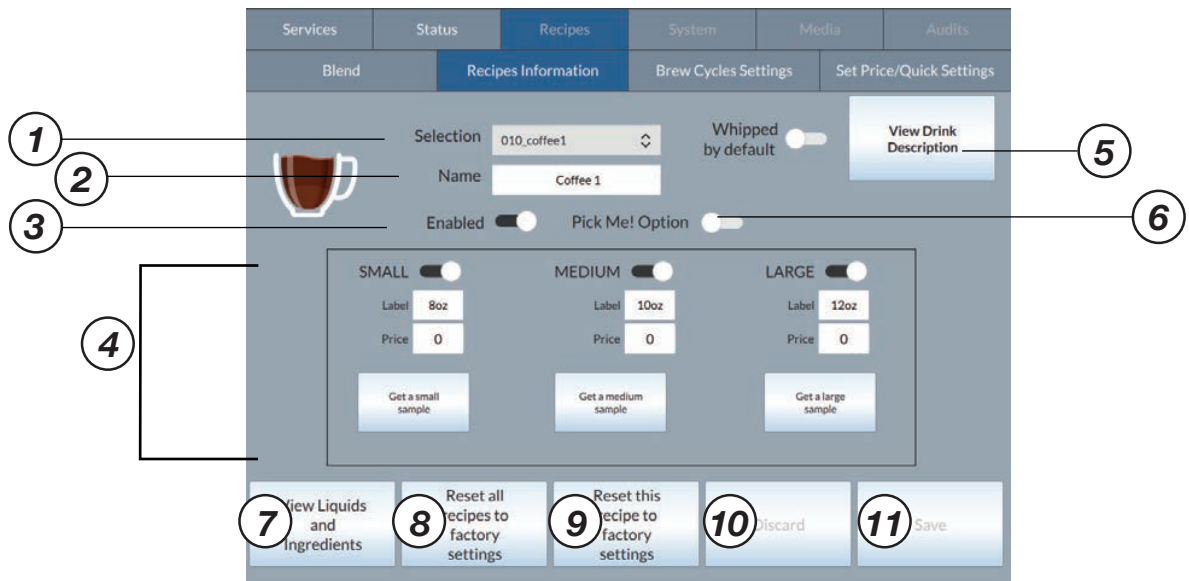
**"Get a Sample" Interface**

- A** These buttons are used to get a sample of all the dry ingredients of the tested recipe, in the desired strength. **Make sure to place a container under ALL product dispensers used for the tested recipe.**
- B** This button is used to get a sample of the recipe without the ingredients. **Make sure to place a recipient large enough under the dispensing nozzle.**
- C** These buttons are used to get a sample of the entire recipe, in the desired strength.



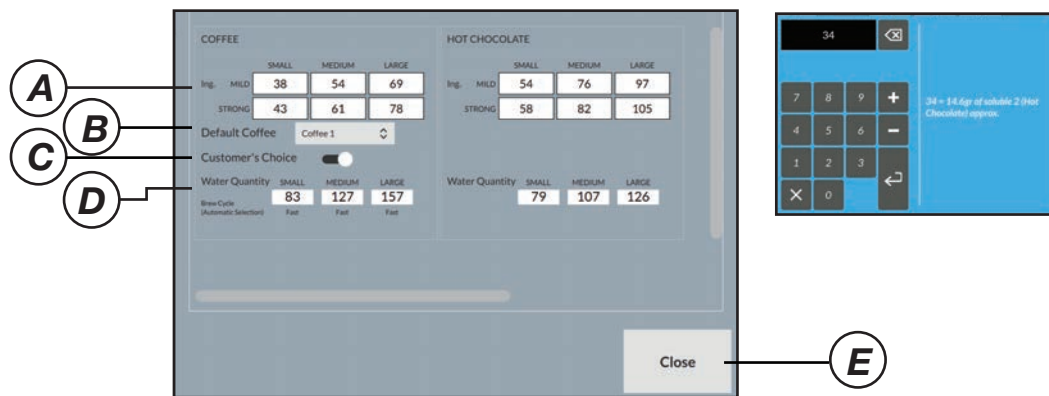
**Samples are not registered in the sales counters.**

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



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 reset a lost or corrupted recipe by resetting it to default settings.
10. Discard any changes done in the current modification.
11. This button is used to save any changes to the current recipe. Any unsaved changes will be lost.

"Liquids and Ingredients" Interface



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

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

- A. This table is used to set the quantity of dry ingredients for each size and strenght of the drink
- B. This dropdown menu is used to select the default coffee blend used for the recipe (if applicable).
- C. This button is used to allow blend choice by the customer on some recipes.
- D. This table is used to set the quantity of water required to brew the recipe. The recipe's brew cycle is automatically selected by the software.
- E. This button is used to exit the current recipe's Liquids and Ingredients interface and go back to the Recipes Information sub tab.



5.5.3 Brew Cycles Settings Sub Tab

1. This table is used to set the brew cycles and extra grind time. Press on the quantity to modify it and enter the desired number of units using the numeric keyboard.
2. This button is used to set all brew cycles values back to factory settings.
3. These buttons are used to discard or save any current modification.



The Total 1 has 4 different brew cycles. The brew cycle is automatically selected in accordance with the coffee and water quantities in the coffee-based recipe.

**Standard (101 to 187 water units)**

Standard brew cycle.

**Swirling (188 to 269 water units)**

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

**Double (270 water units and more)**

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

**Fast (100 water units or less)**

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

**Adjustable Settings**

**Extra Grind Time**

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

**Pause 1**

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

**Pause 2**

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

**Move 3**

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



**This setting must be changed with care.**

**A setting too high will prematurely open the brew chamber, causing a mess of wet coffee grounds inside the machine.**

**A setting too low will not pull all the coffee through the filter.**

**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.**

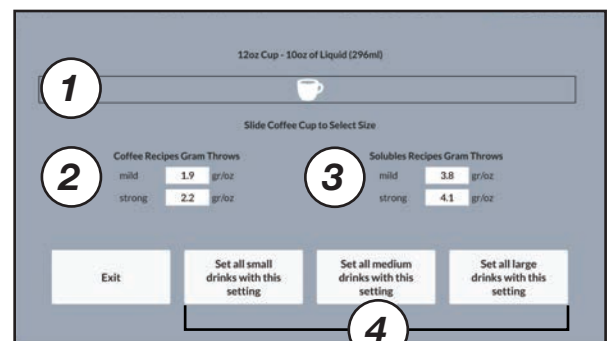
**Pause 4**

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.

5.5.4 Set Price / Quick Settings Sub Tab



1. This section is used to apply the same price for all recipes.
2. Use Cancel button to exit the window. Use Set button to confirm the prices entered in the price fields.

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

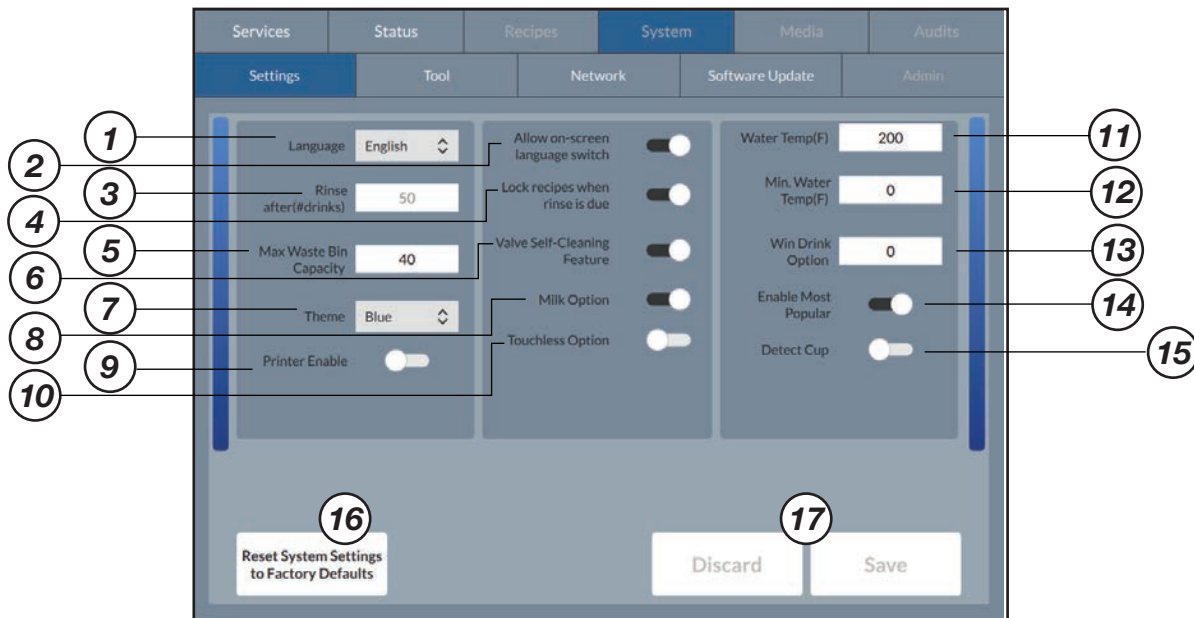


The automated quick settings function does not affect the Iced Coffee, Long Espresso, Energy Shot, Hot Shot Blend, Café Latte and Cappuccino drinks recipes, which can only be edited manually.

## 5.6 System Tab

To access the screen below, open the brewer's door and press on the SW2 button on the main board (see section 3.17) and select the System tab.

### 5.6.1 Settings Sub Tab

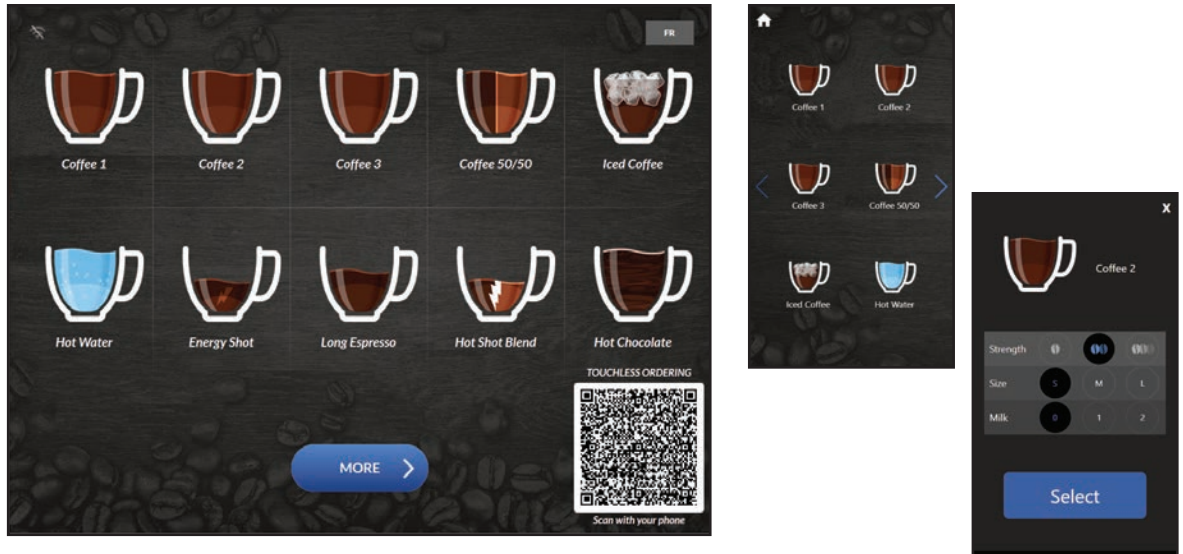


1. This drop-down menu is used to set the language of the system. If the language is changed, the recipes' names will be reset to default values.
2. This toggle bar is used to allow any user to switch language directly from the selection screen.
3. This field is used to set the quantity of drinks to 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 checkbox allows the user to enable or disable the valves self-cleaning feature during rinse cycles (enabled by default).
7. This drop-down menu is used to set the color theme of the user interface.
8. This toggle bar is used to enable or disable the milk option on selection screen for all drinks (if applicable). Uncheck the box to remove the milk option on selection screen.
9. This toggle bar is used to enable or disable the optional printer. The printer will not print any coupons if the free vend is ON and while filling a carafe.

- This toggle bar is used to enable or disable *Sophia Touchless Solutions* contactless ordering (if applicable). Uncheck the box to remove the QR code on selection screen.

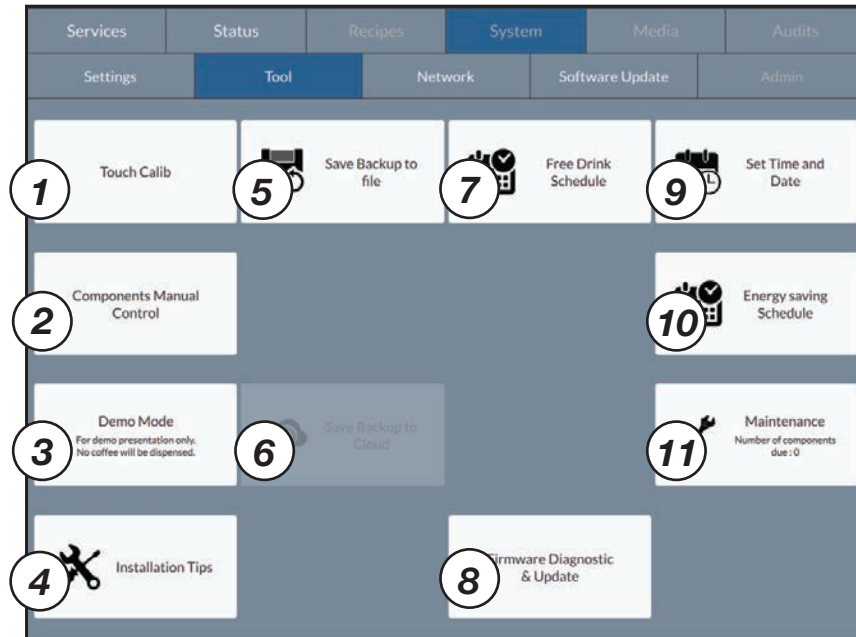
### **Sophia Touchless Solutions Option**

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.



- This field is used to set the water temperature in the tank, in Fahrenheit. Minimum setting is 150 °F, maximum setting is 200 °F, and default setting is 200 °F.
- 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).
- 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.
- 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.
- This toggle bar is used to enable or disable the cup sensor.
- This button is used to reset the Settings tab back to factory setting. This action does not affect the recipes.
- These buttons are used to discard or save any current modification.

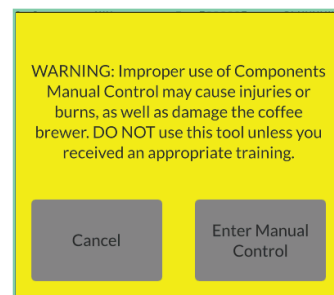
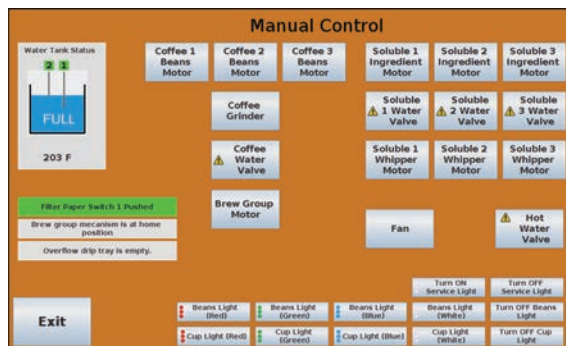
5.6.2 Tool Sub Tab



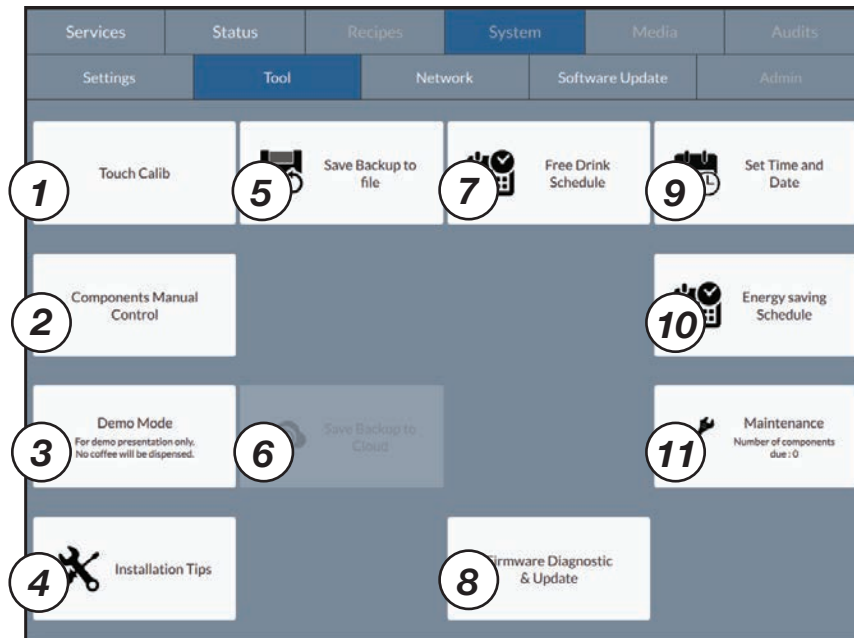
1. This button is used to calibrate the screen. Follow calibration procedure shown on screen.
2. This button is used to enter Manual Control mode and manually test the machine's components.



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.

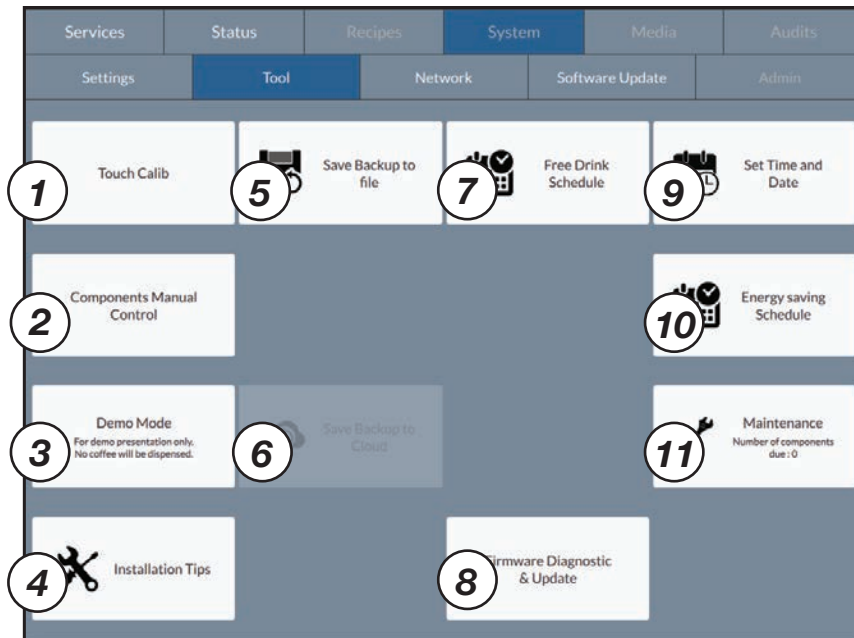


4. This button is used to configure the coffee brewer during the initial setup. It provides installation tips and requirements.
5. This button creates a backup file **on the coffee brewer**. The following data are saved in the backup: values of each recipe, configurations, brew cycles, Energy Saving 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.*

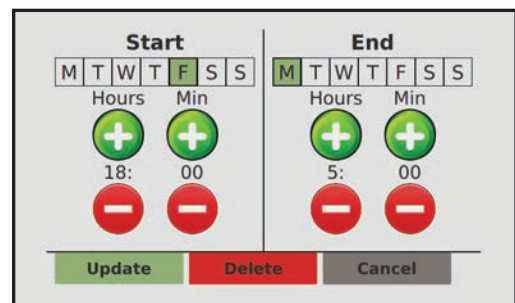
6. This button creates an **online** backup file on **Sophia** (the machine needs to be connected to a cellular network and requires Optimum License). The following data are saved in the backup: values of each recipe, configurations, brew cycles, Energy Saving schedules, Free Vend schedules, maintenance 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.

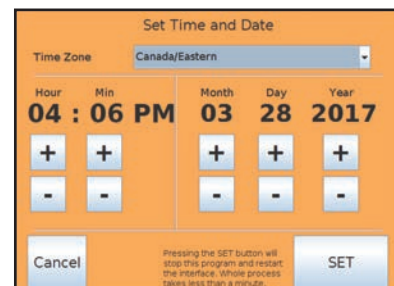


8. This button is used to check the complete firmware and update it if required.

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.



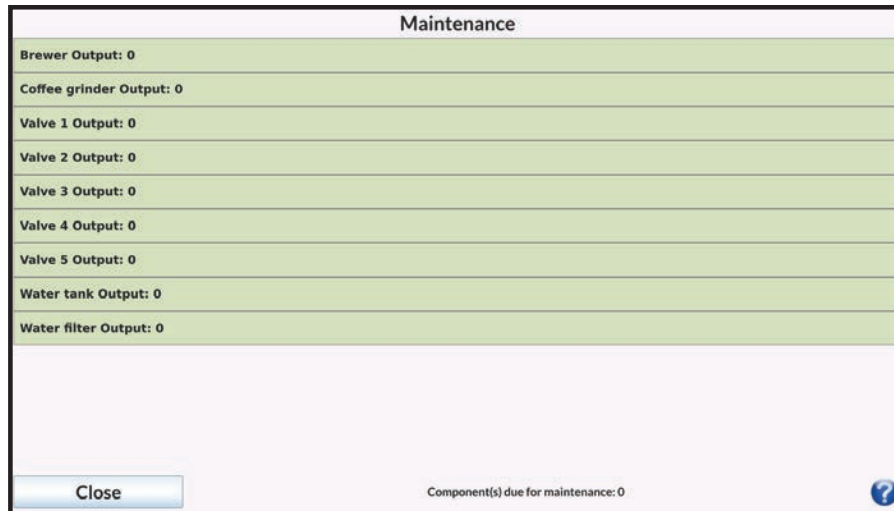
- This button gives access to the Energy Saving Schedule interface.

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.



- This button gives access to the Maintenance interface.

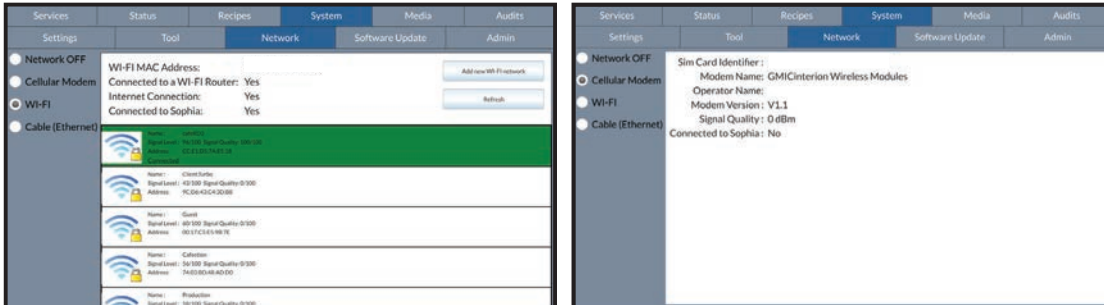
This interface displays the maintenance counters in which each use of a component is recorded. The components requiring maintenance are highlighted in red. To reset a component's counter, press on the "Reset" button. For more help, press the (?) icon.





### 5.6.3 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.

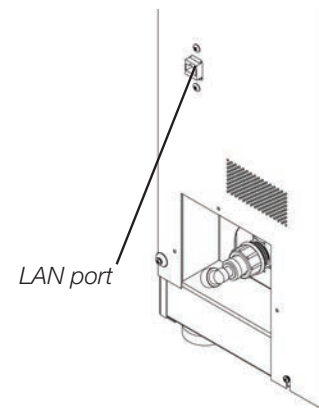


#### Ethernet Cable (Wired Network)

To connect the machine to a wired network, plug a network cable in the LAN port (RJ45) at the back of the brewer (no password required).

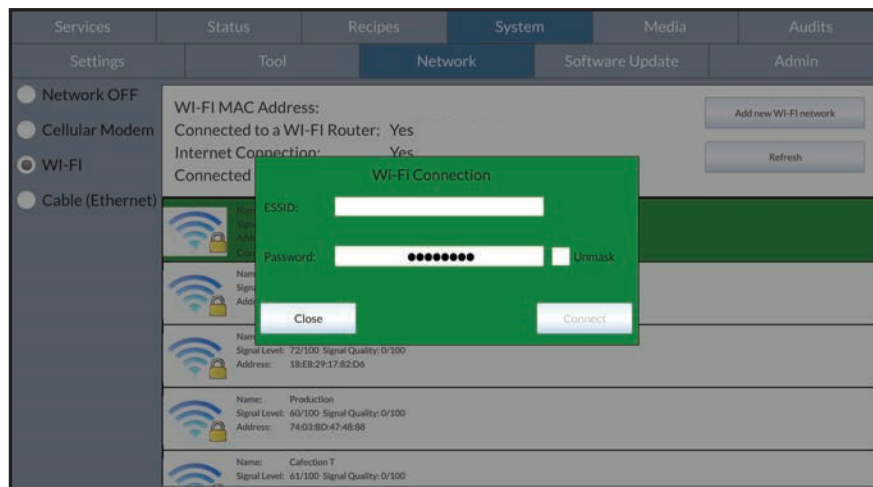


**LAN Port are optional on Total 1 brewers manufactured since March 30, 2015.**



#### 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.



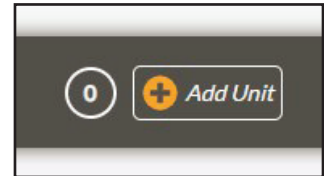
#### Add New Wi-Fi Network

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 Total 1 brewer is equipped with a cellular modem. Therefore, it can be remotely controlled through **Sophia**. Access Sophia at [www.sophiapro.com](http://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](mailto: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.

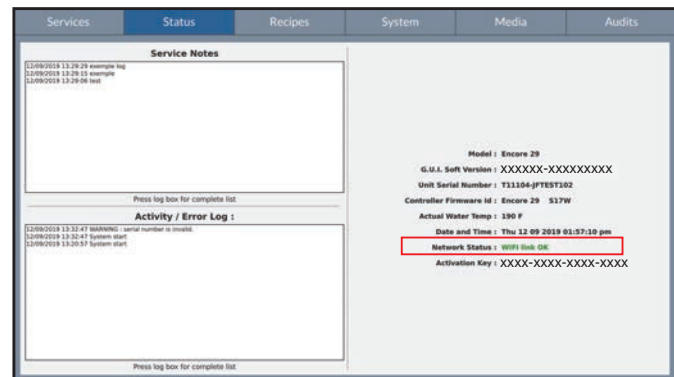
### Ensure Optimal Cellular Connection

- 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).

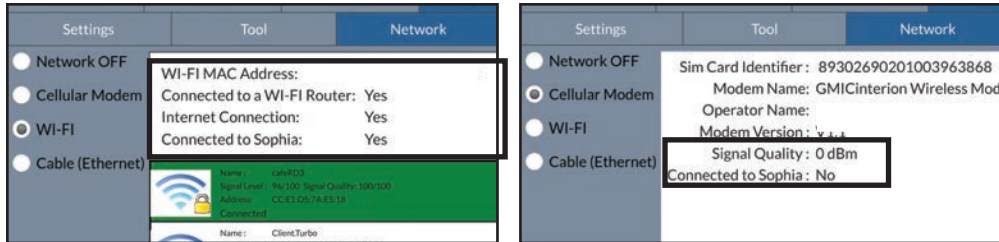
There are 3 ways to verify if the brewer has been successfully connected.

1. Under the Status tab.

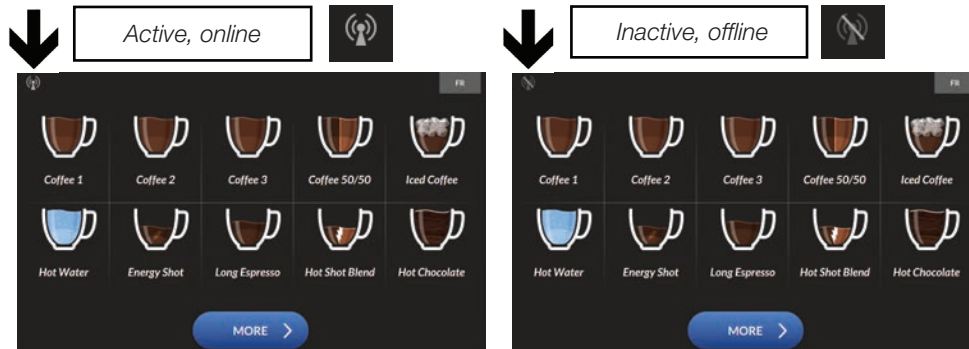
The network status indicates "Cell. Modem link OK" (or "Wi-Fi link OK" for wireless connection)



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



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



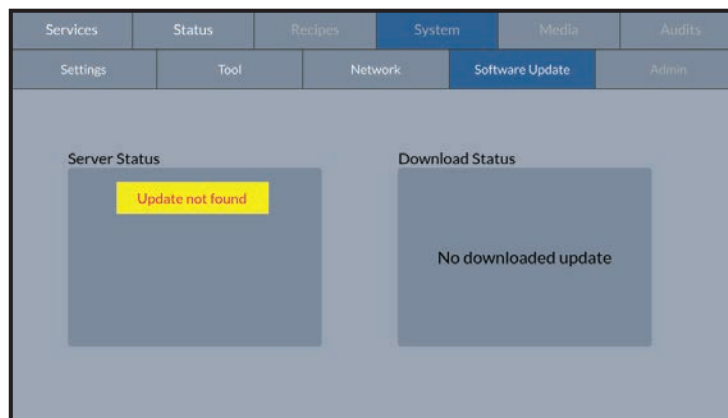
### 5.6.4 Software Update Sub Tab

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



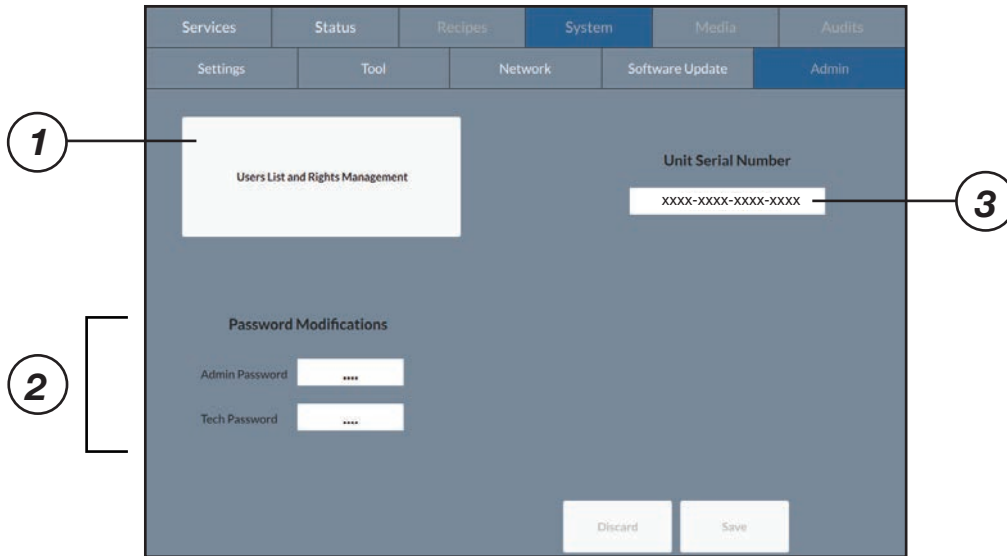
**A Wi-Fi hotspot can be provided from a mobile device. Connect the brewer to the Wi-Fi hotspot in the System / Network sub tab.**

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.



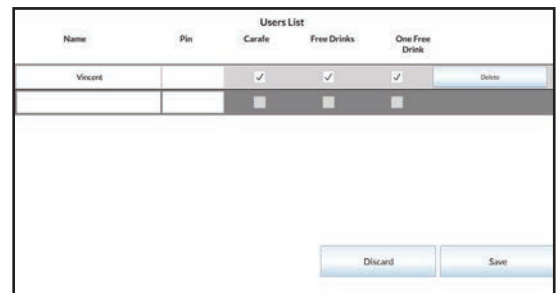
5.6.5 Admin Sub Tab

The Admin sub tab is available to level 4 users only (see section 5.1).

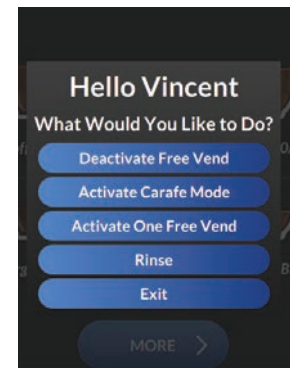
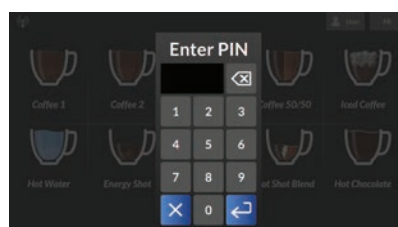
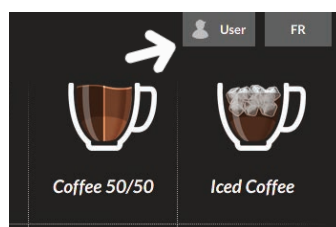


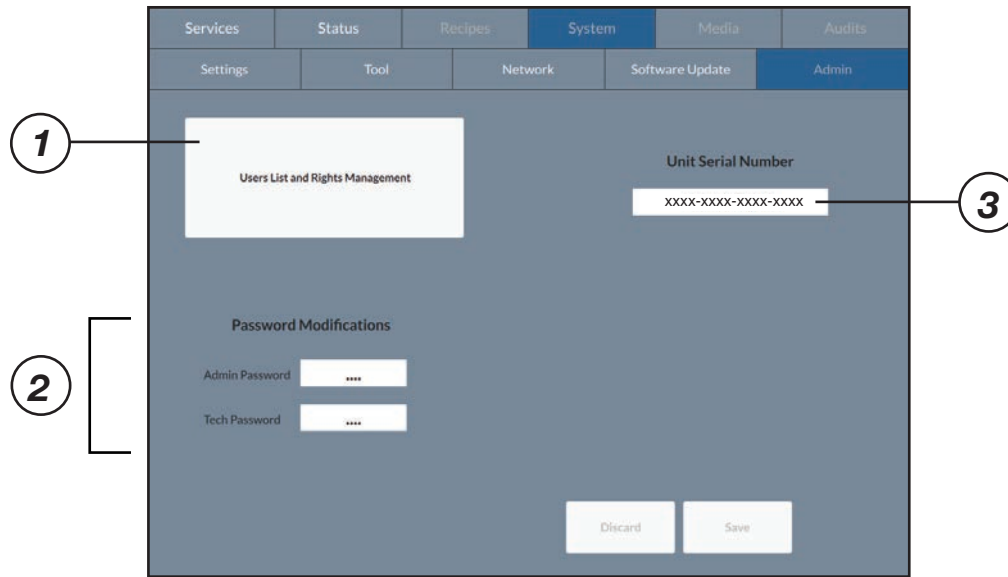
1. This button is used to create a list of users authorized to activate Carafe mode, Free Vend mode and/or order one free drink directly from the selection screen.

- 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 & Exit and save changes.

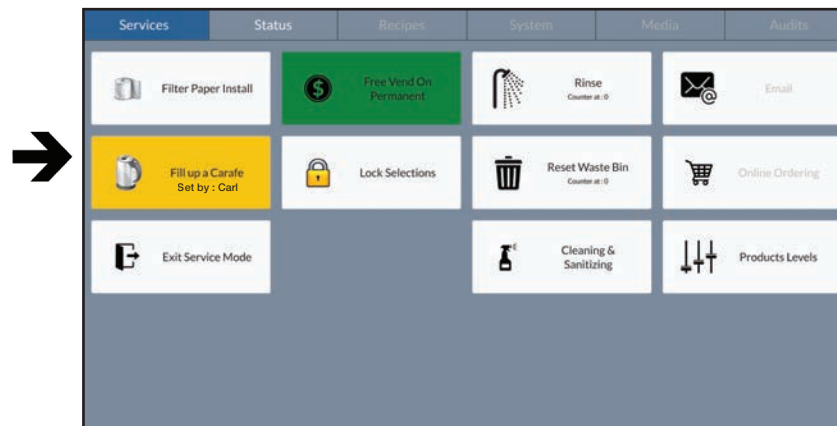


If at least 1 user is created, a user icon appears on the selection screen (top right corner). When the user presses on this button, a pop-up window with a numeric keyboard appears. Once the user has entered a correct PIN, he will be able to activate the authorization(s) he has been granted. If the user 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 SW2 button (see section 3.17) on the main board 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.



2. These fields are used to modify the levels 3 and 4 users' passwords (see section 5.1) 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**.

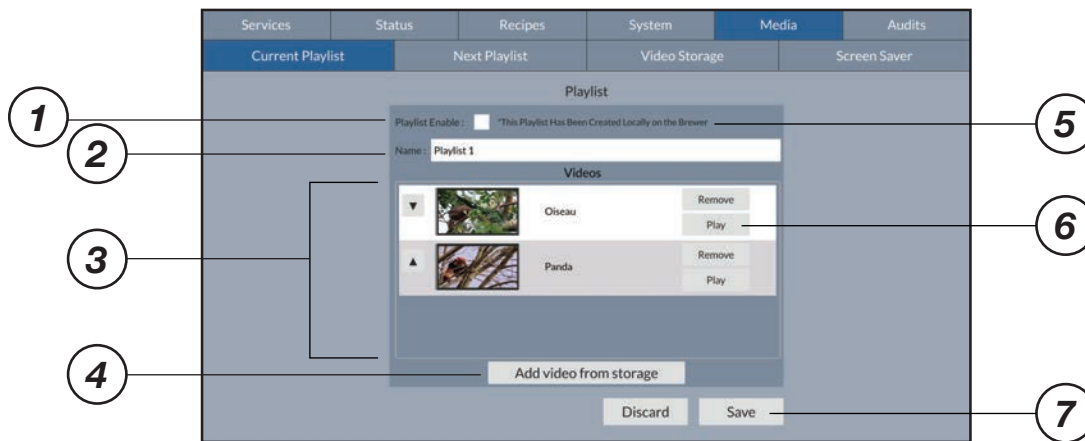
3. This field is used to enter the serial number of the coffee brewer. For proper functioning of **Sophia**, the serial number must be the same as the one indicated on the sticker inside the machine, on the wall beside the third soluble canister.

## 5.7 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 SW2 button (see section 3.17) on the main board inside the brewer's door and select the Media tab.

### 5.7.1 Current Playlist Sub Tab



The Current Playlist sub tab allows to edit the main playlist.

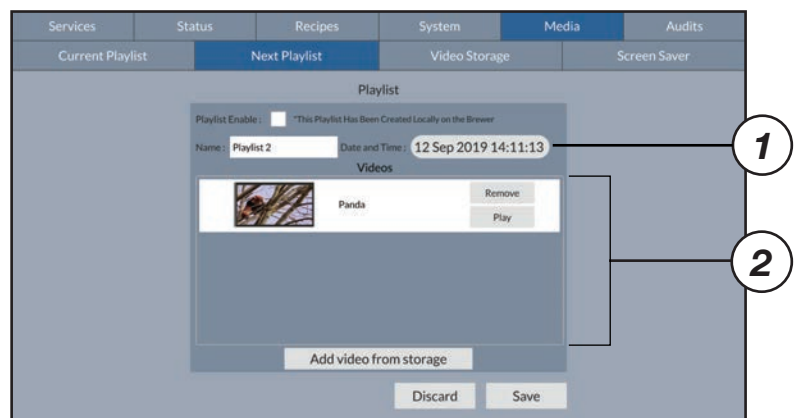
1. This checkbox is used to enable the current playlist.
2. This field is used to change the name of the playlist.
3. List of videos selected for the current playlist.
4. This button is used to add a video from the video storage on the brewer.
5. The source indicates where the playlist comes from. Personalized videos can be added with **Sophia** (Optimum License required).
6. This button is used to see a preview of the video.
7. This button is used to save all parameters changes. Any unsaved changes will be lost.

### 5.7.2 Next Playlist Sub Tab

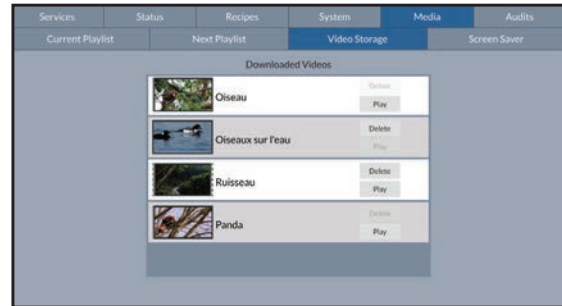
This sub tab is used to prepare the next playlist and schedule it to become the current playlist at a specific time.

Parameters are the same as in the Current Playlist sub tab. However, a start date and time must be set.

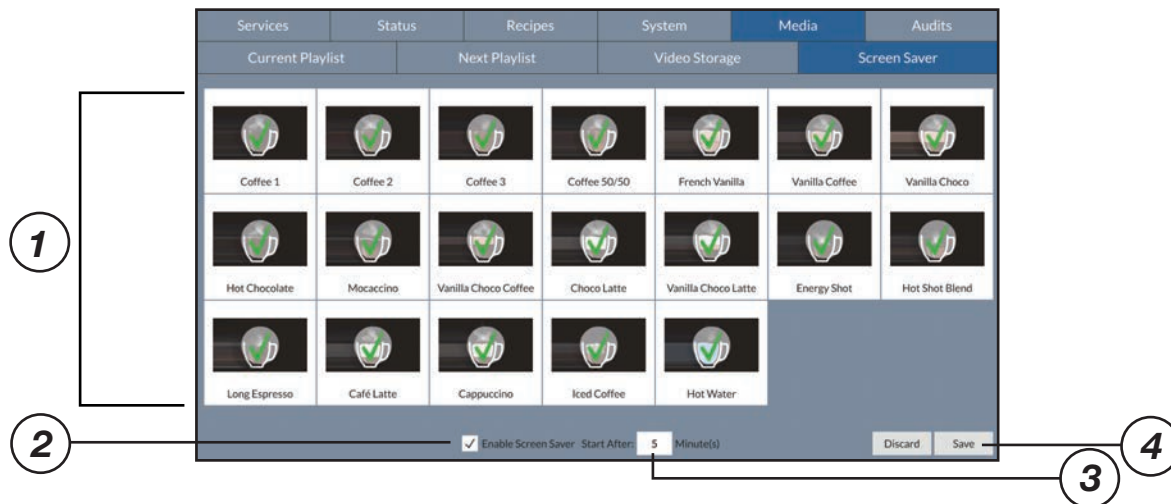
1. Set the start date and time using the calendar.
2. Add videos to the playlist from the Video Storage.



**5.7.3 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).



**5.7.4 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 5.5.1), this name will automatically be updated in the Screen Saver sub tab.**

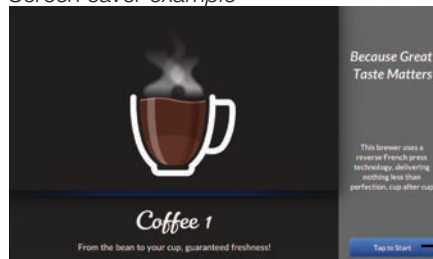


3. This field is used to set the period of inactivity (in minutes) required before the Screen Saver feature is displayed.
4. This button is used to save any changes to the Screen Saver. Any unsaved changes will be lost.



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

Screen saver example



Tap this button to go back to the selection screen.

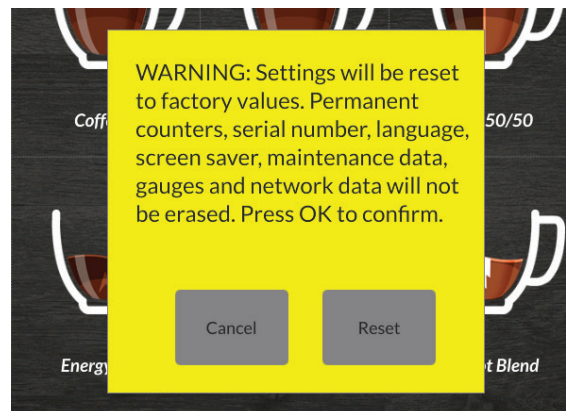




## 5.9 General Reset to Factory Settings

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.



See section 5.6.1 to reset System Settings sub tab back to factory settings without affecting the recipes.

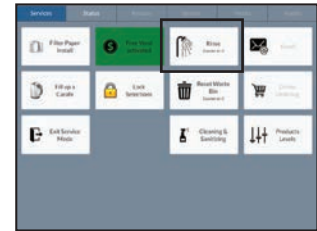
See section 5.5.2 to reset all recipes back to factory settings.

See section 5.5.3 to reset all brew cycles back to factory settings.

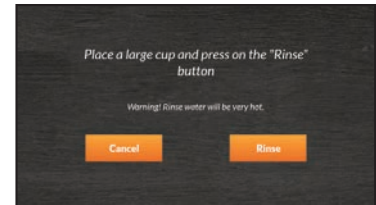
## 6 CLEANING AND SANITIZING

### 6.1 "Auto Rinse" Button

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



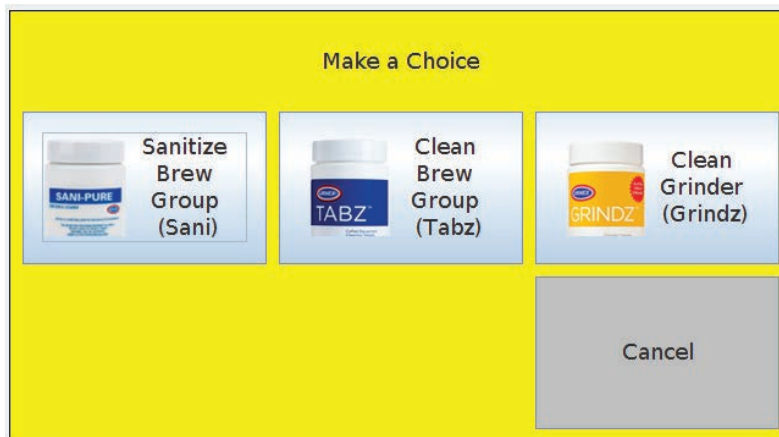
**WARNING! Make sure to place a container large enough (size will be specified on the screen). BE CAREFUL! Water is VERY HOT!**



### 6.2 "Cleaning & Sanitizing" Button

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

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



### 6.3 Cleaning and Sanitizing Instructions

It is important to clean and sanitize the brewer 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 ensure 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.**

### 6.4 Recommended Cleaning Tools

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

- Bucket.
- Small brush for tubes and nozzles, suitable for food-contact surfaces and hot water.
- Long and flexible brush for chute cleaning, suitable for food-contact surfaces.
- 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 brew group and grinder.
- Spare parts to swipe with the ones that need to be sent to Cafection for extensive cleaning.
- Garbage bags for the waste bin.

### 6.5 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 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>					
Bean Hopper		<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>
Coffee Whipper		<i>Sanitizing</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>
Stainless Coffee Chute			<i>Cleaning</i>		<i>1,000 cycles</i>
Coffee Funnel			<i>Cleaning</i>		<i>1,000 cycles</i>



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

## 6.6 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.

## 6.7 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.
- Drip Tray.
- Waste Bin.



**Parts are NOT dishwasher safe.**

### 6.7.1 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.**

### 6.7.2 Drip Tray

Frequency: daily or as needed

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



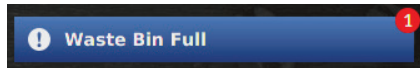
**WARNING! Drip tray may overflow.**

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.

### 6.7.3 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 the following message on the screen:



Maximum setting = 400  
Minimum setting = 0

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

The equipment will not dispense coffee beverages until the bin is emptied and the counter is reset. The counter can be reset and adjusted in accordance to the size of the waste bin in the Settings sub tab, under the System tab in Service mode (see section 5.6.1).

#### How to empty the cabinet's waste bin

1. Open the cabinet 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 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.**

*\*When using the internal waste bin provided with the unit, Cafection recommends to set the counter to 40 cycles using standard 8, 10 and 12 oz cups..*

## 6.8 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 closing the door.

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

### Interior parts to be cleaned

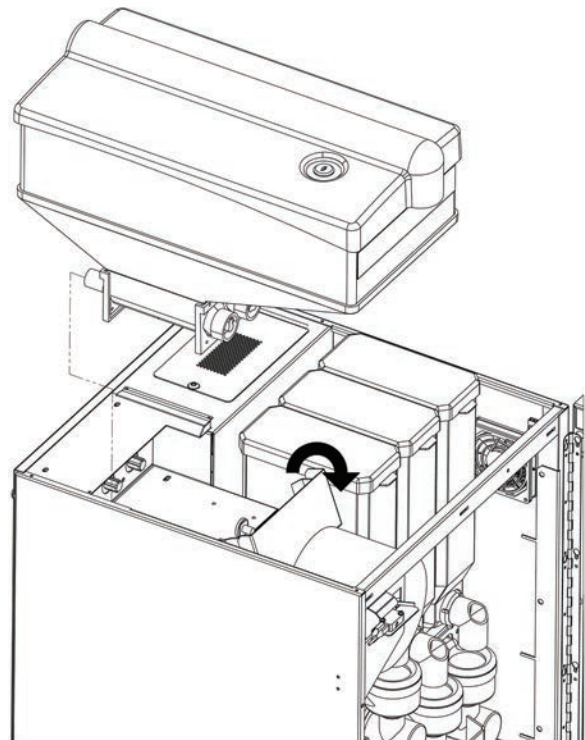
- Bean hopper
- Soluble canisters
- Soluble whipper assembly
- Coffee whipper assembly
- Brew group assembly
- Fan
- Stainless coffee chute
- Bean hopper plastic funnel

#### 6.8.1 *Bean Hopper*

Frequency: monthly or every 1,000 cycles

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

1. Open the unit's door and remove the plastic top lid of the machine.
2. Remove the left soluble canister.
3. Unlock and flip the grinder protector in order to release the bean hopper. Remove the hopper.
4. Clean and sanitize under hot water and air dry completely.
5. Reinstall all parts in reverse order.
6. Order a large coffee to ensure that all parts and switches are working properly.



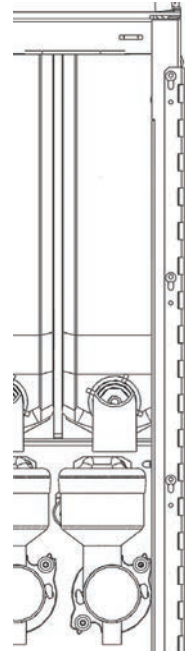
6.8.2 *Solubles Canisters*

**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 propeller, 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 soluble to ensure that all parts and switches are working properly.



**Soluble Canisters**

Frequency: monthly or every 1,000 cycles

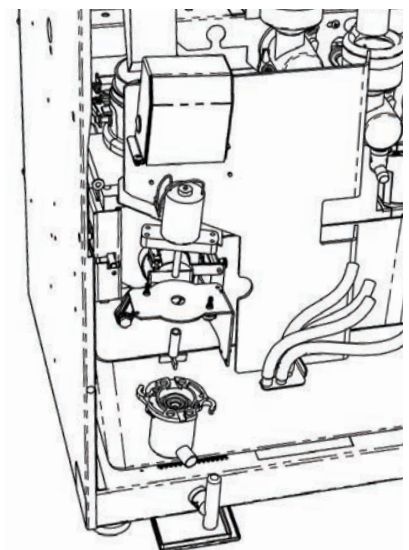
It is recommended to remove, empty and clean the soluble canisters every month to avoid powder to accumulate on the walls of the canisters and alterate the beverages quality.

1. Open the unit's door and remove the plastic top lid of the machine.
2. Pull each canister through the top of the brewer to disengage it from the motor and transmission.
3. Clean and sanitize under hot water and air dry completely.
4. Reinstall all parts and reload products in the canisters.
5. Order a large beverage of each soluble to confirm that all parts and switches are working properly.

6.8.3 *Coffee Whipper Assembly*

Frequency: weekly or every 200 cycles

1. Remove the base of the whipper.
2. Rinse both the whipper chamber and the spout under hot water.
3. Air dry completely in an upright position.
4. Reinstall all the parts.
5. Order a large coffee to ensure that all the parts are working properly.



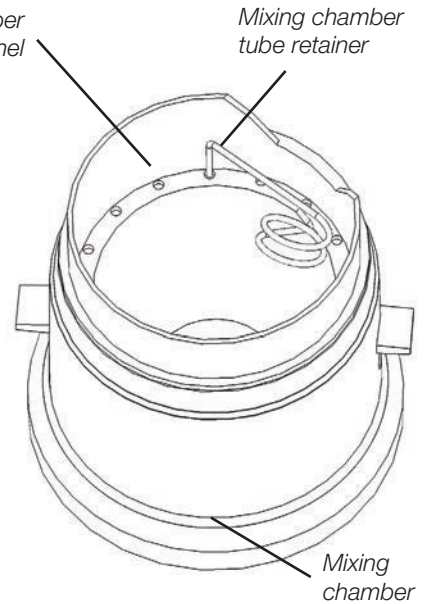


### 6.8.4 Brew Group

#### 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 6.1).
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.**



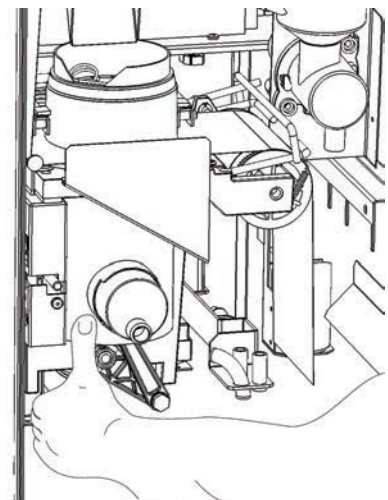
**Crush hazard. Handle the brew group cautiously.**

#### 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. Push the locking pin down, then right to release the brew group and pull it forward.
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.

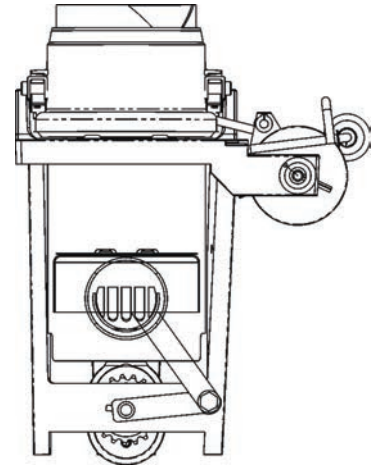


### Brew Group Assembly Sanitizing Treatment

Frequency: quarterly or every 3,000 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.

1. Open the machine door and place a recipient large enough under the dispensing nozzle.
2. Brush away any loose coffee on the brew group and remove filter paper.
3. Clean the stainless coffee chute and plug it with a towel.
4. Sprinkle one (1) portion of urn cleaner directly into the brew chamber.
5. In Service mode, access the Liquids & Ingr. sub tab (under the Recipes tab). Press on the "Get a Large Sample" button, then press on the "Water Only" button.
6. When water mixes with the urn cleaner, stir around with a paintbrush. As soon as water stops dispensing, turn off the machine.
7. Allow the cylinder to soak for five (5) minutes, then turn the machine back on. Wait for the machine to reboot completely in order for the brew group to finish the water cycle.
8. Perform several auto rinse cycles (see section 6.1) until water comes out clean.
9. Reinstall the filter paper and remove the towel from the stainless coffee chute.
10. Order two (2) coffee drinks to complete the filter paper installation, then close the door.

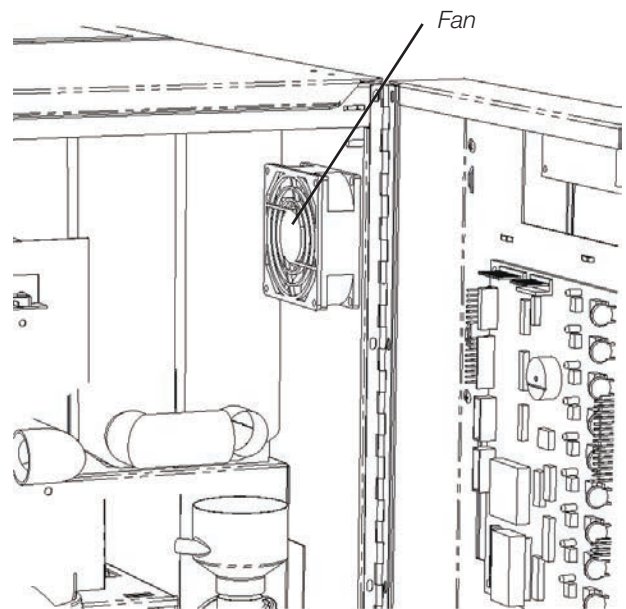


#### 6.8.5 Fan

Frequency: quarterly or as needed

Visually inspect the fan located directly to the right of the hot chocolate canister and clean 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 machine in and turn it back ON.



**6.8.6 Stainless Coffee Chute**

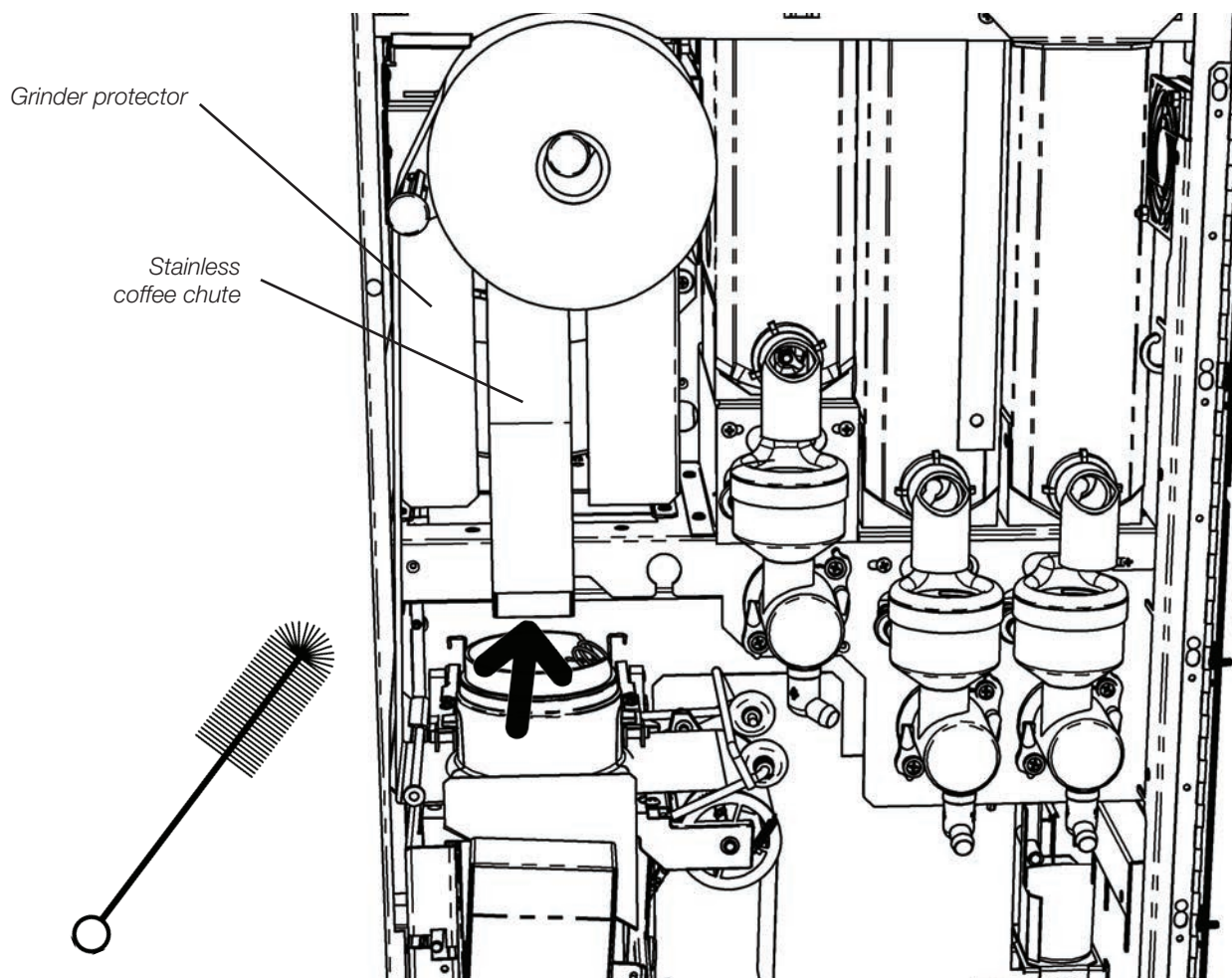
Frequency: monthly or every 1,000 cycles

1. Open the door of the machine and remove the front panel.
2. Insert the chute cleaning brush (included in the accessories box) up to the very end of the chute.
3. Brush the walls from left to right and up and down.



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

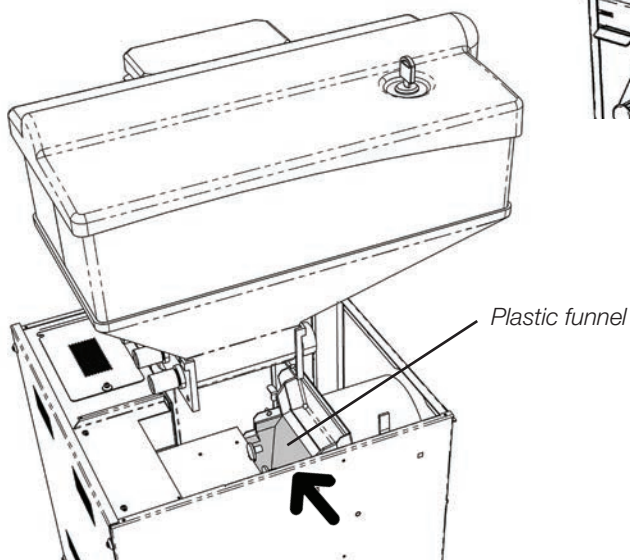
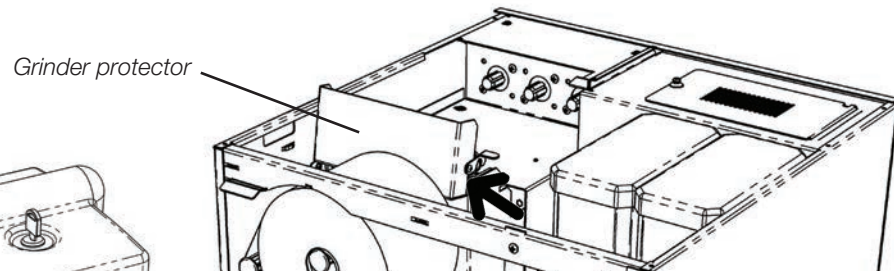
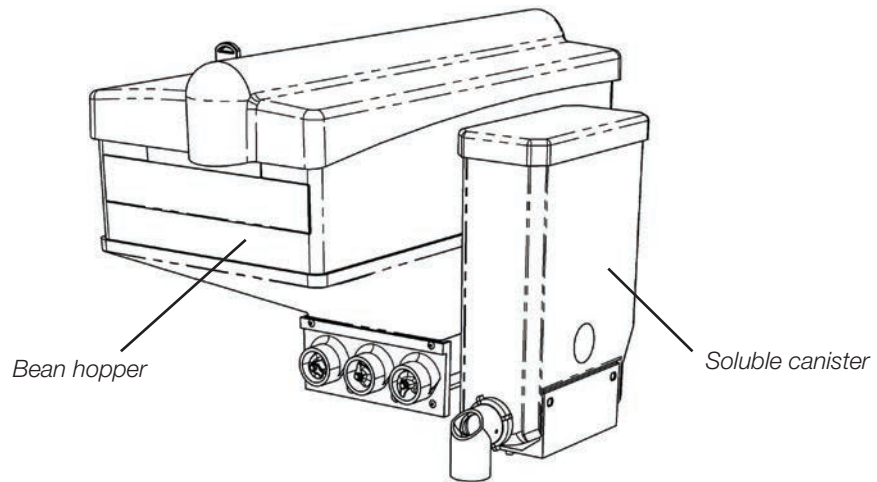
4. Get the brush out and wipe it clean.
5. Brush the chute a second time by repeating steps 2 to 4.
6. Perform a rinse cycle.
7. Reinstall the front panel and close the door.



**6.8.7 Bean Hopper Plastic Funnel**

Frequency: monthly or every 1,000 cycles

1. Open the door of the machine and remove the plastic top lid.
2. Remove the left soluble canister.
3. Unlock and flip the grinder protector in order to release the bean hopper. Remove the bean hopper.
4. Clean the interior of the plastic funnel (accessible from the back) with a wet cloth.
5. Reinstall all parts in reverse order.
6. Order a large coffee to ensure that all parts and switches are working properly.



## 7 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.

### 7.1 Preventive Maintenance (PM) Schedule



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

	Inspection	Preventive Maintenance	See Section
Brew Group	Monthly	25,000 cycles or annually	7.2
Outlet Valves	Quarterly	10,000 cycles	7.3
Hot Water Tank	Quarterly	60,000 cycles	7.4
Grinder	Quarterly	100,000 cycles or every 5 years	7.5

## 7.2 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. All parts requiring maintenance will completely cleaned and replaced, 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.

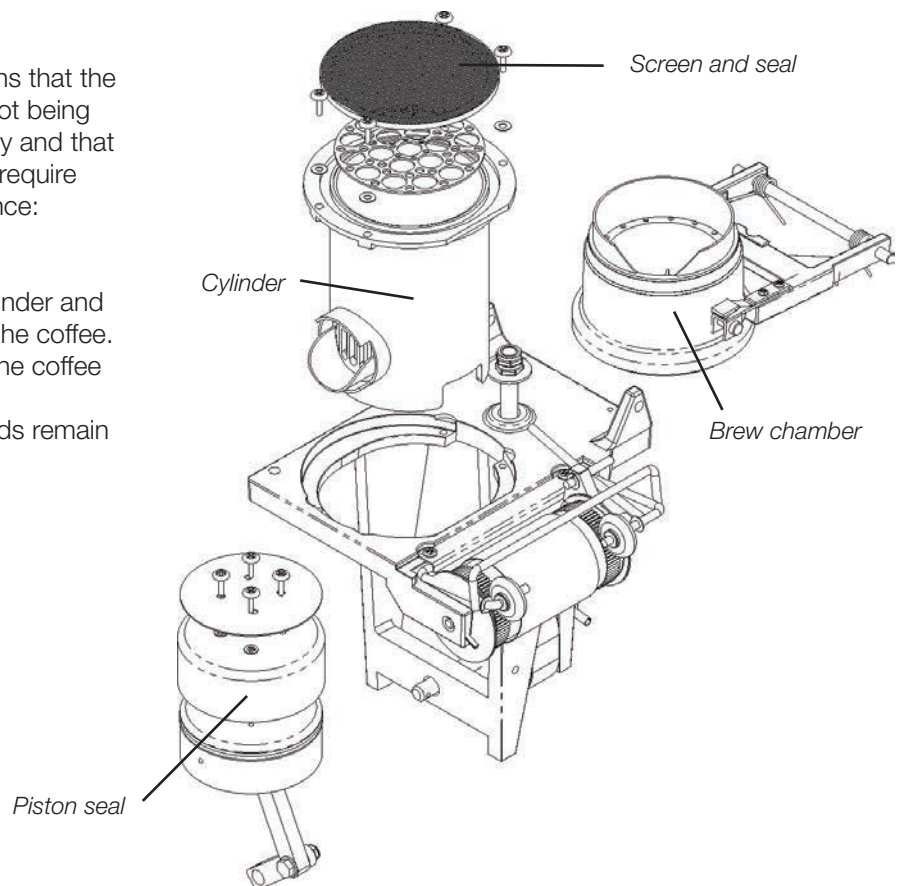
Contact Evoca North America's Technical Support at [service.na@evocagroup.com](mailto:service.na@evocagroup.com) or 800-561-6162, ext. 310 to order parts or for additional information.

### 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 and creates bubbles in the coffee.
- Coffee grounds in the coffee dispensed.
- Spent coffee grounds remain wet on filter paper.



### 7.3 Outlet Valves

Inspection: quarterly  
Preventive maintenance: every 10,000 cycles

To avoid any issue related to mineral deposits, Cafection recommends to rebuild all five (5) outlet valves at the same time using the valve repair kits (PETAN45, one kit needed for each valve). The manufacturer's instructions are provided with each valve kit.

#### 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.



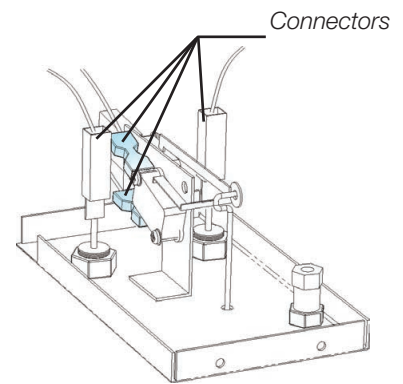
**If the coffee valve is not watertight, water will accumulate in the brew chamber. If it drips all night, the first coffee of the morning will be lukewarm. The leakage may also cause the chamber to flood.**



**Caution! Water is very hot!**

#### Removing and Installing the Valves

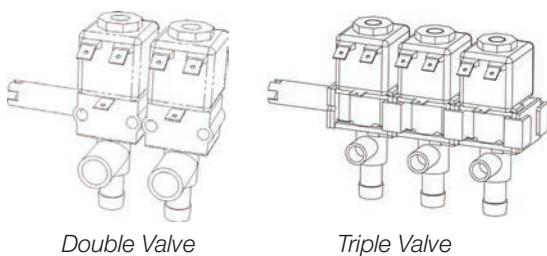
1. Turn the machine OFF.
2. Unplug the lid's connectors (fig. 1.1) and the valves (fig. 1.2).
3. Completely drain water from the tank (see section 8.1).
4. Remove the tubes.
5. Unscrew the guard to be able to remove the tank.
6. Tilt the tank forward to have access to the valves.
7. Remove the valves. Replace or rebuild them.
8. Reinstall by repeating the steps in reverse order.



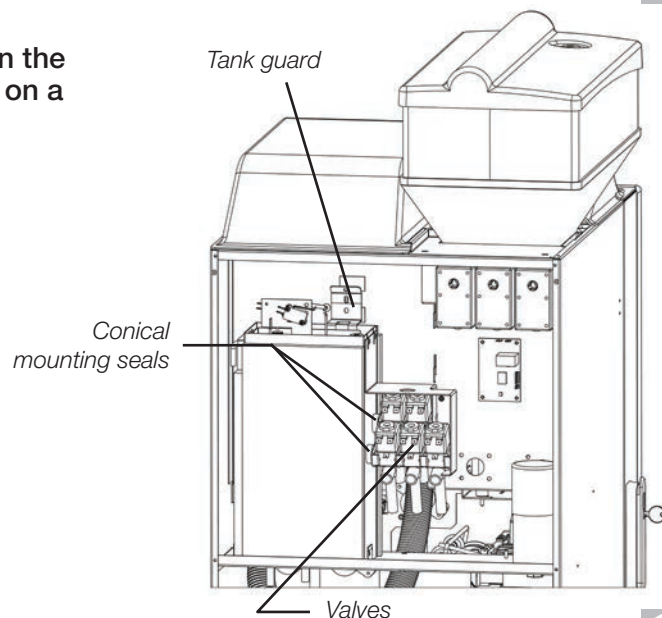
**Fig. 1.1**  
Tank lid



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



**Fig. 1.2**  
Valves



## 7.4 Hot Water Tank

### 7.4.1 Tank parts

Inspection: quarterly

Preventive maintenance: every 60,000 cycles

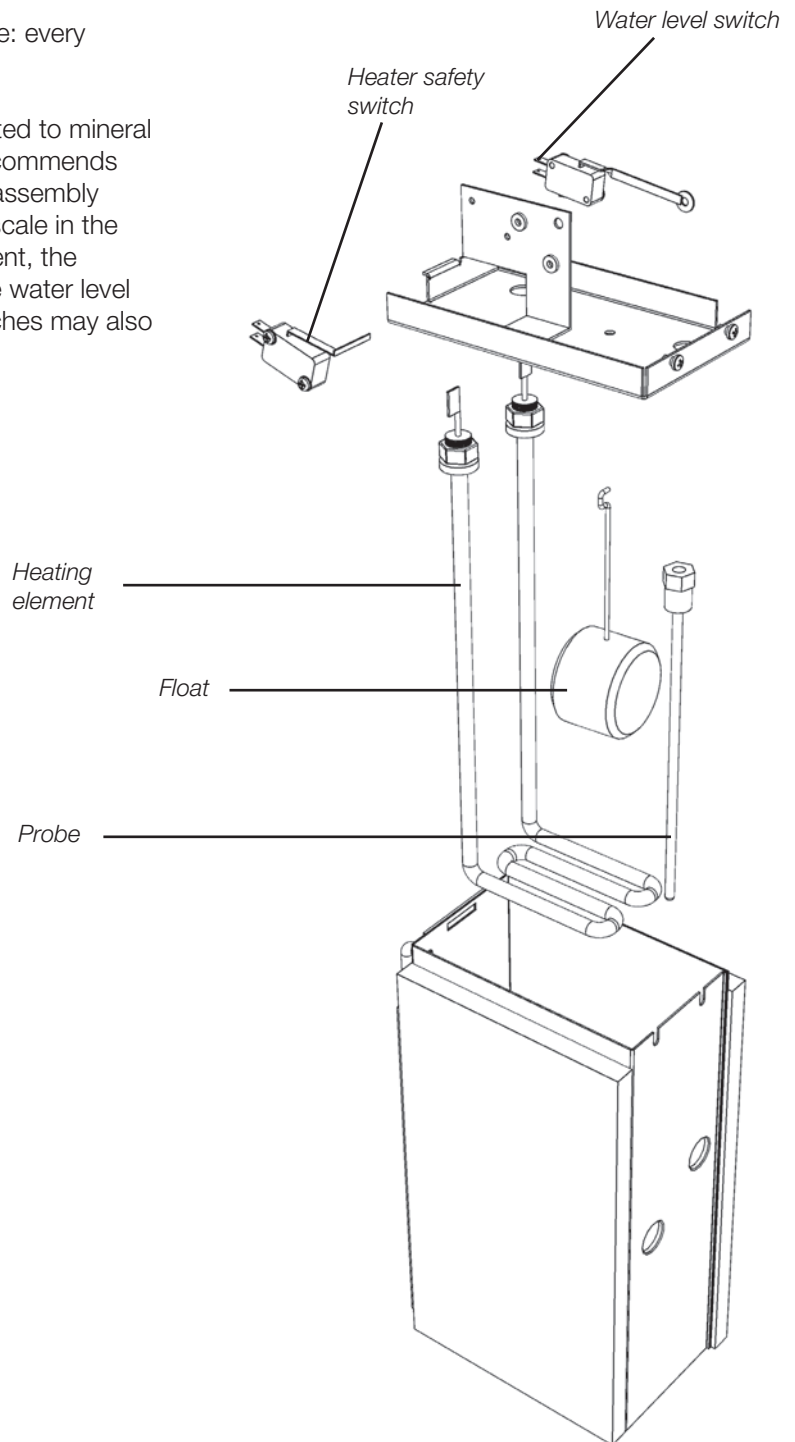
To avoid any issue related to mineral deposits, Cafection recommends having the water tank assembly delimed to remove all scale in the unit. The heating element, the temperature probe, the water level and heater safety switches may also need to be replaced.



**Use a scale remover product such as *Scale Kleen* 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.**





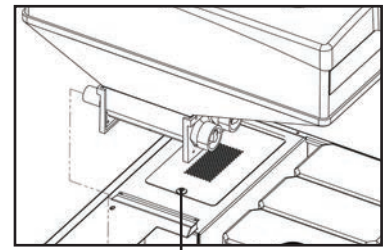
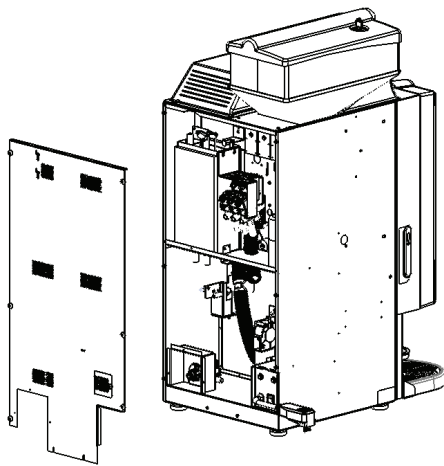
7.4.2 Hot Water Tank Lid



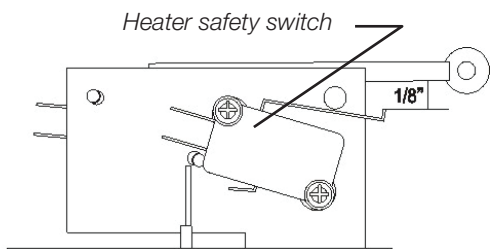
**Make sure the equipment is unplugged when servicing.**

Access the hot water tank by removing the back panel or the access door.

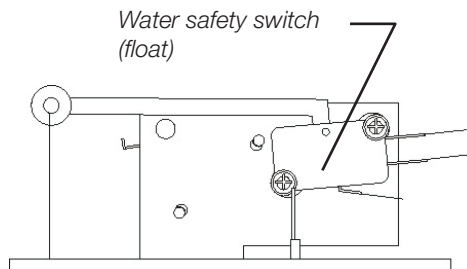
See images below for tank lid details.



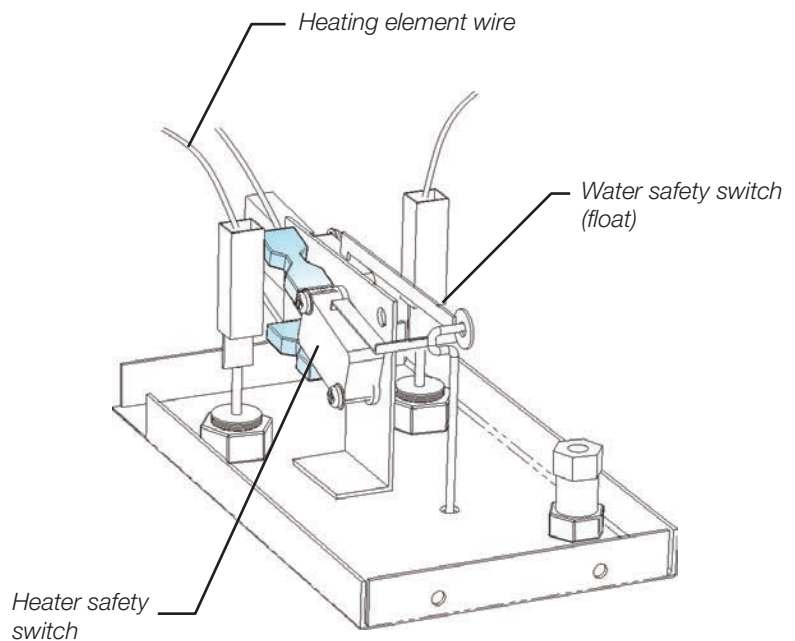
Water tank access door  
(under the plastic top)



Left Side View



Right Side View



### 7.5 Grinder

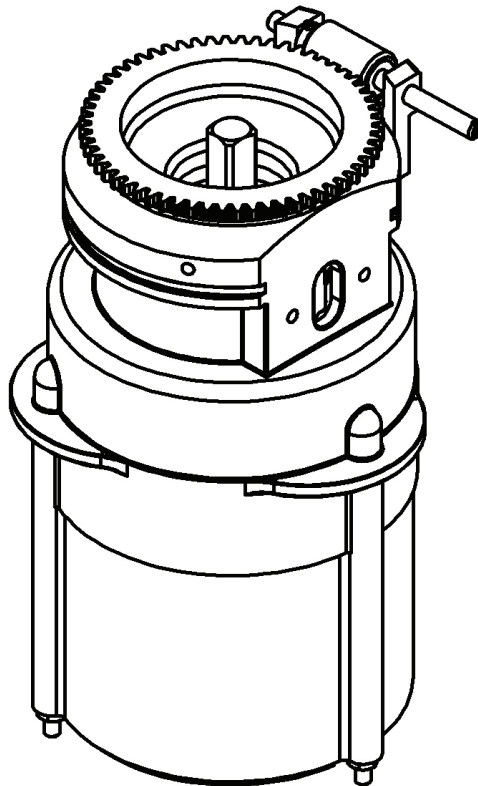
Inspection: quarterly

Preventive maintenance: every 5 years or 100,000 cycles

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

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

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



## 8 PARTS MAINTENANCE

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

### 8.1 Hot Water Tank Draining

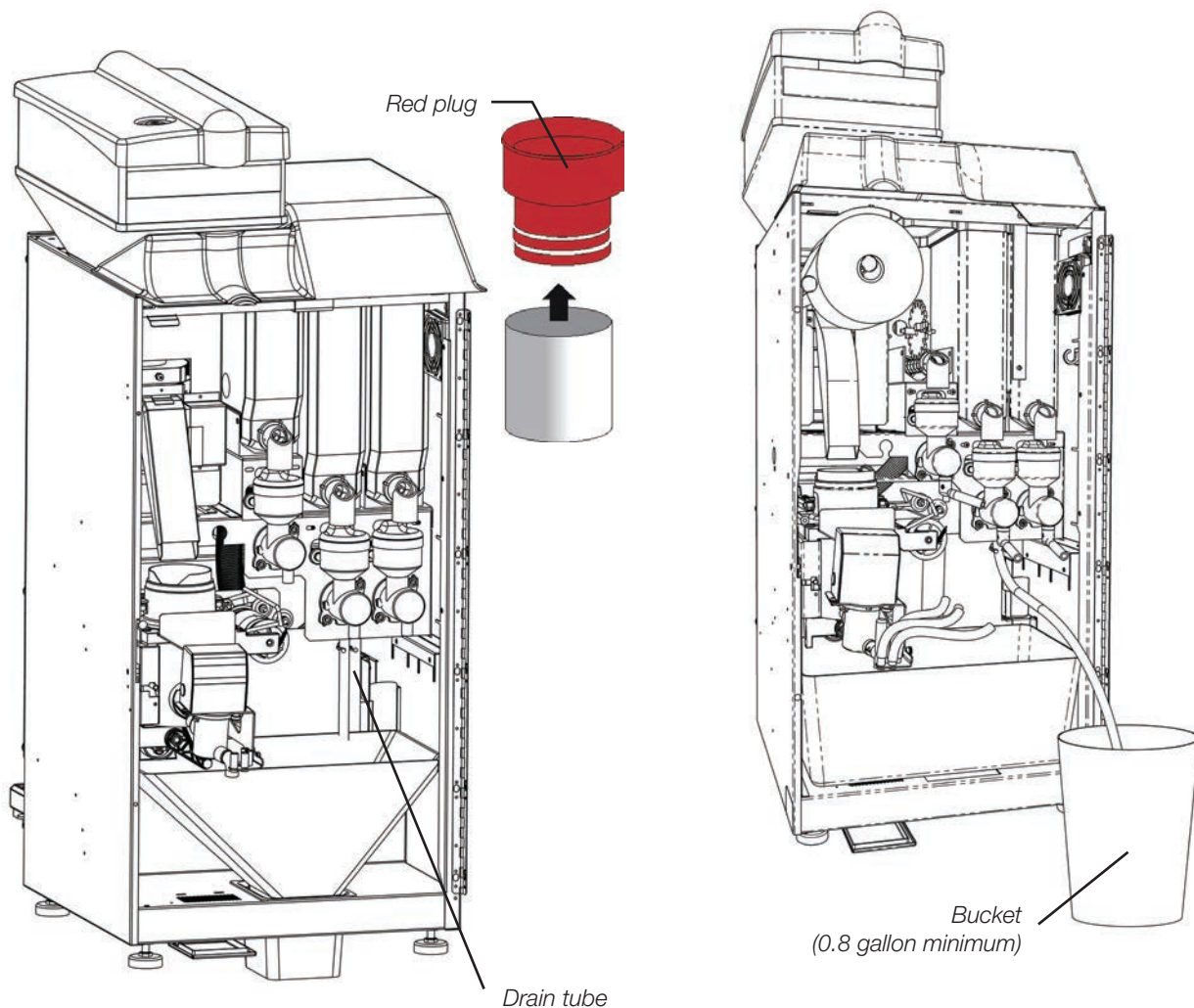
Cafection recommends to allow three (3) hours for the water to cool down prior to emptying the tank. Make sure a bucket of a minimum of 0.8 gallon suitable for holding hot water is available.

1. Turn the brewer OFF and unplug it from the electrical outlet.
2. Cut off the main water supply of the machine.
3. Remove the front panel.
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.



## 8.2 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 the unit OFF and unplug it from the power outlet.
2. Completely drain the hot water tank (see section 8.1).
3. Empty the soluble canisters and the bean hopper.
4. Clean all parts of the unit (see section 6).
5. Disconnect the white wire from the heating element (see section 3.4.1).
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.**

### 8.2.1 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.**

## 9 TROUBLESHOOTING

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

### 9.1 Warning Messages List

#### ***Printer Out of Paper***

No coupons will be printed but drinks will continue to be dispensed. Install a new thermic paper roll in the printer (see section 3.14.2).

#### ***Printer Disconnected***

No coupons will be printed but drinks will continue to be dispensed. Verify the printer's communication and power cables.

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

The coffee brewer is out of filter paper. All coffee-based recipes will be temporarily disabled and not visible on the selection screen. Only hot water and drinks containing solubles will be available. Install a new filter paper roll (see section 3.13).



**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 3.17.1).**

#### ***Rinse Required Soon***

The number of drinks served has reached the "Rinse after(#drinks)" parameter set in Service mode (see section 5.6.1). 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 5.2). 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 5.6.1). All coffee-based recipes will be temporarily disabled and not visible on the selection screen. Only hot water and drinks containing solubles will continue to be dispensed. Empty the waste bin and reset its count (see section 5.2).

#### ***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.

## 9.1 Warning Messages List (Continued)

### ***Can't Park Brewer at Home Position***

The brew group failed to detect its starting position. The following parts might be defective:

- Brew group motor.
- Cam switch or pin of the dog drive wheel.
- Brew group starting position switch.

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



**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 3.17).**

## 9.2 Error Messages List

### ***Lost Communication with the Main Board***

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 5A and 15A 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 3.17).

### ***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 3.17).

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

The water tank temperature probe is defective or unplugged from the thermostat (see section 3.4.1).

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

The water tank temperature probe is defective due to a short circuit (see section 3.4.1).

## 9.2 Error Messages List (Continued)

### ***Water in the Drip Tray Overflow***

Verify if there is water in the overflow tray and make sure no water is touching the two (2) water probe wires (see section 3.9.1).



**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 3.17).**

### ***Low Water Level in 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 one (1) minute after the first tank fill.

Check water supply line to ensure that the pressure is adequate. 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***

The machine will display this message and stop dispensing drinks if the water temperature of the tank drops below the "Warming up (F)" temperature set in Service mode (see section 5.2).

## ANNEX 1 FULL PREVENTIVE MAINTENANCE SCHEDULE

INNOVATION Series

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

#### 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 drip tray.

#### MONTHLY MAINTENANCE

- Clean the brew group with a commercial urn cleaner:
  - Open the machine door & place a recipient large enough under the dispensing nozzle.
  - Brush away any loose coffee on the brew group & remove filter paper.
  - Clean the stainless coffee chute & plug it with a towel.
  - Sprinkle one (1) portion of urn cleaner directly into the brew chamber.
  - In Service mode, access the Liquids & Ingr. subtab (under the Recipes tab).
  - Press on the "Get a Large sample" button, then press on the "Water Only" button.
  - When water mixes with the urn cleaner, stir around with a paintbrush.
  - As soon as water stops dispensing, turn off the machine.
  - Allow the cylinder to soak for five (5) minutes, then turn the machine back on.
  - Wait for the machine to reboot completely in order for the brew group to finish the water cycle.
  - Perform several auto rinse cycles until water comes out clean.
  - Reinstall the filter paper & remove the towel from the stainless coffee chute.
  - Order two (2) coffee drinks to complete the filter paper installation, then close the door.
- Clean the soluble canisters.
- Clean the bean hopper & its funnel.
- Clean the stainless coffee chute.
- 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 grinder burrs.  
Replace the water tank float, the heater switch & the water level switch.

PERFORMED BY THE SERVICE PROVIDER



## ANNEX 2 MONTHLY PREVENTIVE MAINTENANCE SCHEDULE



All important parts or 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.

### MONTHLY MAINTENANCE

- Clean the brew group with a commercial urn cleaner:
  - Open the machine door & place a cup large enough under the dispensing nozzle.
  - Brush away any loose coffee on the brew group & remove filter paper.
  - Clean the stainless coffee chute & plug it with a towel.
  - Sprinkle one (1) portion of urn cleaner directly into the brew chamber.
  - In Service mode, access the Liquids & Ingr. sub tab (under the Recipes tab).
  - Press on the "Get a Large sample" button, then press on the "Water Only" button.
  - When water mixes with the urn cleaner, stir around with a paintbrush.
  - As soon as water stops dispensing, turn off the machine.
  - Allow the cylinder to soak for 5 minutes, then turn the machine back on.
  - Wait for the machine to reboot completely in order for the brew group to finish the water cycle.
  - Perform several auto rinse cycles until water comes out clean.
  - Reinstall the filter paper & remove the towel from the stainless coffee chute.
  - Order two (2) coffee drinks to complete the filter paper installation, then close the door.
- Clean the soluble canisters.
- Clean the bean hopper & its funnel.
- Clean the stainless coffee chute.
- 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 grinder burrs.  
Replace the water tank float, the heater switch & the water level switch.

PERFORMED BY THE SERVICE PROVIDER

Annex 2

### ANNEX 3 WEEKLY PREVENTIVE MAINTENANCE SCHEDULE



All important parts or 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.

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).

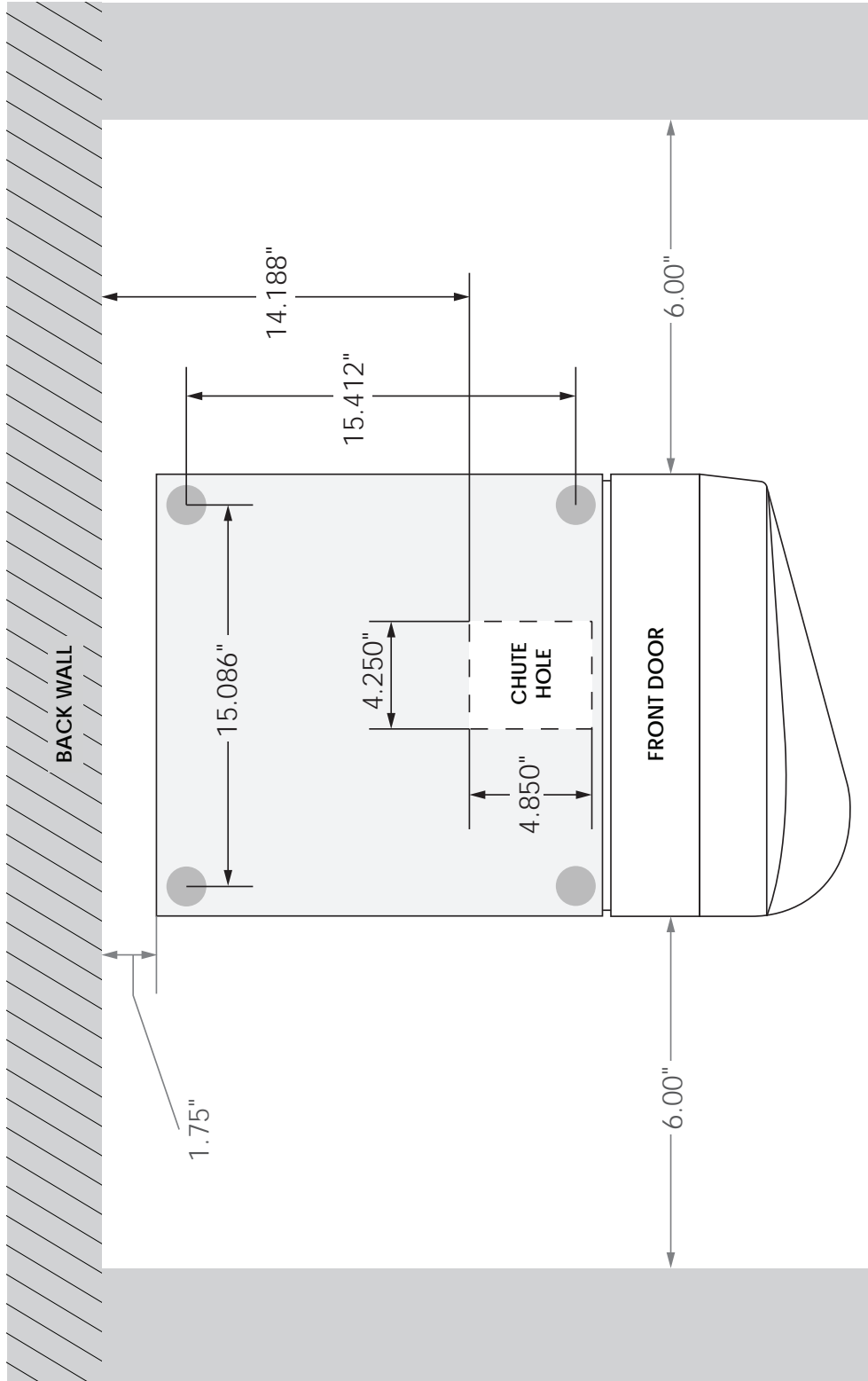
##### 50,000 cycles

Delime the water tank & outlet valves.

##### 100,000 cycles

Replace the grinder burrs.  
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

Annex 5

