

# Schaerer Coffee Soul

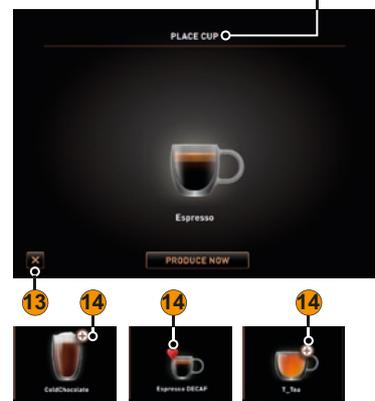
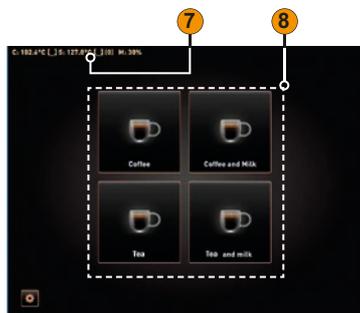
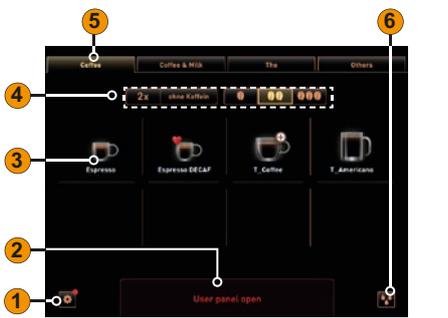
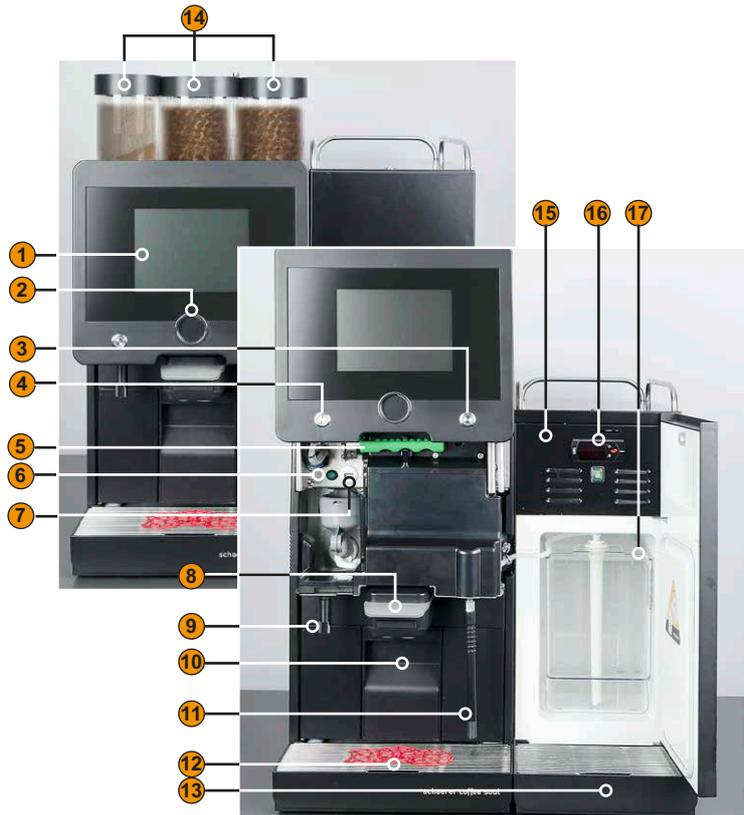
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## Operating instructions

V03 / 07.2018



- 1 User panel touch screen
- 2 Digital manometer
- 3 Steam button (option)
- 4 Hot water button (option)
- 5 Bean hopper and powder container unlocking mechanism
- 6 Machine button on
- 7 USB connection
- 8 Beverage outlet
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- 14 1 bean hopper (standard)
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- 17 Milk container complete (standard)



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V03 / 07.2018

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# 1 Introduction

## 1.1 Welcome

This coffee machine is part of the next generation of fully automatic coffee machines. Our company's core competence as well as decades of experience flowed into designing this equipment.

These operating instructions provide information about the product, its operation and how to clean the coffee machine. If the coffee machine is not used according to the instructions, we shall not be held liable for any damages. However, these operating instructions cannot take every conceivable application into account. For further information, please contact our customer service.

The performance of the coffee machine depends on its proper operation and maintenance. Carefully read the operating instructions before using the machine for the first time, and keep the instructions in an easily accessible place.

We hope you enjoy using your new coffee machine!

## 1.2 Signs and symbols



See also *General safety notes*

The following signs and symbols are used in these operating instructions to point out sources of danger and special features:

	<p><b>⚠ Danger</b></p> <p><b>An imminently dangerous situation that may result in death or serious injury from electric shock.</b></p> <p>The measures described for preventing this danger must be adhered to.</p>	
	<p><b>⚠ WARNING</b></p> <p><b>A generally dangerous situation that may result in serious injury.</b></p> <p>The measures described for preventing this danger must be adhered to.</p>	
	<p><b>⚠ CAUTION</b></p> <p><b>A generally dangerous situation that may result in minor injury.</b></p> <p>The measures described for preventing this danger must be adhered to.</p>	
	<p><b>NOTE</b></p> <p><b>A situation that may result in damage to the machine.</b></p> <p>The measures described for preventing this danger must be adhered to.</p>	
	<p><b>⚠ CAUTION</b></p> <p><b>Hot fluid! A dangerous situation that may result in scalding injuries. Danger arises at the dispensing points. In this document, the danger is only indicated by this symbol.</b></p> <p>The measures described for preventing this danger must be adhered to.</p>	

**! CAUTION**

Hot steam! A dangerous situation that may result in scalding injuries. This danger arises at the dispensing points. In this document, the danger is only indicated by this symbol.

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

**! CAUTION**

Hot surface! A dangerous situation that may result in burn injuries. This danger arises at the dispensing points and cup warmer locations (option). In this document, the danger is only indicated by this symbol.

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

**! CAUTION**

Risk of trapping fingers! A dangerous situation that may result in crushing injuries. It is only indicated by the symbol in the following instructions.

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

**! WARNING**

Danger of poisoning! A dangerous situation that may result in poisoning injuries. It is only indicated by the symbol in the following instructions.

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



## 2 General safety notes

Maximum safety is one of the most important features of Schaerer AG products. The effectiveness of the safety equipment can only be ensured if the chapter containing precautions to avoid injury and danger to health are adhered to.



See *The safety notes can be requested from Schaerer AG or downloaded directly from the MediaCentre on the website (<http://www.schaerer.com/member>).*

### 2.1 User at risk!



#### **CAUTION**

**Improper handling of the coffee machine can lead to light injuries.**

Please adhere to the following points:

- Read the User Manual carefully before using the device.
- The machine service area may only be accessed by a qualified service technician.
- Do not use the coffee machine if it is not working properly or is damaged.
- Under no circumstances may the installed safety devices be modified.
- Do not touch hot machine parts.
- This device can be used by children aged 8 and up and by persons with limited physical, sensory or mental capabilities or a lack of experience and/or knowledge, provided they are supervised or have been instructed about the safe use of the device and understand the potential hazards resulting from said use. Children must not play with the device. Children must also not be allowed to perform cleaning procedures or user service without supervision. This must only be done by persons who have the knowledge of and practical experience with the device, particularly when it comes to service and hygiene.
- The coffee machine must be installed so that care and maintenance are possible without any interference.
- Whether the machine is used for self-service or full-service operation, trained personnel must supervise the machine to ensure that care measures are performed and that personnel is available to answer questions regarding its use.
- Only fill the bean hopper with coffee beans, the powder container with automatic machine powder and the manual inlet with ground coffee (or cleaning tablets during cleaning).

**! DANGER**

**Risk of electrocution! Improper handling of electrical devices can result in electric shock.**



Please adhere to the following points:

- Work on electrical systems may only be performed by skilled electricians.
- The machine must be connected to a fused electrical circuit (we recommend routing the connection through an earth leakage circuit breaker).
- All relevant guidelines on low voltage and/or country-specific or local safety regulations and laws must be observed.
- The connection must be properly earthed and protected from electric shock.
- The voltage must match the specified values on the device's serial plate.
- Never touch energised parts.
- Before carrying out service work, always switch off the main switch and/or disconnect the device from the power supply system.
- It must be possible to disconnect the device from the mains power supply at all poles. Disconnected connections must be visible from the site of the device at all times, or a lock must be used to ensure they stay disconnected.
- The power cable must only be replaced by qualified service technicians.

**! CAUTION**

**Beverages containing additives or traces of additives may trigger allergies.**

Please adhere to the following points:

- For self-service mode, a sign should be displayed in the vicinity of the machine to provide information about any additives used which could trigger an allergic reaction.
- For full-service mode, trained personnel should be on hand to provide information about any additives used which could trigger an allergic reaction.



## ⚠ WARNING

### Danger of poisoning from ingesting cleaning products.

Please adhere to the following points:

- Store cleaning products away from children and unauthorised persons.
- Do not swallow the cleaning products.
- Never mix cleaning products with other chemicals or acids.
- Never pour cleaning products into the milk container.
- Never pour cleaning products into the drinking water tank (internal/external).
- 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.



Before using cleaning products, read the information on the package label carefully. If not available, the HEALTH & SAFETY DATA SHEET can be obtained from the sales partner (see the cleaning product packaging).



## ⚠ CAUTION

### Hot fluid! There is a risk of scalding in the area where beverages, hot water and steam are dispensed.

Never reach under the dispensing points while the machine is dispensing or during cleaning.



## ⚠ CAUTION

### Hot surface! The dispensing points and the brewing unit may be hot.

Do not touch any part of the dispensing equipment except the grips provided for this purpose.

Only clean the brewing unit after the coffee machine has cooled down.



## ⚠ CAUTION

### Risk of trapping fingers! When working with moving components, there is a risk of fingers or hands becoming trapped.

Do not touch any part of the dispensing equipment except the grips provided for this purpose.

While the coffee machine is switched on, never reach into the bean or powder containers or into the opening of the brewing unit.

## 2.2 Risk of machine damage!



### NOTE

**Improper handling of the coffee machine can lead to damage or contamination.**

Please adhere to the following points:

- For water with a carbonate hardness above 5 °dKH, install a limescale filter, as the coffee machine can otherwise be damaged by limescale deposits.
- For insurance reasons, always ensure that at the end of the business day, the stop valve of the water supply (coffee machine with mains water supply) is closed and the main power switch is switched off or the power cable is unplugged.
- Applicable low voltage guidelines and/or country-specific or local safety regulations and laws must be observed.
- Do not operate the device if the water supply is blocked. Otherwise, the boilers will not be refilled and the pump will run dry.
- To prevent water damage in case of hose breakage, Schaerer AG recommends routing the water supply connection through a water shut-off valve (at the installation site).
- After extended downtime (e.g. holiday), the coffee machine must be cleaned before it is put back into operation.
- Protect the coffee machine from weather elements (frost, moisture, etc.).
- Faults must only be remedied by a qualified service technician.
- Only use Schaerer AG original spare parts.
- Report any noticeable damage or leaks immediately to an authorised service partner and have any faulty parts replaced and/or repaired.
- Never spray the device with water or clean it with a steam cleaner.
- Do not set up the device on surfaces on which a water jet might be used.
- When using caramelised coffee (flavoured coffee), clean the brewing unit twice daily.



## NOTE

**Improper handling of the coffee machine can lead to damage or contamination.**

Please adhere to the following points:

- Only fill the bean hopper with coffee beans, the powder container with automatic machine powder and the manual inlet with ground coffee (or cleaning tablets during cleaning).
- Never use freeze-dried coffee as it clogs the brewing unit.
- If the coffee machine and/or auxiliary equipment is transported at temperatures below 10°C, the coffee machine and/or auxiliary equipment must be stored at room temperature for three hours before connecting the coffee machine and/or auxiliary equipment to the power supply and switching them on. If these instructions are not followed, condensation may cause short circuits or damage electrical components.
- Always use the new hose set supplied with the machine (drinking water/waste water hose). Never use old hose sets.

## 3 Product description

### 3.1 Intended use

The Schaerer Coffee Soul (SCSoul / SCS) is designed to dispense coffee beverages, hot water, milk beverages and powder-based beverages (toppings & chocolate) in different versions and combinations – in cups, mugs, glasses or small pots.

This device is intended for commercial use in hotels, restaurants and similar establishments. The device can be installed at self-service locations and operated without supervision. The device can be used in businesses, offices and other similar work environments, hotels, motels and bed and breakfast establishments and can be operated by non-experts and customers.

This device can be used by children aged 8 and up and by persons with limited physical, sensory or mental capabilities or a lack of experience and/or knowledge, provided they are supervised or have been instructed about the safe use of the device and understand the potential hazards resulting from said use. Children must not play with the device. Children must also not be allowed to perform cleaning procedures or user service without supervision. This must only be done by persons who have the knowledge of and practical experience with the device, particularly when it comes to service and hygiene.



*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.*



#### NOTE

**Risk of machine damage! Improper handling of the coffee machine can result in damage.**

Under no circumstances may the Schaerer Coffee Soul (SCSoul) be used to heat or dispense any liquid other than the named or cooled milk (pasteurised, homogenised, UHT).

## 3.2 Scope of delivery and accessories

Quantity	Designation	Article number
Documentation		
1	Operating instructions	**
1*	Supplementary instructions for cup warmer + Cup & Cool	**
1*	Side cooling unit operating instructions	**
Cleaning/Maintenance scope of delivery		
1	Milkpure powder & Coffeepure tabs delivery set	075350
1	Brush 75-40 (brewing chamber)	067409
1	Cleaning container 1l, black	33.2593.6000
1	Cleaning container cover 1l, black	33.2593.7000
1	Cleaning brush	33.1521.9000
1	Cleaning brush (beverage outlet)	062951
Machine scope of delivery		
1	Drip tray	079018
1	Drip grid	079256
1	Connector strip board cover	079032
1	Cooling unit connecting plate	079266
General scope of delivery		
1	Measuring spoon	067111
1	Spiral hose 20 PVC, green	074043
1	Cup positioning aid 1 cup	079518
1	Cup positioning aid 1-2 cups	079519
1	Reinforced hose DN8X1500 ÜM3/8-ÜM3/4 90°	33.2292.1000
1	Hose clip 28 nylon, black	079530
1	CAN Mini-DIN 6-pole control cable 1m	079517
1*	Mains cable CH 3x1mm <sup>2</sup> 10A 2-plug	063261*
Milk systems scope of delivery*		
1	Milk container + +BKE cover 10l	074327
1	Plug&Clean hose adapter	33.2427.5000
1	Milk container riser pipe 260	33.2496.6000
*	Components for left milk connection system, UC or CM	–
Descaling accessories***		
1	Decalcification cartridge	079293

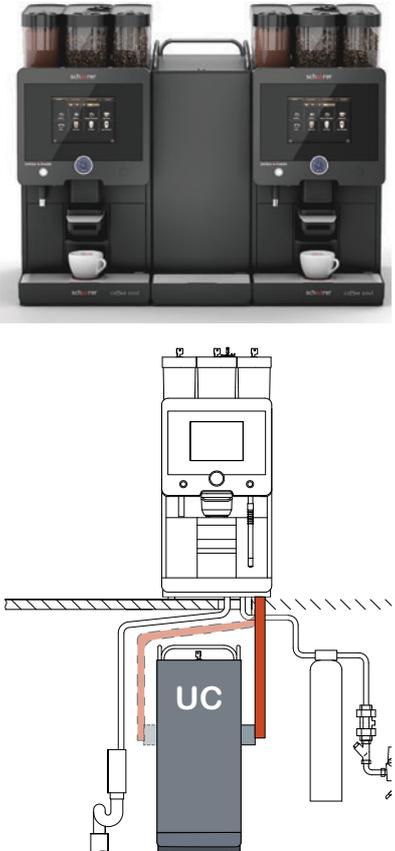
\* \* Depending on machine version.

\*\* Language-specific article number.

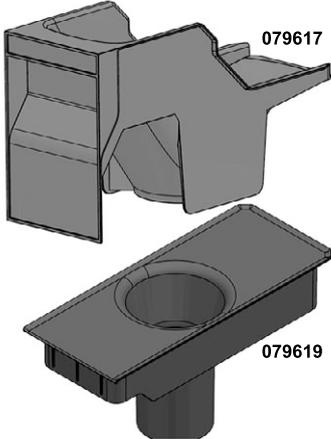
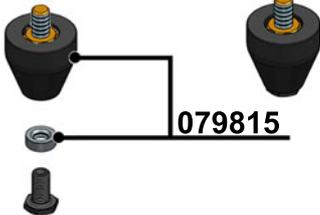
\*\*\* Not included in scope of delivery.

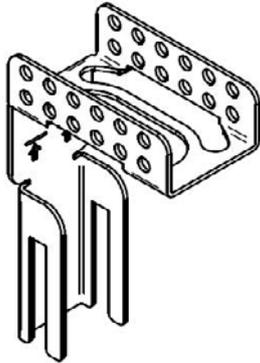
### 3.3 Options and optional accessories

Example	Option	Description
	<p>Steam wand "Powersteam" (To the right of the beverage outlet)</p>	<p>The external steam wand with "Powersteam" makes it possible to manually heat and foam milk separately just like a barista does.</p> <p>The "Powersteam steam wand" option cannot be retrofitted.</p>
	<p>External hot water (To the left of the beverage outlet)</p>	<p>The external hot water dispensing provides an separate manual dispensing option to the left of the beverage outlet.</p> <p>The "External hot water" option cannot be retrofitted.</p>
	<p>Second grinder</p>	<p>A second grinder to the right of the centre standard grinder makes espresso or even decaffeinated coffee beans available.</p> <p>The "Second grinder" option cannot be retrofitted.</p> <p>Bean hopper variants (not yet available): Standard bean hopper 1200 g Expanded bean hopper 2000 g Shortened bean hopper 1000 g</p>
	<p>Powder system Choco or topping</p>	<p>A powder system to the left of the centre standard grinder fulfils the need for choco and/or topping powder.</p> <p>The "Powder system" option cannot be retrofitted.</p>
	<p>Best Foam™ Milk system</p>	<p>The "Best Foam™" function makes it possible to automatically heat and foam milk in an integrated manner just like a barista does.</p> <p>It is possible to dispense cold milk and cold milk foam.</p> <p>The "Best Foam™" option cannot be retrofitted.</p> <p>A cooling unit is mandatory with the "Best Foam™" function.</p>

Example	Option	Description
	<p>Side cooling unit</p>	<p>The side cooling unit can be placed to the right or left of the coffee machine. Under-counter placement is also possible. The coffee machine is delivered with a milk connection at the right by default.</p> <p><i>Placement other than on the right side of the machine requires conversion work. The description of how to perform this conversion work as well as the components required are delivered with the side cooling unit.</i></p> <p>The cooling unit features a 10 l milk container and its own removable drip tray with drip grid.</p>
	<p>Side cooling unit for Centre Milk (CM) Side cooling unit used under-counter (UC)</p>	<p>The side cooling unit can also be positioned between two machines, thereby supporting the Centre Milk function.</p> <p>The side cooling unit with Centre Milk equipment can simultaneously supply 2 machines with milk.</p> <p>The side cooling unit can also be placed under the counter (UC).</p> <p><i>Placement other than on the right side of the machine requires conversion work. The description of how to perform this conversion work as well as the components required are delivered with the side cooling unit.</i></p>
	<p>Under-counter cooling unit (UC)*</p>	<p>The under-counter cooling unit is placed under the machine.</p> <p>The cooling unit features a 9.5 l milk container.</p> <p>The under-counter cooling unit with Centre Milk equipment can simultaneously supply 2 machines with milk.</p> <p><i>Using an under-counter cooling unit requires conversion work. The description of how to perform this conversion work as well as the components required are delivered with the side cooling unit.</i></p>

Example	Option	Description
	<p>Cup &amp; Cool (thin)</p>	<p>The Cup &amp; Cool thin optional accessory can be placed to the right or left of the coffee machine. The coffee machine is delivered with a milk connection at the right by default.</p> <p><i>Placement other than on the right side of the machine requires conversion work. The description of how to perform this conversion work as well as the components required are delivered with the side cooling unit.</i></p> <p>The cooling unit features a 4 l milk container and has space for ca. 45 to 198 cups.</p>
	<p>Cup &amp; Cool (wide) for Centre Milk (CM)</p>	<p>The Cup &amp; Cool wide optional accessory can be placed to the right or left of the coffee machine. The coffee machine is delivered with a milk connection at the right by default.</p> <p>The Cup &amp; Cool optional accessory can also be positioned between two machines, thereby supporting the Centre Milk function.</p> <p>The cooling unit features a 9.5 l milk container and has space for ca. 44 to 160 cups.</p> <p><i>Placement other than on the right side of the machine requires conversion work. The description of how to perform this conversion work as well as the components required are delivered with the side cooling unit.</i></p>
	<p>Under-machine cooling unit</p>	<p>The under machine cooling unit can be placed directly beneath the coffee machine. The coffee machine is delivered with a milk connection at the right by default.</p> <p><i>Using an under-machine cooling unit requires conversion work. The description of how to perform this conversion work as well as the components required are delivered with the under-machine cooling unit.</i></p> <p>The cooling unit features a 9.5 l milk container.</p>
	<p>External waste water / drinking water tank monitored</p>	<p>The coffee machine can be used as a mobile unit thanks to the optional device with the external waste water / drinking water tank.</p> <p>Both tanks features level monitoring and can be retrofitted from software version v2.0.</p>

Example	Option	Description
	UC grounds disposal	<p>The grounds container and the bottom of the coffee machine have an opening that is continued through the counter. The coffee grounds are collected in a large container underneath the counter.</p> <p>With an under-counter grounds disposal system, the capacity for ejected coffee cake increases.</p> <p>The "UC ground disposal" option can be retrofitted.</p>
	UC grounds disposal retrofiting parts	<p>The under-counter grounds disposal can be converted with the following retrofiting parts and without tools:</p> <ul style="list-style-type: none"> <li>• 079617 Grounds container grounds disposal</li> <li>• 079619 Device bottom grounds disposal insert</li> </ul> <p>The collecting vessel under the counter is not included.</p>
	Machine bases Height 40 mm	<p>The machine bases increase the distance from the standing surface by 40 mm.</p> 
	Brewing accelerator	<p>The brewing accelerator permits more efficient beverage dispensing of large volumes of beverages (e.g. Americano) with improved beverage quality.</p> <p>The "Brewing accelerator" option can be retrofitted.</p>

Example	Option	Description
	Payment systems*	<p>(*) The Payment systems option is not yet available.</p> <p>Commercially available payment systems according to the MDB standard can be connected.</p> <p>Possible interfaces:</p> <ul style="list-style-type: none"> <li>• MDB-S</li> <li>• DIVA2</li> <li>• DIVA2 Max</li> </ul> <p>Connection to dispensing equipment and cash register systems:</p> <ul style="list-style-type: none"> <li>• Via E protocol</li> <li>• Via CSI protocol</li> </ul> <p>Coin and token testers or coin changers can be placed to the right or left of the machine.</p> <p>The "Payment systems" option can be retro-fitted.</p>
	Waste water outlet hose holder	<p>Optimises waste water drainage and prevents it from flowing back.</p> <p>The holder is attached to the waste water outlet on the building side.</p> <p>The end of the waste water hose can be fastened on the holder for optimal drainage.</p>

### 3.4 Technical data

Nominal power* Schaefer Coffee Soul	Steam boiler	Hot water boiler
	3000 W	3000 W

Operating temperature	Steam boiler	Hot water boiler
Minimum operating temperature (T min.)	10°C	10°C
Maximum operating temperature (T max.)	192°C	192°C
Operating temperature	140°C	95°C

Overpressure	Steam boiler	Hot water boiler
Working overpressure	2.5 bar	2.5 bar
Permissible working overpressure (p max)	12 bar	12 bar
Test overpressure	24 bar	24 bar

Capacities	
Drinking water capacity	Mains water supply
Bean hopper capacity	per ±1200 g
Grounds container capacity	60 – 70 coffee cakes

External dimensions	
Width without optional accessories	330 mm

External dimensions	
Width with cooling unit	723 mm
Height including bean hopper and key	761 mm
Depth	600 mm

Weight	
Empty weight	±55 kg

Noise level	
Continuous sound pressure level	<70 dB (A)

We reserve the right to make technical changes.

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

\*\* The A-weighted noise level (slow) and L<sub>pa</sub> (impulse) at the workplace of the operating personnel is below 70 dB (A) for every operating mode.

### 3.5 Serial plate

The serial plate is located on the front side of the machine behind the right-hand housing:

- ▶ Pull the grounds container a bit out of the machine for better accessibility.
- ▶ Unfold the right housing section next to the grounds container.
- ▶ In the event of a fault or warranty claim, give the information on the serial plate.



If the front serial plate is no longer legible, there is a second serial plate on the rear interior of the machine. It can only be accessed by the service technician.

#### 3.5.1 Type and model designation

Type	Model
Schaerer Coffee Soul (SCSoul)	No model versions

### 3.6 Beverage types and output

Depending on the machine variant and options, the following beverages can be prepared:

Beverages dispensed per hour, 230V AC single-phase	
Espresso 50-60 ml	± 180 cups
Coffee 120 ml	± 180 cups

Beverages	Standard	Option
Ristretto	X	
Espresso	X	
Coffee/café crème	X	
Small mug (250 ml)	X	
Pot (500 ml)	X	
Americano		X
White americano		X
Milk coffee/latte	X	
Cappuccino	X	
Latte macchiato	X	
Espresso macchiato	X	
Chociatto		X
Hot chocolate		X
Flat white	X	
Cold milk	X	
Hot milk	X	
Hot milk foam	X	
Cold milk foam	X	
Bestfoam™ milk foam	X	
Hot water (integrated)	X	
External hot water		X
Steam		X
Powder-based beverages		X
Instant beverages		X
*Coffee liquor	X	
(*) Not yet available		



See also "Operation" – "Beverage selection and dispensing" – "External hot water or steam".

## 3.7 Declaration of conformity

### 3.7.1 Manufacturer's address

Manufacturer	Documentation specialist
Schaerer AG P.O.Box 336 Allmendweg 8 CH-4528 Zuchwil, Switzerland T +41 (0)32 681 62 00 F +41 (0)32 681 64 04 info@schaerer.com www.schaerer.com	Schaerer AG Hans-Ulrich Hostettler P.O. Box Allmendweg 8 CH-4528 Zuchwil, Switzerland

### 3.7.2 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 Schaefer, this declaration is rendered invalid. The following harmonised standards have been applied. A quality management system certified by DEKRA, in accordance with ISO 9001 and 14001, has been used to ensure the 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.

<b>For CE conformity</b>	
<b>Machinery Directive 2006/42/EC</b>	<b>EMC Directive 2004/30/EU</b>
<ul style="list-style-type: none"> <li>• EN 60335-1:2012</li> <li>• EN 60335-2-75:2004 +A1 +A11 +A12 +A2</li> <li>• EN 62233:2008</li> </ul>	<ul style="list-style-type: none"> <li>• EN 55014-1:2006 +A1 +A2</li> <li>• EN 55014-2:1997 +A1 +A2 +AC</li> <li>• EN 61000-3-2:2014</li> <li>• EN 61000-3-3:2013</li> </ul>
RoHS Directive 2011/65/EU	

<b>For compliance with European ordinances</b>
<ul style="list-style-type: none"> <li>• Ordinance (EU) no. 10/2011</li> <li>• Ordinance (EC) no. 1935/2004</li> <li>• Ordinance (EC) no. 2023/2006</li> <li>• WEEE 2012/19/EC</li> </ul>

<b>International (CB)</b>	
<b>Safety</b> <ul style="list-style-type: none"> <li>• IEC 60335</li> <li>• IEC 60335-2-75</li> </ul>	<b>EMC</b> <ul style="list-style-type: none"> <li>• CISPR 14-1</li> <li>• CISPR 14-2</li> <li>• IEC 61000-3-2</li> <li>• IEC 61000-3-3</li> </ul>

## 4 Installation and commissioning



The machine must be installed in accordance with the applicable federal, state and local electrical and sanitary regulations. This includes an adequate non-return mechanism.



### CAUTION

Packaging materials with sharp edges can cause injuries. Cutting straps can cause eye injuries.

Wear gloves and protective goggles while unpacking the machine.



### CAUTION

Contamination in the milk pump can lead to health problems.

Cleaning must be done after installation, commissioning or recommissioning.

Run the display-guided cleaning programme before dispensing the first beverage.



See "Cleaning" - "Daily machine cleaning" - "Display-guided cleaning programme"

### 4.1 Setting up coffee machine

#### 4.1.1 Location



### NOTE

**Risk of machine damage! The location where the coffee machine is set up must meet the conditions specified below. If they are not satisfied, the coffee machine may become damaged.**

The following conditions absolutely must be met:

- The installation surface must be stable, horizontal and level so that it does not become deformed under the weight of the coffee machine.
- Do not erect on hot surfaces or close to heat sources.
- Set up the coffee machine in such a way that it can be monitored by trained personnel at all times.
- The required supply terminals must be within 1 m of the machine location according to the on-site installation plans.
- Comply with all applicable local regulations for kitchen equipment.

Maintain the following clearances for maintenance work and operation:

- Allow enough space above the machine to refill coffee beans.
- Leave at least 5 cm clearance from the rear side of the machine to the wall (air circulation).

## 4.1.2 Ambient conditions



### NOTE

**Risk of machine damage! The location where the coffee machine is installed must satisfy the ambient conditions specified below. If they are not satisfied, the coffee machine may become damaged.**

The following conditions absolutely must be met:

- Ambient temperature of 10 °C to 40 °C (50 °F to 104 °F)
- Relative humidity of max. 80% RH
- This coffee machine is designed for indoor use only. Do not use in the open and never expose to the weather (rain, snow, subzero temperatures).

If the coffee machine was exposed to subzero temperatures:

- Contact customer service before commissioning.

## 4.2 Power supply

### 4.2.1 Conditions

The equipment must be connected in accordance with the regulations of the country in which it is installed. The voltage specified on the serial plate must match the mains voltage at the installation location.



### DANGER

**Risk of electrocution! An imminently dangerous situation that may result in death or serious injury from electric shock.**

Please adhere to the following points:

- The phase must be fused at the ampere value specified on the serial plate.
- It must be possible to disconnect the device from the mains power supply at all poles.
- The electrical system at the installation site must conform to IEC 364 (DIN VDE 0100). To increase safety, the device should be connected to a ground fault circuit interrupter with 30 mA nominal error current (EN 61008). (Type B residual current circuit breakers ensure response even in the event of smooth DC residual currents. This results in a high level of safety.)
- Never operate a device with a damaged power cable. Have a defective power cable or plug replaced immediately by a qualified service technician.
- Schaefer AG does not recommend using an extension cord. If an extension cord is used despite this (minimum cross-section: 1.5 mm<sup>2</sup>), please comply with the manufacturer's specifications for the cable (operating instructions) and with applicable local regulations.
- Route the power cable in such a way that it does not pose a tripping hazard. Do not pull the cable over corners or sharp edges, pinch it between objects or allow it to hang loosely in open spaces. Do not position the cable over hot objects, and protect the cable from exposure to oil and aggressive cleaning products.
- Never lift or pull the device by the power cable. Never pull the plug out of the socket by its cable. Never touch the power cable or plug with wet hands. Never insert a wet plug into a power socket.

### 4.2.2 Power cable



### DANGER

**User at risk! Use of a faulty power cable or one that is not the original cable results in the risk of electric shock and fire. Use the original power cable.**

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

- The original power cable for your country can be obtained from your service partner.
- Power cables that are plugged in on both sides can be replaced by the customer.
- Permanently connected power cables must be replaced by a service technician.

### 4.2.3 Connection values

SS Mains	Connection values*			Coverage (in building)	Connecting cable Wire cross-section
1L, N, PE	220 – 240 V CA	50/60 Hz	3000-3600 W	16 A	3 x 1.5 mm <sup>2</sup>
1L, N, PE	220 – 240 V CA	50/60 Hz	6000-7000 W	30 A	3 x 4 mm <sup>2</sup>
2L, PE	200 – 220 V CA	50/60 Hz	2600-3200 W	15 A	3 x 1.5 mm <sup>2</sup>
2L, PE	200 – 220 V CA	50/60 Hz	4700-5800 W	25 A	3 x 2.5 mm <sup>2</sup>
3L, PE	200 – 220 V CA	50/60 Hz	4700-5800 W	3x 20 A	4 x 2.5 mm <sup>2</sup>
3L, N, PE	380 – 415 V CA	50/60 Hz	5700-6400 W	3x 16 A	5 x 1.5 mm <sup>2</sup> (10 AWG)

\* \* Depending on machine version.

## 4.3 Water connection/drain

### 4.3.1 Conditions



#### NOTE

**The machine can suffer damage due to bad material and incorrect water values. The measures described for preventing this danger must be adhered to.**

It is imperative that the following points are complied with:

- The water must be free of contaminants and the chlorine content must not exceed 50 mg per litre.
- Do not connect the machine to pure reverse osmosis water or other aggressive types of water.
- The carbonate hardness must not exceed 5 – 6 °dH (German carbonate hardness) or 8.9 – 10.7 °fH (French carbonate hardness), and the total hardness must always be higher than the carbonate hardness.
- The minimum carbonate hardness is 5 °dKH or 8.9 °fKH. The pH value must be between 6.5 – 7.
- Always use the new hose set (fresh water/waste water hose) supplied with the machine.

The machine must be connected to the water supply in accordance with applicable requirements and the regulations of the respective country. If the machine is connected to a newly installed water pipe, the pipe and intake hose must be rinsed thoroughly to ensure that no dirt gets into the machine.

The coffee machine must be connected to an installed drinking water line with a shut-off valve. Installation takes place via the installed pressure hose and the G 3/8" screw connection onto the pressure reducing valve that is mounted on the water tap (set to 0.3 MPa (3 bar)).

The machine requires an waste water outlet. The supplied temperature-stable waste water hose is connected to a siphon on the building side. The waste water hose should create a downward slope to the connection to prevent the siphon effect.

Machines with external drinking or waste water tank are directly connected. Corresponding level monitoring is available.



*The "Water quality" supplementary instructions include information on recording the water values and using filter equipment. The supplementary instructions can be requested from Schaerer AG or downloaded directly from the MediaCentre on the website (<http://www.schaerer.com/member>).*

### 4.3.2 Connection values

Water pressure	Recommended:	0.1 – 0.6 MPa (1 – 6 bar)
	Maximum:	1.0 MPa (10 bar)

Water inlet temperature	Minimum:	10 °C
	Maximum:	30 °C

### 4.3.3 External drinking and waste water tank

The SCSoul coffee machine can be operated with a monitored external drinking water and waste water tank as an option.



The "Monitored SCSoul drinking water and waste water tank" conversion instructions contain information about setting up and connecting the external drinking water and waste water tank. The conversion instructions can be requested from Schaefer AG or downloaded directly from the MediaCentre on the website (<http://www.schaerer.com/member>).



## 4.4 Installation

### 4.4.1 Unpacking machine



Read the "Setting up the coffee machine" and "Power supply" chapters carefully before installing.

- ▶ Unpack the machine.
- ▶ Check the remaining package contents for accessories.
- ▶ Remove the accessories supplied in the grounds container and water tank.
- ▶ Keep the original packaging in case the equipment needs to be returned.

### 4.4.2 Power supply connection

SCSoul up to 16 A (2600 W – 3600 W)



For better access, position the back of the machine about 5 cm over the support plate.

The following connections are required:

- Mains connection 230V AC <math><16A</math> 2600W – 3600W
- CAN control cable connection
- ▶ Remove rear sheet (without tools).
- ▶ Connect to the 230V AC mains connection with an apparatus cable (plug/coupling).
- ▶ (Optional) CAN control cable with 6-pin. Plug in the DIN plug and connect to the optional accessory.
- ▶ Attach the rear plate to the magnets.



**Option: SCSoul mains connection via 16 A**



*For better access, position the back of the machine about 5 cm over the support plate.*

The machine is equipped with a permanent cable connection at the factory. On the building side, the machine is connected to the power socket by means of a country-specific plug or an upstream main switch if it is a fixed connection.

The following connections are required:

- Mains connection >16A 4700W – 6400W
- CAN control cable connection
- ▶ Remove rear sheet (without tools).
- ▶ Insert the power plug into the building power socket or have the service technician connect and switch on the upstream main switch.



*When the machine is switched on for the first time, display-guided adjustment of the machine configuration follows automatically.*

### 4.4.3 Optional accessory connections (Option)

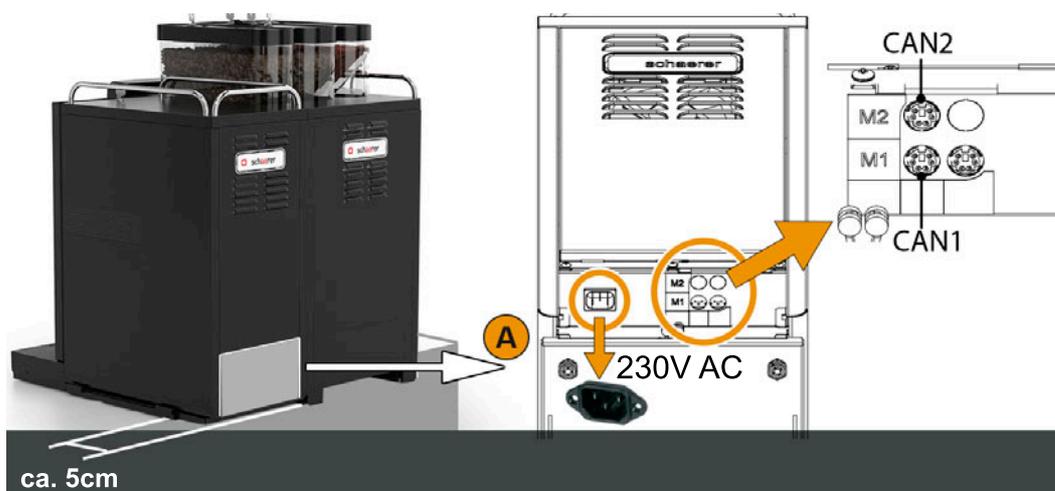
#### Option: Side cooling unit



For better access, position the back of the machine about 5 cm over the support plate.

The following connections are required:

- 230V AC mains connection
- CAN control cable connection
- ▶ Remove rear sheet (without tools).
- ▶ Connect to the 230V AC mains connection with an apparatus cable (plug/coupling).
- ▶ CAN control cable with 6-pin. Plug in the DIN plug and connect to the coffee machine.
- ▶ Attach the rear plate to the magnets.



A detailed description of the side cooling unit can be found in the supplied installation, operating and maintenance handbook of the side cooling unit.



If the side cooling unit is placed to the left of the coffee machine or under the counter, the milk hose guide must be adjusted. The installation steps needed to do this are described in the supplied conversion instructions.

#### Option: Cup & Cool or cup warmer

The Cup & Cool optional accessory and the cup warmer feature heatable cup storage. The Cup & Cool optional accessory also has an integrated cooling unit. The Cup & Cool or the cup warmer is connected to the power supply with a 230V AC power cable.



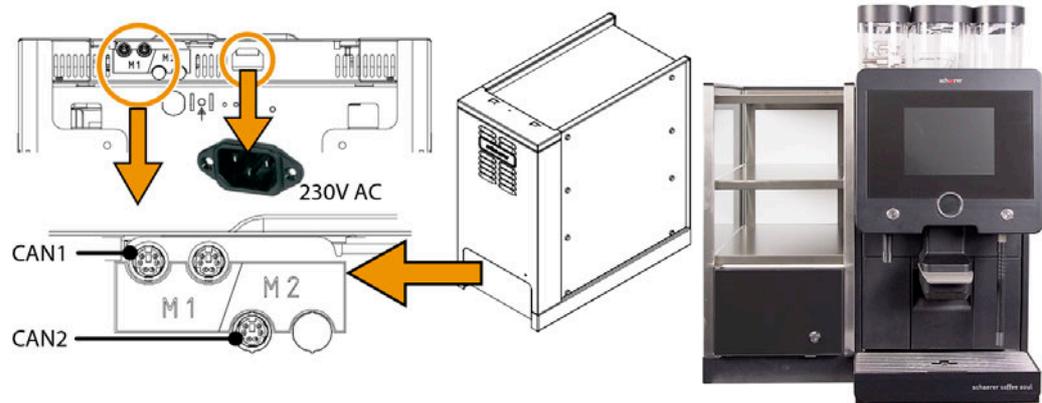
### NOTE

**Always transport the Cup & Cool optional accessory vertically.**

If it is not possible to transport vertically, the Cup & Cool optional accessory should be min. left to settle for 2 hours before switching on.

The following connections are required:

- 230V AC mains connection
- (Cup & Cool) CAN connection control cable
- ▶ Connect to the 230V AC mains connection with an apparatus cable (plug/coupling).
- ▶ (Cup & Cool) CAN control cable with 6-pin. Plug in the DIN plug and connect to the coffee machine.



If the Cup & Cool optional accessory is placed to the left, the milk hose guide must be adjusted. The installation steps needed to do this are described in the supplied conversion instructions.

**Option: Under-counter cooling unit**



**NOTE**

The coffee machine milk hoses are taken out of the squeeze valve for transport.

When connecting the milk hoses, ensure that all connections have been correctly established and routed.

- ▶ Open doors.
- ▶ Switch toggle switch [A] to position [I].
- ▶ Set thermostat [B] on the back to the centre position [B].
- The device is switched on.



A detailed description of the under-counter cooling unit can be found in the supplied installation, operating and maintenance handbook.

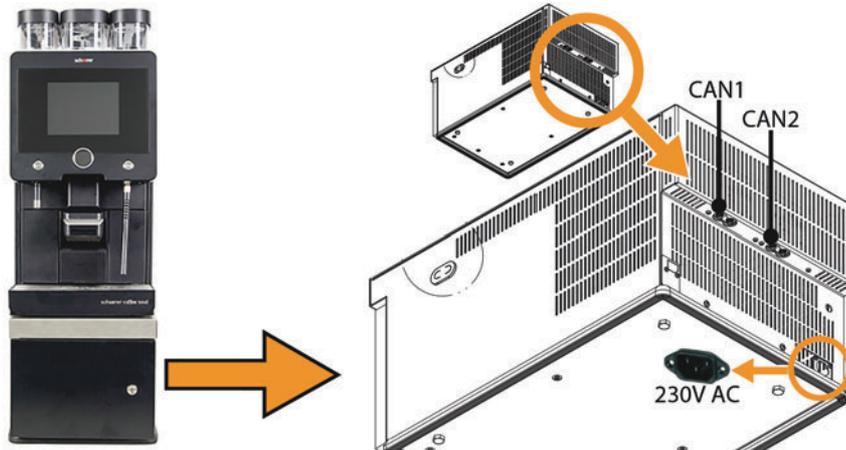


See also "Operation" - "Filling and connecting" - "Milk".

### Option: Under-machine cooling unit

The following connections are required:

- 230V AC mains connection
- CAN control cable connection
- ▶ Connect to the 230V AC mains connection with an apparatus cable (plug/coupling).
- ▶ CAN control cable with 6-pin. Plug in the DIN plug and connect to the coffee machine.



The mains connection cable and the CAN control cable are included with the under-counter cooling unit.



If the under-machine cooling unit is used, the milk hose guide must be adjusted. The installation steps needed to do this are described in the supplied conversion instructions.

#### 4.4.4 Milk system squeeze valve



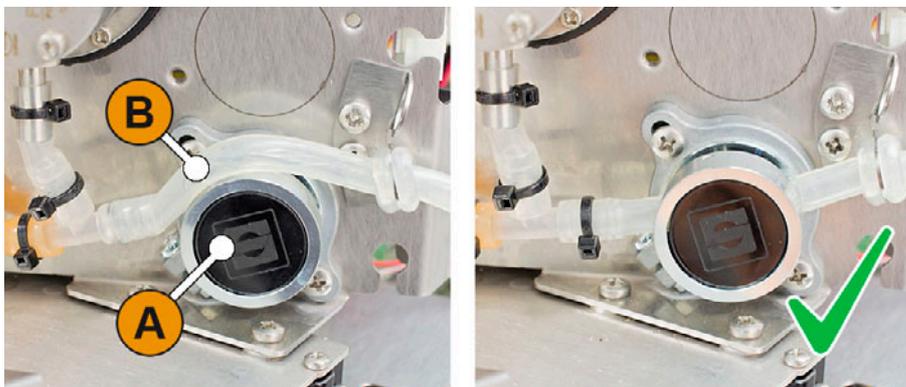
The optional milk hose is removed from the squeeze valve during transport. Before commissioning the coffee machine, the milk hose must be correctly reinserted into the squeeze valve, see figure below.

- ▶ Lift user panel.



See "Operation" - "User panel" – "Open user panel".

- ▶ Pull black cover to the right front without a tool.
  - ☑ The milk pump and squeeze valve [A] are now accessible.
- ▶ Insert milk hose [B] into squeeze valve [A] as shown.



#### 4.4.5 Automatic commissioning program



*The commissioning program automatically starts the first time the machine is switched on. It explains all aspects of installation. The service technician can trigger the commissioning program manually at any time.*



*See also "Operation" - "Switching on" for a description on how to switch on the coffee machine.*

#### 4.5 Disassembly and disposal



The coffee machine must be disposed of correctly in conformity with local and legal regulations.

- ▶ Contact your service partner.

## 5 Operation



### CAUTION

**Hot fluid! Most beverages dispensed from the machine are hot.**

Never reach beneath the beverage outlet or into the machine when beverages are being dispensed.



### CAUTION

**Hot steam! There is a danger of scalding in the dispensing area of the steam wand.**

Never reach under the steam wand when dispensing steam.



### CAUTION

**Hot surface! A dangerous situation that may result in burn injuries. This danger arises at the dispensing points and cup warmer locations (option).**

Always hold the beverage outlet or steam wand on the provided operating elements.



### NOTE

**Risk of machine damage! Incorrect use may damage the touch screen.**

Never use force, strong pressure or sharp objects when pressing on the display.

## 5.1 User panel

### 5.1.1 Opening the user panel

Operating elements behind the user panel can be accessed by moving the user panel upwards.

- ▶ Open closing device [A] for unlocking mechanism [B] with the key.
- ▶ Press unlocking mechanism [B] to the left and push it forwards.
  - The user panel is unlocked.
- ▶ Slide the user panel upwards until it snaps into place on its own.
  - The other operating elements are now accessible.



### 5.1.2 Closing the user panel

The operating mode requires that the user panel is closed.

- ▶ Lift the user panel until you can hear and feel that the locking mechanism is released.
  - The user panel is unlocked.
- ▶ Press the user panel downwards until it snaps into place.
  - The user panel is closed.

- ▶ If necessary, lock the closing device with the key.



See also "Operation" - "Open user panel".

## 5.2 Machine operating elements

### 5.2.1 Exterior machine operating elements

- [A] Touch screen (user interface)
- [B] Closing device for unlocking mechanism (user panel)
- [C] Manual beverage outlet (slides upwards/downwards)
- [D] Grounds container
- [E] Fixed drip tray with drip grid
- [F] Removable drip tray with drip grid for cooling unit



### Bean hopper with integrated manual inlet

The centre bean hopper with integrated manual inlet comes as standard. The opening for the cleaning tablet inlet is integrated in the manual inlet.

- [A] Centre bean hopper (1200 g)
- [B] Bean hopper cover locking mechanism
- [C] Cleaning tablet inlet
- [D] Manual inlet for ground coffee



### Option: Additional bean hopper and/or powder container

The machine can optionally be equipped with an additional bean hopper on the right and/or a powder container on the left:

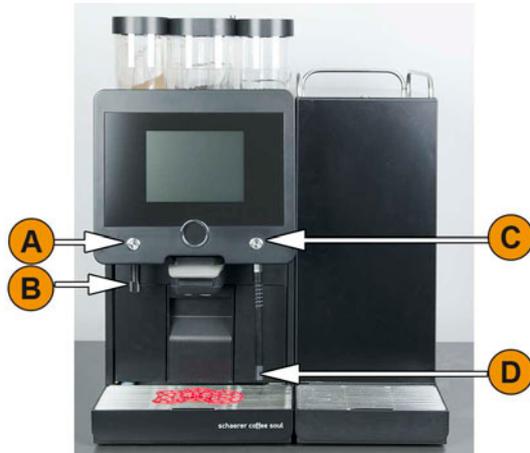
- [A] Additional bean hopper on the right, e.g. for espresso (1200 g)
- [B] Powder container (choco or topping) (2000 g / 2750 ml)
- [C] Cover locking mechanism for bean hopper and powder container



### Option: Hot water and steam dispensing

The additional external operating elements for hot water and/or steam dispensing are optional:

- [A] Hot water button (preconfigured dispensing in ml)
- [B] Hot water dispensing
- [A] Steam button (preconfigured dispensing in sec)
- [D] Steam wand (Powersteam standard)



### 5.2.2 Interior machine operating elements



*If the machine is equipped with the optional automatic grinding level adjustment, adjusting units [D] and [E], see figure below, are not present. The coffee machine automatically regulates the grinding level according to the brewing time of a reference beverage. The coffee reference beverage is determined by the service technician.*

The following operating elements listed are available behind the user panel.

Standard operating elements and components:

- [A] Handle for bean hopper and powder container central locking mechanism
- [B] USB connection
- [C] Machine power button (switching off by pressing and holding for 4 sec)
- [D] Manual grinding level adjustment of centre grinder (standard equipment)
- [E] Manual grinding level adjustment of the optionally available right grinder



*See also "Operation" - "User panel" – "Open user panel".*



## NOTE

**Adjusting the grinding level changes the taste and aroma of all coffee beverages.**

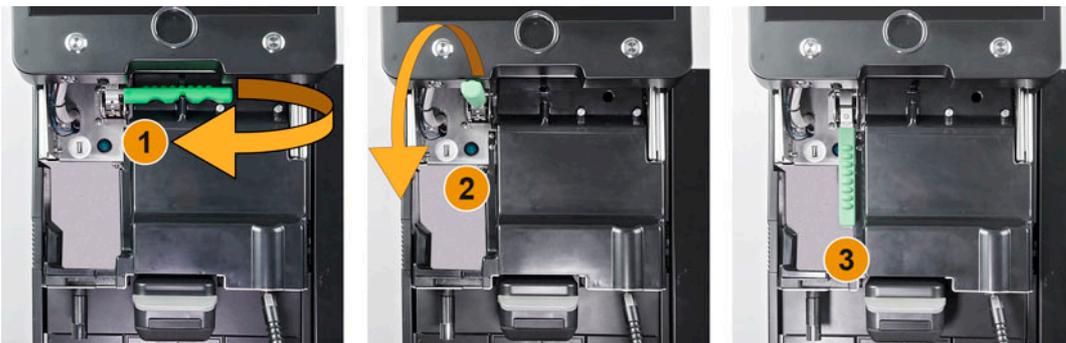
The grinding level can only be adjusted by a caretaker or service technician.

Adjusting the grinding level requires that the grinders be calibrated.

### Unlocking bean hoppers

The bean hoppers or powder container can be removed from the machine. The central locking mechanism unlocks the bean hoppers and powder container.

- ▶ Open the user panel.
- ▶ Swivel the green central locking mechanism handle [1] from the machine forwards.
- ▶ Fold the central locking mechanism downwards [2] into the machine.
- ☑ The bean hoppers and powder containers are now unlocked, position [3].



See also "Operation" - "User panel" – "Open user panel".

### Option: Mixing cup for powder or topping system

The machine can optionally be equipped with a choco or topping powder system.

The mixing cup is removed from the machine during the cleaning programme:

- ▶ Pull the mixing cup straight out of the machine using the handle.



When installing the mixing cup, make sure that the [A] ventilation, [B] water supply, [C] mixing bowl and [D] choco/ topping lines are correctly connected and correctly pressed in up to the stop.

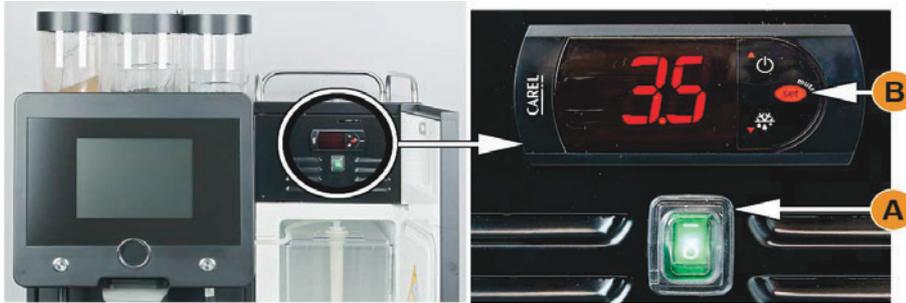


See "Cleaning" - "Daily machine cleaning".

### Option: Side or under-counter cooling unit

The machine is equipped with the Best Foam™ milk system and can be operated with a side or under-machine cooling unit as an option:

- [A] Cooling unit on/off toggle switch
- [B] Cooling unit operating elements

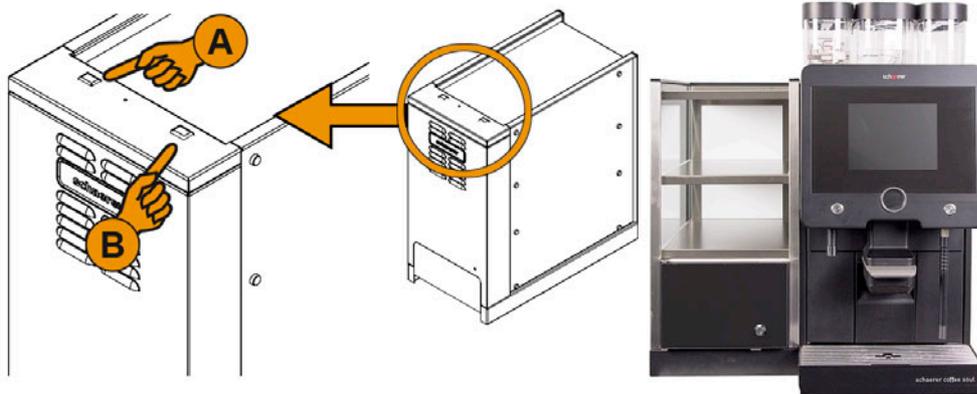


See "Operation" - "Switching on"

### Option: Cup & Cool or cup warmer optional accessories

The machine is equipped with the Best Foam™ milk system and can be operated with the Cup & Cool optional accessory or a cup warmer as an option:

- [A] Cooling unit on/off toggle switch
- [B] Cup warmer on/off toggle switch



The cooling unit does not require a thermostat.

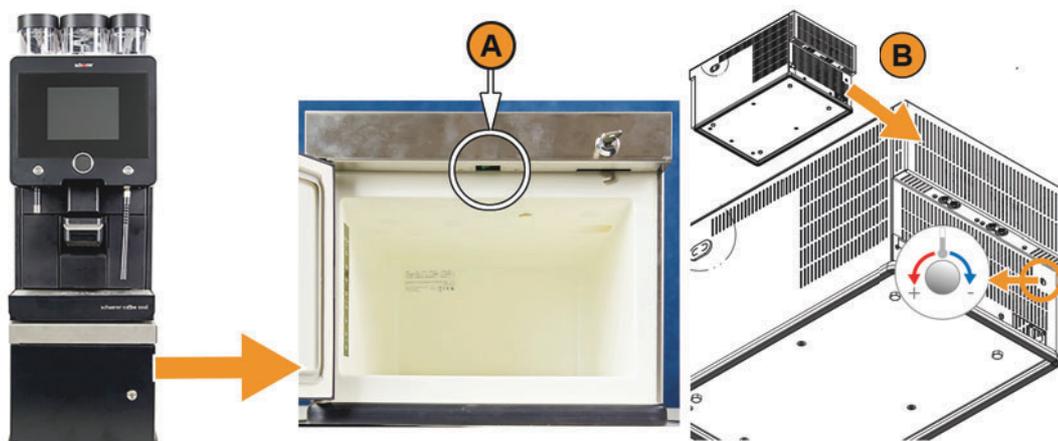


See also "Operation" - "Switching on".

### Option: Under-machine cooling unit

The machine is equipped with the Best Foam™ milk system and can be operated with an under-machine cooling unit as an option:

- [A] Cooling unit on/off toggle switch (behind front door)
- [B] Cooling unit thermostat (rear side)

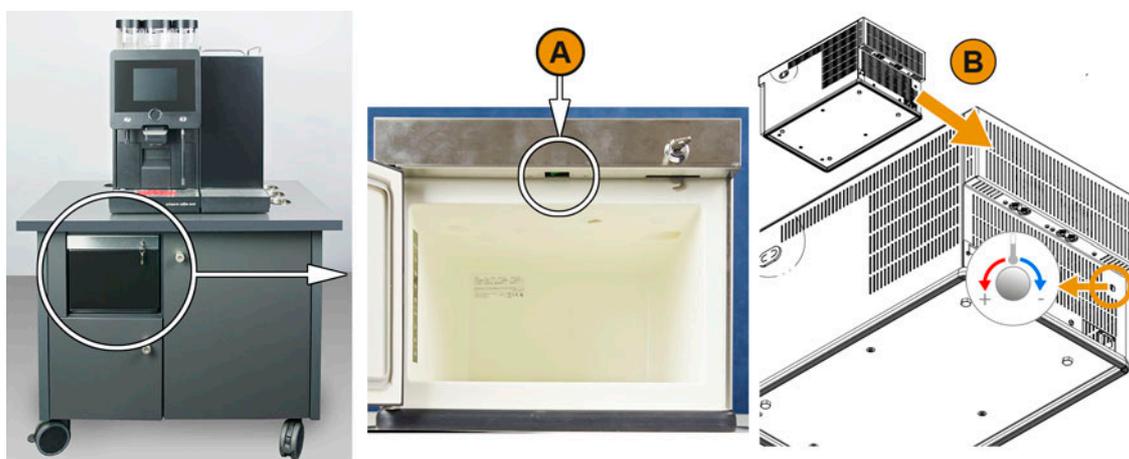


See also "Operation" - "Switching on".

### Option: Under-counter cooling unit (flat height)

The machine is equipped with the Best Foam™ milk system and can be operated with the flat height under-counter cooling unit as an option:

- [A] Cooling unit on/off toggle switch (behind front door)
- [B] Cooling unit thermostat (rear side)



See also "Operation" - "Switching on".

## 5.3 Check before switching on

- Before switching on the coffee machine, check whether the following conditions are fulfilled.

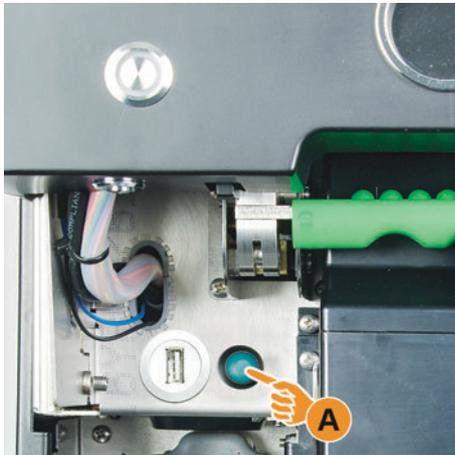
Conditions for switching on the coffee machine:

- The stop valve of the water supply (in machines with a mains water supply) is open/the external drinking water tank (option) is filled with fresh water.
- The waste water outlet (standard) has been correctly laid/the waste water tank (option) is connected.
- The bean hopper(s) is/are filled.
- The grounds container is empty and inserted correctly.
- The coffee machine is connected to the mains power supply.

## 5.4 Switching on

### 5.4.1 Coffee machine

- ▶ Check the machine mains connection.
- ▶ Unlock the user panel and slide it upwards until it snaps into place.
- ▶ Briefly press power button [A].
  - ☑ The machine starts up.
  - ☑ The main screen appears, and the machine begins to heat up.
  - ☑ The machine is ready for use as soon as the required temperature is reached.



- ▶ Close the user panel.



See also "Operation" - "User panel" – "Open or close user panel".



When the machine is switched on for the first time, display-guided adjustment of the machine configuration and hardware calibration follows automatically.

### 5.4.2 Optional accessories

#### Option: Side cooling unit

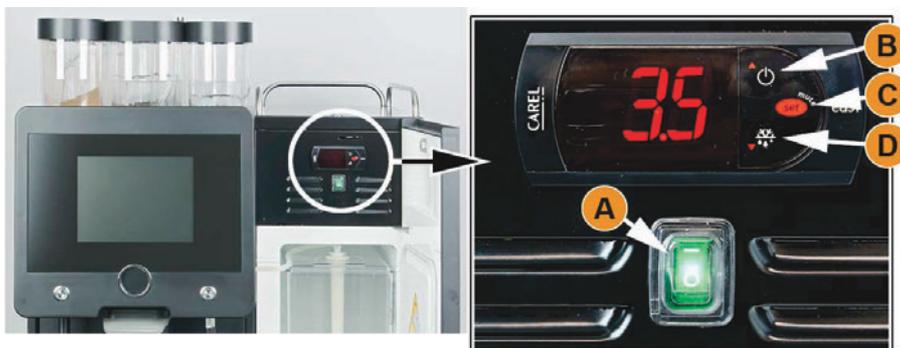


#### NOTE

**The machine milk hoses are taken out of the squeeze valve for transport.**

When connecting the milk hoses, ensure that all connections have been correctly established and routed.

- ▶ Open doors.
- ▶ Switch toggle switch [A] to position [I].
- ▶ Press and hold button [B] for  $\pm 3$  sec.
  - The device is switched on.



Temperature setting:

- ▶ Press and hold button [C] until the current temperature flashes.
- ▶ Increase the set temperature using the [B] button or reduce using the setting button [D].
- ▶ Button [C] saves the setting.
- ▶ Close the door.



A detailed description of the cooling unit can be found in the supplied installation, operating and maintenance handbook of the side cooling unit.



See also "Operation" - "Filling and connecting" - "Milk".

**Option: Cup & Cool or cup warmer**



## NOTE

**The coffee machine milk hoses are taken out of the squeeze valve for transport.**

When connecting the milk hoses, ensure that all connections have been correctly established and routed.



## CAUTION

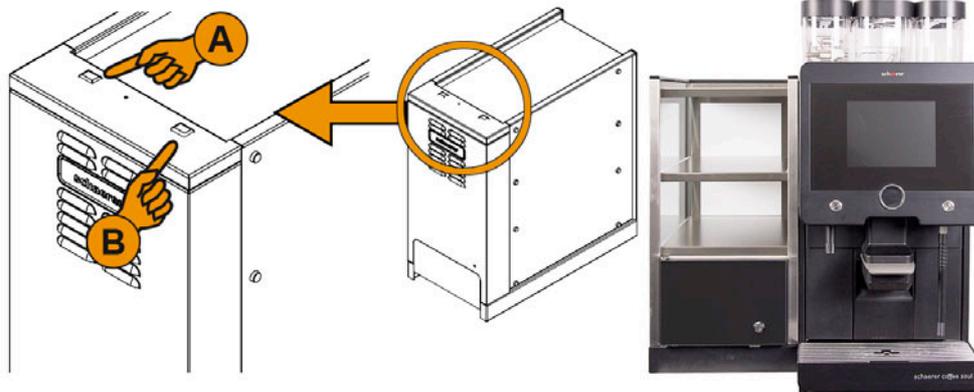
**Hot surface! The cut storage gets hot and can cause burns.**

Switch off cup storage before cleaning and wait until the surfaces are cooled.

- ▶ Switch toggle switch [A] to position [I].
  - ☑ The cooling unit is switched on.

*The cooling unit does not have temperature adjustment. Overheated milk cannot be cooled down. Only fill cooled milk of 3 –5°C into the milk container.*

- ▶ Switch toggle switch [B] to position [I].
  - ☑ The cup storage is switched on.



A detailed description of the Cup & Cool or cup warmer optional accessories can be found in the supplied installation, operating and maintenance handbook of the optional accessories.



See also "Operation" - "Filling and connecting" - "Milk".

**Option: Under-machine cooling unit**

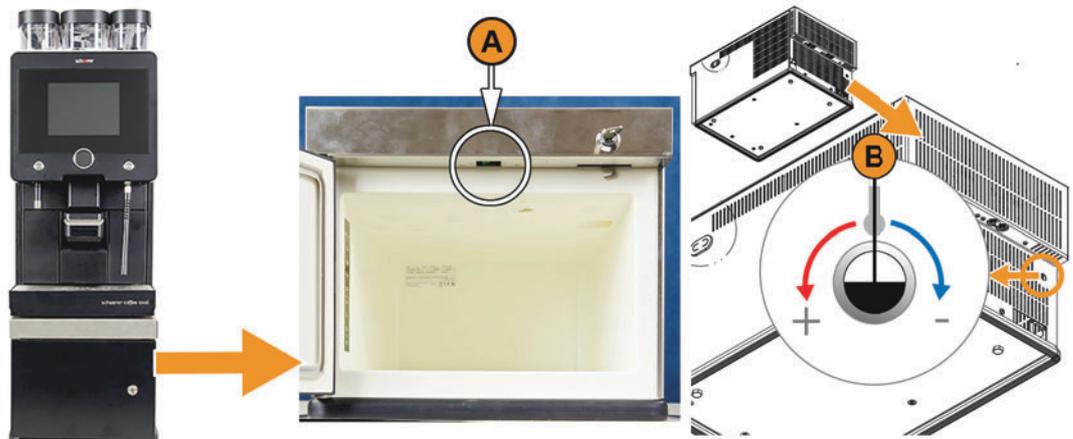


**NOTE**

**The coffee machine milk hoses are taken out of the squeeze valve for transport.**

When connecting the milk hoses, ensure that all connections have been correctly established and routed.

- ▶ Open doors.
- ▶ Switch toggle switch [A] to position [I].
- ▶ Set thermostat [B] on the back to the centre position [B].
  - ☑ The device is switched on.



A detailed description of the under-machine cooling unit can be found in the supplied installation, operating and maintenance handbook of the optional accessories.



See also "Operation" - "Filling and connecting" - "Milk".

#### Option: Under-counter cooling unit

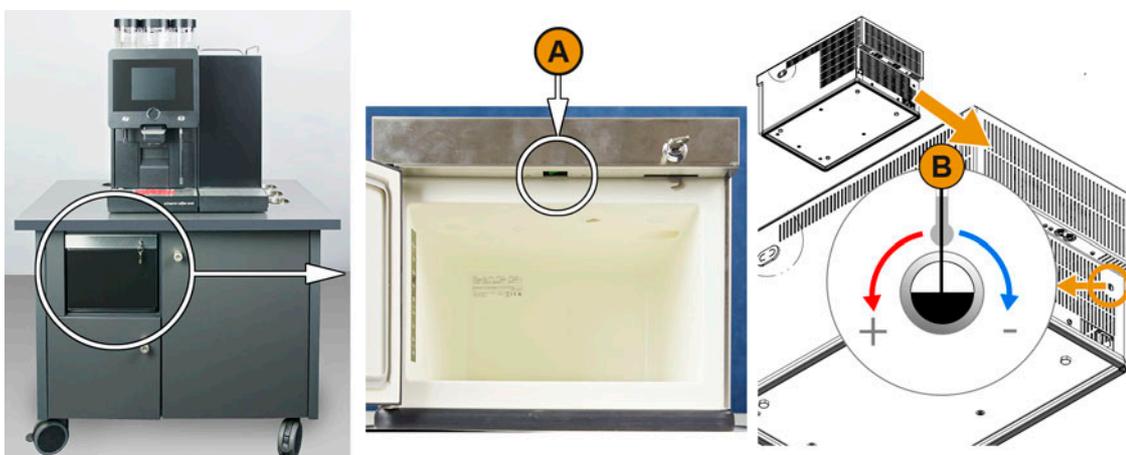


### NOTE

**The coffee machine milk hoses are taken out of the squeeze valve for transport.**

When connecting the milk hoses, ensure that all connections have been correctly established and routed.

- ▶ Open doors.
- ▶ Switch toggle switch [A] to position [I].
- ▶ Set thermostat [B] on the back to the centre position [B].
  - The device is switched on.



A detailed description of the under-counter cooling unit can be found in the supplied installation, operating and maintenance handbook of the optional accessories.



See also "Operation" - "Filling and connecting" - "Milk".

## 5.5 Main window touch screen

### 5.5.1 Overview of user interfaces

#### Direct beverage selection from tab in “Standard” operating mode



A maximum of 4 tabs can be configured with 8 beverages each.

The beverage fields can be displayed with symbols or with the beverage names and an assigned colour.

If only one tab card [A] is configured, up to 12 beverages can be configured in it.



### Beverage selection with groups



max. 4 groups can be configured.

Each group contains the beverage of a configured menu card.

### Beverage selection from group



Each group contains a selection of max. 8 beverages in the "Standard" user interface.

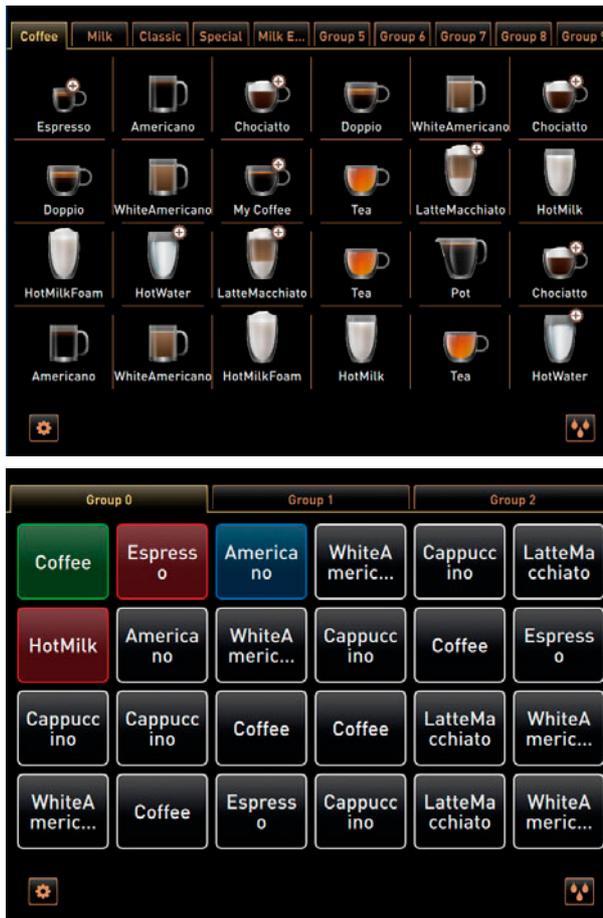
### "Custom" operating mode beverage dispensing



*In addition to the "Standard" operating mode, the "Custom" operating mode offers a second user interface with its own configuration. Furthermore, 10 menu cards (tabs) can be configured as well as 24 beverages per menu card.*



*The "Standard" or "Custom" operating mode can be selected in the "Configuration" - "Operating mode" - "Menu card" mode by the service technician.*



11 menu cards can be configured in the “Custom” operating mode. A menu card is used for external beverage buttons.

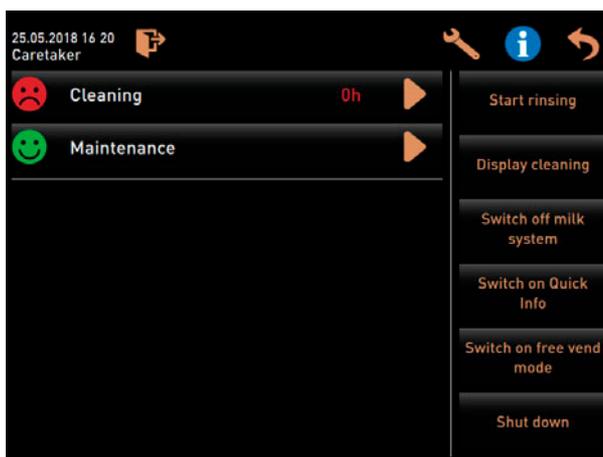
24 beverages with beverage names or beverage symbols can be configured per menu card.

If “Beverage selection” is activated, the 4 first menu cards are displayed for the group selection.

**Service menu and functions**



The service technician can limit access to the service menu with a PIN. This configured PIN number corresponds to the PIN of the machine operator.



Information and functions:

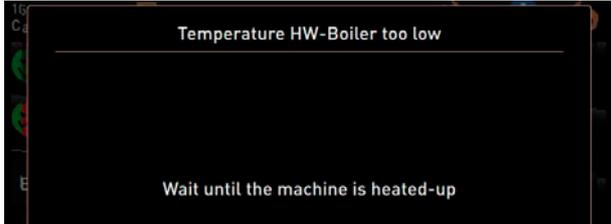
- Pending action requests
- Error messages
- Direct selection functions
- Logging in with profile
- System information

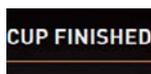
See also "Operation" - "Main window touch screen" - "Service menu overview".

**5.5.2 Touch screen operating field overview**

Symbol	Description
<p>Tabs</p> 	<p>Configured beverages can be provided in 4 menu cards.</p> <p>The provided menu cards can be displayed in the user interface with max. 4 tabs with max. 8 beverages each.</p> <p><i>The menu cards and tabs can be named and assigned as desired by a service technician.</i></p>

Symbol	Description
<p>Groups</p> 	<p>Configured beverages can be provided in 4 menu cards.</p> <p>The configured menu cards can also be displayed in the user interface with max. 4 groups with max. 8 beverages each.</p> <p><i>The group display can be activated in the "Configuration - "Operating mode" - "Display beverage selection page" setting.</i></p> <p><i>The menu cards and tabs can be named and assigned as desired by a service technician.</i></p>
<p>Beverage field</p> 	<p>The desired beverage can be stored with each beverage field and programmed accordingly.</p> <p>The respective beverage is dispensed by pressing a beverage field.</p> <p><i>The beverage fields can be named and assigned as desired by a service technician.</i></p>
<p>Stop</p> 	<p>The [Stop] field is displayed while a beverage is being dispensed. The beverage currently being dispensed and any other previously selected beverages can be cancelled using this field.</p>
<p>Back/Continue</p> 	<p>The [&gt;] / [&lt;] field continues to the next page, or back to the previous page.</p>
<p>Service menu</p> 	<p>Entrance to the Service menu.</p> <ul style="list-style-type: none"> <li>▶ Press the [Service menu] field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The window for the "Service menu" opens.</li> </ul> </li> </ul> <p>Additional information with colour coding:</p> <ul style="list-style-type: none"> <li>• The orange colour marking in the upper right section of the field provides information on a pending machine message.</li> <li>• The red colour marking in the upper right section of the field provides information on a pending error message which requires action.</li> </ul> <p><i>See "Operation" - "Touch main window" - "Service menu" for further information.</i></p>
<p>Quickinfo</p> 	<p>"Quickinfo" provides information on the following temperatures:</p> <ul style="list-style-type: none"> <li>• C &gt; Hot water</li> <li>• S &gt; Steam boiler</li> <li>• M &gt; Available memory in [%]</li> </ul> <p><i>See also "Operation" – "Service menu functional scope" – "Quickinfo on/off direct selection".</i></p>
<p>Pre-selection Double beverage</p> 	<p>Activates double beverage dispensing.</p> <ul style="list-style-type: none"> <li>▶ Activate [Double beverage dispensing] field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> All beverages which are configured for double beverage dispensing are actively displayed for selection in the user interface.</li> </ul> </li> </ul>

Symbol	Description
<p>Pre-selection Without caffeine</p> 	<p>To be able to dispense decaffeinated beverages, two grinders are needed, one of which is filled with decaffeinated beans.</p> <p><b>Option 1: With centre grinder</b></p> <ul style="list-style-type: none"> <li>▶ Select the [Without caffeine] field.                     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> All beverages which are configured with decaffeinated coffee beans are available for selection.</li> </ul> </li> </ul> <p><b>Option 2: With ground coffee and manual inlet</b></p> <p>Decaffeinated coffee beverages can also be configured in "Manual inlet for ground coffee".</p> <ul style="list-style-type: none"> <li>▶ Select the [Without caffeine] field.                     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> All beverages which are configured as a source with "DECAF" are available for selection.</li> <li><input checked="" type="checkbox"/> When dispensing, instructions for filling the decaffeinated ground coffee are given.</li> </ul> </li> </ul> <p><i>The [Without caffeine] and [DECAF] functions can only be programmed by a service technician.</i></p>
<p>Pre-selection Barista</p> 	<p>The Barista field can be used to adjust the strength of the dispensed beverage for one brewing. After beverage dispensing, the Barista field returns to the standard setting of "medium".</p> <p><i>The Barista field can be selected for every coffee beverage.</i></p>
<p>Warm-up rinsing</p> 	<p>The [Warm-up rinsing] field can be used to trigger rinsing manually in order to heat the system up after a lengthy break in dispensing. This ensures the coffee is at the ideal temperature.</p> <p><i>The [Warm-up rinsing] field can be programmed by the service technician only.</i></p>
<p>Fault message</p> 	<p>Fault messages are displayed in the user interface on the lower edge. If a fault message is active, intervention by a user or service technician is needed.</p> <ul style="list-style-type: none"> <li>▶ Select the [Fault message] field.                      <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The Service menu appears.</li> </ul> </li> <li>▶ Select the pending fault message with the [&gt;] field in the service menu.                     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The "Fault message" window with additional information appears.</li> </ul> </li> </ul>
<p>Open fault message or action.</p> 	<p>The [&gt;] field opens the window for a pending action or fault message.</p> 
<p>Fault message window</p>	<p>The "Fault message" window contains additional information on the pending fault message.</p>  <p>The window appears after the [&gt;] field is selected while a fault is pending.</p>
<p>Confirmation</p> 	<p>The [Confirmation] field starts pending actions or confirms displayed action requests.</p>

Symbol	Description
Starting dispensing 	The [Start dispensing] field is displayed during beverage selection. ▶ Select the [Start dispensing] field. <input checked="" type="checkbox"/> The beverage is dispensed.
Cancel 	The [Cancel] field is only displayed while a beverage is being dispensed. The beverage currently being dispensed and any other previously selected beverages can be cancelled using this button.
Positioning 	During beverage dispensing, the instruction for positioning the mug/cup appears. <i>The instruction appears if the parameter is activated in the "Configuration - Operating mode" setting.</i>
Progress 	During beverage dispensing, information on the dispensing progress appears. <i>The information appears if the parameter is activated in the "Configuration - Operating mode" setting.</i>
Beverage complete 	If dispensing is complete, the display indicates this with [Beverage complete]. <i>The information appears if the parameter is activated in the "Configuration - Operating mode" setting.</i>
Continue 	This field goes step-by-step through the display-guided steps for cleaning, descaling or grinder service.
Cancel 	This field makes it possible to cancel during a beverage order, cleaning or descaling. <i>After cleaning is stopped, the machine is not ready for use. Cleaning is still pending and absolutely necessary.</i> ▶ Start the cleaning process to make the machine again ready for use.

### 5.5.3 [Log-in / Log-out] profile

Access rights to functions and parameters are adjusted accordingly to every profile.



See "Programming" - e.g. "Caretaker profile" for a detailed overview and description of the profiles.

#### Service menu log-in

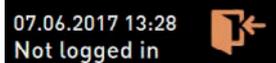


All log-in functions can be found in the service menu. The service menu can be protected with a PIN.

#### Option 1: Access to unprotected service menu without PIN entry



- ▶ Press the [Service menu] field at the bottom left of the user interface.
- The service menu opens with the last activated user profile, or without an active profile (not logged in).



**Option 2: Access to protected service menu with PIN entry**



- ☑ Access to the Service menu is protected by a PIN configured by the service technician.
- ▶ Press the [Service menu] field at the bottom left of the user interface.
  - ☑ The number block for PIN entry appears.
- ▶ Enter the configured PIN.
  - ☑ The service menu opens without an active user profile.
  - ☑ All direct selection functions, with exception of “Free vend”, are available for selection.
  - ☑ “Info” – “Show versions” is available in the settings.



*If the service menu is closed, the profile currently logged in remains unchanged. The registered profile is logged out (log-out) after the [Log-out] field is actuated or after a restart.*



- ▶ Select the [Log-in] field at the top of the service menu.
  - ☑ The window with the profile configured by the service technician opens.
  - ☑ Profiles protected with a PIN are marked with a lock symbol.

The following profiles can be provided by the service technician:

- Caretaker
- Bookkeeper
- Bookkeeper reduced
- Chef de Service
- Quality manager
- Machine operator

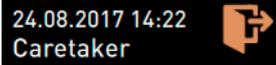


## Profile log-in



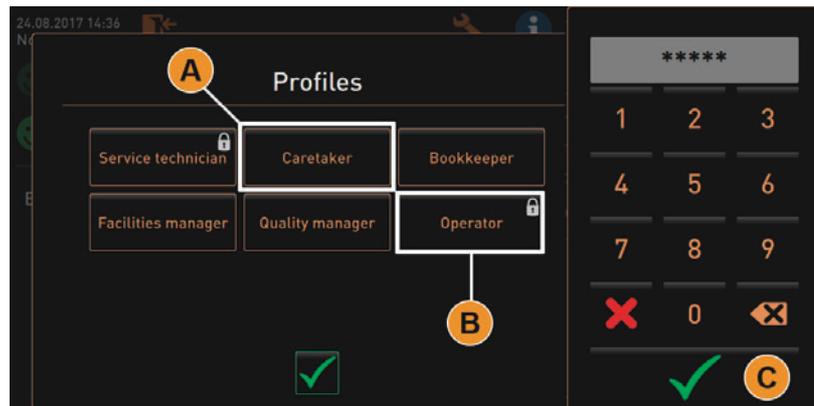
### Option 1: Activating unprotected profile

- ▶ Select desired unprotected profile [A], e.g. [Caretaker].
  - The service menu is displayed with the "Caretaker" profile.



### Option 2: Activating protected profile

- ▶ Activate protected profile, e.g. [Operator] [B].
  - The keypad for PIN entry opens.
- ▶ Enter the configured PIN and confirm using the [OK] [C] field.
  - The service menu with the selected profile appears.



The service technician can activate profiles. Every profile has specific authorisations. Logging in with a profile can be protected with a PIN. The service technician can configure a PIN and assign it to the profile.

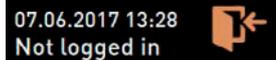


See "Programming" – "Configuration" – "Profiles".

## Profile log-out



- ▶ Select the [Log-out] field at the top of the service menu.
  - The currently logged-in profile is logged out.
  - Any authorisations become invalid.
  - "Not logged in" appears in the service menu.



## 5.5.4 Service menu overview

### Operating field for the service menu



The operating field for the service menu in the user interface provides information about pending information or error messages.

Colour coding in the [Service menu] operating field:

- [No colour] [A] There are no pending messages in the service menu.
- [Orange] [B] Informs about pending information in the service menu.
- [Red] [C] Provides information on pending error messages or action requests in the service menu.

Functions in the service menu



- ▶ Press the [Service menu] field at the bottom left of the user interface.
  - ☑ The service menu appears.

Pending messages:

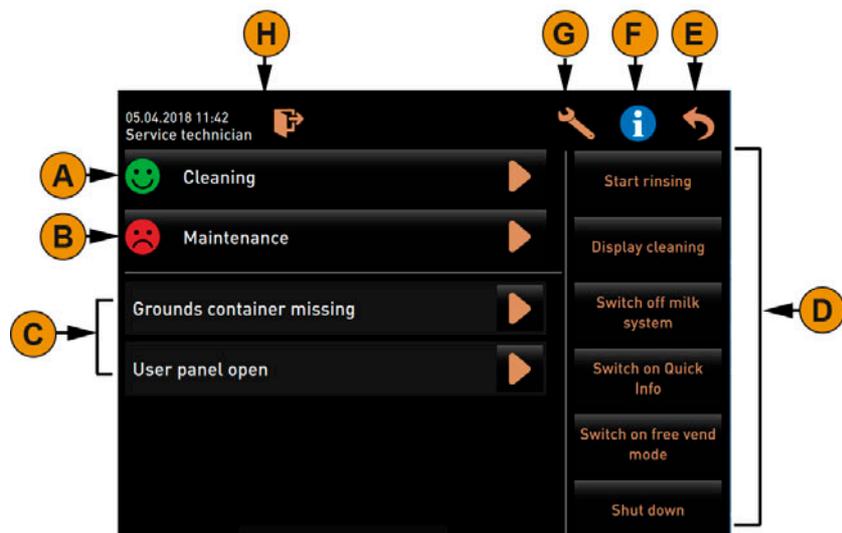
- [A] Cleaning status and [>] field or cleaning start
- [B] Maintenance and [>] field for executing maintenance
- [C] Pending error messages and action requests

[D] Direct selection operating fields:

- [Start rinsing]
- [Display cleaning [30 sec]
- [Switch off milk system]
- [Switch Quickinfo on/off]
- [Activate free vend] (if payment system is activated)
- [Switch off]

General functions:

- [E] [Back] Takes you back to the user interface.
- [F] [Info] System information including QR code (Quick Response Code).
- [G] [Settings] Leads to the machine configuration.
- [H] [Log-in / Log-out] Profile selection and profile log-in/log-out.



*If an error is detected while machine is starting up, the service menu is displayed directly.*

5.5.5 Service menu functional scope

Cleaning



PIN-protected function (caretaker, operator, service technician).

- ▶ Select the [Cleaning] field.
  - ☑ The display-guided cleaning process starts.
  - ☑ Cancelling is possible with the [X] field.
  - ☑ The last executed cleaning process is displayed.

*In general, a [green smiley] indicates that cleaning has been completed.*

*A [red smiley] indicates that cleaning is pending.*

## Maintenance



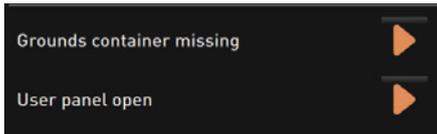
PIN-protected function (caretaker, operator, service technician).

- ▶ Execute the displayed maintenance.
- ▶ Select the [Maintenance] field.
- ▶ Acknowledge the maintenance.
  - The acknowledged maintenance process is indicated with the date and a [green smiley].

*In general, a [red smiley] indicates that maintenance is pending.*

*A [green smiley] indicates that maintenance has been executed.*

## Error message or action requests



- ▶ Select the pending message with the [>] field.
  - The pending instruction is displayed in a separate window.
  - The pending error message is displayed and described in a separate window.
- ▶ Rectify the pending message or execute the action request.
  - The error message or the action request is automatically deleted from the list.

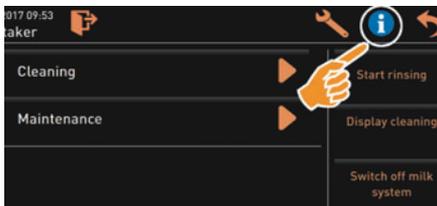
## Back to the user interface



The [Back] field takes you back to the user interface.

- ▶ Select the [Back] field.
  - The user interface appears.
  - The registered profile is logged out.

## System information

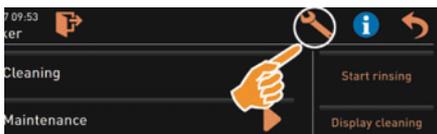


- ▶ Select the [Info] field.
  - The system information is displayed in a separate window.



- A QR code with system information is also displayed.

## Settings



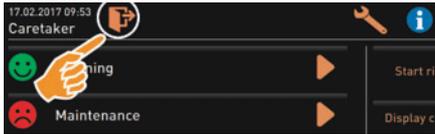
PIN-protected function.

- ▶ Select the [Settings] field.
  - The "Settings" are displayed.
  - These make the parameter settings available.

*The access authorization for parameter settings depends on the registered profile.*

*See also "Programming" for a detailed description.*

**Log-in/Log-out**



Logging in and selecting a profile.

- ▶ Select the [Log-in/Log-out] field.
  - The window for selecting a profile appears.

See "Operation" – "Touch main window" – "Log-in and log-out" for a detailed description.

**[Start rinsing] direct selection**

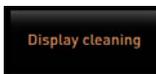


- ▶ Select the [Start rinsing] field.
  - Hot rinsing starts.
  - Cancelling is not possible.



See "Cleaning" – "Rinsing intervals".

**[Display cleaning] direct selection**



- ▶ Select the [Display cleaning [30 sec]] field.
  - The display is insensitive for a period of 30 sec and can be cleaned.

**[Milk system on/off] direct selection**

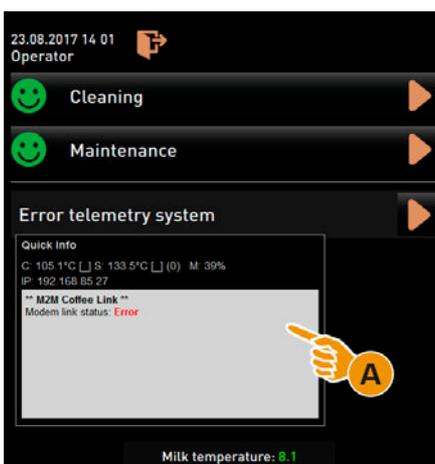


- ▶ Select the [Switch milk system on/off] field.
  - The milk system is switched on or off according to the current status.

**[Quickinfo on/off] direct selection**



- ▶ Select the [Switch Quickinfo on/off] field.
  - The Quickinfo window appears at the top left of the user interface.
  - The Quickinfo window provides information on the two boiler temperatures, hot water (C) and steam (S).
  - (M:xx%) Provides information on the memory used.



The "Quickinfo" window in the service menu contains an additional text window [A].

The text window contains certain status messages such as connection monitoring if telemetry is active.

**Direct selection [Activate free vend] (option with payment system)**



- ▶ Select the [Activate free vend] field.
  - Beverages for a fee are available for free vend.
  - The [Activate free vend] field is accessible for the service technician, bookkeeper and the caretaker.

## [Switch off] direct selection



- ▶ Select the [Switch off] [F] field.
  - The machine is shut down.
  - The machine is switched off but not de-energised.
  - The display does not show anything and is inactive.

## 5.6 Filling and connecting



When refilling, take special care that the filling level is selected so that the maximum content does not touch the container cover.

## 5.6.1 Coffee beans

**WARNING**

**Danger of injury from the rotating grinding discs in the grinder.**

Never reach into the bean hopper while the coffee machine is switched on.

**NOTE**

**Filling the hopper with foreign objects can lead to clogging or destruction of the grinder.**

Never fill the bean hopper with anything other than coffee beans.

## Filling the bean hopper



If necessary, clean coffee residues off the container and cover before filling the bean hopper.



See also "Operation" -- "Operating elements on the machine" - "Interior machine operating elements" to unlock the bean hoppers

- ▶ Remove the cover from the bean hopper.
- ▶ Fill the bean hopper. Observe the maximum fill volume.
- ▶ Put the cover back on the bean hopper and lock.
  - The bean hopper(s) is/are filled and locked.
  - Coffee beans do not touch the cover.



## 5.6.2 Water

### Fixed water connection



#### NOTE

**The machine can suffer damage if the water pump runs dry.**

Before switching on the machine, make sure that the stop valve of the water supply is open.

- ▶ Open the stop valve on the main water valve.



*For reasons relating to insurance law, it is advisable that the stop valve of the water supply be closed at the end of the day.*

#### Option: External drinking water tank

- ▶ Rinse out the external drinking water tank thoroughly with fresh water every day.
- ▶ Clean the cover of the drinking water tank with fresh water.
- ▶ Fill the drinking water tank with fresh drinking water before using it.
- ▶ Reinsert the drinking water tank.



*Ensure that the filled drinking water does not touch the closed drinking water tank cover.*

## 5.6.3 Coffee machine powder (Option)



#### WARNING

**Danger of injury on the rotating dosing screws!**

Never reach into the powder container while the device is switched on.



#### NOTE

**Danger of blockage due to filling with impermissible powder!**

Never fill anything other than powder for automatic operation into the powder container.



*Ensure that the filled choco or topping powder does not touch the closed powder container cover.*

#### Filling the powder container

- ▶ Remove the cover from the powder container.
- ▶ Carefully refill the powder container.
- ▶ Reattach the powder container cover.
  - The powder does not touch the cover.





See also "Operation" -- "Operating elements on the machine" - "Interior machine operating elements" to unlock the powder container.

#### 5.6.4 Best Foam™ milk system (Option)



### CAUTION

**Contamination in the milk pump can lead to health problems.**

Cleaning must be done after installation, commissioning or recommissioning.

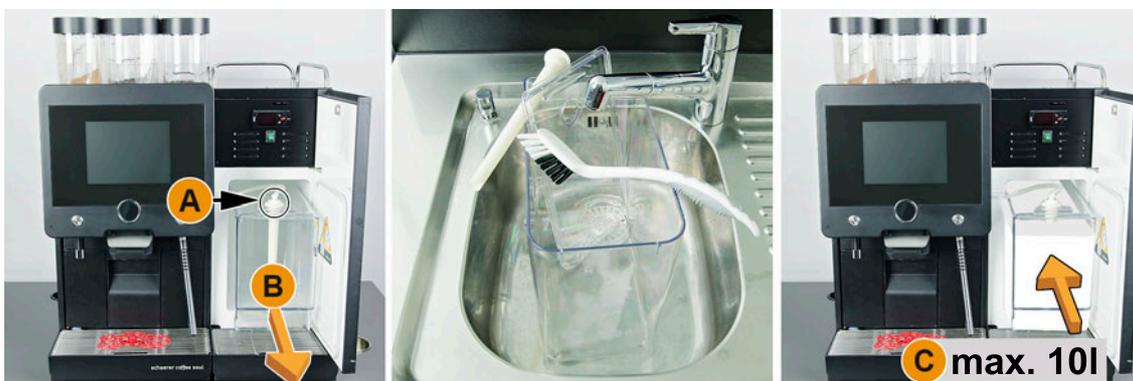
Run the display-guided cleaning programme before dispensing the first beverage.



See "Cleaning" - "Daily machine cleaning" - "Display-guided cleaning programme"

#### Side or under-machine cooling unit

- ▶ Open the side cooling unit door.
- ▶ Remove the milk hose adapter [A] from the milk container cover.
- ▶ Pull out the milk container [B] and lift the cover.
- ▶ Rinse out the milk container, riser pipe and cover with fresh water.
- ▶ Pour in milk, observing the max. fill level of 10 l [C].
  - The milk does not touch the cover.
- ▶ Close the milk container with the cover and slide it back into the side cooling unit.
- ▶ Attach the milk hose adapter to the milk container cover.
- ▶ Close the cooling unit door.



Check the cooling temperature of 3 – 5 °C regularly.



See "Operation" - "Switching on" - "Side or under-machine cooling unit".

#### Cup & Cool, under-machine cooling unit and under-counter cooling unit



### NOTE

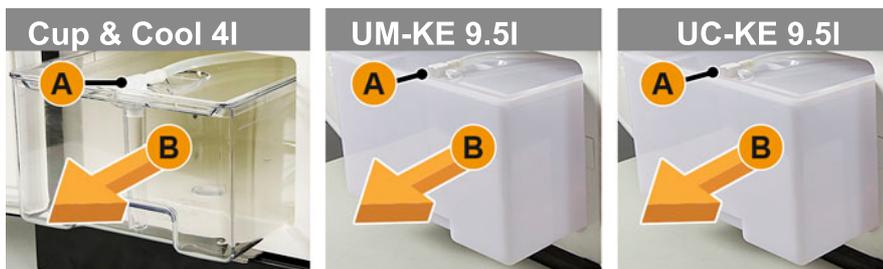
**The Cup & Cool cooling unit cannot cool down warm milk.**

Always use pre-cooled milk with 3 – 5 °C for refilling.

- ▶ Open the side cooling unit door.
- ▶ Remove the milk hose adapter [A] from the milk container cover.
- ▶ Pull out the milk container [B] and lift the cover.
- ▶ Rinse out the milk container and cover with integrated riser pipe with fresh water.
- ▶ Pour in milk, observing the max. fill level.

Filling quantities:

- Cup & Cool milk container = max. 4 l
- Milk container under-machine cooling unit (UM CU) = max. 9.5 l
- Milk container under-counter cooling unit (UC CU) = max. 9.5 l
- ▶ Close the milk container with the cover and slide it back into the side cooling unit.
- ▶ Attach the milk hose adapter to the milk container cover.
- ▶ Close the cooling unit door.



Check the cooling temperature of 3 – 5 °C regularly.



See "Operation" - "Switching on" - "Side or under-machine cooling unit".

## 5.7 Positioning the beverage outlet and cups

### 5.7.1 Positioning beverage outlet

The beverage outlet can be manually adjusted to the required cup size.



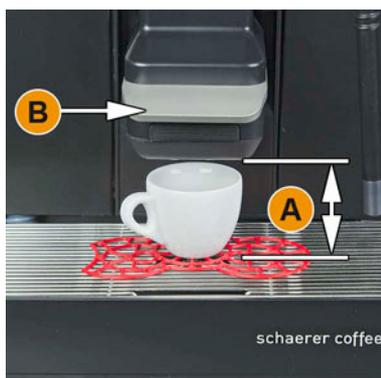
### CAUTION

**Danger of scalding during beverage dispensing!**

Manually position the beverage outlet to the required cup size.

Do not reach under a beverage outlet while a beverage is being dispensed!

Beverage outlet in low position [A] [65 mm] e.g. for espresso



- ▶ Lead the beverage outlet to the cup using the handle [B].

### Beverage outlet in high position [A] [185 mm] e.g. for latte macchiato



- ▶ Slide the beverage outlet all the way up using the handle [B].
- ▶ Lead the beverage outlet to the cup or glass using the handle [B].

## 5.7.2

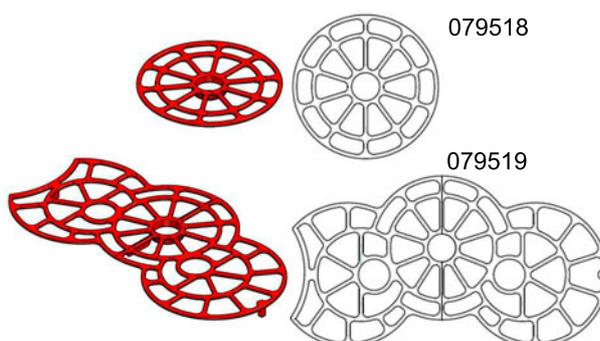
### Cup positioning aid

#### Positioning aid in cup platform



The following cup positioning aids can be used in the cup platform:

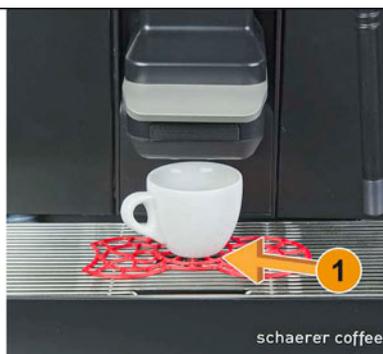
- Single positioning aid for dispensing single beverages
- Double positioning aid for dispensing double beverages



The positioning aid can be clicked into the cup platform.

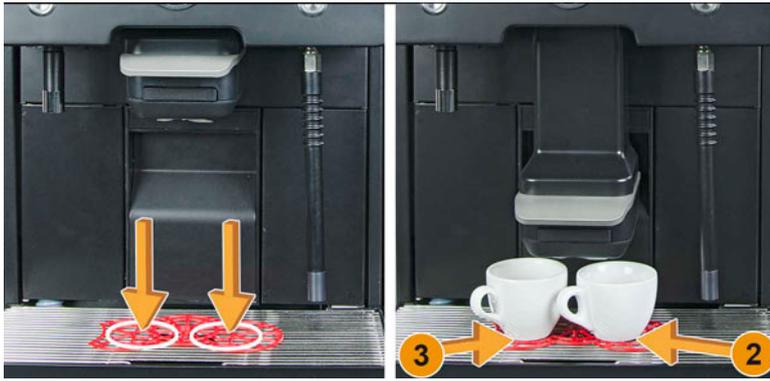
- ▶ Click positioning aid into the cup platform.
  - The (centre) positioning aid for individual beverages is aligned to the centre of the beverage outlet.
  - The (centre) positioning aid for individual beverages is aligned to the rear of the machine.
  - The recess in the positioning aid for external hot water dispensing is located on the left.

#### Individual beverages



- ▶ Position a cup or glass at position [1].

Double beverage



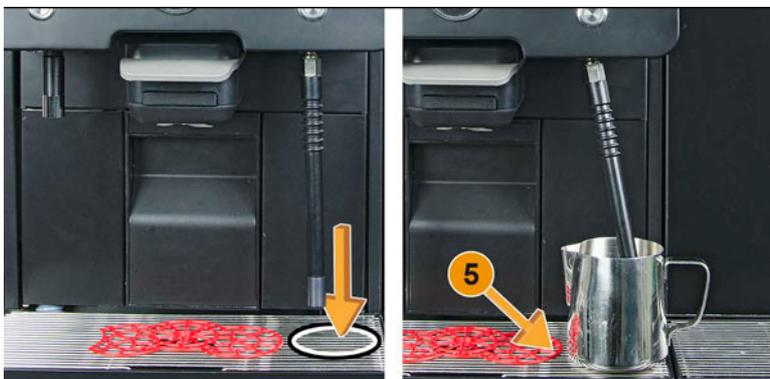
- ▶ Position cups or glasses at positions [2] and [3].

Separate hot water dispensing (option)



- ▶ Position a cup or glass for separate hot water dispensing at position [4].

Steam dispensing (option)



- ▶ Position a small mug under the steam wand at position [5].



See also "Product description" – "Scope of delivery" under "General accessories" – "Cup positioning aid".

5.8 Beverage selection

5.8.1 Beverage selection overview



**CAUTION**

**Contamination in the milk pump can lead to health problems.**

Cleaning must be done after installation, commissioning or recommissioning.

Run the display-guided cleaning programme before dispensing the first beverage.



See "Cleaning" - "Daily machine cleaning" - "Display-guided cleaning programme"



The selection and number of the available menu cards (tabs) and the beverages contained therein are dependent on the selected operating mode, "Standard" or "Custom". The operating mode can be preselected and individually configured by the service technician.

Beverage dispensing is either begun directly from a tab or directly via beverage groups.

#### Option: Beverage selection with support

- Tab or beverage group selection
- Select beverage option
- Select beverage type
- Select dispensing option
- Start dispensing instruction
- Place cup or glass instruction

#### Option: Beverage selection without support

- Tab or beverage group selection
- Select beverage type

## 5.8.2 Beverage selection step sequence

### Beverage selection from tab



The beverage selection from the "Standard" operating mode is reduced compared to the second operating mode, "Custom".

#### Option 1: "Standard" operating mode

In the "Standard" operating mode, the beverages can be selected from max. 4 tabs.

- ▶ Select the desired tab [A to D] in the user interface.
  - The menu card with the configured beverages is displayed for a selection.



#### Option 2: "Standard" operating mode with only one tab

If only one tab card [A] is configured, max. 12 beverage fields are available.

- ▶ Directly select the desired beverage from max. 12 available beverages.



**Option 3: “Custom” operating mode**

In the “Custom” operating mode, the beverages can be selected from max. 10 tabs.

- ▶ Select the desired tab in the user interface.
  - The menu card with the configured beverages is displayed for a selection.



**Beverage selection from group**

- ▶ Select the desired group [A – D], of 4 possible, in the "Group selection" user interface [1].
  - The menu card [2] with the configured beverages is displayed for a selection.
- ▶ This field [E] takes you back to the "Group selection" user interface.



**Selecting beverage type**



**Option 1: “Standard” operating mode**

- ▶ Select the desired beverage from max. 8 available beverages.

**Option 2: “Standard” operating mode with one tab**

- ▶ Select the desired beverage from max. 12 available beverages.

**Option 3: “Custom” operating mode**

- ▶ Select the desired beverage from max. 24 available beverages.

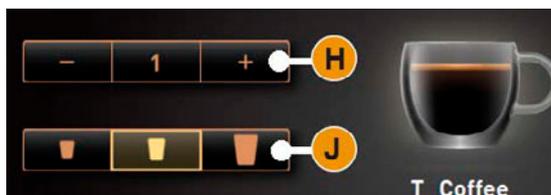
### Beverage options



- ▶ Select beverage option.
  - Double beverage
  - Coffee without caffeine
  - Barista level [I], [II] or [III] (coffee strength)

*The three available coffee strengths are [1-light -15%], [2-normal] and [3-strong +15%].*

### Selecting dispensing option

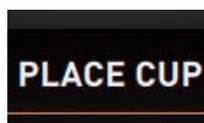


- ▶ Selecting dispensing option if available
  - [H]  $\pm 1 - 9$  (number of beverages dispensed)
  - [J] Small, medium or large

### Starting dispensing



- ▶ Select [Produce now] field.
  - Instruction for cup/glass positioning appears.
- ▶ Position cup(s) or glass(es) on the cup platform as specified.



- ▶ Select [Produce now] field again.
  - Beverage dispensing starts.
  - A process display appears (if configured).
  - The end of beverage dispensing is displayed (if configured).



See "Operation" - "Dispensing beverage" - "Cup positioning aid".

### Pay for beverage before dispensing



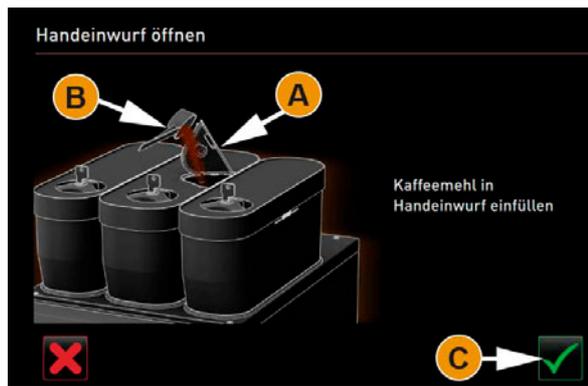
See "Operation" - "Beverage dispensing with payment system (option)"

## 5.8.3 Coffee beverages with manual inlet

The manual inlet makes it possible to prepare beverages with ground coffee.



*The configuration for coffee beverages with ground coffee is available in the beverage settings. Configuration can be done by the service technician.*



- ▶ Select the tab or beverage group from the user interface.
- ▶ If available, select a beverage option, e.g. [2x]
- ▶ Select a beverage type, e.g. espresso or coffee.
- ▶ If available, select a dispensing option, e.g. small, medium or large.
- ▶ Start dispensing.
  - An instruction to add ground coffee appears.
- ▶ Open the cover [A] of the manual inlet.
- ▶ Use the measuring spoon [B] (see scope of delivery) to pour 1 portion of ground coffee into the opening of the manual inlet.
- ▶ Confirm addition of ground coffee in the user interface using the [C] field.
  - Beverage dispensing starts.

#### 5.8.4 External hot water or steam (Option)

The external buttons for hot water or steam dispensing are optional.



*The external beverage buttons are configured on the first menu card. Configuration can be done by the service technician.*

Configuration specifications:

- Beverage size (small, medium or large)
- Hot water/Cold water quantity in [ ml]
- Steam duration in [ sec]

##### Hot water dispensing

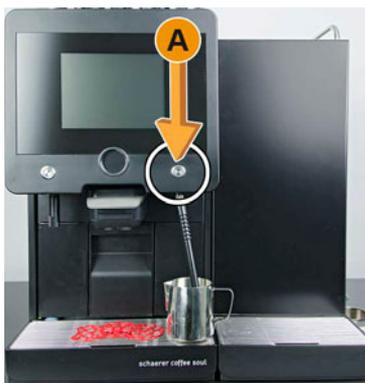


- ▶ Place a cup or glass under the hot water outlet.
- ▶ Press left external button [A].
  - Hot water dispensing is carried out according to the beverage configuration.



*See also "Operation" - "Dispensing beverage" - "Cup positioning aid".*

## Steam dispensing



- ▶ Place a small mug under the steam wand.
- ▶ Press right external button [A].
  - Steam dispensing is done according to the steam duration configuration.



See also "Operation" - "Dispensing beverage" - "Cup positioning aid".

## 5.9 Dispensing options

### 5.9.1 Stopping continuous dispensing

The selection and dispensing of beverages and hot water can be interrupted and stopped at any time.

#### During beverage selection



- ▶ Press the [X] field.
  - The current selection is cancelled.

#### During beverage dispensing



- ▶ Select the [Cancel] field.
  - Dispensing of a beverage is stopped.

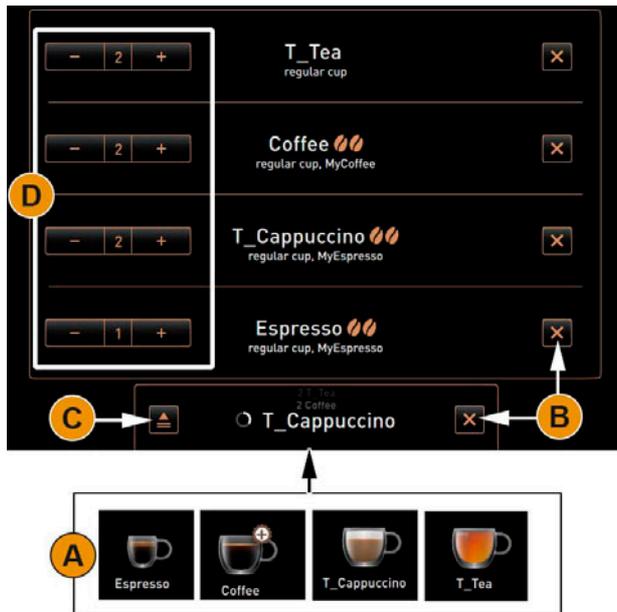
### 5.9.2 Beverage preselection



*Beverage preselection is available if the "Activate beverage preselection" parameter has been switched on by the service technician. Beverage preselection is not possible if the "Position cup", "Show process", "Show beverage field" and "Beverage complete" parameters are active.*

While a beverage is being dispensed, it is possible to select further beverages, which will be dispensed afterwards.

Up to 4 different beverages can be preselected. Every selected beverage can be dispensed up to 9 times.

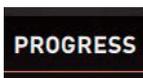


- ▶ Select beverage field [A] several times or other different beverages.
  - Beverage dispensing begins or the selection of additional beverage options opens.
- ▶ If necessary, cancel the beverage preselection using field [B].
  - Complete started beverage dispensing.
- ▶ Overview of the preselected beverages, open using field [C].
  - All preselected beverages (max. 4) are listed.
- ▶ Adjust the number of beverages dispensed using field [D] with function ±.
  - The number of beverages dispensed can be raised or lowered.
  - Up to max. 9 beverages can be set.
  - Beverages are dispensed in the order entered.

### 5.9.3 [Warm rinsing] field



- ▶ Press the [Warm rinsing] field.
  - The system is rinsed with hot water and prewarmed.
- ▶ Place a cup under the beverage outlet after rinsing.
- ▶ Select the desired beverage field.



- The progress of the beverage dispensing is shown in [%] on the user interface.
- ▶ Remove the cup after the beverage has been dispensed.



*The [Warm rinsing] field can be used to manually trigger rinsing in order to heat up the system after a lengthy break in dispensing.*



*A warm rinsing process cannot be cancelled. A warm rinsing process takes ±40 sec. The progress is shown on the user interface.*

## 5.10 Beverage dispensing with payment system (Option)

### 5.10.1 Payment for beverages (Option)

#### Means of payment

The following systems are available for payment:

- Coin tester (payment by inserting coins or tokens)
- Card reader (payment with credit card or badge system)
- Contact-free (payment with credit card, smartphone app or badge system)



*A payment system with coin changer makes it possible to dispense change. Before payment, the coffee machine makes an announcement when there is no change available and payment should be made with correct change.*



*The time span reserved for payment can be configured by the service technician. If no payment is made for the ordered beverage during this time span, the order is cancelled. The user interface returns to the beverage selection.*

### Beverage selection with price information

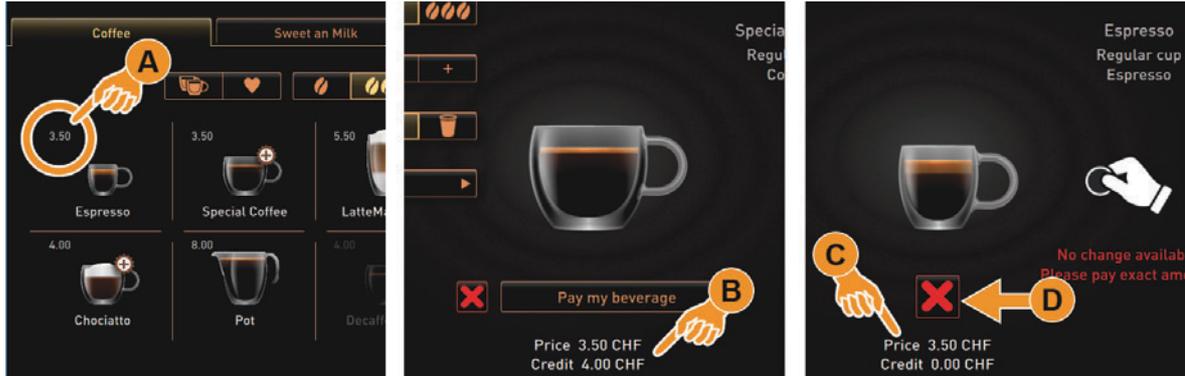
The basic beverage price is displayed in the beverage field [A]. The beverage price is immediately updated during a beverage selection if beverage options are added [B].



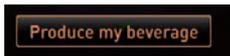
A beverage selection can be cancelled at any time before payment with the [X] field. If the beverage has been paid for, cancelling the order is no longer possible.

Price/Credit information during beverage selection:

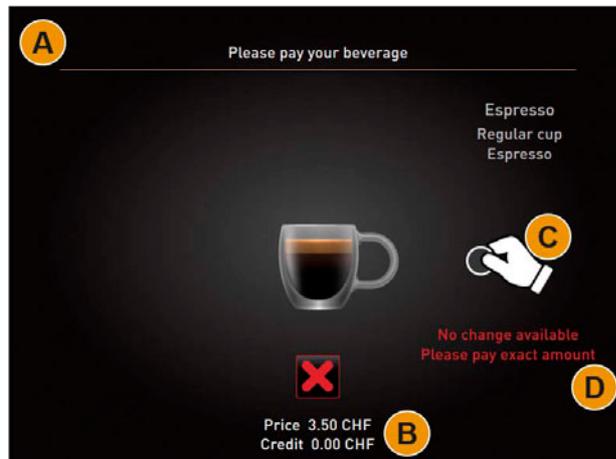
- [A] On the user interface for beverage selection
- [B] During the selection of beverage options
- [C] During payment instructions
- [D] Cancelling beverage selection



### Beverage order with payment



- ▶ Select the desired beverage from the user interface.
- ▶ If needed, select the beverage options for the beverage.
- ▶ Select the [Pay my beverage] field.
  - ☑ [A] The window for payment of the beverage order is displayed.
  - ☑ [B] The amount to be paid and the available credit is displayed.
  - ☑ [C] The possible means for payment are displayed.
  - ☑ [D] "No change" announcement is displayed.
- ▶ Make payment with available means of payment.
- ▶ Select the [Make my beverage] field.
  - ☑ The beverage is made and dispensed.



## 5.10.2 Credit display (Option)

The credit is displayed at the bottom of the user interface as follows:

- [A] When inserting a coin/token into the coin tester, the current amount inserted is displayed.
- [B] With a bill reader, this happens after a bill is inserted.
- [C] When using a "badge system" with integrated credit, the available amount is detected and displayed after reading in.



## 5.10.3 Cancelling beverage selection (Option)



*If the beverage has already been paid for, there is no way to cancel beverage dispensing.*



Any beverage order can be cancelled with the [X] field before payment is made.

## 5.11 Emptying

### 5.11.1 Grounds container



#### NOTE

**High temperatures may lead to damage.**

Never clean the grounds container in the dishwasher.

#### Standard grounds container



- ▶ Pull the grounds container out of the machine towards the front.
  - The "Empty grounds container" message appears on the display.
- ▶ Empty and clean the grounds container.
- ▶ Dry the grounds container and reinstall it, pushing it in until it snaps into place.
  - The machine is ready for use.



*The grounds container contains about 60 – 70 coffee cakes. After this number has been reached, the instruction for emptying the grounds container appears in the user interface.*

**Option: Under-counter grounds container****NOTE**

The optional equipment for the under-counter grounds container is not monitored. There is a risk of overfilling. During emptying, beverage selection is possible even without the under-counter grounds container.

Check the grounds container more frequently depending on machine usage.

Make sure that no beverages are dispensed while the under-counter grounds container is being emptied.



- ▶ Pull the integrated grounds container out halfway.
  - This prevents accidental beverage dispensing.
- ▶ Empty and clean the under-counter grounds container.
- ▶ Position the under-counter grounds container under the machine grounds disposal.
- ▶ Insert the integrated grounds container until it snaps into place.
  - The machine is ready for use.

**5.11.2 Waste water****Waste water outlet**

The machine features a waste water outlet. The drip tray is fixed and cannot be removed.

**NOTE**

Odours can arise if the waste water hose is not correctly guided. Guide the machine waste water hose directly into the waste water connection without creating a siphon effect.

A siphon is absolutely necessary on the waste water connection on the building side.

- The machine is ready for beverage dispensing.
- ▶ Correctly attach the waste water hose to the waste water connection on the building side.



See also "Installation and commissioning" - "Water connection/outlet" - "Conditions".

**Option: External waste water tank****NOTE**

The external drinking water and waste water tanks features level monitoring.

Check the function of the level monitoring floater during drainage.

Before the waste water tank is removed, make sure that no beverages can be dispensed.



- ▶ Pull the grounds container out of the machine towards the front.
  - The "Empty grounds container" message appears on the display.



- ▶ Remove the cover with waste water hose from the external waste water tank.
- ▶ Drain the waste water tank.
- ▶ Clean the waste water tank thoroughly with household cleaner and rinse with fresh water.
- ▶ Check the function of the level monitoring floater.
- ▶ Insert the cover with waste water hose back into the tank.
  - The machine is ready for beverage dispensing.
- ▶ Fit the grounds container back into the machine.

## 5.12 Transport conditions



### CAUTION

**Improper transporting of the coffee machine can result in injuries.**

Observe the general regulations for health and safety.

- ▶ Before moving the coffee machine, it is essential that you detach the drinking water supply, power supply and waste water outlet.
- ▶ Before moving the coffee machine, check the floor for obstacles and uneven areas.



### NOTE

**Incorrectly transporting machines on a trolley may damage the machine.**

Adhere to the following instructions when moving machines on a cart:

- For safety reasons, the cart must be pulled and not pushed when moving the coffee machine.
- Only pull on the cart and never on the machine.
- The cart is not intended for transporting cargo.



*The manufacturer cannot be held liable for any damage resulting from unintended use of the cart or from failure to follow the operating instructions.*

## 5.13 Switching off

### 5.13.1 End of operation

#### Standby mode



### DANGER

**The machine is still energised in Standby mode.**

Do not remove machine casings.

Unplug the machine from the mains before doing repair work.



- ▶ Start machine cleaning [A] in the service menu, see figure below, if this has not already been done.
  - Cleaning is started.
- ▶ If necessary, clean daily and weekly.
- ▶ If there is an external drinking water tank, drain and clean it.



*See "Cleaning" for detailed information.*



*After automatic cleaning, the machine can be shut down directly from the cleaning programme.*

### Option 1: Switching off using touch screen



- ▶ Select the [Switch off] field [B] in the Service menu.
  - The machine is switched off.
  - The display does not show anything.
  - The machine is in Standby mode.

### Option 2: Switching off using button

Switching off the machine can also be done using the power button behind the user panel.



See "Operation" - "Switching on" - "Coffee machine".



Failure to do so will result in a loss of warranty coverage in the event of damage.

### 5.13.2 Lengthy downtimes (more than 1 week)



During extended periods of disuse, such as during company holidays, the coffee machine and the associated accessories must be taken out of service.

- ▶ Carry out all the steps described in the "End of operation" chapter.
- ▶ Disconnect the mains connection by pulling out the mains plug or switching off a main switch installed on the building side.
  - The machine is de-energised.

If the machine will be exposed to freezing subzero temperatures, the boiler must be drained beforehand:

- ▶ Contact your service partner.



## NOTE

**The boilers can be destroyed by freezing water as it expands.**

In rooms where the temperature can fall below freezing, the boilers must be drained.



Perform a daily cleaning before putting the machine back into operation.

### 5.13.3 Switching off optional accessories



#### NOTE

**Unclean and switched-off optional accessories can cause technical faults and possible health problems when they are switched back on due to possible contamination.**

Before optional accessories which transport milk are switched off, the machine must be cleaned daily.

If the optional accessories are to be switched off for a long period of time, we recommend disconnecting it from the mains.

Accessory parts such as milk container, cover and adapter must be stored in a clean and dry place.

- ▶ Drain the milk container in optional accessories which transport milk.
- ▶ Execute a daily machine cleaning.
- ▶ Clean accessory parts such as milk container, cover and adapter in a washing machine or clean them thoroughly with fresh, clean water.
- ▶ Switch off optional accessory via the device main switch.



See "Operation" - "Switching on" - "Switching on optional accessories" for more information on switching off any optional accessories.

- ▶ Keep the accessory parts in a clean and dry place.
- ▶ Disconnect the mains connection by pulling out the 230V AC mains plug.
  - The optional accessory is de-energised.
  - The optional accessory can be stored over a long period of time.



*Perform a daily cleaning before putting the machine back into operation.*

## 6 Cleaning

### 6.1 Cleaning intervals

Cleaning intervals					
Daily	Weekly	As needed	As instructed	Optional	
<b>Automatic cleaning</b>					<b>Chapter no.</b>
X					Automatic rinsing (if programmed) 6.7
X	X				Hot rinsing 6.7
X	X				Milk hose rinse 6.7
<b>Cleaning programme</b>					
X	X	O			Milk system cleaning 6.9.1
X	X				Coffee system cleaning 6.9.1
X	X	O			Rinse mixing cup with manual cleaning process 6.9.1
X	X	O			Steam boiler rinsing 6.9.1
<b>Manual cleaning work</b>					
X					Empty and clean the grounds container 6.9.2
X					Brewing chamber 6.9.3
X					Clean drip tray and drip grid 6.9.4
X		O			Rinse milk container 6.9.5
X		O			Cooling unit interior 6.9.6
X					Clean touch screen 6.9.7
X	X	O			Steam wand 6.9.8
X		O			Rinse external drinking water tank 6.9.9
X		O			Rinse external waste water tank 6.9.10
	X	X			Clean bean hoppers 6.10.1
X	X				Lower beverage outlet part 6.11.1
	X				Clean brewing unit 6.11.2
	X	O			Rinse powder container 6.11.3
	X	O			Defrosting cooling unit 6.11.4
	X				Clean outer surfaces of coffee machine 6.11.5
	X	O			Cooling unit outer surface 6.11.5
<b>Legend</b>					
Daily:		At least once a day, or more often if necessary.			
Weekly:		At least once a week, or more often if necessary.			
As needed:		As needed (if dirty).			
As instructed:		An instruction appears on the display.			
Optional:		Depending on machine equipment			

### 6.2 Active cleaning schedule

The two following cleaning schedules are available the service technician for configuration:

- Cleaning schedule with the "Schaerer Default" presetting (standard).
- Cleaning schedule with the "Manual" presetting.



## NOTE

The cleaning intervals specified in this chapter correspond with the “Schaerer Default” cleaning schedule. These settings fulfil the standards of the HACCP cleaning concept.

Manual adjustments by the service technician deviating from the cleaning schedule should fulfil the requirements for the HACCP cleaning concept.

When the “None” cleaning level is set, the operator is responsible for performing the necessary cleanings.



See “Cleaning” – “HACCP cleaning concept”.



The information shown in the display about pending or performed cleanings differ depending on the selected configuration in the cleaning schedule.



See “Cleaning” - “Cleaning level” and “Cleaning instructions” for more information.

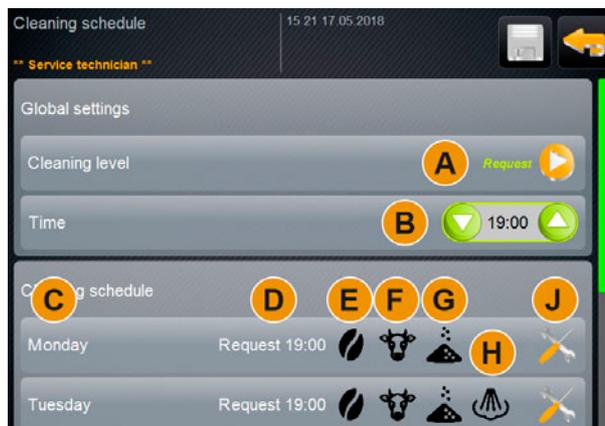
### 6.2.1 “Schaerer Default” cleaning schedule



All settings are preset in the “SchaererDefault” cleaning schedule and cannot be changed by the service technician. The starting point for cleaning is set for all weekdays at the same time during an adjustment.

The time for cleaning is set as a general time setting [B] by the service technician for every weekday:

- A) Selection of the cleaning level, see “Cleaning level” in the following.
- B) Time of cleaning (optimal starting point)
- \*C) Cleaning day
- D) Active cleaning level, see “Cleaning level” in the following.
- \*E) Unit to be cleaned [coffee system]
- \*F) Unit to be cleaned [milk system]
- \*G) Unit to be cleaned [powder system]
- \*H) Steam boiler rinsing active / inactive
- \*J) Cleaning schedule configuration



“SchaererDefault” cleaning schedule from Monday to Sunday

(\*) Setting is not possible in the cleaning schedule with the “SchaererDefault” presetting.



See also “Cleaning” - “Cleaning level” and “Cleaning instructions”.

## 6.2.2 “Manual” cleaning schedule



All settings in the “Manual” cleaning schedule can be configured by the service technician.

The service technician can make the following settings in the “Manual” cleaning schedule:

- Configuration of a cleaning day
- Setting of the cleaning level
- Starting time of a cleaning
- Unit which can be cleaned (coffee system, milk system and/or powder system)
- Deleting or adding cleaning days

## 6.3 Cleaning levels



The cleaning levels are set in the cleaning plan. The cleaning plan is accessible for the service technician.

The following advance announcements for configured cleanings can be set with the “Cleaning level” presetting:

- [None]
- [Instruction]
- [Mandatory]

### Option 1: [No] cleaning instructions



There is no information about pending cleanings with the “No” setting. The operator is responsible for the time and execution of necessary cleanings.

- The “Service menu” field [A] does not provide information on pending cleaning with a red colour marking.
- The [Cleaning ] field in the “Service menu” never turns into a red smiley.
- The cleanings are started manually in the “Service menu”.

- ▶ Start cleaning manually in the Service menu with the [>] (C) field.



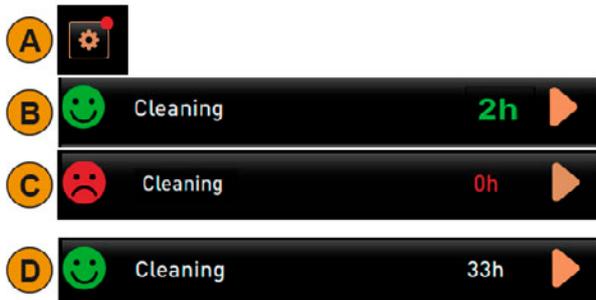
### Option 2: With [instruction]



There is information about pending cleanings in the display with the “Instruction” setting. The operator provides information about pending and executed cleanings at all times.

If the setting for cleaning instructions is set to [Instruction], the following functions and information are included:

- A) A red marking is displayed in the “Service menu” field
- B) The “Cleaning” field in the “Service menu” with a green smiley provides information about the next pending cleaning in [ h].
- C) The field with the red smiley provides information about a pending cleaning in [ h] for [1-4 h].
- ▶ Start cleaning manually in the Service menu with the [>] (C) field.
  - After cleaning is done, the planned next cleaning will be displayed in (D) [ h].



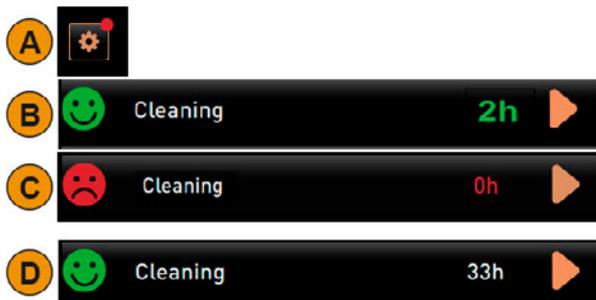
**Option 3: With [Mandatory]**



There is information about pending cleanings in the display with the “Mandatory” setting. If the pending cleaning is not done in the configured time window of [0-4 h], mandatory cleaning is performed. The coffee machine can no longer dispense additional beverages.

If the setting for cleaning instructions is set to [Mandatory], the following functions and information are included:

- A) A red marking is displayed in the “Service menu” field
- B) The “Cleaning” field with a green smiley provides information about the next pending cleaning in [ h].
- C) The field with the red smiley provides information about a pending cleaning in [ h] for [1-4 h].
  - Planned cleaning (B) was not performed.
  - Planned cleaning (C) was not performed in the displayed time window of [1-4 h].
  - The coffee machine is blocked for beverage dispensing.
  - The information that cleaning must be done appears in the display.
- ▶ Start cleaning manually in the Service menu with the [>] (C) field.
  - After cleaning is done, the planned next cleaning will be displayed in (D) [ h].
  - The coffee machine is again ready for use.



**6.4 Cleaning instructions**



Cleaning instructions appear according to the “Cleaning level” presetting and can be set by the service technician.



See also “Cleaning” - “Active cleaning schedule” and “Cleaning levels”.

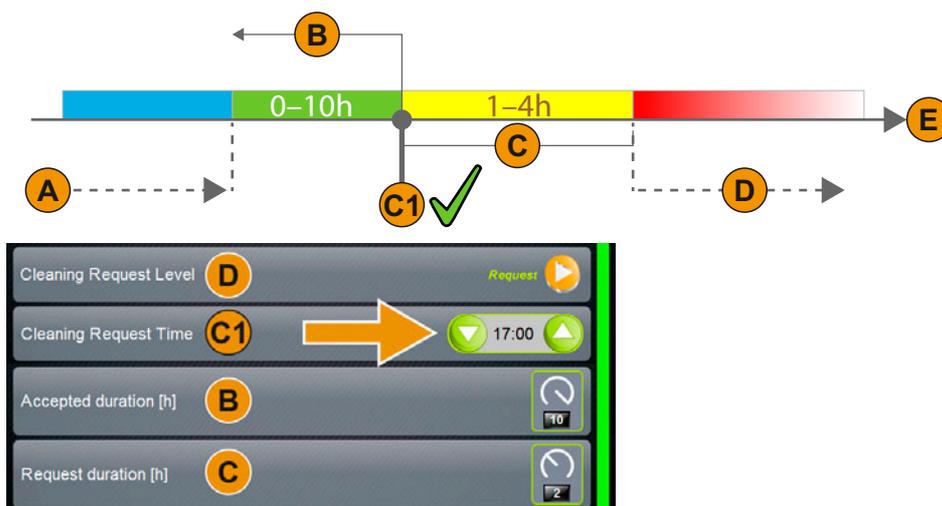
**Setting options for cleaning instructions**



In the “SchaererDefault” cleaning schedule, the two time windows (B) and (C) cannot be changed.

	Time window	Display message	Parameter setting (service technician)
A)	The cleanings performed during this time window are ignored.	Cleaning instructions remain unchanged after cleaning.	Depending on the time setting (B).

	Time window	Display message	Parameter setting (service technician)
B)	Cleanings performed in this time window are too early and do not correspond with the optimal schedule. These cleanings are still identified as performed.	Cleaning instructions are reset after cleaning. The next cleaning pending in the cleaning schedule is displayed in [ h ] in the Service menu.	** System > Cleaning > Adjusting cleaning schedule >  [Time window before cleaning] (B) Setting (0 – 10 h) possible
C)	Time window for an optimal cleaning in the schedule.	Cleaning instructions are reset after cleaning.	** System > Cleaning > Adjusting cleaning schedule >  > [Time window after cleaning] (C) Setting (1 – 4 h) possible
C1)	Optimal start of a cleaning according to the schedule.	Display of the remaining time to the optimal starting time is displayed in the Service menu.	* System > Cleaning > Adjusting cleaning schedule > [Time] (C1) ** System > Cleaning > Adjusting cleaning schedule >  > (C1) Time Setting (00.00 – 23.00) possible
D)	Time window for mandatory cleaning Skipped cleanings can no longer be delayed. The coffee machine is not ready for use. A cleaning is mandatory.	The display shows that further beverage dispensing is no longer possible. Cleaning the coffee machine is mandatory.	* System > Cleaning > Adjusting cleaning schedule > Cleaning level > ** System > Cleaning > Adjusting cleaning schedule >  > Cleaning level The [Mandatory] selection is active. Mandatory cleaning is done after time window [C] expires.
(*)	Settings in the "SchaererDefault" cleaning schedule		
(**)	Settings in the "Manual" cleaning schedule		



## 6.5 Mandatory cleaning



A pending cleaning with active mandatory cleaning cannot be put off. The pending cleaning does not allow further beverage dispensing. Mandatory cleaning and the period that elapses before it sets in can be defined in the cleaning plan by the service technician.

Running the cleaning programme makes the machine again ready for use.



See "Cleaning" - "Daily machine cleaning" - "Display-guided cleaning programme"



See also "Cleaning" – "Cleaning levels".

## 6.6 Cleaning products



### WARNING

**Cleaning products can cause poisoning!**

Use only cleaning products recommended by Schaerer.

Keep children away from the cleaning products.

Do not touch cleaning products with bare hands and do not breathe them in.



Before using a cleaning product, read the information on the packaging and the safety data sheet carefully. If a safety data sheet is not available, please request it from your sales partner.



### NOTE

**Use of incorrect cleaning products may damage the machine.**

Use only cleaning products for daily and weekly cleaning that are recommended by Schaerer AG.



### 6.6.1 "Coffeepure tabs" cleaning tablets

Information		
	Application	Coffee system cleaning
	Purpose of cleaning	Removal of grease residue in the coffee system
	Application interval	Every day

### 6.6.2 Cleaning powder for the milk system „Milkpure powder Box“

Information		
	Application	Milk system cleaning
	Purpose of cleaning	Removal of milk fat and bacteria from the milk system
	Application interval	Use a 10 g bag once a day.

## 6.7 Rinsing intervals



### **CAUTION**

**Danger of scalding! While the machine is being rinsed, hot water runs out of the beverage outlet.**

Do not reach under the beverage outlet while the machine is being rinsed. Align the optional steam wand in the drip tray.

#### Automatic switch on/off rinsing



The automatic switch on/off rinsing process is the default and cannot be deactivated.

The following rinsing processes are executed automatically after switching on or before switching off the machine.

- 1) Hot & cold system rinsing (option)
- 2) Coffee system rinsing
- 3) BestFoam mixer rinsing (option)
- 4) Milk system rinsing (option)
- 5) Powder system rinsing (option)

#### Manual rinsing processes in the user interface

The following rinsing processes can be activated manually at any time:



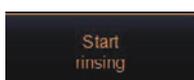
- ▶ Select the [Rinsing] field at the lower right in the user interface.
  - Coffee system hot rinsing is performed.

#### Manual rinsing processes in the service menu

The following rinsing processes can be activated manually at any time:



- ▶ Press the [Service menu] field at the bottom left of the user interface.
  - The service menu appears.



- ▶ Select the left [Start rinsing] field.
  - A rinsing system is executed in the same sequence as the automatic switch on/off rinsing, see above.



See also "Operation" - "Service menu".

#### Rinsing processes that can be configured

The following rinsing processes can be configured by the service technician:

Rinsing processes that can be configured regarding the time:

- Beverage outlet (rinsing interval [1 – 180 min])
- Milk system (milk rinsing interval [1 – 180 min])
- Reverse flow cooler (heat exchanger rinsing interval [1 – 180 min])



The configured rinsing processes are activated once an hour in the standard setting.

## 6.8 Every time before filling

### 6.8.1 External drinking water tank (Option)



#### **WARNING**

**There is a contamination danger for the external drinking water tank due to deposits and bacteria. A contaminated drinking water tank can lead to health problems.**

Clean the external drinking water tank every time before filling it.

- ▶ Remove the cover on the drinking water tank.
- ▶ Pull the machine water hose out of the drinking water tank and cover.
- ▶ Place the water hose end on a clean towel.
- ▶ Thoroughly rinse the external drinking water tank with fresh water several times.
- ▶ Clean the cover of the drinking water tank thoroughly with fresh water.
- ▶ Fill the drinking water tank with fresh water.
- ▶ Lead the water hose through the cover and back into the tank.
- ▶ Close the drinking water with the cover.



See "Cleaning" – "Weekly manual cleaning", for machines with an optional mains water supply.

## 6.9 Daily machine cleaning

### 6.9.1 Display-guided cleaning program

#### Preparations

The following is required during the cleaning programme:

- Schaerer > coffee system cleaning tablet (Coffeepure tabs) [1x]
- Schaerer > milk system cleaning tablet (Milkpure tabs) [1x]
- Schaerer > cleaning container (milk system) [1x]
- Commercial detergent
- Clean commercial cleaning cloths
- Collecting vessel for remaining milk (if needed)
- Collecting vessel for remaining choco powder or topping (if needed)



*When steam boiler rinsing is active, the steam wand must be pointed into the drip tray before cleaning starts. The "Steam boiler rinsing" function can be set in the cleaning plan by the service technician.*

Start the cleaning program.



#### **WARNING**

**Cleaning products can lead to poisoning. Contamination of cleaned machine components by cleaning products can lead to health problems.**

Wear safety gloves during the cleaning programme.



#### **CAUTION**

**During the cleaning programme, hot fluid escapes. During cleaning, do not reach under the dispensing points because you could get burned.**

Remove the drip grid before cleaning starts.



## NOTE

**A plugged waste water outlet causes the drip tray to overflow.**

Check the waste water outlet in the drip tray before starting the cleaning programme.



*The cleaning programme can be interrupted at any time. After cleaning is interrupted, the coffee machine is not ready for use. The cleaning programme must be completed. Restart the interrupted cleaning programme as soon as possible.*

The cleaning programme is started in the service menu. On the touch screen, the user is guided through all required actions.



- ▶ Remove the drip grid in advance for separate cleaning.
- ▶ Press the [Service menu] field at the bottom left of the user interface.
  - The "Service menu" opens.
  - The [Cleaning] field is still inactive if it is PIN-protected.
- ▶ If necessary, select a profile [caretaker, machine operator or service technician] in the [Log-in] field [A].
- ▶ If necessary, enter the configured PIN.
  - Authorization is granted.
  - The [Cleaning] field is now active.
- ▶ Press the [Start cleaning] field [B] (see figure below).
  - The cleaning programme starts with a selection window.





**Option 1: Cleaning the active systems**

The systems with the actively displayed symbols (A) are cleaned.

- ▶ Select field [>] (A).
  - The cleaning programme starts in a new window.

**Option 2: Cleaning all systems**

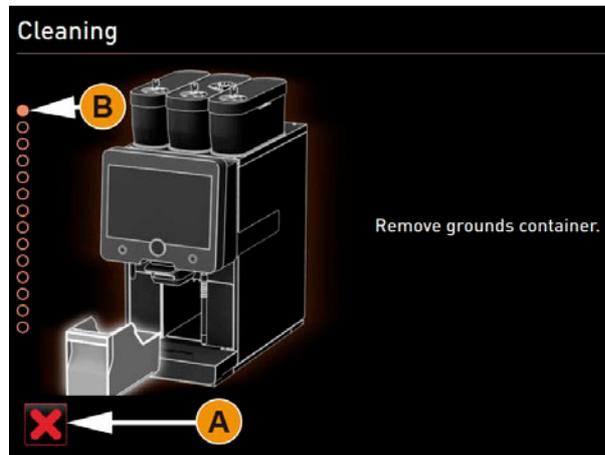
All systems in the machine are cleaned.

- ▶ Select field [>] (B).
- The cleaning programme starts in a new window.



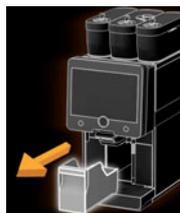
Operating fields in the cleaning programme start window:

- [A] Stops the cleaning programme and returns to the user interface.
- [B] Provides information on the current cleaning step.
- ▶ Execute instructions in the display, see following steps.
  - The cleaning programme starts the first time the [>] field is actuated.



**Cleaning the grounds container**

1)



- ▶ Pull the grounds container out of the machine.

- 2)  Instruction appears, clean grounds container and interior with brush, reinsert ground container.
- ▶ Remove any ground coffee residue from the brewing chamber with a brush.
  - ▶ Empty the grounds container and clean and rinse it with fresh water and detergent, then dry.

- 3)  Instruction, clean lower beverage outlet.



#### Cleaning the lower beverage outlet

- 4)  Instruction, insert "Coffeepure tab" cleaning tablet.
- ▶ Release the lower beverage outlet by pushing in and down at the same time.
  - ▶ Clean the lower beverage outlet with a brush under warm running water.
  - ▶ Reinsert the clean lower beverage outlet.



- ▶ Select the [>] field for the next step.
- Instruction, insert "Coffeepure tab" cleaning tablet.



### **CAUTION**

**An incorrectly inserted lower beverage outlet can cause spraying during beverage dispensing.**

Check that the lower beverage outlet is correctly positioned.

#### Inserting a cleaning tablet (Coffeepure)

- 5)  Instruction, remove milk container.
- ▶ Insert a "Coffeepure tab" cleaning tablet into the slot in the manual inlet.



- ▶ Confirm insertion using the [>] field.
- Instruction, remove milk container.

**Cleaning the milk container**

- 6)
- 
- ▶ Open the cooling unit door.
  - ▶ Remove the milk container from the cooling unit.
  - ▶ If necessary, pour any remaining milk into a container.
  - ▶ Clean the milk container with fresh water and detergent.
- 
- ▶ Confirm removal and cleaning of the milk container with the [>] field.
    - Instruction, insert cleaning container.

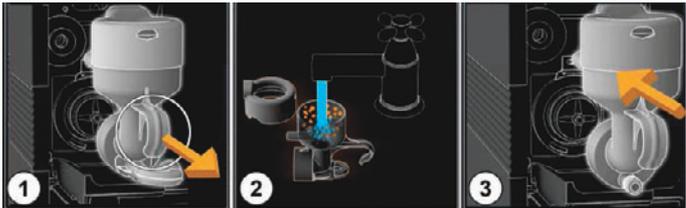
**Inserting the cleaning container**

- 7a)
- 
- ▶ Insert the separate cleaning container into the cooling unit.
  - ▶ Attach the milk hose adapter to the cover of the cleaning container.

**Cleaning tablet (Milkpure)**

- 7b)
- 
- ▶ Place a "Milkpure" cleaning tablet in the cleaning container.
- 
- ▶ Confirm that the cleaning container has been inserted and the "Milkpure" cleaning tablet has been added with the [>] field.
    - Instruction, remove mixing cup (optional).

**Option: Cleaning the mixing cup**

- 8)
- 
- ▶ Unlock the user panel at the bottom left and slide it upwards.
  - ▶ Pull the mixing cup out to the front using the handle.
- 9)
- 
- ▶ [1] Confirm removal of the mixing cup with [>].
  - ▶ [2] Clean and rinse the individual components of the mixing cup under running water.
  - ▶ [2] Clean and wipe out the mixing cup with a clean towel.
- 
- 10)
- 
- ▶ Confirm cleaning of the mixing cup with the [>] field.
  - ▶ [3] Reinsert the mixing cup into the machine.
  - ▶ Close the user panel.

- 10a)  ▶ Confirm cleaning of the mixing cup with the [>] field.  
 The cleaning process starts.

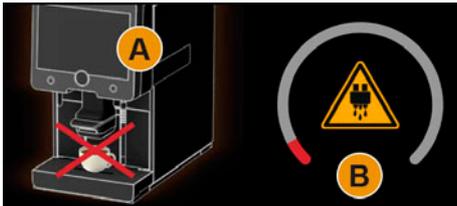


## NOTE

**An incorrectly inserted mixing cup can lead to overflowing.**

Check that the mixing cup is correctly positioned.

The cleaning programme is running.

- 11)   Note [A], no beverages available.  
 Progress display with time bar [B].

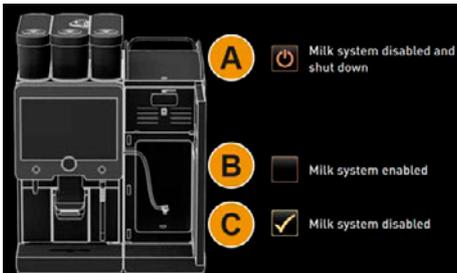
Removing the cleaning container

- 12)  ▶ Remove separate cleaning container from the cooling unit, rinse and clean it.  
▶ Pull the milk hose adapter off the cover of the cleaning container.



- ▶ Confirm removal of the cleaning container with the [>] field.  
 Instruction, milk system ON/OFF.

Milk system active/inactive

- 13)   [A] Deactivates the milk system and switches off the machine after the cleaning programme.  
 [B] Activates the milk system and the machine remains ready for use with the milk system.  
 [C] Ready for use without milk system.

- 13a)  ▶ Confirm ready for use state is set with the [>] field.

- 14)  **Option 1: Without milk system**  
 A machine rinse is performed.  
 An automatic reset is performed.  
 The machine is ready for use again.

**Option 2: With activated milk system**



- Instruction appears, insert milk container (with selection [B]).  
 A machine rinse is performed.  
 An automatic reset is performed.  
 The machine is ready for use again.  
▶ Clean the drip grid with a brush under running water.  
▶ Reinsert the clean drip grid.



## ! WARNING

**Cleaning product residues are hazardous to health.**

After completing cleaning, thoroughly wash your hands with commercial soap.



### 6.9.2

#### Cleaning the grounds container



## ! CAUTION

**Coffee grounds in the grounds container can quickly lead to mould formation. The spread of mould spores in the machine results in the danger of contamination of the coffee.**

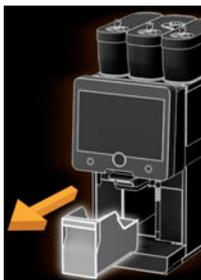
Therefore, clean the grounds container daily.



## NOTE

**High temperatures may lead to damage.**

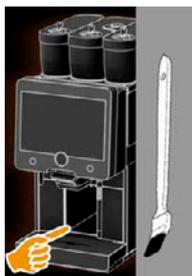
Never clean the grounds container in the dishwasher.



- ▶ Push the beverage outlet up.
- ▶ Pull the grounds container out of the machine.
- ▶ Thoroughly clean the grounds container with water and a household cleaning product.
- ▶ Rinse with clear water and dry with a clean cloth.
- ▶ Fit the dry grounds container back into the machine.

### 6.9.3

#### Cleaning the brewing chamber



- ▶ Push the beverage outlet up.
- ▶ Pull the grounds drawer out of the machine.
- ▶ Remove ground coffee from the machine brewing chamber using a cleaning brush (see scope of delivery).
- ▶ Wipe and dry the brewing chamber with a clean, damp cloth.
- ▶ Reinsert the grounds drawer.

### 6.9.4

#### Cleaning drip tray and drip grid



## ! CAUTION

**Scalding danger due to hot fluids!**

Switch off the machine before the drip grid is removed for cleaning.

Switch off the machine before cleaning the drip tray.



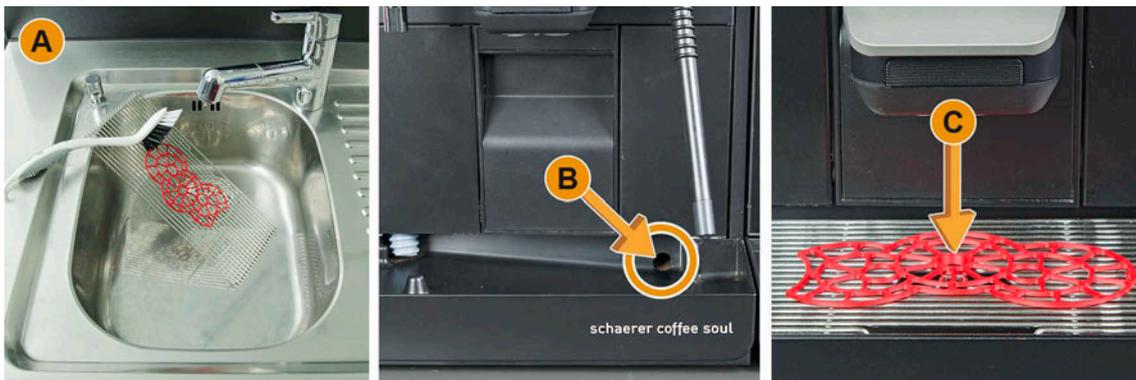
## NOTE

**A plugged waste water outlet in the drip tray can cause waste water to overflow.**

Check the waste water outlet to ensure that fluid is flowing freely.

Before the descaling process is done, checking whether the waste water outlet is plugged is mandatory.

- ▶ Thoroughly clean the complete drip tray from the cooling unit and the drip grid with positioning grid [A] from the coffee machine using running water and detergent.
- ▶ Rinse the coffee machine drip tray with clean water and check that the waste water outlet [B] is not plugged while doing so.
- ▶ Place the drip grid back in the drip tray and check that it is correctly positioned.
- ▶ Check that the positioning grid [C] is positioned correctly regarding the beverage outlet.



### 6.9.5 Cleaning the milk container (Option)



## WARNING

**There is a danger of contamination of the milk and milk container due to milk deposits and bacteria.**

Clean the milk container and cover every time before filling.

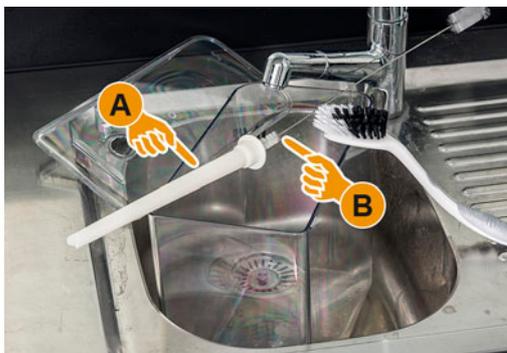
Wear gloves while cleaning.



## NOTE

**High temperatures may lead to damage.**

Never clean the milk container in the dishwasher.



- ▶ Dispose of the remaining milk from the milk container.
- ▶ Clean the milk container with fresh water and detergent.
- ▶ Clean the immersion pipe [A] with a brush [B], see delivery accessories 33.1521.9000.
- ▶ Clean milk container with a fresh, unused cloth.
- ▶ Place the milk container back into the cooling unit.

### 6.9.6 Cleaning the cooling unit (Option)



#### WARNING

There is a risk of contamination of the milk and cooling unit due to milk deposits and bacteria.

Clean the cooling unit daily.

Wear gloves while cleaning.



- ▶ Take the milk container out of the cooling unit (side cooling unit, Cup & Cool).
- ▶ Wipe out the inside of the cooling unit with fresh water and a fresh, unused cloth.
- ▶ Place the milk container back into the cooling unit.



A detailed description of the optional accessory used can be found in the supplied installation, operating and maintenance handbook of the side cooling unit or Cup & Cool.

### 6.9.7 Cleaning touch screen



#### CAUTION

Unsupervised beverage dispensing can cause scalding during cleaning.

Deactivate the touch screen in the service menu before cleaning.

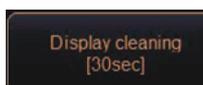
Switch off the machine before cleaning the user panel.



#### NOTE

Damage to the touch screen during cleaning procedure.

Do not use abrasive cleaning products. Never use force, strong pressure or sharp objects when pressing on the display.



- ▶ Press the [Service menu] field at the bottom left of the user interface.
  - The service menu opens.
- ▶ Select the [Cleaning display] field.
  - Touch screen is deactivated for 30 sec.
  - The display no longer reacts to input.
- ▶ During the available 30 sec, clean the touch screen using paper towels and a commercially available glass cleaner.
  - After the countdown ends, the touch screen is activated.

## 6.9.8 Cleaning the steam wand (Option)


**! WARNING**

There is a danger of contamination for the steam wand due to deposits and bacteria.

Wipe the steam wand with a moist cloth after every use.

Wear gloves while cleaning.



- ▶ Press steam dispensing button [A] several times to remove milk remains from the steam wand.
- ▶ Wipe the milk remains off the steam wand using a clean, moist cloth.

## 6.9.9 Cleaning external drinking water tank (Option)


**! WARNING**

Cleaning products in the drinking water tank can lead to poisoning.

Never fill cleaning products into the drinking water tank.


**! WARNING**

There is a contamination danger for the external drinking water tank due to deposits and bacteria.

Rinse the external drinking water tank daily; do not use cleaning products.

Wear gloves while cleaning.



- ▶ Thoroughly rinse the external drinking water tank with fresh water several times.
- ▶ Dry with a clean cloth.

6.9.10 Cleaning external waste water tank (Option)



**WARNING**

**There is a contamination danger for the external waste water tank due to deposits and bacteria.**

Rinse and clean the external waste water tank and cover every day.  
Wear gloves while cleaning.



- ▶ Thoroughly rinse the external waste water tank with fresh water several times.
- ▶ Thoroughly clean the cover of the external waste water tank with fresh water.
- ▶ Dry with a clean cloth.

6.9.11 Cleaning optional accessories (Option)



Care and cleaning of the Cup & Cool and cup warmer optional accessories as well as the under-machine cooling unit are described in separate operating instructions 020888.

6.10 Weekly cleaning

6.10.1 Cleaning bean hoppers

Old coffee bean oil can have a negative effect on the taste of the coffee.



**CAUTION**

**Rotating grinding gauges in the grinder are an injury hazard.**

Never reach into the bean hopper while the coffee machine is switched on.

Wear gloves while cleaning.



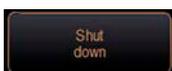
**NOTE**

**Scratches on bean hoppers.**

Do not use abrasive cleaning products.



- ▶ Press the [Service menu] field at the bottom left of the user interface.



- ▶ Select the [Switch off] field in the service menu.
  - The machine is in Standby mode.
- ▶ Unlock the bean hopper with the central locking mechanism behind the user panel.



See also "Operation" -- "Operating elements on the machine" - "Interior machine operating elements" to unlock the bean hoppers.

- ▶ Unlock bean hoppers [A].
- ▶ Raise the bean hopper from the machine [B].
- ▶ Remove remaining coffee beans from machine and bean hopper.
- ▶ Rinse bean hopper thoroughly under running water [C] and wipe clean using a soft cloth.
- ▶ Wipe the cover and container dry with a clean cloth.
- ▶ Reattach the bean hopper.
- ▶ Latch bean hopper using the central locking mechanism.



## 6.11 As needed

### 6.11.1 Cleaning lower beverage outlet



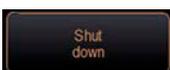
#### **! CAUTION**

##### **Scalding danger due to hot fluids!**

Only disassemble the lower beverage outlet if the machine is switched off, or after receiving an instruction during the cleaning programme.



- ▶ Press the [Service menu] field at the bottom left of the user interface.



- ▶ Select the [Switch off] field in the service menu.
  - The machine is in Standby mode.

- ▶ Disassemble the front lower beverage outlet [A] by releasing it (pushing and pulling it down).
- ▶ Clean the beverage outlet [B] with water and a brush.
- ▶ Clean the lower beverage outlet [C] with a brush under running water.
- ▶ Reassemble the lower beverage outlet onto the beverage outlet (by inserting into the rear side and engaging on the front side).
- ▶ Unlock the user panel and slide it upwards.
- ▶ Switch on the machine.
- ▶ Lightly lift the user panel and push downwards until it snaps into place.
  - ☑ The machine is ready for use again.



### 6.11.2 Cleaning the brewing unit



#### CAUTION

Coffee residue in the brewing unit can quickly lead to the formation of mould. The spread of mould spores in the machine results in the danger of contamination of the coffee.

Check the brewing unit occasionally, depending on the operating times, and clean as described when required.

Wear gloves while cleaning.



#### NOTE

High temperatures may lead to damage.

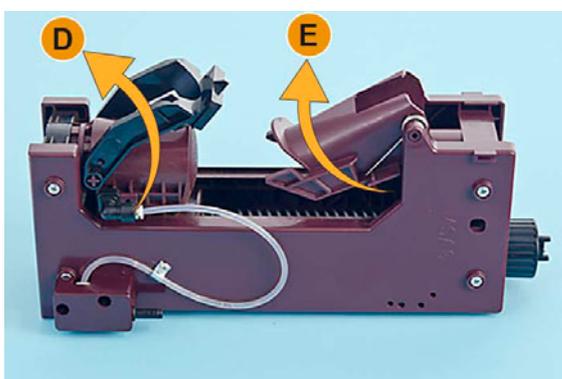
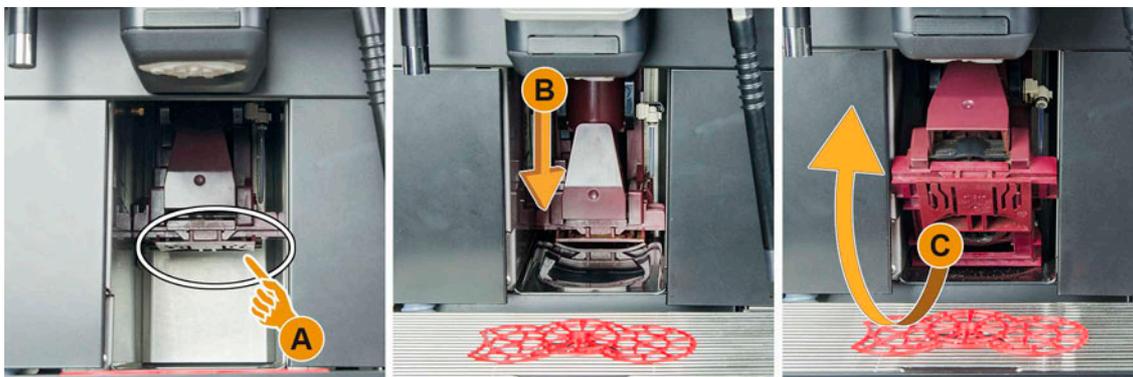
Never clean the brewing unit in the dishwasher.

- ▶ Unlock the user panel and slide it upwards.

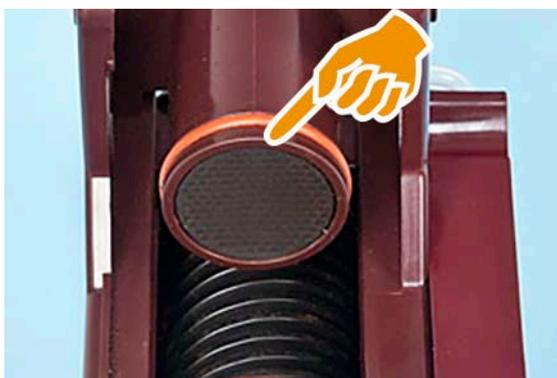


See "Operation" - "User panel" – "Open user panel".

- ▶ Pull the grounds drawer out of the machine.
- ▶ Pull the locking mechanism (A) forwards and hold.
  - ☑ This unlocks the brewing unit.
- ▶ Pull the unlocked brewing unit down [B] while swinging it forward [C] out of the machine.



- ▶ Turn the spindle of the brewing unit all the way anti-clockwise using the multi-tool.
  - ☑ The scraper (D) is in the scraper position.
- ▶ Remove ground coffee residues with a cleaning brush (see scope of delivery).
- ▶ To clean, slightly lift the drop-in slide (E) away from the brewing sieve.



- ▶ Clean the brewing sieve under warm running water if necessary.
- ▶ Clean the brewing unit under warm running water if necessary.
- ▶ Allow the brewing unit to dry fully.
- ▶ Lightly grease the O-ring on the brewing sieve with Molykote 111 (33.2179.9000).

- ▶ Turn the spindle clockwise to the stop using the multi-tool.
- ▶ Turn the spindle a 1/4 turn back anti-clockwise from the stop.
- ▶ Insert the brewing unit into the machine in reverse order.
- ▶ Replace the grounds container.



*If the brewing unit cannot be inserted in the machine, it helps to slightly turn the spindle until the spindle drive fits in the spindle.*

## 6.11.3 Cleaning the powder container (Option)

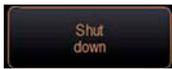
**NOTE**

**The powder containers could get scratched by scouring agents.**

Do not use scouring agents for cleaning.



- ▶ Press the [Service menu] field at the bottom left of the user interface.



- ▶ Select the [Switch off] field in the service menu.

The machine is in standby mode.

- ▶ Unlock the powder container with the central locking mechanism behind the user panel.

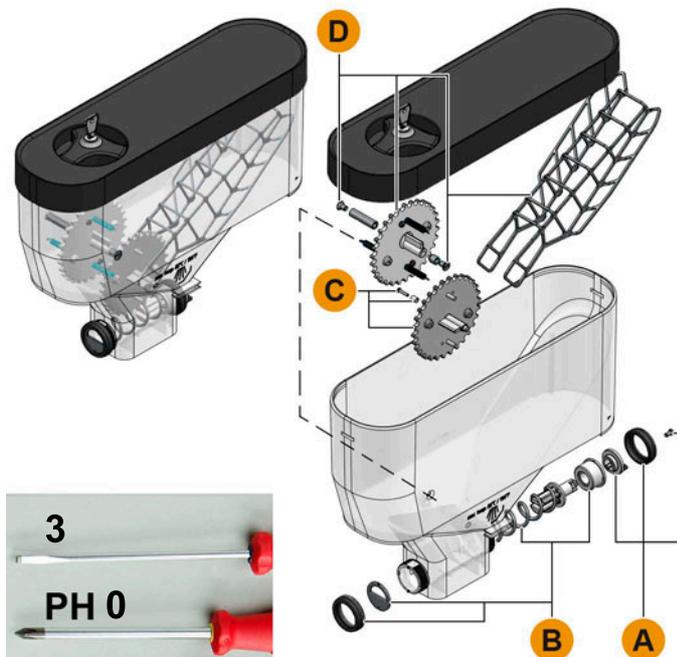


See also "Operation" -- "Operating elements on the machine" - "Interior machine operating elements" to unlock the bean hoppers.

- ▶ Pull the powder container out of the machine.
- ▶ Empty the remaining choco or topping powder.

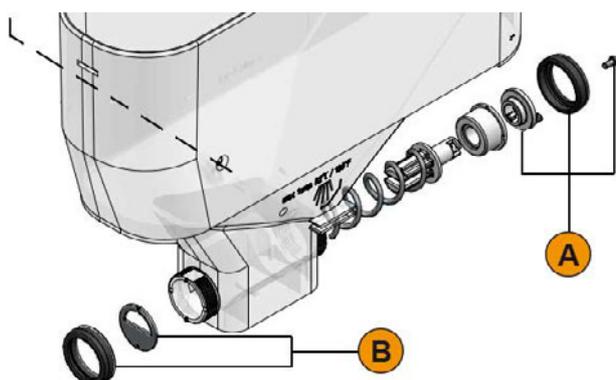
Overview of spare parts and tools to be disassembled:

- Slotted screwdriver size [3]
- Cross slot screwdriver [PH0]
- Drive-side dosing device [A] disassembled.
- Dispensing-side dosing device [B] disassembled.
- Screw [C] and axle guidance of toothed wheel disassembled below.
- Screws [D] and axle guidance of toothed wheel disassembled above.



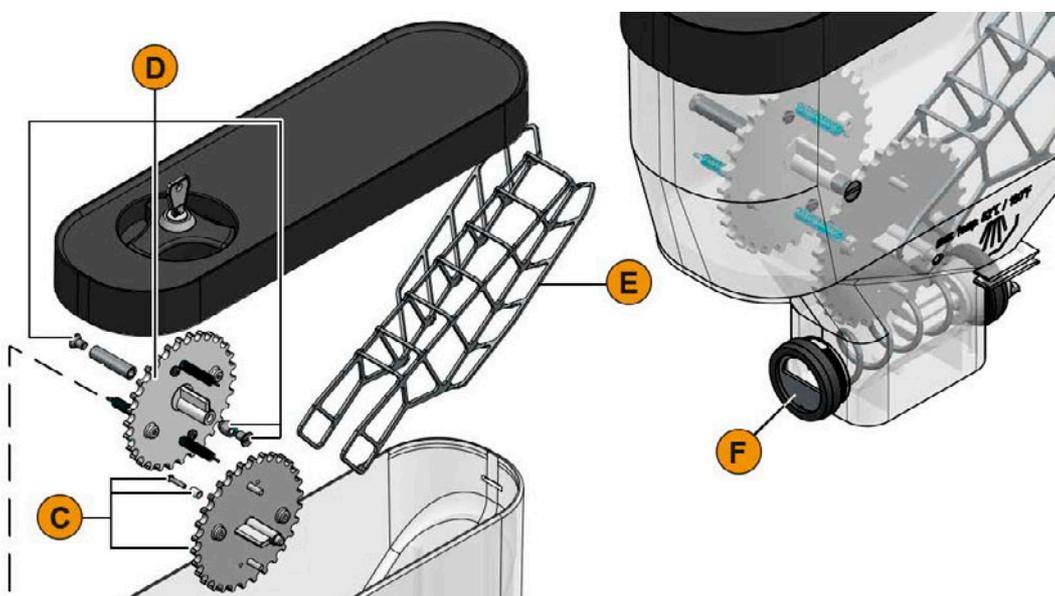
The very small individual parts of the toothed wheels could easily get lost during disassembly. Disassembling the toothed wheels is only recommended if complete cleaning is not possible.

- ▶ Disassemble the drive-side dosing device [A] by loosening the PH1 cross slot screw and the union nut.
- ▶ Disassemble the dispensing-side dosing device [B] by loosening the union nut.



#### Option: Disassembly of powder scoop and toothed wheels

- ▶ If necessary, disassemble the lower toothed wheel by removing the screw [C] (PH0) and axle guidance.
- ▶ Disassemble the upper toothed wheel by removing the two screws [D] (size 2) and axle guidance.
- ▶ Release powder scoop [E] from toothed wheel [C].



- ▶ Thoroughly clean the powder container and individual parts under running water.
- ▶ Allow all individual parts to dry fully before assembly.
- ▶ Reassemble the powder container in reverse order and insert it into the machine.
- ▶ Make sure the dosing scoop [F] is correctly aligned.
- ▶ Relock the central locking mechanism.

#### 6.11.4 Defrosting cooling unit (Option)



#### NOTE

The surface of the cooling unit's interior may get damaged.

Never remove the ice layer with pointed or sharp objects; always let it defrost.



- ▶ Switch off the additional side cooling unit or pull out the mains plug.
- ▶ Open the front door and leave it open.
- ▶ Wipe up the condensation water incurred with an absorbent cloth.
- ▶ Repeat the procedure until the ice layer has melted completely.
- ▶ Close the front door and switch the device on again or reinsert the mains plug.



See "Operation" - "Switching on" - "Side or under-machine cooling unit" for a detailed description on switching on/off



A detailed description of the side cooling unit can be found in the supplied installation, operating and maintenance handbook.

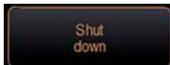
### 6.11.5 Cleaning outer surfaces



#### NOTE

**The powder containers could get scratched by scouring agents.**

Do not use scouring agents for cleaning.



- ▶ Press the [Service menu] field at the bottom left of the user interface.
- ▶ Select the [Switch off] field in the service menu.
  - The machine is in Standby mode.
- ▶ Wipe the outer surfaces of the coffee machine and cooling unit with a clean, moist cloth.
- ▶ Unlock the user panel and slide it upwards until it snaps into place.
- ▶ Switch on the machine using the power button.
- ▶ Lightly lift the user panel and push downwards until it snaps into place.
  - The machine is switched on and ready for use.



See also "Cleaning" - "Daily machine cleaning" - "Clean touch screen".

## 6.12 HACCP cleaning concept

### 6.12.1 Cleaning requirements and conditions

When installation, maintenance, care and cleaning are performed properly, Schaefer AG coffee machines satisfy the conditions of HACCP requirements.



## **! WARNING**

**If the coffee machine is not cared for and cleaned properly, the dispensing of milk beverages will become a health hazard in terms of food hygiene.**

Note and adhere to the following instructions:

- Wear safety gloves during cleaning.
- Wash your hands thoroughly before and after cleaning.
- Clean the coffee machine daily after beverage supply has ended.
- Clean the milk container every time before filling and after you have finished dispensing beverages for the day.
- Never pour cleaning products into the milk container.
- Never pour cleaning products into the drinking water tank (internal/external).
- Never mix cleaning products.
- Store cleaning products separately from coffee, milk and coffee machine powder.
- Do not use any abrasive products, brushes or cleaning tools made of metal.
- Do not touch parts that come into contact with beverages after cleaning.
- Read and follow the dosing and safety notes specified on the cleaning product.
- For daily and weekly cleaning, proceed as described in the operating instructions.

## 7 Service and maintenance



A descaling process which, for whatever reason, was not correctly completed must be repeated without fail. The machine can only again be ready for use if the descaling program has been correctly completed.

### 7.1 Descaling



#### NOTE

**A descaling process takes at least 85 min. The coffee machine is not ready for use during this time.**

Report that the coffee machine is not ready for use in a timely manner.

Plan at least 85 min for the descaling process.

#### 7.1.1 Uptime! descaling agent



#### WARNING

**Incorrect descaling products can lead to poisoning.**

Do not remove the decalcification cartridge during the descaling process. Wait for the instruction in the display.

Keep children away from the decalcification cartridges.

Do not touch the descaling product with bare hands and read the supplied safety data sheet.



#### NOTE

**Use of the incorrect decalcification cartridges may damage the machine.**

For the descaling process, only use the decalcification cartridges recommended by Schaerer AG.

Always use cartridges taken directly out of the packaging.



Before using the decalcification cartridge, read the information on the packaging and the safety data sheet carefully. If a safety data sheet is not available, please request it from your sales partner.

#### 7.1.2 Decalcification cartridge

Information	
Application	Coffee machine descaling
Descaling	Descaling the boiler including the hot water/steam system
Application interval	As instructed

## Information



## 7.1.3 Descaling preparation

## Checking the waste water outlet

**NOTE**

**A plugged waste water outlet in the drip tray causes overflowing.**

Before the descaling process, check the drain speed without fail.

The following are needed to check the waste water outlet:

- 1 l water
- Timer
- ▶ Remove the drip grid from the drip tray.
- ▶ Empty 1 l of water into the drip tray and start the timer at the same time.
  - When the waste water outlet is not plugged, the 1 l of water completely drain within 30 sec.



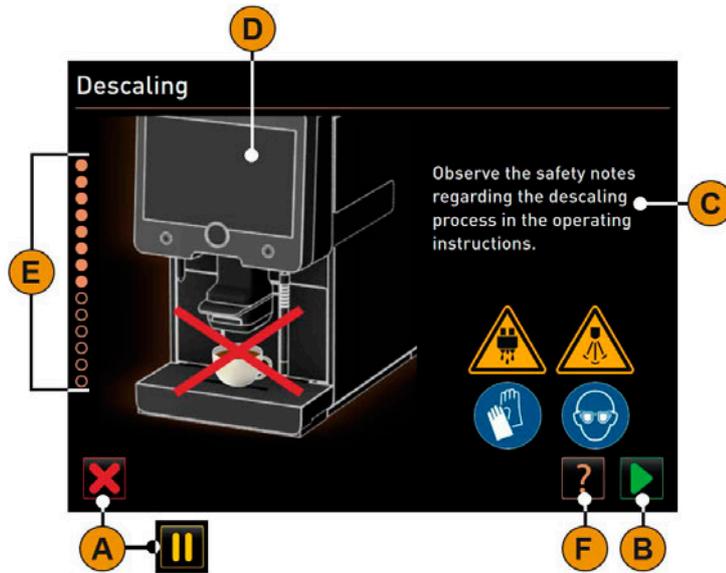
*If the 1 l of water do not drain in the required time of 30 sec, the waste water outlet is plugged. Descaling must be done. The waste water outlet must first be repaired by a service technician.*

## Preparation for descaling

Have the following items ready before descaling the machine:

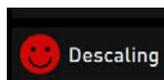
- 1x Schaerer SCSoul decalcification cartridge
- 1x Schaerer cleaning container 1 l, blue
- 1x Schaerer cleaning container cover
- Gloves
- Protective goggles

### Information during a descaling process



- Information and operating elements:
- [A] Cancel [X] descaling field or pause after the descaling process has started.
  - [B] [>] field confirmation and next.
  - [C] Display of action request and information text.
  - [D] Animations for action requests.
  - [E] Step sequences [1–14] during the cleaning programme.
  - [F] [?] field opens window with additional information.

### 7.1.4 Opening the descaling programme



- ☑ The pending descaling process is displayed in the service menu with a red smiley.



- ▶ Press the [Service menu] field at the bottom left of the user interface.
- ☑ The service menu appears.



- ▶ Select field [>] [Maintenance].
- ☑ All executed and pending maintenance processes are displayed.

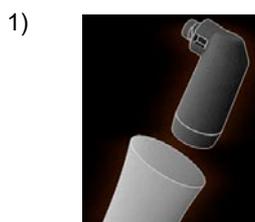


- ▶ Select field [A] [>] in the "Maintenance" window.
- ☑ The descaling programme window opens.
- ☑ "Test waste water outlet for blockage" instruction appears.

02.01.2017 07 31 Caretaker		Last done	Due
	Descaling	02.08.2016	in 5 months 2068 litres

### 7.1.5 Step sequences in descaling programme

#### Unpacking decalcification cartridge



- ▶ Take the Schaefer decalcification cartridge out of the packaging.



- ▶ Select the [>] field for the next step.
- ☑ Instruction, remove grounds container.

### Checking the waste water outlet preparation

The descaling programme takes the user through the descaling process step-by-step.

2)



- ▶ Make sure the waste water outlet in the drip tray is clear.

See "Service maintenance" - "Descaling preparation" - "Checking the waster water outlet".

The [?] field in the display leads to the step-by-step description of a waste water outlet test.



- ▶ Select the [>] field for the next step.
  - Instruction, unpack new decalcification cartridge.

### Removing the grounds container

3)

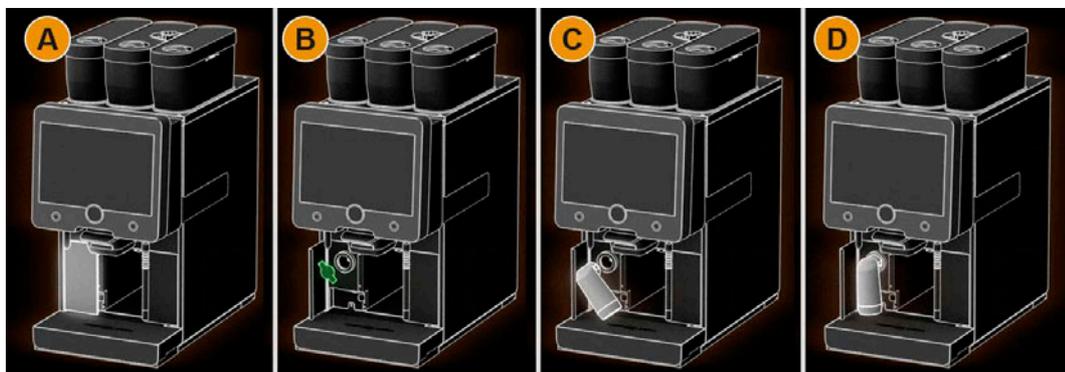


- ▶ Remove the grounds container from the machine, then empty and clean it.
  - Instruction, insert cartridge.

### Inserting cartridge

4)

- ▶ Open the left front cover [A].
- ▶ Remove the green end cap by turning it to the left [B].
- ▶ Position the freshly-unpacked cartridge and insert it by turning it to the right. [C].
  - The cartridge is inserted [D].
  - Instruction, insert grounds container.



### Replacing the grounds container

5)



- ▶ Insert the cleaned grounds container into the machine.
  - Instruction, remove milk container (option).

### Removing the milk container from the cooling unit (option)

- 6)  ▶ Remove the milk container from the cooling unit, then empty and clean it if necessary.  
*Make sure to store the milk container with milk in a cool place during descaling.*



- ▶ Select the [>] field for the next step.  
 Instruction, place cleaning container in cooling unit.

### Placing the cleaning container in the cooling unit (option)

- 7)  ▶ Place the empty cleaning container in the cooling unit.  
 ▶ Attach the milk hose to the cover of the cleaning container.  
 ▶ Close the cooling unit door.



- ▶ Select the [>] field for the next step.  
 Instruction, position beverage outlet and steam wand (option).

### Positioning the beverage outlet and steam wand

- 8)  ▶ Remove the cup platform from the drip tray.  
 ▶ Move the beverage outlet to the lowest position.  
 ▶ Align the steam wand (option) in the drip tray.



- ▶ Select the [>] field for the next step.  
 Instruction, read safety notes in the operating instructions.

### Safety notes

- 9a) ▶ Read and observe the following safety notes.



#### CAUTION

**Danger of skin irritation and serious eye irritation. Acid escapes during the descaling process.**

Do not touch the descaling product with bare hands and read the supplied safety data sheet.

Do not remove the decalcification cartridge during the descaling process. Wait for the instruction in the display.



#### CAUTION

**Danger of scaling at the hot water outlet and beverage outlet.**

Do not remove the decalcification cartridge during the descaling process. Wait for the instruction in the display.

Move the beverage outlet to the lowest dispensing position.



## CAUTION

### Danger of scalding from the steam wand.

Do not reach under the steam wand during the descaling process.

Align the steam wand in the drip tray.

### Starting the descaling process



The descaling process takes at least 85 min. The Pause field [II] interrupts the descaling process. The descaling programme can be cancelled with the [X] field up to and at step [8].

9b)

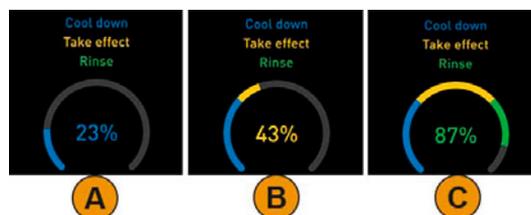


- ▶ Start the descaling process with the [A] [>] field.
  - ☑ The descaling progress is shown in [%].
  - ☑ The descaling process ends after ca. 85 min.



10)

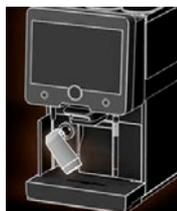
- ☑ [A] The machine starts to cool down (blue).
- ☑ [B] Descaling (yellow) is active.
- ☑ [C] Rinsing (green) is active.



The descaling process can be interrupted with the [II] field and continued with the [>] field.

### Removing the decalcification cartridge

11)



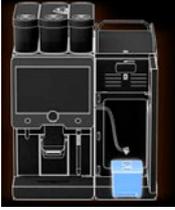
- ☑ The descaling process is complete.
- ▶ Remove the decalcification cartridge from machine.
  - ☑ Instruction, replace the safety cap.
- ▶ Replace the green safety cap.
- ▶ Closing the left front cover

12)



- ▶ Select the [>] field for the next step.
  - ☑ Instruction, remove cleaning container.

### Removing the cleaning container from the cooling unit

- 13)  ▶ Remove the cleaning container from the cooling unit, empty and clean it.



- ▶ Select the [>] field for the next step.  
 Instruction, place milk container back in cooling unit.

### Placing the milk container in the cooling unit

- 14)  ▶ Place milk container with cooled milk into the cooling unit.



- ▶ Select the [>] field for the next step.  
 Instruction, reorder a decalcification cartridge.

### Reordering a decalcification cartridge

- 15)  The article number appears in the user interface.  
 ▶ Reorder a cartridge from your service partner for the next descaling process.  
 ▶ Select the [>] field for the next step.  
 Restarting the machine



### Ending the descaling process and restarting the machine

- 15a)  The descaling programme closes.  
 Restarting the machine  
 Ready for use, the user interface appears.  
 The last executed descaling process is shown in the service menu under "Maintenance".

11.04.2017 15 08 Bookkeeper		↶	
	Last done	Due	
Descaling	11.04.2017	in 6 months 2096 litres ▶	

## 7.1.6 Disposing of decalcification cartridges

The decalcification cartridge is made of plastic and cannot be disposed of with household waste after a proper descaling process. The decalcification cartridge must be completely emptied and rinsed with water after descaling.



### NOTE

**A descaling process which was not run properly or was incomplete does not completely empty the decalcification cartridge.**

Run the descaling process properly to the end.

Do not disconnect the machine from the mains before descaling is complete.

If descaling is interrupted, the decalcification cartridge must be disposed of as hazardous waste in line with the local regulations.

## 7.2 External water filter



The external water filter must be replaced by an authorised service partner/service technician after the programmed number of litres is reached.



The "Water quality" supplementary instructions include information on recording the water values and using filter equipment. The supplementary instructions can be requested from Schaerer AG or downloaded directly from the MediaCentre on the website (<http://www.schaerer.com/member>).

## 7.3 Coffee machine maintenance

The coffee machine requires regular maintenance. The maintenance schedule depends on multiple factors, especially the degree to which the machine is used.

When maintenance is due, the machine indicates this on the display. The machine can continue to be operated normally.

- Notify your service partner that maintenance is due.



### NOTE

**Failure to perform required maintenance in due time may lead to wear and mean that reliable operation is no longer assured.**

Inform the service partner as soon as possible after the maintenance message appears.

### 7.3.1 Service routine

The due date of a service routine depends on the number of cycles (number of beverages dispensed) or the time period (months) over which the machine has been operated.

SCSoul service routine		
	Number of cycles	Months
Service 1	40,000	12

## 8 Programming

### 8.1 Overview



The following predefined profiles for the end user are available in the "Service menu" under [Profile log-IN].

- Service technician profile
- Caretaker profile
- Bookkeeper profile
- Bookkeeper reduced profile
- Chef de Service profile
- Quality manager profile
- Machine operator profile

The profiles can be enabled by a service technician. Access to the profile can be protected with an assigned PIN (personal identification number). The "Service technician" profile may only be accessed by the service technician.



See also "Operation" – "Main window touch screen" – "[Log-in / Log-out] profile".



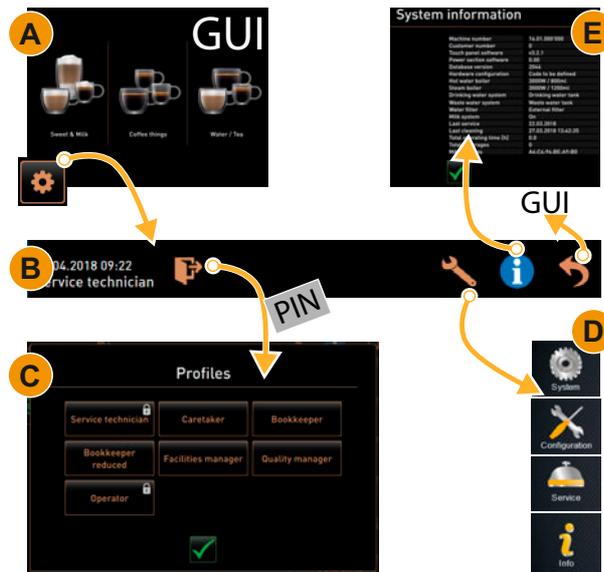
A detailed description of the individual profiles is contained in the following in this chapter.

### 8.2 Navigation

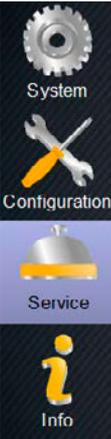
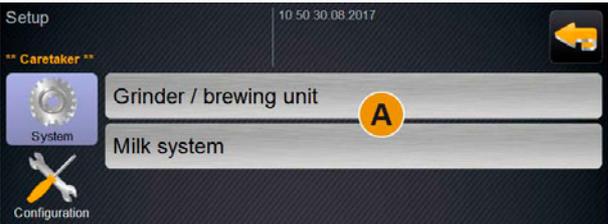
- ▶ Press the [Service menu] field at the bottom left  of the user interface.
  - ☑ The service menu opens.

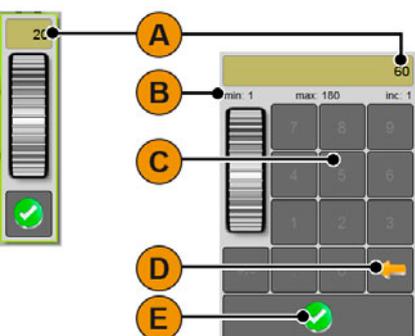
The navigation behind the graphic user interface (GUI) consists of the following elements:

- [A] User interface (GUI)
- [B] Navigation elements in the Service menu
- [C] Selection of the activated profiles
- [D] Machine configuration settings
- [E] System information



Symbol	Description
	The [Service menu] operating field at the lower left of the user interface leads to the "Service menu".
	The [Settings] operating field at the top right of the "Service menu" opens the window with the parameters for machine configuration. <i>See also "Operation" - "Main window touch screen" - "Service menu functional scope".</i>
	The [Profile log IN] operating field opens the window for selecting the available profiles. The profiles have different access rights. <ul style="list-style-type: none"> <li>▶ Select [Profile log IN].                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The window for selecting a profile opens.</li> </ul> </li> <li>▶ Select a profile and if configured, enter the PIN.                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The service menu appears again.</li> <li><input checked="" type="checkbox"/> The [Profile log IN] field changes to [Profile log OUT].</li> </ul> </li> </ul> <i>If a profile with corresponding authorizations is logged in, the [Settings] operating field appears.</i>
	The [Profile log OUT] operating field closes the currently registered profile.

Symbol	Description
	<p>The settings and machine configurations are divided into the following groups:</p> <ul style="list-style-type: none"> <li>• System</li> <li>• Configuration</li> <li>• Service</li> <li>• Info</li> </ul> <p>The parameters displayed therein are dependent on the authorisations of the selected profiles. All settings and configuration options are executed in the "Service technician" profile.</p> <ul style="list-style-type: none"> <li>▶ Select setting, e.g. [Service].             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The currently active setting, e.g. [System] is displayed in colour.</li> <li><input checked="" type="checkbox"/> The available settings [A] are listed at the right of the window.</li> </ul> </li> </ul> 
	<p>The [Info] field opens the window to the system information. See also "Operation" - "Main window touch screen" - "Service menu functional scope".</p>
	<p>The [Back] field takes you back to the beverage dispensing user interface.</p>
	<p>Confirming</p>
	<p>Next / Start or selection list in the parameter</p>
	<p>Opens a selection field in the parameter.</p>
	<p>Back to previous window</p>
	<p>Saving settings that have been made</p>
	<p>Copies an already-configured beverage as a basis for other beverage configurations.</p>
	<p>Adding beverages or beverage steps The beverages are removed from the list of available beverages. The additional beverage is automatically added to the list of configured beverages.</p>

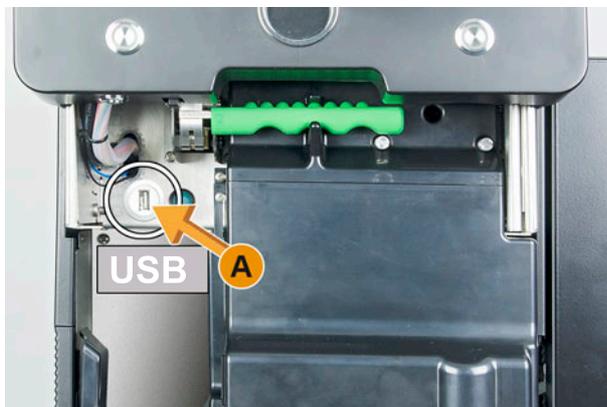
Symbol	Description
	Opens the configuration window for: <ul style="list-style-type: none"> <li>• Ingredient sources</li> <li>• Beverages</li> <li>• Beverage step for specific settings</li> </ul>
	<ul style="list-style-type: none"> <li>• Deleting / Setting a value or beverage to zero</li> <li>• Cancelling beverage dispensing</li> </ul>
	Confirming a query
	Closes the window for selecting media files.
	Beverage step configuration in the beverage configurations.
	The [-] field opens the structure tree in the statistics.
	Entry field for naming the beverage, beverage group, ingredients or for the menu cards.
	Keyboard for text or number entry in the entry field.
 	<p>Touching this field opens the control dial:</p> <p><b>Option 1: Setting with control dial</b></p> <ul style="list-style-type: none"> <li>▶ Set the desired value by turning the dial up and down.</li> <li>▶ Confirm the value by pressing the  field.</li> </ul> <p><b>Option 2: Setting with keyboard</b></p> <ul style="list-style-type: none"> <li>▶ Type the currently set setting [A] into the field.</li> <li><input checked="" type="checkbox"/> Keyboard entry opens.</li> <li><input checked="" type="checkbox"/> min. and max. of possible setting [B] are displayed.</li> <li>▶ Delete current setting with field [D].</li> <li><input checked="" type="checkbox"/> The number block is activated.</li> <li>▶ Enter new setting using keyboard [C].</li> <li>▶ Confirm setting using the [E] field.</li> </ul> 

Symbol	Description
	Enables / Disables a function On / Off
	Arrow for a factory setting. <ul style="list-style-type: none"> <li>▶ Select value.</li> <li>▶ Set the required value to the selected value using the up or down arrow.</li> </ul>

### 8.3 USB port

In the Schaerer Coffee Soul, software updates or backups are performed using a USB stick. The USB port is located behind the user panel.

- ▶ Unlock the user panel and slide it upwards until it automatically snaps into place.
  - The USB port [A] is at the left next to the On/Off button.



### 8.4 Profiles

#### 8.4.1 Overview of profile authorisations

Settings / Parameters		Caretaker	Bookkeeper	Bookkeeper reduced	Restaurant manager	Quality manager	Machine operator
System	Brewing unit grinder	X	-	-	-	-	-
	Milk system	X	-	-	-	-	-
Configuration	General (language)	X	X	X	X	X	X
	Time/Date/Timer	X	-	-	-	-	-
	Menu card	-	X	-	X	-	-
Service	Grinder service	X	-	-	-	-	-
	Backing up database	X	-	-	-	-	-
	Resetting descaling counter	X	-	-	-	-	-
	Resetting descaling/cleaning	X	-	-	-	-	-

	Settings / Parameters	Caretaker	Bookkeeper	Bookkeeper reduced	Restaurant manager	Quality manager	Machine operator
Info	Showing versions	X	X	X	X	X	X
	Machine counter	X	–	–	X	–	–
	Beverage statistics	X	X	X	X	–	–
	Cleaning statistics	X	–	–	X	X	–
	Maintenance statistics	X	–	–	–	–	–
	Water hardness statistics	X	–	–	–	–	–
	Payment statistics	X	–	–	–	–	–
	Machine payment statistics	X	X	X	X	–	–
	Beverage payment statistics	X	X	X	X	–	–

## 8.5 Caretaker profile

The "caretaker" is the first person to contact in the event of technical problems. He or she possesses solid technical knowledge and works regularly with the coffee machine.



The following functions are available in the "Service menu" in the [Caretaker] profile:

- Starting rinsing
- Touch screen cleaning
- Switching the milk system on/off
- Switching Quickinfo on/off
- Activating free vend (with payment system)
- Switching off



The [Caretaker] profile contains the following settings:

- System
- Configuration
- Service
- Info



See "Operation" – "Profile [Log-in / Log-out]" for introduction to the settings.



The contents of the available settings are described in the following in this chapter.

8.5.1 System (Caretaker)

"Grinder/brewing unit" setting			
			
Display text	Description	Setting range	Notes
Grounds container capacity 	Sets the number of cycles until the "Empty grounds container" message appears. ► Set the "Under-counter grounds disposal" to [0]. ► Enter the standard setting of 60 cycles. <input checked="" type="checkbox"/> After 60 cycles, the "Empty grounds container" message appears.	0 – 100	The standard setting is [60]. Do not exceed the standard setting of [60] coffee cakes. The machine blocks dispensing of coffee beverages after 65 brewing cycles (5) until the grounds container is emptied.
Grounds container emptying time 	Sets the period of time until the "Current grounds container counter" is set back to [0] after it is emptied. ► Empty the grounds container. ► Reinsert the emptied grounds container. <input checked="" type="checkbox"/> The counter is reset to [0] after [5 sec], for example.	0 – 30	If the grounds container is only pulled out briefly and then reinserted immediately, the counter is not reset.
Current grounds container counter 	Information on the brewing cycles executed since the last time the grounds container was emptied.	–	No setting is available.
Centre grinder calibration value for 10 sec 	The calibration value displayed for 10 sec is detected during calibration and also displayed in this parameter. The calibration value in [ g ] displayed in this parameter can be changed without calibrating the grinder.	–	Adjusting the calibration value influences all coffee recipes. See "Service" – Calibrate grinder".
Right grinder calibration value for 10 sec 	See above parameter, "Centre grinder calibration value for 10 sec".	–	See "Service" – Calibrate grinder".

### “Milk system” milk container setting



Display text	Description	Setting range	Notes
Riser pipe in milk container  	Setting for the effective milk hose length with or without riser pipe in the milk container  <b>Option 1: Without riser pipe</b>  If a milk container without riser pipe is used, the “Without riser pipe” selection is to be set. At the same time, the entire milk hose length is set in the “Milk hose length” parameter.  <i>See following parameter description.</i>  <b>Option 2: With riser pipe</b>  If a milk container with riser pipe is used, the “With riser pipe” selection is to be set.	Without riser pipe Schaerer standard riser pipe	The standard setting is [Schaerer standard riser pipe]  <i>No editing possible, information only.</i>
Milk container hose length  	Milk hose measurement setting  The hose length of the milk container to the squeeze valve in the machine is set by the service technician.	0 – 200	The standard setting is [37 cm]  <i>No editing possible, information only.</i>

### “Milk system” milk monitoring configuration setting



Display text	Description	Setting range	Notes
Milk level detection  	<b>Option 1: No monitoring</b>  Milk detection is configured but is not in use.  <b>Option 2: Warning</b>  If a low milk level is detected, a message appears on the display. Other milk beverages can be dispensed.  <b>Option 3: Disable beverage dispensing</b>  If the milk level drops to a low level, a message appears on the touch screen. Further dispensing of milk beverages is disabled.	No monitoring Warning Disable beverage dispensing	The standard setting is [Disable beverage dispensing].

### 8.5.2 Configuration (Caretaker)

#### "General" setting



Display text	Description	Setting range	Notes
Main language 	Changing the display language ► Open selection menu using the [>] field. <input checked="" type="checkbox"/> The selection list appears. ► Select the desired language.	All provided languages	–

#### "Time/Date/Timer operation" setting



Display text	Description	Setting range	Notes
Time zone	The time zone is selected while the commissioning programme is running.  When the time zone is selected, the time and date from the selected time zone are entered.  <i>Selecting a new time zone is only possible during the commissioning program.</i>	All 6 available time zones	Available time zones: <ul style="list-style-type: none"> <li>• Asia</li> <li>• Africa</li> <li>• Australia</li> <li>• Europe</li> <li>• North America</li> <li>• South America</li> </ul> Each time zone contains sub-divisions, e.g. "Central European Time (CET/MEZ)".
Timer Monday to Sunday	Here, the automatic switching on and off of the machine can be specified for each day of the week: ► Activate the switching on and off of the daily timer with the slider. ► Set the switch-on and -off times using the arrow fields.	On / Off hh:mm	–

## 8.5.3 Service (Caretaker)

### Grinder service (manual grind level adjustment)



Starts after confirmation of the following display-guided service functions on the grinder:

- Changing grinding gauges
- Adjusting grinder
- Calibrate grinder



- ▶ Select the "Service"– "Grinder service" setting.
  - The confirmation window opens.
- ▶ Confirm the grinder service using the [▶] field.
  - The service functions for the centre and right grinder are available.
- ▶ Select the tab from the centre or right grinder.

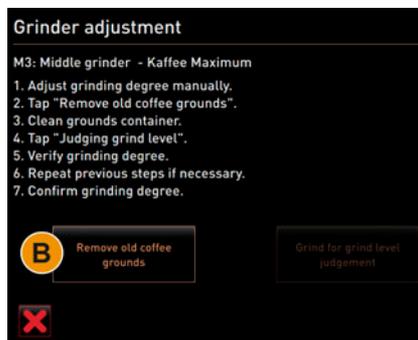


#### Option: Changing grinding gauges [A]

- ▶ Select field [A] [Changing grinding gauges].
  - The instruction for exchanging the grinding gauge appears.

Take the following installation steps to change the grinding gauges.

- ▶ Remove manual grind level adjustment and install new grinding gauges.
- ▶ Close the empty grinder by hand until you feel resistance (grinding gauge on grinding gauge).
- ▶ Open grinder by 45° (anti-clockwise).
- ▶ Reinstall the manual grind level adjustment.
- ▶ Complete the "Changing grinding gauges" installation steps with the [▶] field.
  - The preparation steps for the "Prepare grind level adjustment" are displayed.



#### Option: Adjusting grinder [B+C]

- ▶ Continue installation steps after "Changing grinding gauges" or select the [Adjust grinding level] field directly.
  - The preparation steps for the "Prepare grind level adjustment" are displayed.
- ▶ Empty the grounds container, clean it and reinstall it.
- ▶ Confirm inserted grounds container with the [▶] field.
- ▶ Manually set the grinding level.
- ▶ Remove old ground coffee, select field [B].
  - The old ground coffee is removed.
  - The [Grinding for grind level assessment] field becomes active.
- ▶ Clean grounds container again

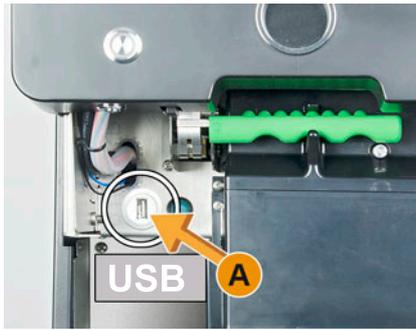
### Backing up database



Running a data back-up of the entire database on a USB stick

The following data is stored on the USB stick:

- Machine number
- Beverage recipes
- Hardware configuration
- All beverage counters



**Backup database**

Finished

USB flash drive  
/USB\_Disk/schaerer/sca3/backup/  
database

- ▶ Lift user panel.
- ▶ Insert the USB stick into the USB interface [A].
- ▶ Select the "Service" – "Backup database" setting.
  - The database of the machine is inserted on the USB stick.
  - The saved database version is compatible with the installed machine software version.

- The "Database back-up complete" information appears in the display.
- ▶ Remove the USB stick.
- ▶ Close the user panel.

*The database is saved on the USB stick in the "Schaerer" – "SCA3" – "back-up" – "database" – „sca3db.db3\_20170623\_112422“ folder structure.*

**Resetting descaling counter**



**NOTE**

**Skipped descaling can lead to damage and error.**

Descalings which are not automatically run due to counter reset should be done as soon as possible without fail and started manually.



Reset descaling counter. The parameter deactivates a pending descaling.

- ▶ Select the "Service" - "Reset descaling counters" setting.
  - The confirmation window opens.
- ▶ Confirm the "Reset descaling counters" process with the  field.
  - The descaling counter is reset and pending descaling is deleted.
  - The next automatic descaling is done in line with the settings in the configuration in the "System" - "Maintenance" setting.

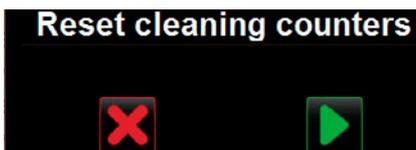
**Resetting descaling/cleaning**



**WARNING**

**Contamination caused by skipped machine cleanings can lead to health problems.**

Cleanings which are not automatically run due to counter reset should be done at the next opportunity and started manually.



Reset cleaning counter. The parameter deactivates a pending cleaning.

- ▶ Select the "Service" - "Reset cleaning counter" setting.
  - The confirmation window opens.
- ▶ Confirm the "Reset cleaning counter" process with the  field.
  - The cleaning counter is reset and pending cleaning is deleted.
  - The next automatic cleaning is done after setting in the cleaning schedule.

## 8.5.4 Information (Caretaker)

**"Show versions" setting**

Display text	Description	Setting range	Notes
Showing versions	<p>The following information can be obtained here:</p> <ul style="list-style-type: none"> <li>• Touch panel software version</li> <li>• Power section software version</li> <li>• Database version</li> <li>• BSP accounting system version</li> <li>• Qt (source code) version</li> <li>• Qt license version</li> <li>• Copyright SCS software</li> </ul>	–	When reporting a fault, please pass this information on to the service technician.

**"Machine counter" setting**

Display text	Description	Setting range	Notes						
Machine counter	<p>Overview of beverage counters</p> <p>The counters cannot be deleted.</p> <table border="1"> <thead> <tr> <th>Beverage</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Total coffee beverages</td> <td>11</td> </tr> <tr> <td>Total milk beverages</td> <td>42</td> </tr> </tbody> </table>	Beverage	Total	Total coffee beverages	11	Total milk beverages	42	–	All beverages added on the menu card are listed.
Beverage	Total								
Total coffee beverages	11								
Total milk beverages	42								

**“Beverage statistics” setting**



Display text	Description	Setting range	Notes
Beverage statistics	<p>Overview of beverage counters</p> <p>The beverage counters can be deleted individually or all together.</p> <p>To clear individual counters:</p> <ul style="list-style-type: none"> <li>▶ [A] Select the small [X] field in the right column for the respective beverage.                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> One beverage counter is reset to [0].</li> </ul> </li> </ul> <p>To clear all counters:</p> <ul style="list-style-type: none"> <li>▶ [B] The large [X] field at the top of the window deletes all listed beverage counters.                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> All beverage counters are reset to [0].</li> </ul> </li> </ul> 	–	All beverages added on the menu card are listed.

**“Cleaning statistics” setting**



Display text	Description	Setting range	Notes
Cleaning statistics	<p>The following information is listed.</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• Profile</li> <li>• System</li> <li>• Event</li> </ul> 	–	Executed, cancelled or reset cleaning processes are shown in the "Event" column.

**“Maintenance statistics” setting**

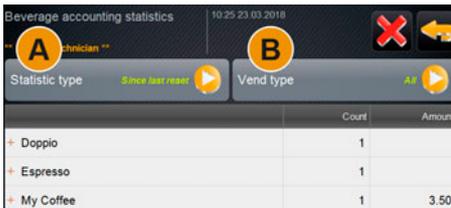
Display text	Description	Setting range	Notes								
Maintenance statistics	<p>The following information is listed.</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• Profile</li> <li>• Maintenance</li> <li>• Event</li> </ul> <table border="1"> <thead> <tr> <th>Datetime</th> <th>Profile</th> <th>Maintenance</th> <th>Event</th> </tr> </thead> <tbody> <tr> <td>08.03.2017 13:21</td> <td>Service technician</td> <td>Descaling</td> <td>Done</td> </tr> </tbody> </table>	Datetime	Profile	Maintenance	Event	08.03.2017 13:21	Service technician	Descaling	Done	–	Executed, cancelled or reset maintenance processes are shown in the "Event" column.
Datetime	Profile	Maintenance	Event								
08.03.2017 13:21	Service technician	Descaling	Done								

**“Water hardness statistics” setting**

Display text	Description	Setting range	Notes				
Water hardness statistics	<p>The following information is listed.</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• Water hardness</li> </ul> <table border="1"> <thead> <tr> <th>Datetime</th> <th>Water hardness [dKH]</th> </tr> </thead> <tbody> <tr> <td>22.09.2016 15:09</td> <td>9</td> </tr> </tbody> </table>	Datetime	Water hardness [dKH]	22.09.2016 15:09	9	–	–
Datetime	Water hardness [dKH]						
22.09.2016 15:09	9						

**“Machine payment statistics” setting**

Display text	Description	Setting range	Notes																								
Machine payment statistics	<p>The statistics type can be preset in selection list [A]. According to the presettings, the user statistics show the “Since last reset” entries or “Since initialization” (commissioning) as the overall statistics.</p> <table border="1"> <thead> <tr> <th colspan="2">Machine accounting statistics</th> <th colspan="2">10.23.23.03.2016</th> </tr> <tr> <th colspan="4">** Service technician **</th> </tr> <tr> <th colspan="2">Statistic type</th> <th colspan="2">A Since last reset</th> </tr> <tr> <th></th> <th>Count</th> <th colspan="2">Amount</th> </tr> <tr> <td>No vend</td> <td>3</td> <td colspan="2">3.50</td> </tr> </thead> <tbody> <tr> <td colspan="4"> <ul style="list-style-type: none"> <li>▶ Open selection list [A] with the  field.</li> <li>▶ Select the desired statistics.</li> </ul> <p>Deleting statistics:</p> <ul style="list-style-type: none"> <li>▶ Select the  field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The confirmation window opens.</li> </ul> </li> <li>▶ Select the  field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are deleted.</li> </ul> </li> </ul> </td> </tr> </tbody> </table>	Machine accounting statistics		10.23.23.03.2016		** Service technician **				Statistic type		A Since last reset			Count	Amount		No vend	3	3.50		<ul style="list-style-type: none"> <li>▶ Open selection list [A] with the  field.</li> <li>▶ Select the desired statistics.</li> </ul> <p>Deleting statistics:</p> <ul style="list-style-type: none"> <li>▶ Select the  field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The confirmation window opens.</li> </ul> </li> <li>▶ Select the  field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are deleted.</li> </ul> </li> </ul>				Since last reset Since initialisation	<p>The statistics provide information on the number of beverages dispensed, with or without sale, as well as the total of the beverage prices.</p> <p>Differentiation of the two statistic types:</p> <p>The “Reset since last” statistic can be deleted. It is thus possible to allow counters to run for a specific time.</p> <p>The statistics with the “Since initialisation” setting cannot be deleted. “Initialisation” is to be understood as “Since commissioning”.</p>
Machine accounting statistics		10.23.23.03.2016																									
** Service technician **																											
Statistic type		A Since last reset																									
	Count	Amount																									
No vend	3	3.50																									
<ul style="list-style-type: none"> <li>▶ Open selection list [A] with the  field.</li> <li>▶ Select the desired statistics.</li> </ul> <p>Deleting statistics:</p> <ul style="list-style-type: none"> <li>▶ Select the  field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The confirmation window opens.</li> </ul> </li> <li>▶ Select the  field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are deleted.</li> </ul> </li> </ul>																											

"Beverage payment statistics" setting			
Display text	Description	Setting range	Notes
Beverage payment statistics	<p>The statistics type can be preset in selection list [A] or sales type [B]. According to the presettings, the user statistics show the "Since last reset" entries or "Since initialization" (commissioning) as the overall statistics.</p>  <ul style="list-style-type: none"> <li>▶ Open selection lists [A] or [B] with the  field.</li> <li>▶ Select the desired statistics and sales type.</li> </ul> <p>Deleting statistics:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are displayed according to the presettings.</li> <li>▶ Select the  field.                     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The confirmation window opens.</li> </ul> </li> <li>▶ Select the  field.                     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are deleted.</li> </ul> </li> </ul>	<p>Statistic type:</p> <ul style="list-style-type: none"> <li>- Since last reset</li> <li>- Since initialization</li> </ul> <p>Sales type:</p> <ul style="list-style-type: none"> <li>- All</li> <li>- No sale</li> </ul>	<p>The statistics provide information on all beverages dispensed and in which configuration as well as the number of beverages and their price.</p> <p>All beverages are listed without payment with the "No sale" presetting.</p> <p>Differentiation of the two statistic types:</p> <p>The "Reset since last" statistic can be deleted. It is thus possible to allow counters to run for a specific time.</p> <p>The statistics with the "Since initialisation" setting cannot be deleted.</p> <p><i>"Initialisation" is to be understood as "Since commissioning".</i></p>

## 8.6 Bookkeeper and Bookkeeper reduced profile

The "Bookkeeper" has limited access to service functions.



In the [Bookkeeper] profile, the following functions are available for direct selection in the "Service menu":

- Starting rinsing
- Touch screen cleaning
- Switching the milk system on/off
- Switching Quickinfo on/off
- Activating free vend (with payment system)
- Switching off



The [Bookkeeper] profile contains the following settings:

- Configuration
- Info



See "Operation" – "Profile [Log-in / Log-out]" for introduction to the settings.



The contents of the available settings are described in the following in this chapter.

## 8.6.1 Configuration (Bookkeeper and Bookkeeper reduced)

## "General" setting



## Display text

Main language



## Description

Changing the display language

- ▶ Open selection menu using the [>] field.
  - The selection list appears.
- ▶ Select the desired language.

## Setting range

All provided languages

## Notes

–

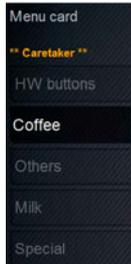
Menu card in "Standard" operating mode

Setting of the "Menu card" via the "Menu group"



Display text

Menu card variants



Description

The menu card provides the beverages for selection in the user interface.  
The previously configured beverages are assigned in the menu cards.

Option: Several menu cards

Four menu cards [A] can be configured with max. 8 beverages [B].

The menu card in the first level [C] contains 2 beverage fields for the optionally available [Hot water] and [Steam] external beverage buttons.



Option: Application with 1 menu card

If only one menu card is used, there is the option of configuring 12 beverages on the menu card, see figure.



Setting range

1 menu card for optional external buttons  
4 menu cards

Notes

The order of the menu card levels corresponds to the tabs in the user interface from left to right.

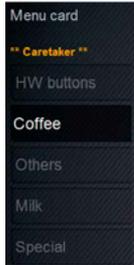
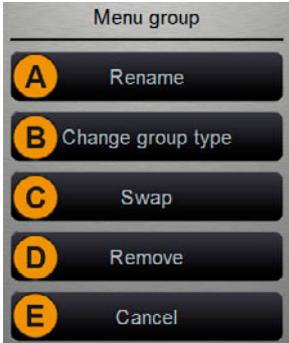
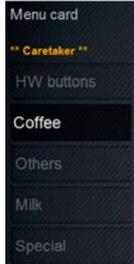
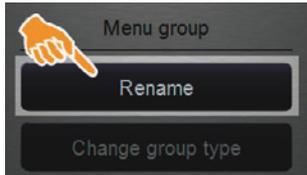
Every menu card is also a beverage group. If a group selection is active, only the beverage which is contained in this group or menu card is listed.

*The different selection options of the beverages from tabs or a group can be set in the "Configuration" - "Operating mode" - "Group selection" setting.*

*An alternative user interface, with its own beverage fields, is activated by the "Configuration" - "Operating mode" - "Menu card" - "Custom" setting.*

**Setting of the "Menu card" via the "Menu group"**



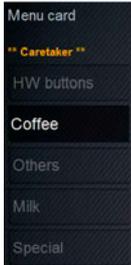
Display text	Description	Setting range	Notes
<p>Editing menu cards</p> 	<ul style="list-style-type: none"> <li>▶ Activate menu card which is to be edited.</li> <li>▶ Select menu card again.                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The "Menu group" editing options open.</li> </ul> </li> </ul> <p>Editing options in "Menu group":</p> <ul style="list-style-type: none"> <li>• A) [Rename] menu card</li> <li>• B) [Change group type] menu card</li> <li>• C) [Exchange] menu card</li> <li>• D) [Delete] menu card</li> <li>• E) [Cancel] procedure</li> </ul> 	<p>1 menu card for optional external buttons 4 menu cards</p>	<p>The first [Ext. buttons] menu card is reserved for the optional external hot water and steam beverage buttons.</p> <p>max. 4 menu cards can also be added and configured with the [Add] field.</p>
<p>A) Rename menu card</p> 	<p>Renaming menu card:</p> <ul style="list-style-type: none"> <li>▶ Activate menu card which is to be edited.</li> <li>▶ Select menu card again.                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The "Menu group" window opens.</li> </ul> </li> <li>▶ Select the [Rename] field.</li> </ul>  <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The keyboard for entry opens.</li> <li>▶ Enter name of the menu card via the keyboard and enter with the [Enter button].                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The menu card name is adjusted.</li> </ul> </li> </ul>	<p>All available characters from the keyboard</p>	<p>The [Cancel] field interrupts the process.</p>

**Setting of the "Menu card" via the "Menu group"**



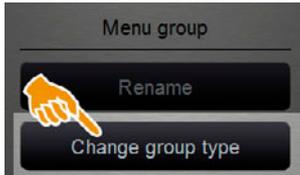
**Display text**

B) Change group type menu card



**Description**

- Changing group type of the menu card:
- ▶ Activate menu card which is to be edited.
  - ▶ Select menu card again.
    - The "Menu group" window opens.
  - ▶ Select the [Change group type] field.



- The list of the different group types opens.

The following group types can be assigned to a menu card:

- Coffee
- Milk
- Classic
- Cold
- Special

*If the group selection is activated, the configured groups appear according to the assigned group type, see figure.*



- ▶ Select group type from list.
  - A group type is assigned to the menu card.
  - The group is displayed according to the selected group type.

**Setting range**

- Coffee
- Milk
- Classic
- Cold
- Special

**Notes**

The [Cancel] field interrupts the process.

"Coffee" display:



"Milk" display:



"Classic" display:



"Cold" display:

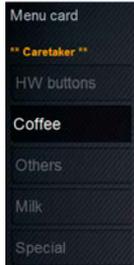
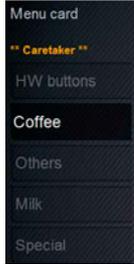
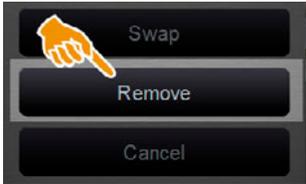


"Special" display:



## Setting of the "Menu card" via the "Menu group"



Display text	Description	Setting range	Notes
<p>C) Exchange menu card</p> 	<p>Exchanging the position of the menu card with another menu card:</p> <ul style="list-style-type: none"> <li>▶ Activate menu card which is to be edited.</li> <li>▶ Select menu card again. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The "Menu group" window opens.</li> </ul> </li> <li>▶ Select the [Exchange] field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The "Menu group" window closes.</li> </ul> </li> </ul>  <ul style="list-style-type: none"> <li>▶ Select the new menu card position at which point the first selected menu card is to be positioned. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The two positions of the menu card are exchanged.</li> </ul> </li> </ul>	–	The [Cancel] field interrupts the process.
<p>D) Delete menu card</p> 	<p>Deleting menu card:</p> <ul style="list-style-type: none"> <li>▶ Activate menu card which is to be edited.</li> <li>▶ Select menu card again. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The "Menu group" window opens.</li> </ul> </li> <li>▶ Select the [Delete] field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The confirmation window opens.</li> </ul> </li> </ul>  <ul style="list-style-type: none"> <li>▶ Confirm the "Delete" action with the [&gt;] field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The menu card is deleted.</li> </ul> </li> </ul>	–	<p>The [Cancel] field interrupts the process.</p> <p><i>Only the menu card is deleted, the beverages with the recipes are kept in the beverage recipes.</i></p>

Menu card in "Custom" operating mode

"Menu card" settings with "Custom" operating mode



Display text

"Custom" menu cards



Description

- ▶ Select and save the [Custom] configuration in the "Configuration" – "Operating mode" – "Menu card" setting.
- ▶ Go back to the user interface with the field.
  - The machine restarts.
  - An alternative user interface becomes active and can be configured with its own menu cards and beverages.
  - The user interface in the "Custom" mode enables independent configuration compared to the "Standard" user interface.

The user interface in the [Custom] operating mode offers the following options:

Up to 10 menu cards can be added via the [A] field.

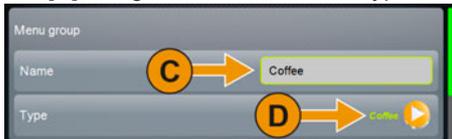
The sequence, the deletion and the configuration of the contained menu cards is done via the [B] fields.



- ▶ Select the field in the "Menu card" window.
  - The window with the "Menu group" and "Beverage" editing options opens.

Menu card editing options:

- [C] [Name] menu card
- [D] Assignment of menu card type



Setting range

11 menu cards  
One of these menu cards is reserved for the 2 external beverage buttons.

Notes

The first [Ext. buttons] menu card is reserved for the optional external hot water and steam beverage buttons.

max. 10 menu cards can also be added and configured with the [A] field.

*The different selection options of the beverages from tabs or a group can be set in the "Configuration" - "Operating mode" - "Group selection" menu.*

*If the "Beverage supply" is activated, max. the 4 first from a possible 10 menu cards (beverages groups) are displayed.*

“Menu card” settings with “Custom” operating mode



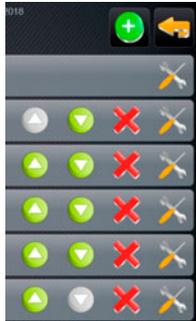
Display text

Description

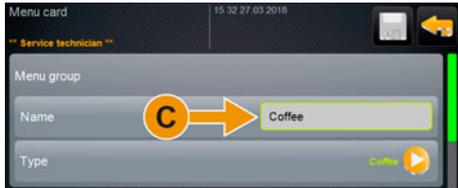
Setting range

Notes

C) [Name] menu card



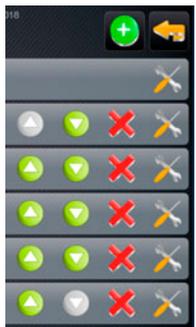
Renaming menu card:

- ▶ Select the [ ] field in the desired menu card.
  - The "Menu group" window opens.
- ▶ Select field [A] [Name].
 
  - The keyboard for entry opens.
- ▶ Enter name of the menu card via the keyboard and enter with the [Enter button].
  - The menu card name is adjusted.

All available characters from the keyboard

–

D) Group type menu card



Changing group type of the menu card:

- ▶ Select the [ ] field in the desired menu card.
  - The "Menu group" window opens.
- ▶ Select the [B] [Type] field.
 
  - The list of the different group types opens.

Coffee  
Milk  
Classic  
Cold  
Special

The “Operating mode” - “Beverage symbol” setting is activated.

"Coffee" display:



"Milk" display:



"Classic" display:



"Cold" display:



"Special" display:



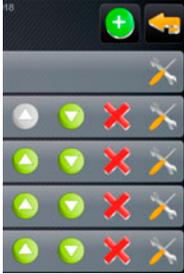
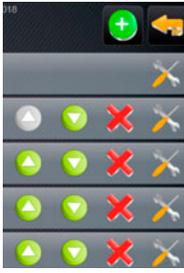
The following group types can be assigned to a menu card:

- Coffee
- Milk
- Classic
- Cold
- Special

If the group selection is activated, the configured groups appear according to the assigned group type, see figure.



- ▶ Select group type from list.
  - A group type is assigned to the menu card.
  - The group is displayed according to the selected group type.

"Menu card" settings with "Custom" operating mode			
Display text	Description	Setting range	Notes
 <p>Configuration</p> <p>Menu card sequence</p> 	<p>Exchanging the position of the menu card with another menu card:</p> <ul style="list-style-type: none"> <li>▶ Select desired field [A] [▲ ▼] (above or below) in the menu card.</li> <li><input checked="" type="checkbox"/> The respective menu card is exchanged with the menu card above or below.</li> </ul> 	–	–
<p>Deleting menu card</p> 	<p>Deleting menu card:</p> <ul style="list-style-type: none"> <li>▶ Select the [X] field in the desired menu card.</li> <li><input checked="" type="checkbox"/> The confirmation window opens.</li> <li>▶ Confirm the deletion of the menu card with the [&gt;] field.</li> <li><input checked="" type="checkbox"/> The selected menu card is removed from the list.</li> </ul>	–	<p>Only the menu card is removed, the beverages with the recipes are kept in the beverage recipes.</p>
<p>Configuring menu card</p> 	<p>Configuring menu card:</p> <ul style="list-style-type: none"> <li>▶ Select the [Wrench] field in the desired menu card.</li> <li><input checked="" type="checkbox"/> The "Menu group" and "Beverage" window opens.</li> </ul> <p>See "Configuration" - "Menu card" - "Beverage in Custom menu card" for the description of the beverage configuration in the menu card.</p>	–	–

8.6.2 Information (Bookkeeper and Bookkeeper reduced)

"Beverage statistics" menu item			
Display text	Description	Setting range	Notes
 <p>Info</p> <p>Showing versions</p>	<p>The following information can be obtained here:</p> <ul style="list-style-type: none"> <li>• Touch panel software version</li> <li>• Power section software version</li> <li>• Database version</li> <li>• BSP accounting system version</li> <li>• Qt (source code) version</li> <li>• Qt license version</li> <li>• Copyright SCS software</li> </ul>	–	<p>When reporting a fault, please pass this information on to the service technician.</p>

**"Beverage statistics" menu item****Display text**

Beverage statistics

**Description**

Overview of beverage counters  
The beverage counters can be deleted individually or all together.

To clear individual counters:

- ▶ [A] Select the small [X] field in the right column for the respective beverage.
  - One beverage counter is reset to [0].

To clear all counters:

- ▶ [B] The large [X] field at the top of the window deletes all listed beverage counters.
  - All beverage counters are reset to [0].

**Setting range**

–

**Notes**

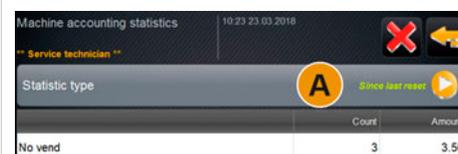
All beverages added on the menu card are listed.

**"Machine payment statistics" setting****Display text**

Machine payment statistics

**Description**

The statistics type can be preset in selection list [A]. According to the presettings, the user statistics show the "Since last reset" entries or "Since initialization" (commissioning) as the overall statistics.



- ▶ Open selection list [A] with the [play] field.
  - ▶ Select the desired statistics.
- Deleting statistics:
- ▶ Select the [X] field.
    - The confirmation window opens.
  - ▶ Select the [play] field.
    - The statistics are deleted.

**Setting range**

Since last reset  
Since initialisation

**Notes**

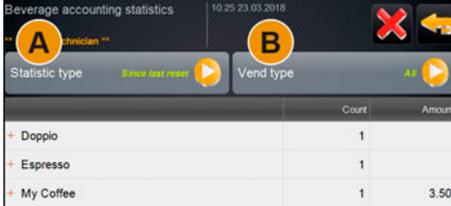
The statistics provide information on the number of beverages dispensed, with or without sale, as well as the total of the beverage prices.

Differentiation of the two statistic types:

The "Reset since last" statistic can be deleted. It is thus possible to allow counters to run for a specific time.

The statistics with the "Since initialisation" setting cannot be deleted.

*"Initialisation" is to be understood as "Since commissioning".*

<b>"Beverage payment statistics" setting</b>			
			
Display text	Description	Setting range	Notes
Beverage payment statistics	<p>The statistics type can be preset in selection list [A] or sales type [B]. According to the presettings, the user statistics show the "Since last reset" entries or "Since initialization" (commissioning) as the overall statistics.</p>  <ul style="list-style-type: none"> <li>▶ Open selection lists [A] or [B] with the  field.</li> <li>▶ Select the desired statistics and sales type.</li> </ul> <p>Deleting statistics:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are displayed according to the presettings.</li> <li>▶ Select the  field.                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The confirmation window opens.</li> </ul> </li> <li>▶ Select the  field.                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are deleted.</li> </ul> </li> </ul>	<p>Statistic type:</p> <ul style="list-style-type: none"> <li>- Since last reset</li> <li>- Since initialization</li> </ul> <p>Sales type:</p> <ul style="list-style-type: none"> <li>- All</li> <li>- No sale</li> </ul>	<p>The statistics provide information on all beverages dispensed and in which configuration as well as the number of beverages and their price.</p> <p>All beverages are listed without payment with the "No sale" presetting.</p> <p>Differentiation of the two statistic types:</p> <p>The "Reset since last" statistic can be deleted. It is thus possible to allow counters to run for a specific time.</p> <p>The statistics with the "Since initialisation" setting cannot be deleted.</p> <p><i>"Initialisation" is to be understood as "Since commissioning".</i></p>

## 8.7 Chef de Service profile



The "Chef de Service" has limited access to service functions.

In the [Chef de Service] profile, the following functions are available for direct selection in the "Service menu":

- Starting rinsing
- Touch screen cleaning
- Switching the milk system on/off
- Switching Quickinfo on/off
- Switching off



The [Chef de Service] profile contains the following settings:

- Configuration
- Info

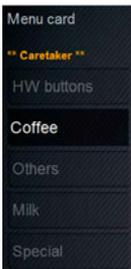


See "Operation" – "Profile [Log-in / Log-out]" for introduction to the settings.

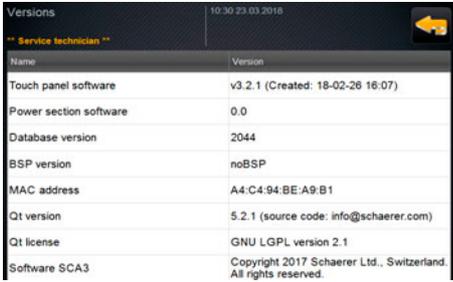


The contents of the available settings are described in the following in this chapter.

## 8.7.1 Configuration (Restaurant manager)

"General" menu item			
			
Display text	Description	Setting range	Notes
Main language 	Changing the display language ► Open selection menu using the [>] field. <input checked="" type="checkbox"/> The selection list appears. ► Select the desired language.	All provided languages	–
Menu card levels* 	See "Programming" – "Bookkeeper profile and Bookkeeper reduced profile" for the description of the "Menu card" parameter in the "Standard" and "Custom" operating mode.	–	–

## 8.7.2 Information (Restaurant manager)

"Show versions" menu item			
			
Display text	Description	Setting range	Notes
Showing versions	The following information can be obtained here: <ul style="list-style-type: none"> <li>• Touch panel software version</li> <li>• Power section software version</li> <li>• Database version</li> <li>• BSP accounting system version</li> <li>• Mac address version</li> <li>• Qt (source code) version</li> <li>• Qt license version</li> <li>• Copyright SCS software</li> </ul>	–	When reporting a fault, this information should be passed on to the service technician.
			

**"Machine counter" menu item**



Display text	Description	Setting range	Notes						
Machine counter	<p>Overview of beverage counters The counters cannot be deleted.</p> <table border="1"> <thead> <tr> <th>Beverage</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Total coffee beverages</td> <td>11</td> </tr> <tr> <td>Total milk beverages</td> <td>42</td> </tr> </tbody> </table> <p>Example [Chociatto]:                      1. Ingredient = coffee                      2. Ingredient = fresh milk with topping                      3. Ingredient = choco</p> <p>The following ingredients are differentiated.</p> <ul style="list-style-type: none"> <li>• Coffee</li> <li>• Fresh milk</li> <li>• Choco or topping</li> <li>• Syrup (flavours)</li> <li>• Hot water</li> <li>• Steam</li> </ul>	Beverage	Total	Total coffee beverages	11	Total milk beverages	42	–	<p><i>Every ingredient a beverage contains is listed as its own "beverage" in this list.</i></p>
Beverage	Total								
Total coffee beverages	11								
Total milk beverages	42								

**"Beverage statistics" menu card**



Display text	Description	Setting range	Notes
Beverage statistics	<p>Overview of beverage counters The beverage counters can be deleted individually or all together.</p> <p>To clear individual counters:</p> <ul style="list-style-type: none"> <li>▶ [A] Select the small [X] field in the right column for the respective beverage.                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> One beverage counter is reset to [0].</li> </ul> </li> </ul> <p>To clear all counters:</p> <ul style="list-style-type: none"> <li>▶ [B] The large [X] field at the top of the window deletes all listed beverage counters.                             <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> All beverage counters are reset to [0].</li> </ul> </li> </ul>	–	All beverages added on the menu card are listed.



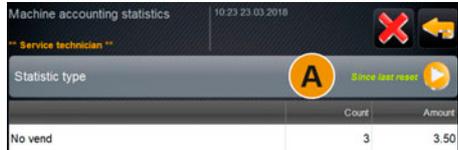
**"Cleaning statistics" menu card**

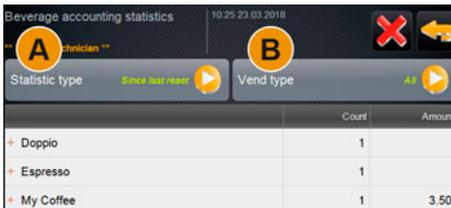


Display text	Description	Setting range	Notes																				
Cleaning statistics	<p>The following information is listed.</p> <ul style="list-style-type: none"> <li>• Date and time</li> <li>• Profile</li> <li>• System</li> <li>• Event</li> </ul> <table border="1"> <thead> <tr> <th>Date/time</th> <th>Profile</th> <th>System</th> <th>Event</th> </tr> </thead> <tbody> <tr> <td>20.03.2017 11:59</td> <td>Service technician</td> <td>Coffee system</td> <td>Reset timestamps</td> </tr> <tr> <td>20.03.2017 11:59</td> <td>Service technician</td> <td>Milk system</td> <td>Reset timestamps</td> </tr> <tr> <td>20.03.2017 11:59</td> <td>Service technician</td> <td>Powder system</td> <td>Reset timestamps</td> </tr> <tr> <td>20.03.2017 11:59</td> <td>Service technician</td> <td>Steam boiler rinsing</td> <td>Reset timestamps</td> </tr> </tbody> </table>	Date/time	Profile	System	Event	20.03.2017 11:59	Service technician	Coffee system	Reset timestamps	20.03.2017 11:59	Service technician	Milk system	Reset timestamps	20.03.2017 11:59	Service technician	Powder system	Reset timestamps	20.03.2017 11:59	Service technician	Steam boiler rinsing	Reset timestamps	–	Executed, cancelled or reset cleaning processes are shown in the "Event" column.
Date/time	Profile	System	Event																				
20.03.2017 11:59	Service technician	Coffee system	Reset timestamps																				
20.03.2017 11:59	Service technician	Milk system	Reset timestamps																				
20.03.2017 11:59	Service technician	Powder system	Reset timestamps																				
20.03.2017 11:59	Service technician	Steam boiler rinsing	Reset timestamps																				

**"Machine payment statistics" setting**



Display text	Description	Setting range	Notes
Machine payment statistics	<p>The statistics type can be preset in selection list [A]. According to the presettings, the user statistics show the "Since last reset" entries or "Since initialization" (commissioning) as the overall statistics.</p>  <ul style="list-style-type: none"> <li>▶ Open selection list [A] with the  field.</li> <li>▶ Select the desired statistics.</li> </ul> <p>Deleting statistics:</p> <ul style="list-style-type: none"> <li>▶ Select the  field.                     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The confirmation window opens.</li> </ul> </li> <li>▶ Select the  field.                     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are deleted.</li> </ul> </li> </ul>	<p>Since last reset</p> <p>Since initialisation</p>	<p>The statistics provide information on the number of beverages dispensed, with or without sale, as well as the total of the beverage prices.</p> <p>Differentiation of the two statistic types:</p> <p>The "Reset since last" statistic can be deleted. It is thus possible to allow counters to run for a specific time.</p> <p>The statistics with the "Since initialisation" setting cannot be deleted. "Initialisation" is to be understood as "Since commissioning".</p>

"Beverage payment statistics" setting			
Display text	Description	Setting range	Notes
Beverage payment statistics	<p>The statistics type can be preset in selection list [A] or sales type [B]. According to the presettings, the user statistics show the "Since last reset" entries or "Since initialization" (commissioning) as the overall statistics.</p>  <ul style="list-style-type: none"> <li>▶ Open selection lists [A] or [B] with the  field.</li> <li>▶ Select the desired statistics and sales type.</li> </ul> <p>Deleting statistics:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are displayed according to the presettings.</li> <li>▶ Select the  field.                     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The confirmation window opens.</li> </ul> </li> <li>▶ Select the  field.                     <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The statistics are deleted.</li> </ul> </li> </ul>	<p>Statistic type:</p> <ul style="list-style-type: none"> <li>- Since last reset</li> <li>- Since initialization</li> </ul> <p>Sales type:</p> <ul style="list-style-type: none"> <li>- All</li> <li>- No sale</li> </ul>	<p>The statistics provide information on all beverages dispensed and in which configuration as well as the number of beverages and their price.</p> <p>All beverages are listed without payment with the "No sale" presetting.</p> <p>Differentiation of the two statistic types:</p> <p>The "Reset since last" statistic can be deleted. It is thus possible to allow counters to run for a specific time.</p> <p>The statistics with the "Since initialisation" setting cannot be deleted.</p> <p><i>"Initialisation" is to be understood as "Since commissioning".</i></p>

## 8.8 Quality manager profile



The "quality manager" has limited access to service functions.

The following functions are available in the "Service menu" in the [Quality manager] profile:

- Starting rinsing
- Touch screen cleaning
- Switching the milk system on/off
- Switch on quick info.
- Switching off



The [Quality manager] profile contains the following settings:

- Configuration
- Info

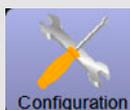


See "Operation" – "Profile [Log-in / Log-out]" for introduction to the settings.



The contents of the available settings are described in the following in this chapter.

## 8.8.1 Configuration (Quality manager)

**"General" menu item**

Display text	Description	Setting range	Notes
Main language	Changing the display language <ul style="list-style-type: none"> <li>▶ Open selection menu using the [&gt;] field. <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> The selection list appears.</li> </ul> </li> <li>▶ Select the desired language.</li> </ul>	All provided languages	–



## 8.8.2 Information (Quality manager)

**"Showing versions" menu item**

Display text	Description	Setting range	Notes
Showing versions	The following information can be obtained here: <ul style="list-style-type: none"> <li>• Touch panel software version</li> <li>• Power section software version</li> <li>• Database version</li> <li>• BSP accounting system version</li> <li>• Qt (source code) version</li> <li>• Qt license version</li> <li>• Copyright SCS software</li> </ul>	–	When reporting a fault, please pass this information on to the service technician.

**"Cleaning statistics" menu card**

Display text	Description	Setting range	Notes																				
Cleaning statistics	The following information is listed. <ul style="list-style-type: none"> <li>• Date</li> <li>• Profile</li> <li>• System</li> <li>• Event</li> </ul> <table border="1" style="margin-top: 10px;"> <thead> <tr> <th>Datetime</th> <th>Profile</th> <th>System</th> <th>Event</th> </tr> </thead> <tbody> <tr> <td>20.03.2017 11:59</td> <td>Service technician</td> <td>Coffee system</td> <td>Reset timestamps</td> </tr> <tr> <td>20.03.2017 11:59</td> <td>Service technician</td> <td>Milk system</td> <td>Reset timestamps</td> </tr> <tr> <td>20.03.2017 11:59</td> <td>Service technician</td> <td>Powder system</td> <td>Reset timestamps</td> </tr> <tr> <td>20.03.2017 11:59</td> <td>Service technician</td> <td>Steam boiler rinsing</td> <td>Reset timestamps</td> </tr> </tbody> </table>	Datetime	Profile	System	Event	20.03.2017 11:59	Service technician	Coffee system	Reset timestamps	20.03.2017 11:59	Service technician	Milk system	Reset timestamps	20.03.2017 11:59	Service technician	Powder system	Reset timestamps	20.03.2017 11:59	Service technician	Steam boiler rinsing	Reset timestamps	–	Executed, cancelled or reset cleaning processes are shown in the "Event" column.
Datetime	Profile	System	Event																				
20.03.2017 11:59	Service technician	Coffee system	Reset timestamps																				
20.03.2017 11:59	Service technician	Milk system	Reset timestamps																				
20.03.2017 11:59	Service technician	Powder system	Reset timestamps																				
20.03.2017 11:59	Service technician	Steam boiler rinsing	Reset timestamps																				

## 8.9 Machine operator profile



The "operator" has limited access to service functions.

In the [Operator] profile, the following functions are available for direct selection in the "Service menu":

- Starting rinsing
- Touch screen cleaning
- Switching the milk system on/off
- Switch on quick info.
- Switching off



The [Machine operator] profile contains the following settings:

- Configuration
- Info



See "Operation" – "Profile [Log-in / Log-out]" for introduction to the settings.



The contents of the available settings are described in the following in this chapter.

### 8.9.1 Configuration (Machine operator)

"General" menu item			
Display text	Description	Setting range	Notes
 Main language 	Changing the display language ► Open selection menu using the [>] field. <input checked="" type="checkbox"/> The selection list appears. ► Select the desired language.	All provided languages	–

### 8.9.2 Information (Machine operator)

"Show versions" menu item			
Display text	Description	Setting range	Notes
 Showing versions	The following information can be obtained here: <ul style="list-style-type: none"> <li>• Touch panel software version</li> <li>• Power section software version</li> <li>• Database version</li> <li>• BSP accounting system version</li> <li>• Qt (source code) version</li> <li>• Qt license version</li> <li>• Copyright SCS software</li> </ul>	–	When reporting a fault, please pass this information on to the service technician.

## 9 Troubleshooting

### 9.1 "Smart info" window

#### Additional information or instructions

Selecting the red text line in the user interface opens the "Smart info" window. The "Smart info" window contains additional information or instructions on the error message.



- ▶ Select the [Text line with error message] field.
  - The "Smart info" window opens.



- ▶ Carry out the measures described.

#### Pending error message in the Service menu



The [Service menu] operating field without colour marking provides information on when the machine is completely ready for use.



The [Service menu] operating field with orange marking provides information on pending information or upcoming action requests while the machine is ready for use.

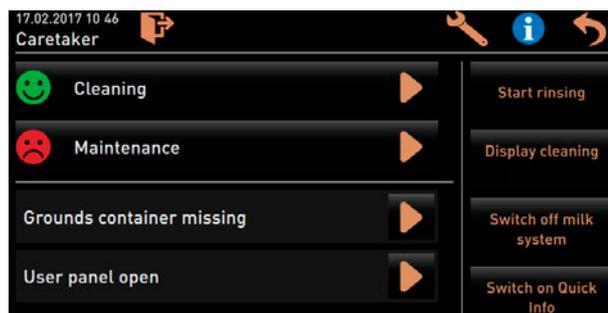
- It will soon be necessary to take action.



The [Service menu] operating field with red colour marking provides information on pending error messages, cleaning processes and maintenance.

- Action must be taken.

Pending error messages, information or action requests are listed in the "Service menu".



See also "Operation" - "Touch main window" - "Service menu".



If there is a red pending error message, beverage dispensing is disabled until the required action is taken.

- ▶ Select any other pending error messages in the "Service menu" and remedy them using the measure described. If the error message persists, a malfunction may exist.
- ▶ Contact your service partner (see [www.schaerer.com](http://www.schaerer.com)).

## 9.2 Faults with display message

The most important fault messages are described below. Contact your service partner if the fault persists after all of the troubleshooting measures have been tried.

Code	Display message	Cause	What to do
	Milk level low (Refill milk)	The container for fresh milk is virtually empty.	▶ Fill the container for the fresh milk at the next opportunity.
	Milk empty (Refill milk)	The container for the fresh milk is empty.	<ul style="list-style-type: none"> <li>▶ Remove the container for the fresh milk.</li> <li>▶ Thoroughly clean the container.</li> <li>▶ Fill the container with fresh milk pre-cooled at <math>\pm 5^{\circ}\text{C}</math> and insert it back into the machine.</li> </ul>
	Grounds container full soon	The grounds container will soon contain ca. 60 – 70 "coffee cakes".	▶ Empty the grounds container at the next opportunity.
	Grounds container full	The grounds container contains ca. 60 – 70 "coffee cakes".	<ul style="list-style-type: none"> <li>▶ Empty the grounds container.</li> <li>▶ Rinse out the grounds container and wipe it dry.</li> <li>▶ Reinsert the grounds container.</li> </ul>
	Insert the grounds container	<p>The grounds container is missing.</p> <p>The grounds container was not completely inserted into the machine.</p>	▶ Correctly insert the grounds container into the machine.
	Close user panel	The user panel is open or was not completely closed.	▶ Push the user panel downwards until it snaps into place.
	External drinking water nearly empty (option)	The filling level of the external drinking water tank (option) is too low.	▶ Fill the drinking water tank at the next opportunity.
	Fill external drinking water (option)	The filling level of the external drinking water tank (option) is too low.	<ul style="list-style-type: none"> <li>▶ Remove the level monitoring from the drinking water tank.</li> <li>▶ Rinse and fill the drinking water tank with fresh water.</li> <li>▶ Reinsert the level monitoring.</li> </ul>
	Empty waste water tank (option)	The filling quantity of the external waste water tank has been reached.	<ul style="list-style-type: none"> <li>▶ Remove the level monitoring from the waste water tank.</li> <li>▶ Drain the waste water tank.</li> <li>▶ Rinse waste water tank.</li> <li>▶ Reinsert the level monitoring.</li> </ul>
	Centre grinder (standard) Right grinder (option) Overloaded or blocked	<p>An excessively high current value (<math>&gt;8\text{ A}</math>) has been measured over a defined period. The machine attempts to start grinding 5 times, after which the following message appears: "Left/right grinder overloaded".</p> <p>If another beverage is requested in this state and the problems remain, the message changes to "Centre or right grinder/blocked". Beverage dispensing is disabled.</p>	<ul style="list-style-type: none"> <li>▶ Switch off the machine.</li> <li>▶ Check the grinder for blockages and remove any foreign bodies.</li> <li>▶ Set grinding level coarser and see if the grinder runs again</li> <li>▶ Restart the machine.</li> <li>▶ If the fault appears again, contact your service partner.</li> </ul>

Code	Display message	Cause	What to do
	Refill the beans (Centre grinder empty)	The centre bean hopper is empty.	▶ Refill bean hopper.
	Refill the beans (Right grinder empty)	The right bean hopper is empty.	▶ Refill bean hopper.
	Insert ground coffee into manual inlet	The right bean hopper is empty.	▶ Open the manual inlet cover in the centre bean hopper. ▶ Fill ground coffee. ▶ Close cover to the manual inlet.
	Hot water boiler excess temperature	The water supply has been interrupted.	▶ Ext. level. Check the drinking water tank (option) or the condition of the mains water supply.
		The machine has overheated.	▶ Disconnect the machine from the power supply and let it cool off.
		The SSR is defective.	▶ Contact your service partner.
		The Klixon has triggered.	
	Steam boiler excess temperature	The water supply has been interrupted.	▶ Ext. level. Check the drinking water tank (option) or the condition of the mains water supply.
		Blockage in the steam system	▶ Check and clean the beverage outlet and steam system.
		The machine has overheated.	▶ Disconnect the machine from the power supply and let it cool off.
		The SSR is defective.	▶ Contact your service partner.
		The Klixon has triggered.	
	Hot water temperature too low Steam boiler temperature too low	Heating phase	▶ Wait for the machine to heat up completely.
		Error while heating	▶ Check that the grounds drawer has been installed correctly. ▶ Disconnect the machine from the power supply. ▶ Connect the machine again and switch it on.
	Hot water boiler heating time out Steam boiler heating time out	Although the heating is switched on, the set temperature was not reached within 5 minutes.	▶ Check all phases. ▶ Check whether the solid state relays connect through. ▶ Check heating element of the boiler. ▶ Contact your service partner.
	NTC hot water boiler short NTC steam boiler short	The main board does not detect a resistance. A maximum temperature (approx. 150°C) is measured.  Beverage dispensing is disabled.	▶ Check NTC (thermistor) for scale deposits. ▶ Contact your service partner.

Code	Display message	Cause	What to do
■	NTC hot water boiler open NTC steam boiler open	The temperature sensor has been interrupted. A minimum temperature is measured.	<ul style="list-style-type: none"> <li>▶ Check connections of NTC (thermistor).</li> <li>▶ Check water hardness.</li> <li>▶ Contact your service partner.</li> </ul>
■	Brewing unit over current	An overcurrent was detected on the brewing unit motor.	<ul style="list-style-type: none"> <li>▶ Do a mechanical check of the brewing unit.</li> <li>▶ Contact your service partner.</li> </ul>
■	Brewing unit standby current	Even when the brewing unit is not running, it must consume a minimal amount of current. If it does not, there is a fault. This may be due to the brewing unit, the power board or the wiring.	<ul style="list-style-type: none"> <li>▶ Do a mechanical check of the brewing unit.</li> <li>▶ Check connector of the brewing unit.</li> <li>▶ If the fault persists, contact your service partner.</li> </ul>
■	Brewing unit timeout	<p>The brewing unit does not have a press switch for the "home position". The position of the brewing cylinder is detected by measuring the current value. The following peak values are detected: upper and lower position</p> <p>The following time out is defined: If, after a movement of the brewing unit, a current peak is not detected within 10 sec, the "Brewing unit time out" error is displayed.</p>	<ul style="list-style-type: none"> <li>▶ Check that the driver piece (brewing unit drive) is tightened.</li> <li>▶ Contact your service partner.</li> </ul>
■	Water flow error	While a coffee product is being dispensed, the flow meter performs fewer than the defined number of minimum rotations. It is likely there is a blockage or partial blockage somewhere in the water system.	<ul style="list-style-type: none"> <li>▶ Check the level of the drinking water tank or the condition of the mains water supply.</li> <li>▶ Check the internal or external drinking water tank (saturation of the filter reduces the water flow).</li> <li>▶ Check whether the upper plunger is blocked or partially congested.</li> <li>▶ Check the grinding setting.</li> </ul> <p>If the grinding setting is too fine, this can inhibit or completely block the water flow.</p> <ul style="list-style-type: none"> <li>▶ Check the pressure reducing valve and recalibrate if necessary.</li> <li>▶ If the fault persists, contact your service partner.</li> </ul>
■	Steam boiler supply error	<p>The level sensor detected a low level in the steam boiler. An attempt was made to fill the boiler. However, no water was detected by the level probe within 60 sec. Filling is aborted.</p> <p>The dispensing of beverages that require steam is disabled.</p>	<ul style="list-style-type: none"> <li>▶ Check that the steam feeder line is passable.</li> <li>▶ Contact your service partner.</li> </ul>

Code	Display message	Cause	What to do
	Modbus BP processing error	Communication error between power section and touch screen.	<ul style="list-style-type: none"> <li>▶ Check the connector between the touch screen and the power board.</li> <li>▶ Contact your service partner.</li> </ul>
	Modbus MV processing error	Communication error between manometer and touch screen.	<ul style="list-style-type: none"> <li>▶ Check connection between manometer and touch screen.</li> <li>▶ Contact your service partner.</li> </ul>
	Modbus MR processing error	Communication error between cooling unit and touch screen.	<ul style="list-style-type: none"> <li>▶ Check the cooling unit and machine wiring.</li> <li>▶ Contact your service partner.</li> </ul>
	Payment system error	Communication error between payment system and touch screen.	<ul style="list-style-type: none"> <li>▶ Restart the machine.</li> <li>▶ Contact your service partner.</li> </ul>

### 9.3 Faults without display message

Fault	Cause	What to do
Display dark	<ul style="list-style-type: none"> <li>• Machine is not connected to the mains supply.</li> <li>• Machine is not switched on.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check whether the machine is connected to the mains supply.</li> <li>▶ Check whether the machine is switched on.</li> <li>▶ Switch off the machine and disconnect it from the mains. Wait min. 10 min before reconnecting the machine to the mains and switching on.</li> <li>▶ If the fault persists: Contact your service partner.</li> </ul>
No milk	<ul style="list-style-type: none"> <li>• The milk container is empty.</li> <li>• The milk system is clogged.</li> <li>• The milk system was incorrectly disabled.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check whether the milk container is filled.</li> <li>▶ Check the cable connection from the coffee machine control cable to the cooling unit.</li> <li>▶ Perform the daily cleaning routine.</li> <li>▶ If the fault persists: Contact your service partner.</li> </ul>
No milk foam	<ul style="list-style-type: none"> <li>• The milk container is empty.</li> <li>• The milk system is clogged.</li> <li>• The milk system was incorrectly disabled.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check whether the milk container is filled.</li> <li>▶ Perform the daily cleaning routine.</li> <li>▶ If only milk is dispensed instead of milk foam, check the air pump and the air pump hose.</li> <li>▶ If the fault persists: Contact your service partner.</li> </ul>

## 10 Precautionary measures

### 10.1 Cleaning products

#### 10.1.1 Application



#### **! WARNING**

##### **Danger of poisoning from ingesting cleaning products.**

Please adhere to the following points:

- Store cleaning products away from children and unauthorised persons.
- Do not swallow the cleaning products.
- Never mix cleaning products with other chemicals or acids.
- Never pour cleaning products into the milk container.
- Never pour cleaning products into the drinking water tank (internal/external).
- 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.
- Wash your hands thoroughly after handling cleaning products.



*Before using cleaning products, read the information on the package label carefully. The safety data sheet can be requested from the sales company (see cleaning product packaging).*

#### 10.1.2 Storage

Please adhere to the following points:

- Store in a place that is inaccessible to children and unauthorised persons.
- Protect cleaning products from heat, light and moisture.
- Store in a separate location from acids.
- Only store in the original packaging.
- Store cleaning products separate from each other.
- Do not store together with foodstuffs or other edibles.
- Local regulations regarding the storage of chemicals (cleaning products) apply.

#### 10.1.3 Disposal

If recycling is not possible, cleaning products and their containers must be disposed of according to local and legal regulations.

#### 10.1.4 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, please see the following table:

<b>Swiss Toxicological Information Centre</b>	
International calls	+41 44 251 51 51
Calls from Switzerland	145
Internet	www.toxi.ch

## 10.2 Hygiene regulations

### 10.2.1 Water



#### **CAUTION**

**Improper handling of water can cause health problems.**

Please adhere to the following points:

- The water must be uncontaminated.
- Do not connect the machine to pure reverse osmosis water or other aggressive types of water.
- The carbonate hardness must not exceed 5-6 °dKH (German carbonate hardness) or 8.9-10.7 °fKH (French carbonate hardness).
- The total hardness must always be higher than the carbonate hardness.
- The minimum carbonate hardness is 5 °dKH or 8.9 °fKH.
- Maximum chlorine content of 50 mg per litre.
- pH value between 6.5 and 7 (pH neutral).

For machines with drinking water tank (internal & external):

- Fill the drinking water tank with fresh water daily.
- Rinse the drinking water tank thoroughly before filling.



### 10.2.2 Coffee



#### **CAUTION**

**Improper handling of coffee can cause health problems.**

Please adhere to the following points:

- Check the packaging for damage before opening.
- Do not add more coffee beans than will be needed for one day.
- Close the bean hopper lid immediately after filling.
- Store coffee in a cool, dry, dark place.
- Store coffee separately from cleaning products.
- Use the oldest products first ("first in, first out" principle).
- Always reclose packages after opening to ensure that the contents remain fresh and are protected from contamination.



### 10.2.3 Milk



#### **CAUTION**

**Improper handling of milk can cause health problems.**

Please adhere to the following points:

- Do not use unpasteurised or raw milk.
- Only use pasteurised milk or milk heated at ultra-high temperatures.
- Only use homogenised milk.
- Use pre-cooled milk at a temperature between 3–5°C.
- When working with milk, wear protective gloves.
- Use milk directly from the original packaging.
- Never add additional milk. Always clean the container thoroughly before filling.
- Check the packaging for damage before opening.
- Do not add more milk than will be needed for one day.
- Close the milk container lid and cooling unit (internal/external) immediately after filling.
- Store milk in a cool, dry (max. 7°C) and dark place.
- Store milk separately from cleaning products.
- Use the oldest products first ("first in, first out" principle).
- Use before the expiry date.
- Always reclose packages after opening to ensure that the contents remain fresh and are protected from contamination.



### 10.2.4 Automatic machine powder/instant powder



#### **CAUTION**

**Improper use of automatic machine powder can be hazardous to health.**

Please adhere to the following points:

- Check the packaging for damage before opening.
- Do not fill the machine with more automatic machine powder than will be needed for one day.
- Close the powder container lid immediately after filling.
- Store the automatic machine powder in a cool, dry, dark place.
- Store the coffee machine powder separately from cleaning products.
- Use the oldest products first ("first in, first out" principle).
- Use before the expiry date.
- Always reclose packages after opening to ensure that the contents remain fresh and are protected from contamination.



# 11 Liability

## 11.1 Operator responsibilities

The operator must ensure that the machine undergoes regular maintenance and that the safety devices are checked regularly by a Schaeerer AG service partner, a representative thereof, or other authorised persons.

Schaeerer 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 longer than 18 months after the product leaves the factory in Zuchwil.

Safety-relevant parts such as safety valves, safety thermostats, boilers etc. must not be repaired in any circumstances. They must be replaced.

The following intervals apply:

- Safety valves every 24 months
- Boilers (steam boilers, continuous flow heaters): every 72 months

## 11.2 Warranty and liability claims

No responsibility will be taken for warranty or liability claims in the event of personal injury or material damage as a result of one or more of the following causes:

- Improper use of the device.
- Improper mounting, commissioning, operation, cleaning and maintenance of the device and the associated optional devices.
- Failure to observe maintenance intervals.
- Operating the unit with defective safety devices or safety and protective equipment that is not properly installed or is not functional.
- Failure to observe the safety notes in the operating instructions pertaining to storage, installation, commissioning, operation and maintenance of the machine.
- Operation of the machine when it is not in good working condition.
- Repairs that have not been carried out properly.
- Use of spare parts that are not original Schaeerer AG spare parts.
- Use of cleaning products that are not recommended by Schaeerer AG.
- Catastrophic incidents due to foreign objects, accidents, vandalism or force majeure.
- Penetrating the device with any type of object or opening the housing.

The manufacturer shall only and exclusively accept liability or honour liability claims if the specified maintenance and service intervals are adhered to and if original spare parts were used that were ordered from the manufacturer or another authorised supplier.



*The "General Terms and Conditions" of Schaeerer AG apply.*