SERVICE & INSTALLATION MANUAL
for Innovation Series' Total 1

Cafection

Manufactured by:
Cafection Ventures Inc.
2355, avenue Dalton, Québec (Québec) G1P 3S3 Canada
Tel.: 800-561-6162 Fax: 800-463-2739
service@cafection.evocagroup.com www.cafection.com

Revision 16

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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 to clean and sanitize all parts in contact with food prior to installation and use.
See Cleaning and Sanitizing (section 6) for more details.

1.2 Warnings

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

1.3 Power Supply

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

1.4 Disconnect the equipment if:

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

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

2 WARRANTY

2.1 Warranty Policy

Cafection hereby certifies 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, probe, inlet valve, thermostat and tank float) 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 date of shipment.

All parts under warranty returns must receive a prior authorization from Cafection. Please contact Cafection'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 Cafection.
- 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 Cafection 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 Cafection.

Cafection

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service@cafection.evocagroup.com

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

2.2 Warranty Return Procedure

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

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

Cafection will not be held responsible for any loss or damage occuring during transport.

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

Upon reception, Cafection will check the merchandise and authorize the repair or replacement by identical or equivalent parts, if warranty is applicable. Only warrantied parts are authorized for return.
Cafection suggests to keep 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 to this procedure could lead to 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
Height	44"	50"	Opening bean hopper.
Width	19"	34.5"	Accessing lock (left side) and opening door (right side).
Depth	28"	47"	Opening door (front) and back clearance.
Back Clearance		1.5"	Clearance for water hookup, hoses and adequate air circulation.
		6"	Needed only if a filtration system is installed behind the machine.

See Annex 4 and 5 for waste chute positioning.

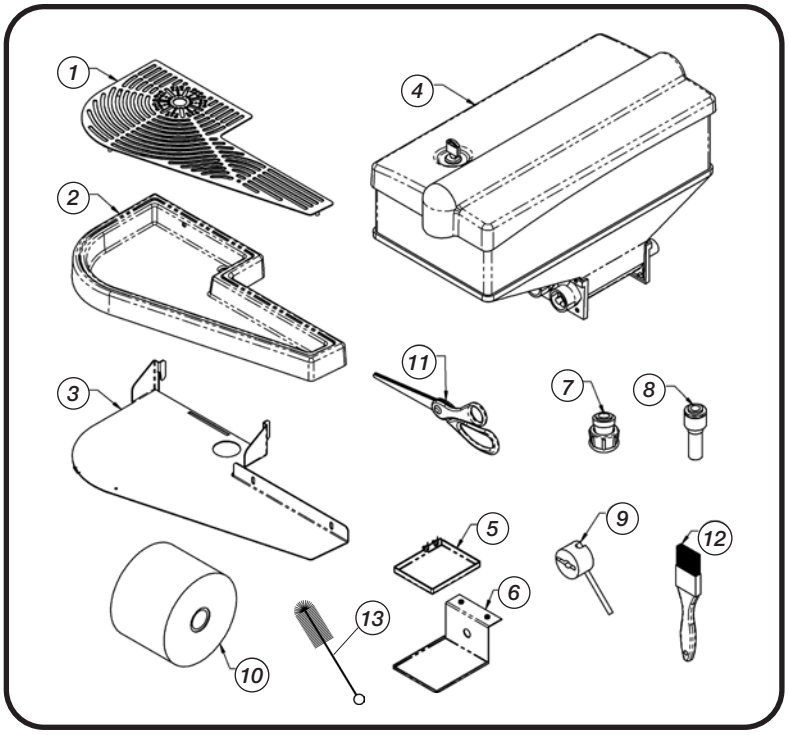
See Annex 6 for a diagram illustrating required clearance.

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 seperately need to be installed on the equipment. Here is a list of all accessories and their location when packed.

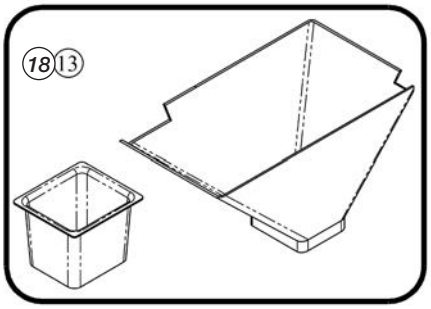


In the accessories box:

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

NOTE

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.

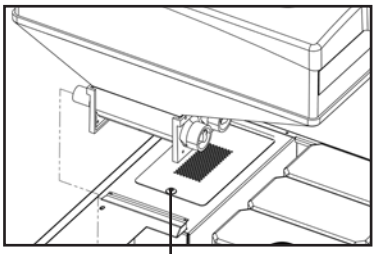
1. Place a level on the top of the equipment.
2. Adjust the four (4) threaded level legs of the equipment to reach a leveled position.

3.4 Hot Water Tank Preparation

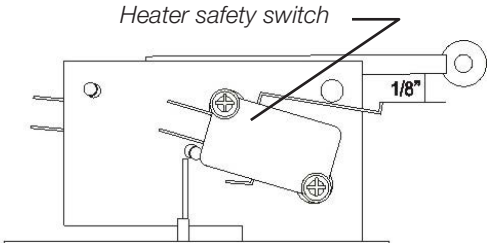
Make sure the equipment is unplugged!

3.4.1 Tank Lid Preparation

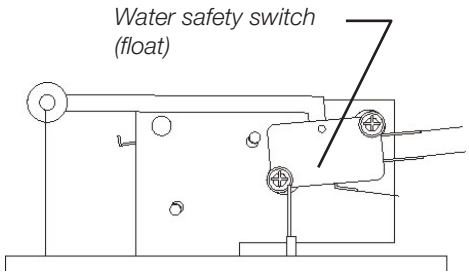
1. Access the water tank by removing the water tank access door or the back panel.
2. Locate the water tank and remove the twist tie securing the float of the water tank.
3. Remove the silicone tubing from the heating element.
4. Connect the white wire to the prong on the heating element.
5. Replace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



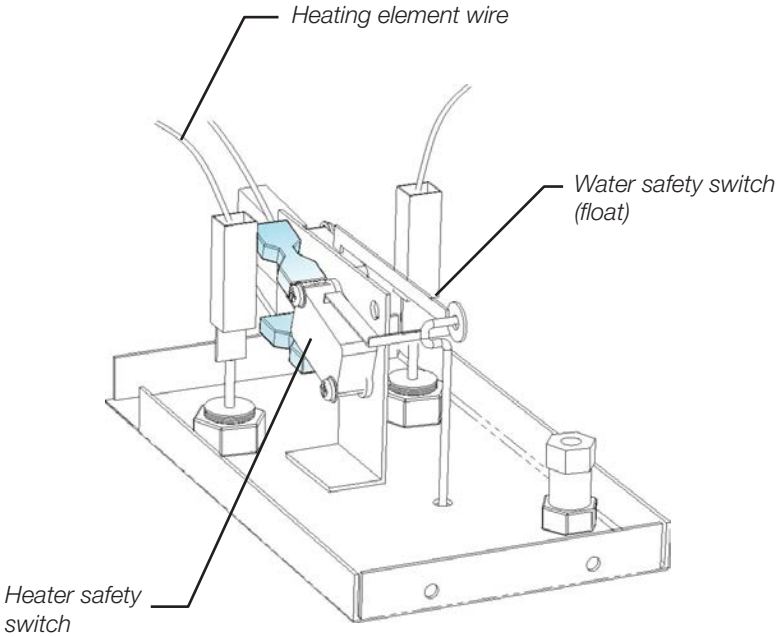
Water tank access door (under the plastic top)



Left Side View



Right Side View

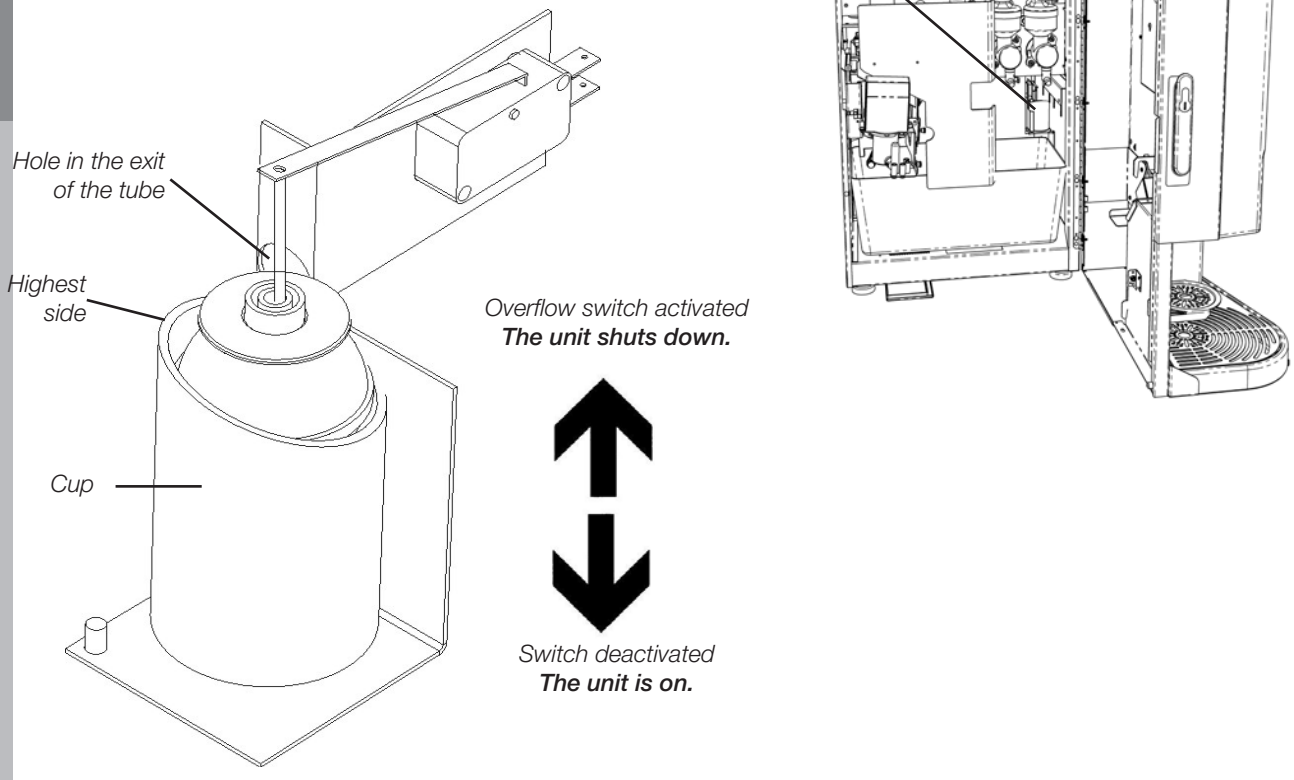


3.4.2 Adjusting the Overflow Float

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.



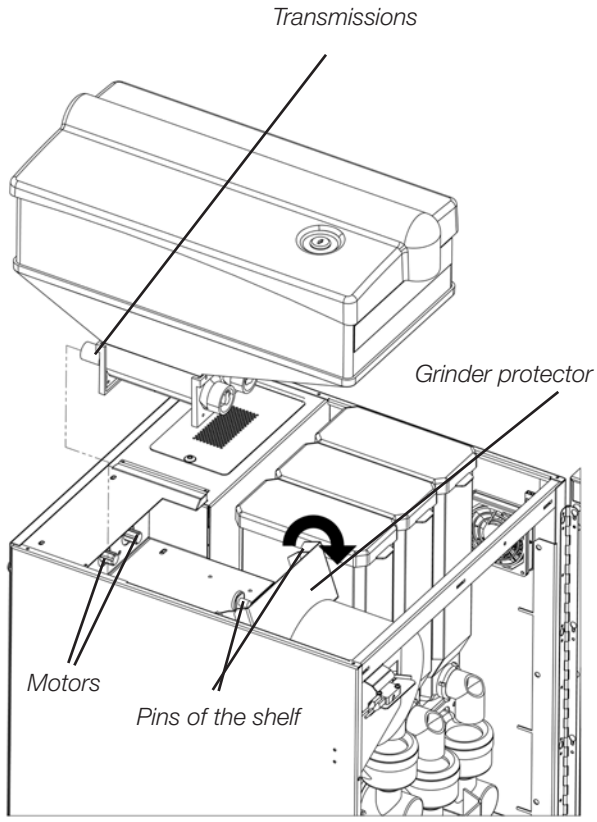
3.5 Bean Hopper Installation

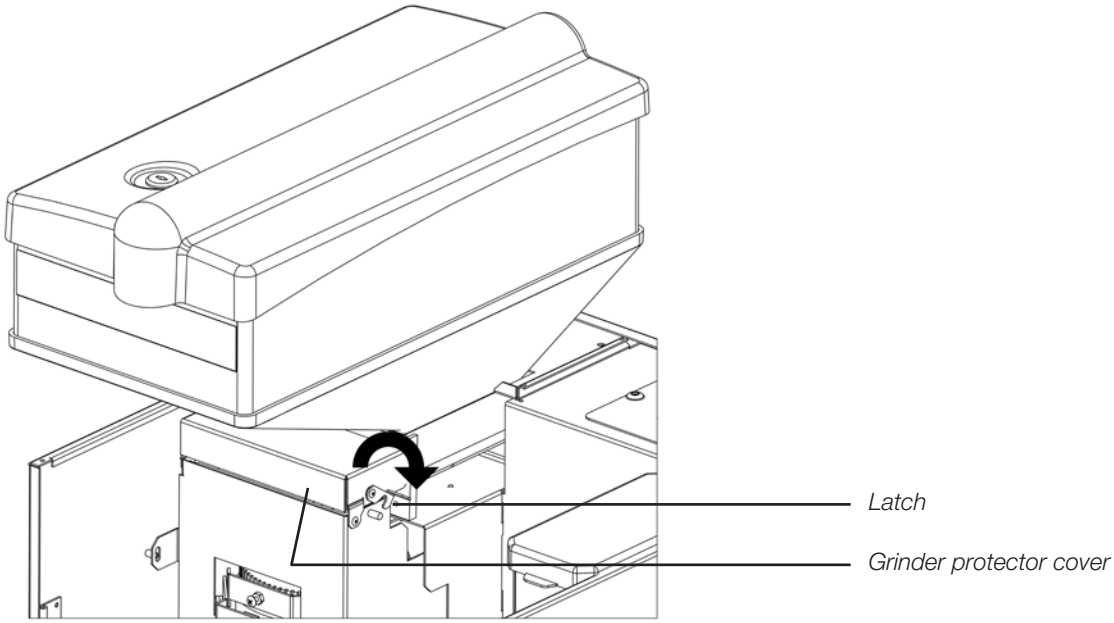
Unpack the bean hopper.

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 thrree (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

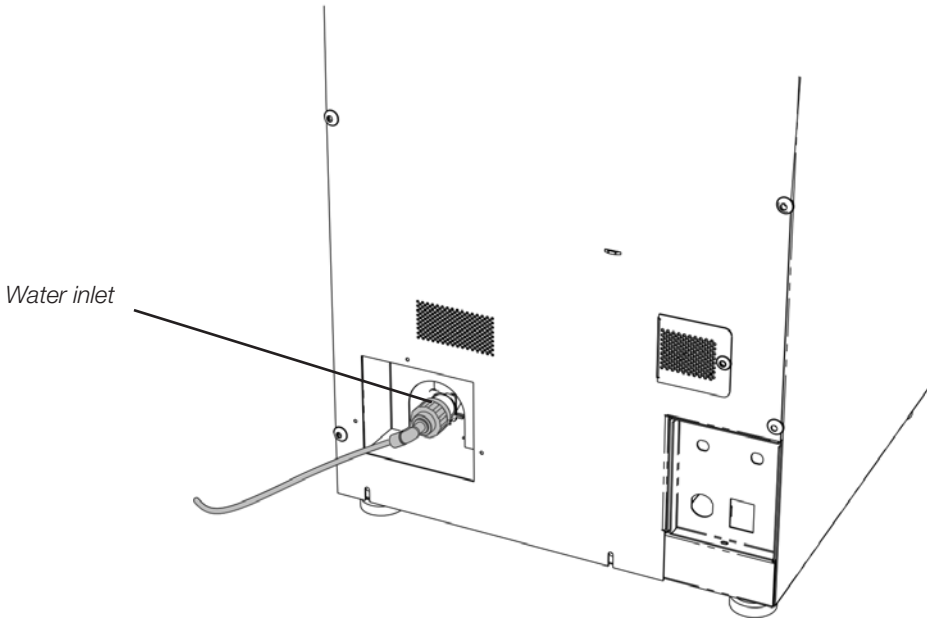
This equipment must be installed in compliance with applicable federal, state, provincial and/or municipal plumbing codes having jurisdiction.

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.

NOTE

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.

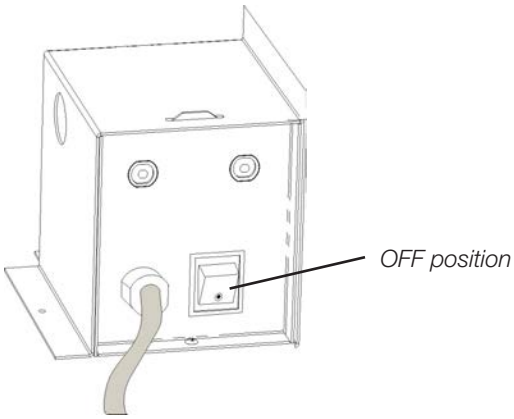


3.7 Electrical Connection

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

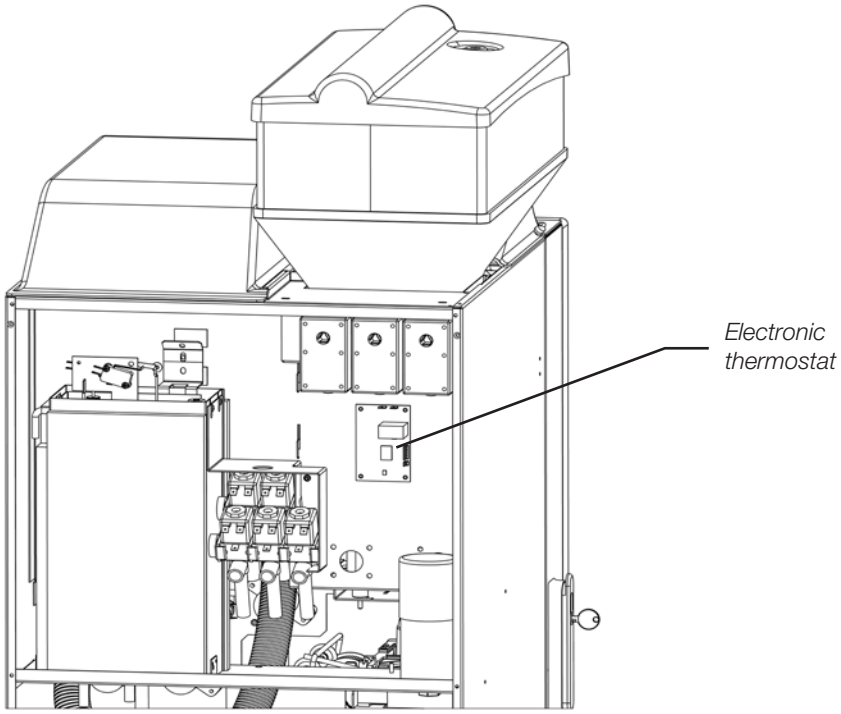
This equipment has a coffee brewing setpoint of 200 °F water temperature to ensure a consistent beverage quality. There is a +/- 2 °F tolerance.

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 differencial, 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.



NOTE

Temperature can be set by the user in the System 1 tab (see section 5.6.1).

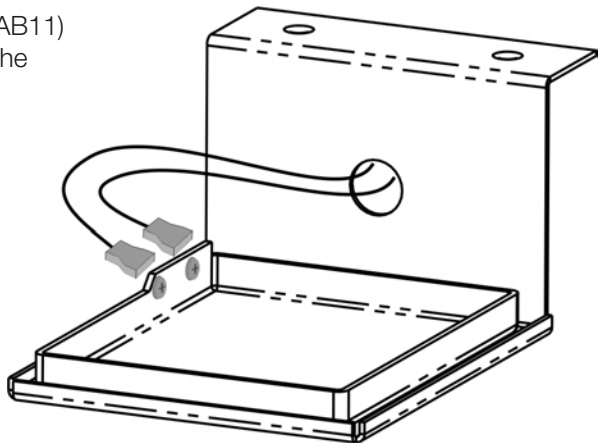
3.9 Overflow Tray and Drip Tray Installation

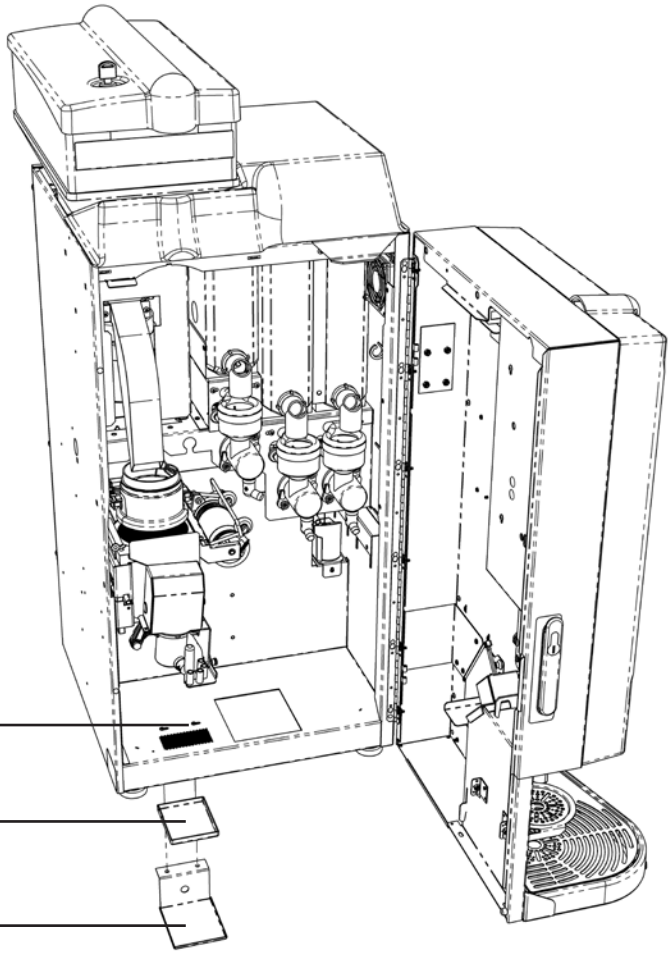
3.9.1 Overflow Tray Installation

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).



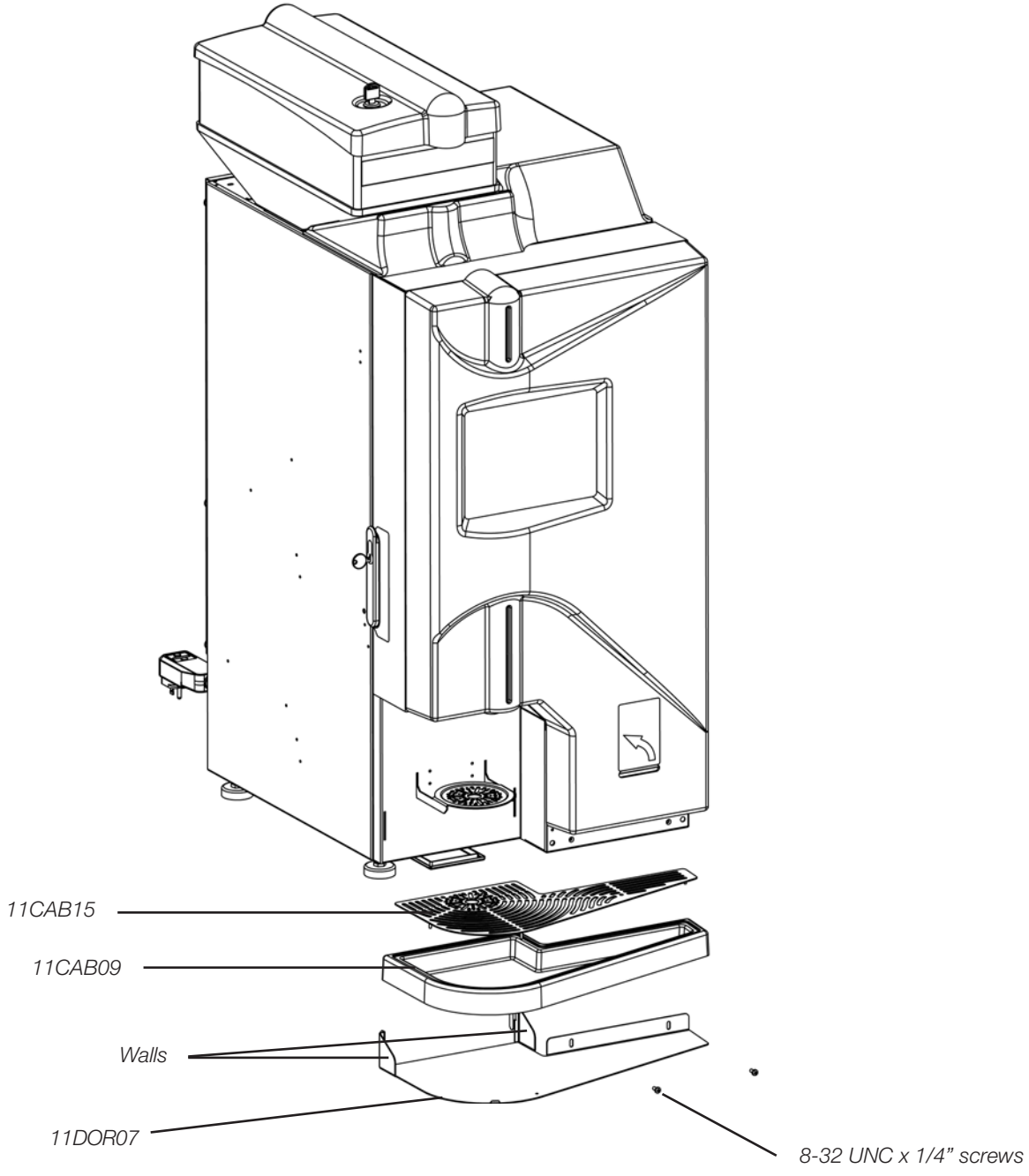


3.9.2 Drip Tray Installation

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

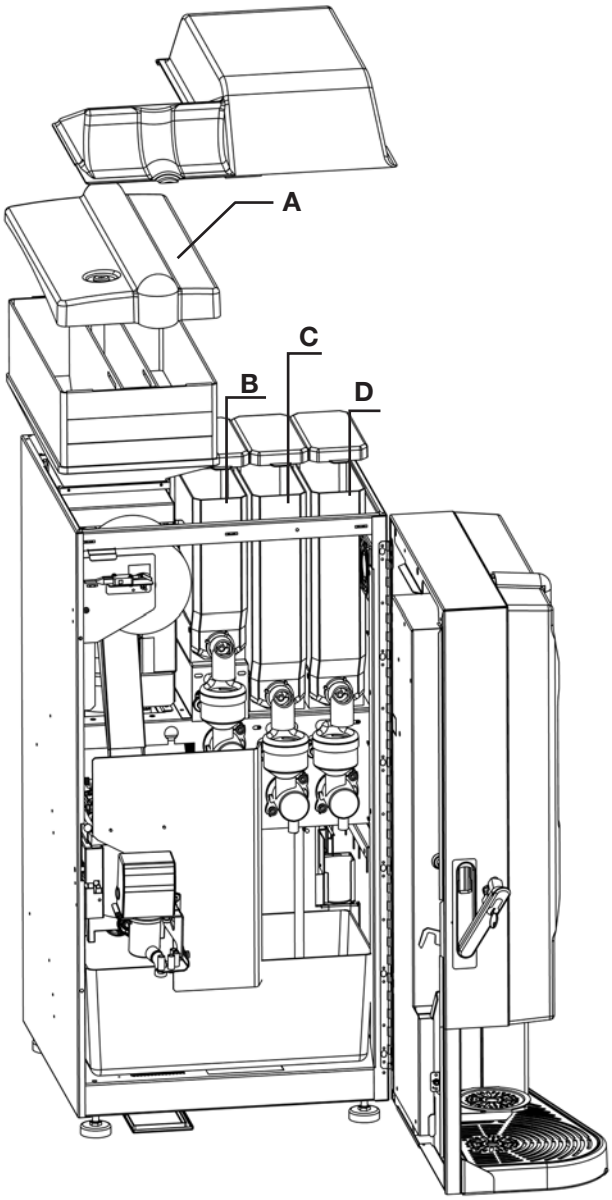
3.10.1 Soluble Canisters

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.



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

NOTE

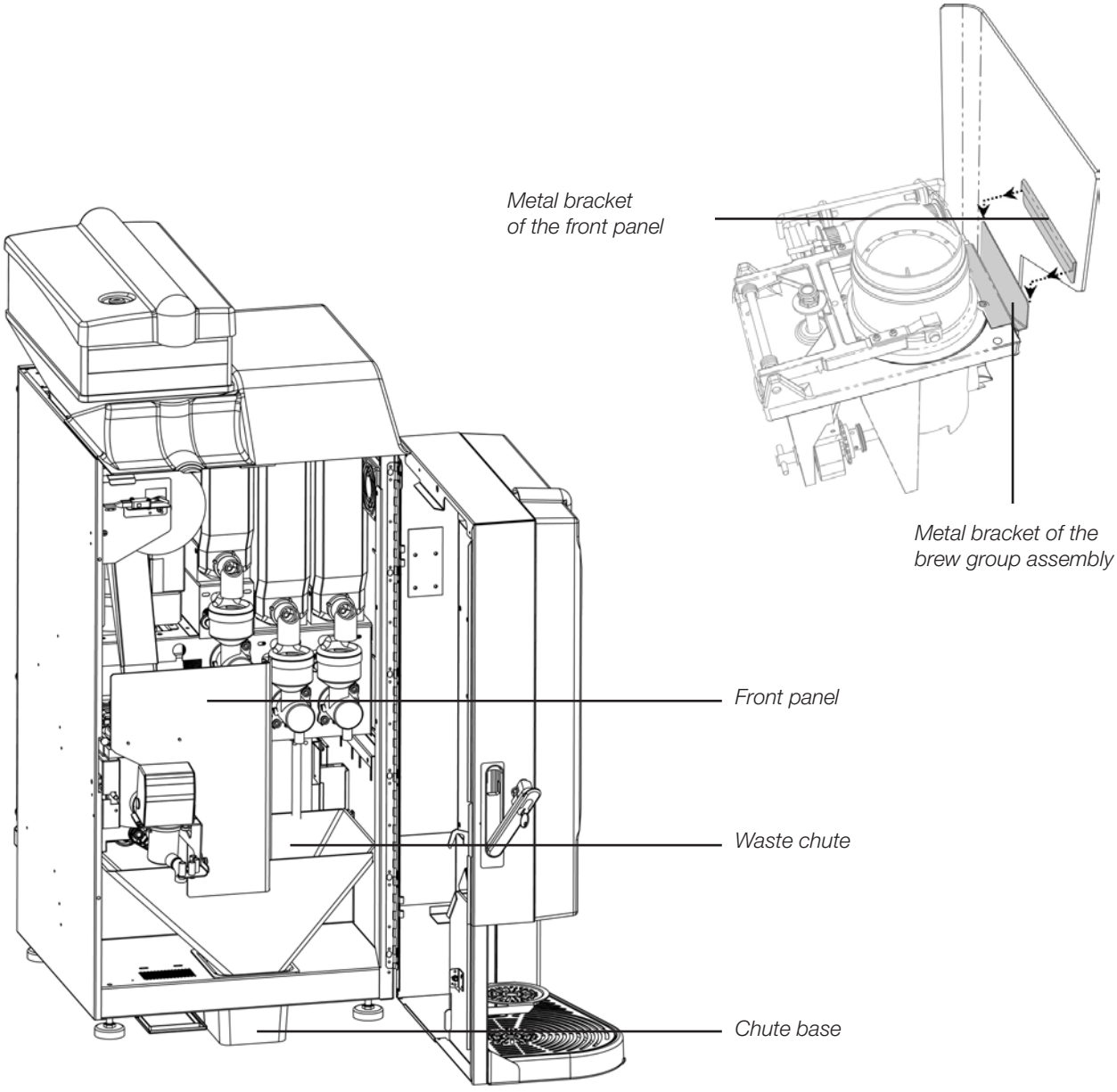
Removing only one lid at a time reduces the risk of cross contamination.

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

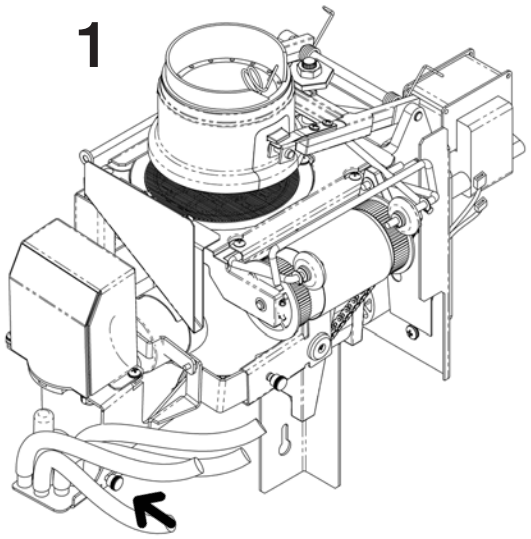
3.11 Chute Kit Installation (Optional)

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.

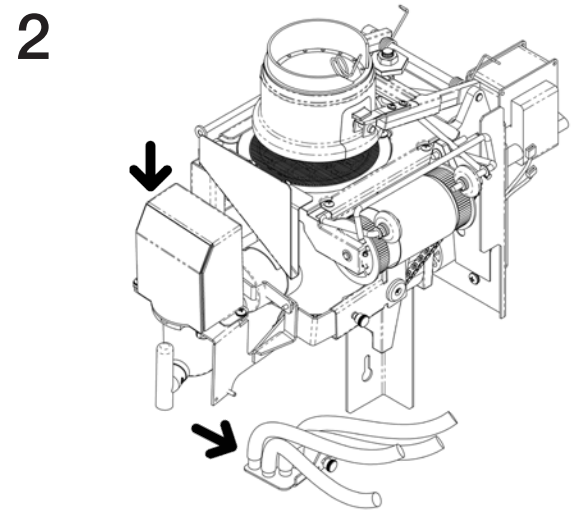
The internal waste bin has a maximum capacity of 80 coffee cups.



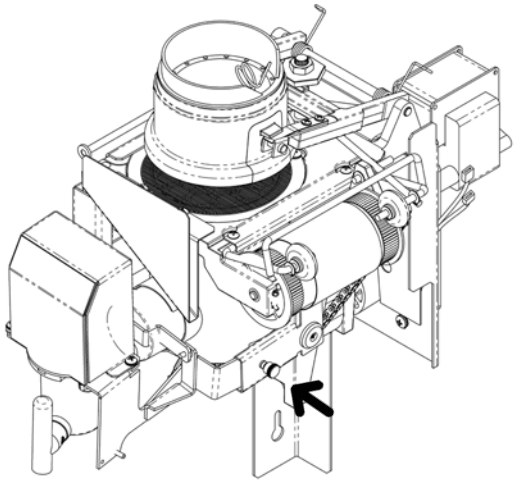
3.12 Brew Group and Whipping System Removal



1. Untighten the screw that holds the nozzle rack.

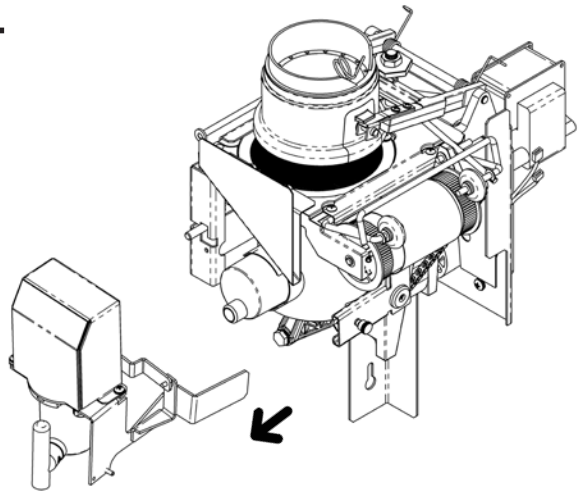


2. Remove the nozzle rack, (it will remain attached by the tubes). Disconnect the coffee whipper wire (at the back of the whipper motor protector).



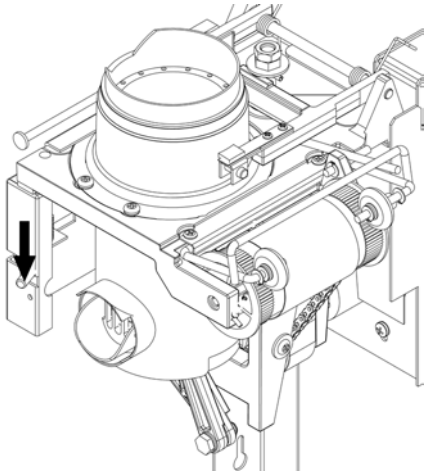
3. Untighten the whipper motor holder screw.

4



4. Remove the spout with the coffee whipper motor by simply pulling it outward.

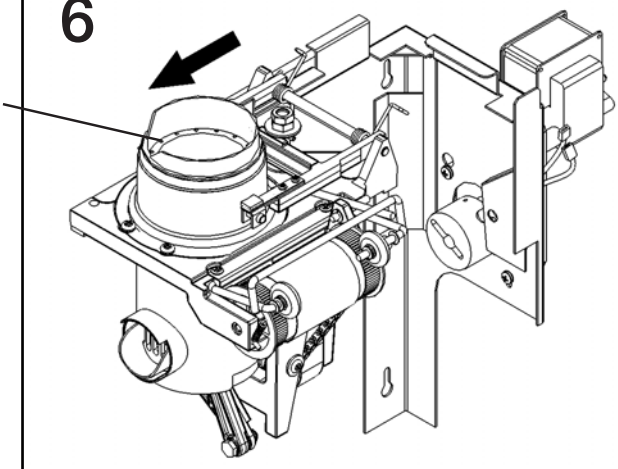
5



5. Cut the filter paper. Then lower the latch of the brew group to unlock it.

6

Funnel



6. Withdraw the funnel and the tube of sillicon fixed above the brew group. Pull the brew group outward.

3.13 Filter Paper Installation

Make sure the brewer is ON.

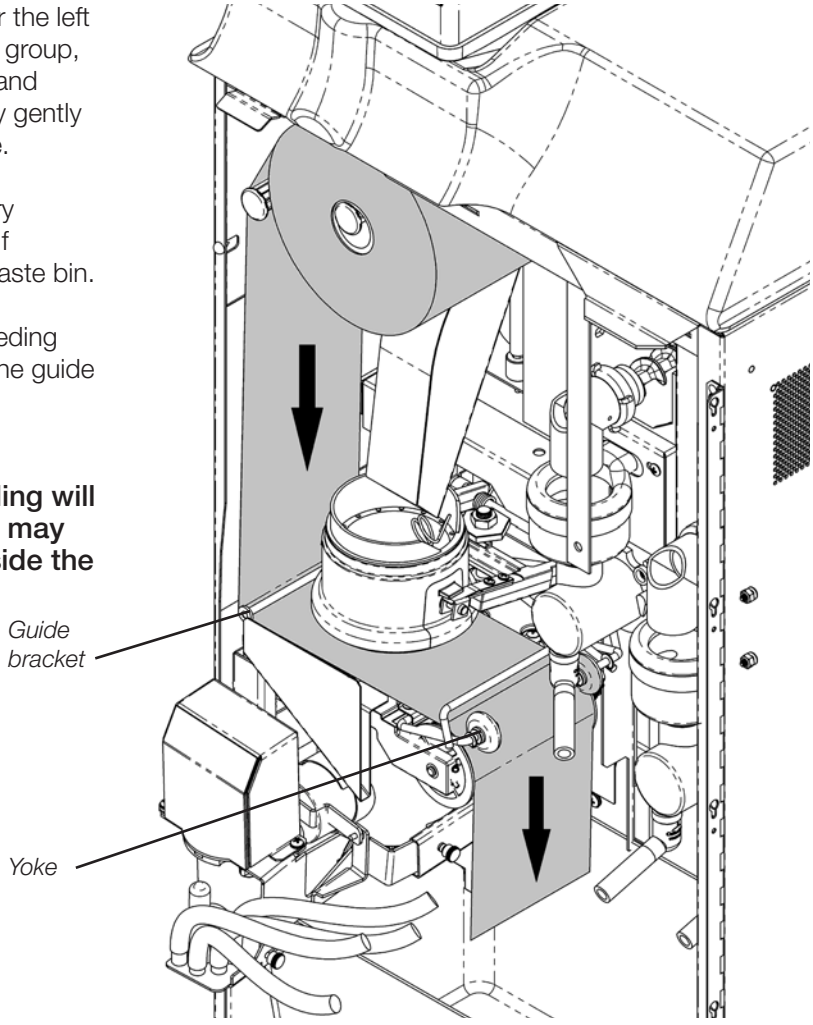
1. Place the filter paper roll on the bracket so it dispenses on the left hand side (see the diagram below).
2. Access Service mode (see section 5.2), press the "Install Filter Paper" button and follow the instructions on the screen.

NOTE

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.

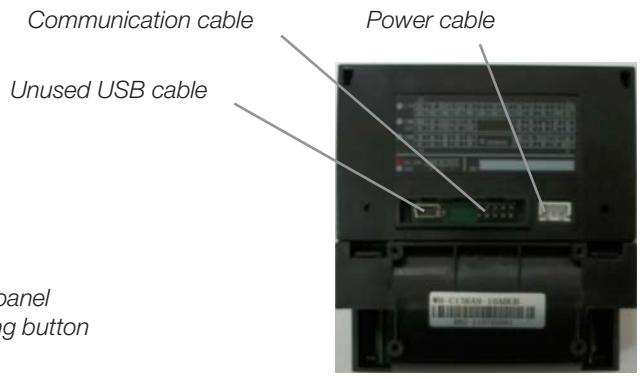
Improper filter paper feeding will cause a vacuum leak and may cause grounds to spill inside the equipment.



3.14 Integrated Printer (Optional)

3.14.1 Description of Printer's Button

Front



Back

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 Cafection 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

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

3.16 Coin Changer and Bill Acceptor

The Total 1 sofware 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 Bill reader Bill Pro BP4-CRX6U
- MDB Bill reader Bill Pro BP4SX (american bills only)
- MDB Coin acceptor 9300CGX (canadian coins)
- MDB Coin acceptor Guardian 6000

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 refounded in coins.

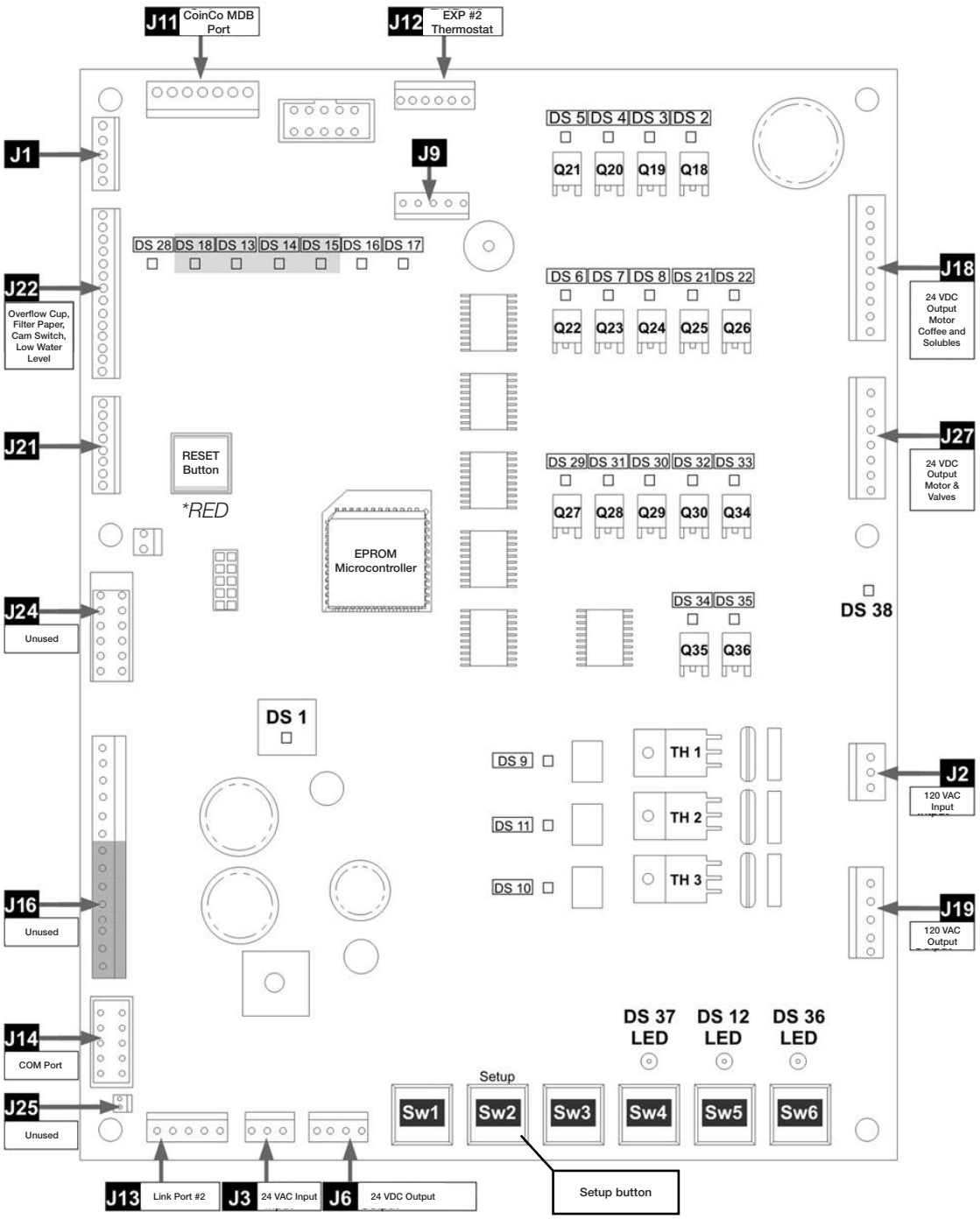
Bills with a maximum value of $10 are accepted. Higher value bills will be returned.

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 Mainboard



3.17.1 Mainboard (PCB) Description

Interactive Switches and Buttons

1. Reset Button (Red)
   This button resets the mainboard, 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 touchscreen 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 5 V 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 24 V 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 touchscreen and the machine

3.18 Flash Card and Microcontroller Replacement

The flash card and the microcontroller can be replaced in order to make improvements and updates to the machine's program.

3.18.1 Flash Card

The flash card holds the GUI software (graphical user interface).

All drinks recipes, sales counters and other settings are stored in the flash card.

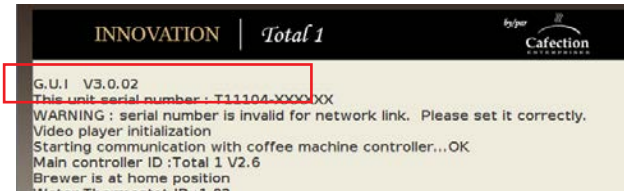
Before beginning, turn power OFF.

To remove the flash card:

1. Remove the mainboard protective cover.
2. Pull the flash card outward.

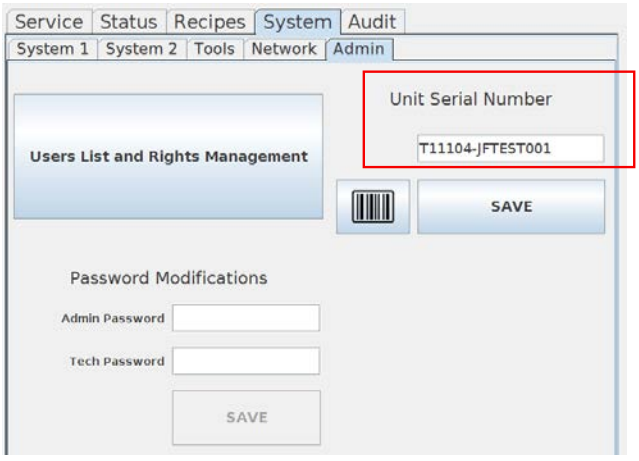
To install the flash card:

1. Make sure the colored side of the card is facing up.
2. Insert the flash card and push GENTLY to make sure no damage is done.
3. Screw back the mainboard protective cover.
4. Power brewer back ON.
5. At startup, the screen will indicate the flash card version.



MAKE SURE THE VERSION OF MICROCONTROLLER AND FLASH CARD COORDINATE.

Enter the serial number of the brewer under the Admin tab to ensure proper internet network communications (see section 5.6.5).



3.18.2 *Microcontroller (EPROM - Erasable Programmable Read-Only Memory)*

When the flash card is swapped for an upgrade, the microcontroller often needs to be replaced. It is important that the flash card version matches the microcontroller version.

Example: Flash card version 2.2.4 MUST BE USED with microcontroller V2.2.

Make sure all data have been collected from the counters before replacing the microcontroller. Otherwise, all data will be reset and lost.

The EPROM is a statically sensitive device and should be handled by the edges. Immediately after removal, the old EPROM should go directly into the plastic bag.

Tool required

A PLCC extractor (as shown below) is needed in order to remove the EPROM. This tool is provided with the EPROM.

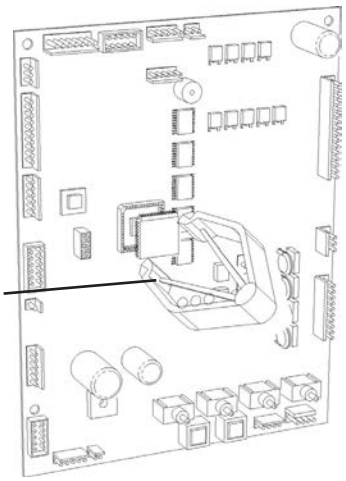
DO NOT ATTEMPT TO PRY THE CHIP OUT OF THE SOCKET WITHOUT THIS TOOL, AS IT WILL DAMAGE THE CASING.

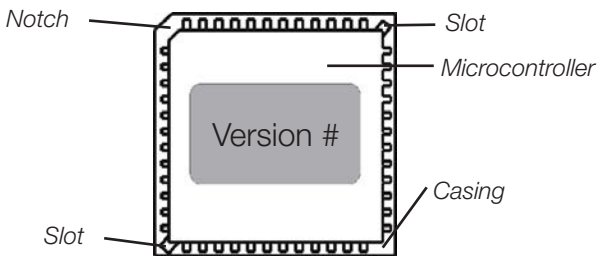
To remove microcontroller

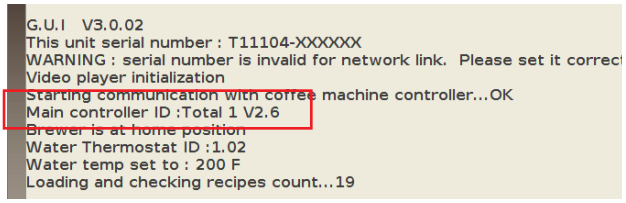
1. Turn the machine off and unplug it from the outlet.
2. Open the machine door.
3. Using a #2 Phillips screwdriver, remove the mainboard protection panel (acrylic glass). Keep the screws.
4. Locate the EPROM on the mainboard (the small black square part in the middle of the board with a white label - see illustration below)
5. Using the PLCC extraction tool, carefully insert the prongs in the top right and bottom left corner slots of the casing and grab the EPROM.
6. Gently pull the EPROM out of the socket.

To replace microcontroller

1. Carefully align the notched corner of the EPROM with the notched corner of the empty socket.
2. Make sure that all contacts are aligned with the appropriate slots in the socket.
3. Push the EPROM firmly until the top of the chip is flush with the top of the socket.
4. Re-attach the board protection panel.
5. Close the door, plug the machine in and turn it on.
6. At start-up, make sure the screen indicates the EPROM version number (as shown below).







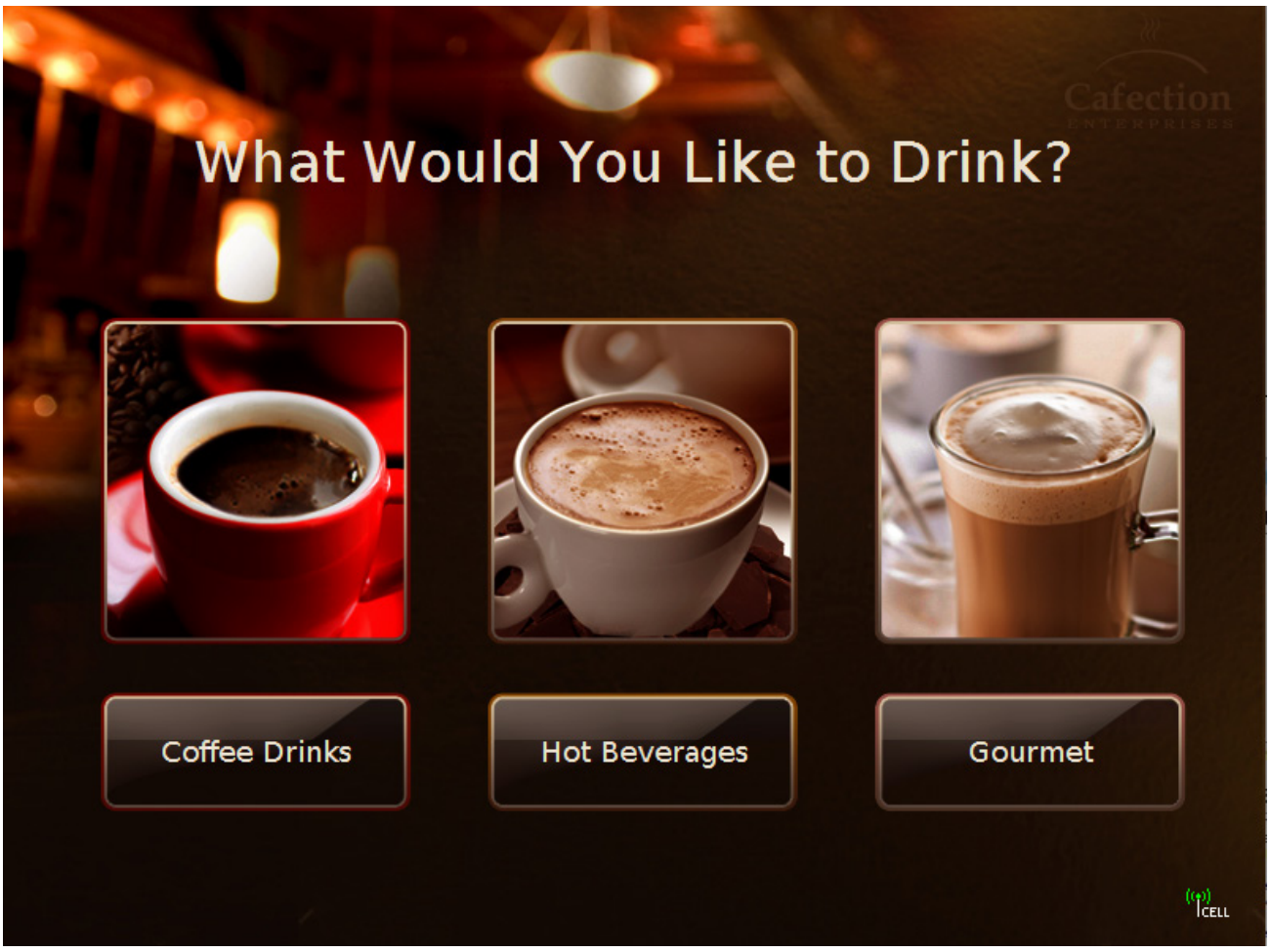
4 USER INTERFACE

4.1 Selection Interface

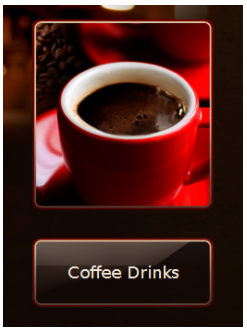
The selection screen is divided into five (5) steps:

1. Select a drink family.
2. Select a beverage family.
3. Select size.
4. Select strength.
5. Brew.

Selection Screen



When selecting the "Coffee Drinks" family.



Select Beverage

**Hot water is available in all three (3) beverage families.*

(Choose Size, then Press "Go" to brew.)

Select Size

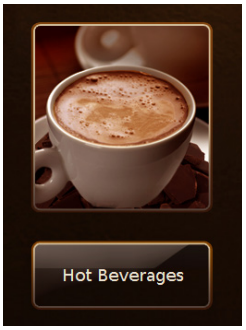
Select Strength

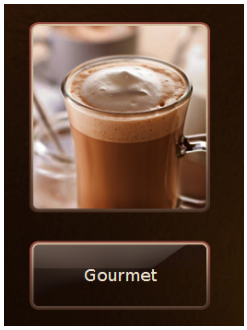
**Additional Options: "Whip Coffee" & "Milk"*

Press "Go" to Brew

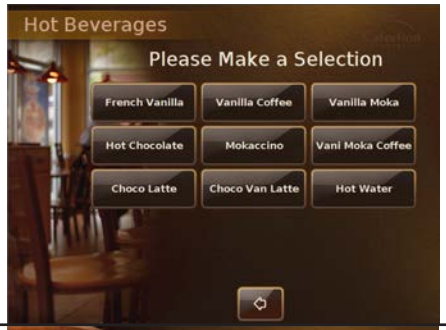
**If Coffee 50/50 has been ordered, an additional screen will be displayed to select both coffee blends.*

When selecting the "Hot Beverages" and the "Gourmet" families.





Select Beverage



Select Size

Size for the "Gourmet" family are predetermined, except for Hot Water.

Select Strength

**Additional Option: "Whip Coffee" (coffee based beverages) & "Milk"*

Press "Go" to Brew

**If the beverage selection contains coffee, an additional screen will be displayed to select the blend.*

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 Users List and Rights Management (see section 5.6.5).

The 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 carafe icon (top right 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 cancelled 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

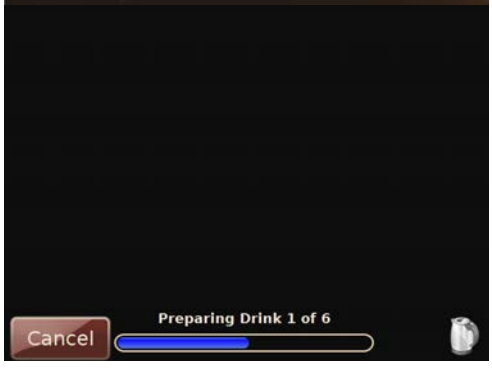
2

3

4

5

6



4.3 Iced Coffee

The coffee brewed by the machine is hot. It cools down on contact with ice.
The machine does not make ice. To order this beverage, an ice machine is required.
The iced coffee is prepared in a 12 oz size. The size of the drink can be modified by changing the quantity of water in the beverage, but **the screen interface will continue to suggest using a 12 oz cup**.

To ACTIVATE the "Iced Coffee" option, go to Service mode, under the Recipes tab, and choose 250_IcedCoff. Check the "Enabled" box and press Save (see section 5.5.1).

1. Select the "Coffee Drinks" family.
2. Select Iced Coffee.
3. Fill a 12 oz cup with ice.
4. Place it on cup holder.
5. Select strength.
6. Press Go.

1

2

3

4

5

6

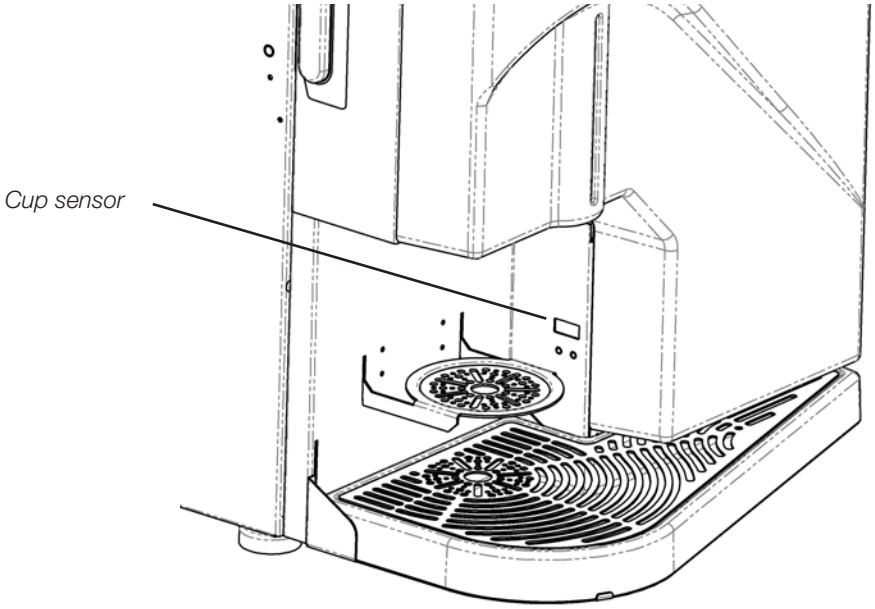
4.4 Cup Detector (Optional)

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.



4.5 Selection Keyboard for the People with Disabilities (Optional)

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

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

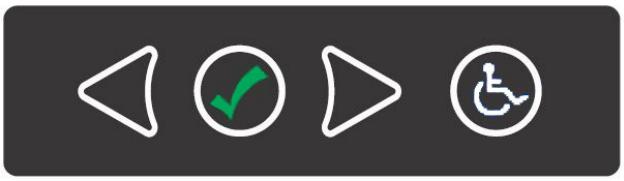
To activate the selection keyboard, customers need to press any of its keys.

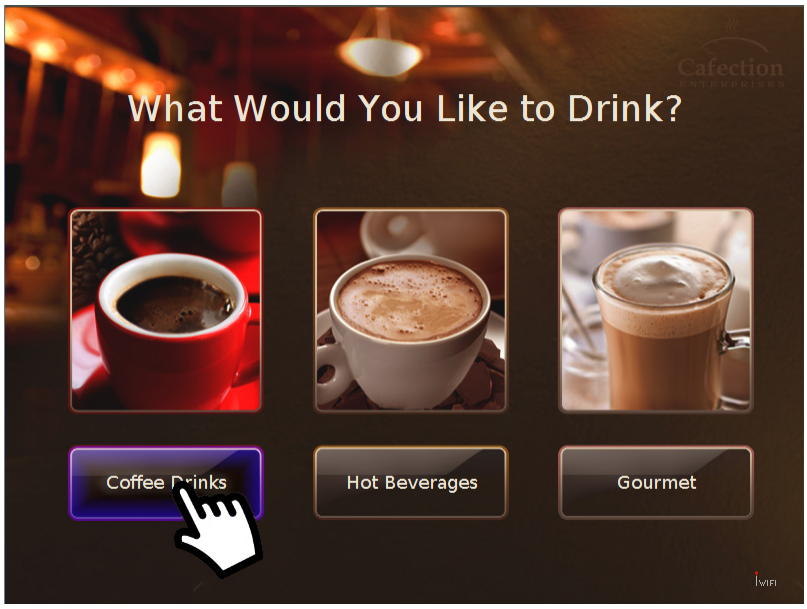
Using the arrows, move the hand icon on the screen until it reaches the desired button, then press on the green check mark button to confirm the selection.

The touchscreen 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.





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 subtabs in Service mode, with the exception of the Audit tab and the Admin subtab.

Factory password for this level: tech

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

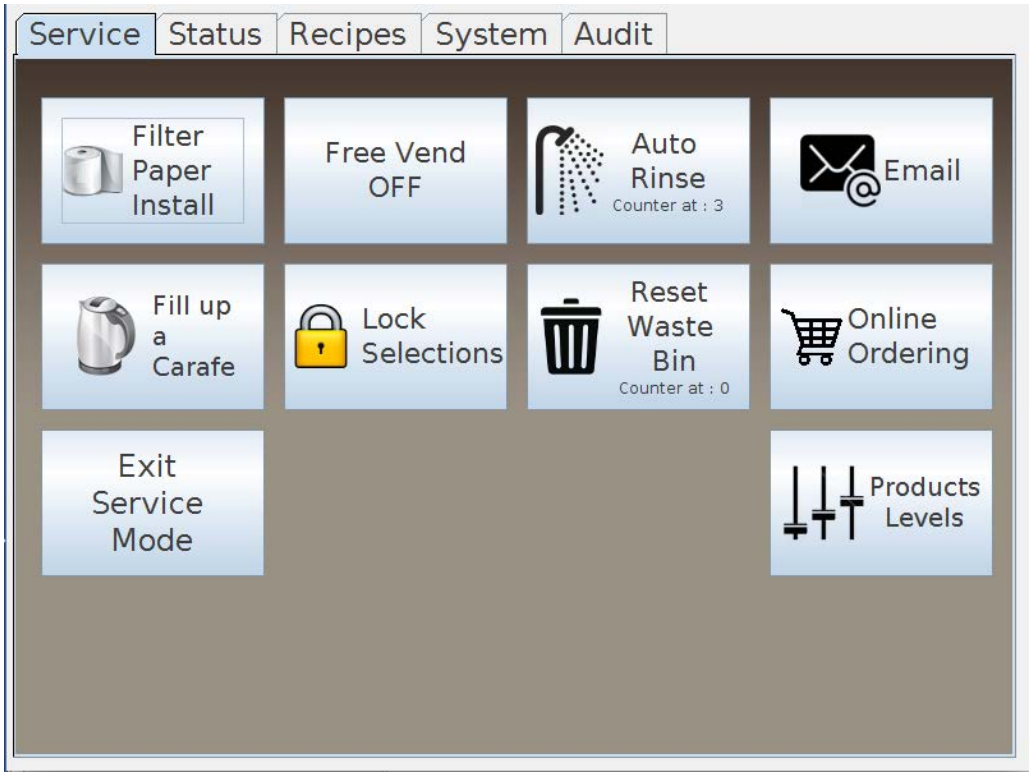
Factory password for this level: admin

NOTE

Cafection highly recommends to change those passwords.

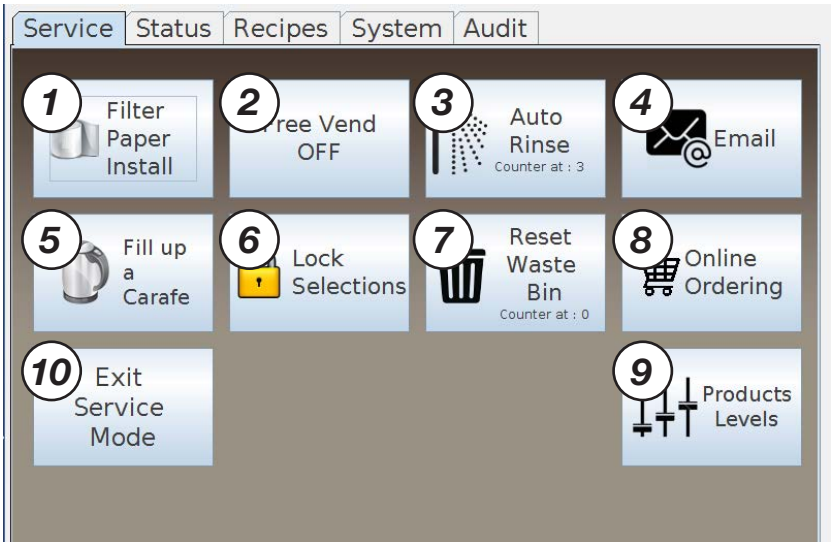
To access Service mode, open the brewer's door and press on the SW2 button on the mainboard (see section 3.17).

Access Levels: ***2 2 3 3 4***



5.2 Service Tab

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



1. This button is used to change the filter paper. Press it and follow the instructions on the screen.

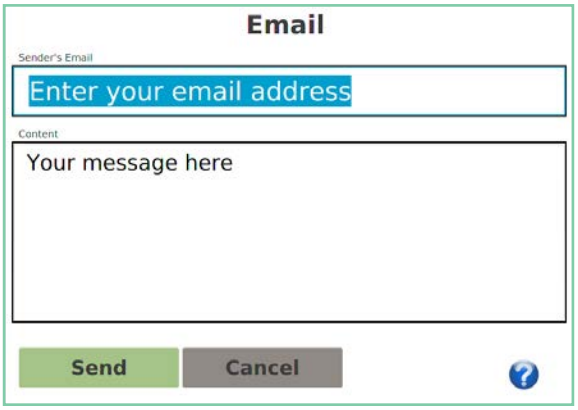
2. This button is used to activate the Free Vend mode. When the brewer is in Free Vend mode, the button will be enlightened in green and will show "ON" (in opposition to "OFF" when Free Vend is not activated).

NOTE

When Free Vend is enabled, the coin, bill and card payment devices will automatically be disabled and the optional printer will not print any coupons.

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

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



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

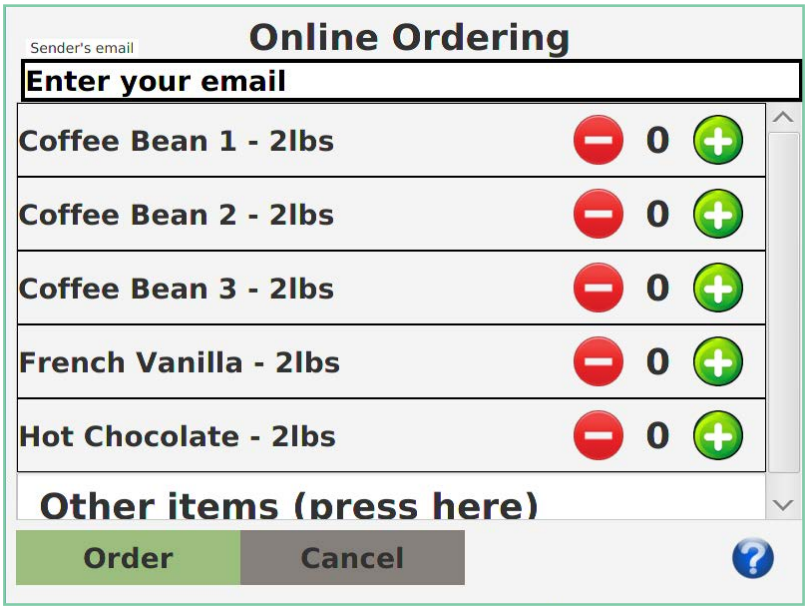
   The user must enter his email and the message he wants to send to the owner of the brewer, then press Send. When the user presses one of the two text fields, an alphanumeric keyboard appears. For more help, press the (?) icon.

5.2 Service Tab (Continued)

5. This button is used to enable Carafe mode (see section 4.2 for details).

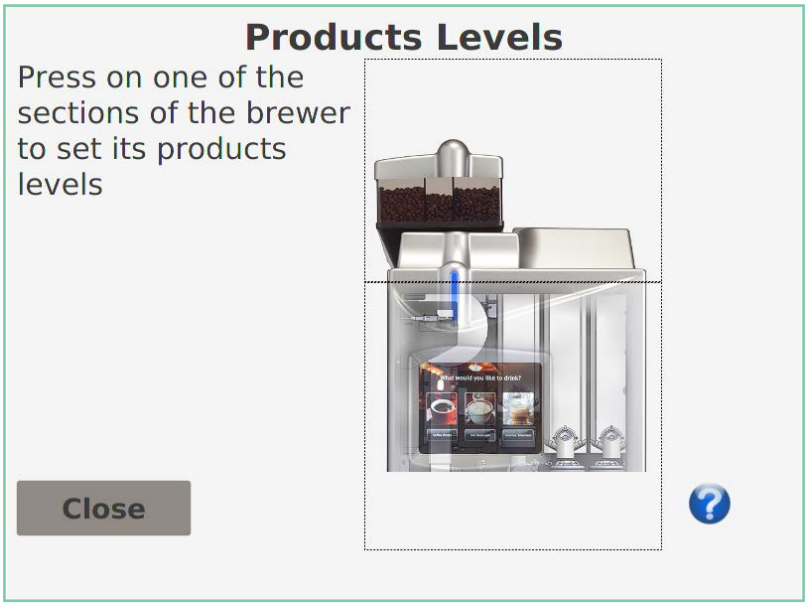
6. This button is used to lock the selection screen so no user can order beverages.

7. This button is used to reset the waste bin counter.



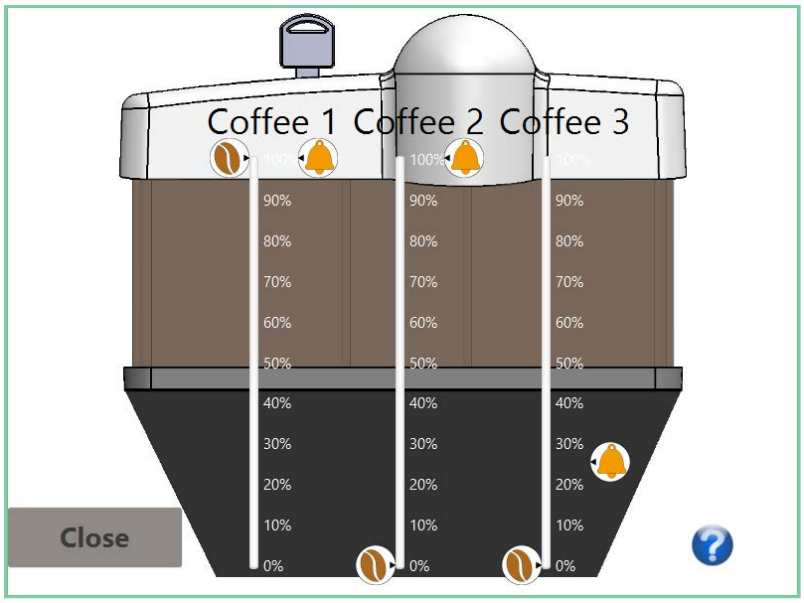
8. This button gives access to the Online Ordering interface to send an order through **Cafection's Sophia GMS**. It is only available when the coffee brewer is connected to a cellular or a wireless network.

   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 on the list yet. The owner of the coffee brewer must confirm the order thereafter. For more help, press the (?) icon.

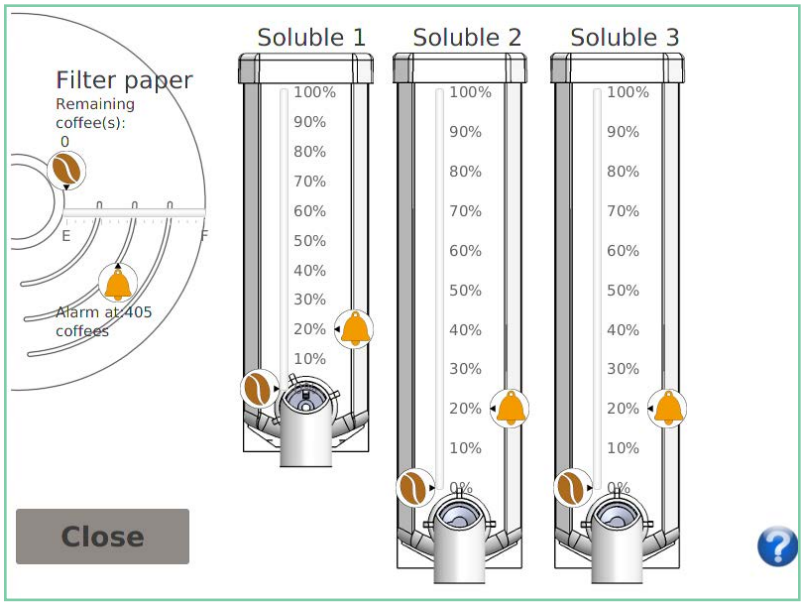


9. This button gives access to the Products Levels interface.

   The user needs to select one of the two (2) sections of the machine (bean hopper or filter paper and solubles). For more help, press the (?) icon.


Coffee 1
Coffee 2
Coffee 3
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Close

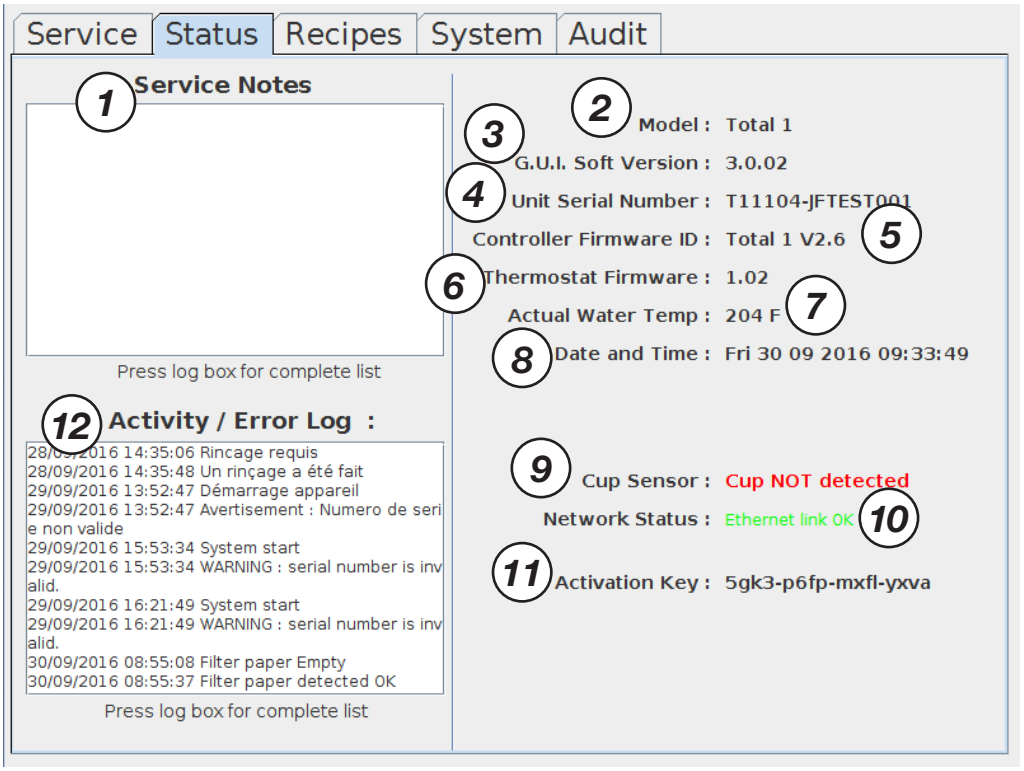
NOTE


Filter paper
Remaining coffee(s):
0
E
F
Alarm at 405 coffees
Soluble 1
Soluble 2
Soluble 3
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Close

NOTE

5.3 Status Tab

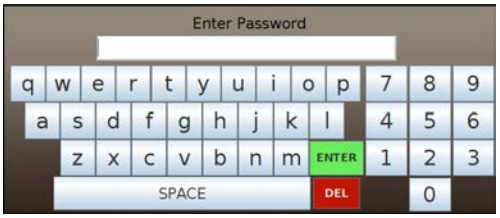
To access the screen below, press the SW2 button (see section 3.17) on the mainboard inside the brewer's door and select the Status tab.



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. Serial number of the coffee brewer. Correct serial number is necessary for **Cafection's Sophia - Global Management System**. Service users with level 4 access can set the serial number (see section 5.1).
5. Firmware version of the microcontroller (EPROM).
6. Firmware version of the thermostat's microcontroller.
7. Actual water temperature in Fahrenheit.
8. Time and date. Date and time can be set in the Tools subtab, under the System tab.
9. Cup detector status (optional).
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. Activation key of the brewer. It is used to register the machine on **Sophia GMS**.
12. Error log keeping the last 50 events in memory, accessible remotely on **Sophia GMS**.

5.4 Password Pop-Up

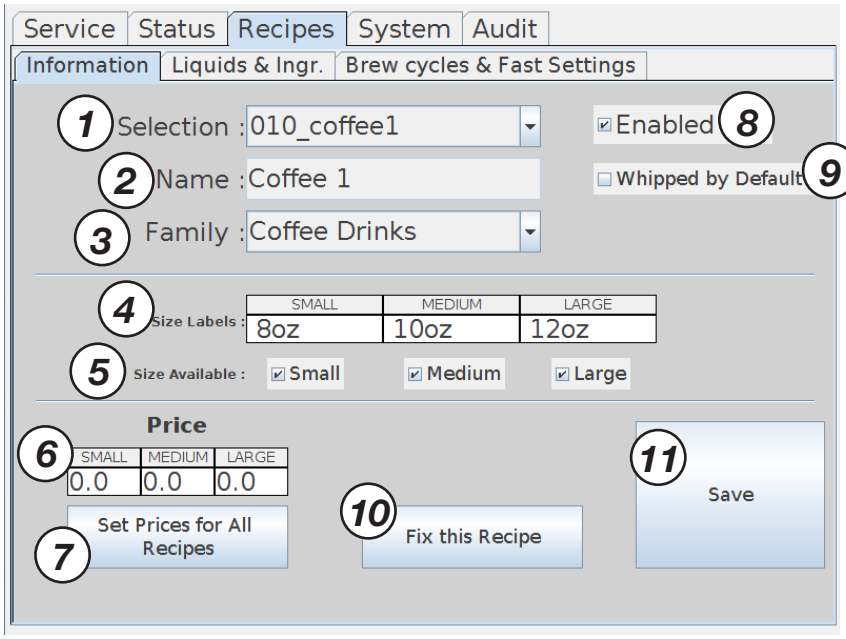
This pop-up window will appear when pressing the Recipes, System or Audit tabs. The user needs to type in his or her password using the alphanumeric keyboard, then press on ENTER. Depending on the password entered, the user will gain access to different tabs.



5.5 Recipes Tab

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

5.5.1 Information Subtab

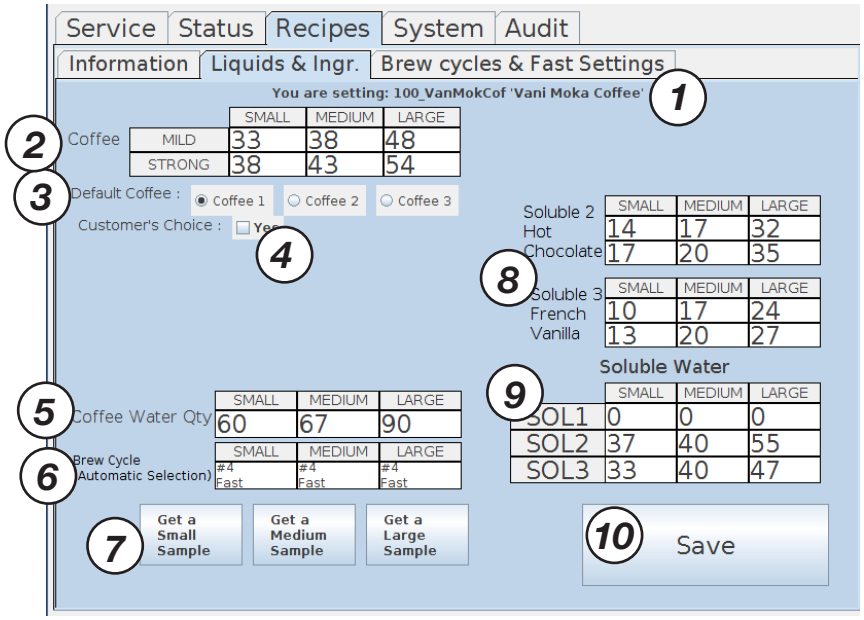


1. This dropdown menu is used to choose the recipe needing to be modified.
2. This field is used to set the name that will be shown on the selection screen.

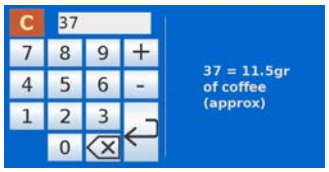
If the language of the system is changed, the name of the products will be reset to factory settings.

3. This dropdown menu is used to determine in which drinks family the recipe will be sorted.
4. This table is used to set the text that will show on the size buttons.
5. These checkboxes are used to enable or disable each product sizes.
6. This table is used to set the price of the recipe.
7. This button is used to set the price for all recipes at once.
8. This checkbox is used to enable or disable the drink on the selection screen.
9. This checkbox is used to enable or disable the "Whipped by Default" option for the recipe. Only coffee-based recipes can be whipped.
10. This button is used to fix a recipe that has been lost or corrupted by resetting it to default settings.
11. This button is used to save any changes to the current recipe. Any unsaved changes will be lost.

5.5.2 *Liquids & Ingr. (Ingredients) Subtab*

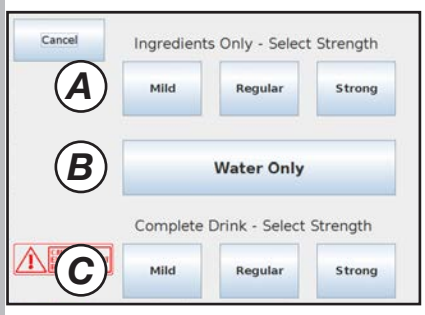


All values used for the recipes are time values. The water quantity values represent the amount of time the dispensing water valve is opened. The coffee or soluble quantity values represent the amount of time the motor is running.
20 units = 1 second.



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) quantity for liquids or a gram (g) quantity for the ingredients.

1. This line indicates which recipe is being modified.
2. This table is used to set the quantity of coffee required to brew the recipe, if applicable.
3. These checkboxes are used to set the coffee used by default to make the coffee drink, if applicable.
4. This checkbox is used to allow the customer to select the coffee of his choice, if applicable.
5. This table is used to set the quantity of water required to brew the recipe.
6. This table displays the recipe's brew cycle. It is automatically selected by the software.
7. These buttons are used to get samples of each size of the recipe.



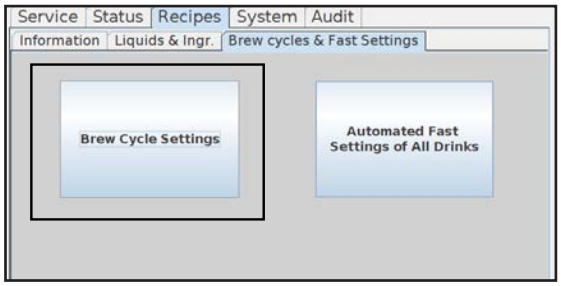
A These buttons are used to get a sample of all the dry ingredients of the tested recipe, in the desired strength.
In order to weigh the ingredients, make sure to place a recipient under ALL product dispensers used by the tested recipe.
B This button is used to get a sample of the recipe without the 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.

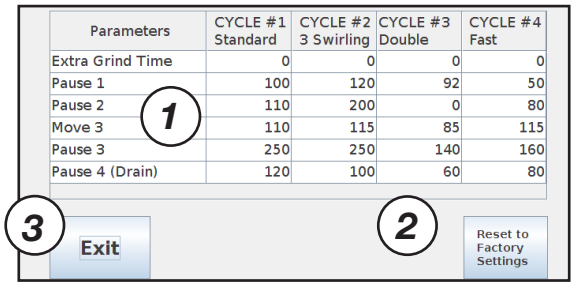
Samples are not registered in the sales counters.

8. These tables are used to set the quantity of solubles powder required to brew the recipe, if applicable.
9. This table is used to set the quantity of water mixed with the solubles powder, if applicable.
10. This button is used to save any changes to the current recipe.

5.5.3 *Brew Cycles & Fast Settings Subtab*

Brew Cycle Settings Interface





1. This table is used to set the brew cycles and extra grind time. Press on the quantity to modify and enter the desired number of units using the numeric keyboard.
2. This button is used to bring all brew cycles values to factory settings.
3. This button is used to exit the brew cycles settings.

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

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

Cycle #1 (101 to 187 water units)
Standard brew cycle.

Cycle #2 (188 to 269 water units)
Three (3) stirring cycles where the total quantity of water is dispensed in three (3) shots. The mix is stirred three (3) times, ensuring that the coffe completely comes into contact with water. Ideal for recipes with high water and coffee volumes.

Cycle #3 (270 water units and more)
Double brew cycle. The machine splits the water and ingredients quantities in half to perform two (2) separated brew cycles.

Cycle #4 (100 water units or less)
Quick brew cycle. Ideal for recipes with low water level.

Extra Grind Time
The grind time is automatically calculated in accordance with the quantity of coffee beans set in the recipe. Old 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.**

5.5.3 Brew Cycles & Fast Settings Subtab (Continued)
Brew Cycle Settings Interface (Continued)

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

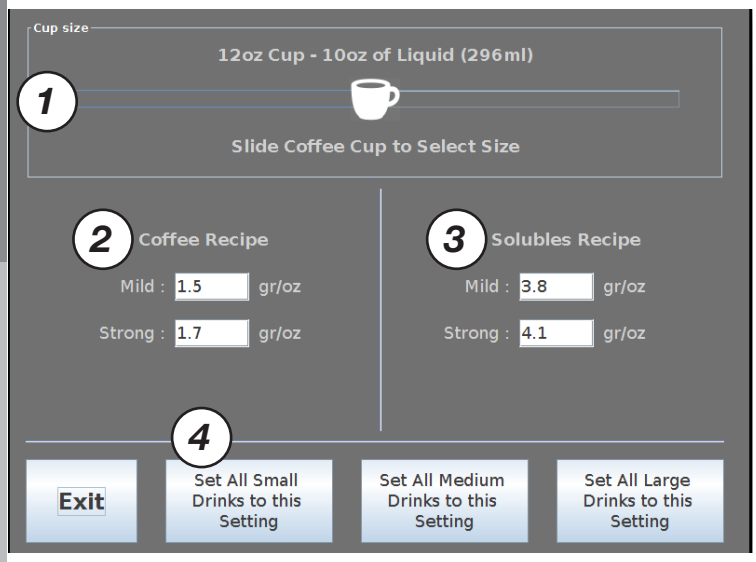
A setting too high will prematurely open the brew chamber, causing a mess of wet coffee grounds inside the machine.
A setting too low will not pull all coffee through the filter.
This setting must be changed with care.

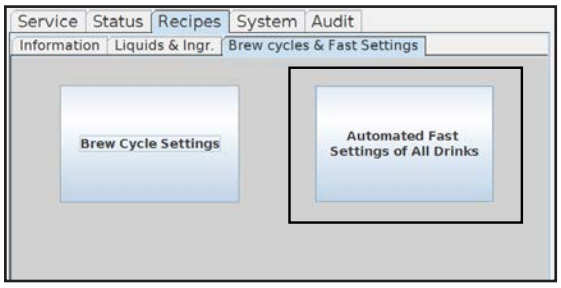
Pause 3
Pause time before the brew chamber opens. If there are wet coffee grounds on the filter paper at the end of the cycle, increasing this setting might solve the issue. **20 units = 1 second.**

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

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

Automated Fast Settings of All Drinks Interface





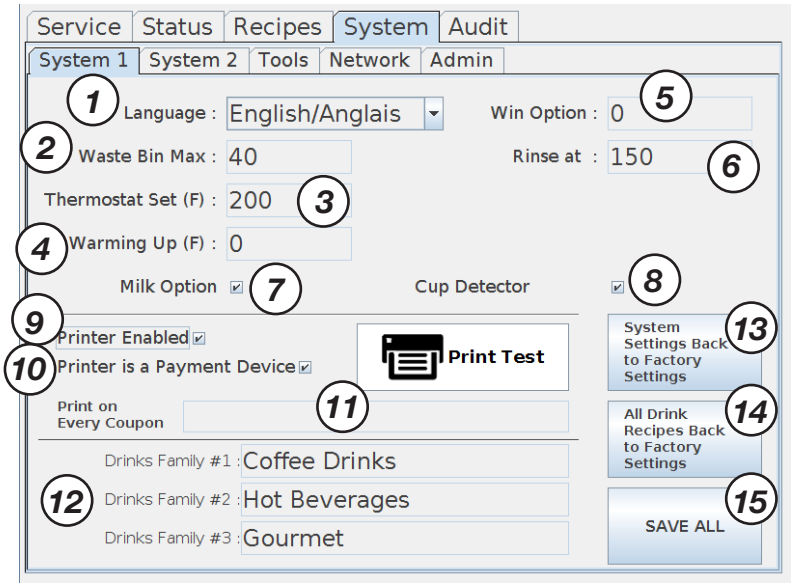
1. This section is used to select desired cup size. Slide the coffee cup icon from 7 oz to 20 oz.
2. This table is used to set the quantity of coffee (in grams) per fluid ounce.
3. This table is used to set the quantity of soluble powder (in grams) per fluid ounce.
4. These buttons are used to assign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

The fast setting 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, press the SW2 button (see section 3.17) on the mainboard inside the door and select the System tab.

5.6.1 System1 Subtab



1. This drop-down menu is used to set the language of the system. To do so, select the desired language. Press SAVE ALL (#15) and follow the instructions on the pop-up window.

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

2. This field is used to set the quantity of coffees to brew before showing the "Waste Bin Full" alert. To disable this alert, set the value to zero (0).
3. This field is used to set the water temperature in the tank, in Fahrenheit.
4. 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).
5. This field is used to set the quantity of drinks to be ordered before a client 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.
6. 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).
7. This checkbox is used to enable or disable the "Milk" button when selecting a beverage.
8. This checkbox is used to enable or disable the cup detector. (Must be activated ONLY if the machine is equipped with a cup detector. Otherwise, no beverage will be dispensed.)
9. This checkbox is used to enable or disable the printer.

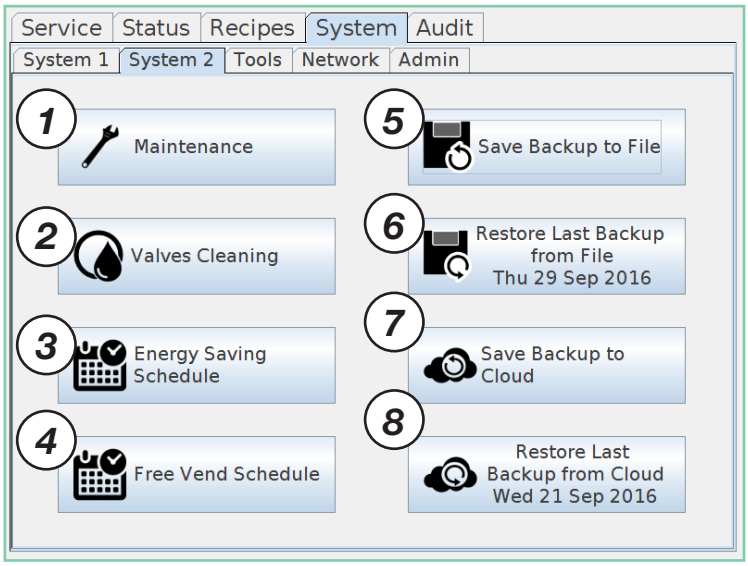
The printer will not print coupons if the Free Vend mode is ON and while filling a carafe.

10. This checkbox is used to set the printer as a payment device. The printer will issue a coupon with a barcode associated with the beverage that had been ordered, that the client will bring to another payment location (e.g. store cashier).

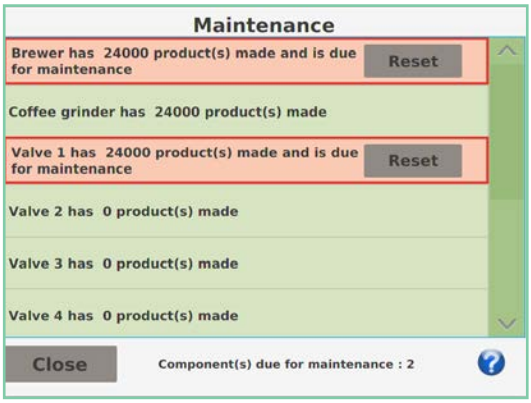
If this option is disabled, make sure the coffee brewer is equipped with another payment device (coin changer, bill acceptor or credit card reader).

11. This field is used to enter the text that will be printed on the printer's coupons. Press the "Print Test" button to get a coupon sample.
12. These fields are used to set the name for the drinks families on the selection screen.
13. This button is used to reset the System1 and System2 tabs back to factory settings. This action does not affect the recipes.
14. This button is used to reset all recipes back to factory settings (Information and Liquids & Ingr. subtabs).
15. This button is used to save any parameters changes.

5.6.2 *System 2 Subtab*

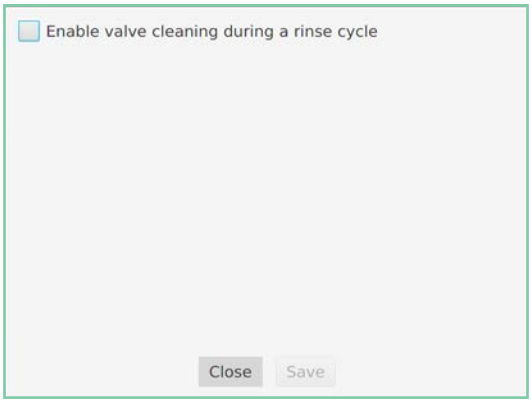


1. This button gives access to the Maintenance interface.



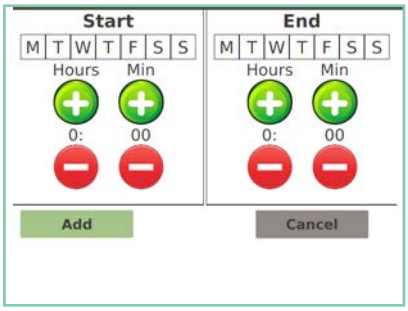
This interface displays the maintenance counters where each use of a component is recorded. The components requiring maintenance are highlighted in red. To reset a component's counter, press on the "Reset" button. For more help, press the icon (?).

2. This button allows the user to set valve cleaning during rinse cycles.



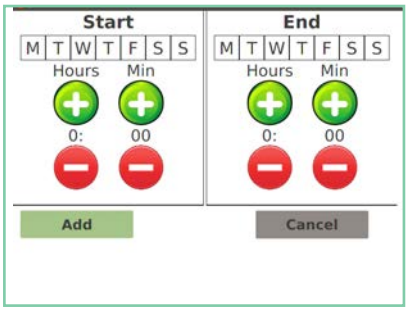
5.6.2 System 2 Subtab (Continued)

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



This interface is used to plan sleep periods, reducing electricity consumption. By pressing the (+) and (-) buttons, the user can set the time frames during which the brewer will be in sleep. While in Energy Saving mode, the water temperature of the tank will be maintained at approximately 140 °F. To order a drink while Energy Saving mode is active, press anywhere on the screen. This will wake up the brewer for one (1) hour. The water tank will take 4 to 10 minutes to heat up to the right temperature. For more help, press the (?) icon.

4. This button gives access to the Free Drink Schedule interface.



This interface is used to plan periods where the machine will be in Free Vend mode. 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 (?).

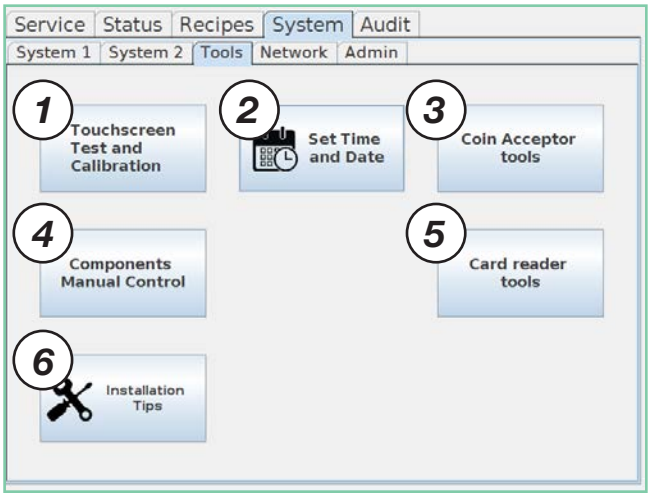
5. This button creates a backup file **on the coffee brewer.** The following data are saved in the backup: values of each recipe, configurations, brew cycles, Energy Saving schedules, Free Vend schedules, maintenance data and machine's users list.

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

7. This button creates an **online** backup file (the machine needs to be connected to a cellular or a wireless network) on Cafection's Sophia - Global Management System. 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's users list.

8. This button restores an **online** backup file (the machine needs to be connected to a cellular or a wireless network) saved on Cafection's Sophia GMS. All the data saved on the date indicated on the button will be restored.

5.6.3 *Tools Subtab*



1. This button is used to calibrate the screen. Follow calibration procedure shown on screen.

2. This button is used to set the time and date of the brewer.

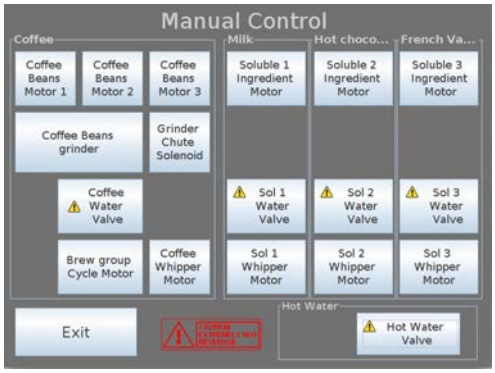
   It is important to set the time and date to ensure the proper functioning of the following:
   - Service Log.
   - Email Alerts.
   - Cafection's Sophia GMS.
   - Error Log.

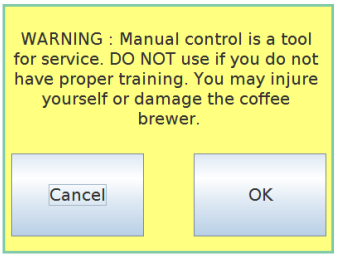
3. This button is used to view the coin changer status.

If there is no coin changer in the machine or if it is not plugged correctly, this button will not be visible.

4. This button is used to enter Manual Control mode and manually test the machine components.

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





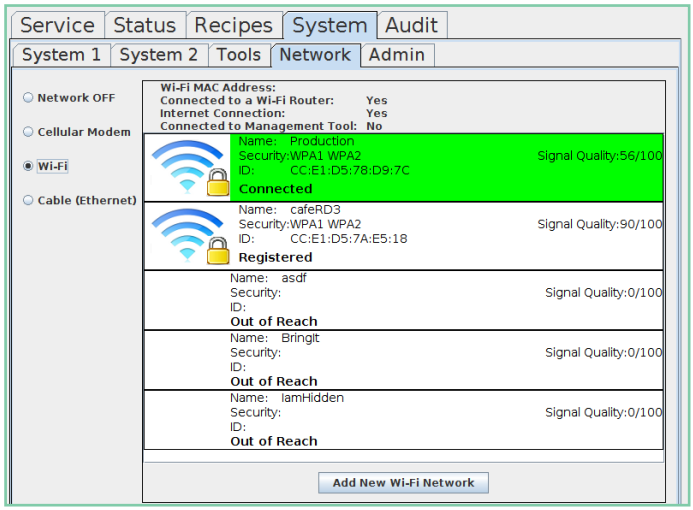
5. This button is used to view the card reader status.

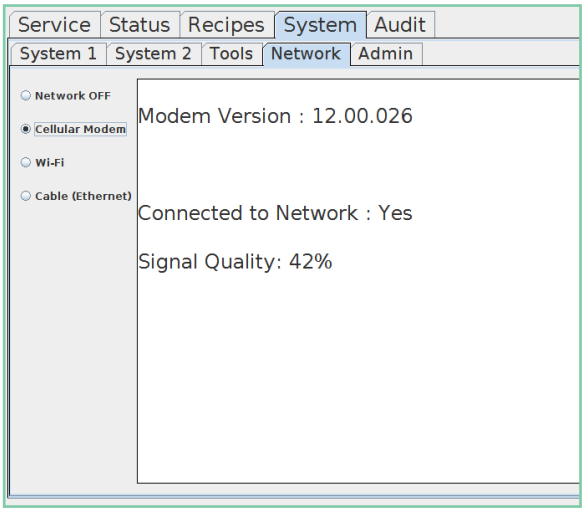
If there is no card reader in the machine or if it is not plugged correctly, this button will not be visible.

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

5.6.4 *Network Subtab*

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



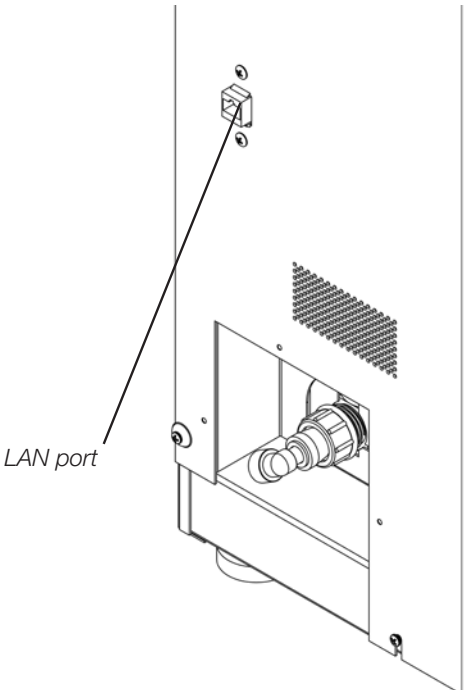


Ethernet Cable (Wired Network)

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).

NOTE

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



5.6.4 Network Subtab (Continued)

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.

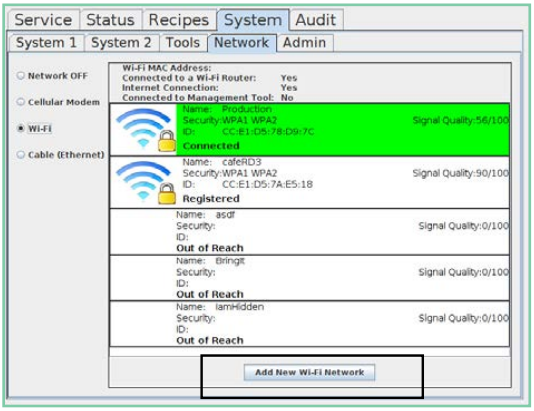
The security type of the network should automatically be determined by the brewer. If the brewer cannot determine the type of security, select it manually. The person in charge of IT on-site will be able to provide this information.

The coffee brewer is compatible with the following encryptions methods:

No encryption (OPEN)
No password required. Press on Connect. The brewer computer will automatically restart.

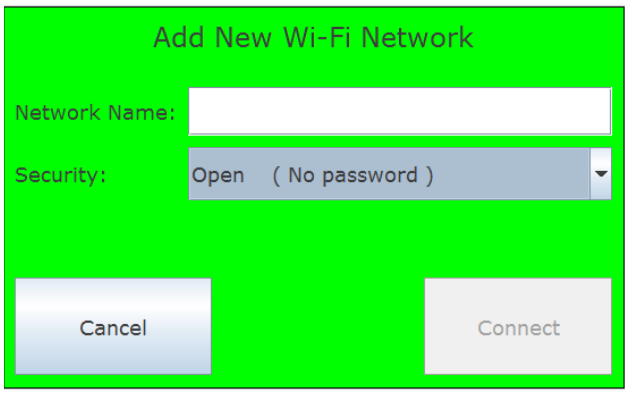
WPA1/WPA2 Personal AES/TKIP
Enter the network password. Press on Connect. The brewer computer will automatically restart.

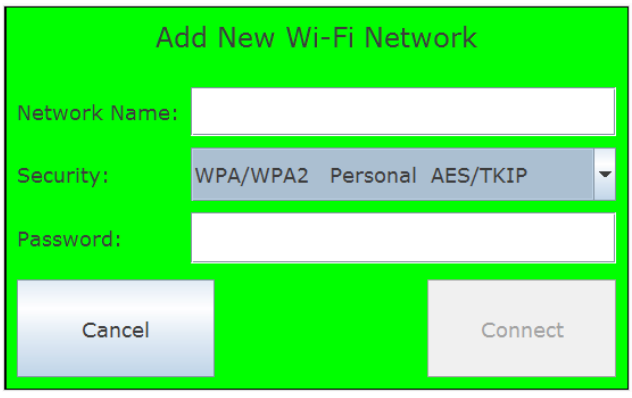
Add New Wi-Fi Network



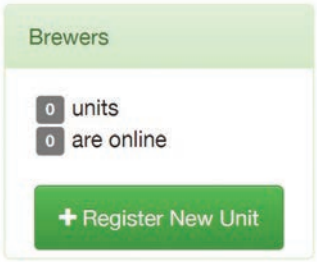
If the wireless network is invisible or not in the list, press on the "Add New Wi-Fi Network" button.

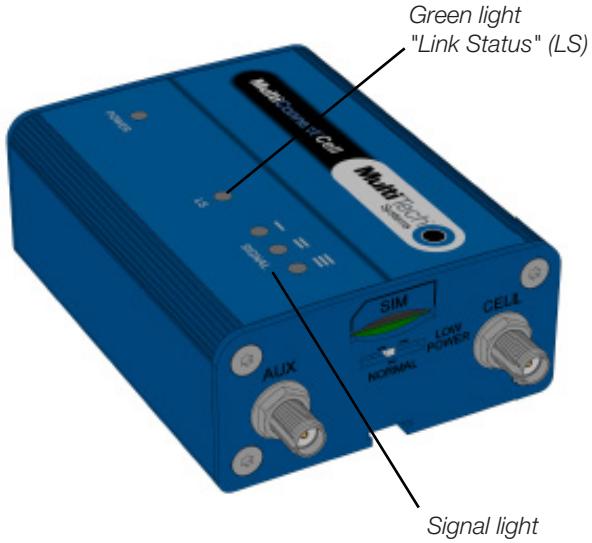
The network name (ESSID), its security type and its password (if applicable) are required.





5.6.4 *Network Subtab (Continued)*
Cellular Modem (Optional)





When equipped with a cellular modem (optional), the coffee brewer can be remotely controlled through Cafection's Sophia - Global Management System. Access Sophia at **sophiagms.com**. Log in and register the unit. If no account has been created yet, use the "Create New User" button.

The cellular modem is located on right top corner of the main board inside the door to ensure the best possible signal. The antenna is located at the back of the machine, inside the water tank compartment, and needs to be pulled out. To do so, follow the instructions provided with the machine.

The following tables provide information about each LED lights' signification.

If the "LS" light is off (not lit nor blinking), the modem might not be correctly plugged to the USB port.

Power

Not lit	DC power not present.
Lit	DC power present.

LS (Link Status)

Not lit	There is no power to the cellular radio.
Continuously lit	Powered and connected, but not transmitting or receiving.
Slow blink	Powered and searching for a connection.
Fast blink	Transmitting or receiving. Also appears if SIM is not installed.

Signal

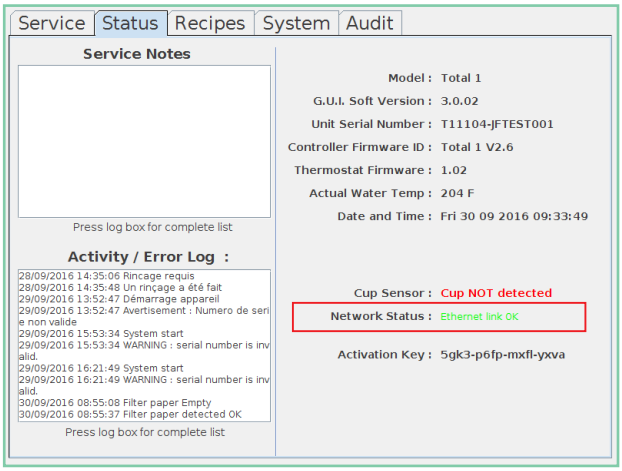
ALL OFF	There is no power to the cellular radio.
Bar 1 ON	Very weak signal (7 < = RSSI <14).
Bar 1 and 2 ON	Weak signal (15 < = RSSI <23).
Bar 1, 2, 3 ON	Good signal (24 <= RSSI > = 31).

Make sure that at least one of the signal lights is on.
If no signal is detected, move the antenna. If the problem persists, a high-gain antenna can be ordered at Cafection. For more details, contact Customer Service department at **800-561-6162, ext. 311**, or at **salesorder@cafection.evocagroup.com**.

5.6.4 Network Subtab (Continued)

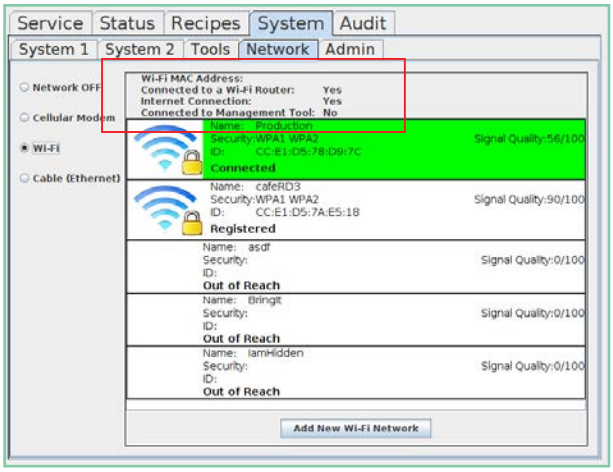
There are three (3) ways to verify if the brewer has successfully been connected.

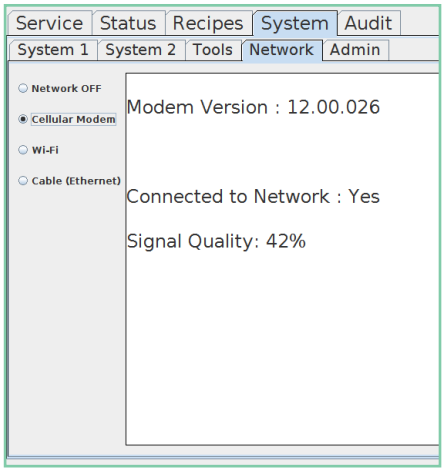
1. Under the Status tab.



The network status indicates
"Cell. Modem link OK"
or "Wi-Fi link OK"

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





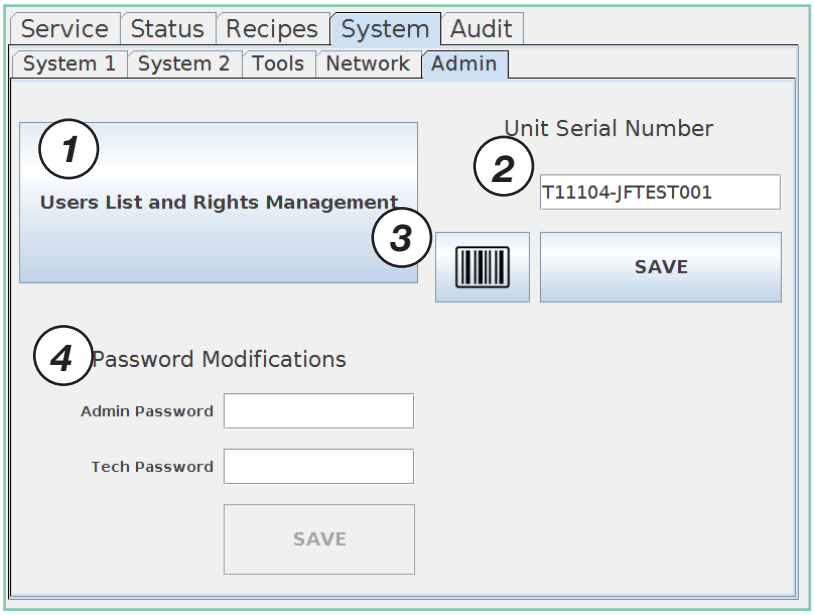
3. On the selection screen, the icon of the cellular or wireless network signal is active (bottom right).

Inactive, offline

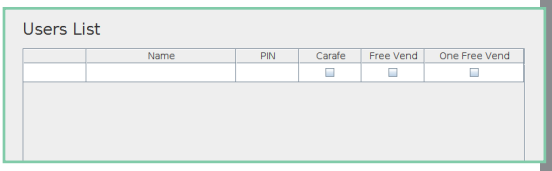
Active, online

5.6.5 *Admin Subtab*

The Admin subtab is available to level 4 users only.

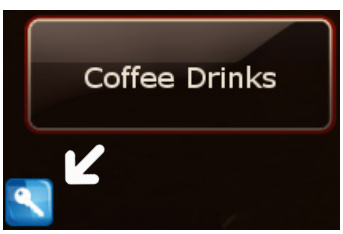


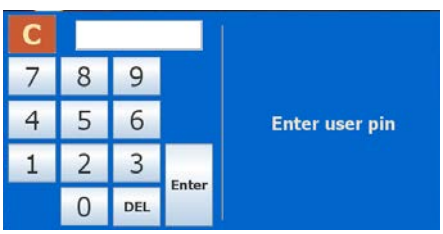
1. This button is used to create a list of users authorized to activate Carafe mode, Free Vend mode and/or order one free drink directly from the selection screen.



- 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 four (4) digits is recommended).
- Check the box of each authorization that needs to be granted to this user.
- Press on Exit and save changes.

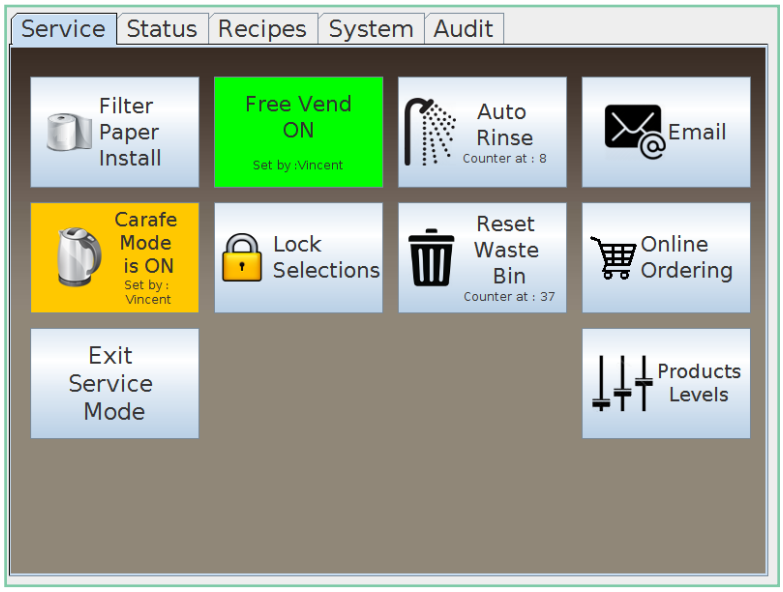
If at least one (1) user is created, a key icon appears on the selection screen (bottom left). When the user presses this key, a pop-up window with a numeric keyboard appears. Once the user has entered a correct PIN, he will be able to activate the authorization(s) he has been granted. If the user enters an incorrect PIN five times in a row, the key icon will be locked. To unlock it, enter and exit Service mode by pressing the SW2 button twice (see section 3.17).





5.6.5 Admin Subtab (Continued)

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



2. This field is used to enter the serial number of the coffee brewer. For proper functionning of Cafection's Sophia - Global Management System, the serial number must be the same as the one on the sticker inside the machine, under the fan.

It is important to enter the serial number of the machine everytime the flash card is replaced.

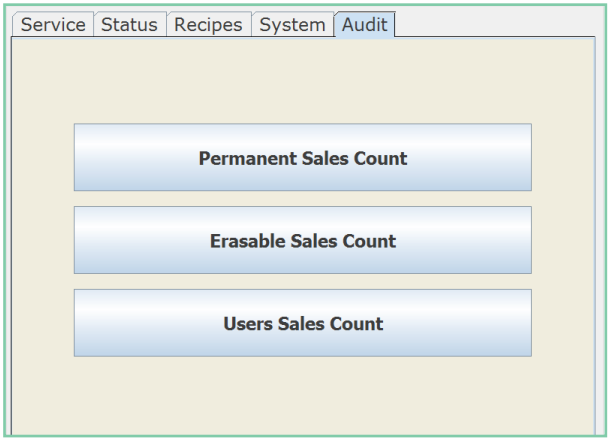
3. This barcode is reserved for Cafection use.

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

   If the passwords have been changed, lost or forgotten, a general reset must be performed. Contact Cafection's Technical Support team for the procedure. Performing a general reset will reset all drinks recipes, settings and passwords, but not the permanent sales count, the users list and the serial number.

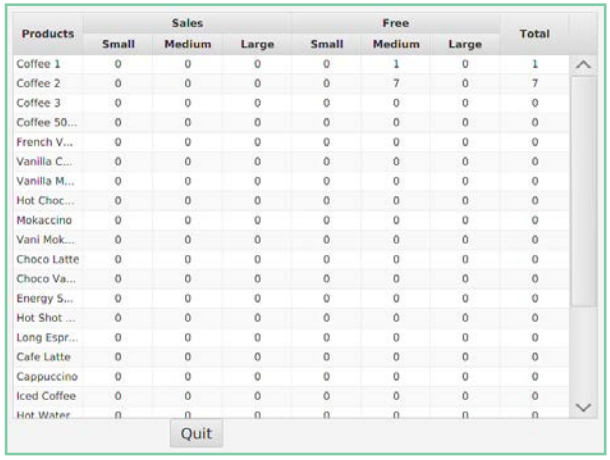
5.7 Audit Tab

To access the screen below, press the SW2 button (see section 3.17) on the mainboard inside the door and select the Audit tab.



5.7.1 *Permanent Sales Count*

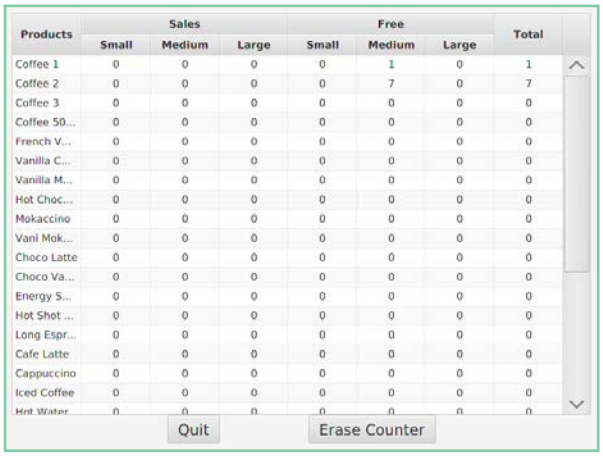
This counter records the quantity of drinks sold since the machine as been manufactured.



5.7.2 *Erasable Sales Count*

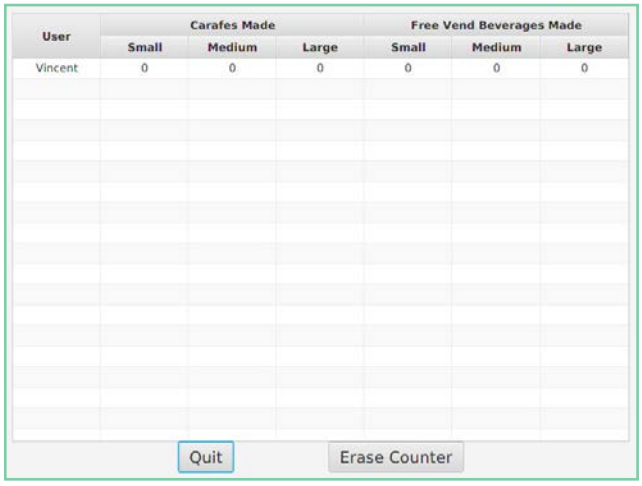
This counter records the quantity of drinks sold since the last time the counters have been erased. It also records the total sales, free vends and vends in cash value.

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



5.7.3 User Sales Count

This counter records the quantity of carafes and free vends ordered by each user authorized under Users Lists and Right Management (see section 5.6.5).



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

How the User Sales Count Works

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

Example #1

User 1 fills a carafe with **8 large Mokaccino**.

- The counter of User 1 increases by 8 under "Large" in the Carafes Mode section.
- The Erasable and Permanent Sales Counts of the Mokaccino increases by 8 under "Large" in the Free section.

Example #2

User 2 enables the Free Vend mode and orders:

10 x small Coffee #3
2 x medium Long Espresso
5 x large Hot Chocolate

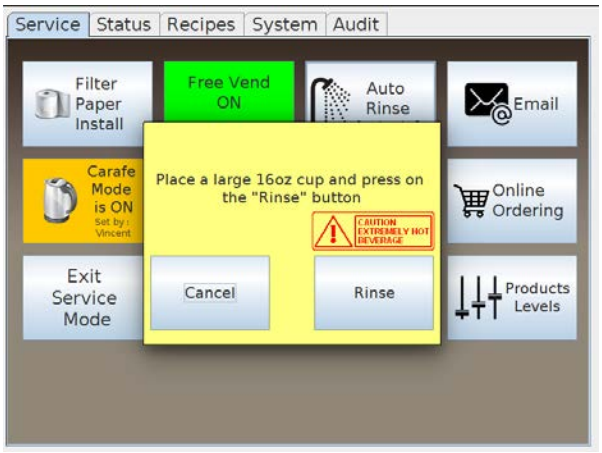
- The counter of User 2 increases by 10 under "Small" in the Free Vend Beverages Mode section.
- The counter of User 2 increases by 2 under "Regular" in the Free Vend Beverages Mode section.
- The counter of User 2 increased by 5 under "Large" in the Free Vend Beverages Mode section.

- The Erasable and Permanent Sales Counts of the Coffee #3 drink increases by 10 under "Small" in the Free section.
- The Erasable and Permanent Sales Counts of the Long Espresso drink will be increased by 2 under "Regular" in the Free section.
- The Erasable and Permanent Sales Counts of the Hot Chocolate drink will be increased by 5 under "Large" in the Free section.

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 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.

NOTE

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.

6.3 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.

6.4 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
	EXTERIOR				
Unit & Cabinet	*Cleaning*				*As needed*
Touchscreen	*Cleaning*				*As needed*
Drip Tray	*Cleaning*				*As needed*
Waste Bin	*Inspection*				*As needed*
	INTERIOR / FOOD-CONTACT PARTS				
Bean Hopper		*Inspection*	*Cleaning*		*1,000 cycles*
Soluble Canisters		*Inspection*	*Cleaning*		*1,000 cycles*
Soluble Whipper		*Cleaning*			*200 cycles*
Coffee Whipper		*Sanitizing*			*200 cycles*
Brew Chamber		*Sanitizing*			*200 cycles*
Brew Group		*Sanitizing*	*Cleaning*	*Treatment*	*1,000 cycles*
Fan	*Inspection*	*Cleaning*			*As needed*
Stainless Coffee Chute			*Cleaning*		*1,000 cycles*
Coffee Funnel			*Cleaning*		*1,000 cycles*

NOTE

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.

6.5 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.

6.6 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.

6.6.1 Touchscreen

Frequency: daily or as needed

WARNING! Use a 100 % cotton soft cloth only.

6.6.2 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.

6.6.3 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 Systme1 subtab, 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 4" 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 4" 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..*

6.7 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.

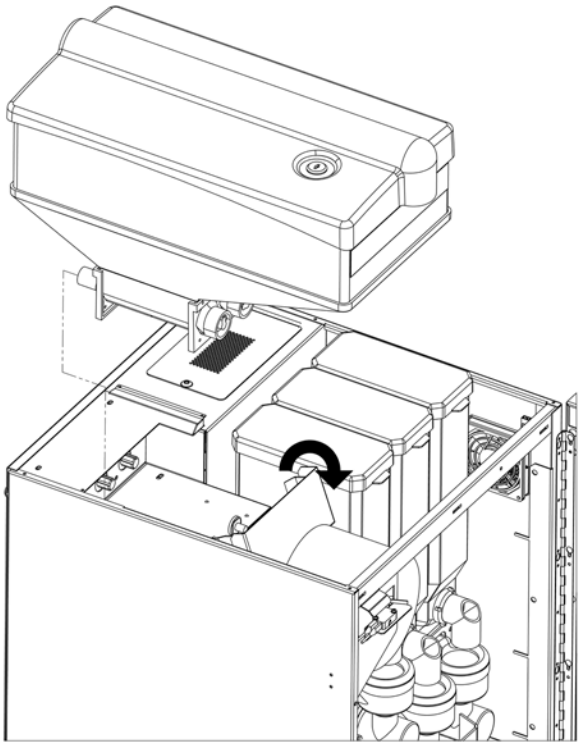
Interior parts to be cleaned
- Bean hopper
- Soluble canisters
- Soluble whipper assembly
- Coffee whipper assembly
- Brew group assembly
- Fan
- Stainless coffee chute
- Bean hopper plastic funnel

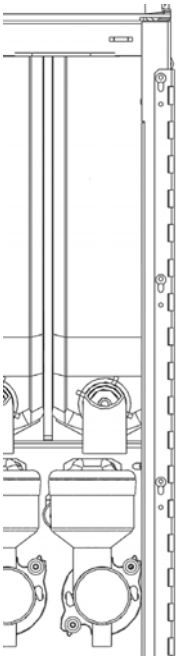
6.7.1 Bean Hopper

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.





6.7.2 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.

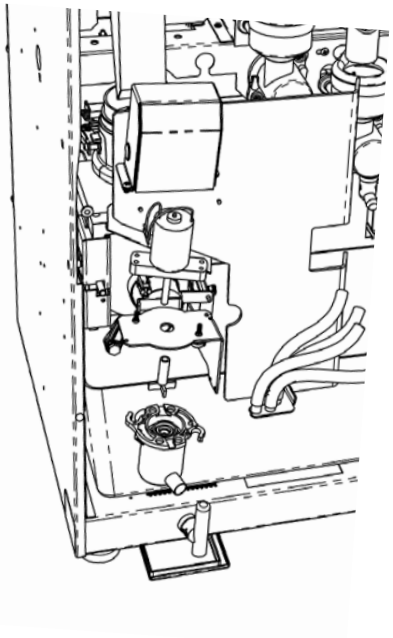
1. Remove the tube from the base.
2. Lift the funnel. Remove the whipper chamber and the propeller, then twist off the whipper base.
3. Clean all parts and gaskets with hot water. Use the small brush for tubes, if necessary.
4. Air dry completely.
5. Reinstall all parts in reverse order.
6. Order a large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

Soluble Canisters
Frequency: monthly or every 1,000 cycles

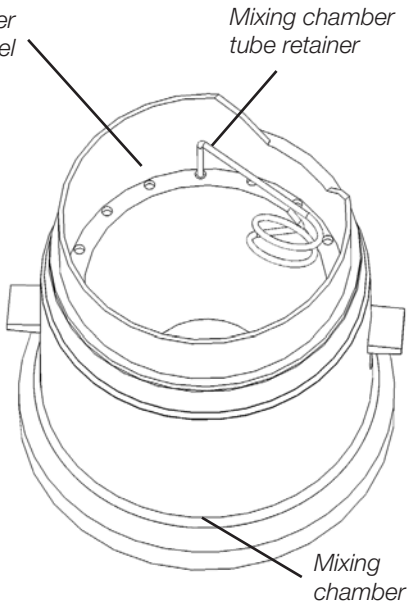
It is recommended to remove, empty and clean the soluble canisters every month to avoid powder to accumulate on the walls of the canisters and alterate the beverages quality.

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.

6.7.3 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.



6.7.4 Brew Group

Brew Chamber and Funnel
Frequency: weekly or every 200 cycles

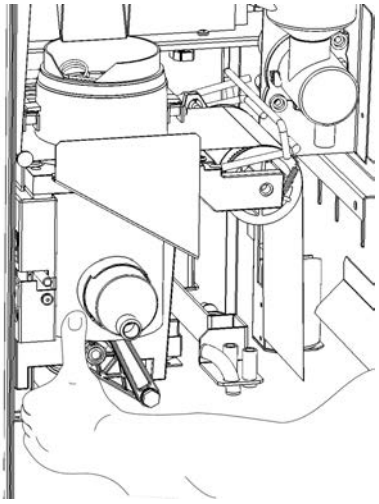
1. Place a large cup or container under the dispensing nozzle to collect the hot rinse water.
2. Perform several rinse cycles (see section 6.1).
3. Remove the brown tube from its support. Remove the brew chamber's funnel to dislodge coffee residue trapped underneath it and rinse it under hot water.
4. 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.

NOTE

The funnel should be cleaned weekly or more often, if needed. To clean the funnel, follow steps 3 to 5.

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

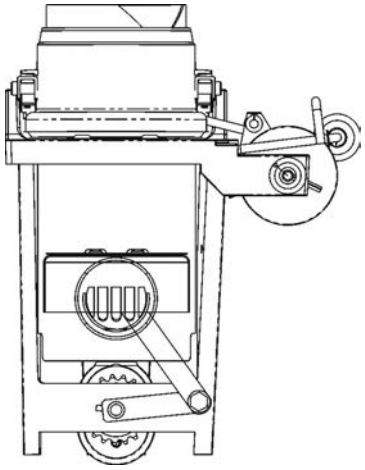
In order to maintain optimal performance of the brew group assembly, it is recommended to remove it from the unit, clean it and rinse it under hot water.



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 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

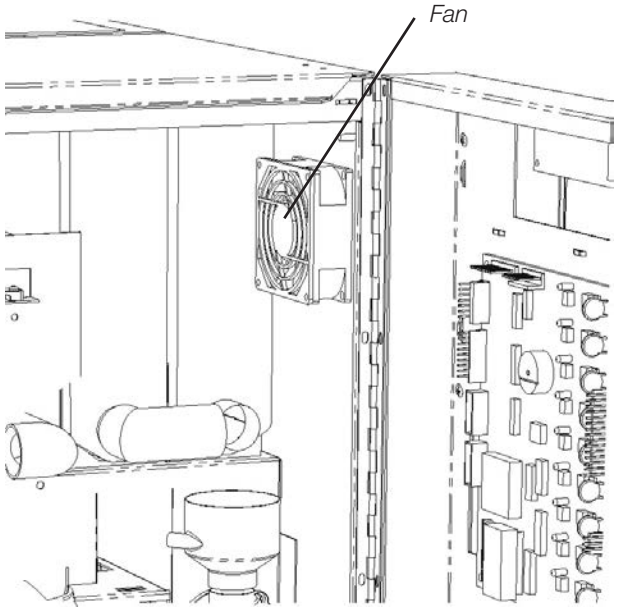
Regular sanitation treatments of the brew group assembly prevent residue from affecting the vacuum in the mechanism and altering the taste of the beverages.



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. subtab (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.

6.7.5 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.

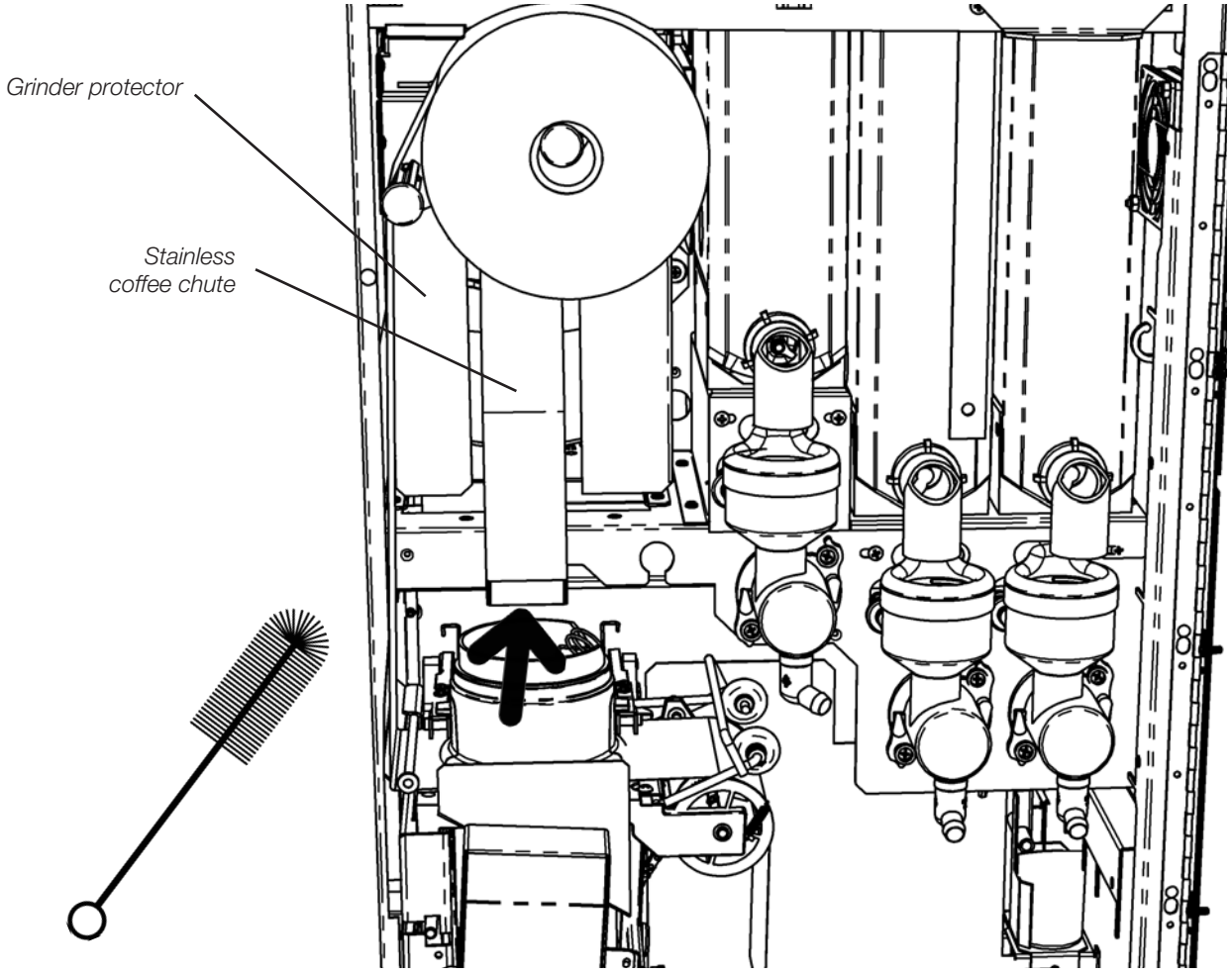
6.7.6 *Stainless Coffee Chute*

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.

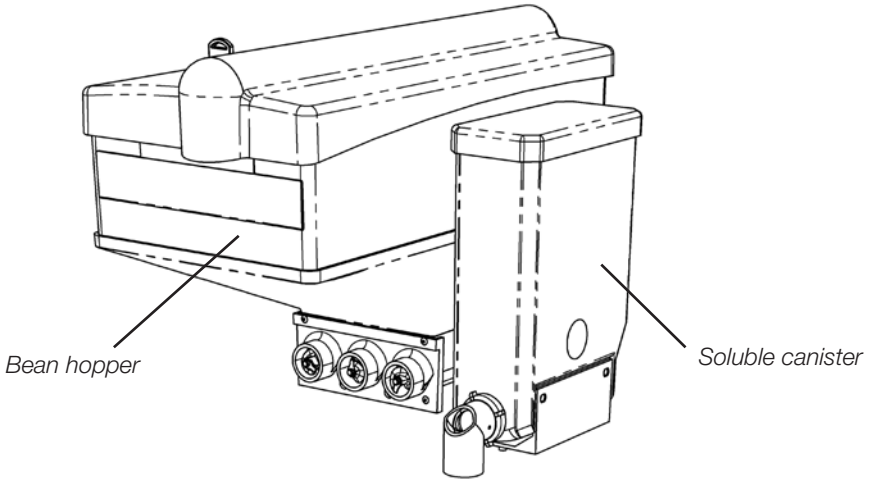
4. Get the brush out and wipe it clean.
5. Brush the chute a second time by repeating steps 2 to 4.
6. Perform a rinse cycle.
7. Reinstall the front panel and close the door.

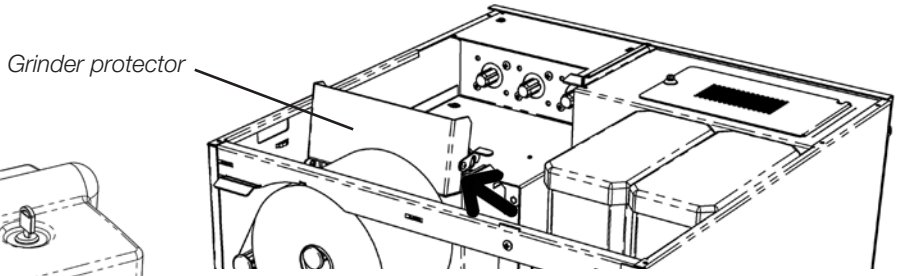


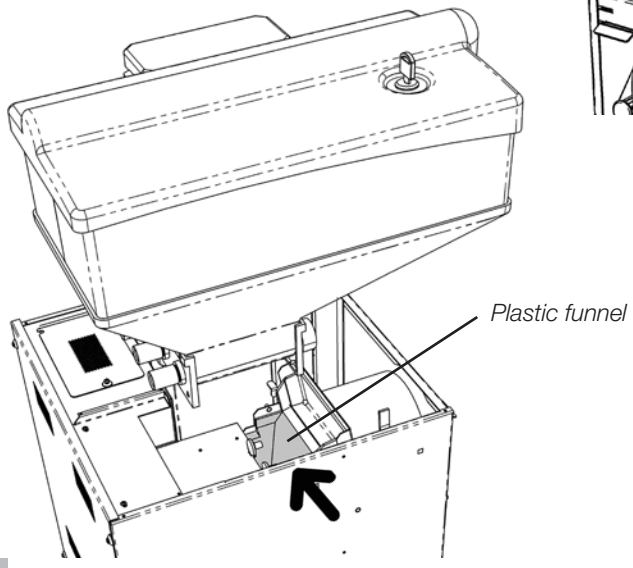
6.7.7 Bean Hopper Plastic Funnel

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

NOTE

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. Cafection will completely clean and replace all parts requiring maintenance, including the screen and seal, the cylinder and the piston seal.

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

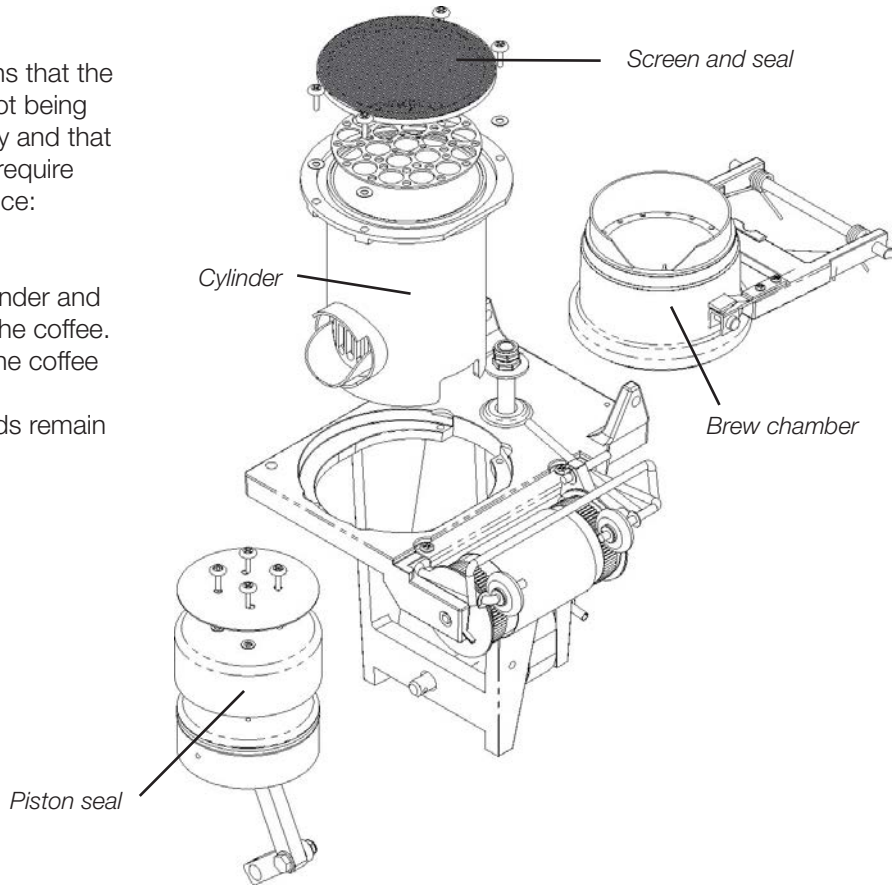
Contact Cafection's Technical Support at service@cafection.evocagroup.com or 800-561-6162, ext. 310 to order parts or for additional information.

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.

NOTE

If the coffee valve is not watertight, water will accumulate in the brew chamber. If it drips all night, the first coffee of the morning will be lukewarm. 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.

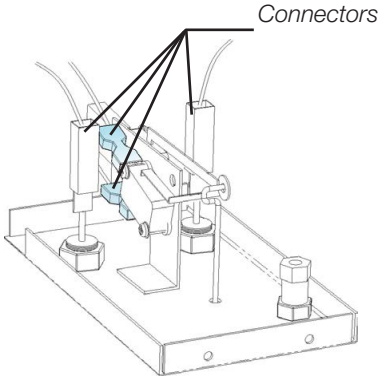
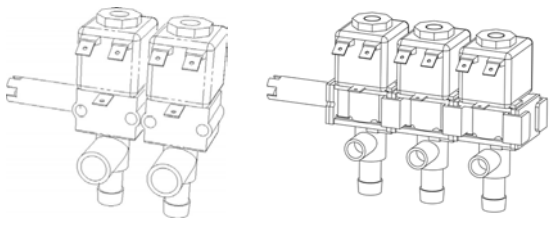


Fig. 1.1
Tank lid

NOTE

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



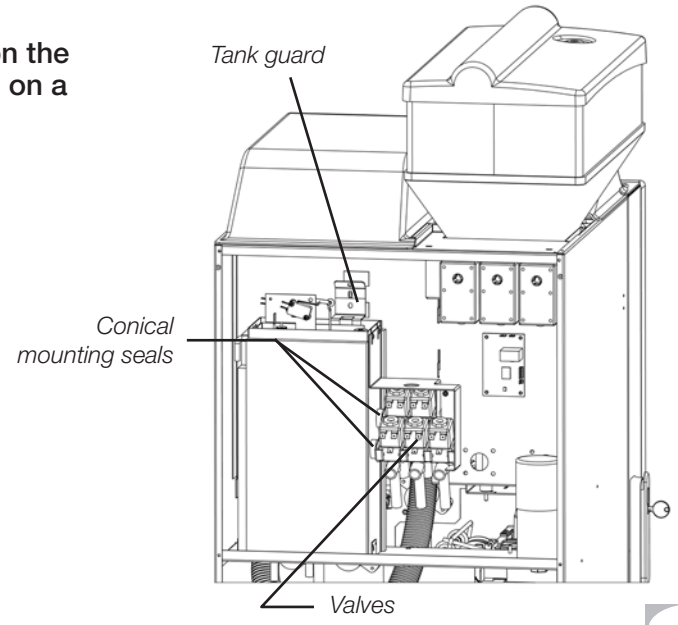


Fig. 1.2
Valves

7.4 Hot Water Tank

7.4.1 Tank parts

Inspection: quarterly

Preventive maintenance: every 60,000 cycles

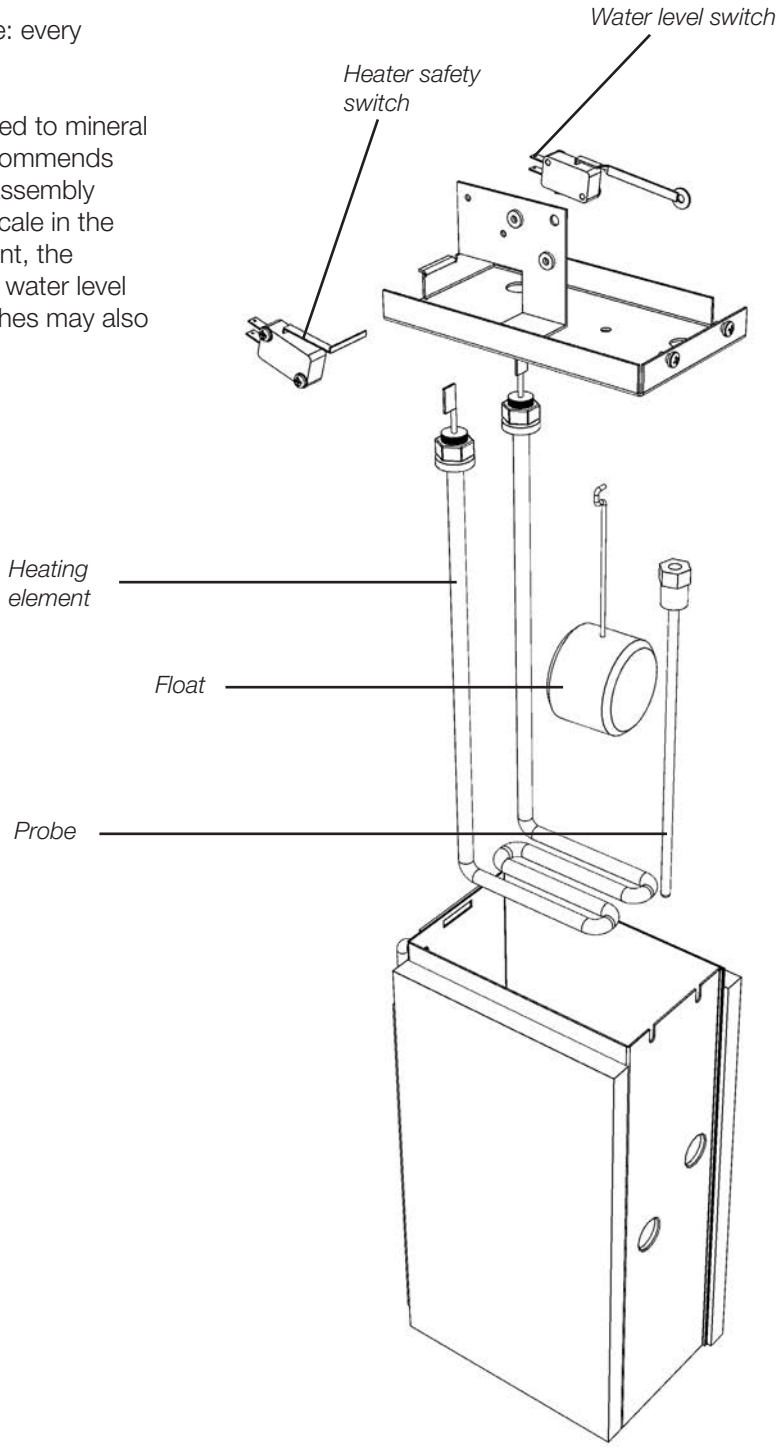
To avoid any issue related to mineral deposits, Cafection recommends having the water tank assembly delimed to remove all scale in the unit. The heating element, the temperature probe, the water level and heater safety switches may also need to be replaced.

NOTE

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

NOTE

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

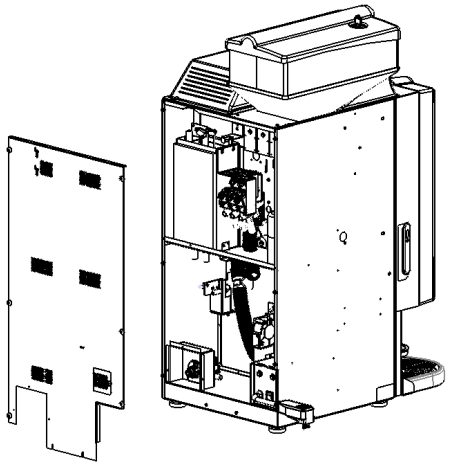


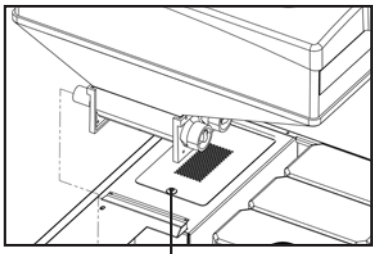
7.4.2 Hot Water Tank Lid

Make sure the equipment is unplugged when servicing.

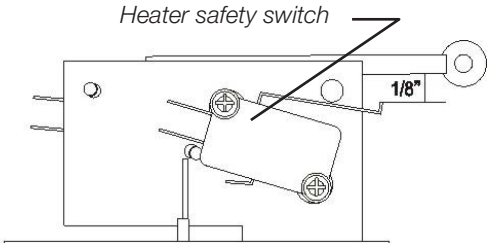
Access the hot water tank by removing the back panel or the access door.

See images below for tank lid details.

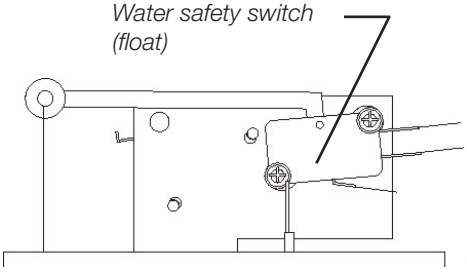




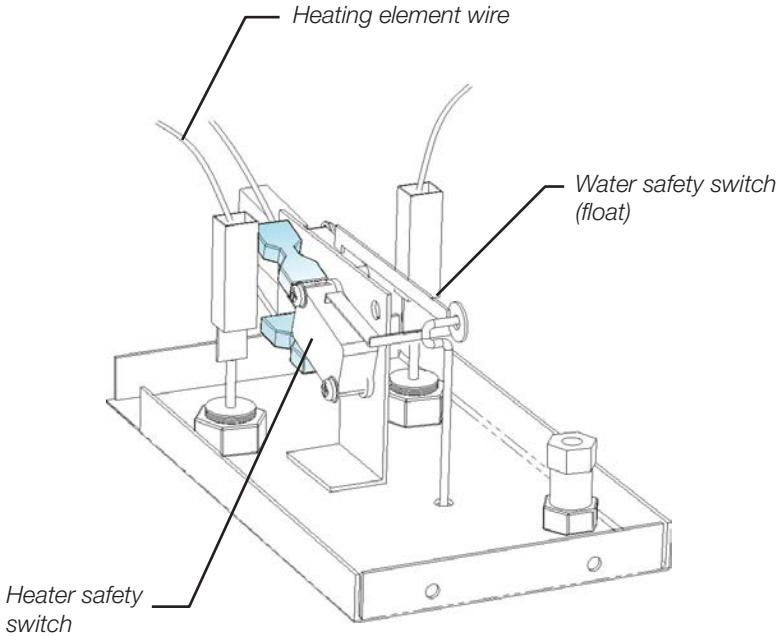
Water tank access door (under the plastic top)



Left Side View



Right Side View



7.5 Grinder

Inspection: quarterly
Preventive maintenance: every 5 years or 100,000 cycles

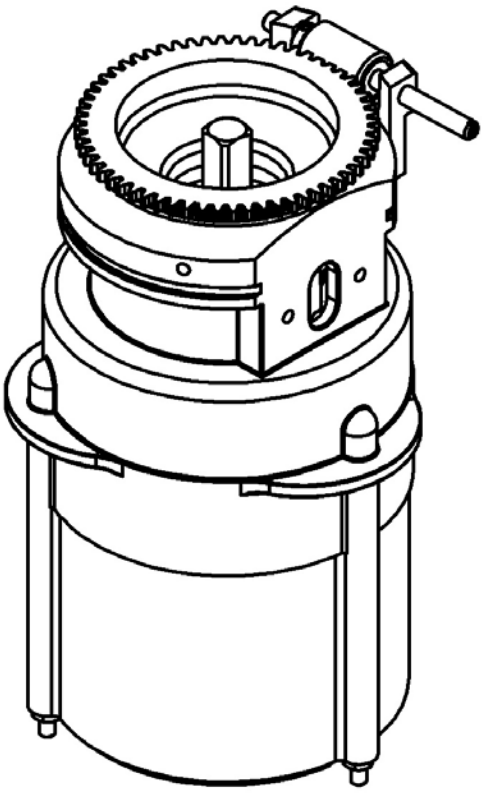
Cafection's commercial grade burr grinder ensures perfect coffee grinding.

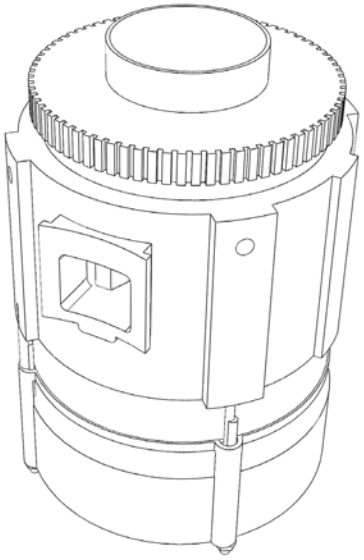
The ground coffee particles' size playing a key role in the coffee extraction and taste, it is important to change the grinder's burrs in accordance with the preventive maintenance schedule.

Contact Cafection's Technical Support at service@cafection.evocagroup.com or 800-561-6162, ext. 310 to order parts or for additional information.

NOTE

The motor of the grinder is covered by a lifetime warranty.





Grinder of units manufactured before August 1, 2012

8 PARTS MAINTENANCE

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

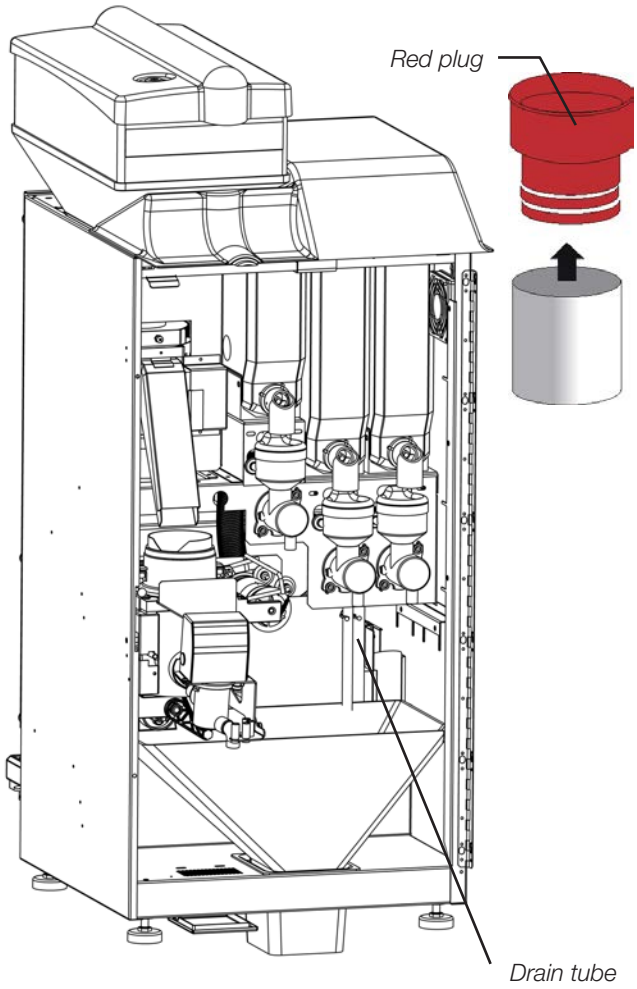
8.1 Hot Water Tank Draining

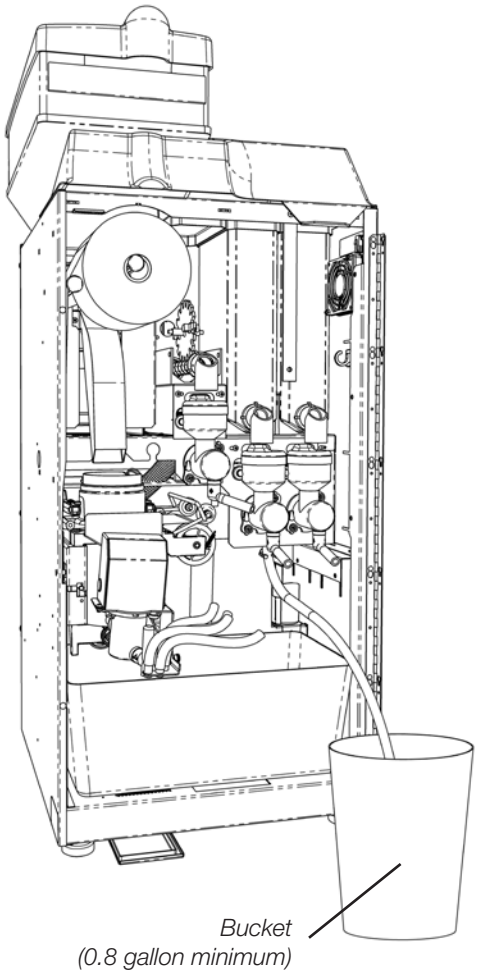
Cafection recommends to allows three (3) hours for the water to cool down prior to emptying the tank. Make sure a bucket of a minimum of 0.8 gallon suitable for holding hot water is available.

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 temporaly 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 temporarly 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 mainboard of the machine (see section 3.17.1).

RINSE REQUIRED SOON
The number of drinks served has reached the "Rinse at" parameter set in Service mode (see section 5.6.1). All drinks will continue to be dispensed. The warning will be displayed on the screen until a rinse cycle is performed on the machine (see section 5.2).

WASTE BIN FULL
The number of coffee drinks served has reached the "Waste bin max" parameter set in Service mode (see section 5.6.1). All coffee-based recipes will be temporarly 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.

9.2 Error Messages List

Lost Communication with the Mainboard
The link between the computer screen and the coffee brewer is broken.

The mainboard 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 mainboard connector J14 and the computer screen COM1 port (see section 3.17).

Broken Link Between Mainboard 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 mainboard 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).

Brew Group Starting Position Switch Error
The brew group failed to detect its starting position. The following parts might be defective:

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

Remove the brew group assembly from the coffee machine. Press the "Activate Brew Group" button on the error screen. The brew group motor will be activated and will stop running when the brew group starting position switch hits the hole in the cam switch. It will then be possible to verify if the parts are working properly.

The status of the brew group starting position switch can be monitored using the green LED DS13 on the mainboard of the machine. At starting position (open contact), the light is off (see section 3.17).

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).

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).

9.2 Error Messages List (Continued)

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.

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 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.

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.

PERFORMED BY THE SERVICE PROVIDER

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. 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 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.

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).

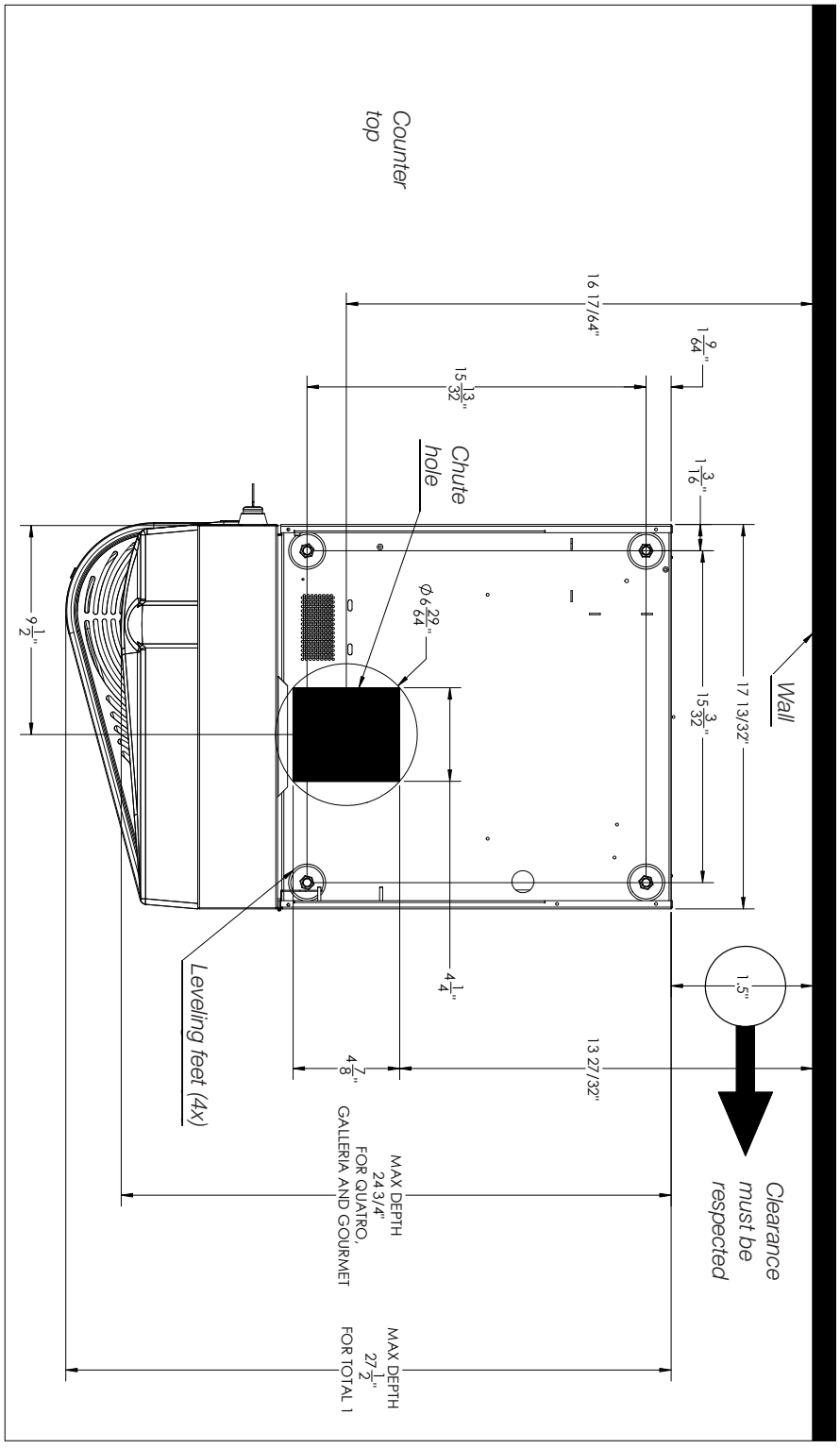
50,000 cycles

Delime the water tank & outlet valves.

100,000 cycles

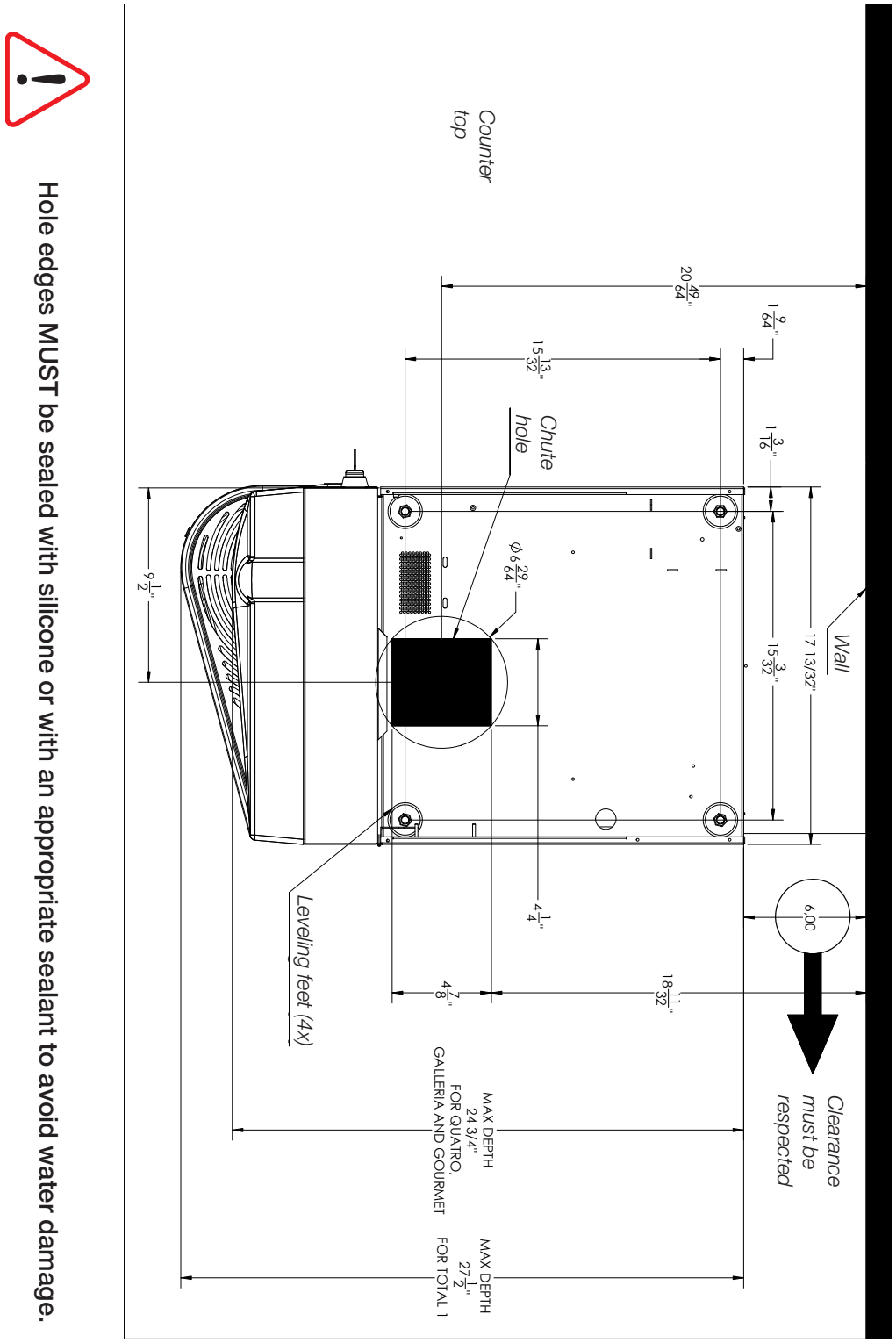
Replace the grinder burrs.
Replace the water tank float, the heater switch & the water level switch.

ANNEX 4 WASTE CHUTE POSITION **WITHOUT** A FILTRATION SYSTEM



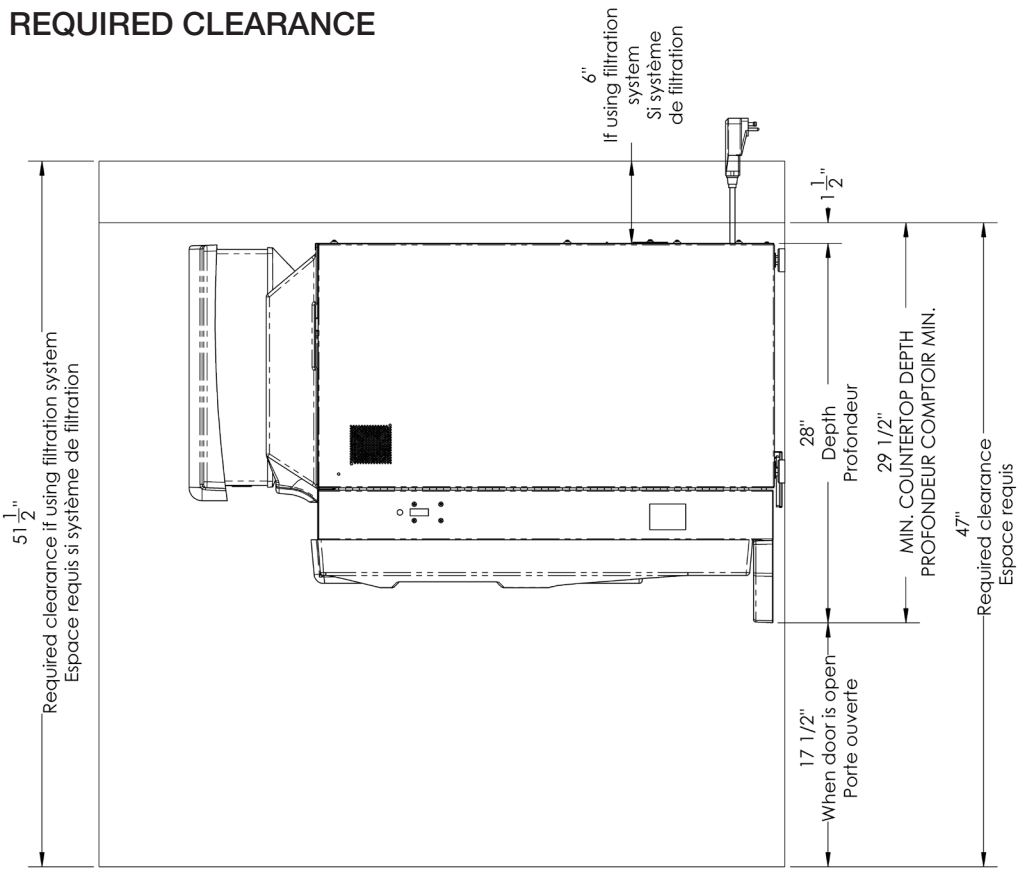
Hole edges MUST be sealed with silicone or with an appropriate sealant to avoid water damage.

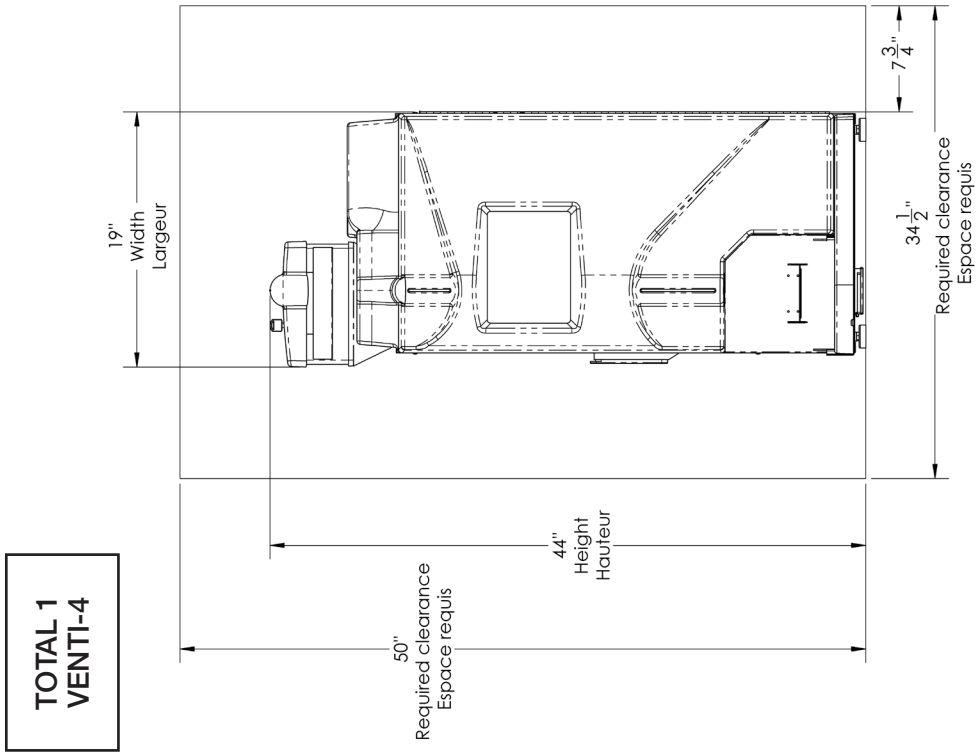
ANNEX 5 WASTE CHUTE POSITION **WITH** A FILTRATION SYSTEM



Hole edges MUST be sealed with silicone or with an appropriate sealant to avoid water damage.

ANNEX 6 REQUIRED CLEARANCE





TOTAL 1
VENTI-4

Max 5 feet distance of electrical outlet
Max 5 pieds de distance d'une prise de courant.