



# User manual

2015-01

Serial number :

Registration number :

Service tel. number :

Supplier :

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## Introduction

In this user manual you will find instructions and explanations concerning machine functions, operation and maintenance.

The machine is designed to deliver coffee and hot water, either in cups, mugs or in a pot.

Operation is simple and its straight-forward design warrants convenience in every aspect. Cleaning is uncomplicated and can be performed in a very short time.

Please operate and maintain the machine as described in this manual for the best machine performance.

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### Important

Please read the safety instructions carefully and ask your sales representative if you have any remaining questions.

The manufacturer and DECS International cannot be held liable in case of damage and/or injury if the machine is not operated and maintained according to the instructions given in this manual.

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## Safety instructions

### Operation

Installation, programming and adjustments must be performed by a service technician or other authorized personnel.

Do not remove machine covers for safety reasons.

The machine is intended for indoor operation only. Do not place this appliance where a water jet might be used or near a cooking device (hot).

Do not store the machine at locations with a surrounding temperature below 1 °C / 34 °F.

Use fresh clear drinking water only to (re) fill the water tank. It is recommended to refill the cold water tank with fresh tap water at the start of the day for optimum water quality.

Keep hands and body parts clear from the delivery area while the machine is producing coffee or hot water. Therefore, do not leave the machine unattended in the presence of children.

Do not relocate or move the machine without reading the instructions on page 15 first.

Note that the drip tray capacity is limited to 250 ml / 8 oz (1~ 2 cups). Please empty the drip tray regularly or if coffee or water has been delivered while no cup or pot was present.

Switch the machine to the stand-by mode when it is not going to be used for a long period. (for example during the night time or during weekends). Only unplug the power cord in case of a machine malfunction (Store the coffee pack in a refrigerator). The cooling system does not function without power supply and the coffee will not be stored at the right temperature.

Clean the machine at the start of the day and on a weekly basis as described in this manual for hygienic and functional reasons.

Always observe basic hygiene and use only food-grade cleaning agents. Clean the machine outer parts with a clean damp cloth. Do not spray it off.

For machines with a fixed water connection: Check the water quality and install a waterfilter/softener if necessary.

This device can be used by children aged 8 years and above, and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been supervised or given instructions concerning the safe use of the device and understood the resulting risks. Children are not allowed to play with this device. Cleaning and user maintenance should not be carried out by children without supervision.

This appliance is intended to be used in household and similar applications, such as: staff kitchen areas, in shops, offices and other working environments; in farm houses; by clients in hotels, motels and other residential environments; in bed and breakfast environments.

### **Product storage**

Ensure that the cooling compartment is properly closed at all times. The coffee quality may otherwise deteriorate.

Check the Cafitesse pack for the storage instructions.

Always check the expiration date on the coffee pack ('best before date') and use the coffee pack that has been stored for the longest period (first-in, first-out principle).

### **Electrical safety**

Never immerse the power cord or the machine in water or any other liquid.

Never plug a power cord into a wall outlet (or unplug a power cord) when either part is wet or touched with wet hands.

Do not operate any appliance with a damaged power cord or plug. The power cord may only be replaced by a service technician or other authorized personnel.

Do not connect the machine to any power source other than indicated on the rating label.

Please connect the machine to a grounded circuit only. The machine must be connected to an electrical circuit secured by an extra fuse or preferably to an electrical circuit equipped with a ground fault current safety switch.

When the machine has been relocated, please make sure that the machine does not overload the capacity of the electrical circuit when plugged in at the new location.

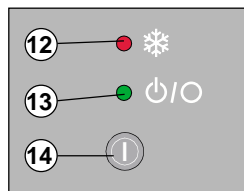
## Specifications

Machine	Size	(H) 568 mm / 22.4" x (W) 365 mm / 14.4" x (D) 350 mm / 13.75"
	Weight	12 kg / 26,4 lbs (19 kg / 42 lbs with water and coffee pack)
Outlets		Hot water (left) and coffee (right)
	Cup volume	Adjustable (20 ~ 400 ml / 0.6 ~ 13.5 oz)
	Delivery time	8-10 seconds (125 ml / 4 oz)
	Pot volume	Adjustable (20 ~ 999 ml / 0.6 ~ 33 oz, factory setting: 900 ml)
	Delivery time	Approx. 60 seconds
	Waiting time	Between two pots: 120 sec (230 V) / 188 sec (120V) / 228 sec (110 V)
Power supply		85 ~ 250 V 50/60Hz
Power consumption (rated)		2,1 kW for 230 V / 1,25 kW for 120 V / 1,1 kW for 100 V
Capacity		160 cups per hour at 230 V (20 litres per hour) 116 cups per hour at 120 V (14.5 litres per hour) 100 cups per hour at 100 V (12.5 litres per hour)
Environment	Temperature	1 °C ~ 32 °C / 34~ 89 °F for both operation and storage
	Humidity	Up to 80% RH
Cooling compartment	Capacity	1,25 litres bag in box product pack
	Temperature	2~ 5 °C / 36~ 41 °F
Internal boiler	Capacity	1,8 litre (60 oz)
	Temperature range	83~ 96 °C / 181~ 205 °F
Cold water supply		Removable cold water tank with a capacity of 3 litres / 100 oz (0.75 gallon) (fixed water connection optional)

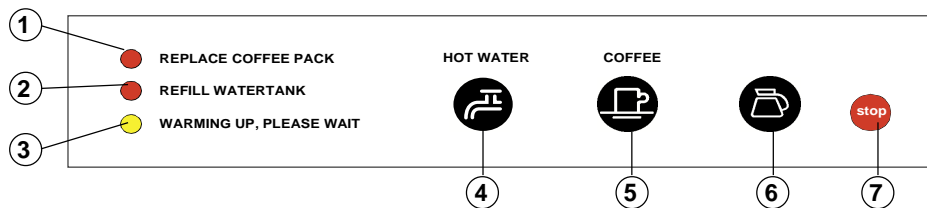
## Machine description



1. Cold water tank lid
2. Cold water tank
3. Cold water level window with **MAX** indication
4. Drip tray
5. Cup grille
6. Coffee outlet
7. Hot water outlet
8. Operation panel
9. Cooling compartment door
10. Cooling compartment
11. Coffee pack
12. Cooling comp. temperature high indicator
13. Power on / stand-by indicator
14. On / Stand-by switch







## Operation panel

1. Coffee empty - indicator
2. Cold water tank empty - indicator
3. Boiler temperature low - indicator
4. Hot water button
5. Coffee (cup) button
6. Coffee (pot) button
7. Stop button

## Machine functions and operation



### Switching the machine on/stand-by

Press the switch to switch the machine on or stand-by (fig.1).

The green 'power on' indicator will light up indicating that the machine is switched on. In the stand-by mode all functions except the cooling are shut down.

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**Please do not unplug the power cord to turn the machine off.**

The cooling system does not function without the power supply and the coffee inside the coffee pack will deteriorate.

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### Filling the cold water tank

(not applicable for machines with a fixed water connection)

When the cold water level window indicates that no water is present inside the tank or when the 'refill water tank indicator' on:

1. Remove the lid.
2. Lift the cold water tank from the dispenser using the handle (fig.2).
3. Empty, rinse and fill the tank with fresh clean drinking water (fig.3).

- It is recommended to refill the cold watertank with fresh water at the start of the day for optimum water quality.



4. Please do not overfill the water tank. Allow excess water to flow out through the opening at the rear side of the tank.
  5. Reinstall the cold water tank.
- Place the square opening at the rear side of the tank over the positioning hook on the machine frame.



## Coffee pack replacement

When the 'replace coffee pack' indicator lights:

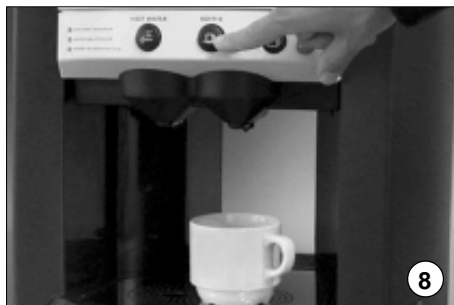
1. Open the cooling compartment door.
2. Lift the empty coffee pack out (fig.4).
3. Wipe off any coffee drops from the dosing tube to prevent dripping coffee (fig.5).
4. Dispose of the empty package.
5. Clean the interior of the cooling compartment with a clean damp cloth (fig.6).

6. Take a new coffee pack and inspect the expiration date. Never use a coffee pack with an expired date.

**Always use the coffee pack that has been stored for the longest period (first-in, first-out principle).**

7. Follow the instructions printed on the pack.
  - Shake the pack at least 10 times. Ensure that the pack is well defrosted.
  - Unfold the dosing tube.

8. Place the new coffee pack in the cooling compartment.
9. Close the cooling compartment door.
  - Check the dispenser operation by dispensing a cup of coffee.




## Delivery of a cup of coffee

1. Place a cup or mug on the cup grille in the indicated area under the right (coffee) outlet (fig.7).
- The maximum cup height is 130 mm/ 5.12".


### CAUTION



The liquids delivered by the machine are hot. Keep hands and body parts clear from the delivery area while the machine is producing coffee or hot water.

2. Press the coffee  button (fig.8). The machine will dispense coffee from the right outlet and stops after one cup has been delivered (portioned flow).

If the dispenser is programmed for continuous flow:

- Press the coffee  button to start coffee delivery.
- Keep the button pressed until you have obtained the desired amount of coffee.

- The [ **stop** ] button can be pressed at any moment to interrupt or cancel delivery (fig.9).
- You can also press the [ **stop** ] button if you want to obtain an amount of coffee less than one cup.



## Delivery of a pot of coffee

1. Place a pot under the right (coffee) outlet (fig.10).

2. Press the ☕ button (fig.11).
  - The machine will dispense coffee from the right outlet and stop after 0,9 litre / 30.4 oz of coffee has been delivered.

- The [ **stop** ] button can be pressed at any moment to interrupt or cancel delivery (fig.12).
- You can also press the [ **stop** ] button if you want to obtain any amount of coffee less than 0,9 litre / 30.4 oz.

### CAUTION



The liquids delivered by the machine are hot. Keep hands and body parts clear from the delivery area while the machine is producing coffee or hot water.



## Delivery of hot water


1. Place a cup or mug on the cup grille in the indicated area under the left (hot water) outlet (fig.13).

  - The maximum cup height is 130 mm/ 5.12".

### CAUTION




The liquids delivered by the machine are hot. Keep hands and body parts clear from the delivery area while the machine is producing coffee or hot water.

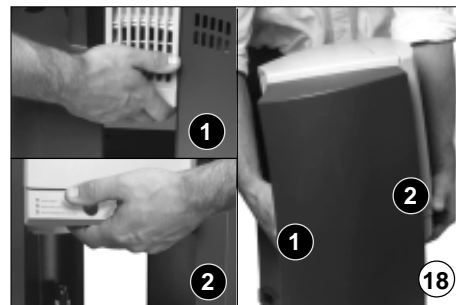
2. Press the hot water  button to start hot water delivery.

- Keep the button pressed until you have obtained the desired amount of hot water( continuous flow).

If the dispenser is programmed for portioned delivery (fixed cup volume):

- Press the hot water  button.
- Keep the button pressed until you have obtained the desired amount of hot water.

- The **[stop]** button can be pressed at any moment to interrupt or cancel delivery (fig.15).
- You can also press the **[stop]** button if you want to obtain an amount of hot water less than one full cup.



## Relocating the machine

It may be desirable to relocate the machine for cleaning or coffee delivery at another location. Please observe this procedure before actually moving the machine.

### CAUTION

**inside the boiler. If you tilt or shake the machine while carrying, it may flow out of the machine.**

It is therefore strongly recommended to turn off the machine and wait for a minimum of 3 hours (to allow water inside the boiler to cool off) before you relocate the machine.

1. Switch the machine to stand-by and

unplug the power cord (fig.16).

2. Remove the coffee pack and store it temporarily in a refrigerator (fig.4)
  - Wait for the recommended 3 hours to allow water in the boiler to cool down.
3. Remove the trough [ 1 ], cold water tank [ 2 ], and drip tray with grille [ 3 ]. (fig.17).
4. Clean the machine with a clean damp cloth, especially the area of the outlets.
5. Lift the machine gently as illustrated. Do no tilt the machine or shake while carrying (fig.18).
6. Place the machine on an even hori-

zontal and stable surface capable of holding the weight of the machine (19 Kg / 42 lbs).

- Make sure that there is enough space for ventilation behind the machine.
7. Reassemble the machine (drip tray, grille, trough and cold water tank).
  8. Plug the power cord in, switch the machine on and place coffee pack.
    - Make sure that the machine does not overload the capacity of the electrical circuit.

**Please note that there can be hot water**

## Maintenance - Daily cleaning



### Important

Switch the machine to stand-by before you start the cleaning procedure (fig.19) (the power cord must remain connected).

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The tray, trough and cup grille can be cleaned in a dishwasher. Never clean the cold water tank in a dishwasher.

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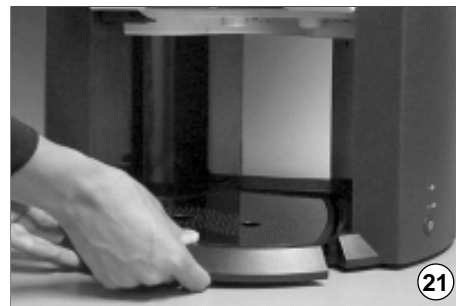


### 1

- Remove the trough by pulling it downwards and draw it out (towards front) as shown in figure 20.


 Beware of liquids inside trough.

- Clean and rinse the trough.



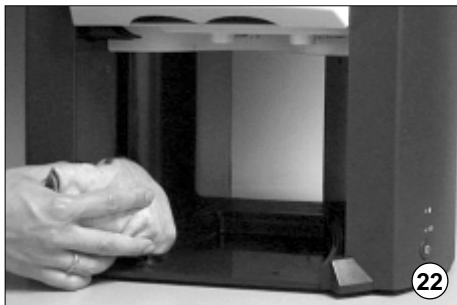
### 2

- Remove the driptray and cup grille (fig.21).

 Beware of liquids inside the tray.

- Remove the grille, empty the tray if necessary.
- Clean grille and tray.





**3**

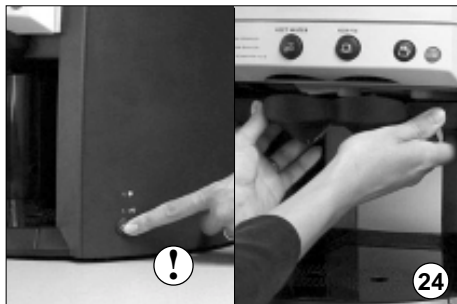
- Clean the entire dispense area with a clean damp cloth (fig.22).



**4**

- Reinstall all parts in reverse order (1- driptray with grille, 2 - trough) (fig.23).
- Refill the cold water tank if necessary.
- Check if all parts are correctly reinstalled.
- Switch the machine on.
- Check operation by dispensing cups of coffee and water.

## Maintenance - Weekly cleaning



Ensure that the machine is switched to stand-by (the power cord must remain connected).

Perform step **1 and 2** of the **daily cleaning** procedure (fig.24).

### Remark

Cleaning of the cold water tank is not applicable if the fixed water connection is installed.



**Beware of liquids inside the trough.**



### Cooling compartment

- Open the cooling compartment door.
- Remove the coffee pack (lift it gently out), clean off any remaining coffee from the tube and store the pack temporarily in a refrigerator.
- Clean the interior of the cooling compartment with a clean damp cloth. (fig.25).
- Clean the circular opening in the base of the compartment with the special brush that comes with the machine.
- Reinstall the coffee pack and close the cooling compartment door.



### Cold water tank

- Empty the cold water tank.
- Clean the inside of the tank with a brush and a food-grade cleaning agent. (fig.26).  
Be careful not to lose the strainer inside the tank.

### Do not clean this part in a dishwasher.

- Rinse the tank well.
- Refill and reinstall cold water tank (do not exceed the maximum water level).
- Continue with step **3 and 4** of the **daily cleaning** procedure.

## Preparations when the machine is not to be used over long periods



**Please take the following preparations when the machine is not to be used for a long period.**

1. Switch the machine to stand-by and unplug the power cord (fig.27).
2. Perform the daily cleaning procedure (page 16).



3. Open the cooling compartment door, remove the coffee pack (fig.28) and clean the cooling compartment with a clean damp cloth. Clean the circular opening in the base with the special brush. Leave the cooling compartment door ajar after cleaning.
4. Store the coffee pack in a refrigerator (check shelf-life).
5. Remove the cold water tank, empty and clean the tank (fig.29).



**Please take the following measures after the machine has not been used for a long period.**

1. Perform the weekly cleaning procedure.
2. Fill the cold water tank with clean fresh drinking water. (not applicable for machines with a fixed water connection)
3. Plug the power cord in the outlet and switch the machine on.
4. Place the coffee pack.



4. Open the cooling compartment door and install a coffee pack (fig.30).
- It may be possible to use the previously removed coffee pack provided that the expiration date is not exceeded. Please verify therefore the expiration date.



5. Switch the machine on and purge the water system by dispensing at least 15 cups of hot water (fig.31). Dispose of these cups.



6. Refill the cold water tank (fig.32) (not applicable for machines with a fixed water connection).

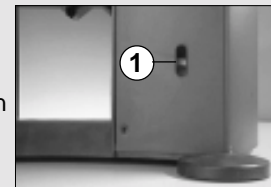
## Troubleshooting

Indication	Cause	Action
Coffee empty ('Replace coffee pack'- indicator lights on).	The coffee pack is empty, incorrectly installed or not present.	Replace the empty coffee pack. Check position of the coffee pack and reinstall according the instructions on the coffee pack.
Water tank empty ('Refill watertank'- indicator lights on).	There is no water inside the cold water tank, the cold water tank is incorrectly installed or not present.	Refill the cold water tank with fresh water. Check the position of the cold water tank.
Boiler temperature too low ('Warming up, please wait'- indicator lights on).	The water inside the boiler has not reached the correct temperature.	Please wait for about 2 minutes (after delivery of a pot of coffee) or 8 minutes (after the machine has been switched on). If programmed to do so the machine will immediately deliver coffee, but at a lower temperature. Please call for service if the indicator starts blinking.
The 'Water tank empty'- indicator is blinking (product delivery is blocked).	There has not been enough water inside the cold water tank to refill the boiler.	Refill the cold water tank and switch the machine stand-by/on. If the fixed water connection is installed; check the water supply and press the power switch stand-by/on. Please call for service if the indicator remains blinking.
Cooling compartment temperature too high (Red ❄ indicator above the stand-by/on button lights on / is blinking).	The cooling compartment temperature is not between 2~ 5 °C / 36 ~ 41 °F.	Please check if the cooling compartment is properly closed. Check if the temperature of the coffee pack is much higher than 5 °C / 41 °F (also make sure that the pack is not frozen). Please wait. Check if there is enough ventilation space behind the machine. Please call for service if the indicator remains blinking.

Indication	Cause	Action
The On/ Stand-by indicator is blinking (all machine functions except for cooling switch off).	The trough is not placed or incorrectly placed.	Check and/or correct the trough.
	The safety circuit has been activated.	Switch the machine stand-by and on again. Reset the machine if the indicator remains blinking. Call for service if the problem persists.

Resetting the machine.

Press the reset switch at the rear side of the machine. It can be reached through an opening in the cover ( 1 ).



Problem	Cause	Action
The machine does not work, no indications.	Power supply is interrupted.	Check power plug. Check the electrical circuit (fault current safety switch or fuse).
Nothing happens when a selection button is pressed.	The trough is not placed or incorrectly placed.	Check and/or correct the trough.
The machine delivers only hot water.	The dosing tube of the coffee pack is not correctly installed or blocked.	Check the coffee pack and the position of the dosing tube (it should be guided through the opening in the cooling compartment base). Reinstall/replace if necessary.

## Descaling the water tank

**This procedure is not applicable for machines with a fixed water connection.** It is recommended to descale the water tank approx. every 6 months for the best machine performance. It may be necessary to descale the water tank more often in areas with a high water hardness.

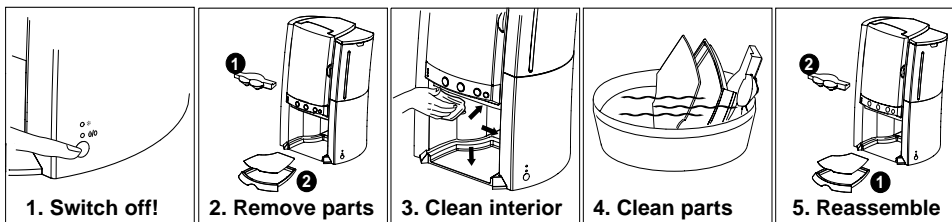
### Procedure

1. Remove the water tank from the machine.
2. Apply a regular food-grade descaling agent.
3. Descal the water tank according to the instructions included with the descaling agent.
4. Rinse the water tank thoroughly to ensure that all descaling agent is removed.
5. Refill the water tank and place it back on the dispenser.

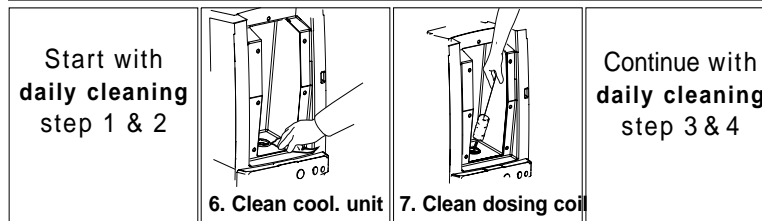
**Never descale the water tank when it is still placed on the machine!**

## Quick reference for dispensers with a fixed water connection

### Daily cleaning



### Weekly cleaning



### Explanation of indicators

