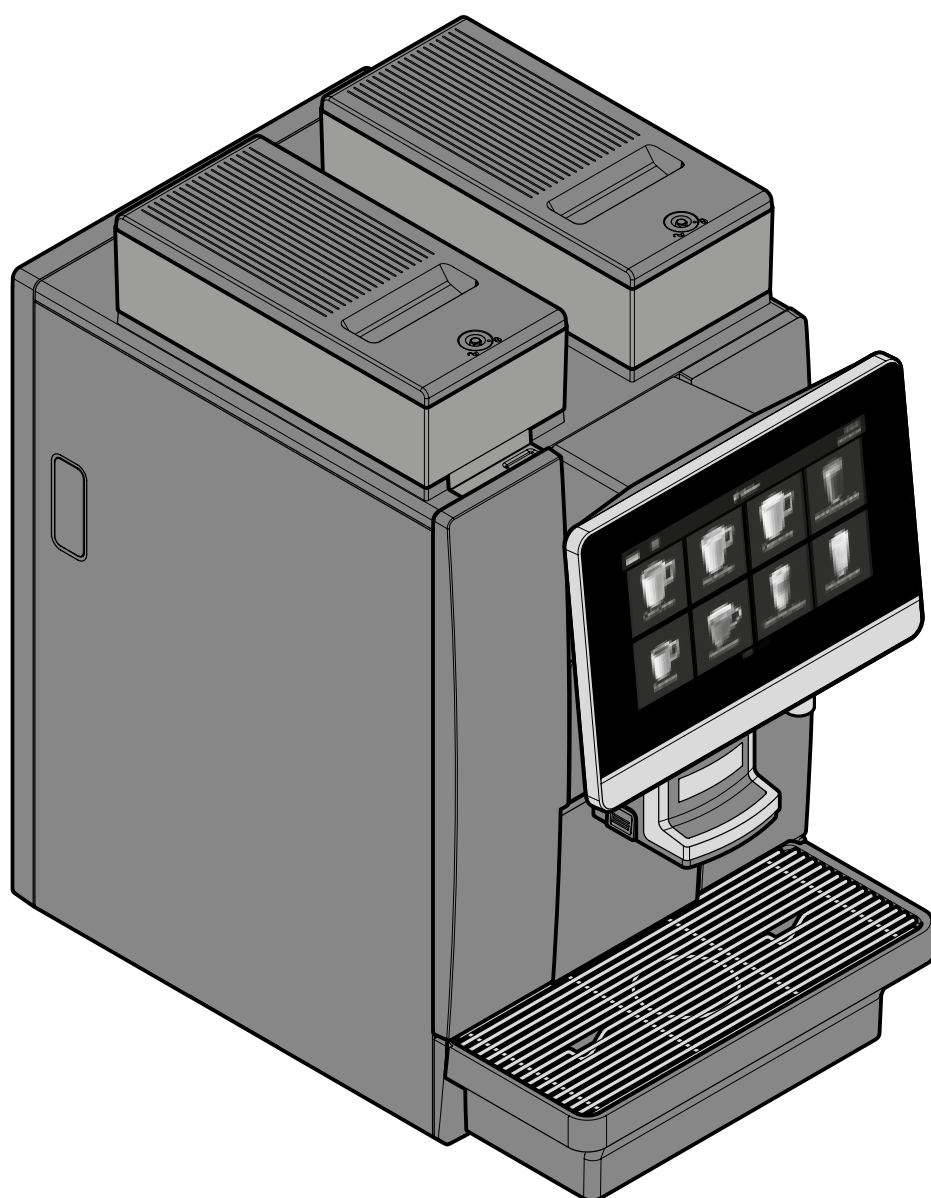


# COFFEA ENJOY PLUS



(en) Translation of the original instructions  
for use and warranty

Tchibo Coffee Service GmbH · 536231AB · 2025-08

*Our coffee solution for your business*

## WELCOME

- This fully automatic coffee machine is used to prepare hot coffee and milk beverages. The machine is used in restaurants, offices and other commercial settings to meet the high quantity of cups demanded daily.
- Depending on how the machine is equipped, the following products can be dispensed:  
coffee, beverages with powdered milk and milk products.
- The housing is made of high-quality plastic.  
The design of this machine and all its accessories enables the following operator requirements to be met:
  - HACCP hygiene regulations.
  - Accident prevention regulations for electrical safety in the commercial sector.
- The machine has a touchscreen for operation.

## Your Tchibo Coffee Service Team



We check every machine carefully and test it with coffee and water. Nevertheless, despite thorough cleaning, you may still find minimal amounts of coffee or water residue in the machine. This is not a sign of poor quality - the machine is in perfect condition.



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# 1. ABOUT THESE INSTRUCTIONS



This product is equipped with safety features. Nevertheless, read the safety warnings carefully and only use the product as described in these instructions to avoid accidental injury or damage.

Keep these instructions for future reference. Make these instructions available to all persons responsible for setting, handling, filling, cleaning and/or maintaining the machine.

## 1.1. Symbols in these instructions



This symbol warns you about danger in general.



This symbol warns you about danger caused by electricity.



This symbol warns you about the risk of burns caused by hot surfaces.



This symbol warns you about the risk of scalding caused by hot steam.



This symbol warns you about the risk of crushing caused by moving machine parts.



This symbol warns you about the risk of slipping on wet surfaces.



This symbol warns you about health risks caused by substances contaminated with germs.



This symbol warns you about health risks caused by toxic substances.



This indicates additional important information.

## 1.2. Signal words used in these instructions

**DANGER** warns about the imminent risk of serious or fatal injury.

**WARNING** warns about the potential risk of serious or fatal injury.

**CAUTION** warns about the potential risk of minor injury.

**NOTICE** warns about the potential risk of material damage.



### 1.3. Typographical symbols used in these instructions

- This symbol appears before individual information units in a list.

▷ This symbol precedes a single instruction.

1. A series of instructions ...

2. ... is numbered consecutively.

"Chapter references" are given in quotation marks.

"***Menu references***" are given in quotation marks and ***italics***.



## 2. SAFETY WARNINGS



- Read the operating instructions - especially the safety warnings - carefully before use. Disregarding the safety warnings can result in serious injuries.



### 2.1. Intended use

- Coffea Enjoy Plus is intended for the preparation of hot beverages, ...
  - ... from roasted, unground coffee beans
  - ... and/or milk/cocoa powder
  - ... using cold, clean drinking water
  - ... and/or fresh milk (chilled, pasteurised, homogenised, UHT).The coffee beans and milk/cocoa powder used must be suitable for processing in fully automatic coffee machines. Fresh milk must only be used with accessories authorised by the manufacturer.
- Never use ...
  - ... instant coffee
  - ... powdered coffee
  - ... coffee substitutes
  - ... milk/cocoa powder for private home use.
- The machine must not be used under any circumstances to heat or dispense any liquid other than coffee, powdered milk/cocoa powder beverages, hot water (for beverages or cleaning) from clean drinking water or beverages made from milk (chilled, pasteurised, homogenised, UHT).

#### 2.1.1. Authorised users

- This machine is intended for commercial or similar use and is intended for use by professionals or trained personnel in shops, offices, food service, hotels or similar locations.
- When the machine is used in an office or similar self-service settings, personnel who have been instructed in the operation of the coffee machine must supervise its use. The trained personnel must ensure compliance with the filling and cleaning activities and be available to answer any use-related questions.  
The beverage dispenser may be used by untrained persons at a self-service location if this use is supervised by trained personnel.
- Maintenance activities that go beyond the filling and cleaning measures described in these operating instructions must be carried out by trained personnel.

- The machine must be used in accordance with these operating instructions. Any other use is considered improper. The manufacturer is not liable for any damage related to such use.

### **2.1.2. Danger to children**

- Keep the packaging materials out of the reach of children. They pose several risks, including the risk of suffocation!
- Children must not be allowed to play with the machine. Keep the machine and connection cable away from pets and children under the age of 8. Set up the machine out of the reach of children.



## **2.2. General safety warnings**

- Never leave the coffee machine to operate unattended.
- Only use the coffee machine after it has been fully assembled.  
The coffee machine must not be used ...  
... if it is not working properly.  
... if the machine or the mains cable is damaged.  
The built-in safety equipment must not be modified or bypassed under any circumstances.

### **2.2.1. Safety equipment**

The machine is equipped with safety equipment to prevent accidents. This equipment must not be bypassed or modified. The safety equipment prevents further use of the machine if correct operation is affected by a malfunction.

- The covers of the bean and powder containers are secured with a safety lock. They must not be opened while beverages are being dispensed. A key is included to open the safety lock. The covers must always be positioned correctly after filling and locked with the key.
- The bean and powder containers are secured by locking mechanisms inside the machine. The containers must not be removed while beverages are being dispensed. To remove them, the locking mechanisms of the containers must be undone. After removing the containers, always replace them correctly and secure them and lock them in place.
- The door on the left as well as the drip tray, water tank, coffee grounds container and brewing unit are monitored by sensors that prevent the machine from being used if the door is open or the containers are not inserted correctly or need emptying.
- Inside the machine, sensors monitor if water is dissipating.

## 2.3. Transport, installation and initial operation

- The machine must be set up and operated the first time by authorised, trained personnel. If the machine must be relocated, consult customer service about the extent to which you can take the necessary measures yourself.
- Always use the original transport box for transport. Secure moving parts with adhesive tape, for example. Keep the original transport box for later use.  
Always drain all residual water from the machine before transport.
- Ensure compliance with the use and installation conditions specified here and in the “Technical specifications” chapter.  
Non-compliance results in a risk of electrical shock/fire and accidents.
- The on-site preparations for the electrical, water and wastewater connections must be commissioned by the machine operator. This work must be carried out by authorised installers in compliance with general, country-specific and local regulations. The customer service is only permitted to connect the coffee machine to the prepared connections. The customer service is neither authorised to carry out installation work on site nor responsible for its execution.
- Only use the coffee machine in dry indoor areas. Avoid rooms with high levels of humidity or a high dust content.  
The machine is suitable for use at ambient temperatures of +5 °C to +35 °C. Do not set it up in areas that could be cleaned with a water jet.
- The machine must not be used in rooms in which explosion risks exist.



## 2.4. Risk of fatal electric shock

There is a high mains voltage inside the coffee machine!

- Never open the housing other than by using the doors/covers described in these instructions. Never loosen any screws or remove any housing parts.
- Do not make any modifications to the machine, mains cable or other accessory parts. Only have repairs carried out by trained personnel or our customer service, as improper repairs can cause significant consequential damage.
- Protect the mains cable from damage. Do not kink or crush it, and keep it away from hot surfaces, sharp edges and corrosive or oily substances.

- Never use a damaged mains cable. If the mains cable is damaged, it must be replaced with an original replacement part available from the manufacturer or the customer service.
- Do not immerse the mains plug in water or other liquids. Do not pour water or other liquids over it. Always keep the mains plug dry.
- Always disconnect the mains plug from the power socket before removing the appliance plug from the mains connection socket.
- Disconnect the mains plug from the power socket, ...  
... if a malfunction occurs,  
... if you do not use the machine for a longer period of time,  
... before cleaning the machine.  
Before carrying out maintenance or repairs, the mains plug must be pulled out to disconnect the machine from the power supply.  
The person carrying out the maintenance or repair must always have a clear line of sight to check if the power supply is disconnected.
- The power socket used must be within easy reach so that the mains plug can be removed quickly if necessary. Route the mains cable in such a way that it is not a tripping hazard.
- Never clean the machine with a jet of water.
- Do not place beverages or other containers filled with liquids on top of the machine.



## 2.5. Risk of burns/scalds

While beverages are being dispensed, hot liquid flows out of the beverage outlets and hot steam is produced. This heats up adjacent surfaces and the beverage outlets themselves.

- Do not touch any hot machine parts.
- Do not open any doors or covers or remove any parts of the machine such as the drip tray, containers, water tank, etc. during an ongoing brewing process. Do not reach into the machine!
- Do not touch the beverage outlets or the area below them during or immediately after use. Avoid contact with the beverage being dispensed or with rising steam.
- The mixer unit and the brewing unit become hot during beverage preparation. Do not touch the mixer unit or the brewing unit during or shortly after use.  
Other surfaces inside the machine are also hot during and immediately after machine operation due to residual heat from the heating element behind them. Avoid contact.

- Always place a suitable beverage container under the outlet before dispensing beverages.
- For operation without direct water connection: If there is too little water in the tank during beverage preparation, the machine stops the brewing process. Do not remove the beverage container from the machine: The brewing process will automatically resume once the water tank has been filled and reinserted in the machine.
- During the cleaning process, hot cleaning liquid and hot water flow out of the beverage outlets in alternation. Never reach into the area below the beverage outlets during the cleaning process. Also keep those not involved in the process away from the area.
- Use caution when removing the drip tray and the coffee grounds container. The liquid or coffee grounds they contain may still be hot. Move the drip tray carefully.



## **2.6. Risk of injury / risk of crushing**

There are moving parts in the machine that can injure fingers or hands. Safety equipment that prevents this must not be bypassed.

- Always switch off the machine and disconnect the mains plug before opening the machine, reaching into the machine or removing parts.
- The grind setting must only be adjusted by authorised personnel.

## **2.7. Health risks ...**



### **2.7.1. ... due to poor hygiene**

The machine processes perishable food - in particular, milk - which can be harmful to health if hygiene guidelines are not followed. Refer to the cleaning schedule in the chapter headed "Cleaning and descaling the machine".

- Only use the machine to process products that are suitable for consumption and for use with the machine (see "Intended use").
- The products must no longer be used after the expiry date.
- A connection to the drinking water supply is only permitted if the water is of drinking water quality and is clean and free of impurities. The chlorine content must not exceed 50 mg/l. Otherwise, there is a health risk and the machine may be damaged.
- For operation without direct water connection: Change the water in the water tank daily to prevent germs from collecting.

- Empty and clean the drip tray and the coffee grounds container at regular intervals (refer to the cleaning schedule in the chapter titled “Cleaning and descaling the machine”) and rinse all parts of the machine according to the instructions.
- Milk is a perishable foodstuff and therefore susceptible to bacterial growth. For this reason, pay particular attention to absolute cleanliness when preparing coffee specialities with milk. Clean all parts of the milk system thoroughly after each use.
- If you will not be using the machine for a longer period, empty the water tank, coffee bean/powder container, drip tray and coffee grounds container.
- Before and after long periods of non-use, rinse all parts of the machine according to the instructions.

**HACCP cleaning concept:** You are required by law to ensure that your guests are not exposed to any health risks by consuming the food you dispense. An HACCP (Hazard Analysis Critical Control Points) cleaning concept is required for risk identification and assessment. We recommend that you carry out a risk analysis on your premises. The aim is to identify and eliminate food hygiene hazards. To this end, monitoring and, if necessary, inspection procedures must be defined and implemented.

With proper installation, maintenance, care and cleaning, our coffee machines meet the above requirements. If the maintenance and cleaning of the coffee machine is not carried out properly, the dispensing of milk-based beverages becomes a point of risk with regard to food hygiene.

Please observe the following points to comply with the HACCP cleaning concept:

- **Sterilise the milk system daily:**  
Follow the cleaning instructions for the milk system in the chapter “Cleaning and descaling the machine”. This ensures that your system is germ-free at the start of operation. In the menu: **Information** > **Maintenance intervals**, you can retrieve the logs of the most recent cleaning procedures.
- **Do not use opened milk cartons from the previous day:**  
In general, UHT milk in unopened, original cartons is free of harmful germs. Always use a new, pre-cooled milk carton when starting operation.  
Make sure that the milk carton is absolutely clean when you open it. Unclean hands and utensils can introduce germs when opening the carton.



- **Keep the milk cool!**

Always have a pre-cooled, new milk carton ready for use. If the milk is not cooled during operation, it must be consumed very quickly. If necessary, cool the milk in the meantime.

If milk consumption is low, the pre-cooled milk must continue to be cooled during operation. For example, you can use a milk refrigerator (optional).



### **2.7.2. ... due to cleaning chemicals / toxic substances**

- Use only the cleaning and descaling agents listed in these instructions as well as the appropriate cleaning utensils to clean the machine. The use of other cleaning agents can result in health risks.
- The milk system cleaner and the brewer cleaning tablets are irritants. Follow the manufacturer's instructions for safe use when handling milk system cleaners, cleaning tablets and cleaning agents.
- Only place the cleaning tablet into the intended duct when prompted to do so on the display screen.
- Do not leave the machine unattended during the rinsing, cleaning and descaling processes. Prevent unauthorised persons from accessing the machine while it is being cleaned so that nobody accidentally consumes the cleaning agent.



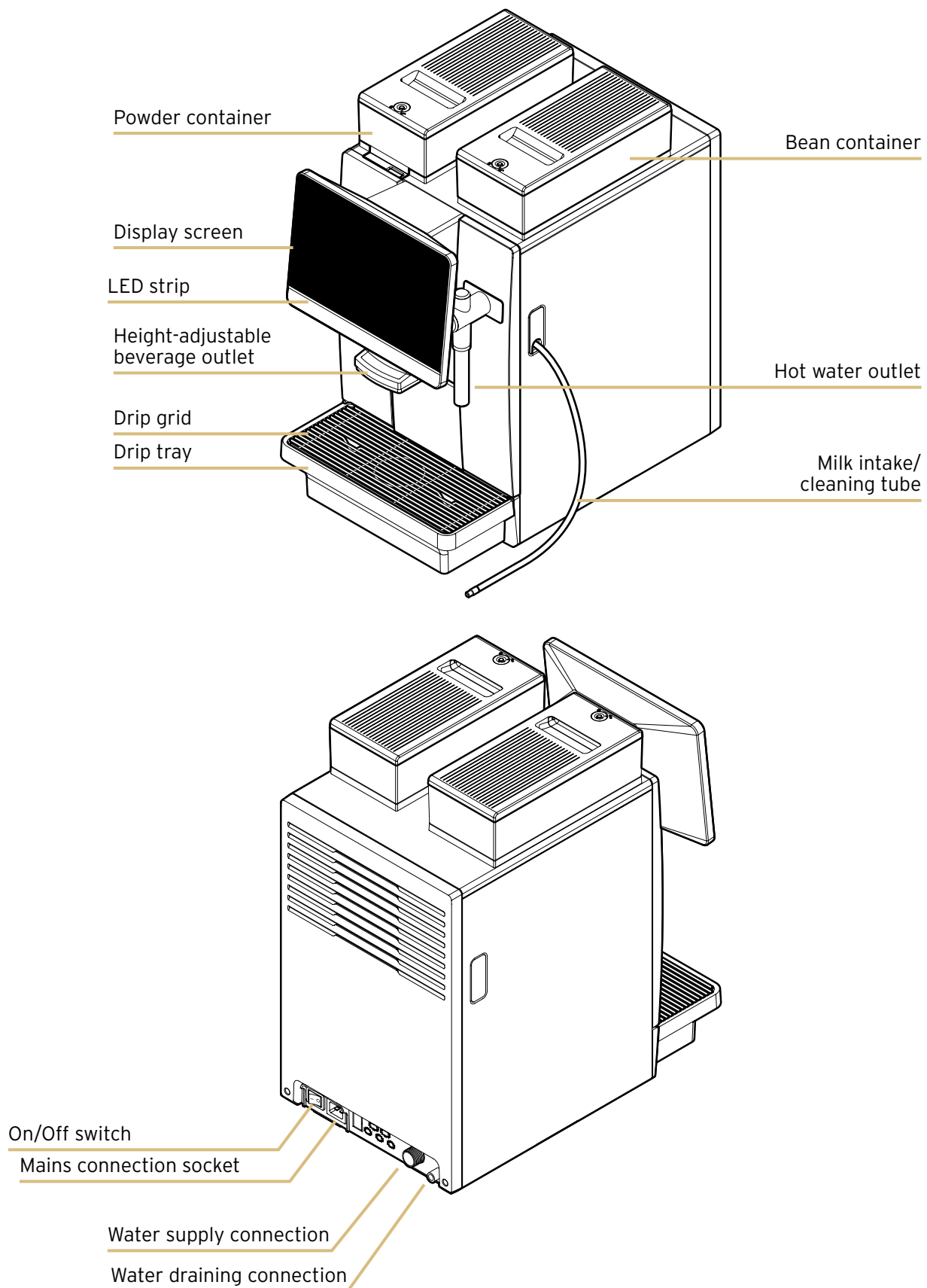
### **2.8. Risk of slipping**

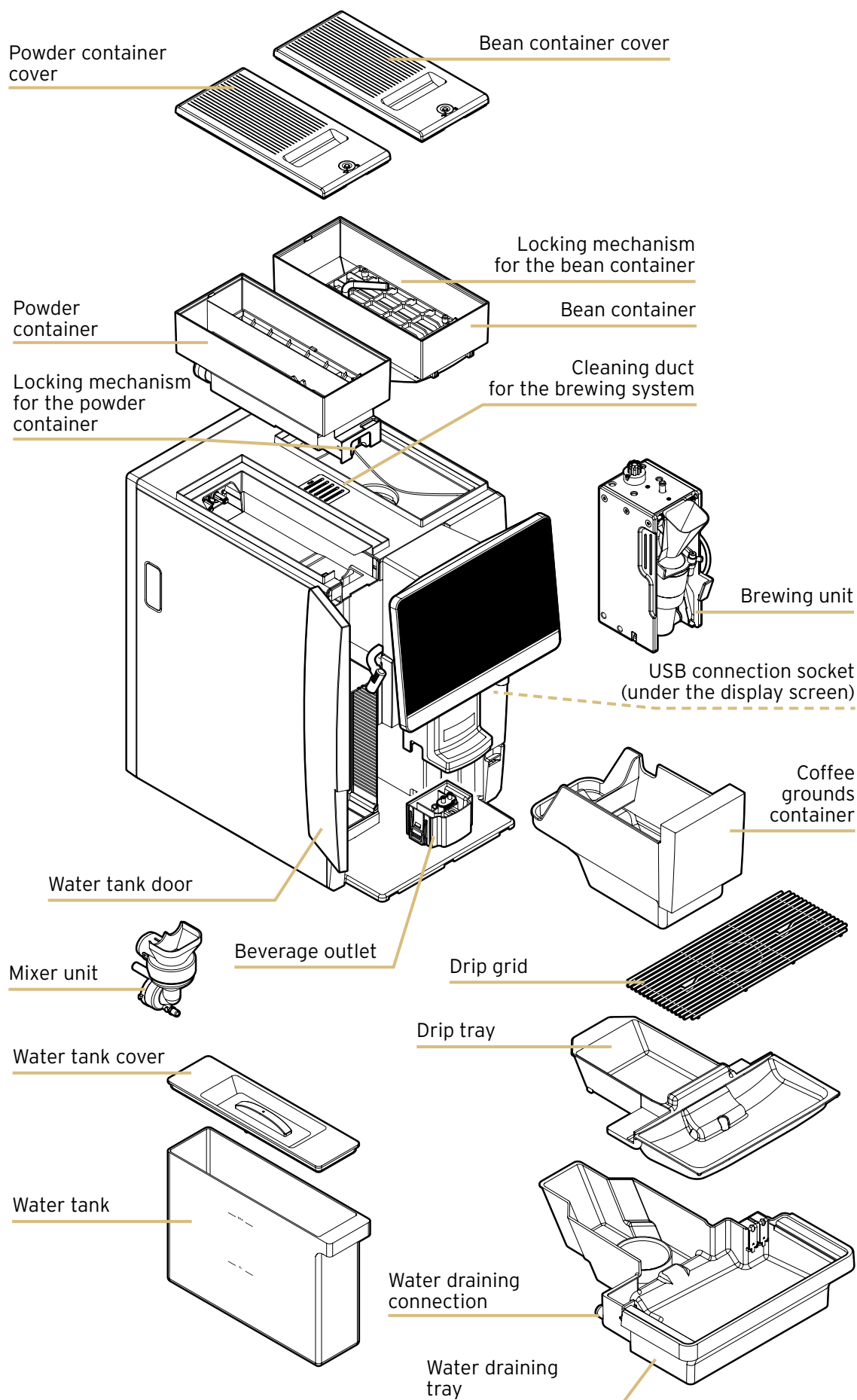
If the coffee machine is used improperly or if errors occur, liquids can be discharged. These liquids can cause a risk of slipping.

- Check regularly that the machine is leak-tight and that no water is being discharged.
- Wipe up any spilt water immediately.

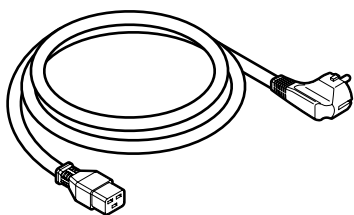
## 3. PRODUCT DESCRIPTION

### 3.1. Machine

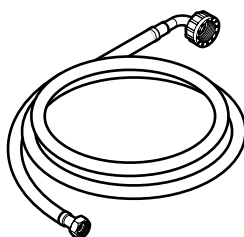




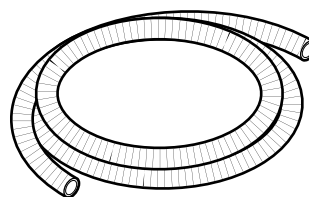
### 3.2. Accessories



Mains cable



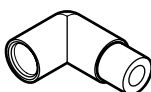
Water supply tube  
G3/4" G3/8", length 1.5 m,  
metal tube



Water draining tube



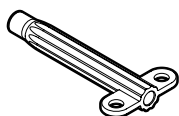
Water filter adapter



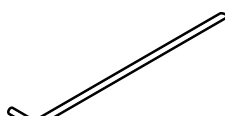
Water draining tube  
adapter and clamp



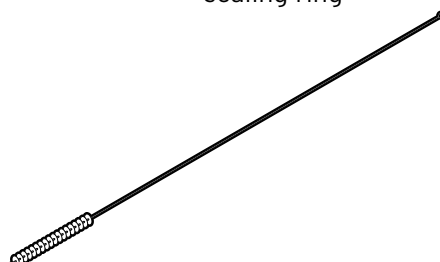
Drip water draining  
non-return valve and  
sealing ring



Grinder setting key



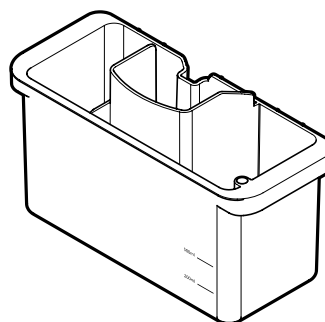
Milk lance



Cleaning brush for  
the milk lance



Milk frother  
(built into the beverage outlet)



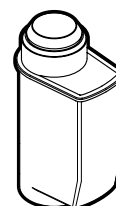
Cleaning tank

#### Included with delivery (not shown):

- Brewer cleaning tablets
- Milk system cleaner

#### Optional auxiliary equipment:

- Coffee grounds container with waste chute
- Refrigerator for fresh milk
- Payment system



Water filter



## 4. TECHNICAL SPECIFICATIONS

Machine specifications	Coffea Enjoy Plus
Model number	536231
Dimensions	340x545x620 mm
Weight	26.5 kg
Voltage	220-240 V ~ 50/60 Hz
Power	2900 W
Protection class	I
Pump pressure	max. 15 bar
Sound pressure level	<70 dB(A)

Capacity		Coffea Enjoy Plus
Recommended daily output		150 cups
Hourly output	Espresso (M: 50 ml)	100 cups
	Americano (M: 210 ml)	80 cups
	Cappuccino (M: 200 ml)	80 cups
Water dispensed hourly		30 litres
Water tank capacity		4 litres
Bean container capacity		1500 g
Powder container capacity		approx. 1000 g topping powder approx. 1000 g cocoa powder
Coffee grounds container capacity		approx. 40 pucks (based on 10 g/shot)
Drip tray capacity		1.5 litres



Installation parameters	Coffea Enjoy Plus
Ambient temperature	5-35 °C (41-95 °F)
Max. permissible humidity	80% RH
Water connection	G3/8" hose connection with main faucet and dirt filter, mesh size 0.08 mm
Water pressure connection	min. 0.2 MPa (2 bar) flow pressure at 2 l / max. 0.6 MPa (6 bar)
Water supply temperature	max. 35 °C (95 °F)

Data parameters	Coffea Enjoy Plus
USB flash drive format	FAT or FAT32
Connection	USB 1.0 or USB 2.0
Storage capacity	max. 32 GB
File size	max. 1 MB
Image format	png, bmp



## 5. SETUP AND INSTALLATION

---



### **WARNING - RISK OF INJURY**

- Transport, assembly and installation must only be carried out by personnel authorised by the manufacturer.

### **NOTICE - MATERIAL DAMAGE**

- Ensure compliance with the use and installation conditions specified below and in the “Technical specifications” chapter to prevent damage to the machine.
  - The customer must take responsibility for arranging on-site conditions.
- 

### **5.1. Requirements for the installation site**

- The installation site must be checked for suitability by personnel authorised by the manufacturer before final installation.
- The ambient temperature must be between +5 °C and +35 °C (41 °F and 95 °F). Ambient temperatures below 0 °C (32 °F) may cause frost damage.
- The maximum permissible humidity is 80% RH.
- The connections for power, water supply and drainage must correspond to the “Technical specifications” of the machine and be in the immediate vicinity of the installation site. The distance between the power connection and the machine should be less than 1 m.
- The installation site must be stable, level and firm enough to support the weight of the machine without damage.
- The installation site must be dry and protected against splashes of water. Some condensation, water or steam can always be discharged from a coffee machine.
- The rear of the machine should be at least 5 cm away from the wall (to allow air circulation).
- Position the machine away from heat sources (stove, oven).
- Make sure there is sufficient space for unhindered maintenance and operation.
- The installation site should be easily accessible and easy to clean.
- Place the product on a heat-resistant, water-resistant surface that is not sensitive to grease splatter as some splashes are unavoidable during use.
- Outdoor operation is not permitted, as the machine may otherwise be damaged by the weather (rain, snowfall, frost). If you wish to set up the machine in a location outside enclosed spaces, contact customer service beforehand.



- The machine may be used in self-service areas if it is supervised by trained personnel. The machine must be positioned so that it is easily visible.

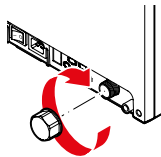
## 5.2. Note when unpacking

- The packaging material in the box contains accessories. Check that all the items in the scope of delivery are present before disposing of packaging material.
- The water tank and the coffee grounds container contain accessories. Remove these before use and rinse the water tank and coffee grounds container thoroughly.
- Check that the coffee machine does not show any signs of damage on the outside. If in doubt, do not put the coffee machine into operation and contact customer service.
- Keep the original packaging in case you need to return the product.

## 5.3. Setting up the water connection

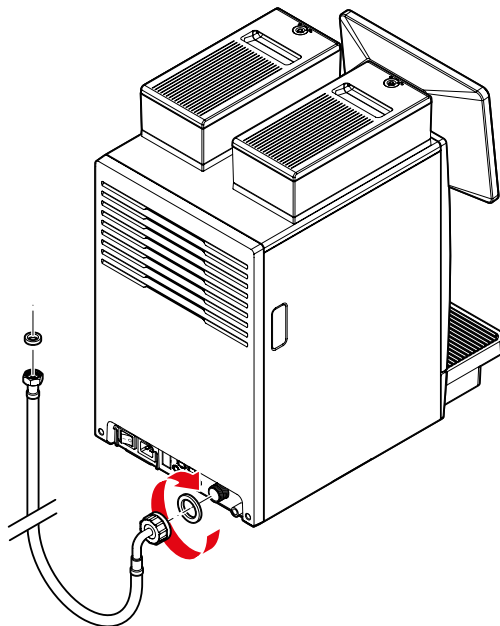


**Note:** The desired fresh water supply with waste water drain must be selected accordingly later when configuring the machine (refer to the menu *Service menu > Technical settings > Water supply*).



If you want to operate the machine using the internal water tank without an external water supply connection, screw the sealing cap onto the water inlet connection.

### 5.3.1. Fresh water connection (optional)

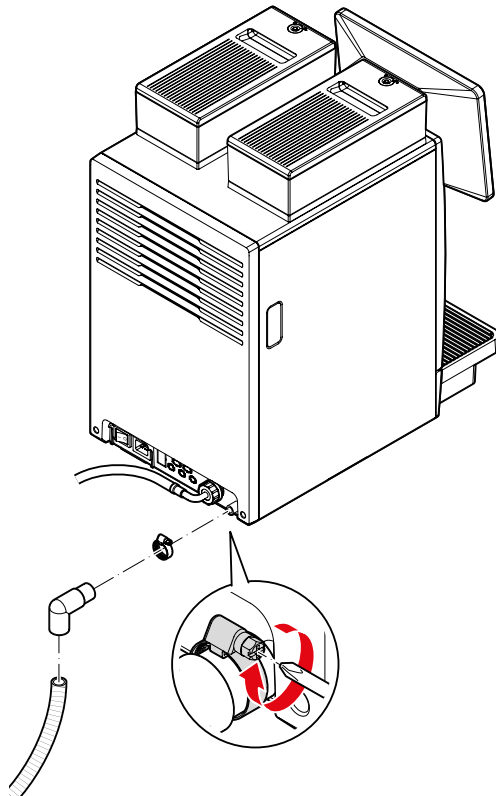


- ▷ Insert the sealing rings into the lock nuts of the water supply tube and connect the tube to the water supply connection at the rear of the machine and the on-site supply pipe.



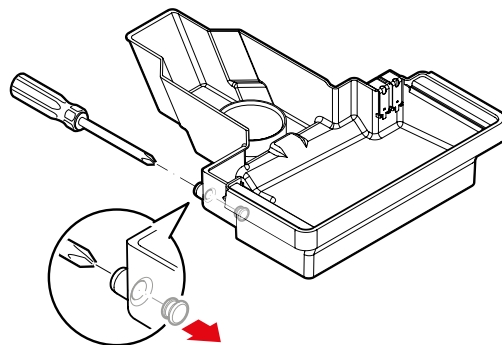


### 5.3.2. Waste water drain connection (optional)

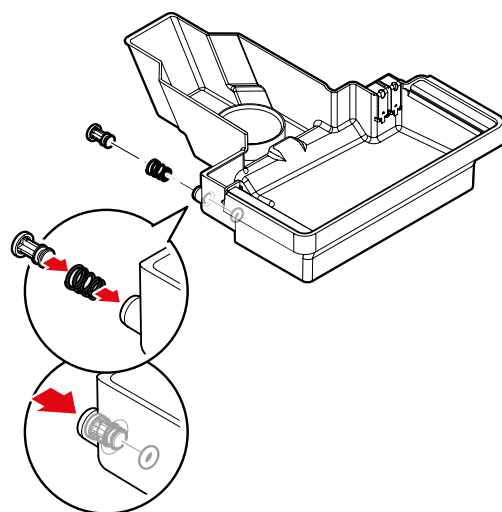


1. Attach the water draining tube to the water draining connection at the rear of the machine and secure it with the clamp.
2. Connect the water draining tube to the on-site waste water pipe.

To prevent waste water from flowing back into the machine, you must install the enclosed non-return valve in the water draining tray.



3. Remove the drip tray from the machine and then remove it from the water draining tray.
4. Use a tool to push out the plug on the water draining tray. Keep it in a safe place for later use.

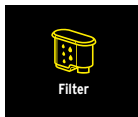


5. First insert the spring, then the non-return valve from the outside.
6. Push the sealing ring onto the valve from the inside.
7. Place the drip tray back on the water draining tray and push both back into the machine.

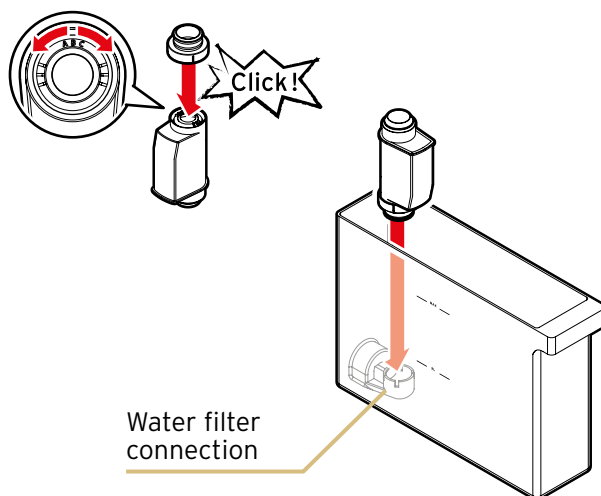
## 5.4. Inserting the water filter (optional)

You can install the water filter supplied with the machine in the water tank. Follow the instructions for the water filter for installation. The corresponding adapter can be found in the accessories.

In the quick access menu: **Service menu > Maintenance > Filter**



1. Select **"Filter"**.
2. When inserting the water filter for the first time, select **"Insert filter"**.
3. Follow the directions in the water filter instructions and on the display screen.



Set the water hardness on the filter.

Press the water filter adapter onto the filter as shown.

Place the water filter onto the connection in the water tank.

4. Reinsert the filled water tank and select **"OK"** on the display screen to confirm.

The machine will now perform several rinse processes, which takes approx. 1-2 minutes. Then the machine is ready for operation again.



The filter status indicator can now be seen at the top of the display screen.

The filter must be replaced at the latest after 6 months or sooner depending on the amount of water dispensed (see table in the original instructions for the filter). The machine provides a corresponding message in good time.

- ▷ To replace the filter, select the **"Filter"** menu, then **"Replace filter"** and follow the instructions on the display screen.
- ▷ If you do not want to insert a new filter, select the **"Filter"** menu, then **"Switch off filter"**.

You can order a water filter for the fresh water inlet pipe via customer service. If you want to insert the filter into the fresh water supply pipe, have the work carried out by trained personnel. This filter cannot be monitored by the machine.

## 5.5. Coffee grounds chute (optional)

You can install a coffee grounds chute. This involves replacing the coffee grounds container with a coffee grounds funnel and a corresponding pass-through must be created in both the drip tray and housing base.

Prerequisite: the worktop on which the machine is located must also have a pass-through, with a sufficiently large collection container placed under it.



### WARNING - HEALTH RISK

- When using a coffee grounds chute, note that it must be cleaned daily. The collection container must also be emptied and cleaned daily.



**Note:** To use the coffee grounds chute, the coffee grounds counter must be switched off (see the chapter "Technical settings - Function switch - Message - Coffee grounds container full").

## 5.6. Connecting the milk system (optional)

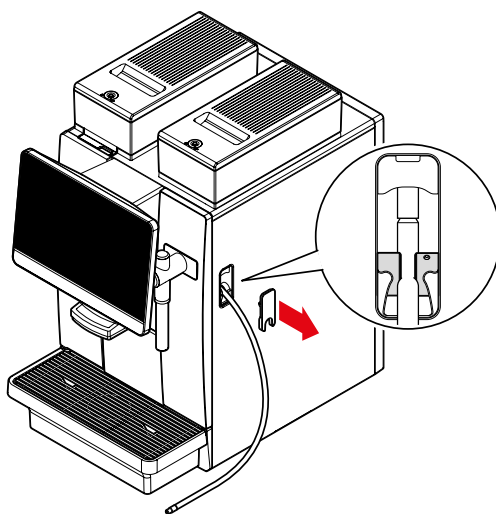
In order to use fresh milk with the machine, you must connect and activate the milk system.

To do so, you will need the milk intake/cleaning tube and the milk lance supplied with the machine. Optionally, you can connect a refrigerator (recommended) to keep the milk fresh and cool and protect it from contamination.

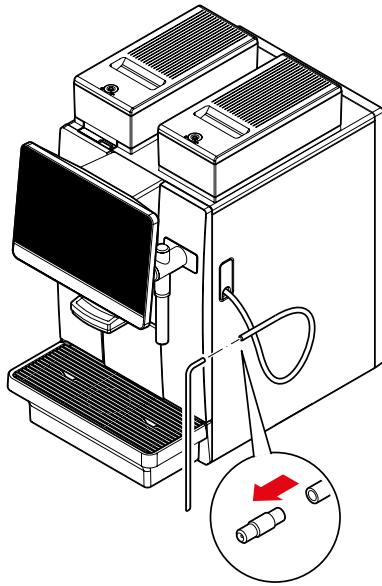


### WARNING - HEALTH RISK

- When using fresh milk, be sure to pay attention to hygiene. The milk system must be flushed every 2 hours and cleaned daily.
- The tube must be properly held in the pinch valve so that no liquid can flow out of the machine into the milk carton.



1. Remove the small cover plate on the right-hand side of the machine and place the tube between the two jaws of the pinch valve.
2. Replace the cover plate.



3. To install the milk lance, first pull the metal nozzle out of the end of the tube.
4. Then attach the milk lance.
5. Insert the milk lance into the milk carton.

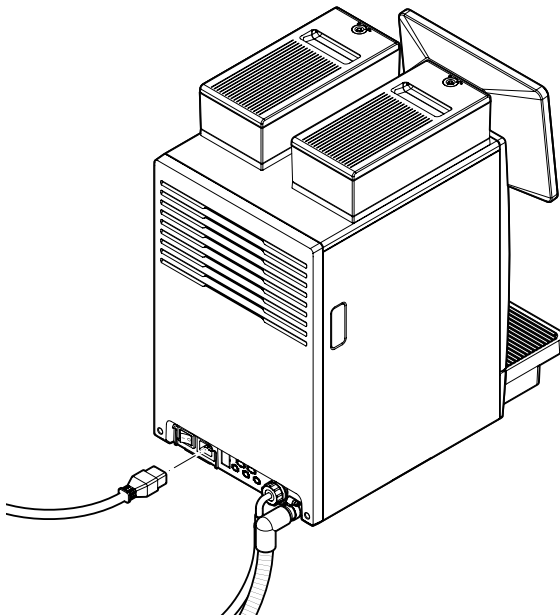
Tip: If you are using a refrigerator, first insert the tube through the access opening and attach the milk lance on the inside of the refrigerator.

**Note:** To use the milk system, the steam boiler must be switched on (see the chapter "Technical settings - Function switch").

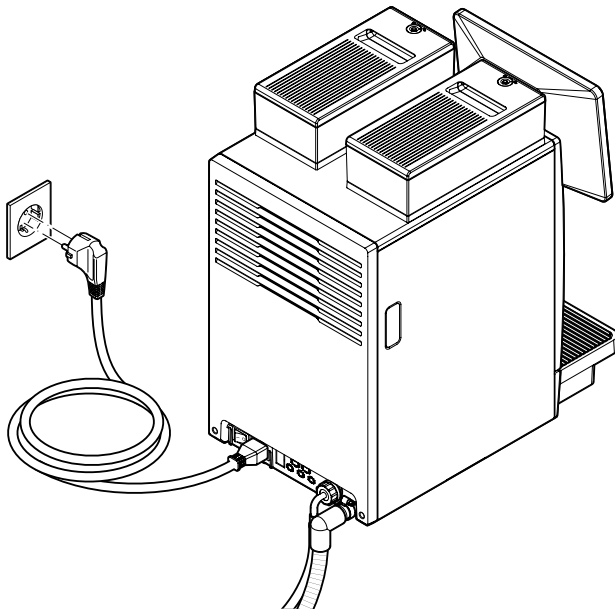
## 5.7. Connecting to the electrical supply

The supply voltage must match the specifications on the type plate. If a mains plug is used for connection, the power socket must be easily accessible during operation so that the plug can be pulled out in the event of a malfunction.

Due to the high load, a separate power socket is required for the machine and for each additional appliance.



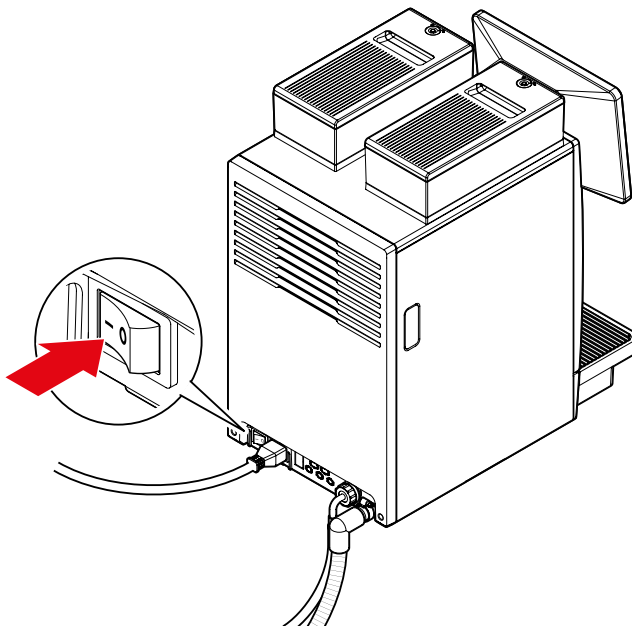
1. First, insert the appliance plug of the supplied mains cable into the mains connection socket at the back of the machine.



2. Then insert the mains plug into a suitable mains socket.

### 5.8. Switching the machine on/off

**Note:** Before switching on the machine, fill the containers and, if necessary, the water tank or turn on the water supply. Place a collection container (> 500 ml) under the beverage outlet.



- ▷ To switch on the machine, press the rocker switch to **I**.
- ▷ To switch off the machine, press the rocker switch to **O**.

**i Note:** Before switching off the machine, always switch it to standby via the menu first (see the chapter “Switching the machine on - Switching the machine off”).

- ▷ To reactivate the machine when it is in standby mode, press and hold your finger on the dark display screen for approx. 5 seconds.

## 6. FILLING THE MACHINE



### NOTICE - MATERIAL DAMAGE

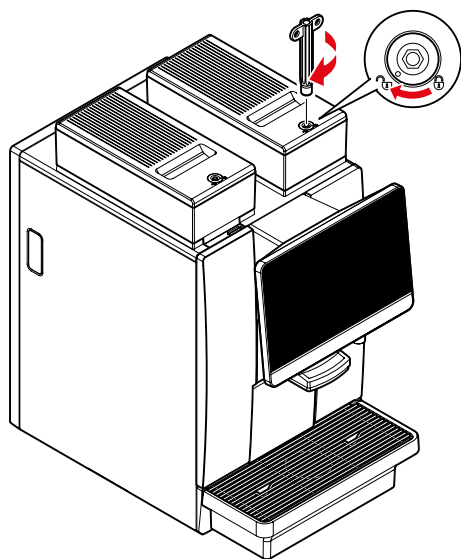
- The initial setup, filling and configuration must be carried out by personnel authorised by the manufacturer.



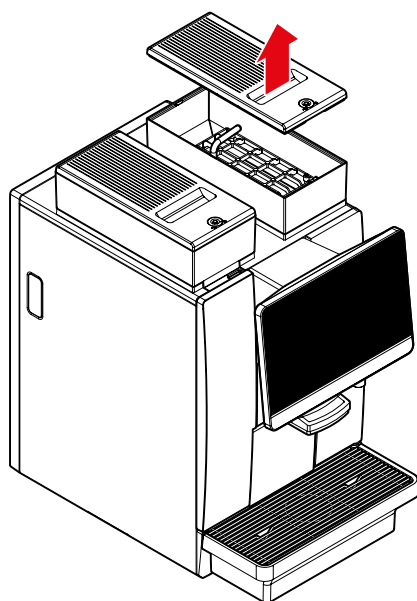
### WARNING - HEALTH RISK

- Before filling, thoroughly rinse all parts of the machine that come into contact with food. Follow the instructions in the chapter "Cleaning and descaling the machine".

### 6.1. Filling the bean container



1. Use the grinder setting key to unlock the bean container cover.



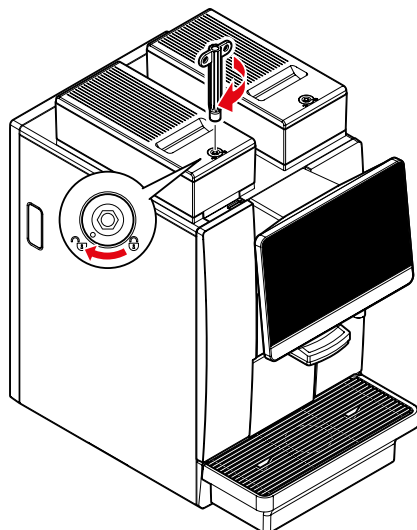
2. Remove the bean container cover.
3. Fill the bean container with coffee beans.

**Note: Foreign objects can damage the grinder. Make sure that no foreign objects get into the bean container.**

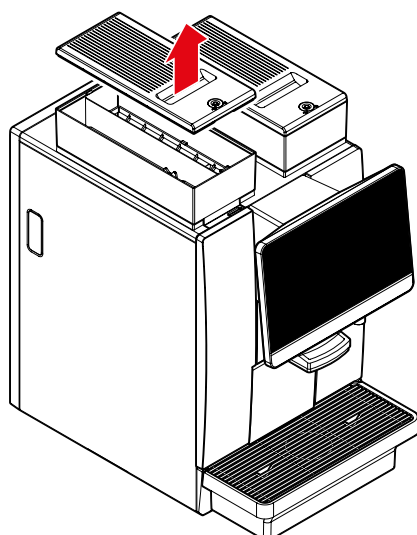
4. Replace the cover and lock it in place.



## 6.2. Filling the powder container



1. Use the grinder setting key to unlock the powder container cover.



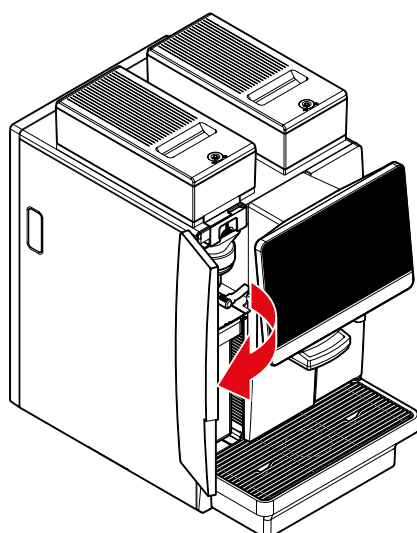
2. Remove the powder container cover.
3. Fill the powder container - on the left with cocoa powder and on the right with milk powder.

**Note: Do not overfill the powder container. Do not press on the powder down and do not compact it.**

4. Replace the cover and lock it in place.

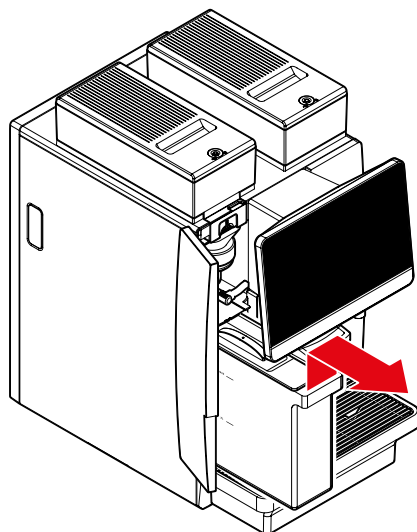
## 6.3. Filling the water tank (optional)

**Note:** If you have installed a connection for fresh water, this part is not necessary.

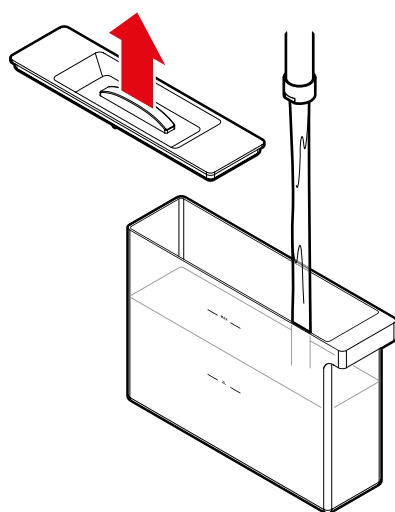


1. Open the door on the front side of the machine.

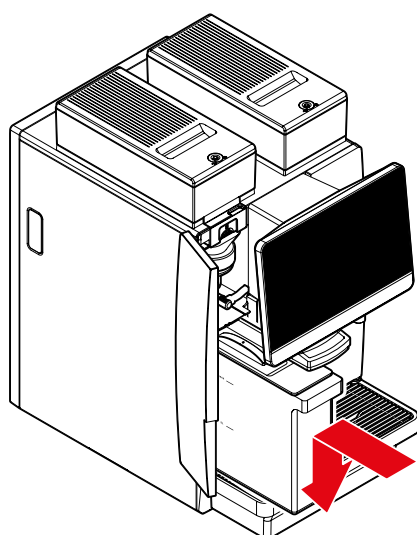




2. Push the water tank up using its handle and pull it out.



3. Remove the cover and fill the water tank to the **MAX** marking with fresh, cold drinking water.
4. Replace the cover.



5. Push the water tank back into the machine.  
Press firmly against the bottom of the water tank, so that you can feel it lock fully into position.
6. Close the door.

**Note:** You can find out how to put the optional refrigerator into operation in the refrigerator instructions.



## 6.4. Error messages regarding filling and emptying



**Note:** These messages inform you about common malfunctions during operation. Follow the instructions on the display screen. If this does not resolve the malfunction, refer to the following table for possible solutions. If these measures do not help either, inform customer service. A part of the machine may be defective and must be repaired or replaced.




### WARNING - RISK OF INJURY AND MATERIAL DAMAGE

- Repairs must be carried out only by service technicians authorised by the manufacturer.

**Depending on the configuration and software updates, the wording on the display screen may differ slightly or further messages may have been added.** In that case, follow the instructions on the display screen. If in doubt, contact customer service.

Please also note the error messages in the chapter "Cleaning and descaling the machine" and in the chapter "Error messages/warning messages".

MESSAGE	CAUSE	SOLUTION
<p><b>Water tank is empty!</b></p>  <p>Note: The water tank is empty; refill it.</p>	<p><b>Example:</b> The water tank is empty.</p> <p>This message informs you about ...</p> <ul style="list-style-type: none"><li>... missing materials required for operation (water, coffee, powder, milk)</li><li>... containers that need emptying (coffee grounds container, drip tray)</li><li>... incorrectly inserted or closed machine parts (door, water tank, container, etc.).</li></ul> <p><b>If the solutions shown do not help, a part may be defective.</b></p>	<ol style="list-style-type: none"><li>1. Refill the material required for operation. There may be a blockage that needs to be cleared.</li><li>2. Empty the container indicated.</li><li>3. Check whether the parts indicated are correctly inserted or closed.</li><li>4. <b>Inform customer service.</b></li></ol>
<p><b>Water tank is empty</b></p>	<ul style="list-style-type: none"><li>• The water in the water tank is already below the detection level.</li><li>• The water tank is not positioned correctly.</li><li>• The water tank sensor is defective.</li></ul>	<ul style="list-style-type: none"><li>• Fill the water tank with fresh water up to the <b>MAX</b> marking.</li><li>• Reinsert the water tank correctly and press it into position.</li><li>• Contact customer service.</li></ul>



MESSAGE	CAUSE	SOLUTION
<b>Coffee bean container is empty</b>	<ul style="list-style-type: none"> <li>• The coffee beans in the container have been used up.</li> <li>• The coffee beans have jammed.</li> <li>• Unsuitable beans or powder in the container.</li> <li>• The sensor is defective.</li> </ul>	<ul style="list-style-type: none"> <li>• Top up with coffee beans.</li> <li>• Remove the coffee bean container and loosen the remaining coffee beans in the funnel (refer to the chapter "Cleaning and descaling the machine").</li> <li>• Empty and clean the coffee bean container and fill it with suitable coffee beans.</li> <li>• Contact customer service.</li> </ul>
<b>Left/right powder container empty</b>	<ul style="list-style-type: none"> <li>• The powder in the container has been used up.</li> <li>• The powder is lumpy.</li> <li>• Unsuitable powder or beans.</li> <li>• The sensor is defective.</li> </ul>	<ul style="list-style-type: none"> <li>• Top up with powder.</li> <li>• Loosen up the powder.</li> <li>• Empty and clean the powder container and mixer unit. Fill with fresh powder (refer to chapter "Cleaning and descaling the machine").</li> <li>• Empty and clean the powder container and mixer unit. Fill with suitable powder (refer to chapter "Cleaning and descaling the machine").</li> <li>• Contact customer service.</li> </ul>
<b>Coffee grounds container is full</b>	<ul style="list-style-type: none"> <li>• Since the container was last emptied, 50 cups of coffee have been counted and the coffee grounds container is full. This message also appears if you have already emptied the container in the meantime, but did not confirm the procedure.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the drip tray and empty the coffee grounds container. Confirm the prompt on the display screen after reinserting it: "Empty?"</li> </ul>
<b>Drip tray is full</b>	<ul style="list-style-type: none"> <li>• The drip tray is filled with water and is likely to overflow.</li> </ul>	<ul style="list-style-type: none"> <li>• Empty the drip tray.</li> </ul>
<b>Drip tray not positioned correctly</b>	<ul style="list-style-type: none"> <li>• The drip tray is not positioned correctly.</li> <li>• The brewing unit is not inserted correctly and is blocking the drip tray.</li> </ul>	<ul style="list-style-type: none"> <li>• Reinsert the drip tray correctly.</li> <li>• Reinsert the brewing unit correctly (refer to chapter "Cleaning and descaling the machine").</li> </ul>



MESSAGE	CAUSE	SOLUTION
<b>Coffee bean container is not positioned properly</b>	<ul style="list-style-type: none"> <li>• The coffee bean container is not positioned properly.</li> <li>• The sensor is defective.</li> </ul>	<ul style="list-style-type: none"> <li>• Reinsert the coffee bean container correctly. Open the grinder locking mechanism.</li> <li>• Contact customer service.</li> </ul>
<b>Powder hopper missing</b>	<ul style="list-style-type: none"> <li>• The powder container is not positioned properly.</li> <li>• The sensor is defective.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the powder container, wipe the area where it is positioned and reinsert it correctly.</li> <li>• Contact customer service.</li> </ul>
<b>The door is not closed</b>	<ul style="list-style-type: none"> <li>• The door to the water tank is not closed correctly.</li> <li>• The sensor is defective.</li> <li>• The magnet is missing.</li> </ul>	<ul style="list-style-type: none"> <li>• Close the door.</li> <li>• Contact customer service.</li> <li>• Contact customer service.</li> </ul>



# 7. SWITCHING THE MACHINE ON

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## 7.1. Initial operation

**Initial commissioning is carried out by an authorised service technician.**

After switching on, the following entries are called up first:

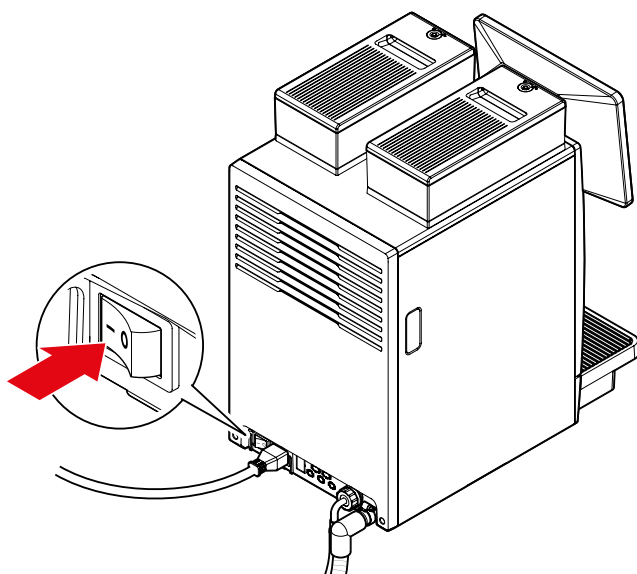
- Language setting
- Time zone
- Date / time
- Water supply: external (fresh water supply) or internal (water tank)

## 7.2. Other settings to be carried out by the service technician

- Milk system yes/no
- Powder types
- Coffee grounds chute for under-counter coffee grounds container
- Payment system yes/no

### 7.3. Switching the machine on

After it is switched on, the machine performs automatic rinse processes. If necessary, place a collection container under the beverage outlet (approx. 500 ml) to collect the water used for the rinse process.

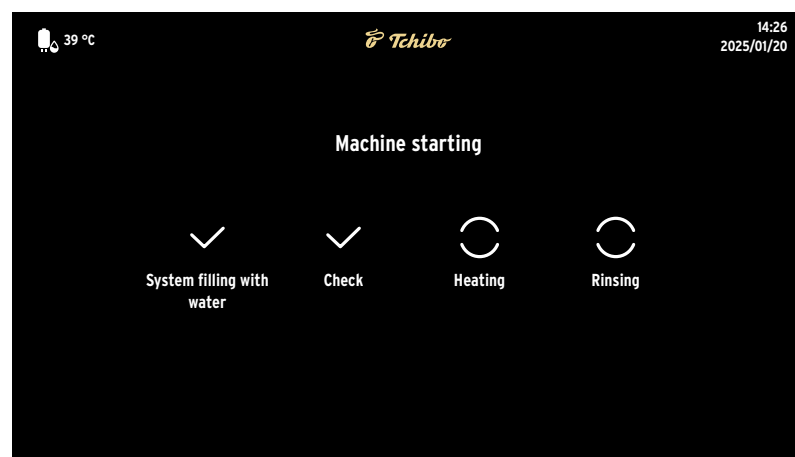


- ▶ To switch on the machine, press the rocker switch to I.

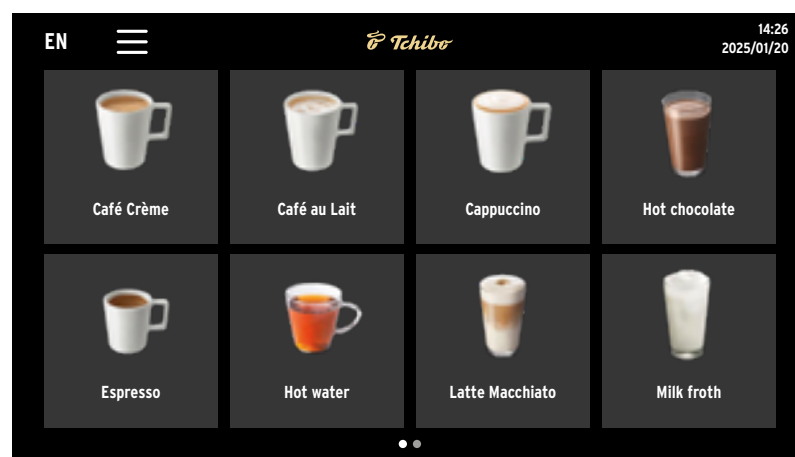
**Note:** Before switching off the machine, always switch it to standby via the menu first (refer to next chapter "Switching the machine off").

- ▶ To reactivate the machine, if necessary, when it is in standby mode, press and hold your finger on the dark display screen for approx. 5 seconds.

While the machine is starting up, the individual processes are displayed.



Then the Start screen with the user interface for the end customer appears.



## 7.4. Switching the machine off

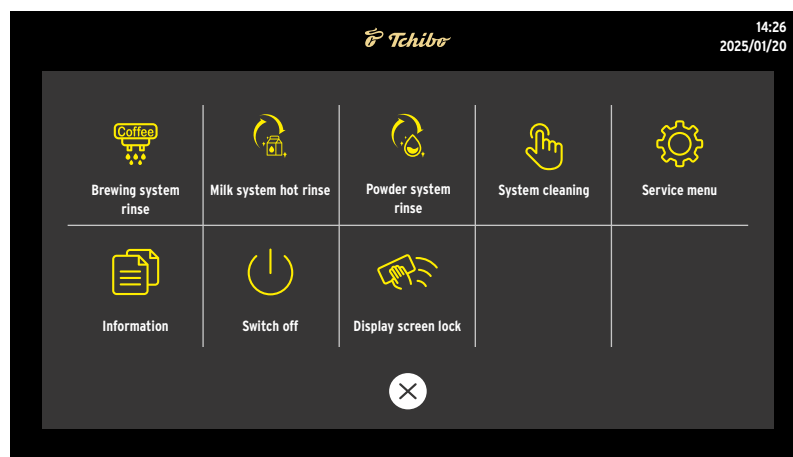
Before it switches off, the machine performs automatic rinse processes. If necessary, place a collection container under the beverage outlet (approx. 500 ml) to collect the water used for the rinse process.



1. Select the menu bar at the top left of the Start screen.

2. Enter your password on the following screen.

The quick access menu opens.



In the quick access menu: **Service menu > Switch off**

3. In the quick access menu, select the **"Switch off"** button.

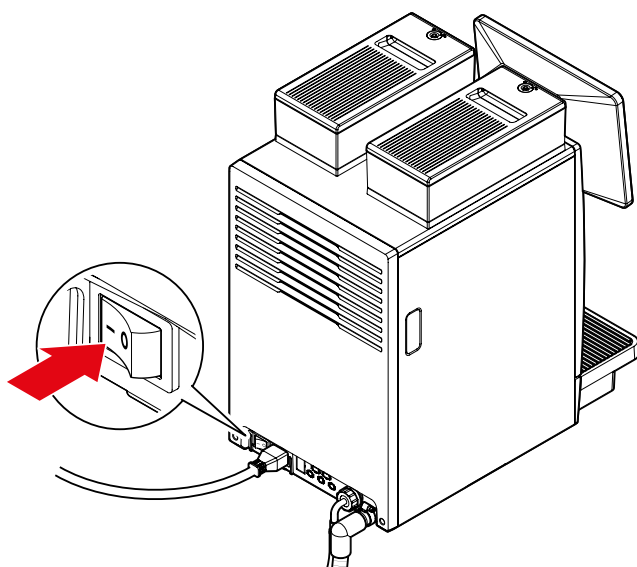
Another screen opens which counts down 10 seconds until switch-off.

4. Select ...

... **"OK"** to start the switch-off immediately.

The machine goes into standby mode.

... **"Cancel"** to abort switching off and return to the service menu.







5. To switch off the machine completely, press the rocker switch to **O**.

**Note:** To reactivate the machine when it is in standby mode, press and hold your finger on the dark display screen for approx. 5 seconds.

# 8. DISPENSING BEVERAGES

## 8.1. Setting the language

EN

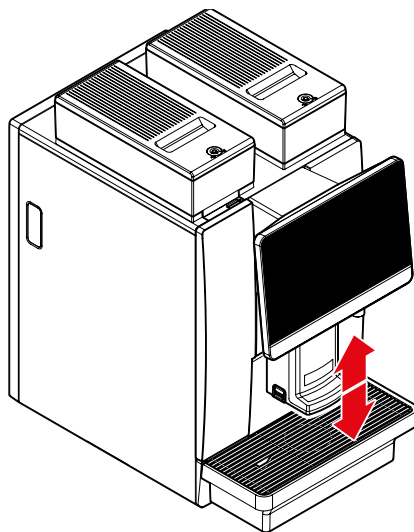
1. Select the language abbreviation at the top left of the Start screen.
2. On the following screen, select the desired language.
3. If you also want to display the English version of the beverage names, select the right-hand position of the button  for the text **"Display with English beverage names"**.  
The button turns green .  
To deactivate the function, select .  
The button turns grey .
4. To save your setting and return to the Start screen, select **"Return"**.

## 8.2. Selecting a beverage




**Note:** The functions described below can be performed by the end user without training.

**It is not necessary to enter a password.**



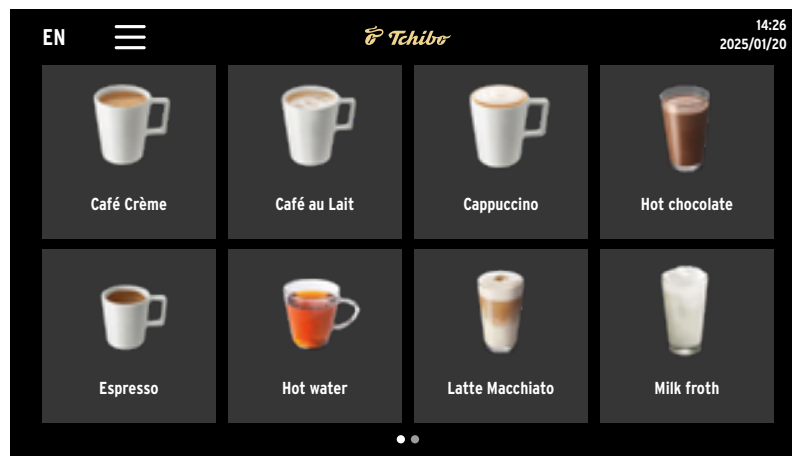
1. Set the height of the beverage outlet according to the height of your cup by sliding the beverage outlet up or down.
2. Place the cup under the beverage outlet.

Warning! If you select **"Hot water"** or , the beverage comes out of the hot water outlet next to the beverage outlet.

The various beverages available are shown on the display screen. If you have connected a payment system, the prices are displayed under the names of the beverages.

- ▷ **Select the desired button to open a submenu, set parameters, save the settings, cancel, return to the previous menu or return to the Start screen.**
- ▷ **Swipe your finger horizontally or vertically across the display screen to see more entries.**





3. Select the beverage of your choice.

Depending on the beverage settings, you will be shown a selection of cup sizes - e.g. small cup / medium cup / large cup.


4. Select the cup symbol  above the desired cup size.


The beverage is prepared and dispensed.

▷ If you want to interrupt beverage dispensing prematurely, select **"Cancel"** under the progress symbol.


### 8.3. Optional display items

#### Hot water switch

You can activate the hot water switch  in the **"Service menu > Technical settings > Function switch"**, and it will appear at the bottom right of the Start screen.

▷ Select  to get hot water directly from the hot water outlet next to the beverage outlet.

#### Pre-heating button

In the **"Service menu > Machine settings > Maintenance settings"** you can activate the pre-heating button  which will then appear at the bottom right of the Start screen.

▷ Select  to pre-heat the machine before selecting a beverage.

#### Beverage category bar at the bottom of the display screen

In the category bar, beverages are summarised under a generic term, such as **"All beverages"**, **"Hot beverages"**, **"Cold beverages"**, **"Special beverages"**.

▷ Select one of the categories to display only the beverages summarised in that category.





## Hot sale logos

You can use the hot sale logos for special promotions to emphasise individual beverages.

## One-off beverage parameter adjustment

The screenshot shows the Tchibo coffee machine's user interface for adjusting beverage parameters. On the left, there's a 'Cappuccino' label and a cup icon. Below it are 'Start' and 'Cancel' buttons. The main area is divided into two steps:

Step	Parameter	Range	Current Value
Step 1:	Total water (ml)	0-300	300
	Weight of powder (g)	0-100	20
	Water outlet, front (ml)	5-50	10
	Outlet, rear (ml)	5-50	20
	Powder output speed (%)	50-100	100
Step 2:	Amount of ground coffee (g)	6-21	11
	Pre-brewing (s)	0-10	3

Customers can adjust the parameters for their beverages here themselves. The possible adjustment range is shown under each parameter.

- ▷ Select **+** to increase a value or **-** to reduce it.
- ▷ Once you have set the parameters as required, select **"Start"** to start preparing the beverage.

The adjusted parameters are only applied once for this beverage. The next beverage will then be dispensed with the preset parameters.

- ▷ To discard any changed parameters and return to the Start screen, select **"Cancel"**.



**Note: You will need a password for all other settings.**

## 9. CONFIGURING THE MACHINE



### NOTICE - MATERIAL DAMAGE

- The initial setup, filling and configuration must be carried out by personnel authorised by the manufacturer.

### 9.1. Password management

The machine's software allows access to four different authorisation levels.

Level	Group of persons	Authorisation
Customer	End customers - no authorisation	Beverage selection Language selection
Tertiary	Operating personnel - trained by the operator	Beverage settings Cleaning programmes
Secondary	Operator - instructed by the manufacturer	Maintenance programmes Machine settings
Primary	Technician - authorised by the manufacturer	Technical settings

- Only give the password to persons who are authorised and sufficiently trained to carry out the respective accessible functions.
- When the machine is operated for the first time, the "**Technical settings**" are carried out by the authorised technician.

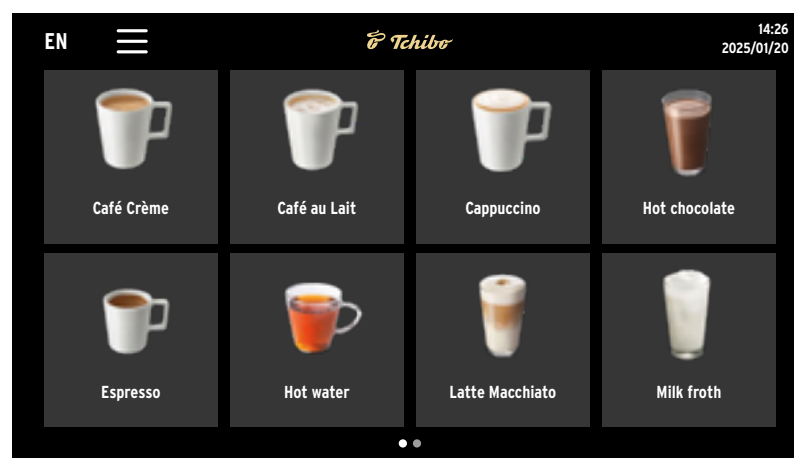
### 9.2. The menu



**Note:** The functions described below can be carried out by trained personnel from the tertiary authorisation level.

It is necessary to enter a password.

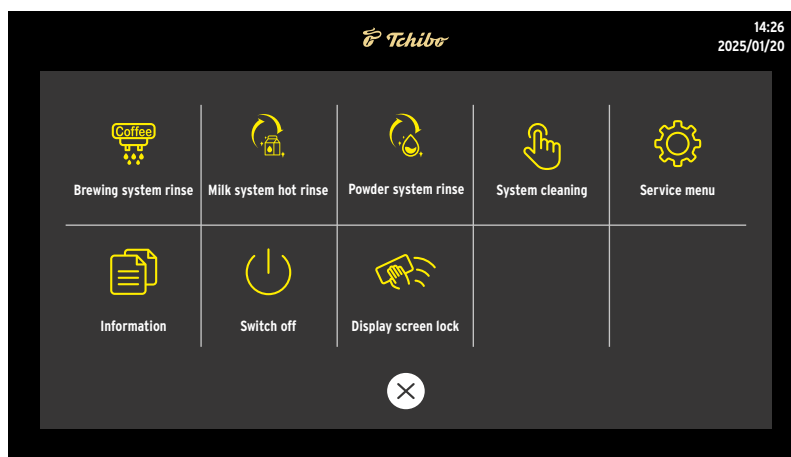
#### 9.2.1. Calling up the service menu





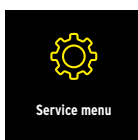
1. Select the menu bar at the top left of the Start screen.
2. Enter your password on the following screen.

The quick access menu opens.



Here you will find ...

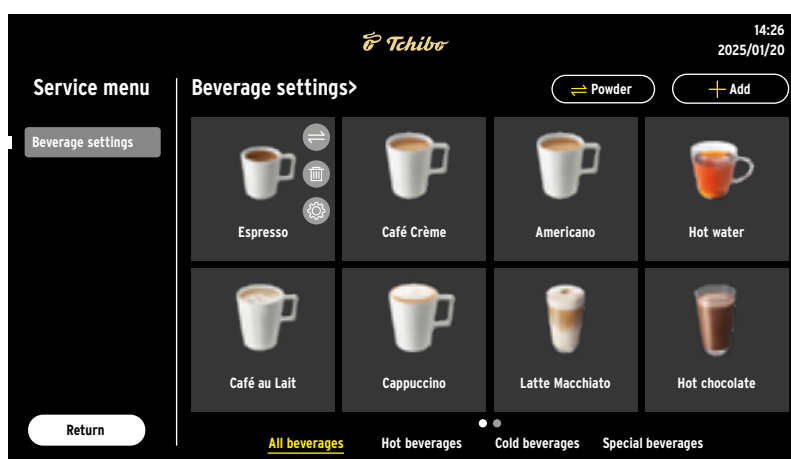
- ... various cleaning programmes.  
(Non-executable programs appear greyed out.)
- ... The service menu.
- ... Information about the machine.
- ... The “**Switch off**” button to shut down the machine to standby before finally switching it off.



3. Select **Service menu**.

The Service menu appears.

*Tertiary level*



### 9.3. Beverage settings

In the quick access menu: *Service menu* > *Beverage settings*

Accessible with password for the **tertiary** level.

Here you will find the preset beverages with the option of ...

... editing or deleting them,

... changing the position on the display screen,


... creating and adding further beverages,

... replacing a powder in the powder system.

- ▷ **Select the desired button to open a submenu, set parameters, save the settings, cancel, return to the previous menu or return to the Start screen.**
- ▷ **Swipe your finger horizontally or vertically across the display screen to see more entries.**

#### 9.3.1. Setting the powder system

- ▷ To use a different powder than the one used before in one of the powder compartments in the powder container - e.g. coconut milk or soya milk powder - you can make the corresponding changes to the powder system here.

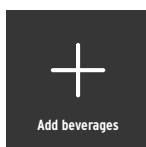
1. Select the  button.
2. Select the button under "*Left powder container*" or "*Right powder container*".
3. Select the new powder.


The powder system must then be recalibrated.

4. Select "**Calibration**" under the entry you have changed.
5. Follow the instructions on the display screen (see also the chapter "Technical settings - Powder calibration").

- ▷ To return to the beverage settings, select the  button.

#### 9.3.2. Creating new beverages and editing preset beverages

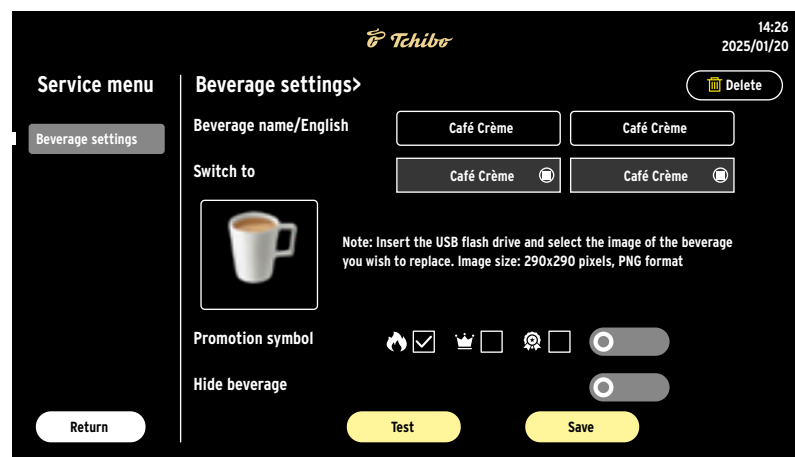


**If you want to create a new beverage**, select the  field at top right on the screen or the "**Add beverages**" button at far right beside the existing beverage buttons.

**Note: The basic settings of the beverages should be made by trained personnel, as a great deal of experience is required here.**

You can also import parameters from a USB stick. You can find out how to do this in the chapter "Importing/exporting data from/to a USB stick".

The parameter settings are displayed:



**Note:** You can exit the parameter settings at any time without saving by selecting **"Return"**.

### ***"Beverage name/English"***

The current beverage name is shown here.

### ***"Switch to"***

- ▷ To change the name of the current beverage, first select the field next to **"Switch to"** and then enter the new beverage name in the field using the keyboard that appears.  
Confirm with **"OK"**.



### **Changing the image**

1. To choose a different photo, select the photo of the beverage. All the currently available photos are displayed for selection. You can also upload additional images using a USB stick. (You can find out more about using a USB stick in the chapter "Importing/exporting data from/to a USB stick".)
2. Select the desired new image and confirm with **"OK"**.



### ***"Promotion symbol"/hot sale logos***

Prerequisite: In the quick access menu **"Machine settings > Personalisation"** is activated.



1. If you want to highlight a particular beverage, select  to activate the function. The button turns green .
2. Tick the desired symbol.

Under **"Beverage settings"**, you can now assign a logo to selected beverages.

### "Hide beverage"

Blocked beverages are moved to the very back of the **Beverage settings** screen and appear with a lock symbol.



Blocked beverages are not displayed on the Start screen.

- ▷ If you want to block a particular beverage, select  to activate the function. The button turns green .

You can now block selected beverages in "**Beverage settings**".

### Cup size selection

You can offer one or more cup sizes: "**Small cup**" / "**Medium cup**" / "**Large cup**"

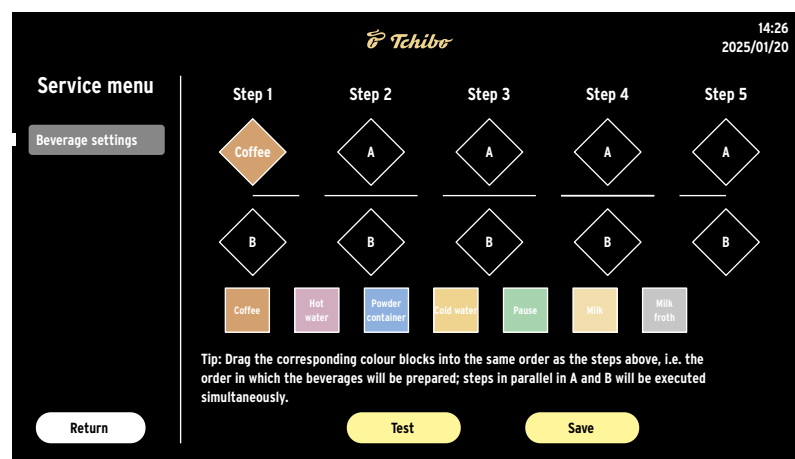
- ▷ For each cup size you want to offer, select  to activate the function. The button turns green .

**Note:** If you have connected a payment system, you can also enter the price per cup here.

### "Beverage parameters"

Set the parameters for each of the cup types below:

Here you set the beverage components for each cup size as well as the order in which it is prepared and dispensed into the cup. All the desired cup sizes must be activated to do so.



In the lower boxes are the various components needed for a beverage. The upper row shows the stages in the preparation of the beverage.

Components listed horizontally from "**Step 1**" to "**Step 5**" are dispensed into the cup one after the other.

Components listed below a step in **A** and in **B** are dispensed simultaneously.

If you try to define a particular series that is not possible, the box cannot be positioned and you will receive an error message.

- ▷ Use your finger to drag the component to be dispensed first into the cup into position **Step 1 - A**.  
Add all the other components accordingly in the next steps or in the parallel track **B**.
- ▷ To delete a component, drag the box to the side with your finger.

### "Cup size selection"

Next, set the these parameters separately for each cup size ...

... the "**Cup type**" (80-120% of a standard cup)

... the "**Cycle index**" (1-5)

... the quantities and additional parameters.

The displayed steps correspond with the components that you previously defined in steps. Different parameters can be set depending on the component (coffee, powdered beverage, water, milk, etc.).

The cycle index indicates how often steps 1 to 5 are repeated during the preparation of the beverage.

Example: To fill a pot with coffee for four cups, for example, you can select the "**4**" and the machine will brew four coffees directly in succession without you having to change the quantity information for each cup of coffee or start the brewing process again after each individual cup.

1. Select the cup size you want to set.
2. Select the cup type on the input field and enter the percentage on the keyboard that appears.
3. Select the cycle index by opening the drop-down menu and selecting the number of cycles (default: "**1**").
4. Set the displayed parameters for one cup of the selected size (see table at the end of this chapter). Example:

The screenshot shows the Tchibo machine's service menu interface. On the left, there is a 'Service menu' section with a 'Beverage settings' button and a 'Return' button at the bottom. The main area is titled 'Step 1: Milk powder'. It contains five rows of settings, each with a minus button, a numeric input field, a plus button, and a 'Test' button. The settings are: Total water (ml) with a range of 0-300 and a value of 300; Weight of powder (g) with a range of 0-100 and a value of 20; Water outlet, front (ml) with a range of 5-50 and a value of 10; Outlet, rear (ml) with a range of 5-50 and a value of 20; and Powder output speed (%) with a range of 50-100 and a value of 100. At the bottom right, there is a 'Select powder' button. At the bottom center, there is a 'Test' button, and at the bottom left, there is a 'Save' button. The top right corner shows the time '14:26' and the date '2025/01/20'.

5. To check your entries, you can select "**Test**" and change the settings as necessary.

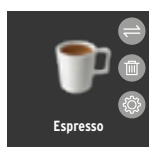
The **"Test"** button directly next to the individual components only dispenses the respective component; this allows you to weigh the amount of ground coffee, for example.

The larger **"Test"** button at the bottom of the screen dispenses the entire beverage as a test. Place a suitable empty container under the beverage outlet beforehand.

6. Once you have made all the settings to your liking, select **"Save"**.

The beverage now appears on the Start screen.

Further settings for displaying the beverages on the Start screen and customer selection options can be found in the **Service menu > Machine settings > Personalisation**



▷ **To edit a beverage**, first select the image of that beverage.

Three symbols appear next to the cup:

- ⇌ stands for swap positions,
- 🗑 stands for delete,
- ⚙ stands for edit parameters.

⇌ to swap positions:

1. Select ⇌.
2. Select the beverage that you want to swap positions with the active beverage.

🗑 to delete:

1. Select 🗑.
2. At the confirmation prompt, select ...  
... **"Delete"** to remove the beverage.  
... **"Cancel"** to abort the action.

⚙ to edit parameters:

▷ Select ⚙.

The same screen as for creating a new beverage opens.



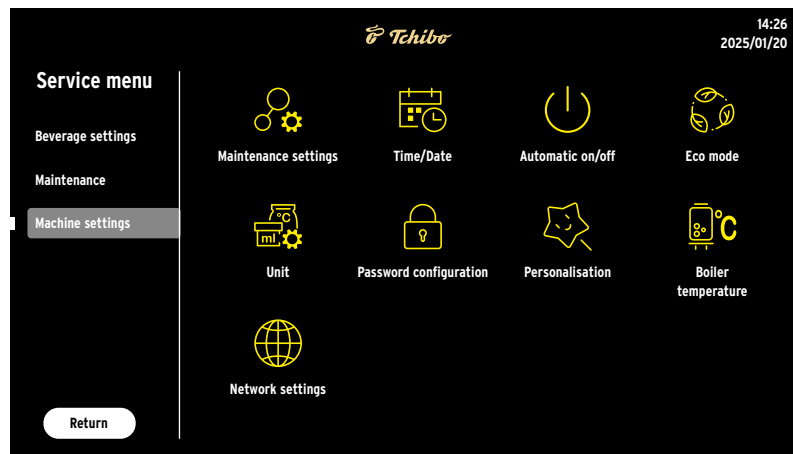
Beverage parameters	Setting range	Description
Coffee		
Amount of ground coffee	6-21 g	Amount of ground coffee
Pre-brewing (s)	0-10	For pre-soaking the ground coffee
Coffee (ml)	10-240 ml	Quantity of liquid dispensed
Brewing pressure mode	With brewing pressure Without brewing pressure	Brewing pressure creates the typical crema
Extraction control	Standard Strong Extra strong	Extension of the extraction time for more intense coffee aroma
Hot water		
Hot water (ml)	0-480 ml	Quantity of liquid dispensed
Powder (milk powder/hot chocolate powder)		
Total water (ml)	0-300 ml	Quantity of liquid dispensed
Weight of powder (g)	0-100 g	Powder quantity
Water outlet, front (ml)	5-50 ml	Amount of liquid dispensed into the mixer unit <b>before</b> powder is added
Outlet, rear (ml)	5-50 ml	Amount of liquid dispensed into the mixer unit <b>after</b> powder is added
Powder output speed (%)	50-100%	Reduction of the output speed for larger powder quantities
Cold water		
Cold water (ml)	0-300 ml	Amount of liquid dispensed
Milk		
Milk (s)	1-90 s	Amount of hot milk dispensed
Milk froth		
Milk froth (s)	1-90 s	Amount of milk froth produced
Pause		
Delay in seconds	1-10 s	Pause between two components during preparation



## 9.4. Machine settings

In the quick access menu: *Service menu* > *Machine settings*

Secondary level



Here are the setting options ...

... for the time intervals of the various cleaning programmes

("Maintenance settings"),

... for time and date settings ("Time/Date"),

... for automatically switching the machine on/off

("Automatic on/off"),

... to save energy ("Eco mode"),

... to select the unit for quantity and temperature ("Unit"),

... to change the password ("Password configuration"),

... for optional settings for the Start screen and lighting

("Personalisation"),

... for "Boiler temperature",

... for the "Network settings".

▷ **Select the desired button to open a submenu, set parameters, save the settings, cancel, return to the previous menu or return to the Start screen.**

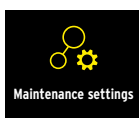
▷ **Swipe your finger horizontally or vertically across the display screen to see more entries.**

### 9.4.1. Editing the maintenance settings

In the quick access menu: *Service menu* > *Machine settings* > *Maintenance settings*

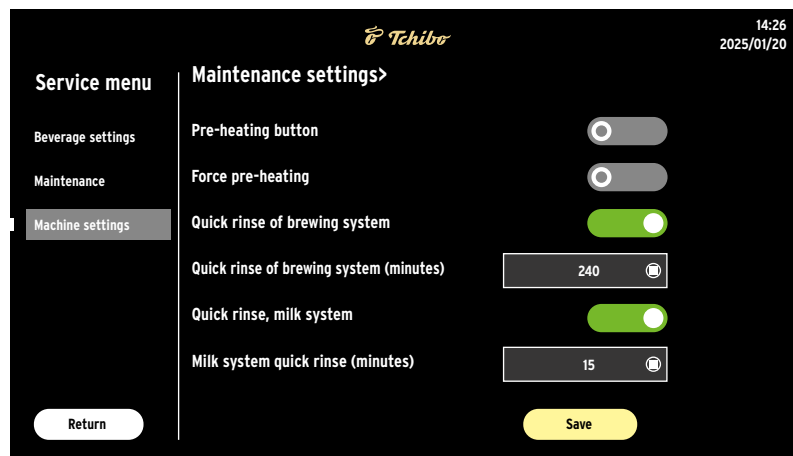




**Note: The basic maintenance settings should be made by trained personnel, as a great deal of experience is required here.**





1. To edit the maintenance settings, select "*Maintenance settings*".

The menu appears.




▷ To activate a function, select .  
The button turns green .

▷ To deactivate the function, select .  
The button turns grey .

### Pre-heating settings

After longer brewing interruptions, the coffee lines should be pre-rinsed with a small amount of hot water to bring them up to temperature. This is particularly recommended when preparing espresso, as it could otherwise be too cold.

You can choose whether to display a pre-heating button or not and/or whether you want to force pre-heating after a specific period without brewing (adjustable: 0-240 minutes).

**"Pre-heating button" on:** if you activate the pre-heating button, the  button appears at the bottom right of the Start screen, which you can use to start pre-heating.

**"Force pre-heating" on:** the lines are pre-rinsed regularly at the set time interval after the last brew.

### Quick rinses of the systems

To ensure hygienic operation, the various preparation systems - brewing system, milk system, powder system - must be rinsed regularly with hot water to prevent beverage residues from building up. This also ensures that the systems are pre-heated regularly.

The quick rinses can be carried out automatically and/or started manually.

Setting range of the time interval when automatic rinse is set:

- Brewing system quick rinse: 0-240 min.
- Milk system quick rinse: 0-240 min.
- Powder system quick rinse: 0-120 min.

The set time is measured from the last beverage dispensed or last manually initiated rinse. You will be prompted to confirm or cancel the automatic rinse at this point.

### **Deep cleaning of the brewing system**

Deep cleaning of the brewing system depends on the number of beverages prepared. The machine then automatically prompts you to initiate the deep cleaning of the brewing system and guides you through the individual steps.

The cleaning of the brewing system can be performed when you are prompted or started manually, if required.

### **Descaling the brewing system**

To prevent damage to the machine and to maintain the flavour quality of the beverages, the machine must be descaled regularly.

The descaling intervals are determined, depending on the local water hardness, by the number of beverages prepared and the amount of steam produced. The harder the water, the more frequently descaling is required. The machine then automatically prompts you to initiate descaling and guides you through the individual steps.

Descaling can also be initiated manually, if required.

**Determining the water hardness:** If no water filter is used, determine the descaling requirement (e.g. after 3,000 cups at 10 dH°) using the graph at the end of this chapter. Then enter the result under ***"Settings for descaling (cups)"***.

### **Milk froth setting (hours)**

Only relevant if fresh milk/steam is used.

The machine will also prompt you to initiate descaling after steam has been generated over a certain period of time. Unit: hours. You can set the exact value here.

If you use a water filter with the machine, an additional menu item appears: ***"Settings for water filter hardness"***. Here you set the same value as you set when inserting the water filter according to the instructions for the water filter:

**A** = for 220 l, **B** = for 150 l, **C** = for 80 l.

▷ To save your setting and return to the previous screen, select ***"Save"***.



▷ To return to the previous screen without saving, select ***"Return"***.

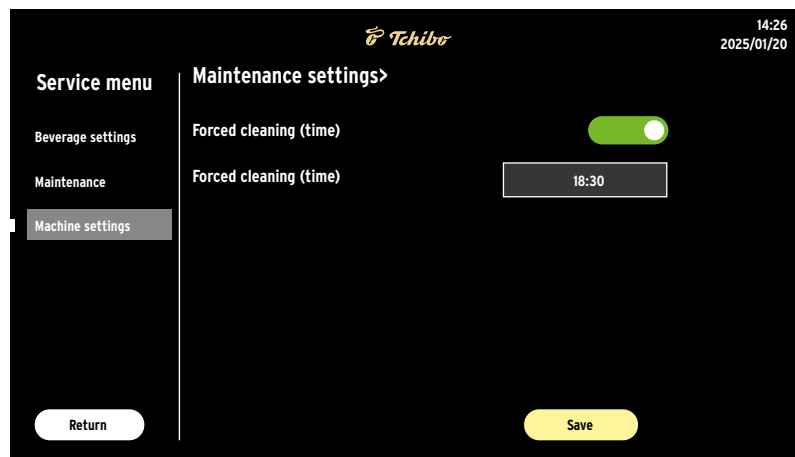
## Forced cleaning

For system cleaning and the milk system hot rinse, you can specify the day of the week and time at which a message prompting you to perform the cleaning appears on the display.

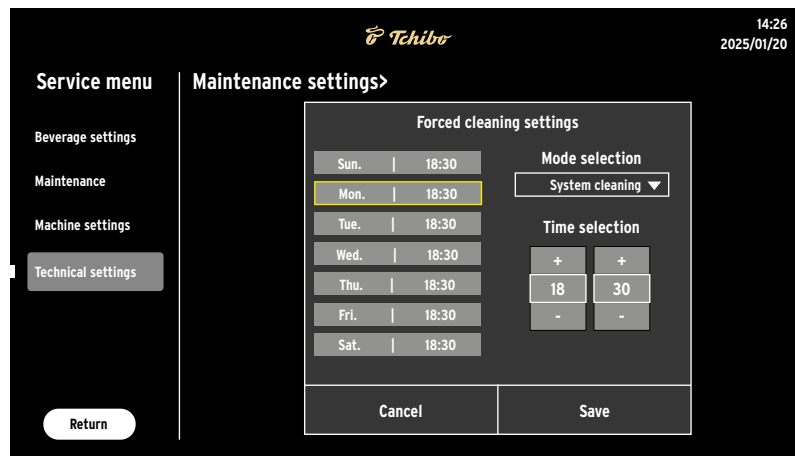
We recommend weekly system cleaning and daily milk system hot rinse.

In the quick access menu: **Service menu** > **Machine settings** > **Maintenance settings**

1. Scroll all the way down and activate forced cleaning by selecting . The button turns green . You will see an additional line "**Forced cleaning**" appear and a field with the time next to it.



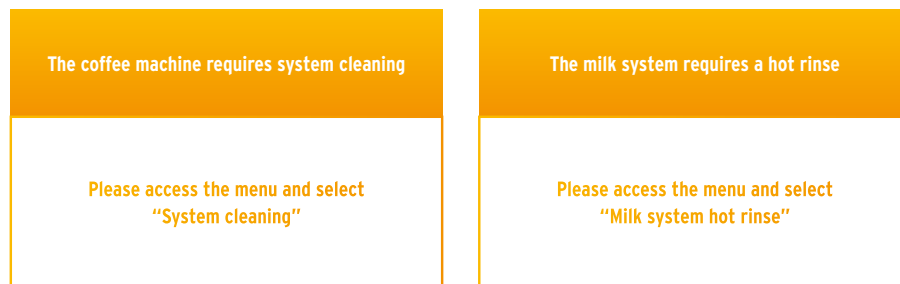
2. Select the time field.  
A new window opens.



3. In the drop-down menu "**Mode selection**", you can choose between "**System cleaning**" and "**Milk system hot rinse**".
4. Now select all the weekdays on the left on which forced cleaning is to take place.
5. Set the time for each selected day of the week under "**Time selection**".

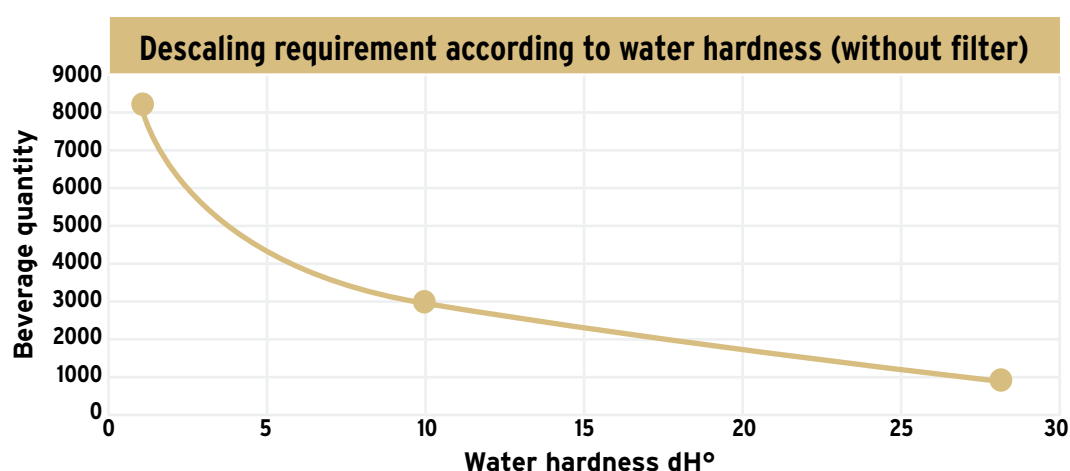
6. To save your settings and close the window, select **"Save"**.

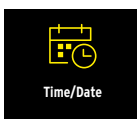
A message is now displayed at the set time on the selected day of the week.



▷ Then follow the instructions on the display screen and carry out the required cleaning.

Maintenance parameters	Setting range	Description
System cleaning		
Brewer quick rinse (minutes)	0-240 min.	Automatic mode can be selected; Interval until next automatic quick rinse
Milk system quick rinse (minutes)	0-240 min.	Automatic mode can be selected; Interval until next automatic quick rinse
Settings for powder system rinse (minutes)	0-120 min.	Interval until next automatic rinse after the last container removal
Settings for deep cleaning of brewing system (cups)	1,000-5,000 cups	Interval until the next displayed deep cleaning
Descaling		
Water hardness settings by cup count without water filter	Cups 1,000-80,000	Interval until the next descaling depending on the water hardness (see graph below)
Water hardness settings by steam time	Hours 1-100,000	Interval until the next descaling procedure depending on the water hardness
Water filter capacity	A: 220 l B: 150 l C: 80 l	With water filter (if fitted) depending on the water hardness (settings in accordance with the instructions for the water filter)
Milk froth		
Time, milk froth (hours)	24 h	Fixed value (max.) for the interval until the next cleaning
Forced cleaning (time)	xx:xx	Setting, 7-day cleaning schedule; select the interval at which forced cleaning of the milk froth system is carried out





### 9.4.2. Setting the time and date

In the quick access menu: **Service menu** > **Machine settings** > **Time/Date**

1. To edit the time and date, select **"Time/Date"**.

The menu appears.

One after the other, set these in the drop-down menus ...

... **"Time zone"**, depending on the installation location

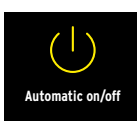
... **"12/24H"**, time display in 12 or 24 hour mode,

... **"Date"**, format YYYY/MM/DD

... **"Time"**, format HH/MM

2. To save your setting and return to the previous screen, select **"Save"**.

▷ To return to the previous screen without saving, select **"Return"**.



### 9.4.3. Setting automatic switch-on/switch-off (standby)

In the quick access menu: **Service menu** > **Machine settings** > **Automatic on/off**

If you want the machine to switch on and/or off automatically (into standby) on certain days at a preselected time, you can set the times here and activate or deactivate them.

**Note:** The machine can only switch on/off automatically if it remains in standby mode. If you do not intend to use the machine for a longer period of time, switch it off completely using the On/Off switch on the back so that the automatic function does not accidentally remain active.

1. Select **"Automatic on/off"**.


The menu appears.

2. Select **+** to add switch-on and switch-off times.


3. Select whether you wish to enter an ON **or** OFF time.

4. Select the day of the week and the time and confirm with **"OK"**.

5. Add further times as required.

6. To activate one of the times, select .

The button turns green .

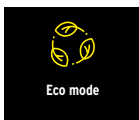
To deactivate one of the times, select .

The button turns grey .

7. To save your setting and return to the previous screen, select **"Save"**.

▷ To return to the previous screen without saving, select **"Return"**.





#### 9.4.4. Setting eco mode

In the quick access menu: *Service menu* > *Machine settings* > *Eco mode*

If the machine is often left unused for long periods during the day, it is worth selecting an Eco mode to save energy.


1. Select "*Eco mode*".


The menu appears.



**Note:** You can only activate one of the two modes at a time.

**"Eco mode 1":** After one hour, the steam boiler lowers the temperature to hot water level.

**"Eco mode 2":** After one hour, both boilers reduce the temperature to 60 °C.

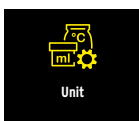
2. To activate an Eco mode, select .

The button turns green . The other mode is automatically deactivated at the same time.

- ▷ To deactivate both Eco modes, select  for both.  
The buttons turn grey .

3. To save your setting and return to the previous screen, select "*Save*".

- ▷ To return to the previous screen without saving, select "*Return*".



#### 9.4.5. Setting the units to be displayed

In the quick access menu: *Service menu* > *Machine settings* > *Unit*

1. Select "*Unit*".

The menu appears.

2. You can define the following units for your machine in the drop-down menus:

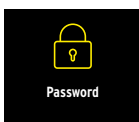
**"Capacity unit":** "*Millilitres (ml)*" or "*Ounce (oz)*"

**"Temperature unit":** "*Celsius (°C)*" or "*Fahrenheit (°F)*"

3. To save your setting and return to the previous screen, select "*Save*".

- ▷ To return to the previous screen without saving, select "*Return*".





#### 9.4.6. Changing the password

In the quick access menu: **Service menu > Machine settings > Password configuration**

The machine's software allows access to four different authorisation levels.

Level	Group of persons	Authorisation	Password
Customer	End customers - no authorisation	Beverage selection Language selection	None
Tertiary	Operating personnel - trained by the operator	Beverage settings Cleaning programmes	1609
Secondary	Operator - instructed by the manufacturer	Maintenance programmes Machine settings	1709
Primary	Technician - authorised by the manufacturer	Technical settings	1809

- You can only change the passwords that are assigned to your authorisation level or lower.
- Only give the password to persons who are authorised and sufficiently trained to carry out the respective accessible functions.
- The password can only be changed by entering the old password and then a new password.

**Application example:** If only selected persons are supposed to have access to the machine settings, but they are still supposed to perform all the cleaning tasks, you can change the secondary password, for example.

You can also access deep cleaning of the brewing, milk and powder systems with the tertiary password by pressing and holding the respective quick rinse button for approx. 5 seconds or via the system cleaning function.


1. Select "**Password configuration**".

The menu appears.

2. Select the field "**Old password**" for the authorisation level you want to change.

A keyboard appears.


3. Enter the current password and confirm with "**OK**".

▷ To abort the entry, press the  key on the keyboard.

4. Then select the field "**New password**" for the same authorisation level.

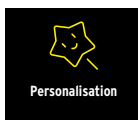
A keyboard appears.

5. Enter the new password and confirm with "**OK**".

▷ To abort the entry, press the  key on the keyboard.

6. To save your setting and return to the previous screen, select **"Save"**.

▷ To return to the previous screen without saving, select **"Return"**.



#### 9.4.7. Specifying optional settings for the Start screen and lighting

In the quick access menu: *Service menu > Machine settings > Personalisation*



Here you can customise the appearance of the Start screen, create beverage categories for selection and highlight individual beverages by using icons.

You can also give coffee consumers who do not have password authorisation extensive options for creating their own beverages.

(Selection options **"Amount cannot be adjusted"** / **"Amount can be adjusted"**).

##### **"Switch for the beverage category bar"**

Beverages can be automatically grouped into three categories based on their composition: hot beverages, cold beverages and special beverages. The category bar is shown at the bottom of the display screen.

1. To activate the function, select .  
The button turns green .

Further setting options for the Start screen are displayed.

2. Set these options one after the other ...

##### ... **"Automatic sorting switch"**

The most frequently selected beverage with hot sales logo is moved to the front on the Start screen.

##### ... **"Interface lock switch"**

When the switch is activated, if the beverages overview consists of more than one page, the display screen returns automatically to the Start screen approx. 10 seconds after scrolling down. If the function is not activated, the display screen always shows the most recently used beverages overview.



##### ... **"Hot sale logo style"**

You can assign the hot sale logos to individual beverages as a promotional measure so that they are displayed with the beverages on the Start screen (practical when using a payment system).

##### ... **"Amount of hot sale logos (pc.)"**

amount of beverages with promotional logo; selection from 0-10

##### ... **"Calculation cycle for hot sales (weeks)"**

number of weeks in which the promotional logo is to be displayed;  
selection from 1-12

... **"Hot beverages"**



appears as a category on the Start screen; change the name if necessary

... **"Cold beverages"**

appears as a category on the Start screen; change the name if necessary

... **"Special beverages"**

appears as a category on the Start screen; change the name if necessary

- ▷ To deactivate the function, select .  
The button turns grey .

The setting options for the category bar are then hidden.

**"Beverage mode"**

Defines the number of visible beverage buttons on the Start screen (e.g. the setting **"2\*4"** displays two rows with four beverages each. If there are other beverages on offer, users must swipe the screen to the left).

You can choose from **"1\*4"** / **"2\*4"** / **"3\*6"** / **"3\*7"**.

**"Preparation mode"** (beverage parameters can be customised by the customer)

Here you can give coffee consumers without password authorisation extensive options for creating their own beverages.

If the option **"Amount can be adjusted"** is selected in the drop-down menu, the customer is shown an option to change the parameters for preparing the beverage for this one cup after selecting the beverage.

You have the choice between **"Amount cannot be adjusted"** and **"Amount can be adjusted"**.

If **"Confirm again"** is selected, the customer will have to select either **"Start"** or **"Cancel"** after choosing a beverage.

**"Order cancellation available"**

**"Yes"**: After selecting the beverage, the customer can cancel at any time.

**"No"**: Once a beverage has been selected, it is dispensed in full.

**"Display mode selection"**



Currently only **"Image"** can be selected.

**"Display screen backlight brightness"**



- ▷ To adjust the brightness of the display screen backlighting, drag the slider on the display screen.

**"LED strip"**

You can switch the LED strip under the display screen on or off.

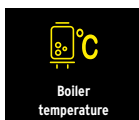
1. To activate the function, select .  
The button turns green .

A drop-down menu appears where you can specify the colour of the LED strip or opt for continuously changing colours.

- ▷ To deactivate the function, select .  
The button turns grey .

2. To save your setting and return to the previous screen, select "**Save**".

- ▷ To return to the previous screen without saving, select "**Return**".



#### 9.4.8. Setting the boiler temperature


In the quick access menu: *Service menu* > *Machine settings* > *Boiler temperature*

Set the hot water boiler temperature to 85-97 °C.

1. Select the button beside "**Hot water boiler (°C)**".

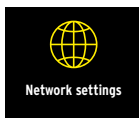
A keyboard appears.

2. Enter the desired temperature and confirm with "**OK**".

- ▷ To abort the entry, press the  key on the keyboard.

3. To save your setting and return to the previous screen, select "**Save**".



- ▷ To return to the previous screen without saving, select "**Return**".



#### 9.4.9. Establishing a network connection

In the quick access menu: *Service menu* > *Machine settings* > *Network settings*

The "area", "address" and "port" fields contain the network settings of the machine.

1. To enable telemetry, select the button beside "**Enable telemetry**" .  
The button turns green .

2. You can activate "**Mobile data**" and/or "**Wi-Fi**".

If you activate "**Wi-Fi**", you will be prompted to enter the network SSID and the wireless access password.

To activate, select . The button turns green .

To deactivate, select . The button turns grey .

3. To save your setting and return to the previous screen, select "**Save**".

- ▷ To return to the previous screen without saving, select "**Return**".

## 10. IMPORTING/EXPORTING DATA FROM/TO A USB STICK

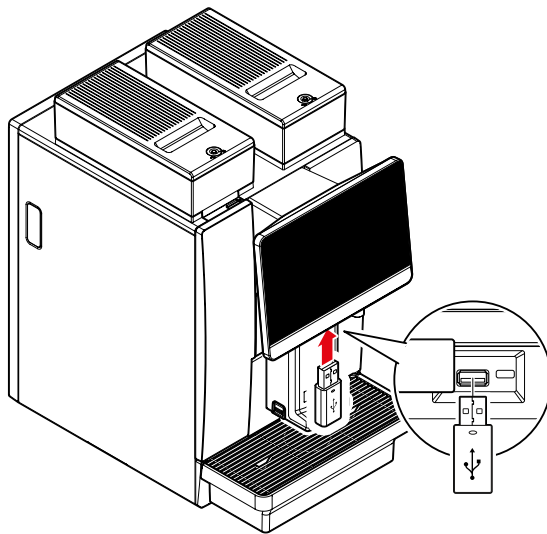
### 10.1. Requirements for using a USB stick

- Image size: see info in the menu
- Image format: png, bmp
- File size: less than 1 MB
- Storage capacity: does not exceed 32 GB
- Connection: USB 1.0 or USB 2.0 (USB 3.0 is currently not available)
- Format: FAT or FAT32

#### Notes on using a USB stick:

- Images should be located in the root directory of the USB stick.  
The following applies to images: only use English words or numbers for the file names.

### 10.2. Connecting the USB stick



The USB connection socket is located at the bottom of the display screen in the middle.

1. Pull off the cover cap.
2. Connect the USB stick.
3. Go to the menu item in which you want to import or export data.
4. Follow the instructions on the display screen.
5. Remove the USB stick.
6. Carefully close off the USB connection socket again with the cover cap.



#### NOTICE - MATERIAL DAMAGE DUE TO SHORT CIRCUIT

Steam or splashes of liquid penetrating the machine can cause a short circuit. To ensure that the USB connection socket is steam- and watertight, it must always be correctly sealed with the cover cap when the machine is in use.



# 11. CLEANING AND DESCALING THE MACHINE

## 11.1. Cleaning schedule

Cleaning schedule for Coffea Enjoy Plus							
	Daily	Weekly	Display screen prompt	When switching off (automatic)	As required		Password required
<b>Cleaning programmes</b> (Guided by instructions on the display screen and, if required, cleaning chemicals are used)		✓	✓		✓	Complete system cleaning (coffee, milk, powder)	3.
	✓		✓		✓	Milk system hot rinse	3.
					✓	Deep cleaning of milk system	2./3.
					✓	Deep cleaning of brewing system	2./3.
	✓		✓		✓	Deep cleaning of powder system	2./3.
			✓			Descaling	2.
<b>Automatic rinse</b>				✓	✓	Brewing system rinse (every 2 hours)	3.
				✓		Milk system rinse (15 min. after dispensing the last beverage)	
				✓	✓	Powder system rinse (every 2 hours)	3.
<b>Manual cleaning</b>	✓				✓	Emptying and cleaning the drip tray	-
	✓				✓	Emptying and cleaning the coffee grounds container	-
	✓				✓	Cleaning the beverage outlet	-
		✓			✓	Cleaning the water tank	-
					✓	Cleaning the bean container	-
					✓	Cleaning the powder container	-
					✓	Cleaning the brewing unit	-
	✓				✓	Cleaning the display screen	3.
	✓				✓	Cleaning the outer surfaces of the machine	-



Explanation of terms	
Daily	Clean at least once a day, more often if necessary
Weekly	Clean at least once a week, more often if necessary
Display screen prompt	A cleaning message appears on the screen to notify the operator. The cleaning time can be programmed by the operator.
When switching off	Automatic rinsing when the coffee machine is powered down
As required	If cleaning is obviously required



#### **WARNING - RISK OF SCALDS/BURNS**

- Take care not to come into contact with hot machine parts or hot liquids. Follow the instructions in this chapter.



#### **NOTICE - MATERIAL DAMAGE**

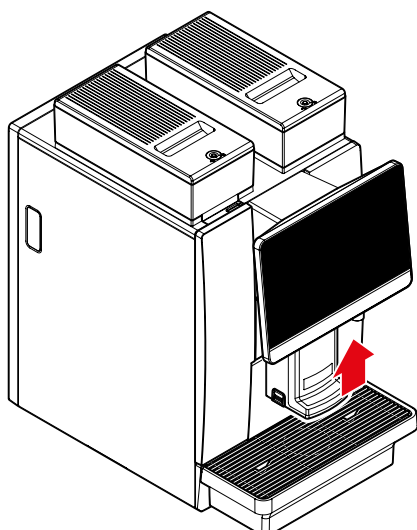
- The following cleaning processes must be performed by personnel trained and authorised by the operator.

## **11.2. Manual cleaning**

### **11.2.1. Emptying and cleaning the collection containers**

#### **Emptying and cleaning the coffee grounds container - Emptying and cleaning the drip tray - Cleaning the beverage outlet**

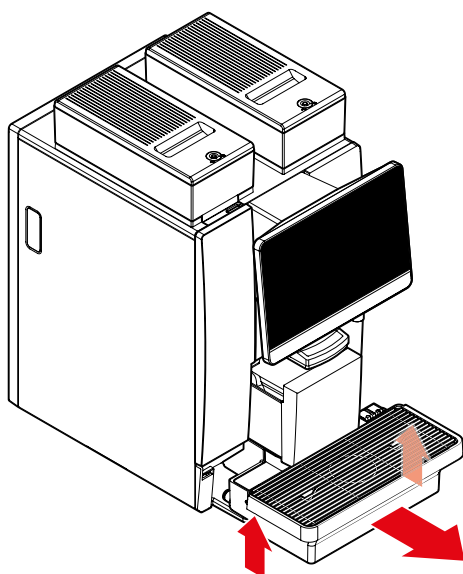
- ▷ Ideally, these three cleaning tasks should be carried out in one session.



1. Slide the beverage outlet all the way up.



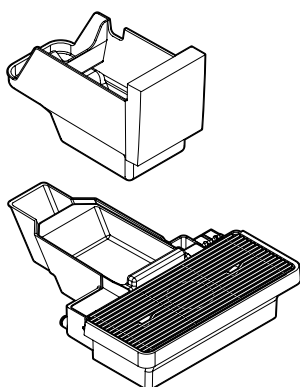




2. Grasp the drip tray with both hands and then press and hold the unlock buttons on both sides on the underside of the drip tray (see arrows).
3. Pull the drip tray straight out of the machine towards the front.

**Take care so that no liquid spills out. It can still be hot!**

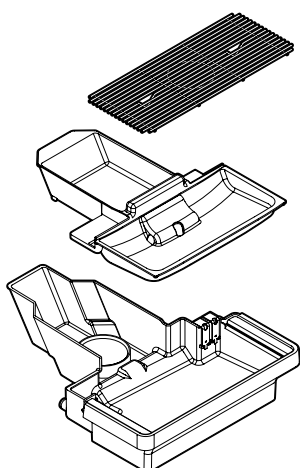
#### **Emptying and cleaning the coffee grounds container**



4. Remove and empty the coffee grounds container.
5. Clean the coffee grounds container with warm water and a commercially available washing-up liquid.
6. Wipe it dry with a soft, lint-free cloth.

**Continue with "Emptying and cleaning the drip tray".**

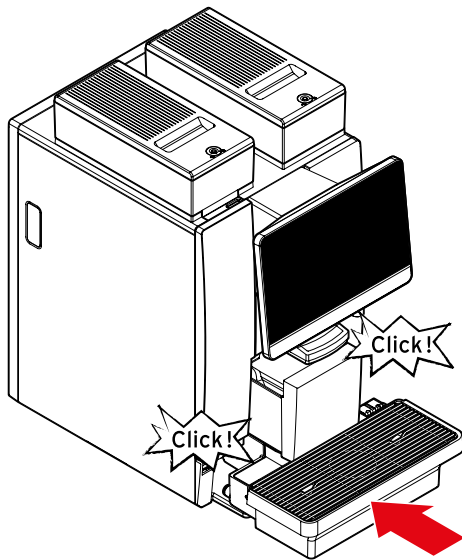
#### **Emptying and cleaning the drip tray**



7. Remove the drip grid and the drip tray from the water draining tray and empty the water draining tray.
8. Clean all of the parts with warm water and a commercially available washing-up liquid.
9. Wipe all of the parts dry with a soft, lint-free cloth.
10. Reassemble the water draining tray, drip tray, drip grid and coffee grounds container.

11. Wipe out the inside of the machine.

**Now continue to the next section "Cleaning the beverage outlet" or finish the cleaning session with steps 12-13.**



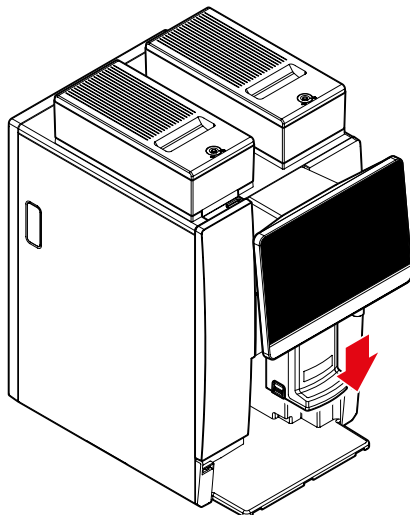
12. Push the assembled drip tray straight into the machine towards the back until you can hear and feel it click into place.

13. This prompt appears on the display screen: ***"Please confirm that the coffee grounds container is empty"***. Then select ***"Empty"***.

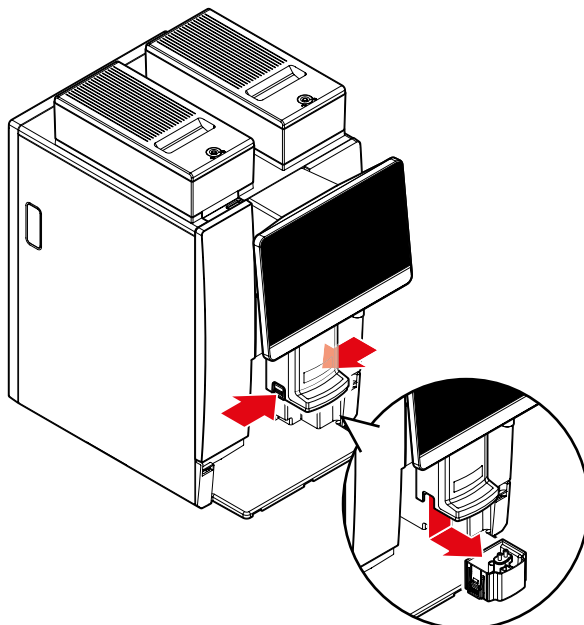
The machine is ready for operation again.

### Cleaning the beverage outlet

1. If necessary, remove the drip tray as described in the previous section.

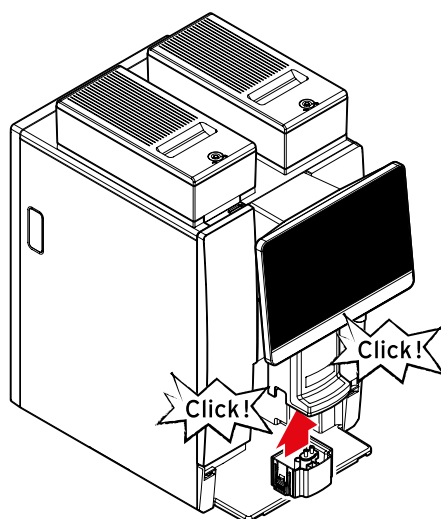
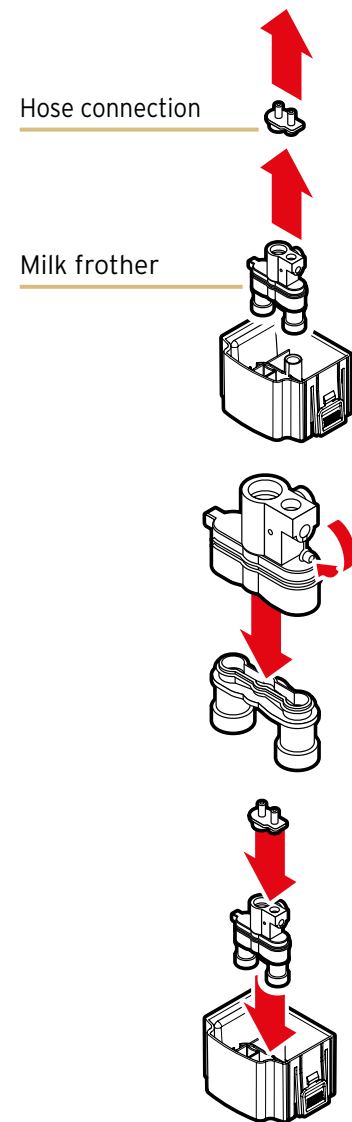


2. Pull the beverage outlet down as far as it will go.



3. Press and hold the unlock buttons on both sides of the beverage outlet.

4. Pull the insert straight down and off.



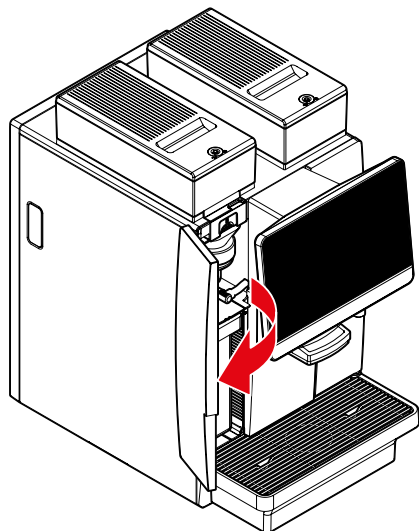
5. Pull out the milk frother. If necessary, press it out from underneath.
6. Pull the hose connection up and off.

**Warning! Do not turn the small wheel on the milk frother, as this changes the mixing ratio of steam and milk in 4 steps and the milk may no longer froth properly (clockwise = higher temperature; anti-clockwise = lower temperature).**

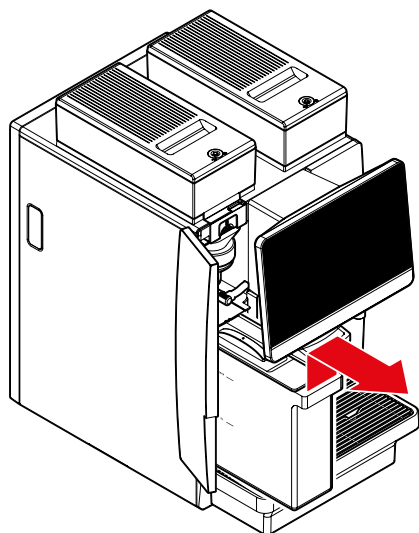
7. Pull the milk frother outlet down and off and open the small plug at the front.
8. Clean all of the parts thoroughly with warm water and a commercially available washing-up liquid.
9. Reassemble the milk frother. Ensure that the small plug at the front securely closes the opening.
10. Replace the hose connection and carefully press it securely into place.
11. Press the milk frother completely back into the insert.
12. Push the insert straight up into the beverage outlet from below until you hear and feel it click into place.
13. Slide the beverage outlet back up.

### 11.2.2. Cleaning the water tank

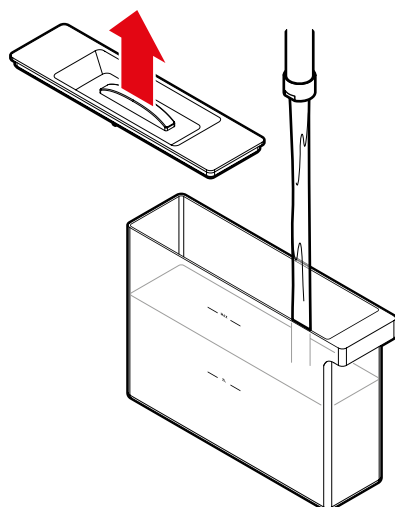
**Note:** If you have installed a connection for fresh water, this part is not necessary.



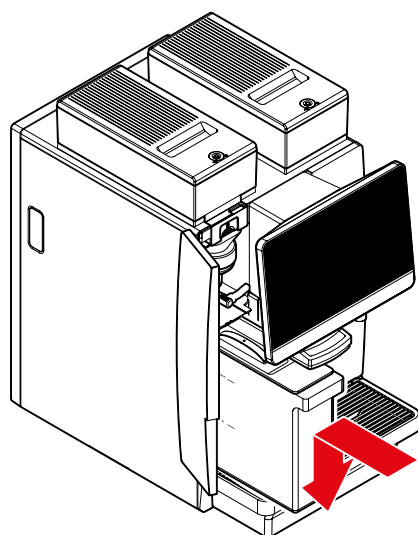
1. Open the door on the front side of the machine.



2. Push the water tank up using its handle and pull it out.



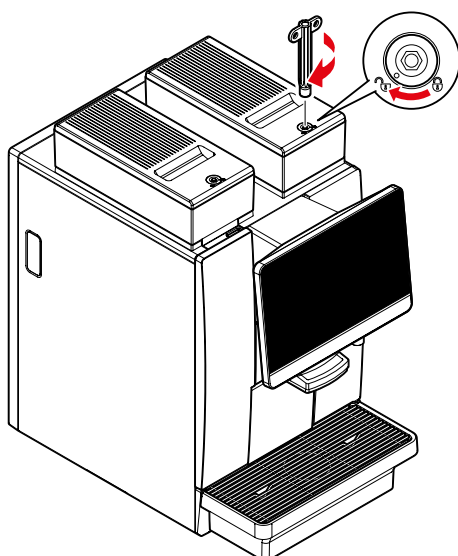
3. Remove the cover and rinse the tank and cover thoroughly with warm water and a commercially available washing-up liquid.
4. Fill the water tank to the **MAX** marking with fresh, cold drinking water.
5. Replace the cover.



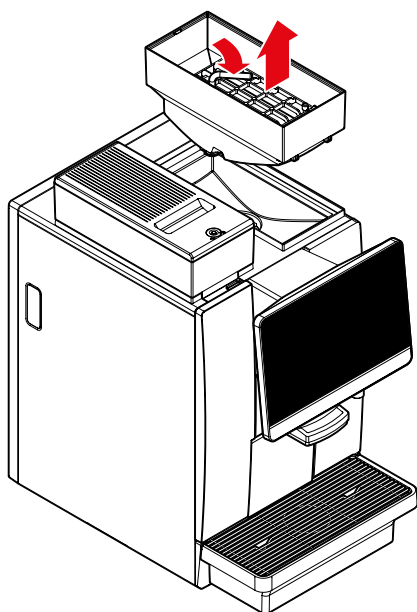
6. Push the water tank into the machine.  
Press firmly against the bottom of the water tank, so that you can feel it lock fully into position.
7. Close the door.

### 11.2.3. Cleaning the bean container

You can remove the bean container even if it still contains leftover beans.



1. Use the grinder setting key to unlock the bean container cover and remove the cover.

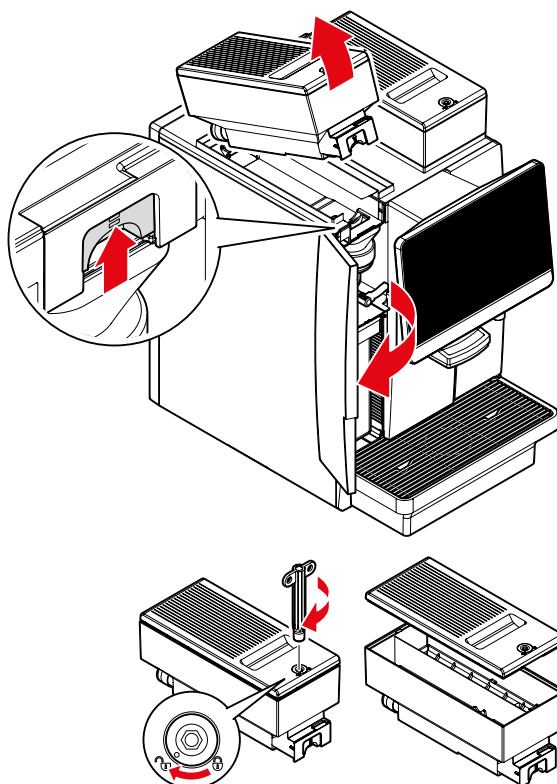


2. Turn the locking lever a 1/4 turn towards the front until it stops.  
  
The opening on the bottom of the bean container closes so that no beans can fall out.
3. Remove the bean container.
4. Tip out any leftover beans. Clean the container with warm water and a commercially available cleaning agent.

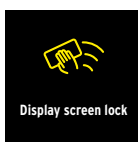
5. Wipe the bean chute to the grinder with a damp, lint-free cloth.
6. Reinsert the bean container.
7. To reopen the opening on the bottom of the container, turn the locking lever a 1/4 turn towards the rear until it stops.
8. Fill the bean container with coffee beans.
9. Replace the cover and lock it in place.

#### 11.2.4. Cleaning the powder container

You can remove the powder container even if it still contains leftover powder.



1. Open the door under the powder container.
2. Press the red locking mechanism upwards - the opening on the bottom of the powder container closes - and pull the powder container forwards/upwards and out.
3. Use the grinder setting key to unlock the powder container cover and remove it.
4. Tip out any leftover powder. Clean the container with warm water and a commercially available cleaning agent.
5. Wipe the powder chute to the mixer unit with a damp, lint-free cloth. Then carefully wipe the powder chute dry to prevent the powder from sticking.
6. Reinsert the powder container. You must hear and feel the locking mechanism click into place.
7. Refill the powder container - on the left with cocoa powder and on the right with milk powder.
8. Replace the cover and lock it in place.



### 11.2.5. Cleaning the display screen

In the quick access menu: **Service menu** > **Display screen lock**

To make it easy to wipe the display screen, touch sensitivity can be turned off for 10 seconds.

1. On the Start screen, select the menu icon ≡.
2. In the quick access menu, select "**Display screen lock**".

Ten seconds are counted down on the display screen with a prompt for you to clean the screen during this time.

3. Wipe the display screen clean with a special display screen cleaner.

After 10 seconds, the display returns to the quick access menu and the display screen is touch-sensitive again.

## 11.3. Quick rinse programmes



### WARNING - RISK OF SCALDS/BURNS

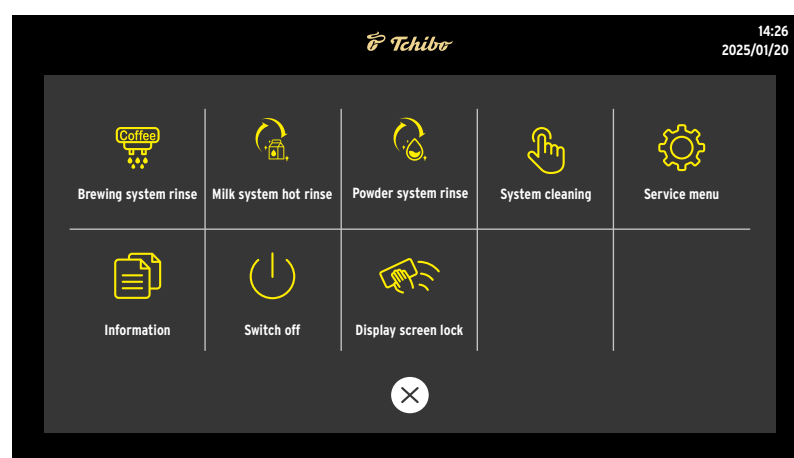
- During the automatic rinse, hot liquid is discharged from the beverage outlet. Do not reach into the area under the beverage outlet. In addition, do not touch the beverage outlet immediately after the rinse process.

The quick rinse processes for the brewing unit and the powder and milk systems are performed automatically by the machine after a preset time interval or when the machine is switched to standby mode.

- ▷ If required, you can also start these processes manually in the quick access menu. **Follow the instructions on the display screen.**

1. On the Start screen, select the menu icon ≡.
2. If required, enter your password in the following password prompt.

The quick access menu opens.





### 11.3.1. Rinsing the brewing system

In the quick access menu: **Service menu > Brewing system rinse**

Duration: approx. 20 seconds

1. Place an empty container under the beverage outlet.
2. Select "**Brewing system rinse**".
3. To start the rinse process directly, select "**OK**".  
To cancel the process and return to the previous screen, select "**Cancel**".

If you do not select any button, the rinse process starts automatically after 10 seconds.

The display screen then returns to the quick access menu.

**Note:** If you press and hold the button for approx. 5 seconds, the menu jumps to "Deep cleaning of brewing system" (see that chapter).



### 11.3.2. Rinsing the milk system

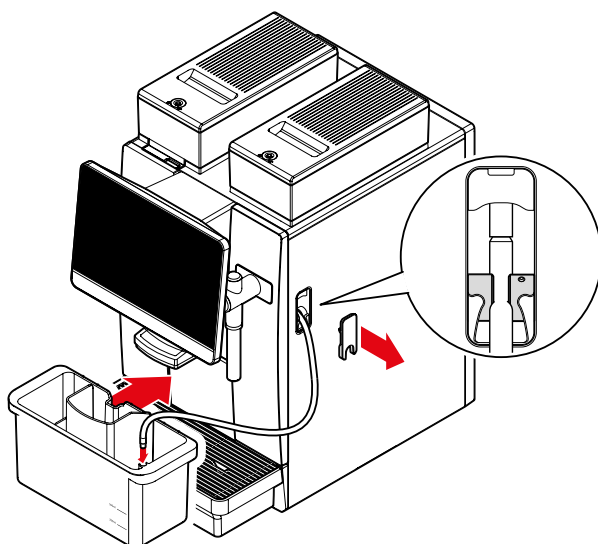
The automatic quick rinse takes place at regular intervals after the last milk extraction and lasts approx. 20 seconds.

In the quick access menu: **Service menu > Milk system hot rinse**, a more extensive rinse takes place, which should be carried out **at least once a day**.

Duration: approx. 5 minutes



**Note:** If you have not connected a fresh milk system, this function is not enabled. If necessary, check to see whether the steam boiler is switched on (see the chapter "Technical settings - Function switch").



1. Make sure that the milk intake/cleaning tube is positioned between the two jaws of the pinch valve.
2. Select "**Milk system hot rinse**".
3. Select "**OK**" to start the programme.

(To cancel the process and return to the previous screen, select "**Cancel**".)

4. Follow the instructions on the display screen.

Place the empty cleaning container under the beverage outlet.

Guide the milk intake/cleaning tube - with the milk lance, if in use - into the cleaning container.

The machine performs several rinse processes.

**Note:** If you press and hold the button for approx. 5 seconds, the menu jumps to "Deep cleaning of milk system" (see that chapter).





### 11.3.3. Rinsing the powder system

In the quick access menu: **Service menu** > **Powder system rinse**

Duration: approx. 10 seconds

1. Place an empty container under the beverage outlet.
2. Select "**Powder system rinse**".
3. To start the rinse process directly, select "**OK**".  
To cancel the process and return to the previous screen, select "**Cancel**".

If you do not select any button, the rinse process starts automatically after 10 seconds.

The display screen then returns to the quick access menu.

**Note:** If you press and hold the button for approx. 5 seconds, the menu jumps to "Deep cleaning of powder system" (see that chapter).

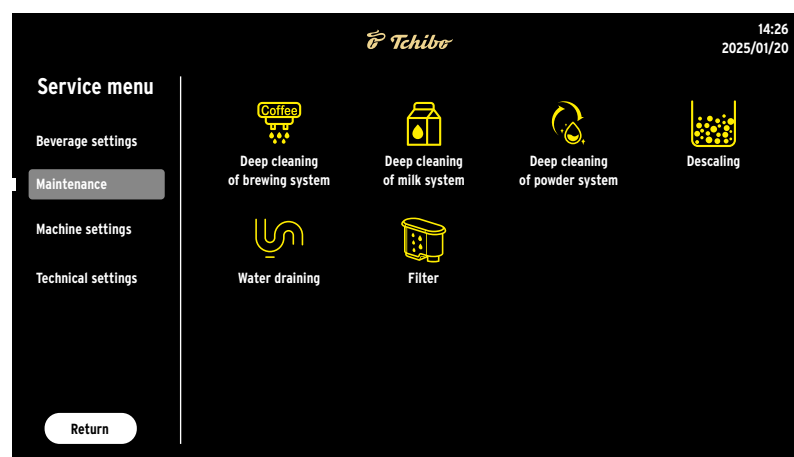
### 11.4. Deep cleaning

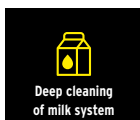


#### WARNING - RISK OF SCALDS/BURNS

- During the automatic cleaning process, hot liquid and steam are discharged from the beverage outlet. Do not reach into the area under the beverage outlet. Follow the instructions on the display screen.
- During the automatic milk system cleaning process, the milk intake/cleaning tube and the milk lance also become hot. Do not touch them.

1. On the Start screen, select the menu icon ≡.
2. If required, enter your password in the following password prompt.
3. The quick access menu opens.
4. Select "**Service menu**" and in the service menu select "**Maintenance**".





#### 11.4.1. Deep cleaning of the milk system

In the quick access menu: **Service menu > Maintenance >**

**Deep cleaning of milk system** or

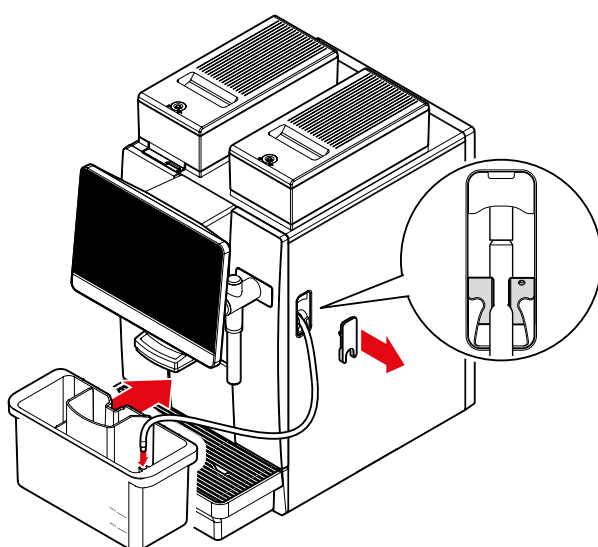
in the quick access menu: press and hold **"Milk system hot rinse"** for approx. 5 seconds.

Daily, after prompting on the display screen or as required.

The programme takes approx. 5 minutes and cannot be interrupted once it has started. Follow the instructions on the display screen.



**Note:** If you have not connected a fresh milk system, this function is not enabled. If necessary, check to see whether the steam boiler is switched on (see the chapter "Technical settings - Function switch").



1. Make sure that the milk intake/cleaning tube is positioned between the two jaws of the pinch valve.
2. Select **"Deep cleaning of milk system"**.
3. Start the programme by selecting **"OK"**.

4. Follow the instructions on the display screen.

Fill the cleaning container with approx. 500 ml of water at 40 °C and add milk system cleaner according to the manufacturer's instructions. Guide the milk intake/cleaning tube - with the milk lance, if in use - into the cleaning container.

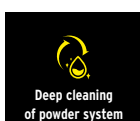
The machine performs several rinse processes. Duration approx. 3 minutes.

5. If you are prompted to refill the cleaning container, fill it with fresh water without a cleaning agent.

The machine performs several rinse processes. Duration approx. 2 minutes.

6. To finish, select **"OK"**.

#### 11.4.2. Deep cleaning of the powder system



In the quick access menu: Under **Service menu > Maintenance >**

**Deep cleaning of powder system** or

in the quick access menu: press and hold **"Powder system rinse"** for approx. 5 seconds.

Daily, after prompting on the display screen or as required.

The programme consists of manual cleaning after a prompt on the display screen followed by an automatic rinse of the powder system.

The programme takes approx. 5 minutes and cannot be interrupted once it has started.



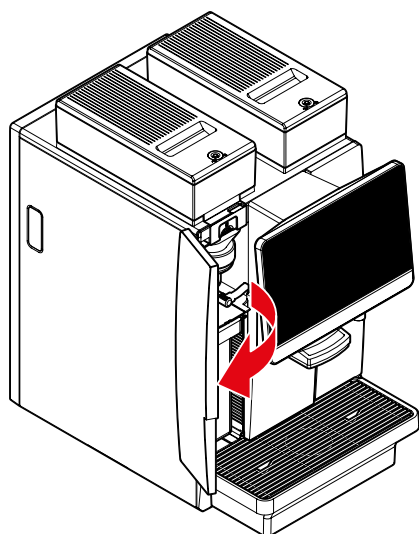
#### **WARNING - RISK OF SCALDS/BURNS**

- During the automatic rinse, hot liquid is discharged from the beverage outlet. Do not reach into the area under the beverage outlet. In addition, do not touch the beverage outlet immediately after the rinse process.
- 

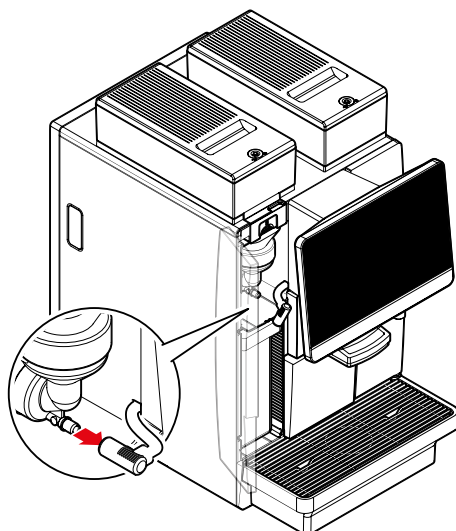
1. Place an empty container under the beverage outlet.
2. Select "*Deep cleaning of powder system*".
3. To start, select "*OK*".

Follow the instructions on the display screen (see also the following section "Cleaning the mixer unit manually" and the chapter "Cleaning the powder container").

#### **Cleaning the mixer unit manually**

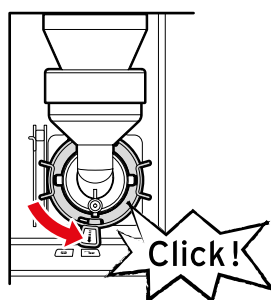



1. Open the door under the powder container.

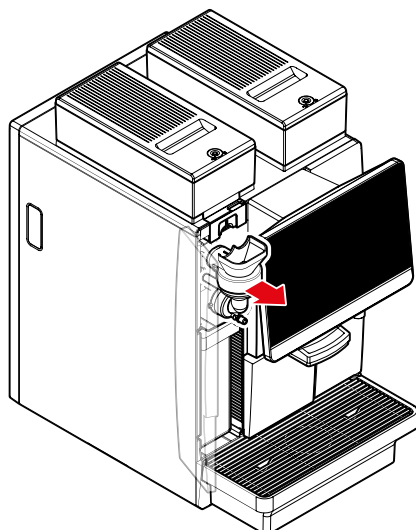


2. Remove the white tube from the mixer unit.

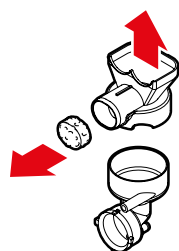




3. Turn the red locking mechanism under the mixer unit anti-clockwise slightly to , until you hear and feel it click into place.

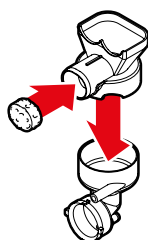


4. Pull the mixer unit out of the machine towards the front.



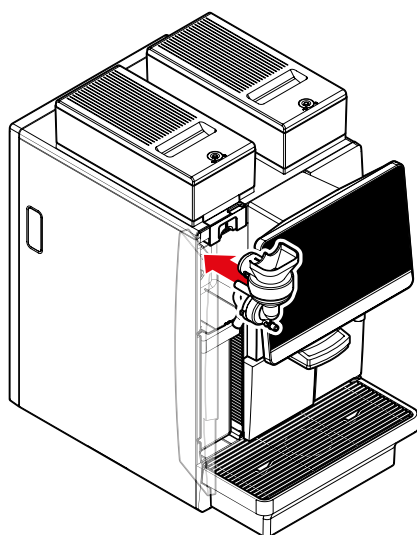
5. Disconnect the individual parts of the mixer unit from each other and also remove the foam plug.

6. Clean the parts with warm water and a commercially available cleaning agent. Wash out the foam plug under warm running water.



7. Allow all parts to **dry thoroughly** before reassembling them. Otherwise, the powder may stick to them the next time you use the machine.

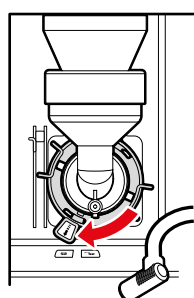




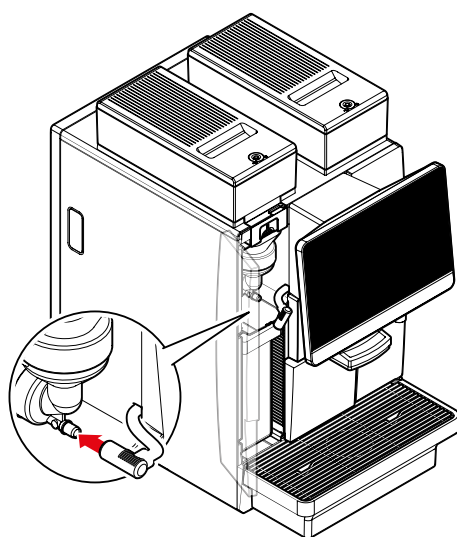
8. Reinsert the mixer unit.

First, position the funnel directly under the powder dispenser and then press the lower part securely into place.

The locking mechanism can only be turned when the mixer unit is correctly positioned.

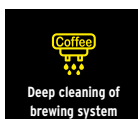


9. Turn the red locking mechanism under the mixer unit clockwise slightly to **6**.



10. Push the tube firmly back onto the connector on the mixer unit.

11. Close the door.



### 11.4.3. Deep cleaning of the brewing system

In the quick access menu: *Service menu > Maintenance >*

*Deep cleaning of brewing system* or

in the quick access menu: press and hold *"Brewing system rinse"* for approx. 5 seconds.

The programme takes approx. 6 minutes and cannot be interrupted once it has started. **You will need a cleaning tablet** (included, available from customer service).



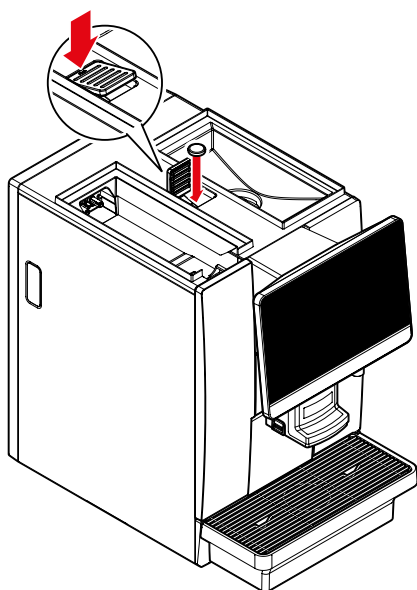


## WARNING - RISK OF SCALDS/BURNS

- During the automatic rinse, hot liquid is discharged from the beverage outlet. Do not reach into the area under the beverage outlet. In addition, do not touch the beverage outlet immediately after the rinse process.

Follow the instructions on the display screen.

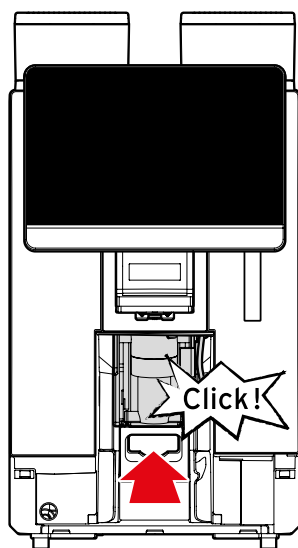
1. Place an empty container under the beverage outlet.
2. Select "**Deep cleaning of brewing system**".
3. Select "**OK**".



4. When prompted, place a cleaning tablet in the cleaning duct on the top of the machine: To open the small cover, press **PUSH** at the back.
5. When the message "**Brewer cleaning finished**" appears, select "**OK**".

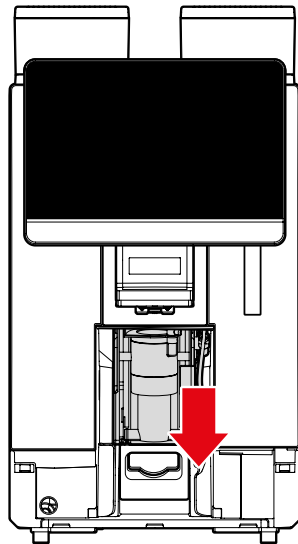
## Cleaning the brewing unit manually

1. Slide the beverage outlet all the way up and remove the drip tray.

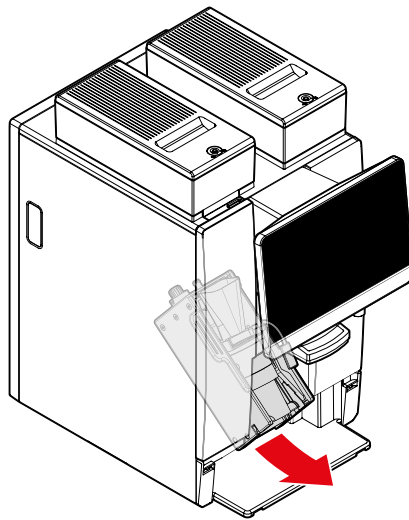


2. Reach deep into the machine with the palm of your hand facing upwards so that you can catch the brewing unit if necessary. Press the unlocking mechanism upwards until you hear the brewing unit release.



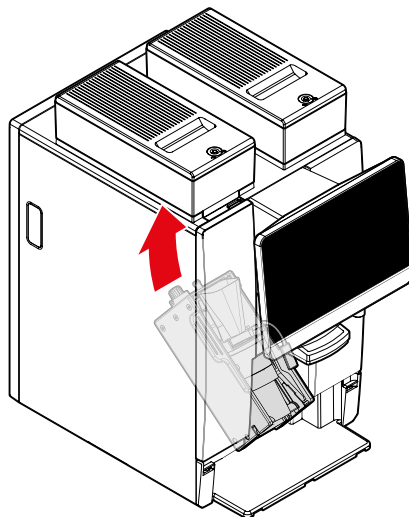


3. Pull the brewing unit downwards ...

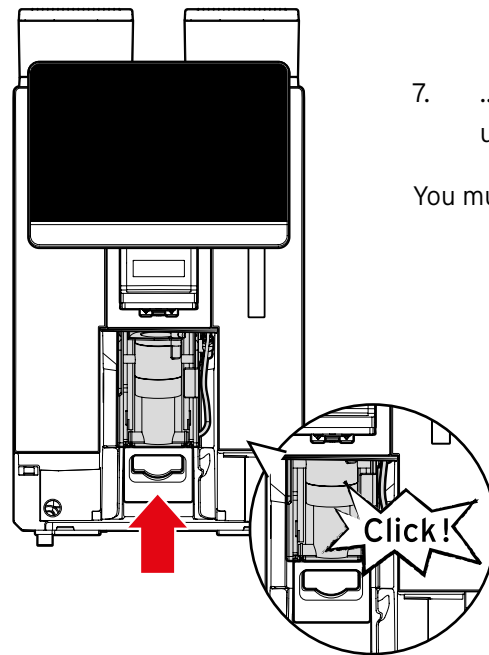


4. ... tilt it as shown and pull it out towards the front.

5. Rinse the brewing unit thoroughly under warm running water to remove all coffee residue. Wipe it dry on the outside with a soft, lint-free cloth.



6. Push the brewing unit into the machine as shown, top first, all the way to the back, ...



7. ... straighten it out and press it upwards securely into place.

You must hear and feel it click into place.

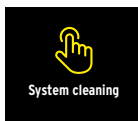
8. Reinsert the drip tray.

This message appears on the display screen: "**Brewer check**".

This only takes a few seconds.

9. To start the check, select "**Please test**".

#### 11.4.4. Complete system cleaning (coffee, milk, powder)



In the quick access menu: **System cleaning**

The programme combines the deep cleaning of the brewing, milk and powder systems and cannot be interrupted after starting.



**Note:** If you have not connected a fresh milk system, this function is not enabled. If necessary, check to see whether the steam boiler is switched on (see the chapter "Technical settings - Function switch").

The programme runs through a sequence of 6 steps and takes approx. 6 minutes (programme sequence only):

Step 1: Empty the coffee grounds container and the drip tray.

Step 2: Insert a brewer cleaning tablet. Mix the milk system cleaner and guide the milk intake/cleaning tube into the cleaning container.

Step 3: Intake of the cleaning mixtures, soaking, rinsing. Duration approx. 5 minutes.

Step 4: Clean and fill the cleaning container with fresh water.

Step 5: Rinse all water systems. Duration approx. 1 minute.

Step 6: Empty the coffee grounds container. End.



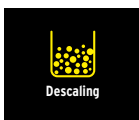


#### **WARNING - RISK OF SCALDS/BURNS**

- During the automatic cleaning process, hot liquid and steam are discharged from the beverage outlet. Do not reach into the area under the beverage outlet. Follow the instructions on the display screen.
  - During the automatic milk system cleaning process, the milk intake/cleaning tube and the milk lance also become hot. Do not touch them.
- 

1. Have a container, a brewer cleaning tablet and the milk system cleaner ready.
2. Guide the milk intake/cleaning tube into the cleaning container.
3. Select "**System cleaning**".
4. Follow the instructions on the display screen.

### **11.5. Descaling**



In the quick access menu: **Service menu > Maintenance > Descaling**

The programme mainly consists of automatic rinse processes of the entire water system and cannot be stopped once it has started. However, if you have not connected a wastewater line, you will have to empty the drip tray several times in between. Even if there is a fresh water connection, the water tank must still be filled as well as cleaned and refilled from time to time.

The programme runs through a sequence of 5 steps and takes a total of approx. 60 minutes:

- Step 1: Fill the water tank with 2 litres of water and cleaning agent according to the respective manufacturer's instructions.
- Step 2: Intake of the cleaning mixture, soaking, rinsing. Duration approx. 15 minutes.
- Step 3: Clean and fill the water tank with fresh water (4 litres).
- Step 4: Rinse all water systems. Duration approx. 45 minutes.
- Step 5: End.

Follow the instructions on the display screen.

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#### **WARNING - RISK OF SCALDS/BURNS**

- During the automatic rinse, hot liquid is discharged from the beverage outlet and the hot water outlet.
- Do not put your hand under the outlet. In addition, do not touch the beverage outlet or the hot water outlet immediately after the rinse process.
-

1. Place an empty container under the beverage outlet and the hot water outlet.
2. Select "*Descaling*".
3. To start, select "*OK*".
4. Follow the instructions on the display screen.

## 11.6. Error messages/prompts for cleaning



**Note:** These messages inform you about malfunctions during operation. Follow the instructions on the display screen. If this does not resolve the malfunction, refer to the following table for possible solutions. If these measures do not help either, inform customer service. A part of the machine may be defective and must be repaired or replaced.





### WARNING - RISK OF INJURY AND MATERIAL DAMAGE

- Repairs must be carried out only by service technicians authorised by the manufacturer.

**Depending on the configuration and software updates, the wording on the display screen may differ slightly or further messages may have been added.** In that case, follow the instructions on the display screen. If in doubt, contact customer service.

Please also note the error messages in the chapter "Filling the machine" and in the chapter "Error messages/warning messages".

MESSAGE	CAUSE	SOLUTION
<b>Level 1 (illustration of the coffee machine):</b> Level 1 messages deal with problems in normal use such as necessary filling and emptying of containers, incorrectly inserted components, etc. They do not represent a hazard and can generally be rectified by trained personnel without any special prior knowledge. These messages can be found in the chapter "Filling the machine".		
<p><b>Water tank is empty!</b></p>  <p><b>Note:</b> The water tank is empty; refill it.</p>	<p>Example: Water tank is empty</p> <p>If the solutions shown do not help, a sensor may be defective.</p>	<ol style="list-style-type: none"> <li>1. Follow the instructions on the display screen or the procedure in the chapter indicated.</li> <li>2. Inform customer service.</li> </ol>
 <b>Level 2 (yellow warning message):</b> Level 2 messages contain necessary measures which generally require greater prior knowledge and authorisation and can only be carried out by trained personnel. Messages related to cleaning and descaling are listed as examples here. The exact wording may vary. Further messages and warnings can be found in the chapter "Error messages/warning messages" later in these instructions.		
<p><b>System lacks water!</b></p> <p>Please check the water source to make sure that the water supply is normal and then select "Refill water".</p>	<p><b>Example 1:</b> Water tank is empty or the fresh water supply has been interrupted.</p> <p>If the solutions shown do not help, a part may be defective.</p>	<ol style="list-style-type: none"> <li>1. Follow the instructions on the display screen or the procedure in the chapter indicated.</li> <li>2. Inform customer service.</li> </ol>



MESSAGE	CAUSE	SOLUTION
<b>System lacks water</b>	<ul style="list-style-type: none"> <li>• Incorrect setting for water supply (tank, mains connection).</li> <li>• The tank inlet or tube is blocked.</li> <li>• The pump is damaged.</li> <li>• The flow meter is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Check and correct the setting under <i>Service menu &gt; Technical settings &gt; Water supply</i>.</li> <li>• Clean the filter and seals on the tank or tube.</li> <li>• Contact customer service.</li> <li>• Contact customer service.</li> <li>• Switch the machine off and back on again.</li> </ul>
<b>The milk system needs rinsing</b>	Required cleaning: After a certain number of cups, an alarm and a message are triggered.	Follow the instructions on the display screen or the procedure in this chapter, in the section "Quick rinse programmes".
<b>The brewing unit needs rinsing</b>	Required cleaning: After a certain number of cups, an alarm and a message are triggered.	Follow the instructions on the display screen or the procedure in this chapter, in the section "Quick rinse programmes".
<b>The mixer unit needs cleaning</b>	Required cleaning: After a certain number of cups, an alarm and a message are triggered.	Follow the instructions on the display screen or the procedure in this chapter, in the section "Deep cleaning".
<b>Deep clean of brewing system required</b>	Required cleaning: After a certain number of cups, an alarm and a message are triggered.	Follow the instructions on the display screen or the procedure in this chapter, in the section "Deep cleaning".
<b>Deep clean of milk system required</b>	Required cleaning: after a specified number of cups, an alarm is triggered and a message is displayed.	Follow the instructions on the display screen or the procedure in this chapter, in the section "Deep cleaning".
<b>Powder system cleaning required</b>	Required cleaning: after a specified number of cups, an alarm is triggered and a message is displayed.	Follow the instructions on the display screen or the procedure in this chapter, in the section "Deep cleaning".
<b>Deep clean of coffee system required</b>	Required cleaning: After a specified number of cups, an alarm and a message are triggered.	Follow the instructions on the display screen or the procedure in this chapter, in the section "Deep cleaning".
<b>Descaling required</b>	Required cleaning: After a certain number of cups or a certain volume of steam, an alarm and a message are triggered.	Follow the instructions on the display screen or the procedure in this chapter, in the section "Descaling".



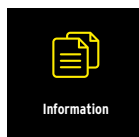
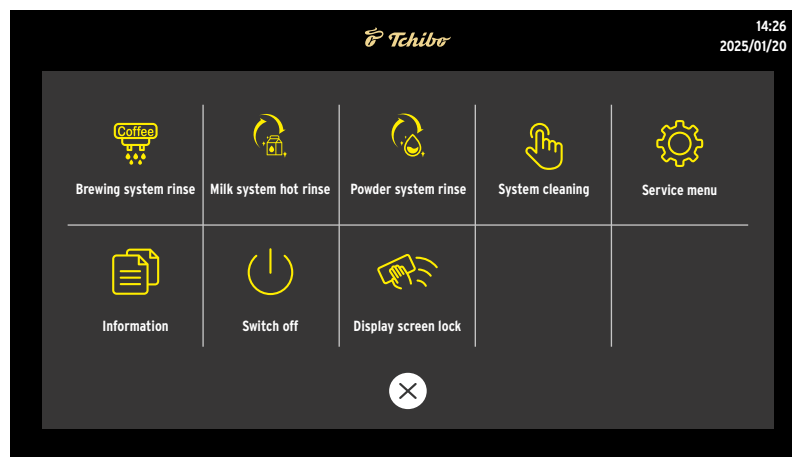
## 12. CALLING UP MACHINE INFORMATION AND CONSUMPTION DETAILS



1. Select the menu bar at the top left of the Start screen.

2. Enter your password on the following screen.

The quick access menu opens.



3. Select "**Information**".

The information menu appears. Here you will find information about ...

... the amount of beverages dispensed.

... the maintenance cleaning programmes carried out.

... the current software versions.

... the machine.

### 12.1. Amount of cups dispensed

In the quick access menu: **Information** > **Total cups**

Here you can display the amount of beverages dispensed in a selected period, broken down by beverage type and cup size.

- ▷ To set the time period, open the corresponding drop-down menu next to "**Date selection**" and "**Time selection**" for start and end and use the **+/-** keys to select the respective numbers.
- ▷ In the drop-down menu "**Data source**" you can decide whether to display "**Product cup**" or "**Test cup**".
- ▷ Swipe your finger horizontally or vertically across the display screen to see more entries.

## 12.2. Maintenance intervals

In the quick access menu: **Information** > **Maintenance intervals**

Here you can display the exact times of maintenance processes carried out for a selected period for ...

- ... deep cleaning of the brewing unit
- ... descaling
- ... brewing system rinsing
- ... system pre-heating
- ... deep cleaning of the milk system
- ... milk system hot rinse
- ... system cleaning
- ... deep cleaning of the powder system
- ... powder system rinsing.

- ▷ In the drop-down menu, select which of the maintenance processes listed above you want to display.
- ▷ To set the time period, open the corresponding drop-down menu next to "**Date selection**" and "**Time selection**" for start and end and use the **+/-** keys to select the respective numbers.
- ▷ In the drop-down menu "**Data source**" you can select which of the maintenance processes listed above you want to display.
- ▷ Swipe your finger horizontally or vertically across the display screen to see more entries.

## 12.3. Software and machine information

In the quick access menu: **Information** > **Software version**

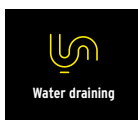
Here you will find information on the currently loaded software version - also available via QR code.

In the quick access menu: **Information** > **Machine information**

Here you will find information on the machine type - also available via QR code.

## 13. TRANSPORT AND DISPOSAL

Before transporting or disposing of the coffee machine, any remaining water must be completely removed from the internal pipework of the coffee machine to prevent it from leaking during transport or freezing when stored in a low temperature environment, which can cause damage.



In the quick access menu: **Service menu > Maintenance > Water draining**

The programme takes approx. 6 minutes and cannot be interrupted once it has started. Follow the instructions on the display screen.



### WARNING - RISK OF SCALDS/BURNS

- During the automatic rinse, hot liquid is discharged from the beverage outlet. Do not reach into the area under the beverage outlet. In addition, do not touch the beverage outlet immediately after the rinse process.

1. If necessary, place an empty container under the beverage outlet.
2. Select "**Water draining**".
3. To start, select "**OK**".
4. Follow the instructions on the display screen.
5. When the machine switches to standby, empty the drip tray and switch the machine off.

### 13.1. Transport

- ▷ Only transport the machine upright in its original packaging.

### 13.2. Disposal

The product and its packaging have been manufactured from valuable materials that can be recycled. Recycling reduces the amount of refuse and preserves the environment.

Dispose of the **packaging** at a recycling point that sorts materials by type. Make use of the local facilities provided for collecting paper, cardboard and lightweight packaging.



**Appliances** marked with this symbol must not be disposed of along with household waste!

You are legally obliged to dispose of old appliances separately from household waste. Electronic appliances contain hazardous substances and, if stored or disposed of improperly, may cause harm to health and the environment.

To dispose of the machine, please contact our customer service.

## 14. TECHNICAL SETTINGS



### NOTICE - MATERIAL DAMAGE

- To prevent damage to the machine, the technical settings must be carried out by trained personnel, as a great deal of experience is required here.



**Note:** This level is only accessible with the primary password.

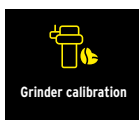
**Note:** The technical settings should be made by an authorised service technician, as a great deal of experience is required here.

This chapter contains basic technical settings for the machine that must be carried out by trained personnel and must not be changed.



Exceptions are only permitted on the instructions of customer service.

- ▷ Select the desired button to open a submenu, set parameters, save the settings, cancel, return to the previous menu or return to the Start screen.
- ▷ Swipe your finger horizontally or vertically across the display screen to see more entries.



### 14.1. Grinder calibration

In the quick access menu: *Service menu* > *Technical settings* > *Grinder calibration*

Grinder calibration is the calibration of the amount of coffee ground based on the weight of the coffee grounds. This setting is carried out by the service technician when setting up the machine.

You will need a precision scale.

Calibration is performed without the addition of water.

- ▷ Follow the instructions on the display screen.





## 14.2. Powder calibration

In the quick access menu: **Service menu > Technical settings > Powder calibration**

Powder calibration is based on the weighed amount of powder. This setting is carried out by the service technician when setting up the machine.

About powder calibrations: All our machines are calibrated at the factory based on a variety of different powders. However, if you use your own powder, the amount of powder may differ from the factory calibration standard. It is therefore recommended that you carry out powder calibrations with your own powder before using the coffee machine.

Carry out a powder calibration each time the type of powder changes.

You will need a precision scale.

Calibration is performed without the addition of water.

▷ Follow the instructions on the display screen.



## 14.3. Water supply

In the quick access menu: **Service menu > Technical settings > Water supply**

Here you set the type of water supply your machine has:

**"Internal water tank"** - The machine is not connected to a fresh water mains supply.

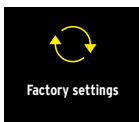
**"External water"** - The machine is connected to a fresh water mains supply.

**"Water amount calibration"**:

The calibration of the water volume is carried out based on the weight of the water. This setting is carried out by the service technician when setting up the machine.

You will need a precision scale.

▷ Follow the instructions on the display screen.



## 14.4. Reverting to factory settings

In the quick access menu: *Service menu* > *Technical settings* > *Factory settings*

You can restore the factory settings in three areas:

**"Reset beverages"**: All beverage changes or new creations are deleted and the original beverages are restored.

**"Settings reset (technician)"**: All changes in the **"Technical settings"** are deleted and the original settings are restored.

**"Factory settings"**: All changes are deleted and the original settings are restored.

1. Select **"Reset"** next to the desired setting.

You will be prompted for confirmation.

2. Confirm or select **"Cancel"** to return to the menu.



## 14.5. Business settings

In the quick access menu: *Service menu* > *Technical settings* > *Business settings*

Here you can ...

... configure the screen saver.

... select your own logos and images for the screen saver.

You can import new images using a USB stick.

**"Display settings"**

1. Select the image you want to replace.  
All the images already loaded on the machine are displayed.
2. Select the image you want to use.
3. Select **"Save"** to activate the change.

**Notes on using the USB stick (see also the chapter "Importing/exporting data from/to the USB stick"):**

Copy the desired images and paste them into the root directory of the USB stick. Image file name: only English words or numbers.

1. Connect the USB stick with your images.

The compatible images will be shown on the display screen.

▷ Select the image you want to use and transfer it to the machine.



## 14.6. Copying parameters

In the quick access menu: *Service menu* > *Technical settings* > *Copy parameters*

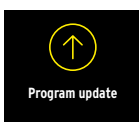
You can import parameters from a USB stick or export them to the USB stick in three areas (**see also the chapter "Importing/exporting data from/to the USB stick"**):

*"Beverage parameters"*

*"Machine parameters"*

*"All parameters"*

1. Connect the USB stick.
2. Next to the desired parameters, select *"Import"* or *"Export"*.
3. Follow the instructions on the display screen.



## 14.7. Program update

In the quick access menu: *Service menu* > *Technical settings* > *Program update*

### 14.7.1. Current version / most recent remote version

The information relating to the version of the software currently installed is displayed. If you have connected a USB stick with an update, you can read it in here (see also the following section "USB stick updates").

### 14.7.2. Online update

Optional if the machine has a network connection: you can update the program automatically from the network.

▷ Select Online update and follow the instructions on the display screen.

### 14.7.3. USB stick update

#### **Additional notes on using a USB stick:**

The format of the update program is ".ipk". The program must be located in a folder named "update\_ipk", as this is the only name that can be read by the machine.

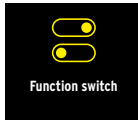
1. Open the root directory of the USB stick on your computer and create a folder with the name "update\_ipk".
2. Copy the software file (.ipk program) into the folder you have just created.
3. Connect the USB stick to the machine and select *"USB drive update"*. The update takes place automatically.

After a successful update, *"Update successful"* appears on the display screen.

4. Remove the USB stick and restart the machine.

The display screen shows "**USB stick disconnected**", the power supply is briefly disconnected and the machine is restarted.

The update is complete.



## 14.8. Function switches

In the quick access menu: **Service menu** > **Technical settings** > **Function switch**

Here you can switch the following functions on or off in the menu:

"Coffee grounds container full"

"Switch off warning for "Bean container empty" message"

"Steam boiler switch" - must be switched on when using fresh milk

"Extraction time"


"Grinder calibration"

"Hot water switch"

"Amount of hot water (ml)"

▷ To activate a function, select .

The button turns green .

▷ To deactivate the function, select .

The button turns grey .

### 14.8.1. Message "Coffee grounds container full"

**On** - when used with a closed coffee grounds container



#### WARNING - HEALTH RISK

- The coffee grounds container must be emptied daily to prevent the risk of mould forming.
- 

After approx. 70 cups have been prepared, the machine emits an alarm and displays a message that the coffee grounds container needs to be emptied.

▷ Empty the coffee grounds container and, after reinserting the drip tray together with the coffee grounds container, select "**Empty**".

**Off** - when used with a coffee grounds chute (optional)

The machine does not emit an alarm to indicate that the coffee grounds container needs to be emptied.

▷ Check the collection container under the machine regularly and empty it at least once a day or more frequently if required.



#### 14.8.2. Message “*Bean container empty*”

Default: **On** (recommended)

The machine displays a message that the bean container is empty.

▷ Refill the bean container.

#### 14.8.3. Steam boiler switch

The steam boiler must be switched on if a milk system is connected. The steam boiler maintains a temperature above 100 °C to enable the steam required to froth the milk to be generated on demand. The milk system can only be cleaned when the steam boiler is switched on.

If you are not using fresh milk, it is recommended that you switch off the steam boiler to save energy and avoid delays caused by the steam boiler heating up.

#### 14.8.4. Extraction time


**On:** In addition to the percentage display, the progress of the beverage preparation is also displayed in seconds.

#### 14.8.5. Grinder calibration

**On:** After 2,000 cups have been prepared, the machine emits an alarm and displays a message that the grinder needs to be calibrated. This process is repeated after 5,000 additional cups and then in cycles of 10,000 cups.

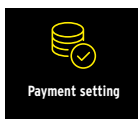
**Off:** The machine does not emit a calibration alarm.  
However, calibration must still be carried out regularly.

#### 14.8.6. Hot water switch

**On:** A button  for hot water appears at the bottom right of the Start screen. When you select the button, hot water is dispensed from the hot water outlet.

#### Amount of hot water (ml)

▷ Set the desired amount between 0 and 480 ml.  
Default: 140 ml.



### 14.9. Payment setting

In the quick access menu: *Service menu* > *Technical settings* > *Payment setting*

When a payment system is connected, more settings are available to you, depending on the payment system.

## 15. ERROR MESSAGES/WARNING MESSAGES



**Note:** These messages inform you about malfunctions during operation. Follow the instructions on the display screen. If this does not resolve the malfunction, refer to the following table for possible solutions. If these measures do not help either, inform customer service. A part of the machine may be defective and must be repaired or replaced.




### WARNING - RISK OF INJURY AND MATERIAL DAMAGE


- Repairs must be carried out only by service technicians authorised by the manufacturer.

**Depending on the configuration and software updates, the wording on the display screen may differ slightly or further messages may have been added.** In that case, follow the instructions on the display screen. If in doubt, contact customer service.

Please also note the error messages in the chapter "Filling the machine" and in the chapter "Cleaning and descaling the machine".

MESSAGE	CAUSE	SOLUTION
<b>Level 1 (illustration of the coffee machine):</b> Level 1 messages deal with problems in normal use such as necessary filling and emptying of containers, incorrectly inserted parts, etc. They do not represent a hazard and can generally be rectified by trained personnel without any special prior knowledge. These messages can be found in the chapter "Filling the machine".		
<b>Water tank is empty!</b>  <b>Note:</b> The water tank is empty; refill it.	Example: Water tank is empty  <b>If the solutions shown do not help, a sensor or another part may be defective.</b>	1. Follow the instructions on the display screen or the procedure in the chapter indicated. 2. <b>Inform customer service.</b>
<b>Brewer not fitted</b>	<ul style="list-style-type: none"> <li>• The brewing unit is not fitted correctly.</li> <li>• The sensor is defective.</li> <li>• The magnet is missing.</li> </ul>	<ul style="list-style-type: none"> <li>• Reinsert the brewing unit correctly (refer to chapter "Cleaning and descaling the machine").</li> <li>• Contact customer service.</li> <li>• Contact customer service.</li> </ul>




MESSAGE	CAUSE	SOLUTION
 <b>Level 2 (yellow warning message):</b> Level 2 messages deal with malfunctions that require more prior knowledge and authorisation to resolve and can generally only be resolved by trained personnel. Messages that indicate malfunctions are listed here as examples. The exact wording may vary. Further messages and warnings can be found in the previous chapter "Cleaning and descaling the machine".		
<b>Temperature too high!</b>  Switch off the machine and let it cool down for approx. 30 minutes!	<b>Example 1:</b> The machine temperature is too high.  <b>If the solutions shown do not help, a part may be defective.</b>	1. Follow the instructions on the display screen or the procedure in the chapter indicated.  2. <b>Inform customer service.</b>
<b>Ambient temperature is too low!</b>	Is the machine location heated? Even at night, temperatures must not fall below 5 °C.	• Follow the instructions on the display screen and the specifications in the chapter "Setup and installation". Switch the machine off. Select a different location if necessary. The ambient temperature must be between +5 and +35 °C. Wait at least 30 minutes before switching the machine on again.
<b>Temperature in the hot water boiler is too high!</b> <b>Water boiler overheated!</b>	• The temperature in the boiler exceeds 150 °C.	• Follow the instructions on the display screen (The hot water boiler is cooling down, please wait ...). Wait until the boiler has cooled down sufficiently before using the machine again. Beverages cannot be prepared while the machine is cooling down.
<b>Water boiler temperature too low!</b>	• The temperature in the boiler is lower than that set in the system.	• Follow the instructions on the display screen (The hot water boiler is heating up, please wait ...). Wait until the boiler has heated up sufficiently before using the machine again.
<b>Steam boiler overheated!</b>	• The temperature in the boiler exceeds 150 °C.	• Follow the instructions on the display screen. (The steam boiler is cooling down, please wait ...) Wait until the boiler has cooled down sufficiently before using the machine again. Beverages cannot be prepared while the machine is cooling down.
<b>Steam boiler temperature too low!</b>	• The temperature in the boiler is lower than that set in the system.	• Follow the instructions on the display screen (The steam boiler is heating up, please wait ...). Wait until the boiler has heated up sufficiently before using the machine again.



MESSAGE	CAUSE	SOLUTION
<b>Pressure overload</b>	<ul style="list-style-type: none"> <li>• Either the coffee pipe or the sieve in the brewing unit is blocked.</li> <li>• The coffee grounds are too fine.</li> <li>• The amount of coffee grounds from the grinder exceeds the maximum capacity of the brewer.</li> <li>• Air is entering the pump during coffee preparation.</li> </ul>	<ul style="list-style-type: none"> <li>• Select <i>"Rinse"</i> to rinse the brewer.</li> <li>• Clean the brewing unit.</li> <li>• Adjust the grind setting of the coffee machine to a coarser grind by turning the adjuster clockwise - a higher number is coarser (see the information at the end of the chapter).</li> <li>• The grinder must be calibrated. Follow the instructions on the display screen.</li> <li>• Water supply, tank: Clean the connections and seals on the tank.</li> <li>• Water supply, water mains: Check whether water is available. Make sure that the connection is tight and secure.</li> </ul>
<b>The milk temperature is too high!</b>	<ul style="list-style-type: none"> <li>• Are the refrigerator settings incorrect?</li> <li>• Is the refrigerator faulty?</li> </ul>	<ul style="list-style-type: none"> <li>• Check the refrigerator settings. Follow the directions in the instructions for the refrigerator and on the display screen.</li> </ul>
<b>The milk temperature is too low!</b>	<ul style="list-style-type: none"> <li>• Are the refrigerator settings incorrect?</li> <li>• Is the refrigerator faulty?</li> </ul>	<ul style="list-style-type: none"> <li>• Check the refrigerator settings. Follow the directions in the instructions for the refrigerator and on the display screen.</li> </ul>
<b>Grinder calibration</b>	<ul style="list-style-type: none"> <li>• After a set amount of cups are brewed, an alarm and a message are triggered.</li> </ul>	<ul style="list-style-type: none"> <li>• The grinder must be calibrated. Follow the instructions on the display screen.</li> </ul>
<b>The filter needs to be replaced</b>	<ul style="list-style-type: none"> <li>• The filter has no cleaning capacity left.</li> </ul>	Follow the directions on the display screen and in the instructions for the water filter.
<b>Brewer check</b>	<ul style="list-style-type: none"> <li>• The machine will carry out an automatic check. This only takes a few seconds.</li> </ul>	Follow the instructions on the display screen.
<b>Non-return valve self-test</b>	<ul style="list-style-type: none"> <li>• The machine will carry out an automatic check. This only takes a few seconds.</li> </ul>	Follow the instructions on the display screen.
<b>Descaling required</b>	<ul style="list-style-type: none"> <li>• The machine has brewed the maximum number of cups or generated the maximum amount of steam. The machine must be descaled to prevent limescale damage.</li> </ul>	Follow the instructions on the display screen and the procedure in the chapter "Cleaning and descaling the machine - descaling".





MESSAGE	CAUSE	SOLUTION
 <b>Level 3 (red warning message):</b> Level 3 messages deal with malfunctions that require specialised knowledge to resolve and can only be resolved by service technicians authorised by customer service. Messages that indicate malfunctions are listed here as examples. The exact wording may vary.		
<b>Steam boiler overheating overtime</b>  System error, please contact customer service!	<b>Example 1:</b> The machine temperature is too high.  <b>If the solutions shown do not help, a part may be defective.</b>	1. Follow the instructions on the display screen or the procedure in the chapter indicated. 2. <b>Inform customer service.</b>
<b>System lacks water</b>	No mains water supply.	1. Check the type of water supply - both the setting in the machine and the connections. 2. Select <b>"Fill with water"</b> .
<b>Water supply error, water boiler/steam boiler</b>	This occurs when, after three attempts at filling, the message <i>"System lacks water"</i> appears:  <ul style="list-style-type: none"> <li>• The tank is not positioned correctly.</li> <li>• The feed valve is not correctly fitted. The O-ring does not work or is missing. The water inlet from the tank or mains supply is blocked.</li> <li>• The sieve of the brewing unit is blocked.</li> <li>• The pump is damaged.</li> <li>• The flow meter is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Check to see if the water supply is working properly. Switch the machine off and restart it.</li> <li>• Reinsert the tank correctly. Push it all the way into position.</li> <li>• Check to see if the connection of the water inlet pipe or the O-ring is correctly installed. Clean the tank or mains water inlet.</li> <li>• Clean the sieve by deep cleaning the brewing system with tablets.</li> </ul> <b>If the problem persists, contact customer service.</b> <ul style="list-style-type: none"> <li>• The sieve must be dismantled and cleaned.</li> <li>• The pump must be replaced.</li> <li>• The flow meter must be replaced.</li> </ul>
<b>Water boiler/steam boiler overheating overtime</b>	<ul style="list-style-type: none"> <li>• Temperature exceeds 150 °C; the overheating sensor has been triggered.</li> <li>• Defective parts.</li> </ul>	<ul style="list-style-type: none"> <li>• Switch the machine off and restart it.</li> </ul> <b>If the problem persists, contact customer service.</b> <ul style="list-style-type: none"> <li>• The overheating sensor must be reset.</li> <li>• The overheating sensor must be replaced.</li> <li>• The hot water boiler must be replaced.</li> </ul>

MESSAGE	CAUSE	SOLUTION
<b>Hot water boiler/ steam boiler NTC error</b>	<ul style="list-style-type: none"> <li>• The temperature exceeds the temperature alarm limit.</li> <li>• Defective parts.</li> </ul>	<ul style="list-style-type: none"> <li>• Switch off the machine and allow it to cool down for approx. 30 minutes before restarting.</li> </ul> <p><b>If the problem persists, contact customer service.</b></p> <ul style="list-style-type: none"> <li>• The connection between the sensor and the mainboard must be checked and repaired if necessary.</li> <li>• The NTC must be replaced.</li> <li>• The hot water/steam boiler must be replaced.</li> </ul>
<b>HMI communication error</b>	<ul style="list-style-type: none"> <li>• Problems with electronic hardware or software.</li> </ul>	<p><b>Contact customer service:</b></p> <ul style="list-style-type: none"> <li>• Check the connectors on the HMI and PCB circuit boards and reconnect them.</li> <li>• Update the control software and the HMI software.</li> <li>• Replace the HMI circuit board.</li> <li>• Replace the main board.</li> </ul>
<b>Brewer error</b>	<ul style="list-style-type: none"> <li>• The brewer is blocked or jammed.</li> <li>• Defective parts.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the brewing unit and clean it thoroughly (see the chapter "Cleaning and descaling the machine").</li> </ul> <p><b>If the problem persists, contact customer service.</b></p> <ul style="list-style-type: none"> <li>• The motor must be replaced.</li> <li>• The brewing unit must be replaced.</li> <li>• The control board must be replaced.</li> </ul>
<b>Grinder error</b>	<ul style="list-style-type: none"> <li>• The grinder is blocked or overloaded.</li> <li>• Defective parts.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the grinder for small stones, pieces of wood or other hard objects and remove them.</li> </ul> <p><b>If the problem persists, contact customer service.</b></p> <ul style="list-style-type: none"> <li>• The grinder must be replaced.</li> <li>• The control board must be replaced.</li> <li>• The sensor must be replaced.</li> </ul>



MESSAGE	CAUSE	SOLUTION
<b>Errors without display screen messages</b>		
<b>Machine cannot be switched on</b>	<ul style="list-style-type: none"> <li>• No power connection.</li> <li>• The voltage is not high enough.</li> <li>• Not switched on.</li> <li>• Damage to the power supply board.</li> <li>• The main power fuse has blown.</li> </ul>	<ul style="list-style-type: none"> <li>• Check to see if the machine is connected to the electricity mains.</li> <li>• Connect the device with the correct power supply.</li> <li>• Check to see if the machine is switched on.</li> <li>• Replace the power supply board.</li> <li>• Replace the fuse for the main power supply.</li> </ul>
<b>No milk</b>	<ul style="list-style-type: none"> <li>• The milk container is empty.</li> </ul>	<ul style="list-style-type: none"> <li>• Pour milk into the milk container.</li> </ul>
<b>No milk foam</b>	<ul style="list-style-type: none"> <li>• The air supply to the milk frother is blocked.</li> </ul>	<ul style="list-style-type: none"> <li>• Disassemble and clean the milk frother.</li> <li>• Replace the milk frother.</li> </ul>
<b>Milk foam cold</b>	<ul style="list-style-type: none"> <li>• Adjustment wheel on the milk frother out of position.</li> <li>• Milk frother blocked or defective.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn the dial clockwise to increase the temperature.</li> <li>• Clean or replace the milk frother.</li> </ul>
<b>Milk foam too hot (interrupted flow)</b>	<ul style="list-style-type: none"> <li>• Adjustment wheel on the milk frother out of position.</li> <li>• Milk frother blocked or defective.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn the adjustment wheel anti-clockwise to reduce the temperature.</li> <li>• Clean or replace the milk frother.</li> </ul>
<b>Software system has crashed</b>	<ul style="list-style-type: none"> <li>• The machine has stopped working and is not responding although it should.</li> </ul>	<ul style="list-style-type: none"> <li>• Switch the machine off and restart it again after 5 minutes.</li> <li>• Update the software.</li> </ul>

### 15.1. Adjusting the grind setting

The grind setting affects the flavour of the coffee.

With a finer grind setting, the water flows more slowly through the ground coffee with more contact time and more surface contact, producing a more aromatic, stronger coffee. Set a finer grind if your coffee tastes too weak.



With a coarser grind, the water flows faster through the ground coffee with less contact time and less surface contact, producing a milder coffee. Set a coarser grind if your coffee tastes too strong and bitter.



#### **CAUTION - RISK OF CRUSHING**

- Moving parts in the coffee grinder could injure fingers.  
Never reach into the grinder when the coffee machine is in operation and the bean container has been removed.
- 

#### **Adjusting to a finer grind setting:**

**Note:** The grinder may jam if the grind setting is adjusted to a significantly finer setting.

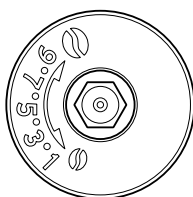
Adjust to a finer grind with just one turn of the grinder setting key at a time. Then dispense a coffee beverage.  
Repeat the 2 steps until the desired grind setting is achieved.

#### **Adjusting to a coarser grind setting:**

A coarser grind setting can be achieved with just one adjustment.

1. Remove the bean container.
2. Start coffee beverage preparation.

3.



With the grinder running, turn the grind setting adjuster ...  
... towards **1** in single increments for a finer grind ...  
... towards **6** in single increments for a coarser grind ...  
... to the desired value.

4. Replace the bean container.



# 16. RESPONSIBILITY AND GUARANTEE

## 16.1. Obligations of the operator

The operator of such equipment must ensure that regular maintenance is carried out by authorised persons and that the safety equipment is checked. Access to the service area is only permitted to persons who have the knowledge and practical experience with the machine, particularly with regard to safety and hygiene. The operator must set up the coffee machine such that care and maintenance can be carried out without hindrance. When the machine is used in an office or similar self-service setting, personnel who have been instructed in the operation of the coffee machine must supervise its use. The trained personnel must ensure compliance with the filling and cleaning activities and be available to answer any use-related questions.

The operator must ensure that the electrical systems and equipment are in a proper condition (e.g. in accordance with Accident Prevention Regulation 3 published by Deutsche Gesetzliche Unfallversicherung e.V. (DGUV)). To ensure the operational safety of your coffee machine, the safety valves and pressure vessels must be checked regularly. These measures are carried out by authorised service personnel as part of maintenance.

The machine may only be cleaned using the cleaning agents for the coffee machine and milk system specified by TCS. Machine descaling may only be carried out with the descaling agent provided by TCS. The manufacturer's maintenance instructions must be observed.

## 16.2. Guarantee claims



### FOLLOW THE INSTRUCTIONS FOR USE

- In the event of non-compliance, no guarantee claims will be accepted in the event of damage.
- Observe the conditions of use and installation.

Whether the buyer is entitled to guarantee claims and the form of the guarantee claims to which the buyer may be entitled are determined by the agreement made between the buyer and the seller.

Failure to observe the specifications in these operating instructions may invalidate any guarantee claims.

### The guarantee does not apply in the following cases ...

... for any parts that are subject to natural wear and tear. These include seals, the mixer unit and the brewing unit.

... for defects caused by the effects of weather, boiler scale build-up, chemical, physical, electrochemical or electrical influences.

... if a water filter is not used, although the water hardness on site requires the use of a water filter and defects occur as a result.

... for defects caused by non-compliance with the regulations on handling, maintenance and care of the machine (e.g. operating instructions and maintenance instructions).

... for defects caused by not using original replacement parts or faulty assembly by the buyer or third parties or by faulty or negligent handling.

... for the consequences of improper modifications or repair work carried out by the buyer or third parties without our consent.

... for defects caused by unsuitable or improper use.

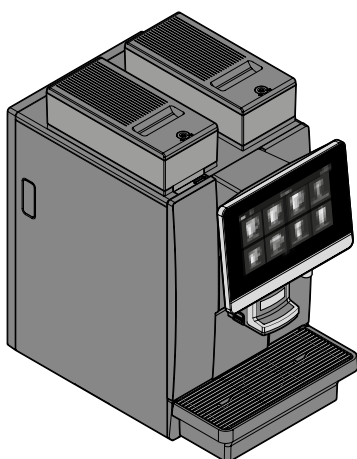
### 16.3. Important information

- Caution - risk of burns. Do not touch the outlet when the beverage is being prepared.
- Do not open the door or remove the bean container, drip tray, water tank or other replacement parts when the machine is in operation.
- Do not use the machine if the mains water supply is off. (In the event that the water is supplied from the mains).
- When filling the machine with water and powder, both must remain below the level marked by the **MAX** marking.
- Do not pour water into the bean container or powder container.
- Use only cold, clean water in the water tank. Hot water and ice water are not permitted.
- Partially roasted beans and beans with a low oil content are recommended. Oily and burnt beans are not recommended.
- Use the cups to adjust the spout height.
- To ensure good quality, we recommend cleaning the water tank daily and changing the water every day.
- Never use cleaning brushes. To prevent damage to the machine, clean it with a soft cloth.
- Clean the coffee grounds container and the drip tray regularly.
- Do not switch the machine off when it is preparing beverages, running a self-test or in the automatic cleaning process.
- When powering down, follow the correct sequence: Select "**Switch off**"; the machine will flush automatically. After the rinse process is complete and the display light is off, switch the mains switch to Off. Disconnect the mains cable from the power supply.

# 17. EC DECLARATION OF CONFORMITY

Hiermit erklären wir, dass der nachfolgend bezeichnete Artikel den einschlägigen EG-Richtlinien / -Verordnungen (insbesondere den unten benannten) entspricht und die Serie entsprechend gefertigt wird.

*We hereby declare that the product designated below complies with the relevant EC directives / regulations (in particular those named below) and that the series is manufactured accordingly.*



<b>Artikelbezeichnung</b> <i>Product description</i>	Commercial coffee machine
<b>Artikelnummer</b> <i>Product number</i>	536231
<b>Typ</b> <i>Type</i>	Coffea Enjoy Plus
<b>Relevante technische Daten</b> <i>Relevant technical specifications</i>	220-240 V / 50-60 Hz, 2900 W

## Einschlägige EU-Richtlinien / -Verordnungen

### Governing EU Directives & Regulations

<input checked="" type="checkbox"/> <b>Richtlinie über die Elektromagnetische Verträglichkeit (EMV).</b> <i>Directive relating to Electromagnetic Compatibility (EMC).</i> <b>2014/30/EU</b>	<input checked="" type="checkbox"/> <b>Richtlinie für elektrische Betriebsmittel zur Verwendung innerhalb bestimmter Spannungsgrenzen.</b> <i>Directive for electrical equipment for use within certain voltage limits (LVD).</i> <b>2014/35/EU</b>
<input checked="" type="checkbox"/> <b>Richtlinie zur Beschränkung der Verwendung bestimmter gefährlicher Stoffe in Elektro- und Elektronikgeräten.</b> <i>Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS).</i> <b>2011/65/EU and its amendment (EU) 2015/863</b>	<input checked="" type="checkbox"/> <b>Maschinenrichtlinie</b> <i>Machinery Directive</i> <b>2006/42/EC</b>
<input checked="" type="checkbox"/> <b>Verordnung über Materialien und Gegenstände, die dazu bestimmt sind, mit Lebensmitteln in Berührung zu kommen.</b> <i>Regulation on materials and articles intended to come into contact with food (LFGB).</i> <b>1935/2004/EC</b>	<input checked="" type="checkbox"/> <b>Richtlinie über Elektro- und Elektronikaltgeräte.</b> <i>Directive on waste from electrical and electronic equipment (WEEE).</i> <b>2012/19/EU</b>



## Harmonisierte Normen / Harmonised Standards

Der Artikel entspricht folgenden, zur Erlangung des CE-Zeichens, erforderlichen Normen:

*The product complies with the standards, as mentioned below, which are necessary to obtain the CE mark:*

EN 60335-2-75:2023 + A11:2023 + A1:2023 + A2:2023 in Verbindung mit / in conjunction with EN 60335-1:2012 AC:2014 + A11:2014 + A13:2017 + A1:2019 + A14:2019 + A2:2019 + A15:2021 EN 62233:2008 AC:2008
EN 55014-1:2021 EN 55014-2:2021 EN IEC 61000-3-2:2019 + A1:2021 EN 61000-3-3:2013 + A2:2021
EN IEC 63000:2018, EN 62321-1:2013



Diese Konformitätserklärung wurde, nach Prüfung des Artikels durch eine akkreditierte Stelle, ausgestellt.

*This declaration of conformity was issued after testing the product at an accredited institute.*

<b>Hersteller</b> <i>Manufacturer</i>	Tchibo Coffee Service GmbH, Überseering 18 22297 Hamburg, Germany
<b>Ausstellungsdatum</b> <i>Date of issue</i>	04.08.2025
<b>Jahr des CE-Konformitätsbewertungsverfahrens</b> <i>Year in which the CE mark was affixed</i>	2025







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Original instructions.  
Subject to technical changes.  
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