

# Schaerer ProCare

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## Operating instructions

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## Legal notice

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# 1 Safety

## 1.1 Signs and symbols

### Safety notes



#### DANGER

An imminently dangerous situation that may result in death or serious injury.

The measures described for preventing this danger must be adhered to.



#### WARNING

A generally dangerous situation that may result in serious injury.

The measures described for preventing this danger must be adhered to.



#### CAUTION

A generally dangerous situation that may result in minor injury.

The measures described for preventing this danger must be adhered to.



#### ADVICE

There is a situation that may result in damage to the coffee machine and/or optional accessory.

The measures described for preventing this danger must be adhered to.

### Warning symbols used

Symbols for danger and rules can appear both in the operating instructions and on the machine.

Charac- ters	Type of danger	Charac- ters	Type of danger
	Warning of hot fluids		Warning of hot surface
	Warning of hot steam		Warning of dangerous electrical voltage
	Warning of poisonous substances		Warning of hand injuries

### Prohibition symbols used

Charac- ters	Significance	Charac- ters	Significance
	Read documentation!		Wear safety gloves!



Charac- ters	Significance	Charac- ters	Significance
	Wear safety goggles!		Wash your hands!
	Disconnect the power plug!		

#### Labels in these instructions

Label	Significance	Label	Significance
►	List without fixed order	✓	Results of steps
{1}	Caption, item numbers in figures	[Button]	Display and operating elements
1.	Step-by-step instructions	"Menu"	Menus on screens

## 1.2 Intended use

Schaerer ProCare (referred to as "ProCare" in the following) is an optional accessory for different coffee machines from Schaerer AG. The module dissolves cleaning powder and supplies the connected machine with cleaning solution with the required concentration. This allows the coffee machine to be cleaned automatically without any interaction required from the operator. This device is intended for commercial use in hotels, restaurants and similar establishments. It can be installed at self-service locations when a staff member is present for supervision purposes. It can be used in businesses, offices and other similar work environments, hotels, motels and bed and breakfast establishments. Use for these purposes is subject to these operating instructions. In legal terms, any other use is not an intended use. The manufacturer accepts no liability for damage resulting from unintended use.



*Use of this equipment is subject to the "General Terms and Conditions" of Schaerer AG and these operating instructions. In legal terms, any other use is not an intended use. The manufacturer accepts no liability for damage resulting from unintended use.*

## 1.3 Foreseeable misuse



### WARNING

#### Danger from misuse!

Any use of the Schaerer ProCare optional accessory that goes beyond the intended use or use in any other way is considered misuse and can lead to dangerous situations

- Read the operating instructions carefully before using the device.
- Only have cleaning and user maintenance done by persons who have knowledge of and practical experience with the device, particularly when it comes to service and hygiene.
- In Self-service mode and during operation, having qualified staff monitor the device is required. This ensures that the necessary maintenance measures are carried out properly.
- Never modify the safety devices of the Schaerer ProCare optional accessory.
- Only use the Schaerer ProCare optional accessory if it is working properly and is not damaged.

## 1.4 Residual risks

Maximum safety is one of the most important features of Schaerer AG products. The effectiveness of the safety devices is only ensured if the following instructions are observed to prevent injuries and health hazards.



*These safety notes can be requested from Schaerer AG or downloaded directly from the <Schaerer Coffee Link> portal in the MediaPool (<https://login.coffeelink.schaerer.com/>).*

### Risk of electrocution



#### **DANGER**

##### **Risk of death due to electrocution!**



Improper handling of electrical equipment can result in electric shock. There is a risk of death.

- ▶ Only have work on electrical systems performed by skilled electricians.
- ▶ Connect the device to a secured circuit. (Recommendation: Route the connection via an earth leakage circuit breaker.)
- ▶ Applicable low voltage guidelines and/or country-specific and local safety regulations and laws must be observed.
- ▶ Earth the connection properly and secure it against electric shock.
- ▶ Make sure that the voltage corresponds to the specifications on the serial plate of the device.
- ▶ Never touch energised parts.
- ▶ Before carrying out service work, always disconnect the machine from the mains power supply.
- ▶ Make sure that all poles of the device can be disconnected from the mains power supply. Disconnected connections must be visible from the site of the device at all times, and a lock must be used to ensure they stay disconnected.
- ▶ The connection cable must only be replaced by qualified service technicians.

### Danger from cleaning products



*Before using cleaning products, read the information on the cleaning product packaging carefully. If it is missing, the safety data sheet can be requested from the sales company (see cleaning product packaging).*

**WARNING****Danger of poisoning from cleaning products!**

There is a risk of poisoning if cleaning products are ingested.

- ▶ Store cleaning products away from children and unauthorised persons.
- ▶ Do not swallow cleaning products.
- ▶ Never mix the cleaning product with other chemicals.
- ▶ Only use the cleaning and descaling products for their intended purpose (see label).
- ▶ Do not eat or drink while handling cleaning products.
- ▶ Ensure that the area is well ventilated when handling cleaning products.
- ▶ Wear safety gloves when handling cleaning products.
- ▶ Wear safety goggles when handling descaling products.
- ▶ Wash your hands thoroughly after handling cleaning products.

**Emergency information:** Obtain the phone number of the emergency information service (toxicological information centre) from the cleaning product manufacturer (see cleaning product label). If your country does not have this type of institution, note the following table:

Swiss Toxicological Information Centre	
International calls	+41 44251 51 51
Calls from Switzerland	145
Internet	www.toxi.ch

**Danger from allergies****CAUTION****Health hazard due to additives!**

Beverages containing additives or traces of additives may trigger allergies. There is a risk to health.

- ▶ When operated by staff: Observe information on any additive products used by the staff that could trigger an allergic reaction.

**Danger from mechanics****CAUTION****Danger of injury caused by moving components!**

The collecting tray is moved manually. When working with moving components, there is a risk of injury.

- ▶ Manually slide collecting tray into the locked position from the front.

## 1.5 Operator responsibilities

The operating company must ensure that the machine undergoes regular maintenance and that the safety devices are checked regularly by a Schaefer AG service partner, a representative thereof, or other authorised persons. Schaefer AG must be notified in writing of any defects within 30 days! For hidden defects, this period is extended to 12 months from the date of installation (work report, handover report), but no later than 18 months after the

product leaves the factory in Zuchwil. If safety-relevant parts such as safety valves, safety thermostats, boilers, etc. are damaged or defective, have these components replaced. Do not repair safety-relevant components under any circumstances.



See chapter "Maintenance" for information on maintenance intervals.

## 1.6 Danger of property damage



### ADVICE

#### Material damage due to improper handling of the Schaerer ProCare optional accessory!

Improper handling of the Schaerer ProCare optional accessory can lead to property damage or contamination.

- ▶ In the event of malfunctions, observe the "Troubleshooting" chapter and call in a qualified service technician if necessary.
- ▶ Only use Schaerer AG original spare parts.
- ▶ Report any noticeable damage or leaks immediately to an authorised service partner and have any affected parts replaced or repaired.
- ▶ Never spray the machine with water or clean it with a steam cleaner.
- ▶ Do not install the machine on a surface where a water jet might be used.

## 2 Technical data

### 2.1 Machine data

Technical data	
Nominal power	28-30 W
Fuses, at the installation site	Max. 16 A
Rated current	0.16 A
Output voltage	5 VDC, 24 VDC
Control connection	2 x CAN Mini-DIN 6-poles
Capacities	
Basic cleaner capacity	600 g
Acidic cleaner capacity	600 g
External dimensions	
Width	120 mm
Height	583 mm (SOUL), 524 (SKYE)
Depth	459 mm
Weight	
Empty weight	8 kg
Noise level	
Continuous sound pressure level	<70 dB(A)**

Subject to technical changes.

\* For special equipment, see serial plate. The values specified here apply to the standard equipment.

\*\* The A-weighted noise level (slow) and Lpa (impulse) at the operating personnel workstation is below 70 dB (A) in every operating mode.

### 2.2 Mains connection on site

Mains	Connection values			On-site fuse	Connecting cable, conductor cross-section
1/N/PE	100 – 240 V	50/60 Hz	28 – 30 W	Max. 16 A	Min. 1.5 mm <sup>2</sup>

## 2.3 Ambient conditions

Ambient temperature	Minimum: 10°C Maximum: +40 °C
Relative humidity	Maximum: 80% RH
Degree of protection	IP X0

## 2.4 Serial plate

Type	Model
Schaerer ProCare	No model versions



The serial plate is located on the back of the device.

In the event of a fault or warranty claim, please provide the information on the serial plate, see list.

Recommended specifications:

- Machine type > [ProCare]
- Nominal power > e.g. 28 – 30 W
- Nominal voltage > e.g. 100 – 240 V
- Fuse value on site > e.g. max. 16 A
- Serial number > [YYCW XXXXXX] > e.g. 2305 XXXXXX

## 2.5 Declaration of conformity

### 2.5.1 Applied standards

The aforementioned manufacturer declares herewith that this machine complies with all relevant stipulations of the specified directives. In case of any modifications of the units that have not been approved by Schaerer, this declaration is rendered invalid. The following harmonised standards have been applied. A quality management system certified in accordance with DNV GL – Business Assurance ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 is used to ensure proper adherence to the requirements. The manufacturer assumes sole responsibility for issuing this declaration of conformity. The object of the declaration described above fulfils the requirements of directive 2011/65/EC of the European Parliament and Council from June 8, 2011 for limiting the use of certain hazardous substances in electric and electronic devices.

## For CE conformity

MD 2006/42/EC

- ▶ EN 60335-1:2020-08 +A11 +AC
- ▶ EN 60335-2-75:2010-11 +A1 +A11 +A12 +A2
- ▶ EN 62233:2008

EMC Directive 2014/30/EU

- ▶ EN 55014-1:2018-08 +A1 +A2
- ▶ EN 55014-2:2016-01 +A1 +A2 +AC
- ▶ EN 55014-2:2016-01 +A1 +A2 +AC
- ▶ EN 61000-3-11:2021-03

RoHS Directive 2011/65/EU

- ▶ EN IEC 63000:2019-05

RED 2014/53/EU

- ▶ EN 301 489-1 V2.1.1:2017
- ▶ EN 301 489-7 V1.3.1:2005
- ▶ EN 301 489-24 V1.5.1:2010

## For compliance with European directives and ordinances

WEEE Directive 2012/19/EU

POP Ordinance 2019/1021

## For the EU Chemicals Regulation

REACH Ordinance 1907/2006/EC

## International (CB)

## Safety

- ▶ IEC 60335-1:2020-08
- ▶ IEC 60335-2-75
- ▶ BS EN 62233:2008
- ▶ UL197
- ▶ CSA C22.2 no.109

## EMC

- ▶ CISPR 14-1
- ▶ CISPR 14-2
- ▶ IEC 61000-3-2
- ▶ IEC 61000-3-11
- ▶ NSF / ANSI 372
- ▶ NSF / ANSI 4

CB	Scheme > International system for mutual recognition of test reports and certificates
CE	Requirements of harmonisation legislation of the European Community
CISPR	Special International Committee on Radio Interference
EC/EU	The European Community is part of the European Union consisting of EG/CFSP/PJCCM
EMC	Electromagnetic compatibility
IEC	International conformity assessment system for electrotechnical equipment and components
MD	Machinery Directive (European Parliament and Council)
POP	Regulation (EU) on persistent organic pollutants
REACH	EU chemicals regulation for "Registration, Evaluation, Authorisation and Restriction of Chemicals"
RED	European approval guidelines for radio equipment and receivers (radio communication)
RoHS	Restriction of hazardous materials
WEEE	Waste of Electrical and Electronic Equipment
NSF	National Sanitary Foundation. Product testing, inspection and certification organisation
UL	Underwriters Laboratories. Product safety standards for the US market.
CSA	Canadian Standards Association.
ANSI	American National Standards Institute.

## 2.5.2 Manufacturer's address

Manufacturer	Documentation specialist
Schaerer AG P.O. Box 336 Niedermattstrasse 3 CH-4528 Zuchwil T +41 32 681 62 00 F +41 32 681 64 04 info@schaerer.com www.schaerer.com	Schaerer AG Product care & management system P.O. Box 336 Niedermattstrasse 3 CH-4528 Zuchwil



### 3 Product description

#### 3.1 External overview



Image: External overview

No.	Name	Explanation
1 – 2	Milk connection (Plug&Clean)	Milk connection (Plug&Clean) for complete hose cleaning. Both milk hoses are connected here and cleaned when Plug&Clean cleaning is selected.
3	Cam lock	The cam lock locks the drawer when closed, preventing unauthorised access.
4 – 5	Hose adapter	The hose adapter is the connecting piece between the milk hose and the intake tube. The intake tube is inserted into the milk cooking box.
6 – 7	CAN bus connection cable	The CAN bus connection cable makes it possible to exchange data and commands between the devices.
8	Power cable	Power supply for the module

3.2 Internal overview

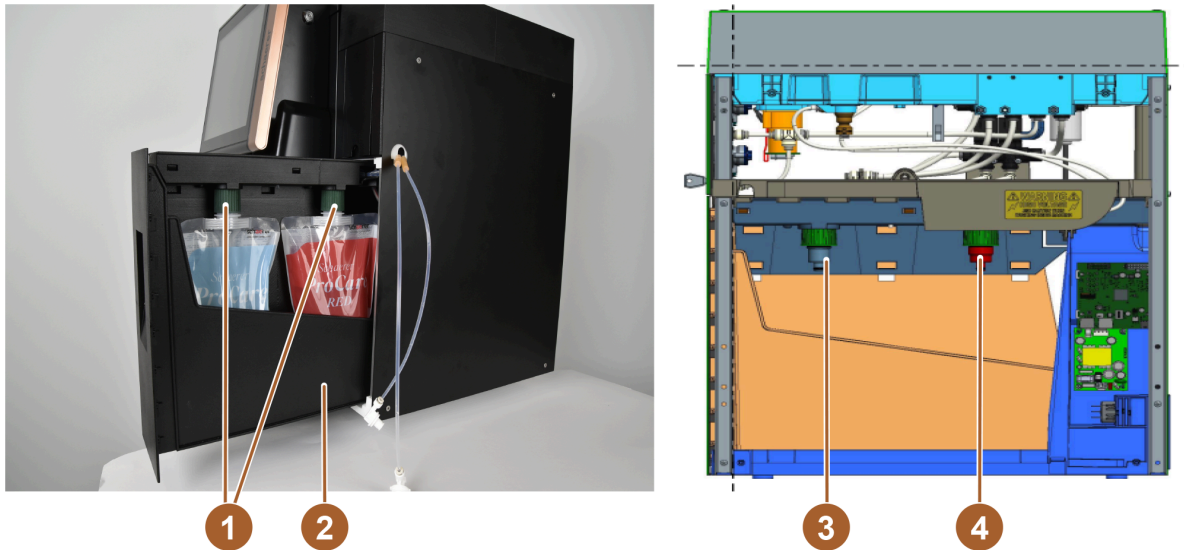


Image: Internal overview

No.	Name	Explanation
1	Cap nut	The cap nut secures the connection of the ProCare cleaning bags to the coupling and the drawer housing.
2	Collecting tray	Both ProCare cleaning bags are located in the collecting tray. The collecting tray also functions as a collecting tank in the lower area. If liquid unintentionally escapes from the cleaning bags, it is collected and a sensor signals an error message.
3	Coupling for ProCare cleaning bag basic (blue)	The ProCare cleaning bag basic (blue) is placed over the coupling nozzle and tightened with the cap nut. The coupling is monitored by a sensor.
4	Coupling for ProCare cleaning bag acidic (red)	The ProCare cleaning bag acidic (red) is placed over the coupling nozzle and tightened with the cap nut. The coupling is monitored by a sensor.

## 4 Commissioning

### 4.1 Inserting ProCare cleaning bag



One ProCare cleaning bag is enough for about 100 cleanings. Empty cleaning bags must be replaced.



1. Unlock the cam lock and pull out the collecting tray (1).  
The cam lock is located under the milk connection flap (Plug&Clean).



2. Loosen cap nuts (2).
3. Remove and dispose of empty cleaning bags.
4. Remove the cover and protective film from the new ProCare cleaning bag.



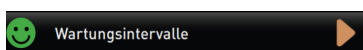
5. Place the new ProCare cleaning bag on the now exposed coupling nozzle and tighten it with the cap nut (2).



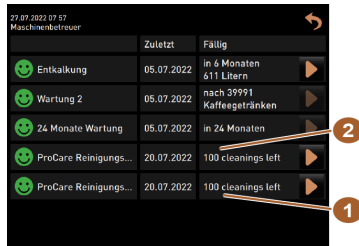
The couplings are not the same size. It is not possible to mix up the cleaning bags.



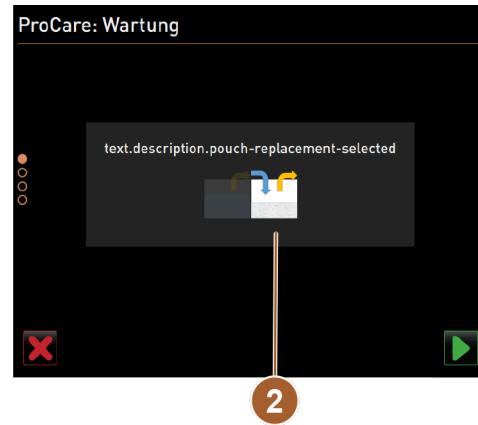
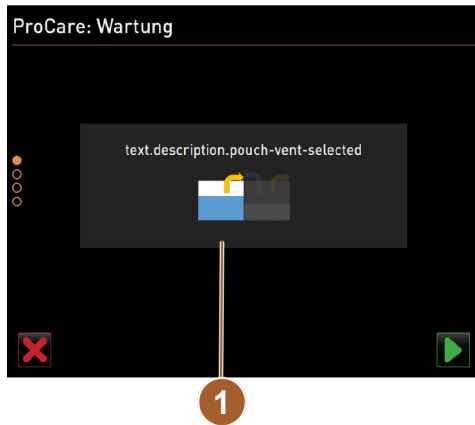
6. Slide in drawer (1) and lock.
7. Observe and follow the instructions on the coffee machine screen.



8. In the coffee machine menu, tap on the [Settings] field.
9. Tap on the [Maintenance interval] field.



- ✓ The remaining cleaning cycles appear.
  - ✓ The [Blue cleaning bag] field (1) appears.
  - ✓ The [Red cleaning bag] field (2) appears.
10. Tap on the [▶] field [blue or red].



(1) Opened ProCare cleaning bag.

- ▶ With option 1, only air is extracted from the ProCare cleaning bag

(2) New ProCare cleaning bag

- ▶ With option 2, the new ProCare cleaning bag is filled with water and the air is extracted

11. Confirm with the [▶] field.

- ✓ The selected option is performed.
- or

12. Cancel with the [X] field.

- ✓ Back to main menu

## 4.2 Connecting ProCare module

1. Shut down the coffee machine.
2. Connect milk hoses.
3. Connect CAN bus 1 connection cable to the coffee machine.
4. Connect the CAN bus 2 connection cable to the optional accessory (e.g. milk system).
5. Connect the mains plug to the power supply.
  - ✓ The module is switched on.
6. Switch on coffee machine.
  - ✓ The module will now connect to the coffee machine.
7. Start coffee machine commissioning routine.



See the operating instructions for the coffee machine for details on the commissioning routine.



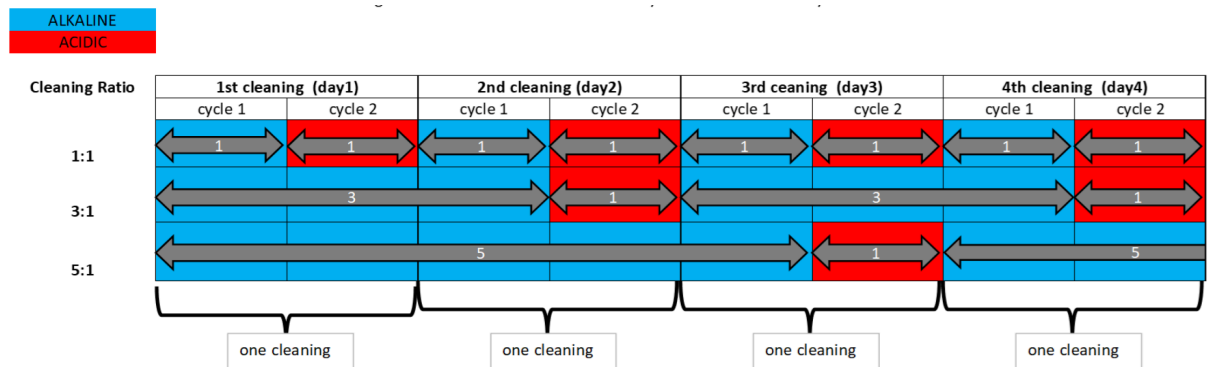
See the separate installation instructions for assembly of the coffee machine and the ProCare module or the side cooling unit and the ProCare module.



## 5 Operation

### 5.1 Cleaning product ratio - logic and setting

#### 5.1.1 Cleaning product ratio - logic



A daily cleaning, consisting of two cycles, lasts ten minutes. Both cycles, depending on the setting, are as follows:

- One cycle basic (blue) and one cycle acidic (red).

or

- One cycle basic (blue) and one cycle basic (blue).

#### Ratio 1:1

- Produces **one** cycle basic (blue) followed by **one** cycle acidic (red).



#### Ratio 3:1

- Produces **three** cycles basic (blue) followed by **one** cycle acidic (red).

#### Ratio 5:1

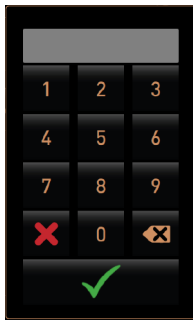
- Produces **five** cycles basic (blue) followed by **one** cycle acidic (red).

#### 5.1.2 Setting cleaning product ratio

1. In the coffee machine menu, tap on the Settings  field.
2. Leave the Operator menu with the  field.  
✓ The Profile menu appears.



3. Tap on the [Service technician] field.



- ✓ The [Code] entry field appears.
4. In the [Code] entry field, log in as a service technician and in the Service menu, tap on the [🔧] field.
- ✓ The service technician selection screen appears.



5. Tap on the [System] field.
  6. Tap on the [Cleaning] field.
- ✓ Cleaning selection screen is displayed.



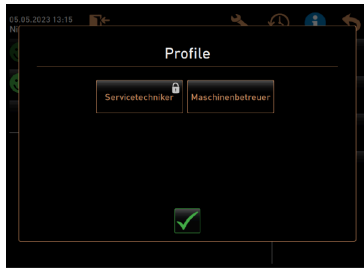
7. Tap on [ProCare: Base-acid ratio] field.
  8. Select the desired ratio.
- ✓ The selected base-acid ratio is saved.

## 5.2 Cleaning schedule

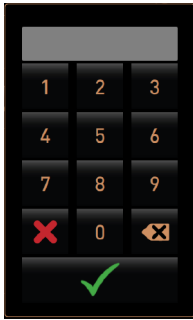
### 5.2.1 Creating cleaning schedule

1. In the coffee machine menu, tap on the Settings [⚙️] field.
  2. Leave the Operator menu with the [🔧] field.
- ✓ The Profile menu appears.





3. Tap on the [Service technician] field.



- ✓ The [Code] entry field appears.
4. In the [Code] entry field, log in as a service technician and in the Service menu, tap on the [ ] field.
  - ✓ The service technician selection screen appears.

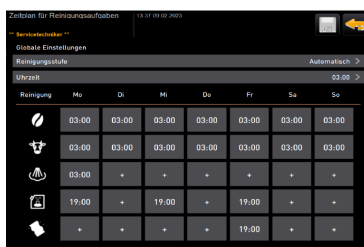


5. Tap on the [System] field.
6. Tap on the [Cleaning] field.



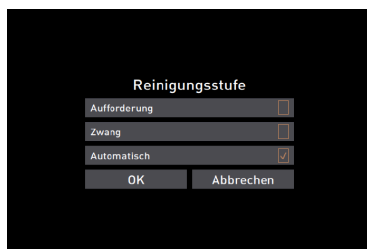
- ✓ The cleaning selection screen appears.
7. Tap on the [Edit schedule for cleaning work] field.
  8. Continue with "Set cleaning schedule"

## 5.2.2 Setting cleaning schedule



To select the cleaning stage:

1. Edit schedule for cleaning work.

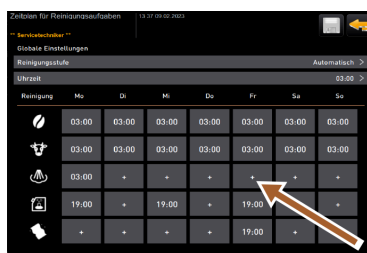


2. Select one of three cleaning levels.
  - ✓ The following three fields are available:
  - ✓ [Instruction] CM still ready for use.
  - ✓ [Forced] CM blocked.
  - ✓ [Automatic] Cleaning starts automatically.
3. Confirm with the [OK] field.
4. Without making a selection, tap on the [Cancel] field.



#### Setting time:

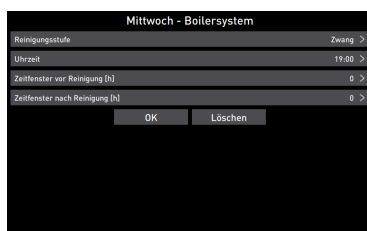
1. Scroll through the field with your finger and select the time.
2. Confirm with the [OK] field.
  - ✓ The time selection screen appears.
3. Confirm with the [OK] field.
  - ✓ The selected time is saved.
4. Without making a selection, tap on the [Cancel] field...



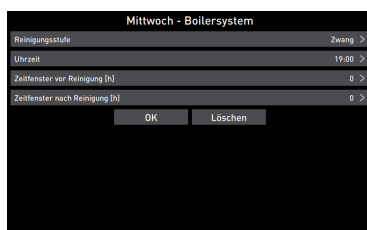
#### Setting weekday and cleaning system:

On the "Global settings" selection screen, entries can be made over several days and systems. Individual times and/or cleaning systems can be adjusted by tapping on the **[+]** field.

1. Tap on the **[+]** field.



- ✓ The boiler system selection screen appears.
- ✓ Cleaning level, time, time window before and after are available for selection.

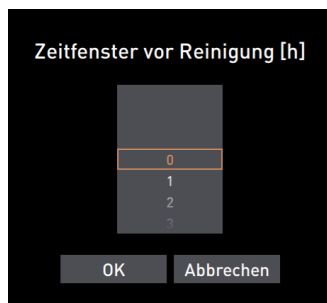


#### Setting boiler system time selection screen:

1. Tap on the [Time] field.

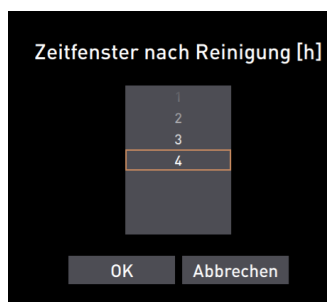


- ✓ The time selection screen appears.
  - ✓ Four time input options are available for selection.
2. Scroll through the field with your finger and select the time.
  3. Confirm with the [OK] field.
  4. Without making a selection, tap on the [Delete] field.
    - ✓ The boiler system selection screen appears.



#### Setting time window before cleaning:

1. Tap on the [Time window before cleaning] field.
  - ✓ The time window before cleaning screen appears.
2. Scroll through the field with your finger and select the time.
3. Confirm with the [OK] field.
4. Without making a selection, tap on the [Cancel] field.
  - ✓ The boiler system selection screen appears again.



#### Setting time window after cleaning:

1. Tap on the [Time window after cleaning] field.
  - ✓ The time window after cleaning screen appears.
2. Scroll through the field with your finger and select the time.
3. Confirm with the [OK] field.
4. Without making a selection, tap on the [Cancel] field.
  - ✓ The boiler system selection screen appears again.



## 6 Cleaning

### 6.1 System cleaning



#### ADVICE

##### Fault-free operation

- ▶ Regular cleaning is a requirement for fault-free operation and for optimal beverage quality.

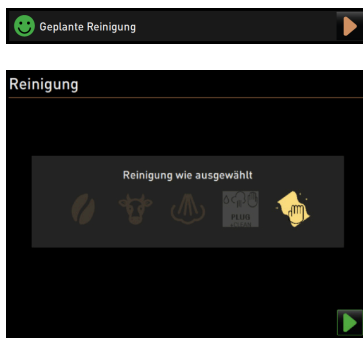
- System cleaning runs automatically. It cleans the inside of the coffee machine (coffee system, milk system).

### 6.2 Manual cleaning

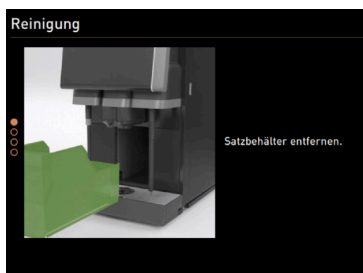
#### 6.2.1 Scheduled cleaning



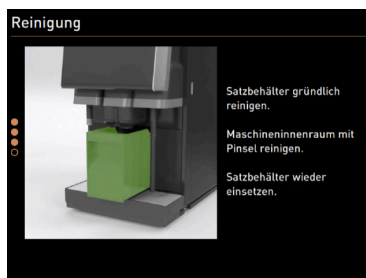
1. In the coffee machine menu, tap on the Settings field.
2. Tap on the [Cleaning] field.
  - ✓ The following two fields are available.
    - [Scheduled cleaning]
    - [Additional cleaning]



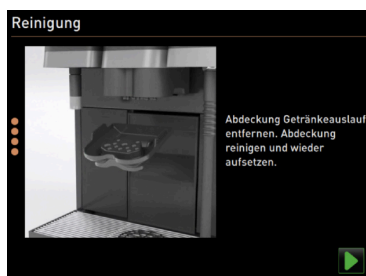
3. Tap on scheduled cleaning.
  - ✓ The manual cleaning process is shown visually in the display.



4. Remove grounds container.



5. Thoroughly clean the grounds container.
6. Clean the machine interior with a brush.
7. Replace the grounds container.



8. Remove beverage outlet cover.



9. Clean the beverage outlet cover.

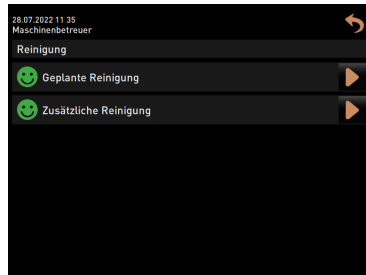


10. Assemble beverage outlet cover.

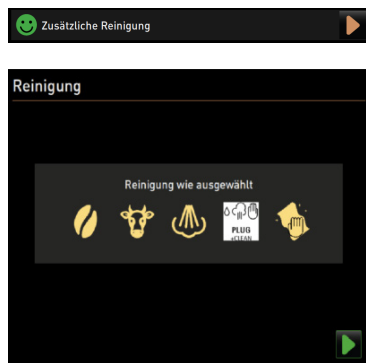
## 6.2.2 Additional cleaning



The additional cleaning process can be called up and carried out by the coffee machine operator at any time.

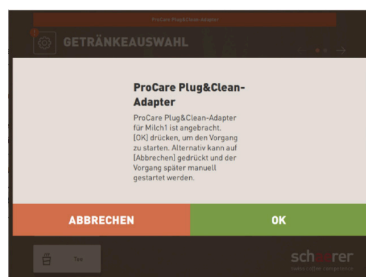


1. In the coffee machine menu, tap on the Settings [⚙️] field.
2. Tap on the [Cleaning] [🔧] field.
  - ✓ The following two fields are available.
    - [Scheduled cleaning]
    - [Additional cleaning]



3. Tap on the [Additional cleaning] [🔧] field.
  - ✓ The following fields are available:
    - [☕] Coffee system
    - [🥛] Milk system
    - [☼] Powder system
    - [🔥] Steam and hot water system
    - [🚰] Last mile (Plug&Clean)
    - [🧼] Manual cleaning
4. Select the desired systems to be cleaned.
5. Confirm with the [▶️] field.
  - ✓ The selected systems are cleaned.
6. Follow the instructions of the coffee machine on the display.

## 6.3 Cleaning ProCare Plug&Clean hose section



The last hose section is cleaned when filling the milk.

1. Connect the milk hoses to the ProCare Plug&Clean connection.
2. Confirm cleaning on the screen with OK.
3. After cleaning is complete, reconnect the milk hoses to the milk container.

## 6.4 Cleaning ProCare module

Tools for cleaning the module

- ▶ Microfibre cloth
- ▶ Cotton rag

**ADVICE**

**There is a risk that scratches or dents will occur during cleaning.**

- ▶ Do not clean with abrasive agents or similar.
- ▶ Do not use aggressive cleaning agents.
- ▶ Use a soft cloth.
- ▶ Prior to extended operating pauses, clean the inside of the device.
- ▶ The device must not be cleaned with a water jet.

**Cleaning module**

1. Clean the outside of the device with a damp microfibre cloth.
2. Then rub dry with a fine cotton rag.
3. Clean milk connection (Plug&Clean) socket.
4. Clean collecting tray inside and out.
5. Soak up spilled liquids in the collecting tray and wipe it dry.



## 7 Troubleshooting

Error description	Instruction
No device function	<ul style="list-style-type: none"><li>▶ Check: Is there a mains connection?</li><li>▶ Check: Is the fuse at the installation site faulty?</li></ul>
Empty message does not report	<ul style="list-style-type: none"><li>▶ Check CAN node connection to coffee machine</li></ul>



## 8 Disassembly and disposal



- The device must be disposed of correctly in conformity with local and legal regulations.

