

# SERVICE & INSTALLATION MANUAL

## Innovation Series - Total Lite



*Total Lite with optional short bean hopper displayed.  
Images may vary from the actual product.*



Manufactured by:  
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## Table of Contents

<b>1</b>	<b>SAFETY INSTRUCTIONS .....</b>	<b>5</b>
1.1	Food-Contact Parts .....	5
1.2	Warnings.....	5
1.3	Power Supply .....	5
1.4	Disconnect the equipment if:.....	5
<b>2</b>	<b>WARRANTY .....</b>	<b>6</b>
2.1	Warranty Policy .....	6
2.2	Warranty Return Procedure.....	7
2.3	Shipping Liabilities.....	7
<b>3</b>	<b>REFERENCE DRAWINGS .....</b>	<b>8</b>
3.1	External View .....	8
3.2	Rear View .....	9
3.3	Internal view.....	10
3.4	Brewer Assembly .....	11
3.5	Brewing Process.....	12
3.6	Hot Water Tank .....	13
<b>4</b>	<b>INITIAL SETUP .....</b>	<b>14</b>
4.1	On-Site Installation Requirements.....	14
4.1.1	Operating Environment .....	14
4.1.2	Power Supply .....	14
4.1.3	Water Supply .....	14
4.1.4	Tools Required.....	14
4.1.5	Clearance .....	14
4.2	Specifications.....	15
4.2.1	Hopper & Canister capacities.....	15
4.2.2	Water Tank .....	15
4.2.3	Electrical Requirements.....	15
4.3	Unpacking .....	16
4.4	Leveling the Equipment.....	17
4.5	Adjusting the Tank Overflow Float.....	17
4.6	Bean Hopper Installation .....	18
4.7	Water Line Connection.....	19
4.8	Electrical Connection .....	20
4.9	Water Temperature.....	21
4.10	Drip Tray Installation .....	22
4.11	Loading Products.....	23
3.11.1	Soluble Canisters.....	23
3.11.2	Bean Hopper .....	23
4.12	Chute Kit Installation (Optional).....	24
4.13	Filter Paper Installation .....	25
4.14	Installation Verification .....	26
4.15	Main Board .....	27
4.15.1	Main Board (PCB) Description .....	28
4.16	Flash Card Replacement .....	29
4.17	Coin Changer and Bill Acceptor .....	30

<b>5</b>	<b>USER INTERFACE.....</b>	<b>31</b>
5.1	Selection Interface.....	31
5.2	Carafe Mode.....	34
5.3	Iced Coffee.....	35
5.4	Selection Keyboard for the People with Disabilities (Optional).....	36
<b>6</b>	<b>SERVICE MODE.....</b>	<b>37</b>
6.1	Users Levels.....	37
6.2	Service Tab.....	38
6.2	Service Tab (Continued).....	39
6.2	Service Tab (Continued).....	40
6.3	Status Tab.....	41
6.4	Password Pop-Up.....	42
6.5	Recipes Tab.....	42
6.5.1	Information Subtab.....	42
6.5.2	Liquids & Ingr. (Ingredients) Subtab.....	43
6.5.3	Brew Cycles & Fast Settings Subtab.....	44
6.5.3	Brew Cycles & Fast Settings Subtab (Continued).....	45
6.6	System Tab.....	46
6.6.1	System1 Subtab.....	46
6.6.2	System 2 Subtab.....	47
6.6.2	System 2 Subtab (Continued).....	48
6.6.3	Tools Subtab.....	49
6.6.4	Network Subtab.....	50
6.6.4	Network Subtab (Continued).....	51
6.6.4	Network Subtab (Continued).....	52
6.6.4	Network Subtab (Continued).....	53
6.6.5	Admin Subtab.....	54
6.6.5	Admin Subtab (Continued).....	55
6.7	Audit Tab.....	56
6.7.1	Permanent Sales Count.....	56
6.7.2	Erasable Sales Count.....	56
6.7.3	User Sales Count.....	57
<b>7</b>	<b>CLEANING AND SANITIZING.....</b>	<b>58</b>
7.1	"Auto Rinse" Button.....	58
7.2	Cleaning and Sanitizing Instructions.....	58
7.3	Recommended Cleaning Tools.....	59
7.4	Cleaning and Sanitizing Schedule.....	59
7.5	Overall Cleaning.....	60
7.6	Exterior Cleaning.....	60
7.6.1	Touch Screen.....	60
7.6.2	Drip Tray.....	60
7.6.3	Waste Bin.....	61
7.7	Interior Parts Cleaning & Sanitizing.....	62
7.7.1	Bean Hopper.....	62
7.7.2	Soluble Canisters.....	63
7.7.3	Brew Group.....	64
7.7.4	Fan.....	65
7.7.5	Stainless steel Coffee Chute.....	66
7.7.6	Bean Hopper Plastic Funnel.....	67

- 8 PREVENTIVE MAINTENANCE .....68
  - 8.1 Preventive Maintenance (PM) Schedule ..... 68
  - 8.2 Brew Group Assembly ..... 69
  - 8.3 Outlet Valves ..... 70
  - 8.4 Water Tank..... 71
  - 8.5 Grinder..... 72
- 9 PARTS MAINTENANCE.....73
  - 9.1 Hot Water Tank Draining..... 73
  - 9.2 Shutdown and Storage ..... 74
    - 8.2.1 Storing the Brew Group..... 74
  - 9.3 Brew Group Assembly ..... 75
  - 9.4 Main Board ..... 76
- 10 TROUBLESHOOTING.....77
  - 10.1 Warning Messages List ..... 77
  - 10.2 Error Messages List ..... 78
  - 10.2 Error Messages List (Continued)..... 79
- ANNEX 1 FULL MAINTENANCE SCHEDULE .....80
- ANNEX 2 MONTHLY PREVENTIVE MAINTENANCE SCHEDULE.....81
- ANNEX 3 WEEKLY PREVENTIVE MAINTENANCE SCHEDULE.....82
- ANNEX 4 WASTE CHUTE POSITION.....83
- ANNEX 5 REQUIRED CLEARANCE .....84

## 1 SAFETY INSTRUCTIONS

Basic safety precautions should always be followed when using electrical appliances.  
Read all instructions before using this brewing equipment.

### 1.1 Food-Contact Parts

Evoca North America recommends cleaning and sanitize all parts in contact with food prior to installation and use.  
See Cleaning and Sanitizing (section 7) 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 VAC 60 Hz socket outlet rated for 15A service.  
Each brewing equipment must have its own electrical outlet, on a dedicated circuit.  
Extension cords must not be used.  
This brewer is equipped with a polarized alternating current line plug (one blade wider than the other).  
Only use this plug with an outlet in which the prongs can be fully inserted.

### 1.4 Disconnect the equipment if:

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



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



**"INITIAL SET-UP" SECTION OF THIS MANUAL MUST BE COMPLETED BEFORE PLUGGING IN THE BREWER.**

## 2 WARRANTY

### 2.1 Warranty Policy

Evoca North America 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 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 the date of shipment.

All warranty service and returns must have prior authorization from Evoca North America. Please contact Evoca North America's Customer Service at 800-561-6162, ext. 310.

The following circumstances will void the warranty policy:

- Use of substitute parts not manufactured or approved by Evoca North America.
- Improper installation or operation of the equipment.
- Abuse or neglect, including (but not limited to) failure to follow the preventive maintenance schedule.
- Variation in equipment performance due to excessive mineral deposit or local water conditions.
- Equipment altered in any way and/or dates, codes or serial numbers removed or modified.
- Equipment damaged in shipment from the customer to Evoca North America due to improper packaging.

Please note that labor is not covered by the warranty and that the repair protocol is limited to replacing the defective part(s). Should any additional repairs need to be done, they will be charged to the customer.

Equipment or parts will not be accepted without a prior notification to Evoca North America.



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**Customer Service Business Hours (EST):**  
Monday to 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, Evoca North America requests your cooperation for the return of parts under warranty. Evoca North America thanks you in advance for taking the time to follow this procedure:

Contact the Customer Service department to obtain a Return Merchandise Authorization (RMA) number. Send a copy of the original invoice to Evoca North America by fax at 800-463-2739 or by email at service.na@evocagroup.com for approval.

No parts must be destroyed before receiving a written confirmation from Evoca North America 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.

Evoca North America will not be held responsible for any loss or damage occurring during transport.



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

Upon reception, Evoca North America will check the merchandise and authorize the repair or replacement by identical or equivalent parts, if warranty is applicable. Only warranted parts are authorized for return.

Evoca North America suggests 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.**

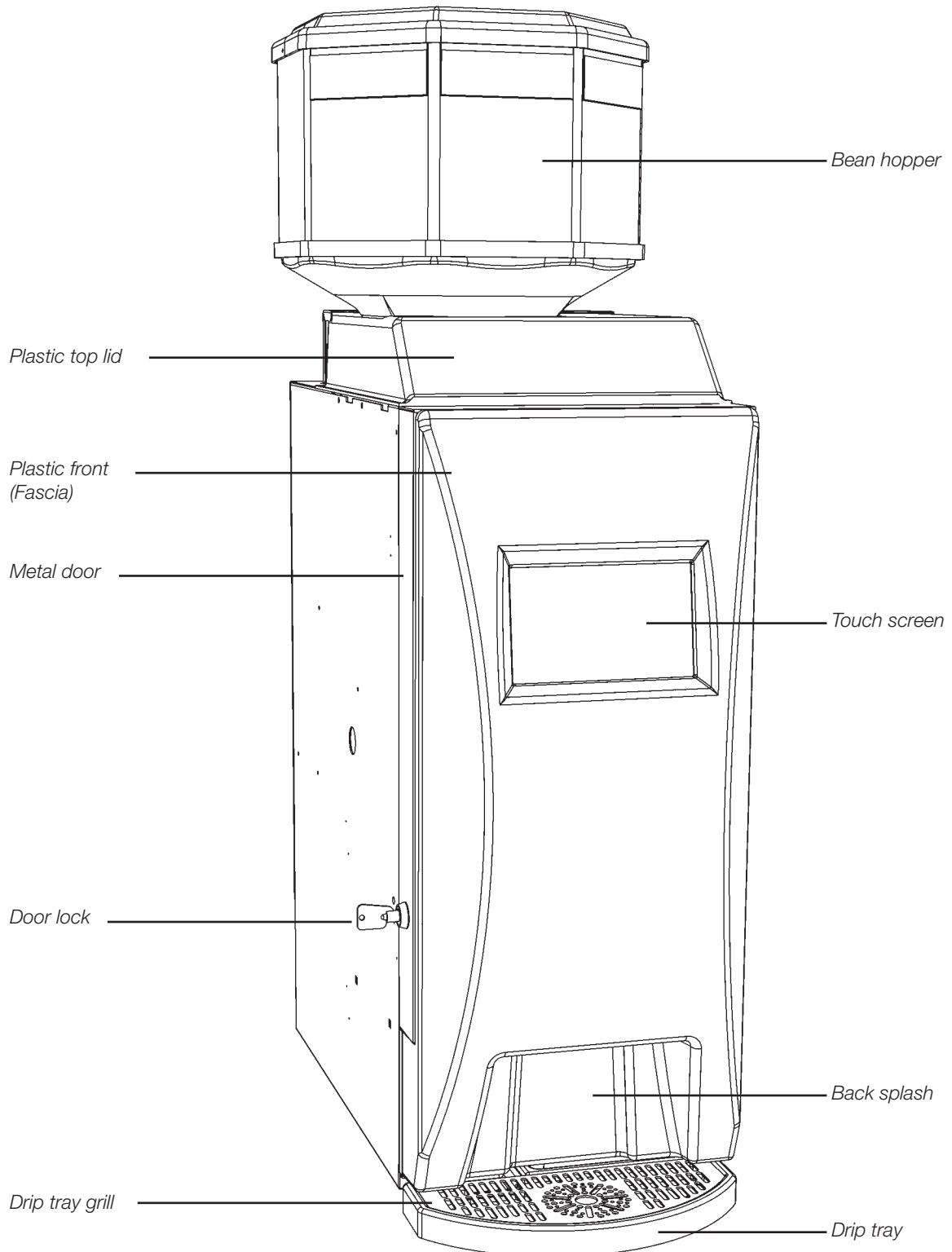


**Failure to comply to this procedure could lead to claim refusal by the carrier.**

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

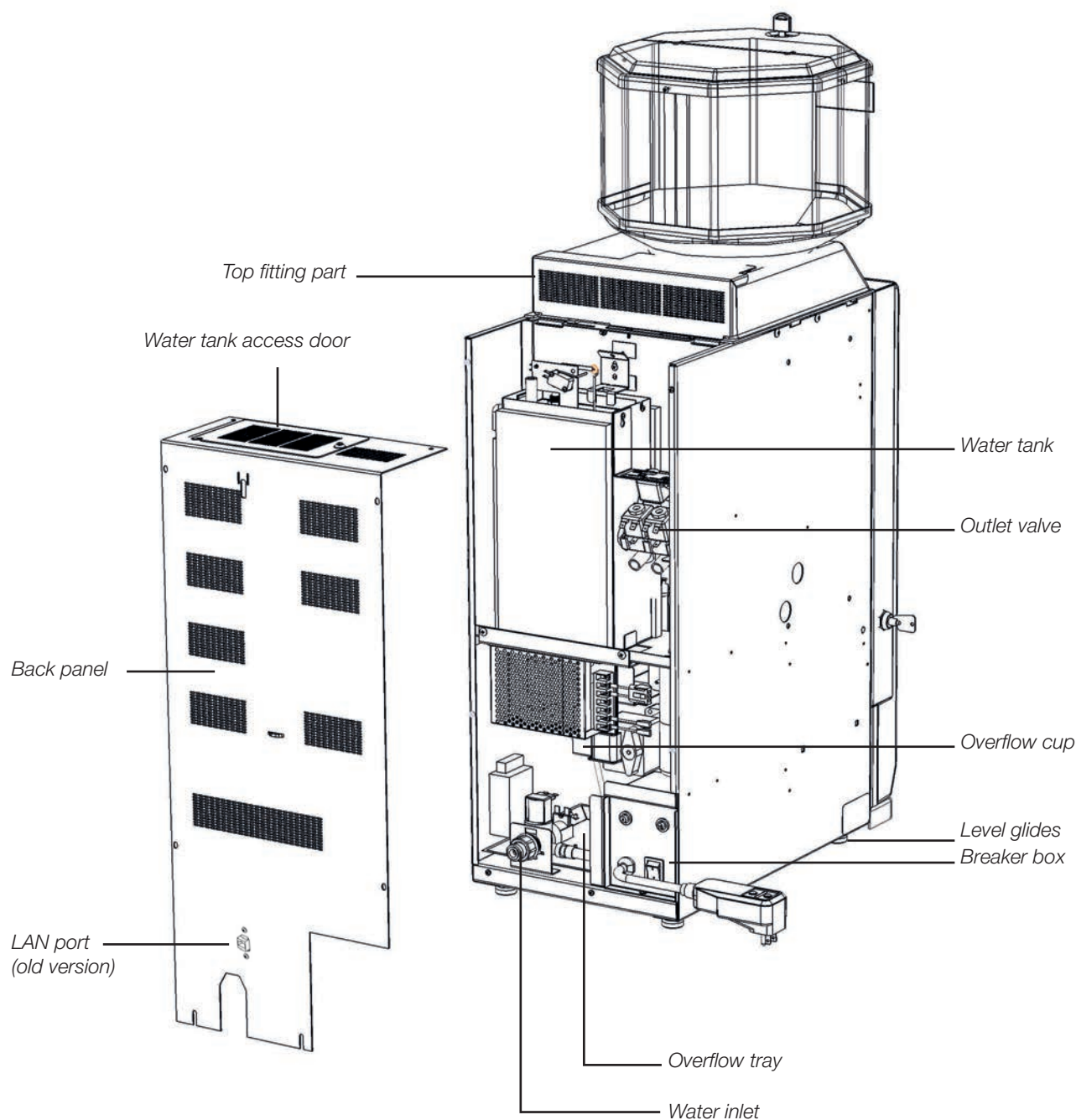
### 3 REFERENCE DRAWINGS

#### 3.1 External View



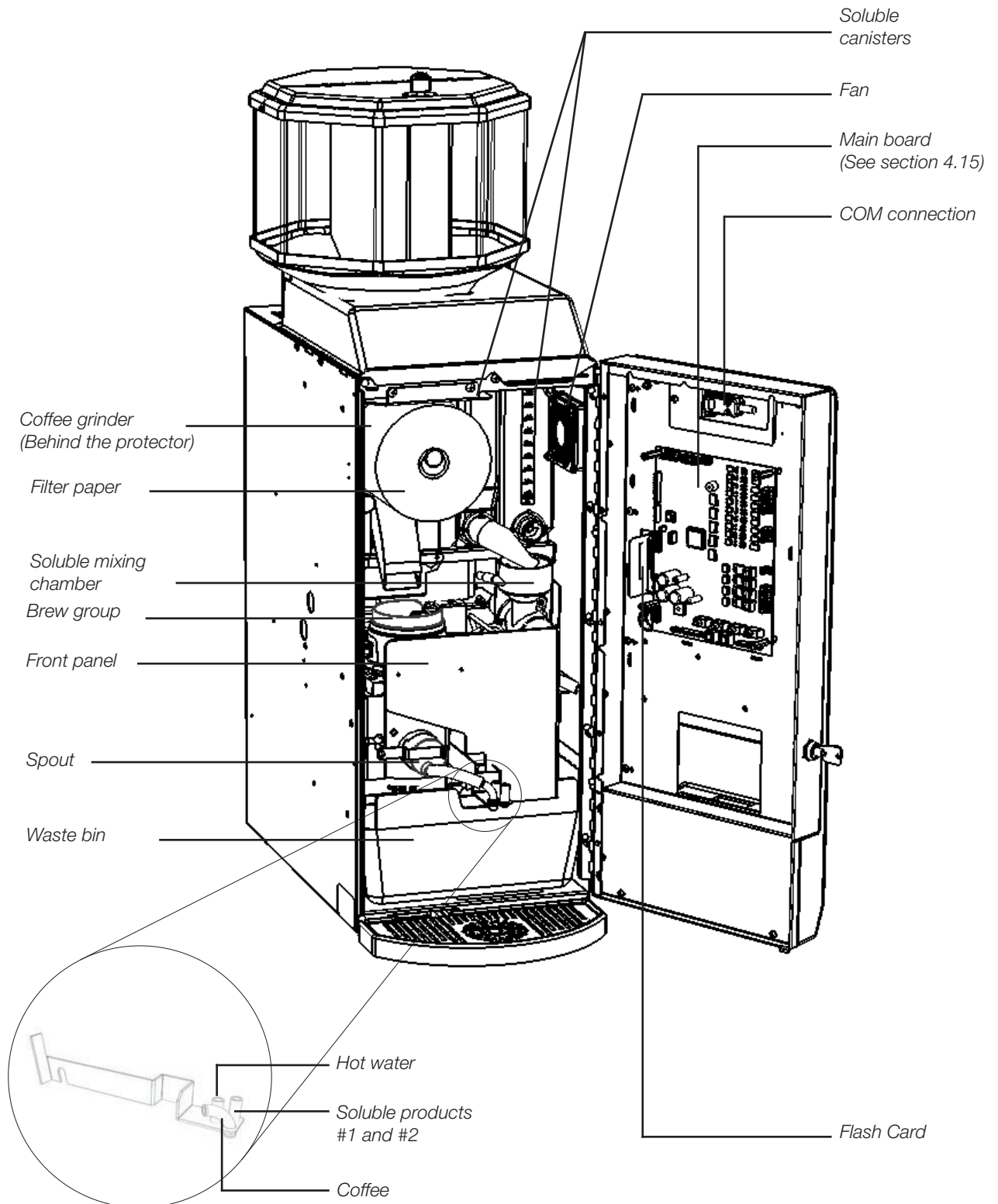


### 3.2 Rear View

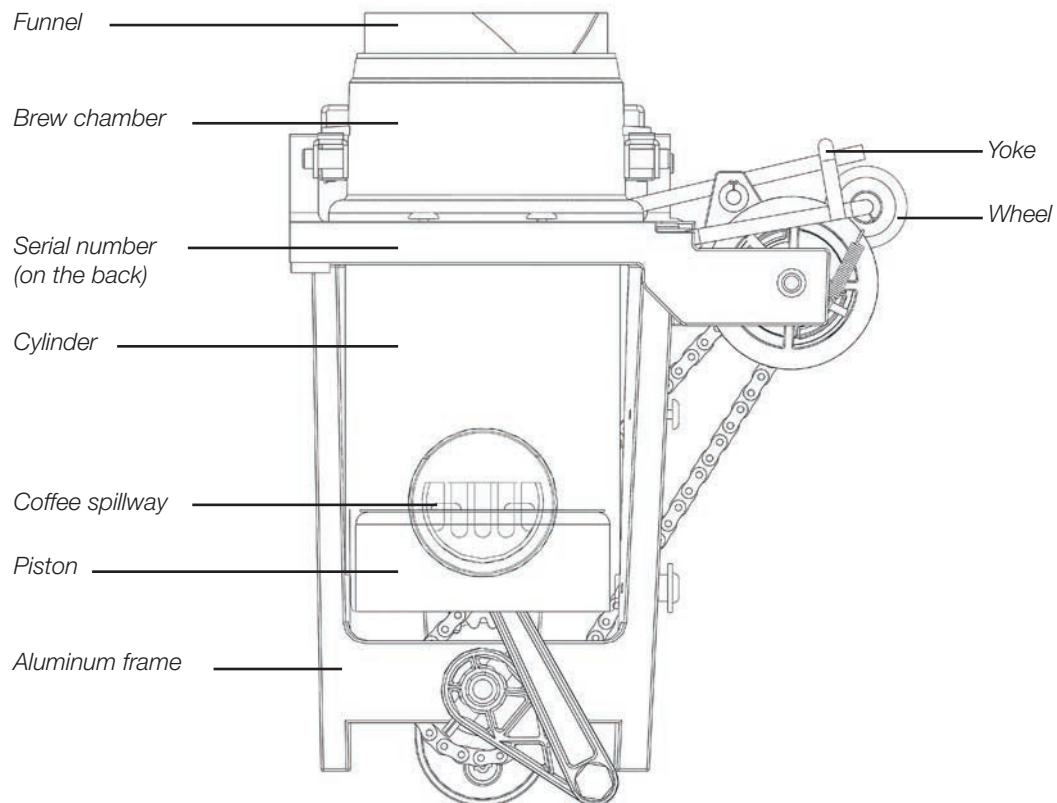


**IF YOUR MACHINE IS EQUIPPED WITH A LAN PORT (RJ45), BE CAREFUL WHEN REMOVING THE BACK PANEL. YOU MUST DISCONNECT THE NETWORK CABLE PLUGGED INSIDE THE BREWER.**

## 3.3 Internal view

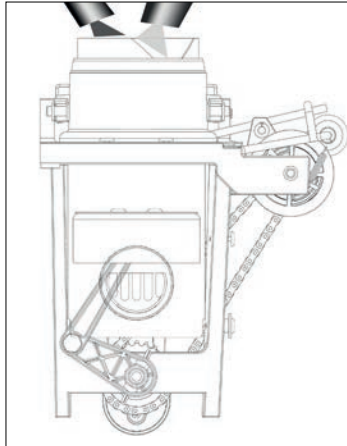


### 3.4 Brewer Assembly



## 3.5 Brewing Process

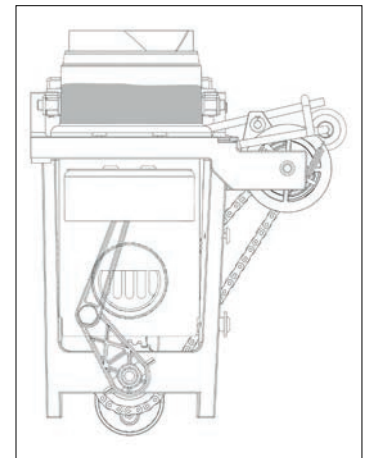
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### Step 1 Rise of the piston

The ground coffee and the water are dispensed into the brew chamber during the rising of the piston. This action compresses the air in the cylinder and forces it through the coffee mixture in the brew chamber, thereby agitating the brewing coffee.

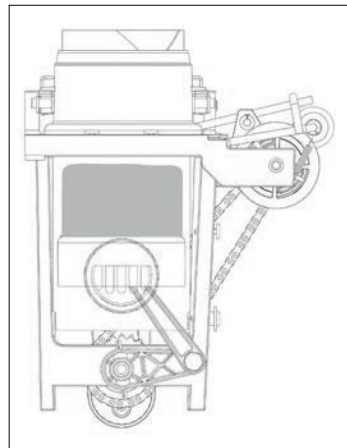
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### Step 2 Pause

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

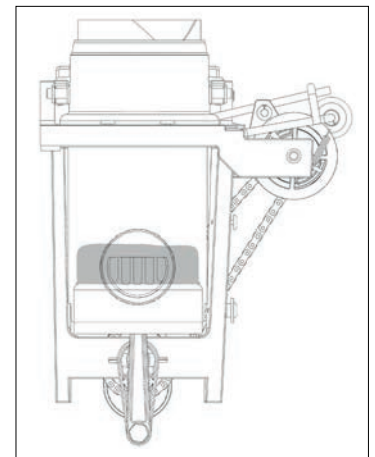
3



### Step 3 Descent of the piston

The descent of the piston creates a vacuum allowing to extract the coffee from the grounds through the filter paper and into the cylinder. The piston makes another pause time allowing all the coffee to drain from the brew chamber.

4



### Step 4 Coffee delivery

The piston follows its course heading to its lowest point. Distribution of coffee through the spout begins once the piston has lowered below the coffee spillway. Meanwhile, the brew chamber lifts to allow the filler paper to move and discard the spent grounds into the internal waste bin or coffee chute.

## 3.6 Hot Water Tank

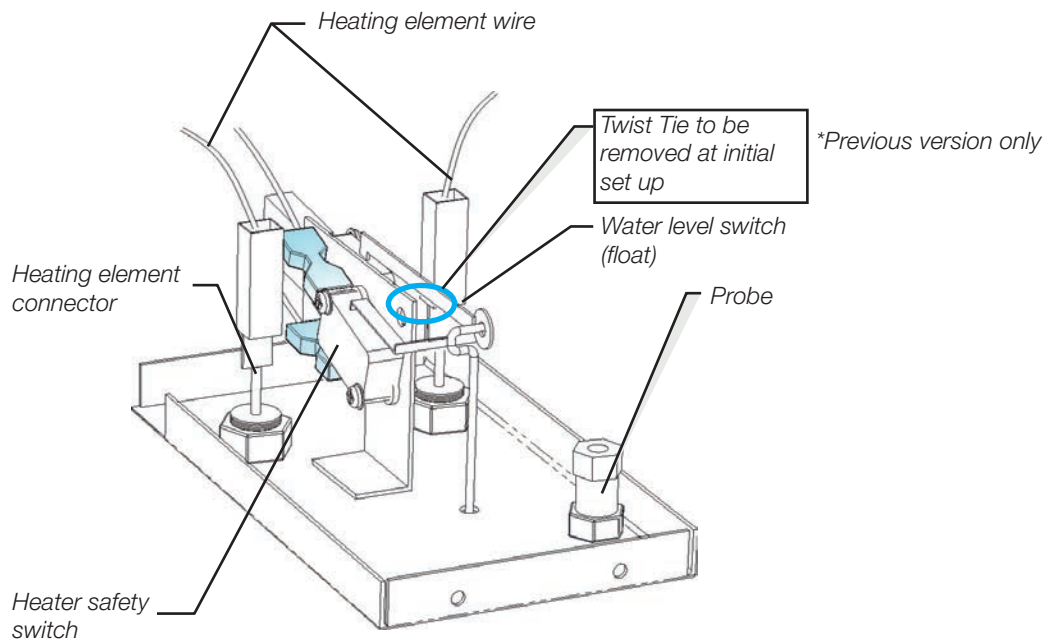
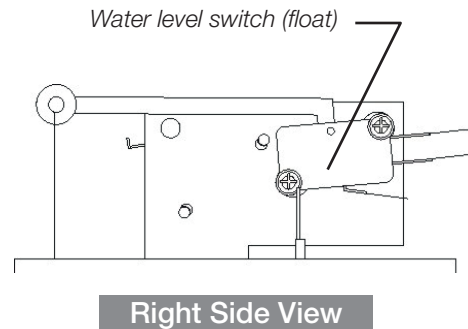
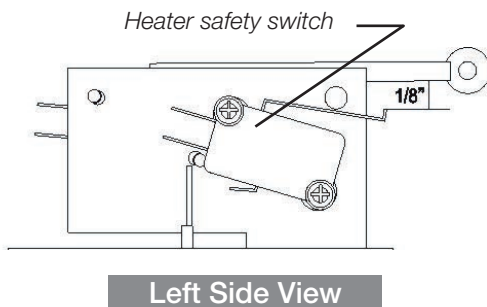
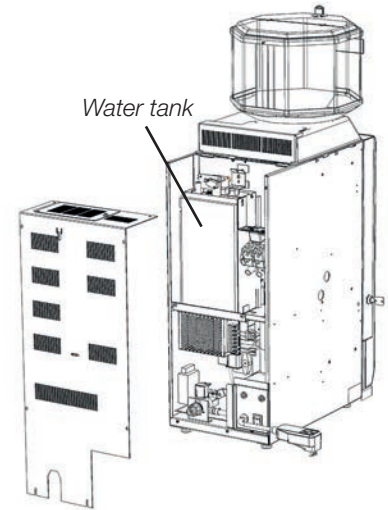


**Make sure the equipment is unplugged when servicing.**

Access the hot water tank by removing the back panel.

See images below for tank lid details.

See section 8.4 for preventive maintenance.



## 4 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.

### 4.1 On-Site Installation Requirements

#### 4.1.1 Operating Environment

Equipment is for indoor use only.

#### 4.1.2 Power Supply

Make sure each unit has its own electrical circuit and is located within 6 feet of the dedicated electrical outlet.

Use only a polarized grounded receptacle.

Domestic 120 VAC / 60 Hz - 15 A circuit.

#### 4.1.3 Water Supply

Use a plastic 1/4" or 3/8" (outside diameter) dedicated line branched off a larger line. An easily accessible shut off valve up stream of the unit is highly recommended for ease of installation.

Water pressure should be at least 20 PSI and no more than 80 PSI.

#### 4.1.4 Tools Required

- #2 Phillips screwdriver
- Regular medium pliers
- Adjustable wrench
- Level indicator



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

#### 4.1.5 Clearance

	Unit	Clearances	Allowance for
Height	39 3/4"	13 1/4"	Opening bean hopper.
Width	14"	24"	Accessing lock (left side) and opening door (right side).
Depth	23"	11 1/2"	Opening door (front) and back clearance.
Back Clearance		2 1/2"	Clearance for water hookup, hoses and adequate air circulation.
		6"	Needed only if a filtration system is installed behind the machine.

See Annex 4 for waste chute positioning.

See Annex 5 for a diagram illustrating required clearance.

## 4.2 Specifications

### 4.2.1 Hopper & Canister capacities

Whole bean hopper left section:	4 lbs
Whole bean hopper middle section:	2 lbs
Whole bean hopper right section:	4 lbs
Soluble hot chocolate:	2.5 lbs
Soluble vanilla powder:	2 lbs (or 1 lb of soluble milk powder)

### 4.2.2 Water Tank

Capacity:	0.8 gallon (3.0L)
Water valves:	1 simple valve; 1 double valve
Heating element:	1250 watts

### 4.2.3 Electrical Requirements

120 VAC  
15 A circuit  
60 Hz

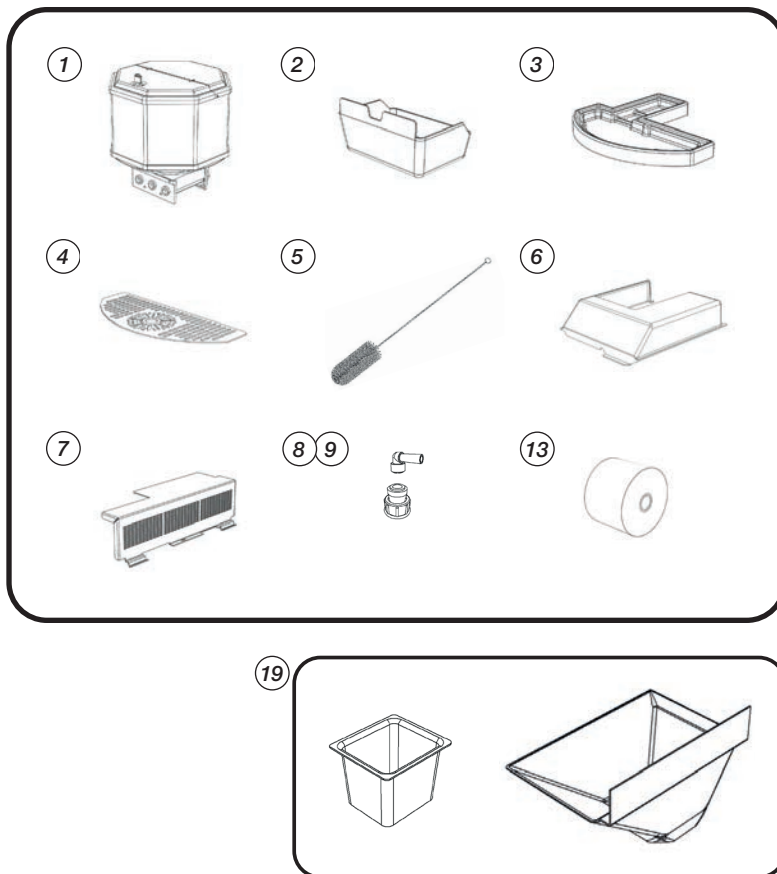


## 4.3 Unpacking

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

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

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



In the hopper box:

1. Bean Hopper

In the internal waste bin:

2. Internal Waste Bin
3. Drip Tray Grill
4. Drip Tray
5. Cleaning Brush
6. Plastic Top Lid
7. Top Lid Fitting Part
8. 3/8" Inlet Fitting
9. 3/8" to 1/4" Inlet Fitting
10. Gage Identification Stickers
11. Identification Tag for the Bean Hopper
12. "Milk" Sticker for Soluble Canister
13. Filter Paper
14. Microfiber cloth
15. Keychain
16. Service & Installation Manual
17. Initial Setup Instructions
18. Grinder Protector Installation Instructions

In an individual box (optional)

19. Plastic Chute Kit (Chute Base and Chute)



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



#### 4.4 Leveling the Equipment

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

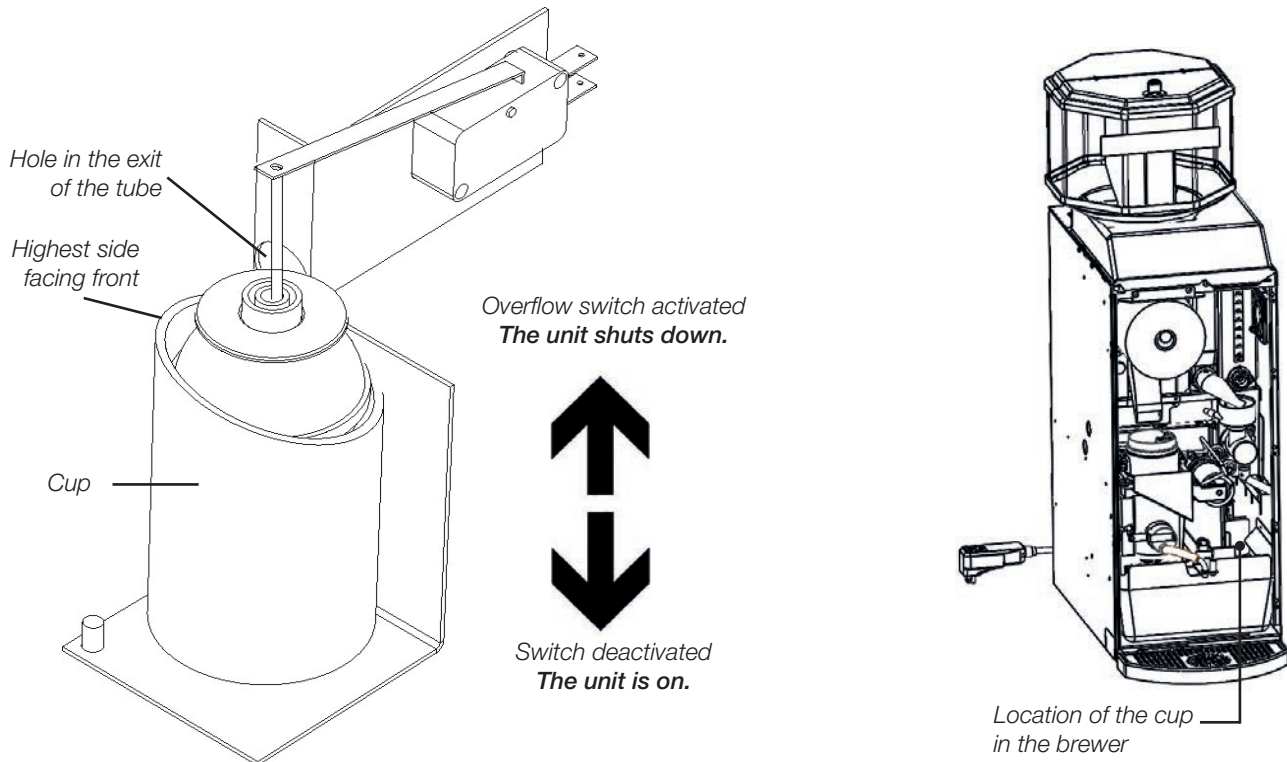
1. Place a level on the top of the equipment.
2. Adjust the four (4) threaded level legs of the equipment to reach a leveled position.

#### 4.5 Adjusting the Tank 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 deactivate 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 not 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 in 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 that the float will work properly and activate the overflow switch if a problem occurs.



## 4.6 Bean Hopper Installation

Unpack the bean hopper.

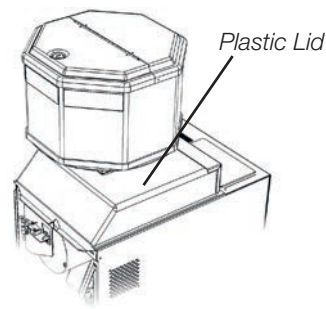
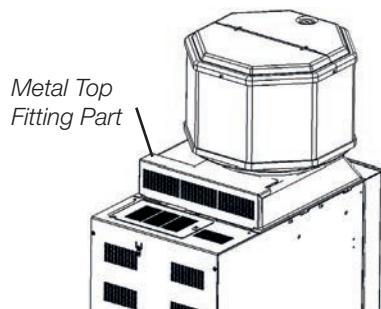
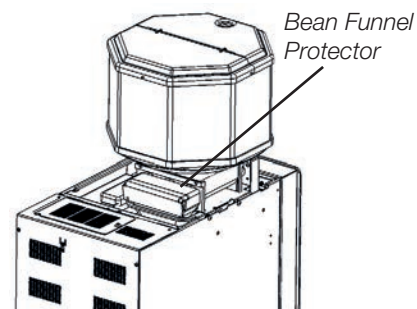
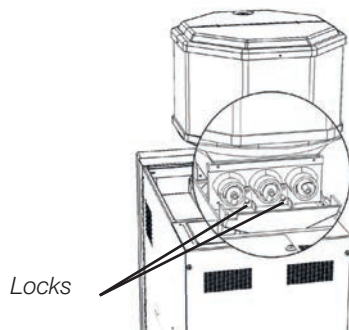
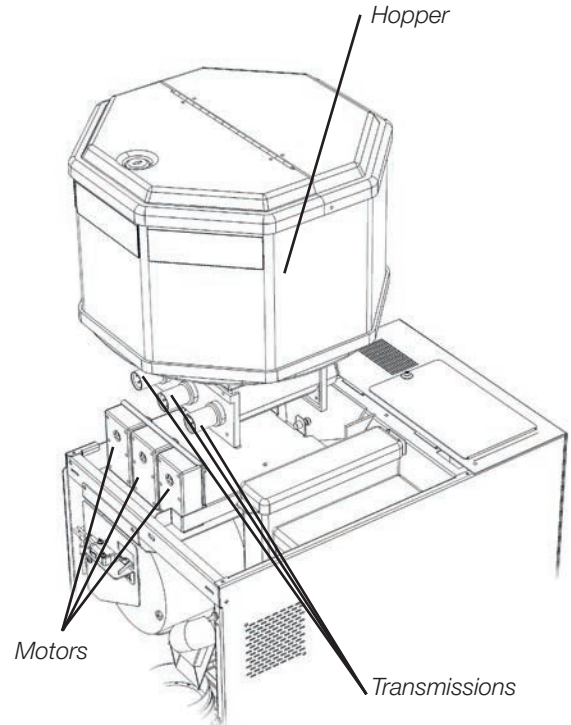
Install the hopper on the shelf by aligning the transmissions with the three (3) motors already fixed on the shelf and the two (2) pins on the other side of the shelf.

Pull the hopper forward in place and pivot the two locks on its back so they clip on the metal pins. The left soluble canister might need to be removed to access the latches.

Position the bean funnel protector on the plastic funnel to prevent coffee grounds to spread in the machine.

Install the metal top fitting part on the back of the hopper using the 6-32 screw already in place.

Position the plastic lid on the machine and close the door to lock it in place.



#### 4.7 Water Line Connection

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

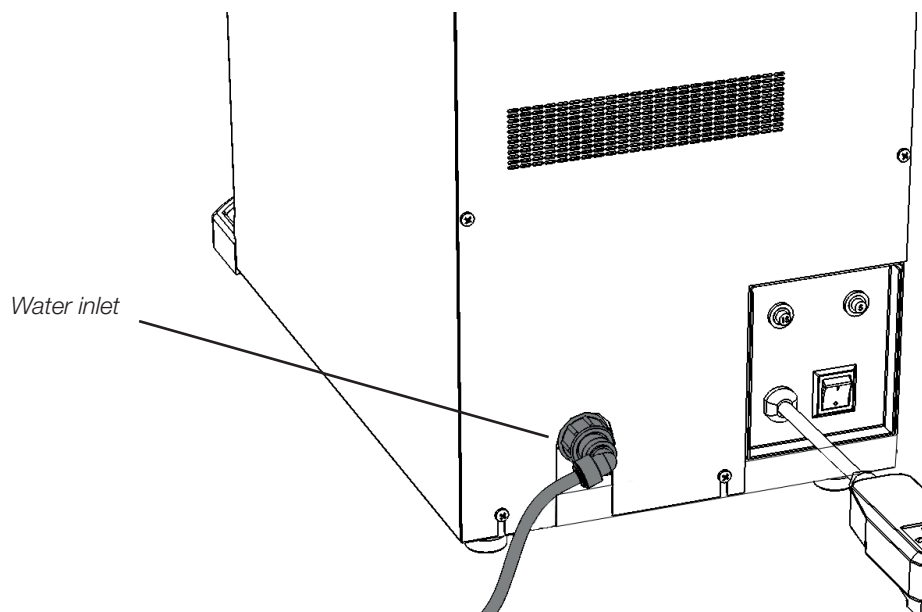


Make sure that the equipment is unplugged before proceeding with the water supply installation. Also verify that the incoming water pressure is greater than 20 psi and no more than 80 psi.

1. Prior to installing the equipment, flush out the water line by running approximately 1 gallon of water into a pail. This will ensure no sediment from a new installation gets in the equipment.
2. The incoming water supply must have a shut-off valve connected in-line. Water supply should be a plastic 1/4" or 3/8" outside diameter dedicated line branched off a larger supply line.
3. **Make sure the water source is turned off.** Firmly secure the inlet fitting onto the inlet valve. **Do not overtighten.**
4. **Make sure the equipment is unplugged.** Connect the water line to the quick connect inlet fitting.
5. Turn the water valve on, sending water to the brewer. If there are any leaks, tighten connections to stop leakage.



This procedure does not take into consideration the installation of a water filtration system. Please refer to the water filter manufacturer installation instructions and incorporate them into the above procedures.



## 4.8 Electrical Connection



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

Make sure:

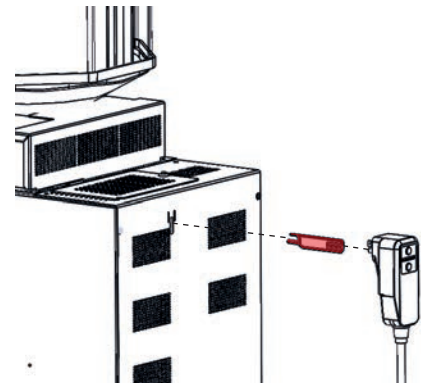
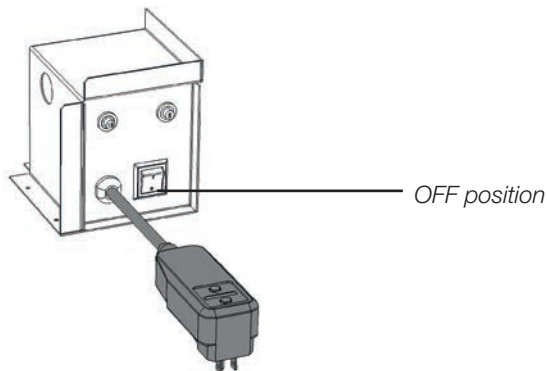
- The equipment is OFF before plugging it in.
- The equipment has its own electrical outlet.
- NO extension cord is used.

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



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

2. Make sure the power switch at the back of the unit is in the OFF position before plugging in the unit into its own grounded electrical outlet.
3. Access the back of the brewer and toggle the power switch to the ON position. Water will automatically enter the brewer. The filling cycle should take a maximum of 2 to 3 minutes.
4. Once the tank is full, water will take 10 to 20 minutes to heat to brewing temperature.
5. Once the coffee machine is ready, the selection screen will appear.



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

#### 4.9 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.

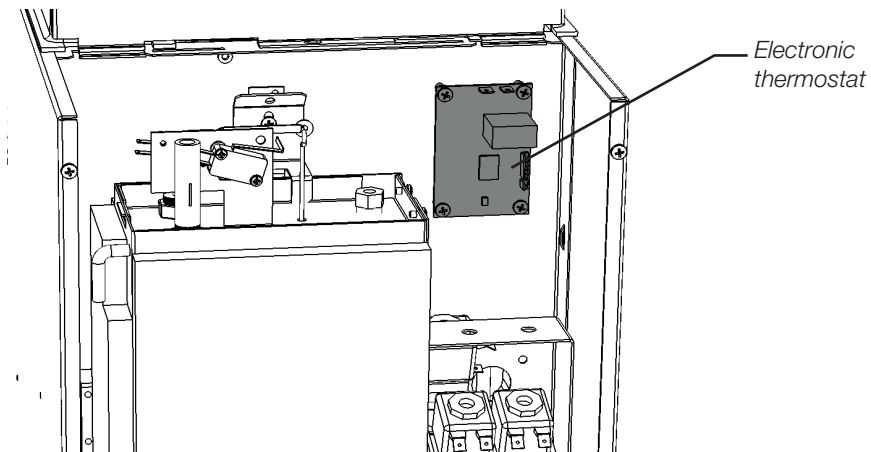
This data represents an average and will not correspond to the temperature of a manual measurement. The actual water temperature fluctuates because cold water is added to the tank after every beverage delivery and time is needed to heat the new incoming water up to the setpoint.

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

If the temperature measurements show a large temperature differential, verify that the tank is clean and not obstructed by mineral deposits and scale.

##### Unit Safety Measures

In the event of a temperature probe failure, water in the tank might start to boil. This will cause it to overflow into the overflow cup and will automatically shut the machine off.



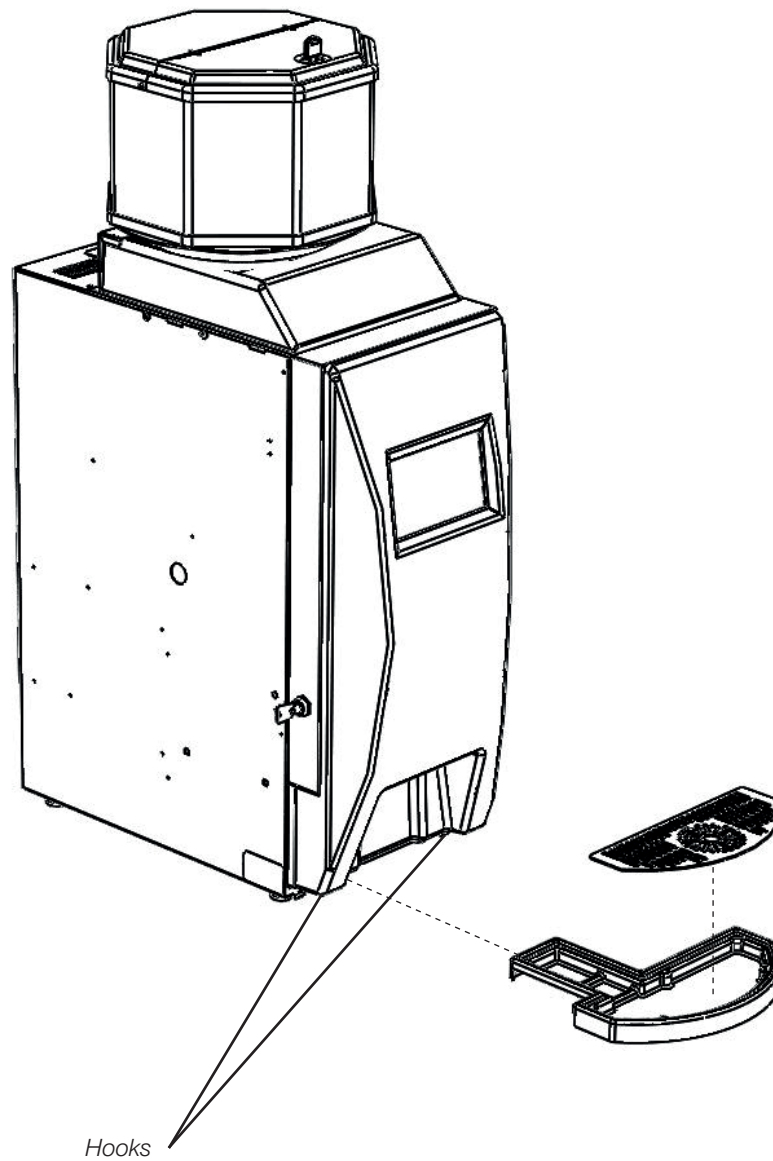
*Access by the back of the machine.*



Temperature can be set by the user in the System 1 tab (see section 6.6.1).

## 4.10 Drip Tray Installation

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





#### 4.11 Loading Products

##### 3.11.1 Soluble Canisters

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

##### 3.11.2 Bean Hopper

Unlock and open the cover of the bean hopper.

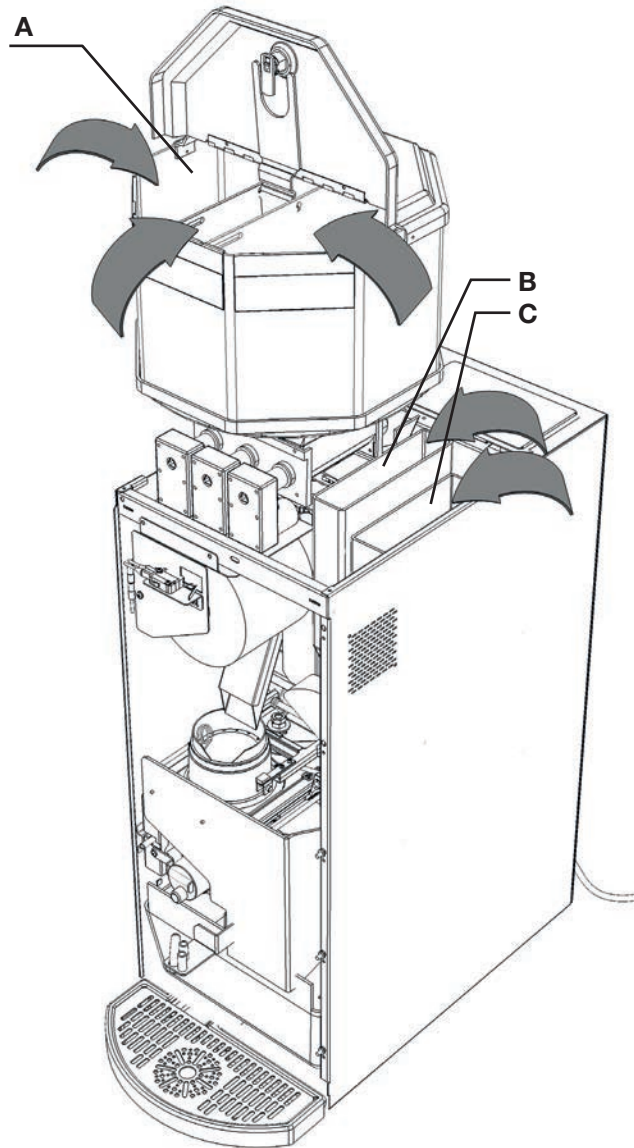
**Do not overfill the three (3) sections of the hopper.**

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



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

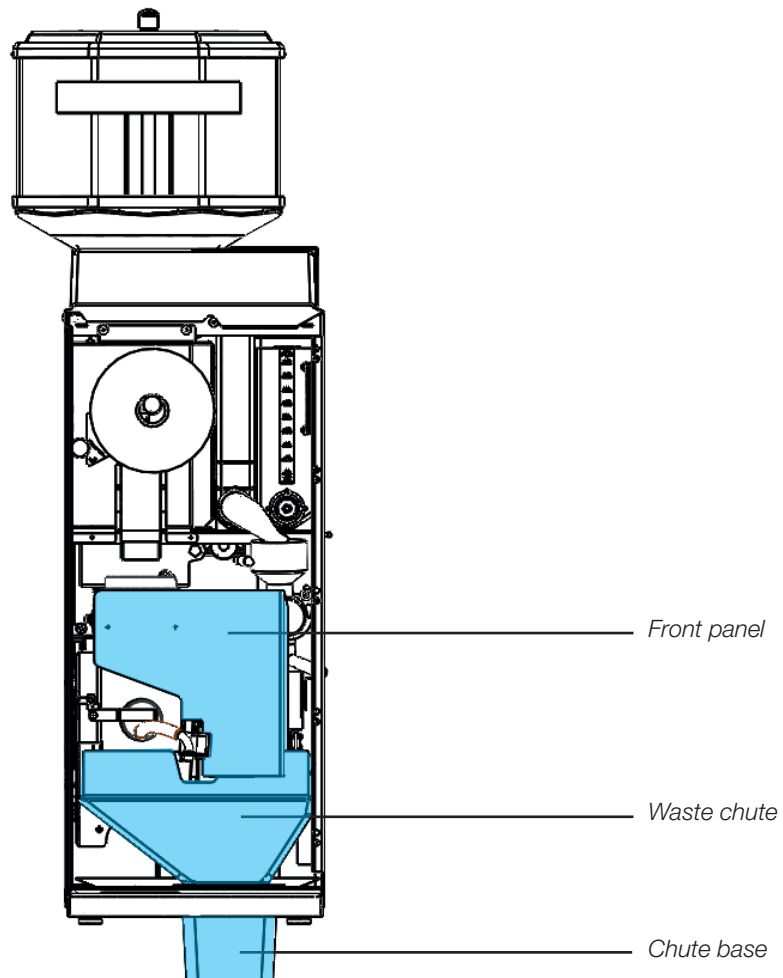
- A - 3 Whole Bean Coffees  
 - Coffee 1  
 - Coffee 2  
 - Coffee 3  
 B - Soluble (French Vanilla)  
 C - Soluble (Hot Chocolate)



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

#### 4.12 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.





#### 4.13 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 6.2), press the "Install Filter Paper" button and follow the instructions on the screen.

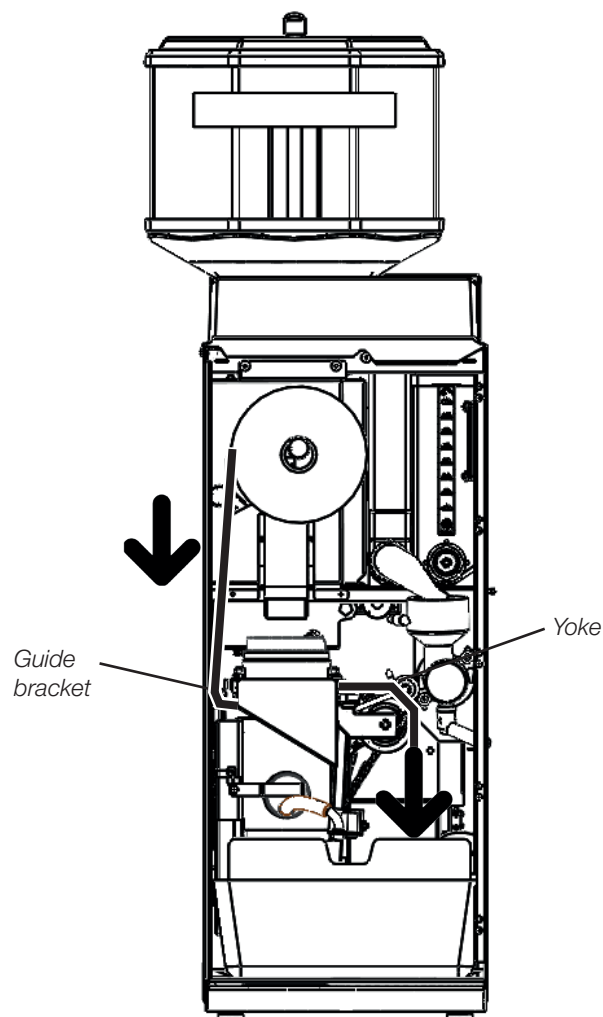


**The brew chamber will not lift up if the switch does not detect any filter paper.**

3. Pass the filter paper under the left guide bracket of the brew group, under the brew chamber and under the wheel guides by gently lifting them using the yoke.
4. Pull on the paper and carry it through the chute hole 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.**



## 4.14 Installation Verification

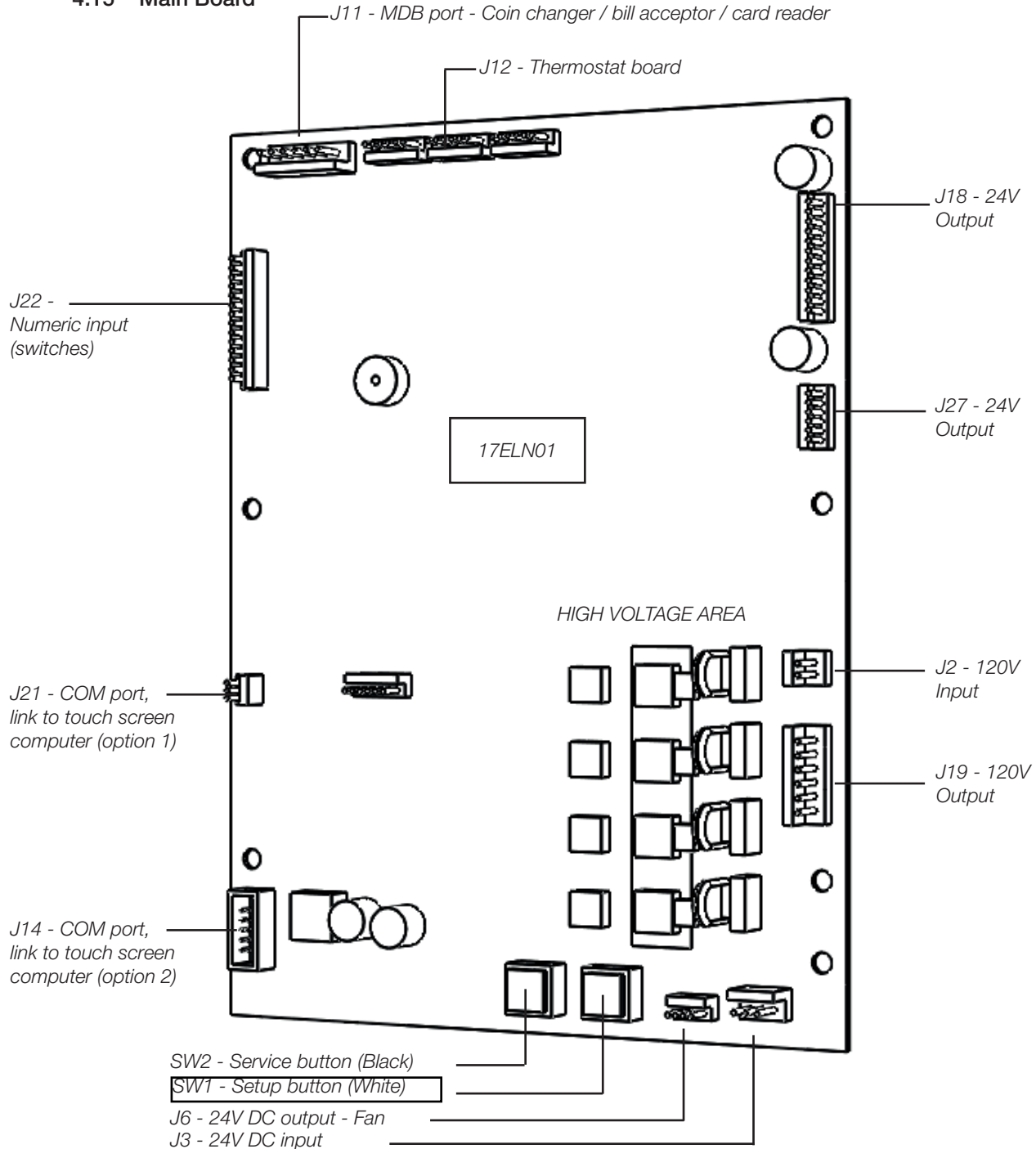
It is important to perform several brew cycles on the equipment before completing the installation. At least two (2) cups of each product selection should be ordered to ensure that the brewer is operating as per the specifications laid out in this manual. During this process, review the following checklist as a reminder.

Make sure that the brewer is clean, safe and functioning once it is ready to be left on-site.

### What to verify

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

## 4.15 Main Board



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



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

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

### 1. SW1 Setup Button (White)

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

### 2. SW2 Service Button (Black)

There are two functions for this button:

-If you press it while the screen is in selection mode, you will enter in the touch screen calibration utility.

-If you press it while the screen is in service mode you will have a factory reset pop-up menu. This pop-up menu enables you to reset many settings back to factory: Configuration settings, passwords and drink settings.

LEDs light up to indicate the following statuses:

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

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

### 24Vdc outputs:

DS2	Ingredients motor (coffee # 1)
DS3	Ingredients motor (coffee # 2)
DS4	Ingredients motor (soluble # 2)
DS5	Ingredients motor (soluble # 1)
DS6	Hot water valve (coffee)
DS7	Hot water valve (soluble)
DS8	Hot water dispense valve
DS21	Coffee chute solenoid
DS23	Auxiliary
DS24	Ingredients motor (coffee # 3)
DS25	Fan
DS29	Soluble whipper motor

### 120 VAC outputs:

DS9	Brewer motor
DS12	N/A
DS11	Coffee bean grinder
DS10	Water inlet valve

#### 4.16 Flash Card Replacement

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

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

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



**Before you begin, turn power OFF.**

**To remove the flash card:**

1. Remove the main board protective cover.
2. Pull the flash card outward.

**To install the flash card:**

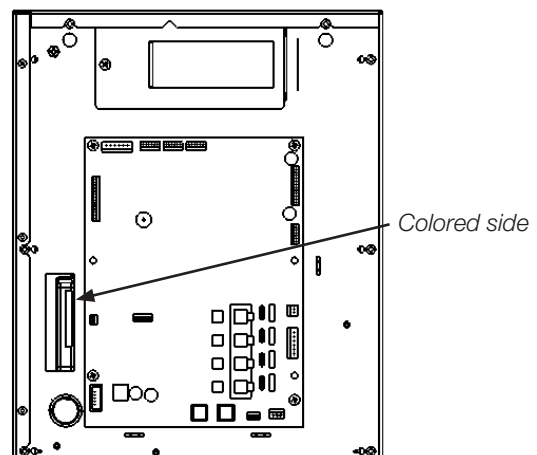
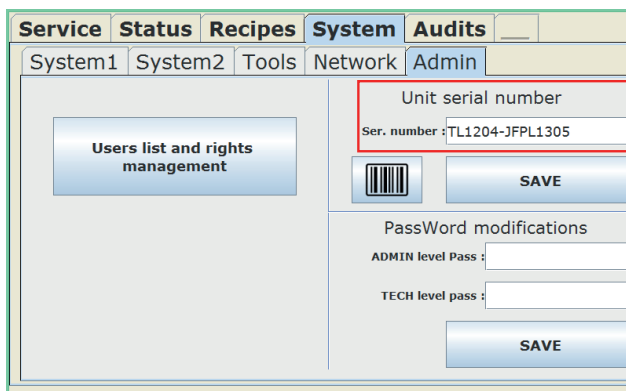
1. Make sure the colored side of the card is on the right.
2. Insert the flash card and push GENTLY to make sure no damage is done.
3. Screw back the main board protective cover.
4. Power brewer back ON.
5. At startup, the screen will indicate the flash card version.



**At first startup, the computer might have to update firmware in the controller PCB. The process is automatic and lasts approximately 1 minute.**

```
Total Lite G.U.I V TL 2.1.0
Serial number :TL-DEMO
Starting communication with coffee machine controller...OK
Main controller ID :Total Lite V1.0
Water Thermostat ID :1.01
Water temp set to : 200 F
```

Enter the serial number of the brewer under the Admin tab to ensure proper internet network communications (see section 6.6.5).



## 4.17 Coin Changer and Bill Acceptor

The Total Lite software and hardware are tested and developed using CoinCo products. Evoca North America suggests using the same brand for complete compatibility.

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

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

Every bill inserted will be automatically placed into the bill stack, allowing the customer to insert multiple bills in a single transaction. That is why a customer cannot cancel the vend and have the bill returned. If the vend is canceled, the value of the bill inserted will be refunded in coins.

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

The brewer must be equipped with a functional coin changer in order for the bill acceptor to work properly. A bill will only be accepted if the coin changer contains at least the same value in coins in its tubes.



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

For example, if a product is sold at \$1.98 and the customer inserts \$2, the coin changer will not be able to return the \$0.02 due. The right selling price should therefore be set to \$1.95 or \$2.00.

## 5 USER INTERFACE

### 5.1 Selection Interface

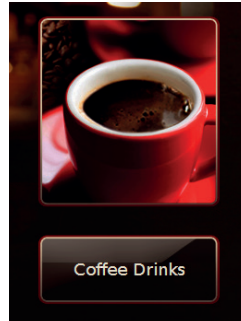
The user interface is divided into five (5) steps:

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

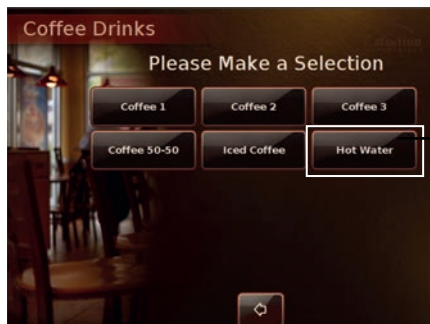
#### Selection Screen



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

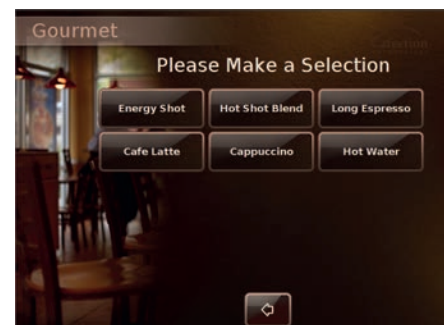
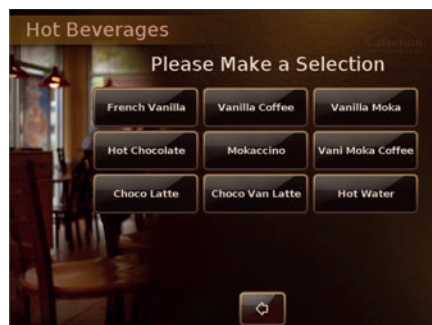
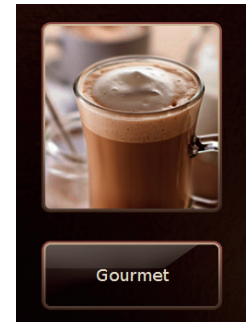
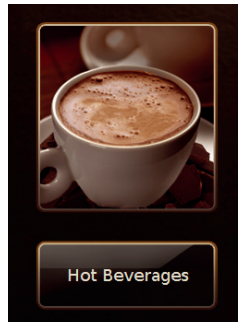


*\*If Coffee 50/50 has been ordered, an additional screen will be displayed to select both coffee blends.*



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

Select Beverage



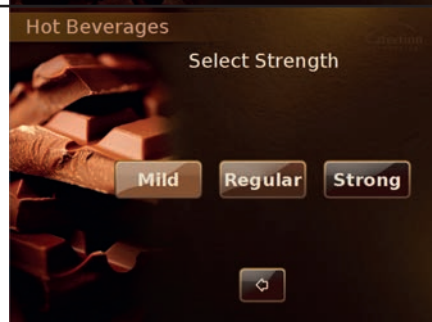
Select Size



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

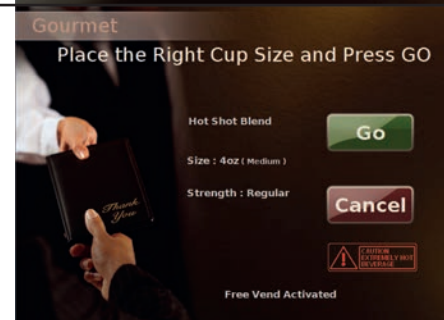
Select Strength

\*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.



## 5.2 Carafe Mode



**Carafe mode is only available for users with level 2 or up (see section 6.1) and for users that have been granted access in the Users List and Rights Management (see section 6.6.5). An extended base is required to order carafes on the Total Lite.**

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 canceled while the brewing is in process, press on the "Cancel" button. The machine will finish its current brewing cycle and will not start another one.

1



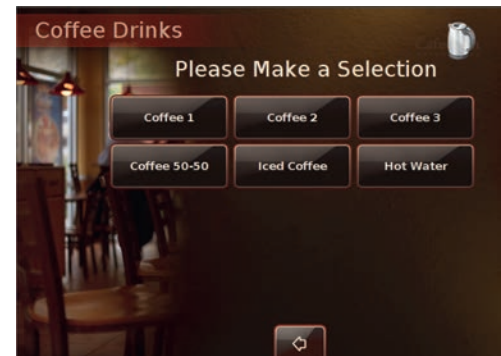
3



5



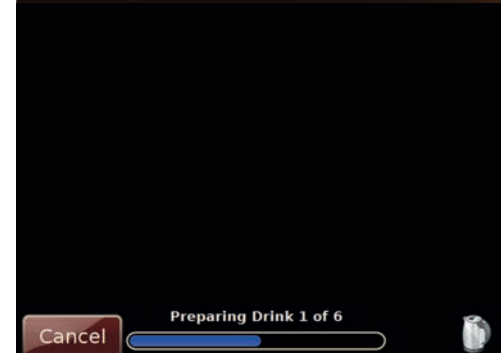
2



4



6



### 5.3 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. You can modify the size by changing the amount of water in the beverage, but **the screen interface will still suggest using a 12 oz glass.**

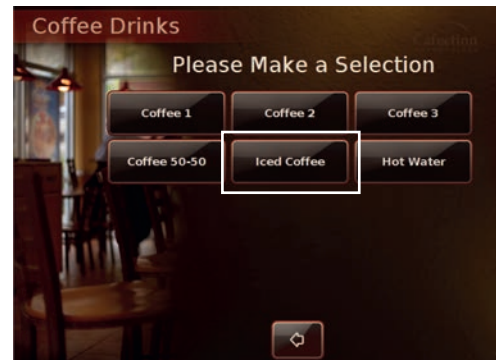
To **ACTIVATE** the "Iced Coffee" option, go to Service mode, under the Recipes tab, and choose 250\_IcedCoff. Check the "Enabled" box and press Save (see section 6.5.1).

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

1



2



3



4



5



6





## 5.4 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.

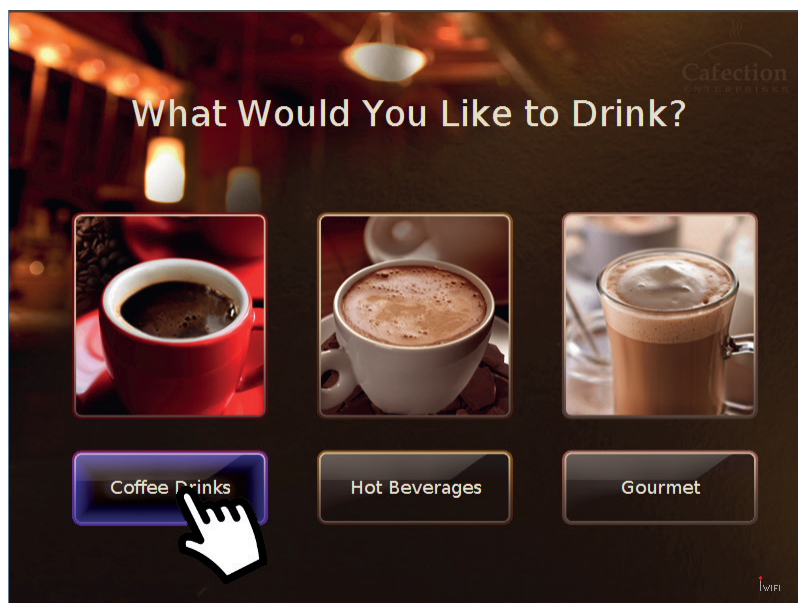
To activate the selection keyboard, customers need to press any of its keys.

Using the arrows, move the hand icon on the screen until it reaches the desired button, then press 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.



## 6 SERVICE MODE

### 6.1 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 password modification. Access to all tabs and subtabs in Service mode.

**Factory password for this level: admin**

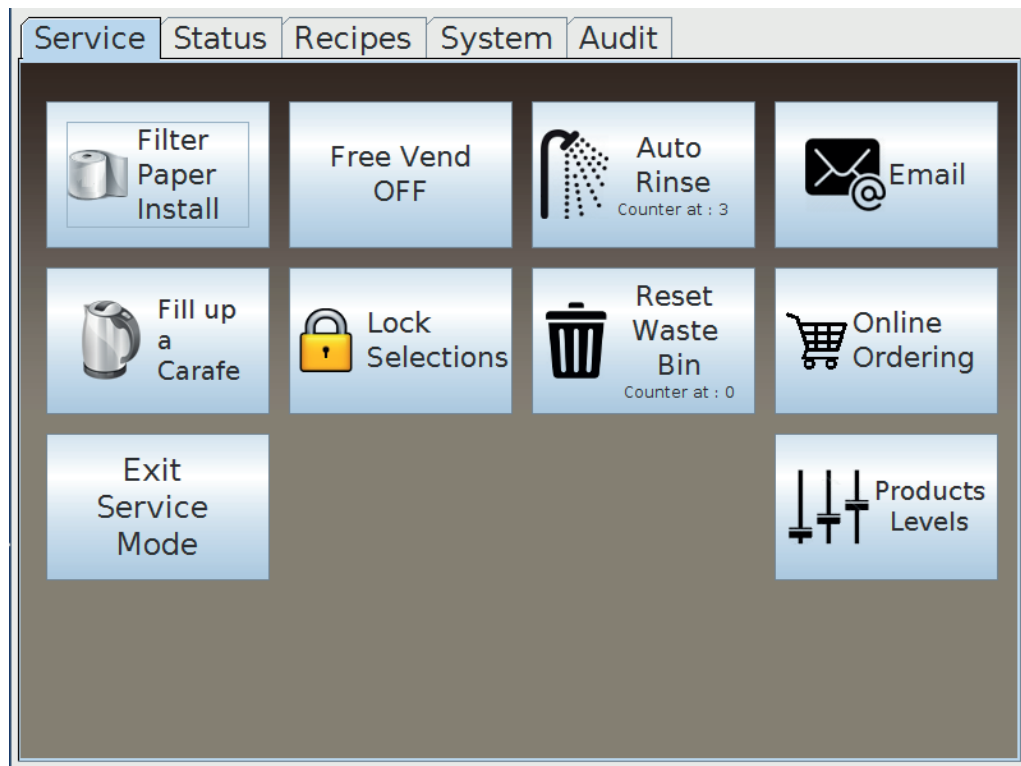


**Evoca North America highly recommends to change those passwords.**

To access Service mode, open the brewer's door and press on the SW1 button on the main board (see section 4.15).

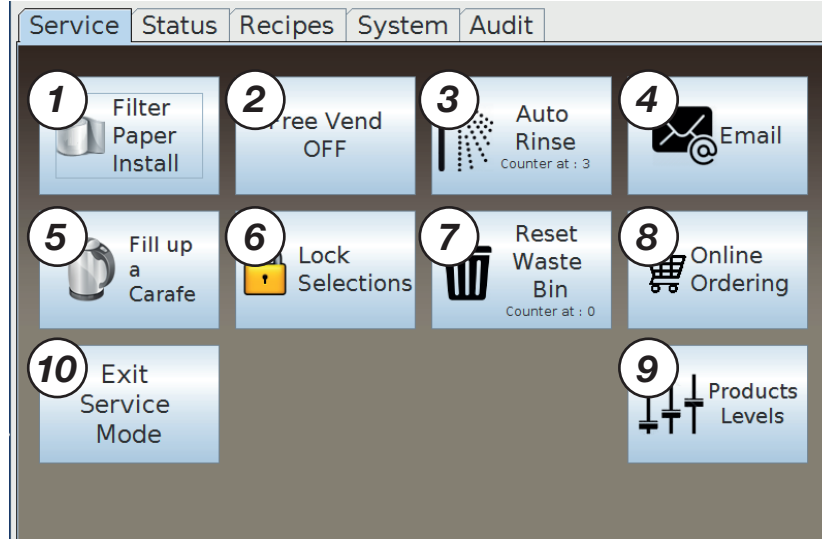
Access Levels:

**2      2      3      3      4**



## 6.2 Service Tab

To access the screen below, press the SW1 button (white) on the main board inside the brewer's door (see section 4.15). 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).



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

3. This button is used to rinse the brew group 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!**

Email

Sender's Email

Enter your email address

Content

Your message here

Send

Cancel

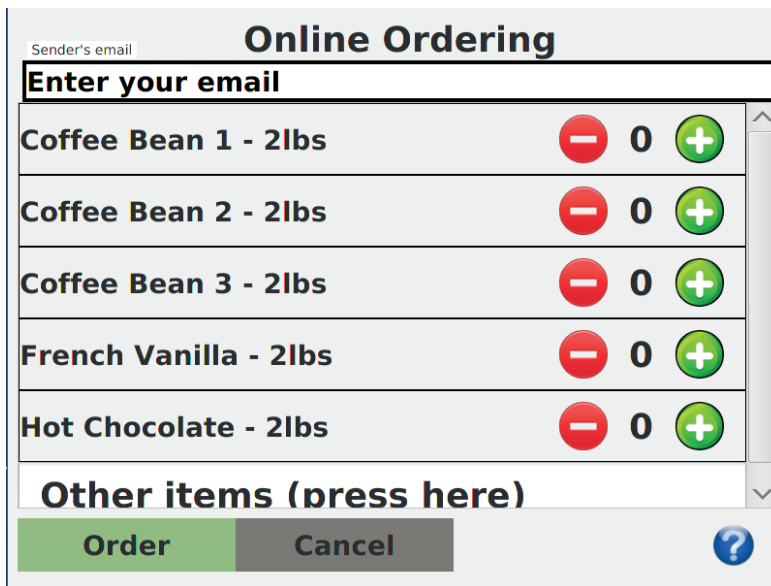
?

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.

## 6.2 Service Tab (Continued)

5. This button is used to enable Carafe mode (see section 5.2 for details).
6. This button is used to lock the selection screen so no user can order beverages.
7. This button is used to reset the waste bin counter.



The screenshot shows the 'Online Ordering' screen. At the top, there is a field for 'Sender's email' and a button 'Enter your email'. Below this is a list of items for sale, each with a red minus button, a quantity of 0, and a green plus button. The items are: Coffee Bean 1 - 2lbs, Coffee Bean 2 - 2lbs, Coffee Bean 3 - 2lbs, French Vanilla - 2lbs, and Hot Chocolate - 2lbs. At the bottom of the list is a button 'Other items (press here)'. Below the list are two buttons: 'Order' (green) and 'Cancel' (grey). A blue question mark icon is located at the bottom right of the screen.

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

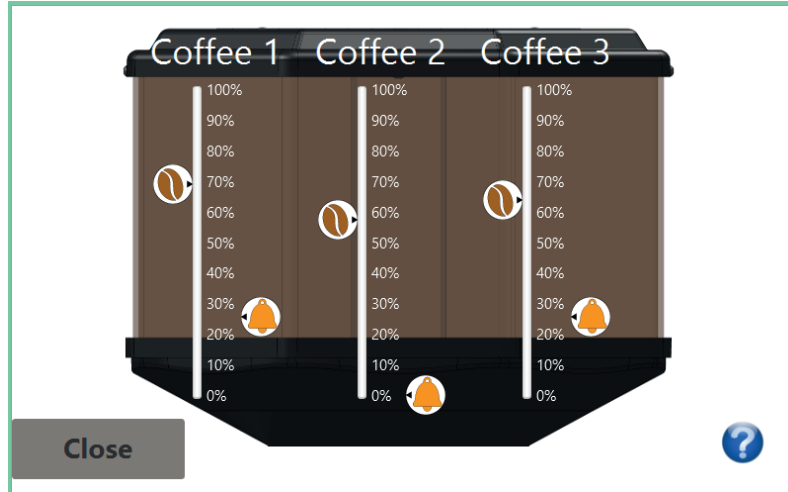
The user must enter his email and select the items he wishes to order. A text field at the end of the list allows him to add items that are not on the list yet. The owner of the coffee brewer must confirm the order thereafter. For more help, press the (?) icon.



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 soluble canisters). For more help, press the (?) icon.

## 6.2 Service Tab (Continued)



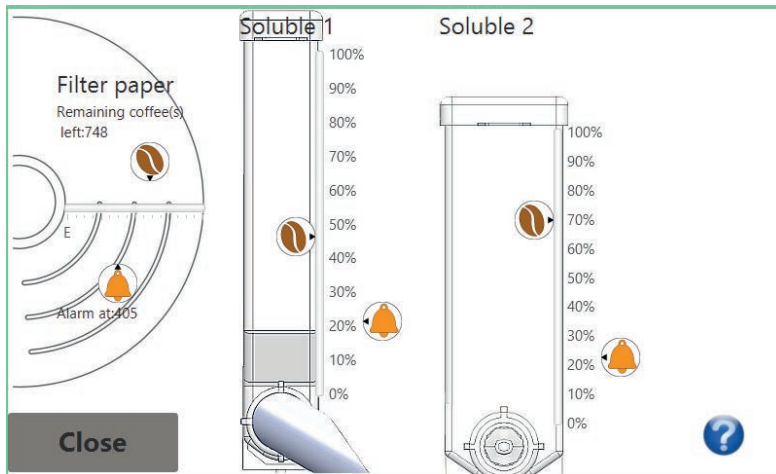
### Products Levels Interface (Bean Level Section)

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

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



Evoca North America recommends setting the alert at 25%.



### Products Levels Interface (Filter Paper and Soluble Canisters Section)

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

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



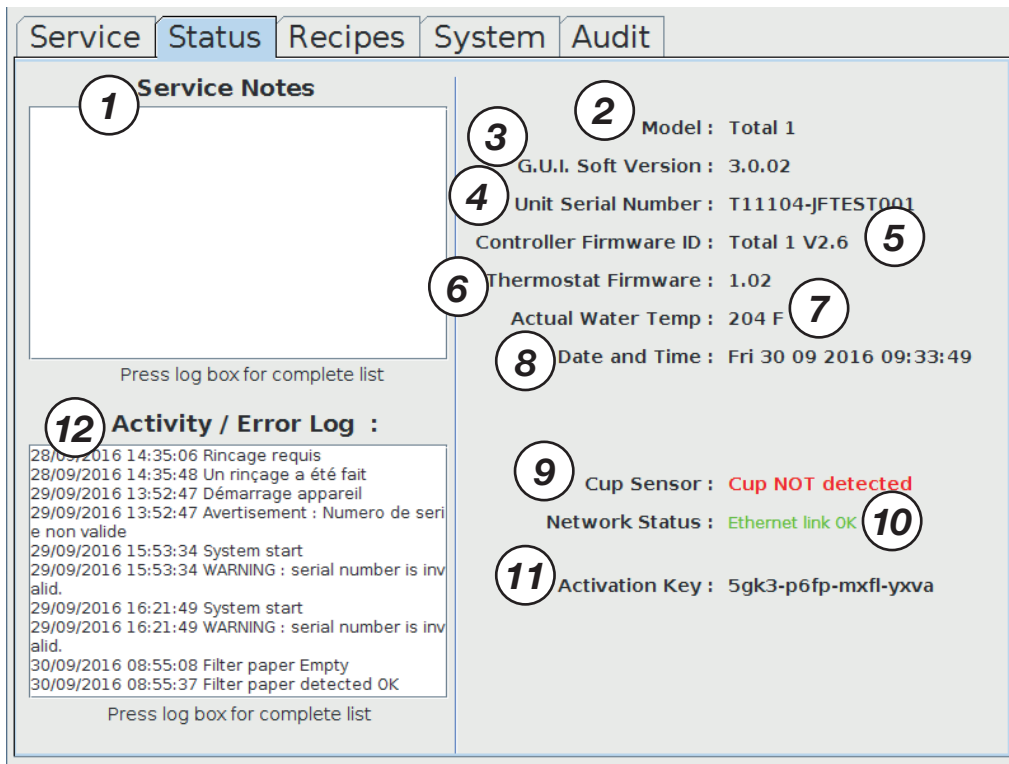
Evoca North America recommends setting the alert at 200 coffees for the filter paper and at 25% for the soluble canisters.

10. This button is used to exit Service mode.



### 6.3 Status Tab

To access the screen below, press the SW1 button (white) on the main board inside the brewer's door (see section 4.15) and select the Status tab.

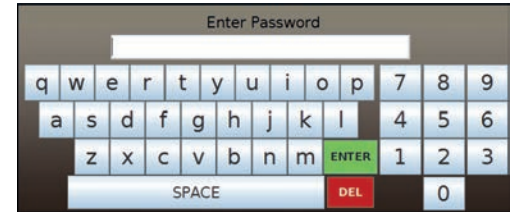


The screenshot shows the 'Status' tab selected in a menu bar with 'Service', 'Status', 'Recipes', 'System', and 'Audit'. The interface is divided into two main sections. The left section contains a 'Service Notes' text box (1) and an 'Activity / Error Log' (12) showing a list of events with timestamps and descriptions. The right section displays various system parameters: Model (2), G.U.I. Soft Version (3), Unit Serial Number (4), Controller Firmware ID (5), Thermostat Firmware (6), Actual Water Temp (7), Date and Time (8), Cup Sensor status (9), Network Status (10), and Activation Key (11). Each parameter is accompanied by a numbered callout circle.

1. Service notes allowing the technician to enter which service has been performed on the machine. An alphanumeric keyboard will appear when clicking the text box.
2. Unit model.
3. Software version of the computer.
4. Serial number of the coffee brewer. Correct serial number is necessary for using **Sophia**. Service users with level 4 access can set the serial number (see section 6.1).
5. Firmware version in the controller PCB.
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 6.6.4).  
WIFI no link: Wi-Fi link is activated but the network is not functioning.  
WIFI link OK: Wi-Fi link is activated and coffee brewer is connected to the network.  
Cell. Modem no link: Cellular modem link is activated but the network is not functioning.  
Cell. Modem link OK: Cellular modem link is activated and coffee machine is connected to the network.  
Ethernet no link: Ethernet link is activated but the network is not functioning.  
Ethernet link OK: Ethernet link is activated and coffee machine is connected to the network.
11. Activation key of the brewer. It is used to register the machine on **Sophia**.
12. Error log keeping the last 50 events in memory, accessible remotely on **Sophia**.

## 6.4 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, the user will gain access to different tabs.

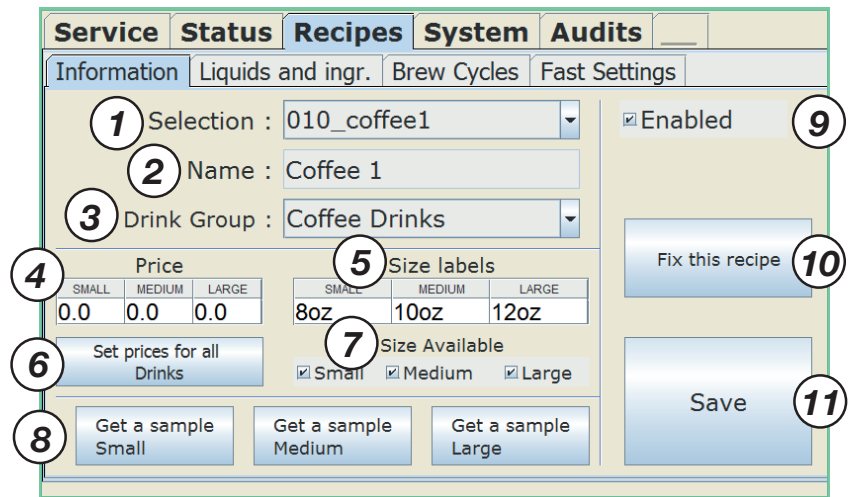


## 6.5 Recipes Tab

To access the screen below, press the SW1 button (see section 4.15) on the main board inside the brewer's door and select the Recipes tab.

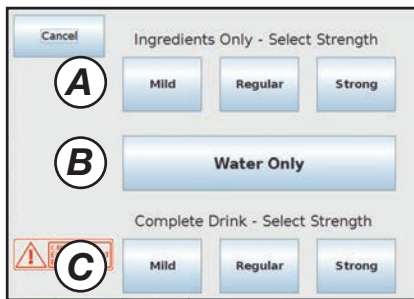
### 6.5.1 Information Subtab

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 price of the recipe.
5. This table is used to set the text that will show on the size buttons.
6. This button is used to set the price for all recipes at once.
7. These checkboxes are used to enable or disable each product sizes.
8. These buttons are used to get samples of each size of the recipe.
9. This checkbox is used to enable or disable the drink on the selection screen.
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.



A These buttons are used to get a sample of all the dry ingredients of the tested recipe, in the desired strength.

In order to weigh the ingredients, make sure to place a container under ALL product dispensers used for the recipe.

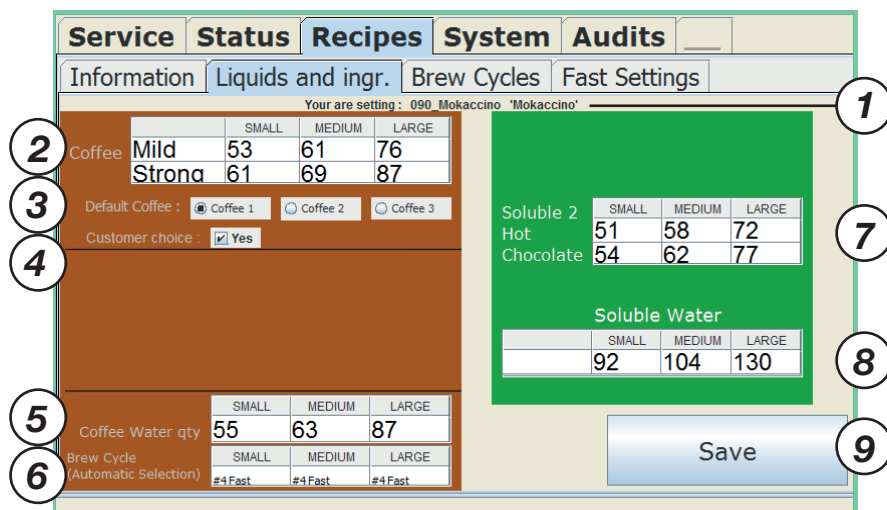
B This button is used to get a sample of the recipe without the ingredients.

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.

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

### 6.5.2 Liquids & Ingr. (Ingredients) Subtab



	SMALL	MEDIUM	LARGE
Coffee Mild	53	61	76
Coffee Strong	61	69	87

	SMALL	MEDIUM	LARGE
Soluble 2 Hot	51	58	72
Soluble 2 Chocolate	54	62	77

	SMALL	MEDIUM	LARGE
Soluble Water	92	104	130

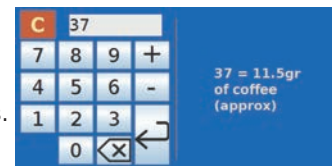
	SMALL	MEDIUM	LARGE
Coffee Water qty	55	63	87

	SMALL	MEDIUM	LARGE
Brew Cycle (Automatic Selection)	#4 Fast	#4 Fast	#4 Fast



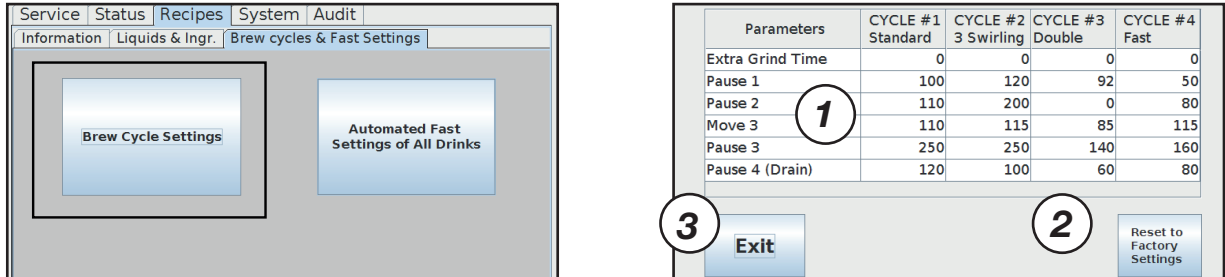
All values used for the recipes are time values. The water quantity values represent the amount of time the dispensing water valve is opened. The coffee or soluble quantity values represent the amount of time the motor is running. 20 units = 1 second.

The right section of the numeric keypad indicates **an estimated conversion** of the value in units to a milliliter (ml) and to a US fluid ounce (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 tables are used to set the quantity of soluble powder required to brew the recipe if applicable.
8. This table is used to set the quantity of water mixed with the soluble powder if applicable.
9. This button is used to save any changes to the current recipe.

## 6.5.3 Brew Cycles & Fast Settings Subtab Brew Cycle Settings Interface



Parameters	CYCLE #1 Standard	CYCLE #2 3 Swirling	CYCLE #3 Double	CYCLE #4 Fast
Extra Grind Time	0	0	0	0
Pause 1	100	120	92	50
Pause 2	110	200	0	80
Move 3	110	115	85	115
Pause 3	250	250	140	160
Pause 4 (Drain)	120	100	60	80

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

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

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

### 6.5.3 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.**

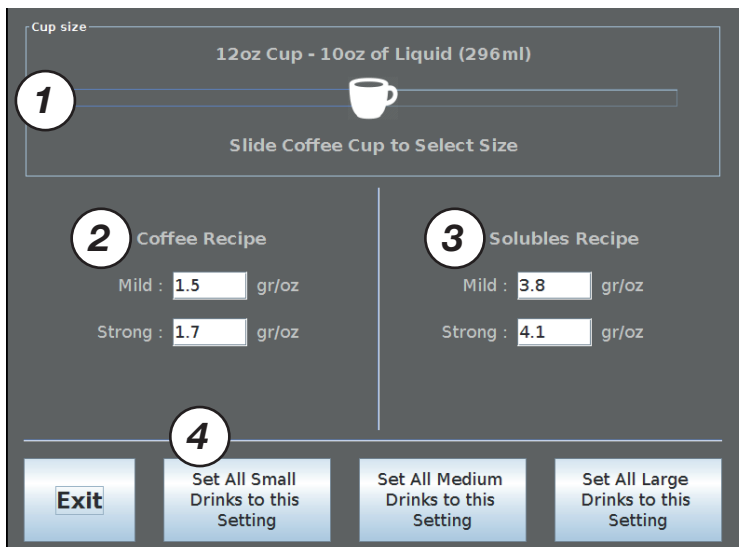
##### Pause 4

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.**



**NOTE** 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** Cup size: 12oz Cup - 10oz of Liquid (296ml). Slide Coffee Cup to Select Size.

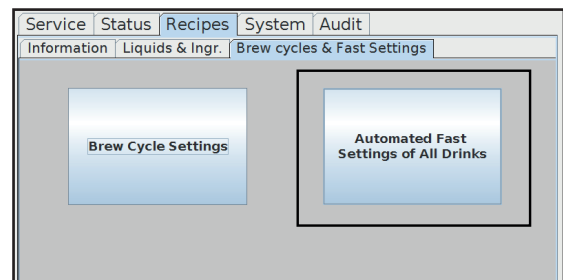
**2** Coffee Recipe

Setting	Value	Unit
Mild	1.5	gr/oz
Strong	1.7	gr/oz

**3** Solubles Recipe

Setting	Value	Unit
Mild	3.8	gr/oz
Strong	4.1	gr/oz

**4** Buttons: Exit, Set All Small Drinks to this Setting, Set All Medium Drinks to this Setting, Set All Large Drinks to this Setting.



Service | Status | Recipes | System | Audit

Information | Liquids & Ingr. | **Brew cycles & Fast Settings**

Brew Cycle Settings | Automated Fast Settings of All Drinks

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 water once.
3. This table is used to set the quantity of soluble powder (in grams) per water once.
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.

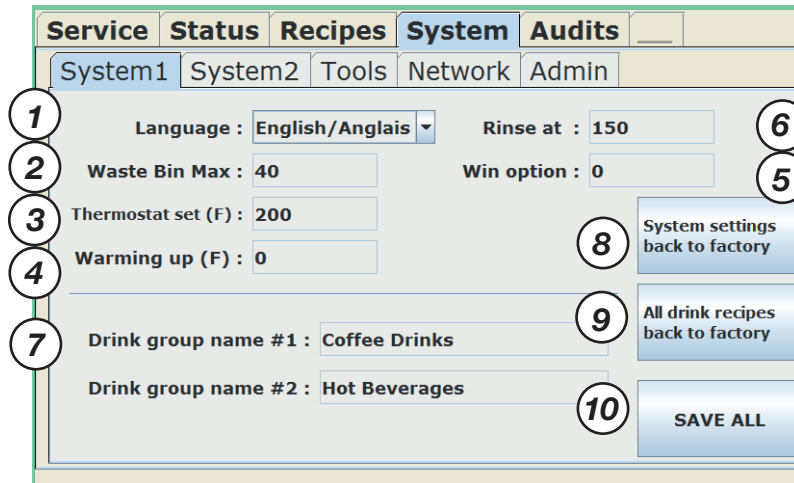


**NOTE** The fast setting does not affect the Iced Coffee, Long Espresso, Energy Shot, Hot Shot Blend, Café Latte and Cappuccino drink recipes, which can only be edited manually.

## 6.6 System Tab

To access the screen below, press the SW1 button (see section 4.15) on the main board inside the door and select the System tab.

### 6.6.1 System1 Subtab



The screenshot shows the 'System' tab interface with the following elements and callouts:

- 1**: Language dropdown menu (set to English/Anglais)
- 2**: Waste Bin Max input field (set to 40)
- 3**: Thermostat set (F) input field (set to 200)
- 4**: Warming up (F) input field (set to 0)
- 5**: Rinse at input field (set to 150)
- 6**: Win option input field (set to 0)
- 7**: Drink group name #1 input field (set to Coffee Drinks)
- 8**: Drink group name #2 input field (set to Hot Beverages)
- 9**: System settings back to factory button
- 10**: All drink recipes back to factory button
- 10**: SAVE ALL button

1. This drop-down menu is used to set the language of the system. To do so, select the desired language. Press SAVE ALL (#10) and follow the instructions on the pop-up window.

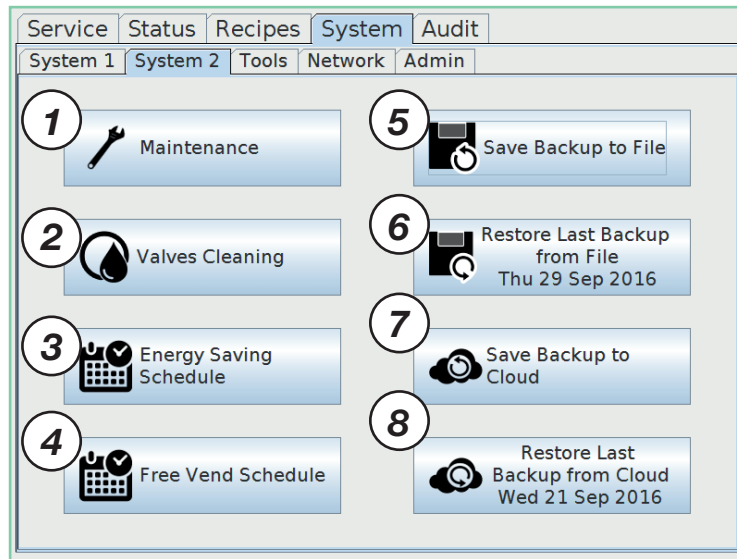


**If the language is changed, the products names will be reset to default values.**

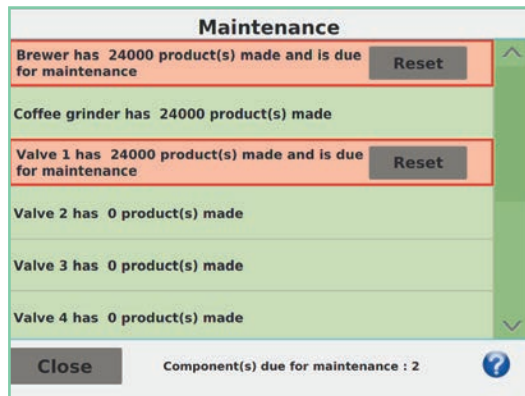
2. This field is used to set the quantity of coffees to brew before showing the "Waste Bin Full" alert. To disable this alert, set the value to zero (0).

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 customer gets one for free. To disable this function, set the value to zero (0). It is not recommended to use this feature if the machine is equipped with an optional printer.
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. These fields are used to set the name for the drinks families on the selection screen.
8. This button is used to reset the System1 and System2 tabs back to factory settings. This action does not affect the recipes.
9. This button is used to reset all recipes back to factory settings (Information and Liquids & Ingr. subtabs).
10. This button is used to save any parameters changes.

## 6.6.2 System 2 Subtab

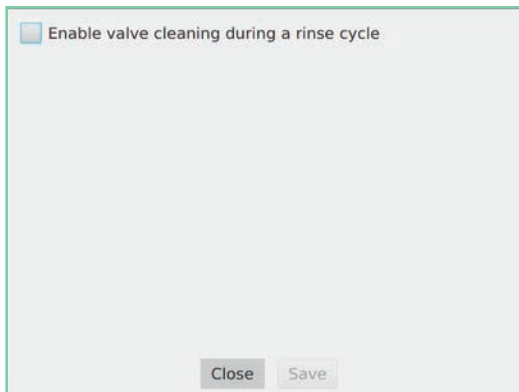


1. This button gives access to the Maintenance interface.



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 (?).

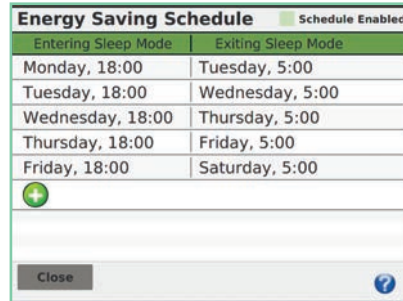
2. This button allows the user to set valve cleaning during rinse cycles.





## 6.6.2 System 2 Subtab (Continued)

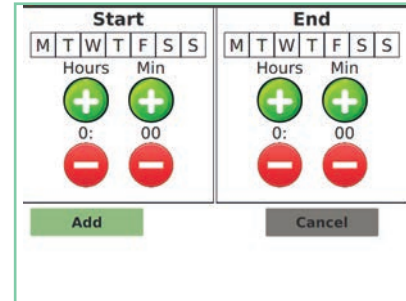
- This button gives access to the Energy Saving Schedule interface.



**Energy Saving Schedule** Schedule Enabled

Entering Sleep Mode	Exiting Sleep Mode
Monday, 18:00	Tuesday, 5:00
Tuesday, 18:00	Wednesday, 5:00
Wednesday, 18:00	Thursday, 5:00
Thursday, 18:00	Friday, 5:00
Friday, 18:00	Saturday, 5:00
+	

Close ?



**Start**

M	T	W	T	F	S	S
Hours		Min				
+		+				
0:		00				
-		-				

Add

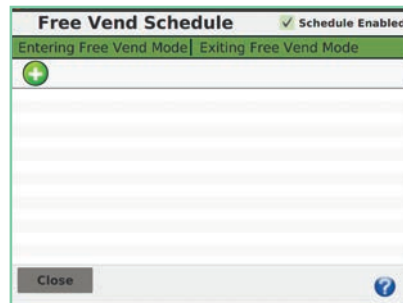
**End**

M	T	W	T	F	S	S
Hours		Min				
+		+				
0:		00				
-		-				

Cancel

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 is 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.

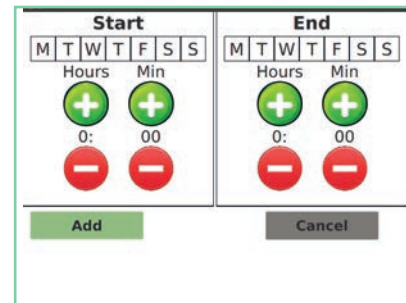
- This button gives access to the Free Drink Schedule interface.



**Free Vend Schedule** Schedule Enabled

Entering Free Vend Mode	Exiting Free Vend Mode
+	

Close ?



**Start**

M	T	W	T	F	S	S
Hours		Min				
+		+				
0:		00				
-		-				

Add

**End**

M	T	W	T	F	S	S
Hours		Min				
+		+				
0:		00				
-		-				

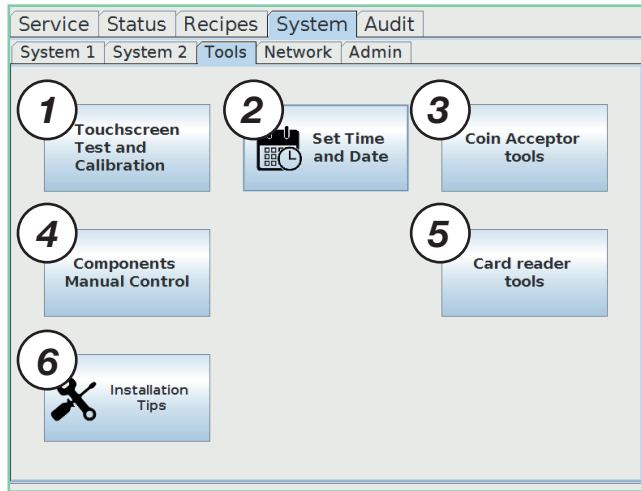
Cancel

This interface is used to plan periods when 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 (?).

- This button creates a backup file **on the coffee brewer**. The following data are saved in the backup: values of each recipe, configurations, brew cycles, Energy Saving schedules, Free Vend schedules, maintenance data and machine users list.
- 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.
- This button creates an **online** backup file (the machine needs to be connected to a cellular or a wireless network) on **Sophia**. The following data are saved in the backup: values of each recipe, configurations, brew cycles, Energy Saving schedules, Free Vend schedules, maintenance data and machine users list.
- This button restores an **online** backup file (the machine needs to be connected to a cellular or a wireless network) saved on **Sophia**. All the data saved on the date indicated on the button will be restored.



## 6.6.3 Tools Subtab



1. This button is used to calibrate the screen. Follow the calibration procedure shown on the 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.
- Sophia.
- Error Log.

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

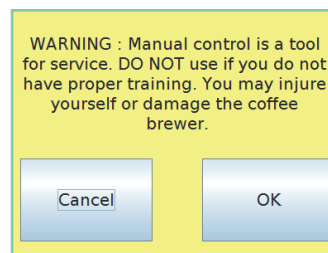
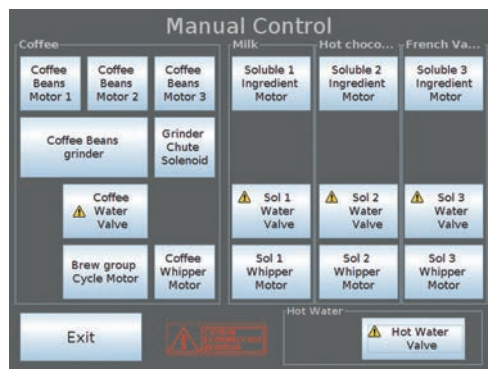


**If there is no coin changer in the machine or if it is not plugged correctly, this button will not be visible.**

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.

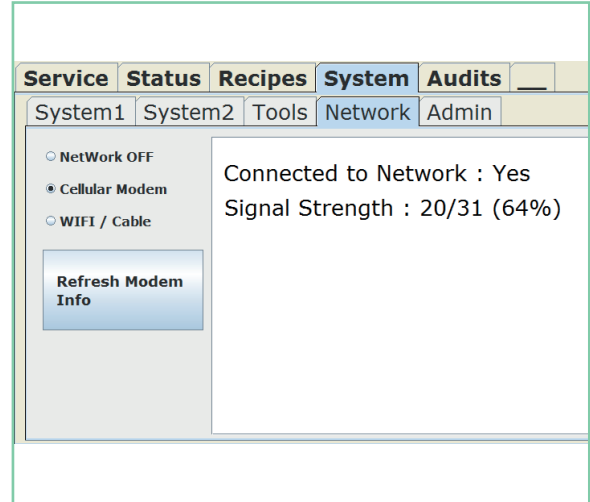
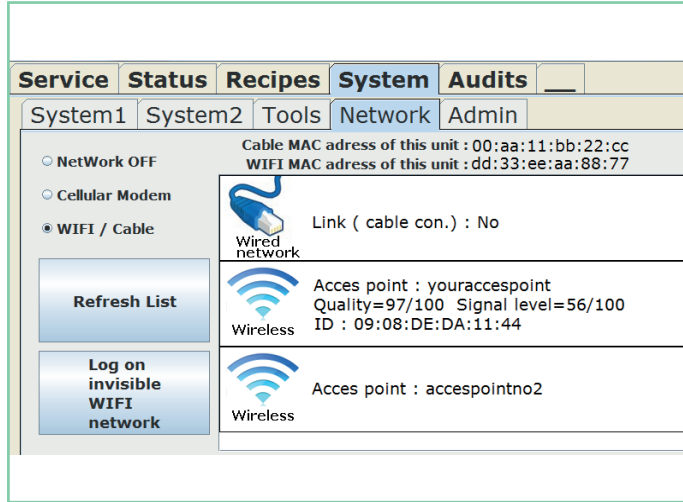


**If there is no card reader in the machine or if it is not plugged correctly, this button will not be visible.**

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

## 6.6.4 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)

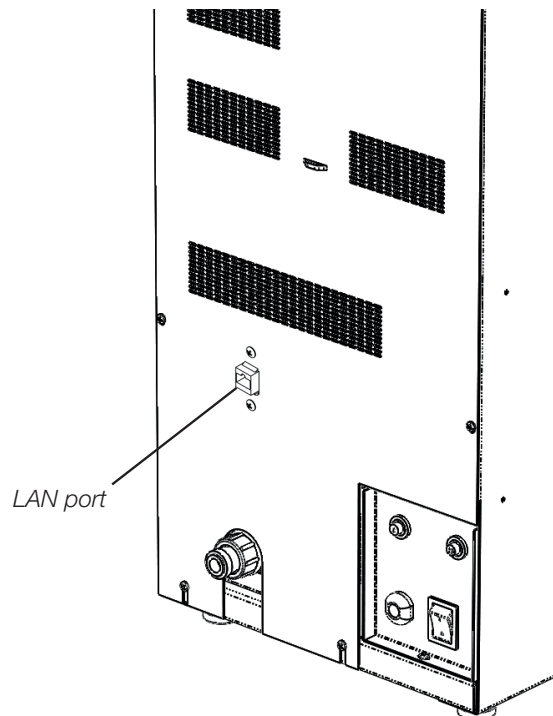
To connect the machine to a wired network, plug a network cable in the LAN port (RJ45) at the back of the brewer (no password required).



**NOTE** Total Lite brewers manufactured since March 30, 2015, ARE NOT EQUIPPED with a LAN Port.



**Warning!** If your machine is equipped with a LAN port, be careful when removing the back panel. Network cable inside the machine must be disconnected.



#### 6.6.4 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 encryption methods:

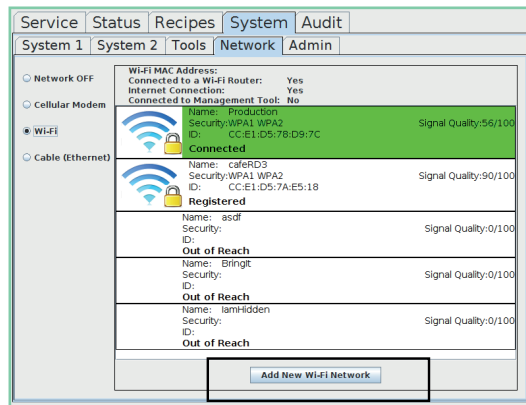
##### **No encryption (OPEN)**

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.

**Add New Wi-Fi Network**

Network Name:

Security: **Open (No password)**

**Add New Wi-Fi Network**

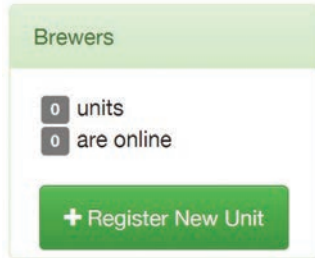
Network Name:

Security: **WPA/WPA2 Personal AES/TKIP**

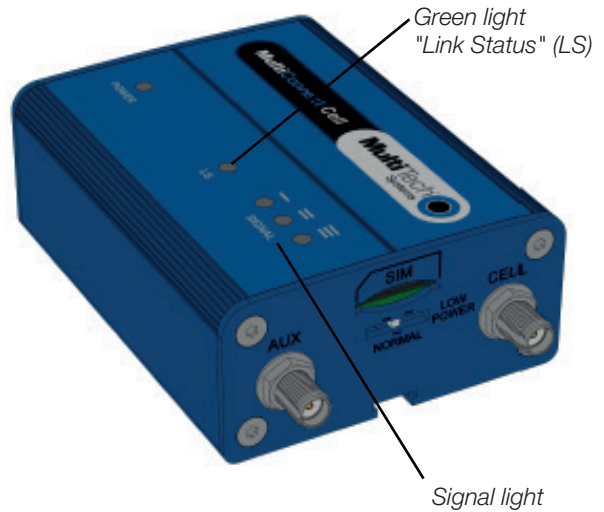
Password:

## 6.6.4 Network Subtab (Continued) Cellular Modem (Optional)

When equipped with a cellular modem (optional), the coffee brewer can be remotely controlled through Sophia. Access Sophia at **sophiapro.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 between the fascia and 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.

### Power

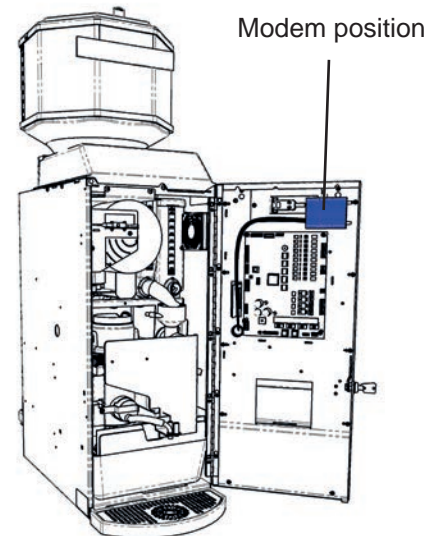
Not lit	DC power not present.
Lit	DC power present.

### 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 ( $7 \leq \text{RSSI} < 14$ ).
Bar 1 and 2 ON	Weak signal ( $15 \leq \text{RSSI} < 23$ ).
Bar 1, 2, 3 ON	Good signal ( $24 \leq \text{RSSI} \leq 31$ ).



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

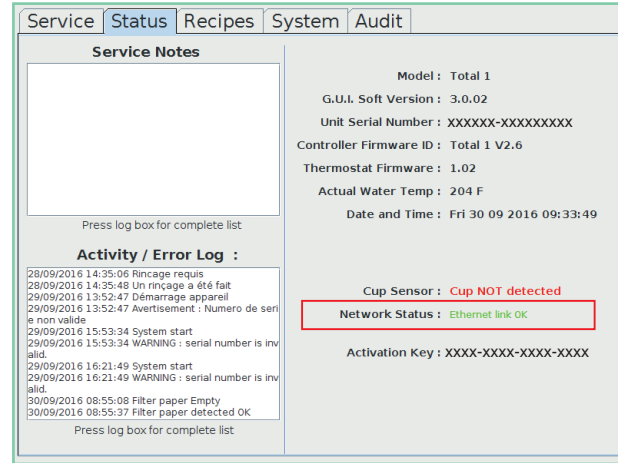
Make sure that at least one of the signal lights is on. If no signal is detected, move the antenna. If the problem persists, a high-gain antenna can be ordered at Evoca North America. For more details, contact Customer Service department at **800-561-6162, ext. 311**, or at **salesorder.na@evocagroup.com**.

## 6.6.4 Network Subtab (Continued)

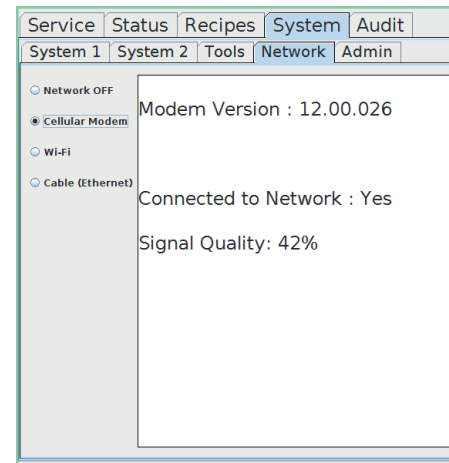
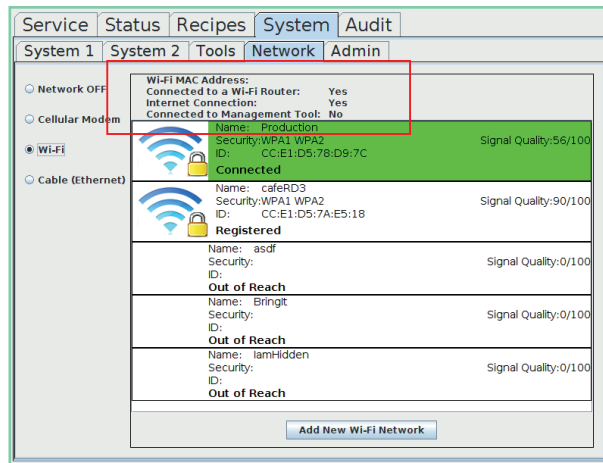
There are three (3) ways to verify if the brewer has successfully been connected.

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).



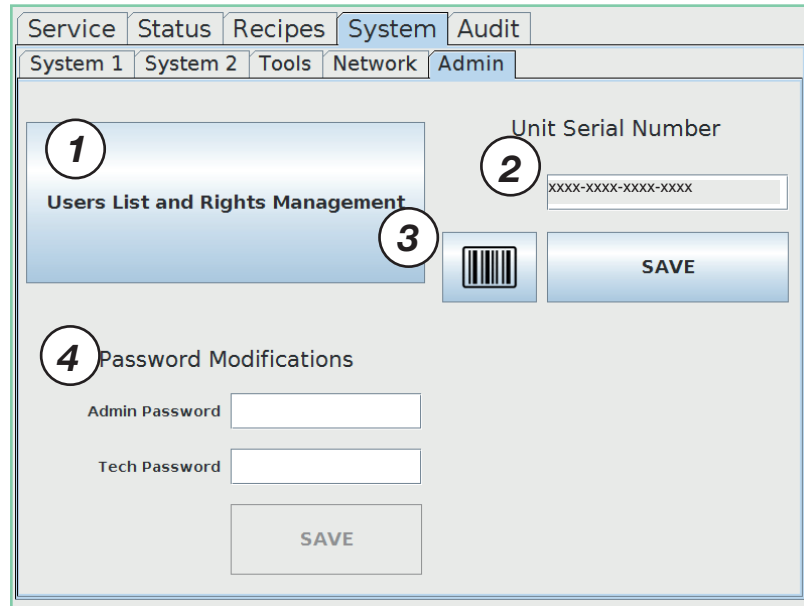
Inactive, offline



Active, online

## 6.6.5 Admin Subtab

The Admin subtab is available to level 4 users only.

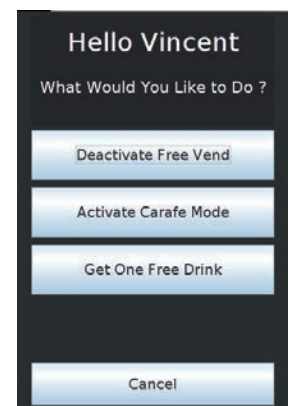
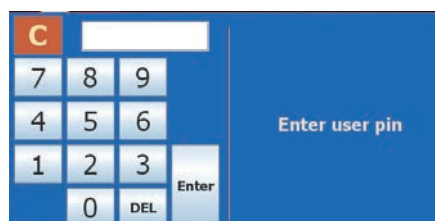
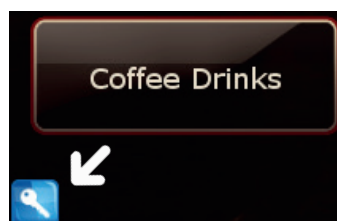


1. This button is used to create a list of users authorized to activate Carafe mode, Free Vend mode and/or order one free drink directly from the selection screen.

- 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.

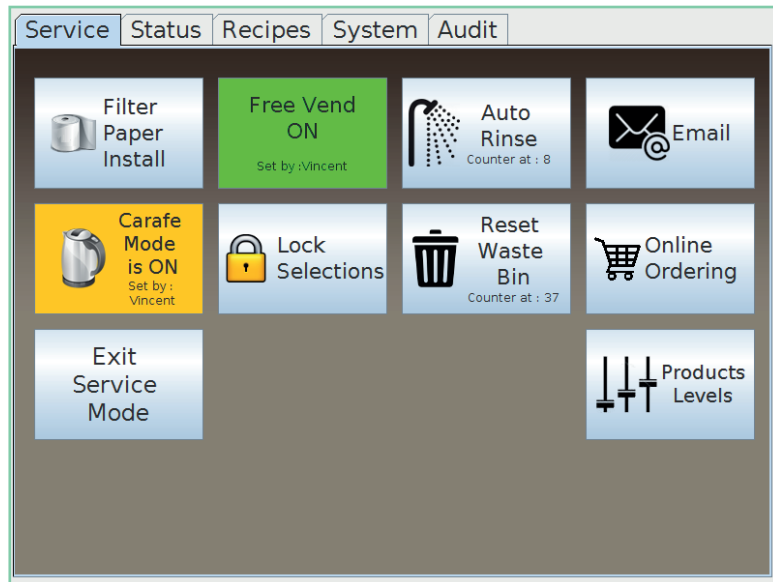
Name	PIN	Carafe	Free Vend	One Free Vend
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 SW1 white button twice (see section 4.15).



### 6.6.5 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 the user who set it.



2. This field is used to enter the serial number of the coffee brewer. For proper functioning of Sophia, the serial number must be the same as the one on the sticker inside the machine, under the fan.



**It is important to enter the serial number of the machine every time the flash card is replaced.**

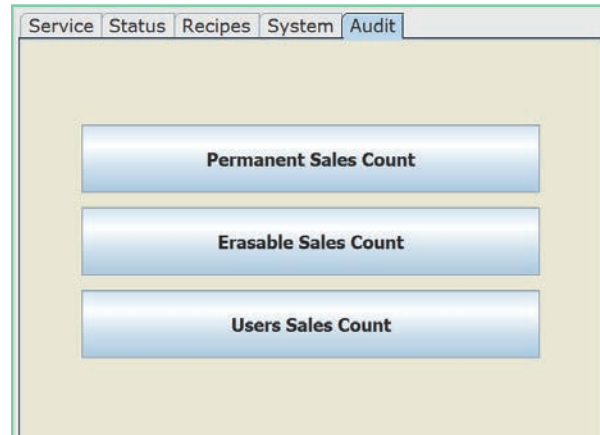
3. This barcode is reserved for Evoca North America use.
4. These fields are used to modify the levels 3 and 4 users' passwords (see section 6.1).

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



## 6.7 Audit Tab

To access the screen below, press the SW1 white button (see section 4.15) on the main board inside the door and select the Audit tab.



### 6.7.1 Permanent Sales Count

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

Products	Sales			Free			Total
	Small	Medium	Large	Small	Medium	Large	
Coffee 1	0	0	0	0	1	0	1
Coffee 2	0	0	0	0	7	0	7
Coffee 3	0	0	0	0	0	0	0
Coffee 50...	0	0	0	0	0	0	0
French V...	0	0	0	0	0	0	0
Vanilla C...	0	0	0	0	0	0	0
Vanilla M...	0	0	0	0	0	0	0
Hot Choc...	0	0	0	0	0	0	0
Mokaccino	0	0	0	0	0	0	0
Vani Mok...	0	0	0	0	0	0	0
Choco Latte	0	0	0	0	0	0	0
Choco Va...	0	0	0	0	0	0	0
Energy S...	0	0	0	0	0	0	0
Hot Shot ...	0	0	0	0	0	0	0
Long Espr...	0	0	0	0	0	0	0
Cafe Latte	0	0	0	0	0	0	0
Cappuccino	0	0	0	0	0	0	0
Iced Coffee	0	0	0	0	0	0	0
Hot Water	0	0	0	0	0	0	0

Quit

### 6.7.2 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.

Products	Sales			Free			Total
	Small	Medium	Large	Small	Medium	Large	
Coffee 1	0	0	0	0	1	0	1
Coffee 2	0	0	0	0	7	0	7
Coffee 3	0	0	0	0	0	0	0
Coffee 50...	0	0	0	0	0	0	0
French V...	0	0	0	0	0	0	0
Vanilla C...	0	0	0	0	0	0	0
Vanilla M...	0	0	0	0	0	0	0
Hot Choc...	0	0	0	0	0	0	0
Mokaccino	0	0	0	0	0	0	0
Vani Mok...	0	0	0	0	0	0	0
Choco Latte	0	0	0	0	0	0	0
Choco Va...	0	0	0	0	0	0	0
Energy S...	0	0	0	0	0	0	0
Hot Shot ...	0	0	0	0	0	0	0
Long Espr...	0	0	0	0	0	0	0
Cafe Latte	0	0	0	0	0	0	0
Cappuccino	0	0	0	0	0	0	0
Iced Coffee	0	0	0	0	0	0	0
Hot Water	0	0	0	0	0	0	0

Quit Erase Counter





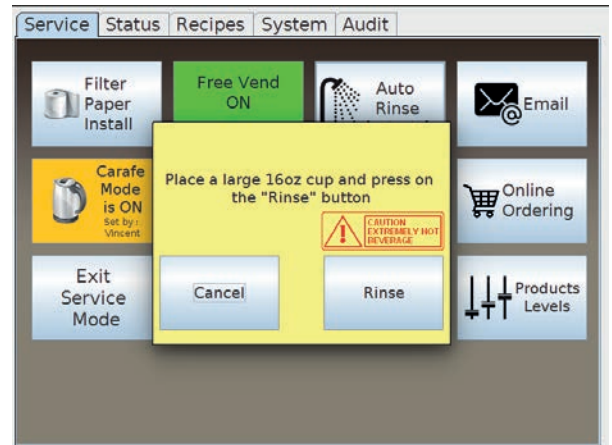
## 7 CLEANING AND SANITIZING

### 7.1 "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!**



### 7.2 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.



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

### 7.3 Recommended Cleaning Tools

In order to perform the following cleaning procedure effectively, Evoca North America recommends having at least the following tools on hands:

- Bucket.
- Small brush for tubes and nozzles, suitable for food-contact surfaces and hot water.
- 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 swipec with the ones that need to be sent to Evoca North America for extensive cleaning.
- Garbage bags for the waste bin.

### 7.4 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
<b>EXTERIOR</b>					
Unit & Cabinet	Cleaning				As Needed
Touch Screen	Cleaning				As Needed
Drip Tray	Cleaning				As Needed
Waste Bin	Inspection				As Needed
<b>INTERIOR / FOOD-CONTACT PARTS</b>					
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



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

## 7.5 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.

## 7.6 Exterior Cleaning

Frequency: daily

To minimize scratching and preserve a neat appearance, Evoca North America 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.**

### 7.6.1 Touch Screen

Frequency: daily or as needed



**WARNING! Use a 100% cotton soft cloth only.**

### 7.6.2 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 be full of HOT liquid.**

To remove the drip tray, lift it gently to avoid spilling and pull it out from underneath the door. Rinse the drip tray and dry it with a clean dry cloth. Reinstall the drip tray and make sure it is stable and leveled.

**7.6.3 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:

**WASTE BIN FULL**

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 System1 subtab, under the System tab in Service mode (see section 6.6.1).

**How to empty the cabinet 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. Empty the waste bin.
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, Evoca North America recommends setting the counter to 25 cycles using standard 8, 10 and 12 oz cups.**

## 7.7 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

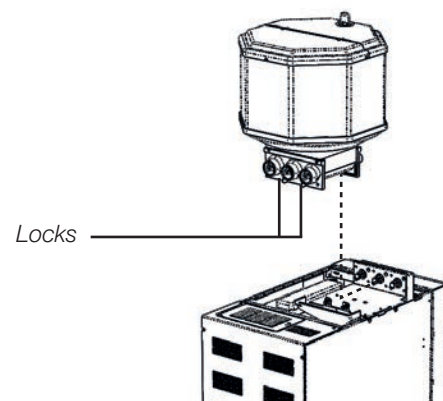
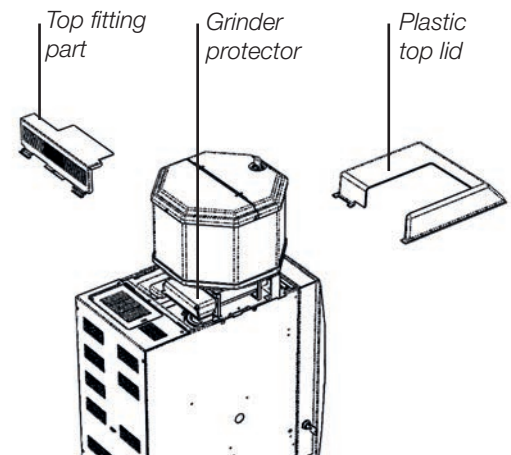
- Bean hopper
- Soluble canisters
- Soluble whipper assembly
- Brew group assembly
- Fan
- Stainless coffee chute
- Bean hopper plastic funnel

#### 7.7.1 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 alter the beverage quality.

1. Unscrew and remove the top fitting part behind the top lid.
2. Remove the top lid of the machine.
3. Remove the grinder protector and pivot the two (2) locks 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.



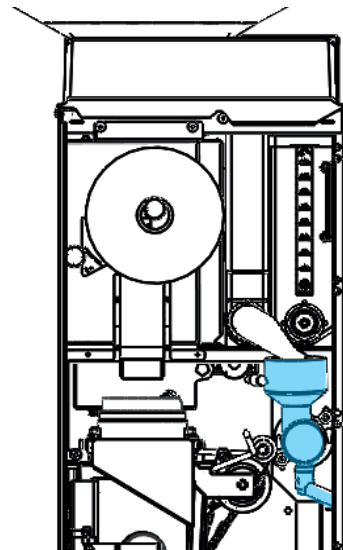
### 7.7.2 Soluble Canisters

#### Soluble Whipper Assembly

Frequency: weekly or every 200 cycles

If there is product accumulation, remove the soluble whipper assembly for manual cleaning under hot water.

1. Remove the tube from the base.
2. Lift the funnel. Remove the whipper chamber and the 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.

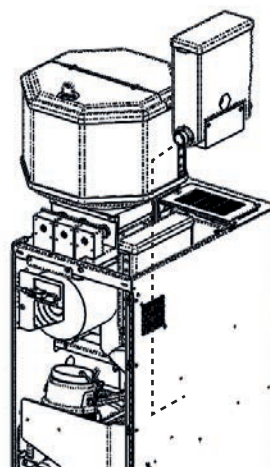


#### Soluble Canisters

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 alter the beverage 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.



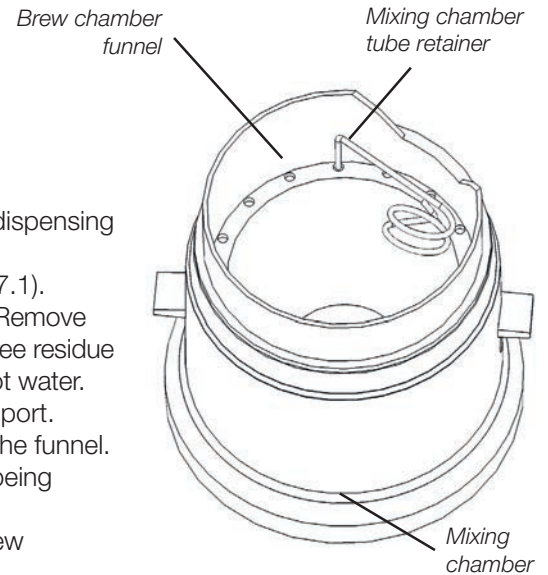


## 7.7.3 Brew Group

### Brew Chamber and Funnel

Frequency: weekly or every 200 cycles

1. Place a large cup or container under the dispensing nozzle to collect the hot rinse water.
2. Perform several rinse cycles (see section 7.1).
3. Remove the brown tube from its support. Remove the brew chamber's funnel to dislodge coffee residue trapped underneath it and rinse it under hot water.
4. Reinstall the funnel and the tube in its support. Make sure the tube is against the wall of the funnel. Water must form a circular motion when being dispensed.
5. Order a large coffee to ensure that the brew chamber is working properly.



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



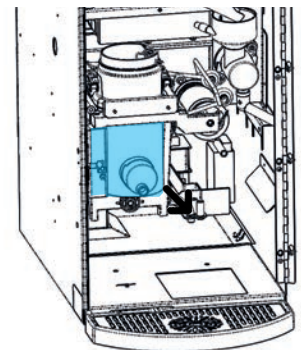
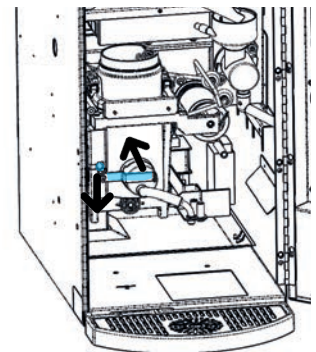
**The funnel should be cleaned weekly or more often if needed.**  
To clean the funnel, follow steps 3 to 5.

### 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.



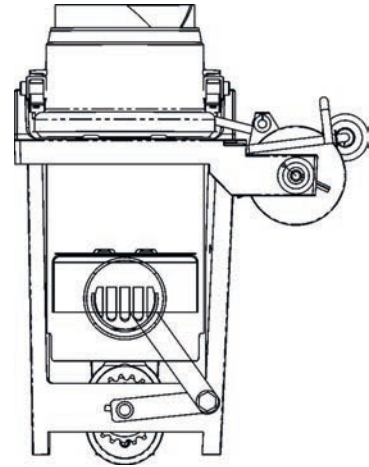


**Brew Group Assembly Sanitizing Treatment**

Frequency: quarterly or every 5,000 cycles

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

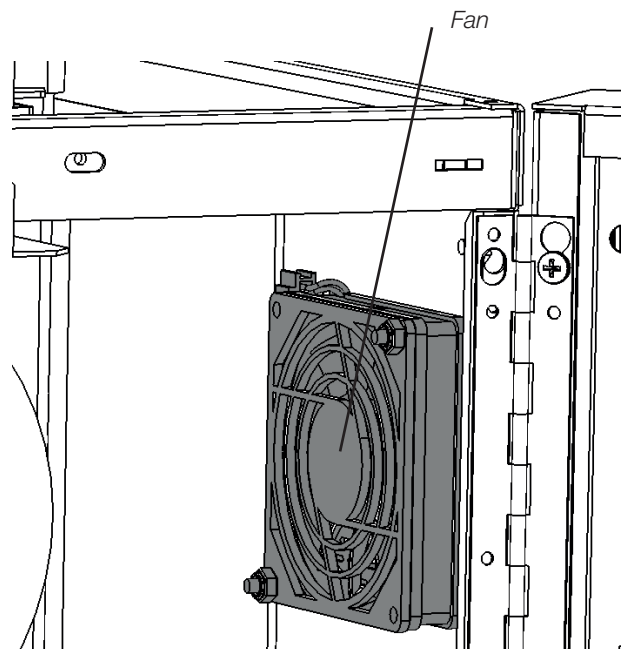
1. Open the machine door and place a recipient large enough under the dispensing nozzle.
2. Brush away any loose coffee on the brew group and remove filter paper.
3. Clean the stainless coffee chute and plug it with a towel.
4. Sprinkle one (1) portion of urn cleaner directly into the brew chamber.
5. 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 7.1) 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.

**7.7.4 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.

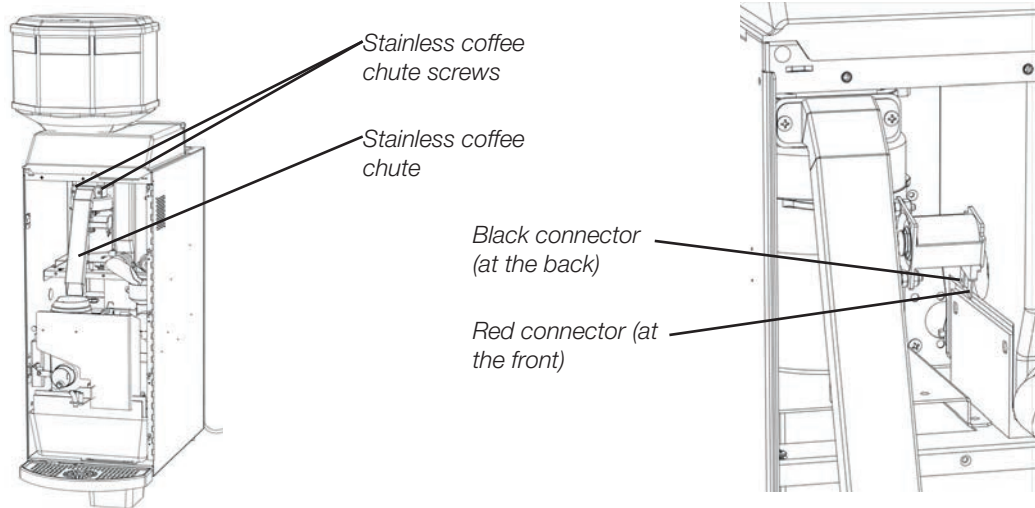


## 7.7.5 Stainless steel Coffee Chute

Frequency: monthly or every 1,000 cycles

With knocker (for previous brewer version)

1. Open the door of the machine.
2. Remove the filter paper.
3. Remove the grinder protector.
4. Unplug the 2 connectors from the solenoid.
5. Remove the stainless chute by removing the screw.
6. Clean the chute by rinsing it with hot water.
7. Make sure it is dry before reinstalling.
8. Repeat steps in reverse order to reinstall the chute and solenoid.



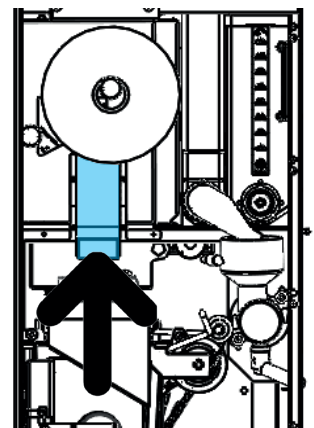
Without knocker

1. Open the door of the machine and remove the front panel.
2. Insert the chute cleaning brush (included with the machine) 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.



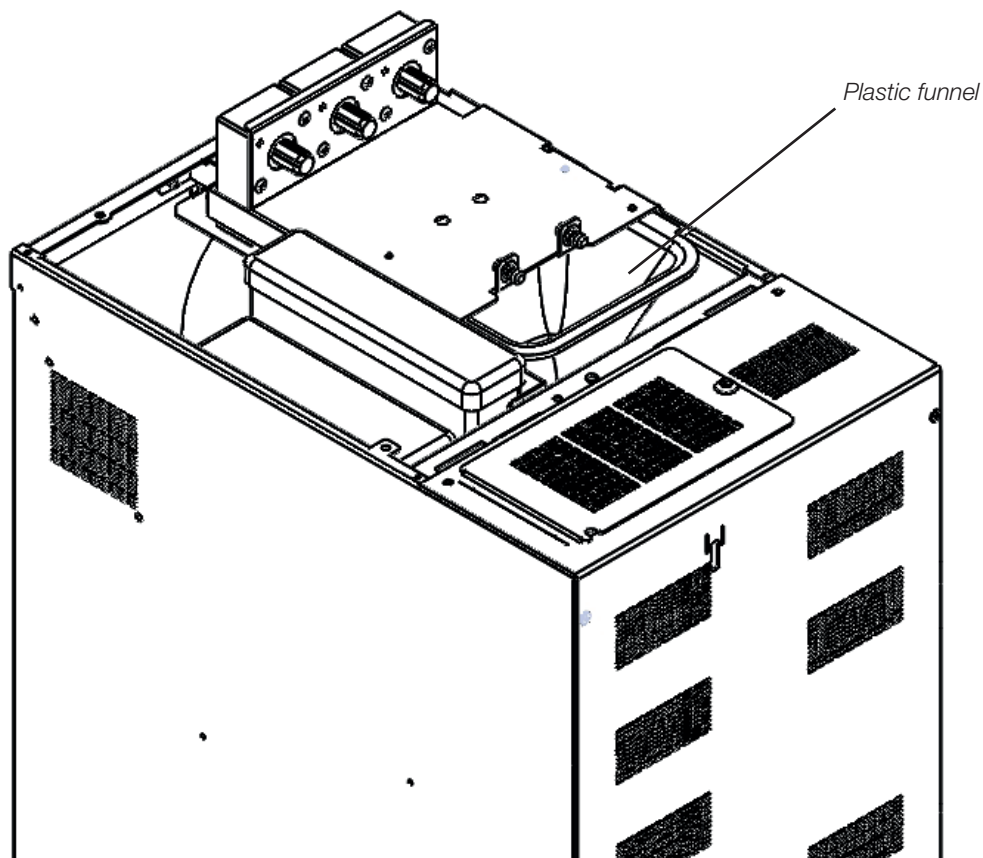
#### 7.7.6 Bean Hopper Plastic Funnel

Frequency: monthly or every 1,000 cycles

1. Open the door of the machine.
2. Remove the plastic top lid.
3. Unscrew and remove the top fitting part.
4. Remove the grinder protector and pivot the two (2) locks in order to release the bean hopper. Remove the hopper.
5. Clean the bean hopper plastic funnel.
6. Reinstall all parts in reverse order.
7. Order a large coffee to ensure that all parts and switches are working properly.



When removing the hopper, beans won't fall, but this step is easier if hopper is empty.



## 8 PREVENTIVE MAINTENANCE

All important parts of the unit must be maintained as per the preventive maintenance schedule to honor the warranty and to avoid possible defects. Adequate maintenance will extend the life of the coffee machine and deliver a consistent high quality beverage.



The preventive maintenance schedule and instructions below must be followed to honor the warranty.

### 8.1 Preventive Maintenance (PM) Schedule



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

	Inspection	Preventive Maintenance	See Section
Brew Group	Monthly	25,000 cycles or annually	8.2
Outlet Valves	Quarterly	10,000 cycles	8.3
Hot Water Tank	Quarterly	60,000 cycles	8.4
Grinder	Quarterly	100,000 cycles or every 5 years	8.5

## 8.2 Brew Group Assembly

Preventive maintenance: yearly or every 25,000 coffee cycles

The brew group is the heart of the equipment and is responsible for the taste of every cup. It needs to be serviced regularly to maintain the quality of the beverages served.

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

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

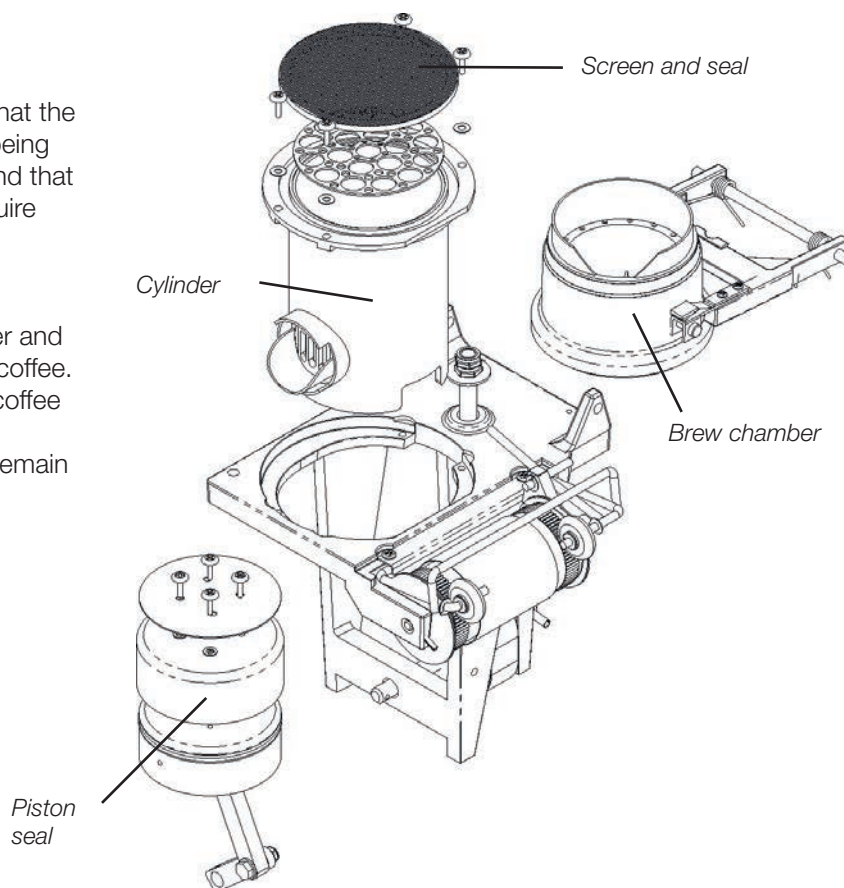
Contact Evoca North America's Technical Support at [service.na@evocagroup.com](mailto:service.na@evocagroup.com) or 800-561-6162, ext. 310 to order parts or for additional information.

### Inspection

Frequency: monthly

The following are signs that the coffee extraction is not being performed adequately and that the brew group may require preventive maintenance:

- Seal is damaged.
- Air gets into the cylinder and creates bubbles in the coffee.
- Coffee grounds in the coffee dispensed.
- Spent coffee grounds remain wet on filter paper.



## 8.3 Outlet Valves

Inspection: quarterly

Preventive maintenance: every 10,000 cycles

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

### Valve Leakage

Identify the leaking valve, change it or rebuild it.

If the leak originates from under the body of the valve or from the tank exit, try changing the conical mounting seal in the first instance.



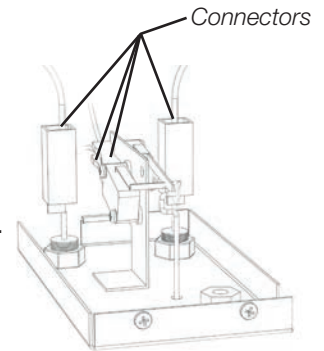
**If the coffee valve is not watertight, water will accumulate in the brew chamber. If it drips all night, the first coffee of the morning will be lukewarm. The leakage may also cause the chamber to flood.**



**Caution! Water is very hot!**

### Removing and Installing the Valves

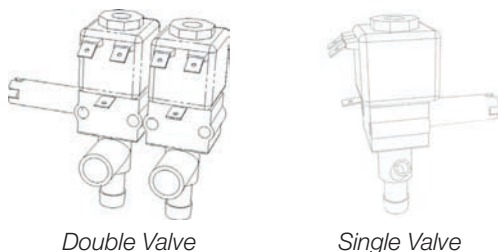
1. Turn the machine OFF.
2. Unplug the lid's connectors (fig. 1.1) and the valves (fig. 1.2).
3. Completely drain water from the tank (see section 9.1).
4. Remove the tubes.
5. Unscrew the guard to be able to remove the tank.
6. Tilt the tank forward to have access to the valves.
7. Remove the valves.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



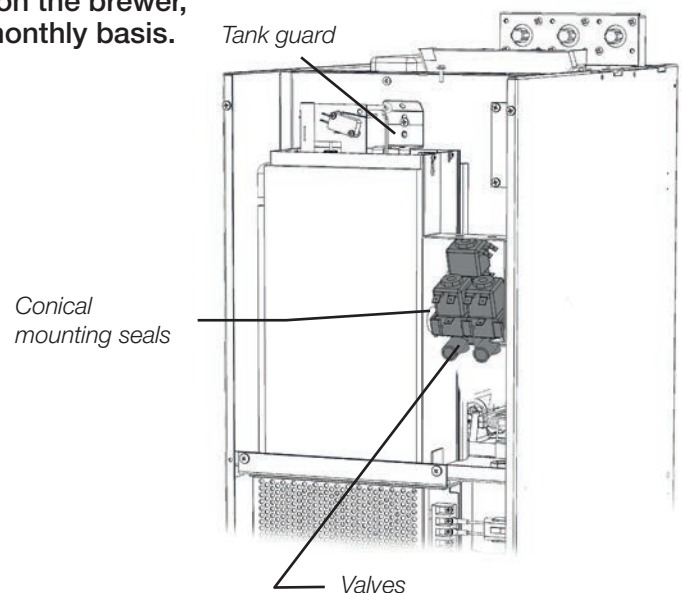
**Fig. 1.1**  
Tank lid



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



**Fig. 1.2**  
Valves



#### 8.4 Water Tank

Inspection: quarterly

Preventive maintenance: every 60,000 cycles

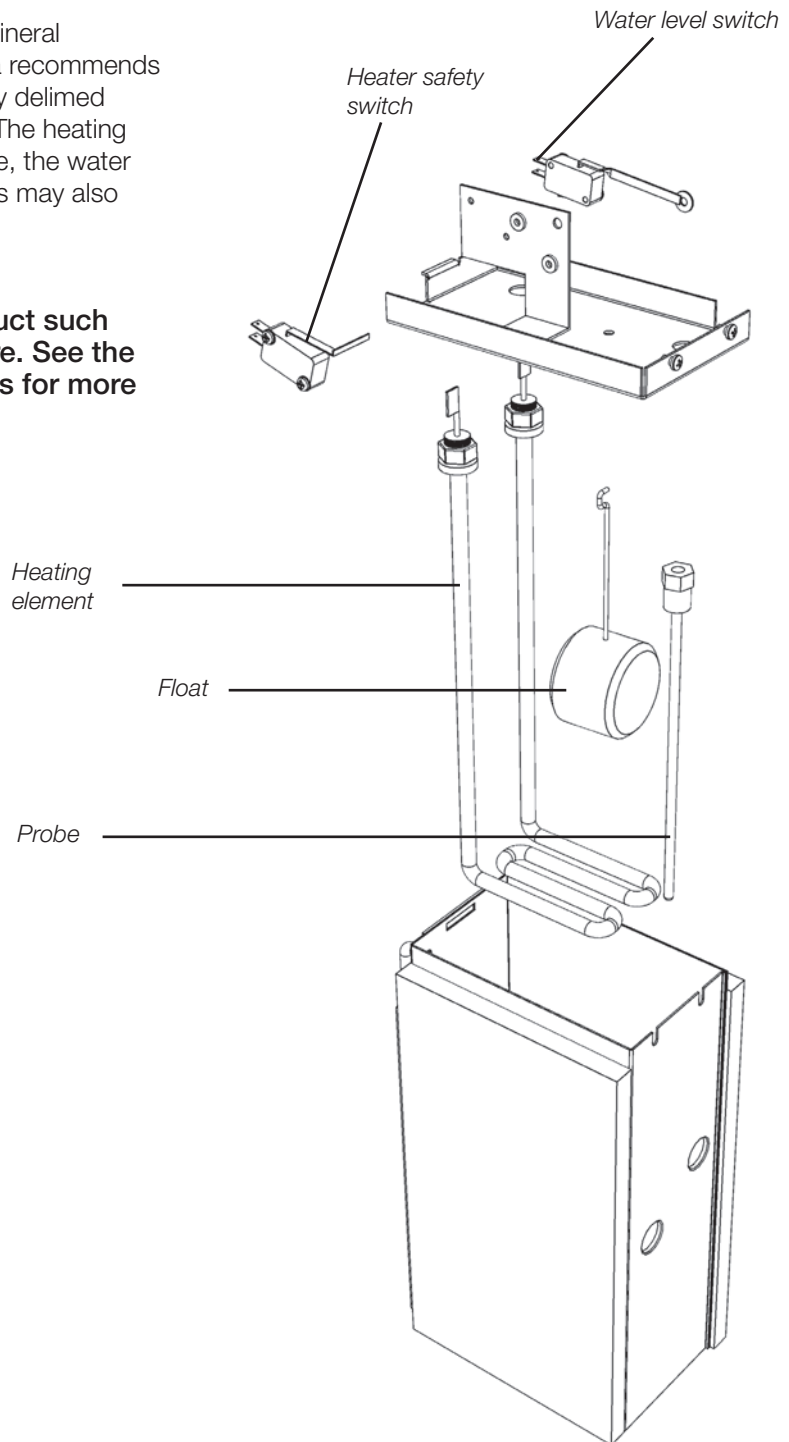
To avoid any issue related to mineral deposits, Evoca North America recommends having the water tank assembly delimed to remove all scale in the unit. The heating element, the temperature probe, the water level and heater safety switches may also need to be replaced.



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



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





## 8.5 Grinder

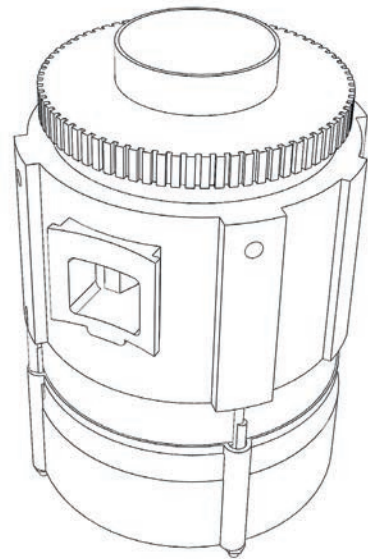
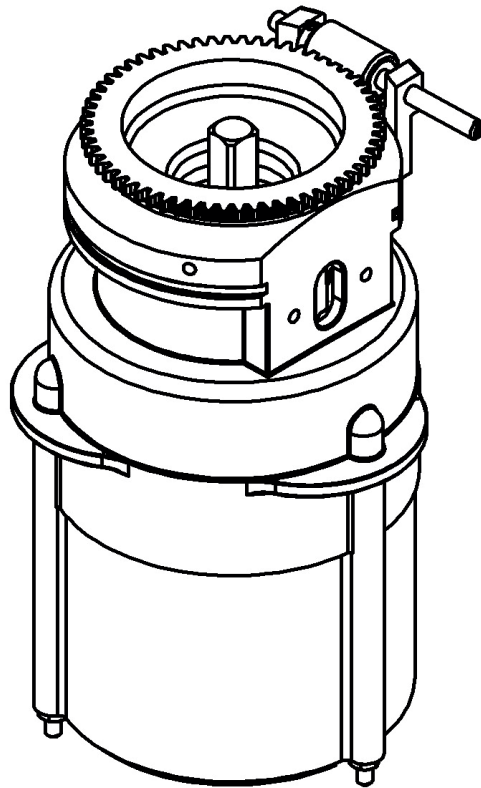
Inspection: quarterly

Preventive maintenance: every 5 years or 100,000 cycles

Evoca North America's commercial grade burr grinder ensures perfect coffee grinding.

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

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



Grinder of units manufactured before August 1, 2012.

## 9 PARTS MAINTENANCE

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

### 9.1 Hot Water Tank Draining

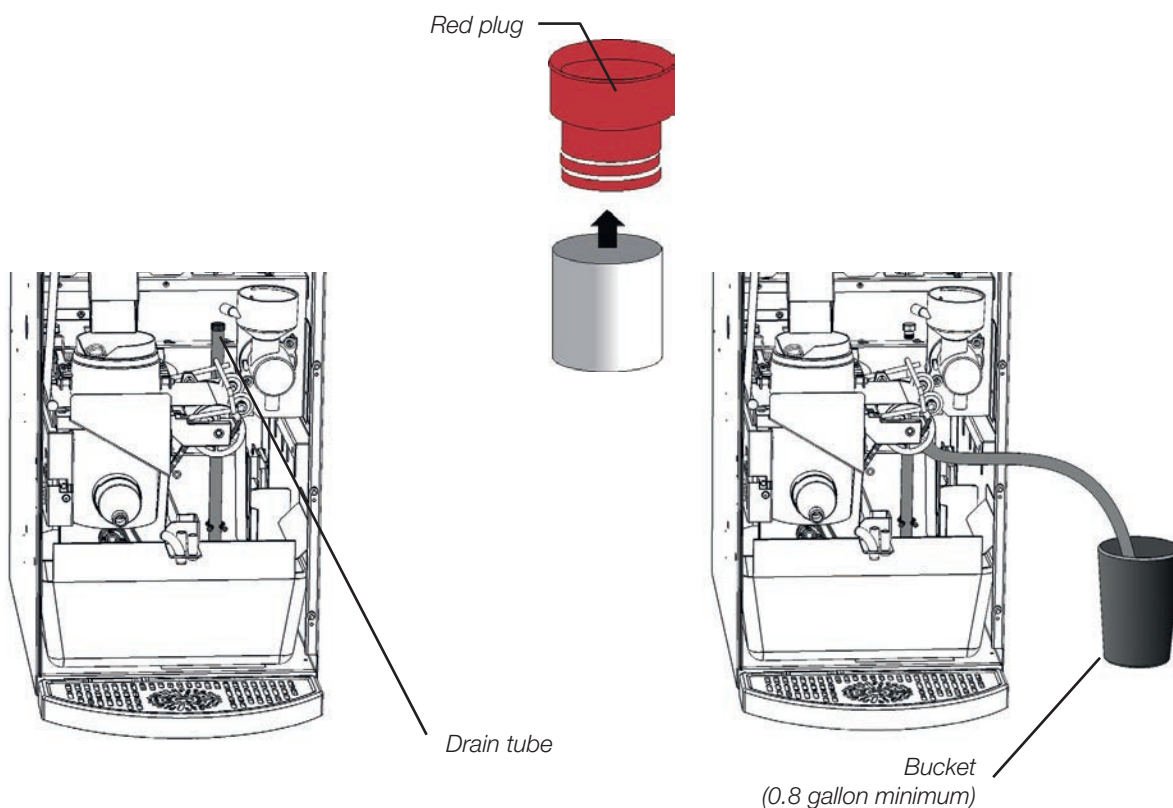
Evoca North America recommends allowing three (3) hours for the water to cool down prior to emptying the tank. Make sure a bucket of a minimum of 0.8 gallon suitable for holding hot water is available.

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



**Warning! Water may be hot!**

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



## 9.2 Shutdown and Storage

If this brewing equipment needs to be stored for an extended period of time, follow this procedure to avoid any risk of damage to the machine.

1. Turn the unit OFF and unplug it from the power outlet.
2. Completely drain the hot water tank (see section 9.1).
3. Empty the soluble canisters and the bean hopper.
4. Clean all parts of the unit (see section 7).
5. Disconnect the white wire from the heating element (see section 4.5.1).
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 tool provided 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.

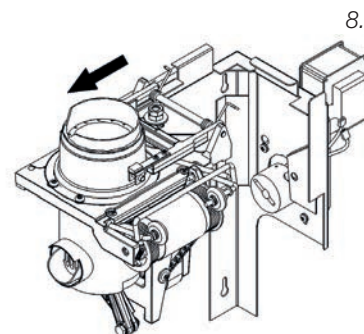
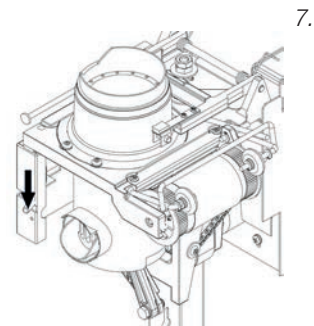


**Do not sit the brew group on its right side (on the wheels and yoke) or straight up, as these positions make it unstable and could cause it to fall.**

### 9.3 Brew Group Assembly

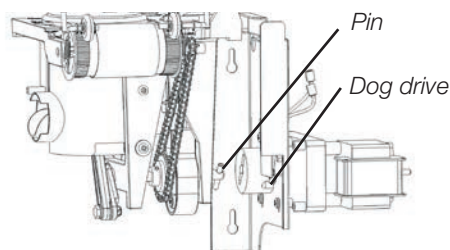
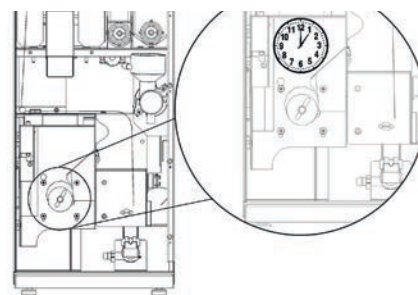
#### Removing the brew group

1. Open the main door.
2. Go in service mode by pressing SW1 white button (See section 4.15).
3. Select change filter paper once.
4. Wait for the brew chamber to open. Cut the filter paper.
5. Remove the coffee spout and the hose support bracket from the right side of the brewer assembly.
6. Support the brewer assembly by holding the aluminum frame on the right side of the brewer assembly.
7. With your left hand, slide the retaining pin over to the right and then down.
8. Pull the brewer assembly straight towards you.



#### Installing the brew group

1. Make sure that the dog drive pin in the back of the brewer is at 1 o'clock.
2. Align the left edge of the brewer on the left bracket support.
3. Push the brewer back completely into the dog drive motor.
4. Slide the brewer's retaining pin up and then left.



To clean the coffee brew group, see section 7.7.3.

## 9.4 Main Board

Like all electronic main boards, they are very sensitive to power surges in the building. If this is your reason for changing the main board and this persists, verify your power source. Use the necessary precautions for handling static sensitive devices.

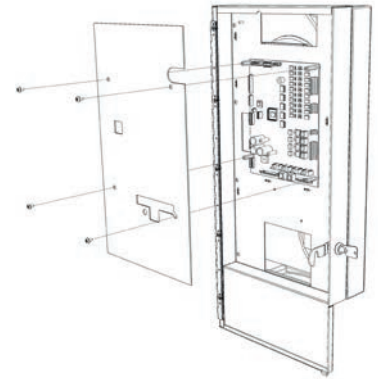
### Removing

1. Retrieve all your data. (See section 6.6.2)
2. Turn off the machine and unplug from the outlet.
3. Open the door and remove the protection panel via the 4 screws.
4. Unplug the connections: (Clockwise from the top left corner):

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

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

5. Unscrew 4 plastic 1" posts;
6. Remove the board.



### Replacing

1. Replace the board and fasten with the 4 posts.
2. Plug the connections and refer to the board diagram for a full-size view (section 4.15).
3. Verify that everything is in place, the board will fail if the connections are reversed or in the wrong place.
4. Replace all parts in the reverse order. Replace protection panel with the 4 screws.
5. Plug in the brewer and turn it on.
6. Verify on the screen that all is functioning.



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

## 10 TROUBLESHOOTING

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

### 10.1 Warning Messages List

#### ***FILTER PAPER ROLL EMPTY***

The coffee brewer is out of filter paper. All coffee-based recipes will be temporarily disabled and not visible on the selection screen. Only hot water and drinks containing soluble will be available. Install a new filter paper roll (see section 4.13).



**Advanced tech info: the status of the filter paper sensor can be monitored using the green LED DS14 on the main board of the machine (see section 4.15.1).**

#### ***RINSE REQUIRED SOON***

The number of drinks served has reached the "Rinse at" parameter set in Service mode (see section 6.6.1). 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 7.1).

#### ***WASTE BIN FULL***

The number of coffee drinks served has reached the "Waste bin max" parameter set in Service mode (see section 6.6.1). All coffee-based recipes will be temporarily disabled and not visible on the selection screen. Only hot water and drinks containing soluble will continue to be dispensed. Empty the waste bin and reset its count (see section 6.2).

#### ***BILL VALUE TOO HIGH, RETURNING BILL***

The bill inserted in the bill acceptor has exceeded the maximum accepted value of \$10. The bill will be returned to the customer.

#### ***NOT ENOUGH COINS, RETURNING BILL***

The bill inserted exceeds the coin value available in the coin changer. The bill will be returned to the customer.

## 10.2 Error Messages List

### ***LOST COMMUNICATION WITH THE MAIN BOARD***

The link between the computer screen and the coffee brewer is broken. The main board of the brewer might be out of power.

- Check the overflow cup. It must be empty and the float needs to be pointing downwards.
- Check the 5A and 15A circuit breakers located on the back of the unit.
- Check the electrical connection between the main board connector J14 and the computer screen COM1 port (see section 4.15).

### ***BROKEN LINK BETWEEN MAIN BOARD AND THERMOSTAT***

The link between the thermostat and the coffee brewer is broken. The thermostat is located on the back of the coffee brewer. Check the cable connection between the thermostat connector J1 and the main board connector J12 (see section 4.15).

### ***WATER TEMP. SENSOR DEFECTIVE (OPEN CONTACT)***

The water tank temperature probe is defective or unplugged from the thermostat (see section 4.5.1).

### ***WATER TEMP. SENSOR DEFECTIVE (SHORT CIRCUIT)***

The water tank temperature probe is defective due to a short circuit (see section 4.5.1).

### ***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 main board of the machine. At starting position (open contact), the light is off (see section 4.15).

### ***WATER IN THE DRIP TRAY OVERFLOW***

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

The status of the water probes can be monitored using the green LED DS18. When the overflow drip tray is empty, the light is off (see section 4.15).



## 10.2 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 the 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 6.6.1). To disable this feature, set the warming up temperature to 0.

## ANNEX 1 FULL MAINTENANCE SCHEDULE

INNOVATION Series

### FULL MAINTENANCE SCHEDULE



All important parts of the unit must be maintained as per the Maintenance Schedule to honor the warranty and to avoid possible defects. Adequate maintenance will extend the life of the coffee machine and deliver a consistent high quality beverage.

PERFORMED  
BY THE OWNER

#### DAILY MAINTENANCE

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

#### WEEKLY MAINTENANCE

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

#### MONTHLY MAINTENANCE

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

#### PREVENTIVE MAINTENANCE SCHEDULE AT DIFFERENT CYCLES

##### 5,000 cycles

Clean the brew group with a commercial urn cleaner.

##### 10,000 cycles

Check & replace the outlet valves.  
Check & replace the water filter.

##### 25,000 cycles

Replace the brew group via Cafection's Brew Group Exchange Program.  
Replace the whipping motor(s).

##### 50,000 cycles

Delime the water tank & outlet valves.

##### 100,000 cycles

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

PERFORMED BY THE SERVICE PROVIDER

## ANNEX 2 MONTHLY PREVENTIVE MAINTENANCE SCHEDULE



All important parts 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.

## 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 Evoca North America's Brew Group Exchange Program.  
Replace the whipping motor(s).

**50,000 cycles**

Delime the water tank & outlet valves.

**100,000 cycles**

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

PERFORMED BY THE SERVICE PROVIDER

Annex 2

## ANNEX 3 WEEKLY PREVENTIVE MAINTENANCE SCHEDULE



All important parts 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.

PERFORMED BY THE SERVICE PROVIDER

### WEEKLY MAINTENANCE

- ☐ Verify the filter paper level.
- ☐ Sanitize the brew chamber with a hot water cycle.
- ☐ Sanitize the soluble mixing bowl with a hot water cycle.
- ☐ Capture data from the software.
- ☐ Verify the overflow cup.
- ☐ Verify the overflow drip 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 Evoca North America's Brew Group Exchange Program.  
Replace the whipping motor(s).

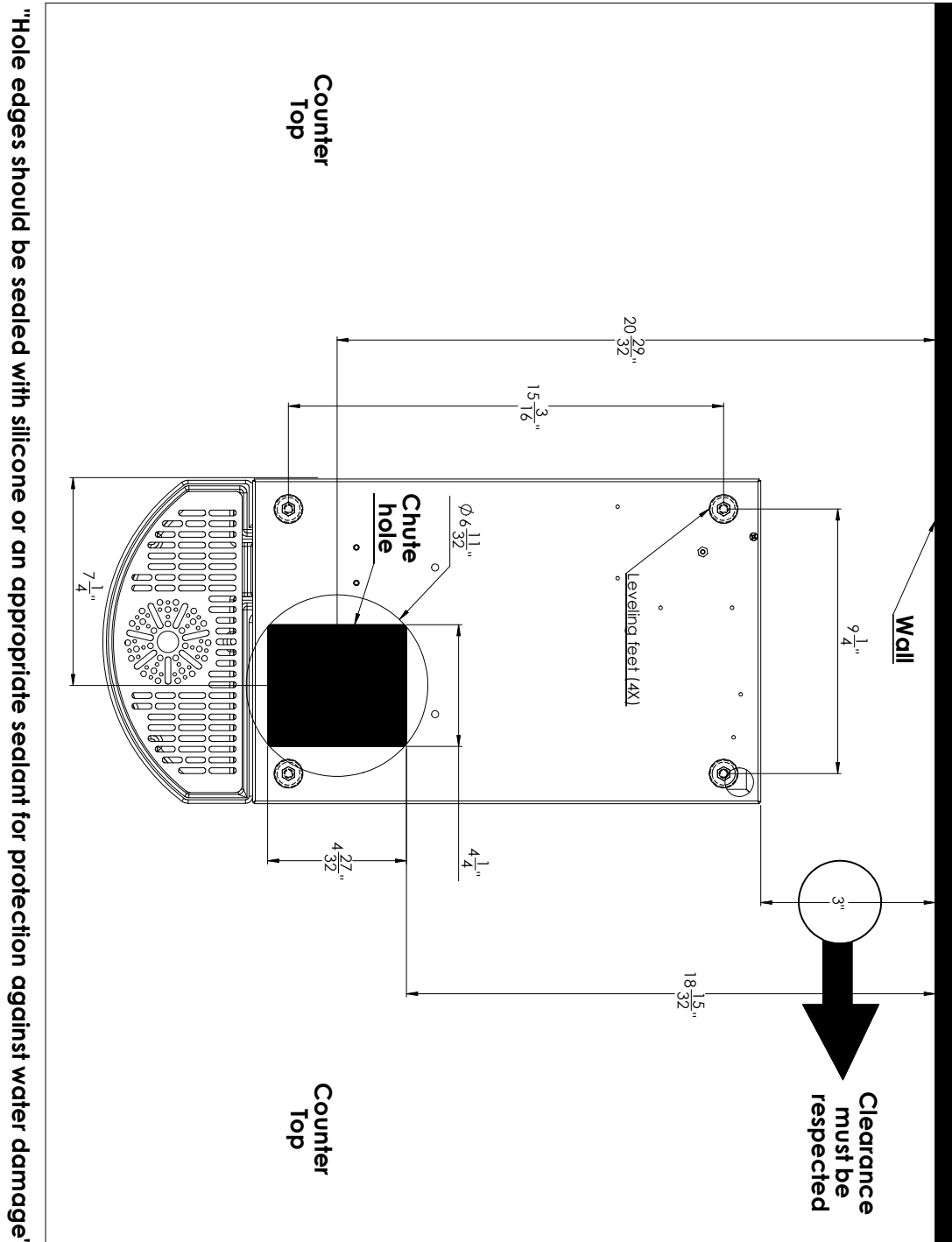
#### 50,000 cycles

Delime the water tank & outlet valves.

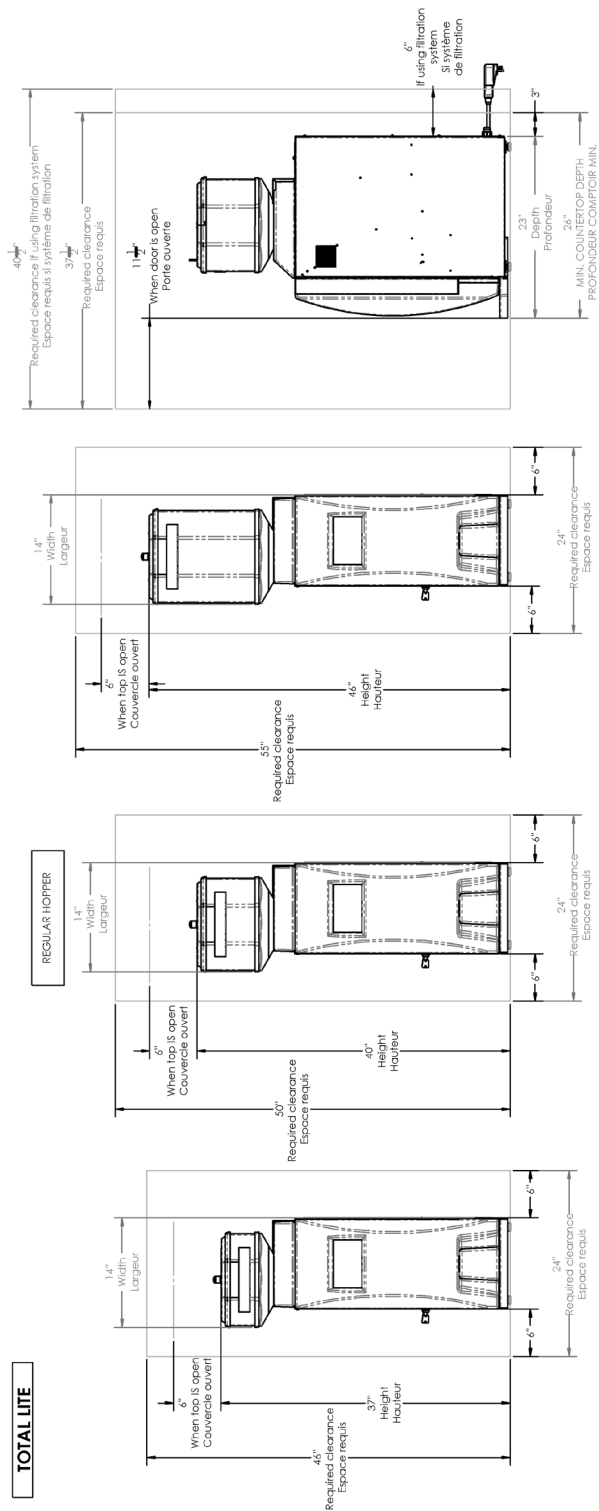
#### 100,000 cycles

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

## ANNEX 4 WASTE CHUTE POSITION



ANNEX 5 REQUIRED CLEARANCE



MAX 5 FEET DISTANCE OF ELECTRICAL OUTLET  
MAX 5 PIEDS DE DISTANCE D'UNE PRISE DE COURANT