

CHAQWA®

User Manual

Original Instructions



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Hazard intensity levels

Observe the statements to ensure safety, performance, prevent injury and machine damage.

There are three levels of hazard intensity, identified by the signal words *Important*, **WARNING!** and **DANGER!**.

The level of hazard is determined by the following definitions:



Important:

Alerts against unsafe practices. Observe to ensure drink quality, machine performance, food safety, to prevent minor personal injury or damage to the machine.



WARNING!

Indicates a potentially hazardous situation which, if not avoided, could result in scalding, serious injury and even death.



DANGER!

INDICATES AN IMMINENTLY HAZARDOUS SITUATION WHICH, IF NOT AVOIDED, WILL RESULT IN SERIOUS INJURY AND EVEN DEATH.



Note:

Gives additional information which may be helpful during the cleaning procedure or operation of the machine.

Introduction

Thank you for choosing the CHAQWA espresso machine.
We hope you enjoy it !

- Read the user manual before using the machine.
- This manual contains important instructions on intended and safe use of the coffee machine.
- Keep this manual close to hand for future reference. If damaged or lost, request a replacement copy from the manufacturer.

General instructions

- Machine installation and certain maintenance operations should only be performed by qualified service personnel.
- All safety instructions and warnings contained in this manual should be observed to ensure safe installation, use and maintenance.
- Do not attempt to open or repair the machine or access the interior. Repair should be performed by an authorised workshop, by a service centre, or by qualified service staff.
- Do not remove operational or protective parts which require use of tools.
- Purchasers are liable for ensuring that users have been trained to operate the machine and have been informed of the potential risks involved.
- The installer will be held liable for all non-authorized modification of the machine.
- Non-authorized alteration or modification of the machine will exempt the manufacturer of all liability for damages and will invalidate the warranty.
- This manual refers to the machine as at the time of sale. The commercial availability of subsequent versions featuring modifications, upgrades or adaptations does not oblige the manufacturer to apply the same to this machine, nor is the manufacture obliged to update the documentation supplied.
- The manufacturer reserves the right to withdraw currently available manuals whenever it considers appropriate and reasonable.

Warnings

The manufacturer will not be held liable for damage to persons or property attributable to failure to follow the instructions and warnings listed below when installing and using the coffee machine.

- Place the machine in a location accessible only to personnel trained to operate it.
- Keep all hazardous packaging materials, such as plastic bags, expanded polystyrene, and staples out of reach of children.
- Plug the machine into a properly installed, earthed safety socket, with line voltage matching the technical data for the machine.
- Make sure that the power supply voltage does not fluctuate by more than 6%.
- Position the power cable so that users cannot trip over it. Keep the power cable away from sharp edges and heat sources.
- Children should be supervised to ensure they do not play with the appliance.
- Install this appliance in a horizontal position in a water-resistant location. Install the machine away from heat sources and flammable objects.
- This appliance is not suitable for installation in an area where a pressure washer or water jet may be used.
- Do not use the machine outdoors, where it would be exposed to adverse weather (rain, snow, frost). This will cause material damage to the machine.
- If the mains cable is damaged, it must be replaced by the manufacturer, its service agent, or a similarly qualified person in order to avoid a hazard.

- Do not remove or disable any of the mechanical, electrical or thermal protection mechanisms.
- In case of emergency, (e.g. - the machine catches fire or becomes unusually hot or noisy), disconnect the power immediately and close the water inlet tap.
- If the machine is not going to be used for a prolonged period of time, disconnect the power. When disconnecting the power, pull the plug rather than the cable.
- When packed for storage, keep the machine in a dry place with an ambient temperature of over 5°C. Boxes may be placed in stacks of up to three units of the same model. Do not place other heavier items on top of the box.
- If the machine is likely to be exposed to temperatures below 0°C during handling and transport, make sure that service personnel empty the boiler and water system. The machine's boiler and water system is empty when delivered from the factory.
- To ensure fault-free machine operation, only use replacement parts and accessories authorised by the manufacturer.

Precautions

- Before performing maintenance and/or moving the machine, disconnect the machine from the power supply and wait for it to cool.
- Do not place vessels containing liquid on the machine.
- This appliance must not be cleaned with a pressure washer or water jet.
- Never immerse the machine, plug or mains cable in water, as there is a danger of electric shock.
- Do not touch the machine's hot surfaces or dispensing equipment.
- Do not touch the machine if your hands or feet are wet.
- Do not operate the machine if any part except the dispensing equipment is wet.
- Place the machine out of reach of children.
- This appliance can be used by children aged 8 years and above, persons with reduced physical, sensory or mental capabilities, or persons who lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Cleaning and user maintenance shall not be made by children.
- Do not use the machine if the machine, its mains cable, or the plug is damaged or if the machine has been dropped.
- Do not obstruct the vents with cloths or other objects. Do not insert foreign objects into the vents.
- Check the drain regularly to make sure that water is emptied properly.

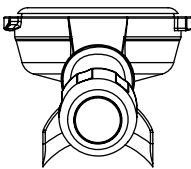
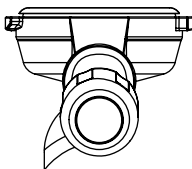
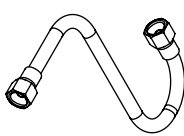
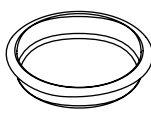
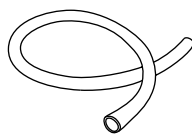
Intended use

- This coffee machine has been designed and manufactured to make espresso coffee and other hot drinks (e.g. steaming and frothing milk). Do not use it for any other purpose.
- The machine is intended to be used by trained personnel for preparing foodstuffs.
- This machine is not intended for use in industrial kitchens, domestic kitchens or similar locations.
- The manufacturer will not be held liable for damage to persons or property due to incorrect, improper or negligent use by nonprofessional personnel.
- To ensure optimal performance, install the machine in a location where these parameters will not be exceeded:
 - Maximum permissible inlet water pressure: 600 KPa (6 Bar)
 - Minimum permissible inlet water pressure: 200 KPa (2 Bar)
 - Maximum inlet water temperature: 40°C
 - Ambient temperature is between +10°C (min and +40°C (max.).

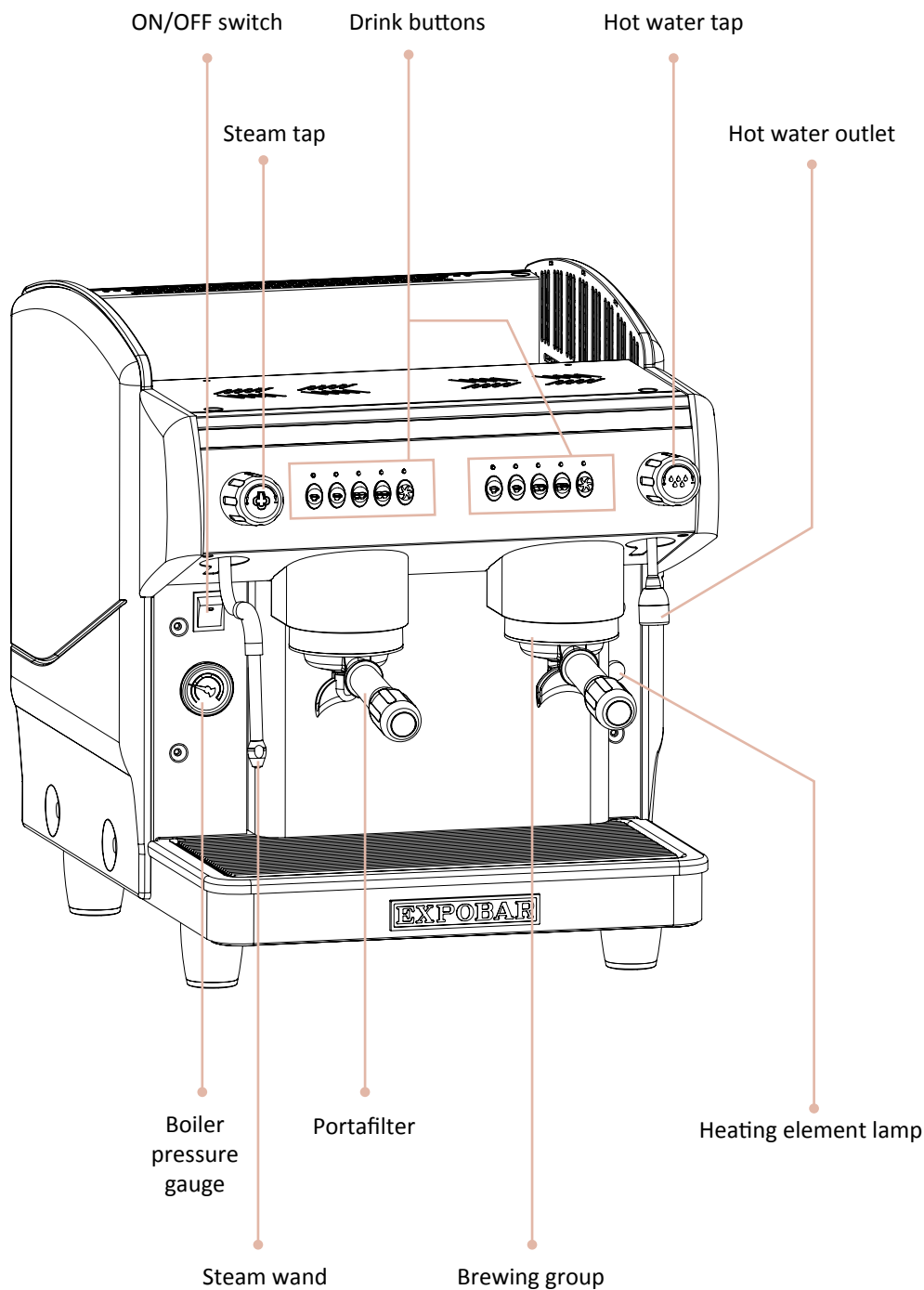
Data sheet

SPECIFICATIONS	CHAQWA 2GR	
	MINI control	Display control
Machine model and power supply- Take Away version	EAED-C32B-22AA 220-240V 1N~ 2800W 50-60Hz	EBEE-D41B-22AA 220-240V 1N~ 3200W 50-60Hz
		EBCE-G41B-22AA 380-400V 3N~ 4600W
		EBHE-G41B-22AA 220-240V 3~ 4800W
Steam wand	1 unit	2 units
Hot water outlet	1 unit	1 unit
Temperature control	Regulated by pressure switch	PID regulation
Temperature control by group	No	No
Programmed via display	No	Yes
Dispensing system for tall cups	Yes	Yes
Energy saving mode	No	Yes
Height, width, depth (mm)	530, 460, 590	530, 680, 590
Boiler volume (L)	6	11.5
Water connection	Female 3/8" thread	Female 3/8" thread
Machine weight (kg)	41.00	51.50
Steam boiler operating pressure	Between 0.8 and 1.2 bar	Between 0.8 and 1.2 bar
Ambient noise	< 70 dB	< 70 dB

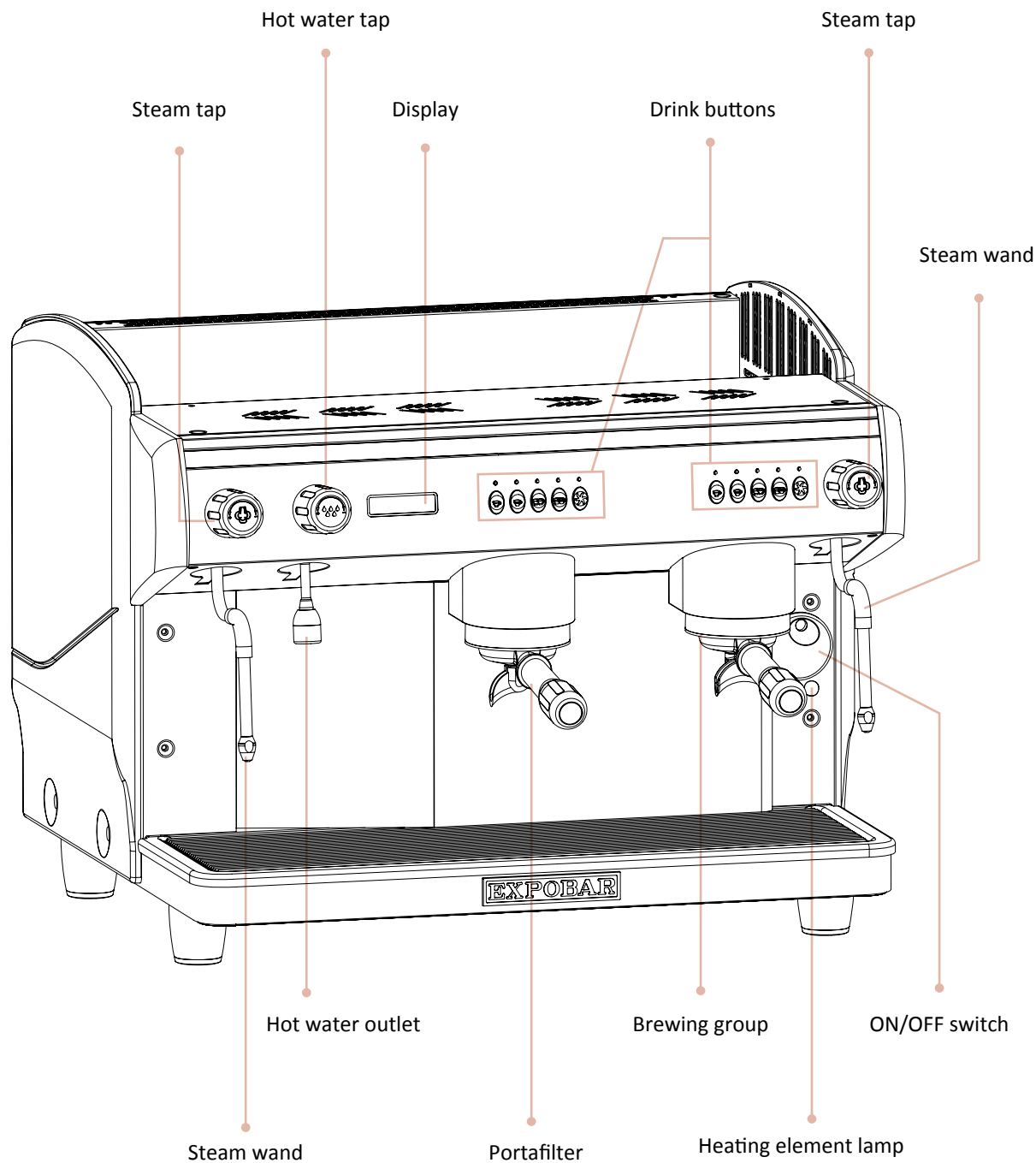
Accessories

MODEL	2-spout portafilter	1-spout portafilter	55-cm inlet hose	Blind gasket	Drainage tube (150 cm)
					
2GR	2 units	1 unit	1 unit	1 unit	1 unit

CHAQWA MINI CONTROL

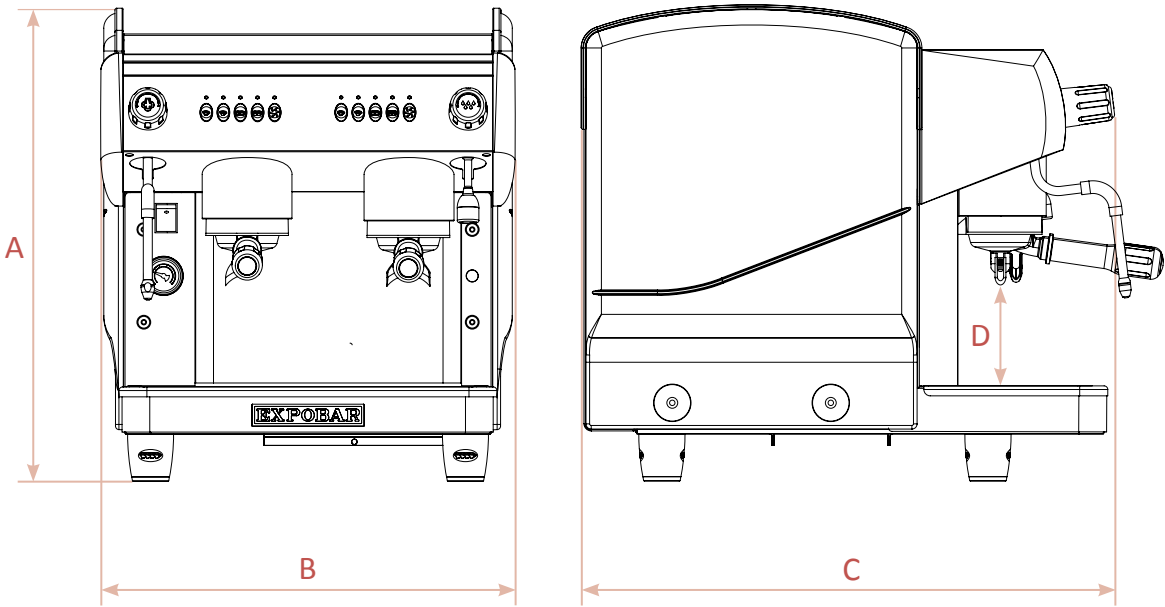


CHAQWA DISPLAY CONTROL 2GR



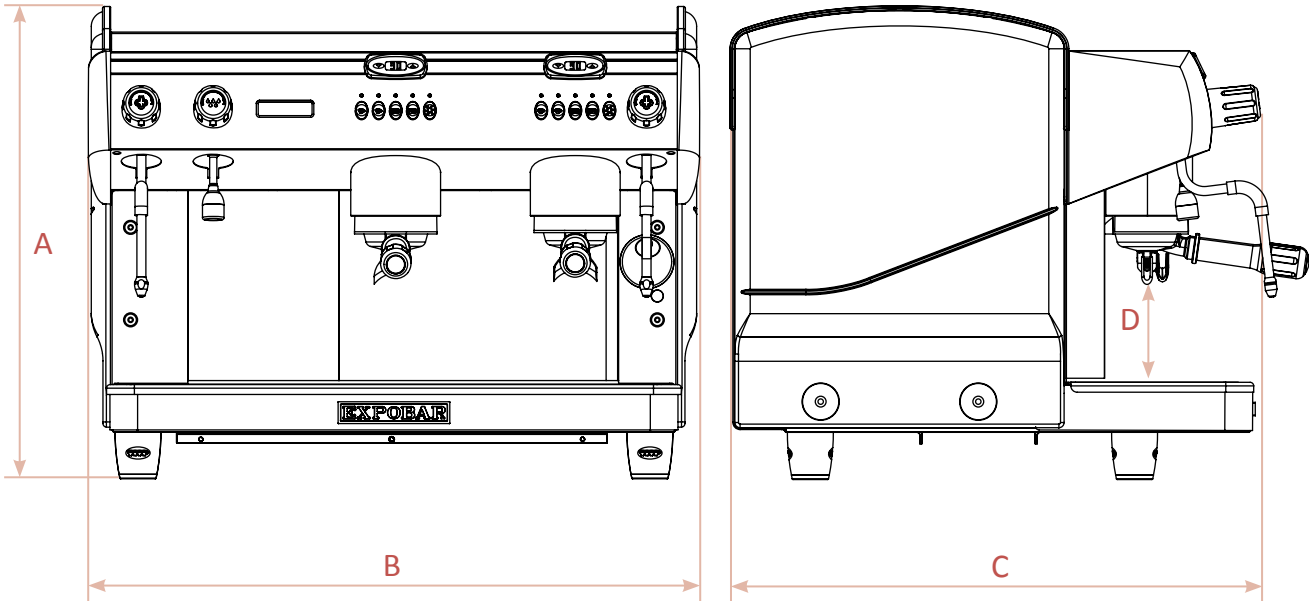
DIMENSION SKETCH

CHAQWA MINI CONTROL



Model	A	B	C	D
CHAQWA MINI 2Gr	530 mm	460 mm	590 mm	124 mm

CHAQWA DISPLAY CONTROL 2GR



Model	A	B	C	D
CHAQWA 2Gr	530 mm	680 mm	590 mm	124 mm

Water connection

- The Installation of the machine to a water mains connection must be done by a qualified person.
- Rinse around 20 liters of water from the main water supply before connecting the machine to the water connection.
- Connect the inlet hose that is assembled in the machine to the main water supply, which should have a 3/8" male connection fitted with a shut-off valve, tighten it with a wrench.
- Use safe drinking water with hardness between 5°fH and 8°fH (French hardness degrees). If the value is below this limit, the presence of corrosion of hydraulic components is a possibility. If the value is higher than this limit, the presence of lime in the boiler will increase. In both cases the operation of the machine and coffee quality will be affected negatively.
- If necessary, connect the machine to a water softener or remineraliser to reduce water hardness. Use the flexible hose that is included in the accessory box of the machine.
- Connect one end of the corrugated tube to the drain cup in the machine, connect the other to the mains drainage point at the installation area.

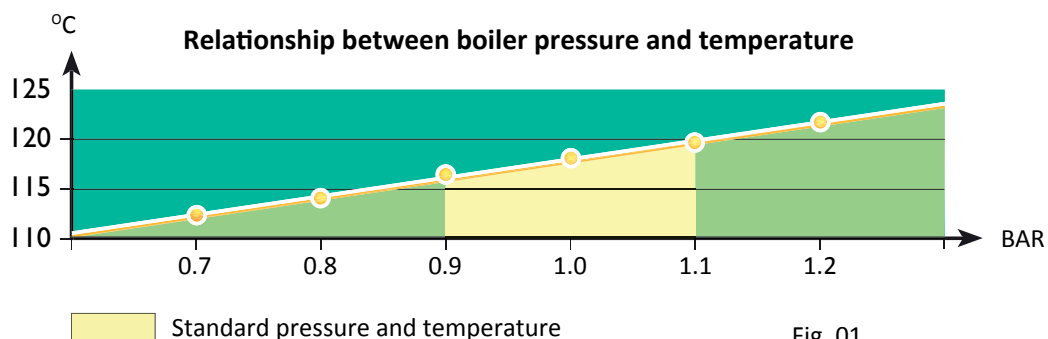


Important:

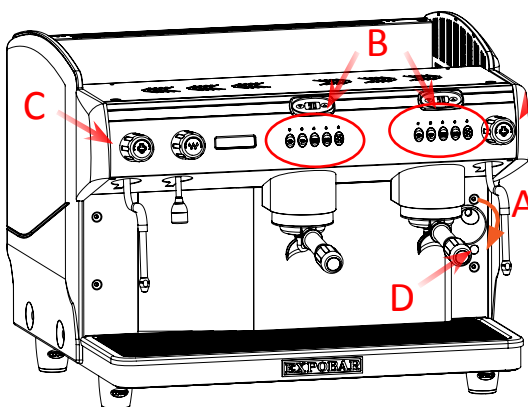
- Only use the hoses supplied with the machine. Never reuse old hoses.
- Make sure that the drainage tube is not twisted and ensure that the entire tube is below the level of the drain cup.

Pressure and temperature

- Boiler temperature and pressure are directly related (see Fig. 01).
- Machine is fitted with a pressure gauge that will display the boiler pressure, if the machine is fitted with a display it will also indicate boiler temperature.

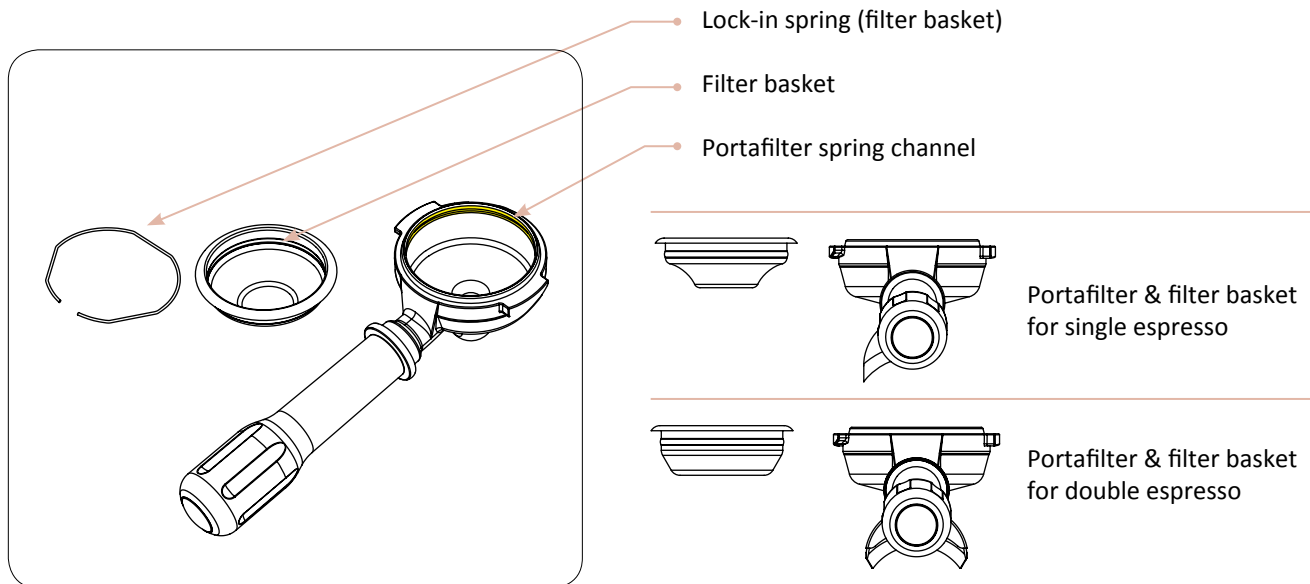


Starting the machine

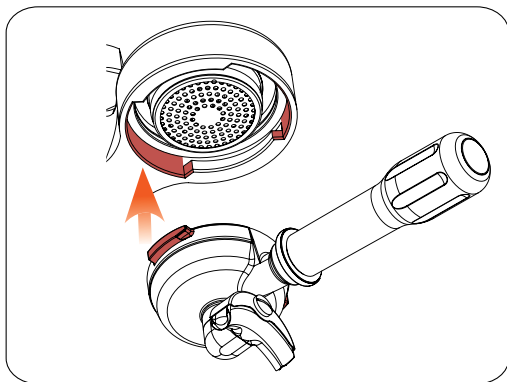


- Open the external water supply connection tap.
- Turn on the main power switch (A).
- Press a drink button on the control panel for each group, wait until water comes out continuously from each (B). This will ensure the heat exchangers in the machine are correctly filled.
- Open the steam tap(s) to release the air trapped in the boiler (C).
- The red lamp indicates that the boiler is heating (D). The lamp switches off when the machine reaches operating temperature.
- The machine is ready to use when the lamp turns off.

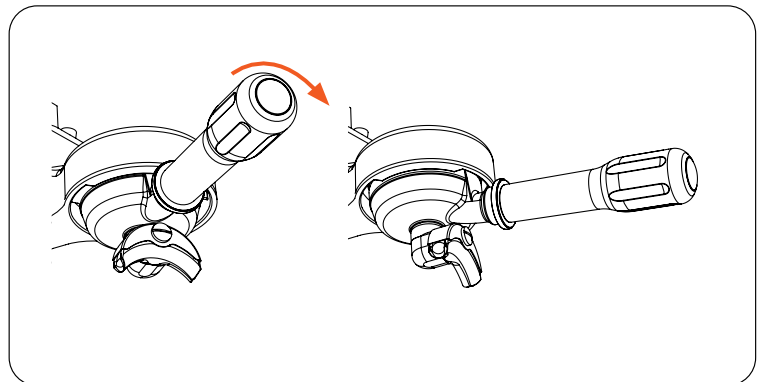
The portafilter set



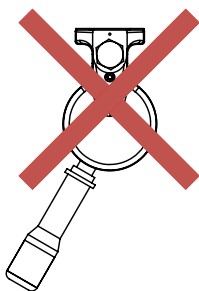
Inserting the portafilter in the group



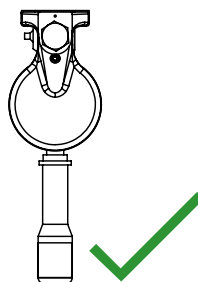
- Align the portafilter's two lateral flanges with the slots in the group.



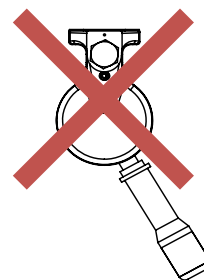
- Insert the portafilter and rotate it anti-clockwise until the handle is perpendicular to the coffee machine.



- Portafilter not fully inserted.



- Correct position.



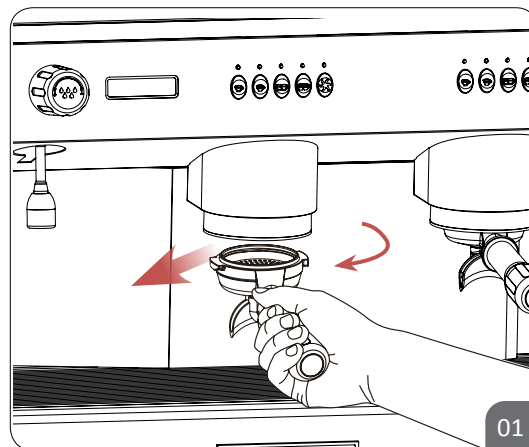
- Group gasket is worn out, must be replaced.

Espresso brewing

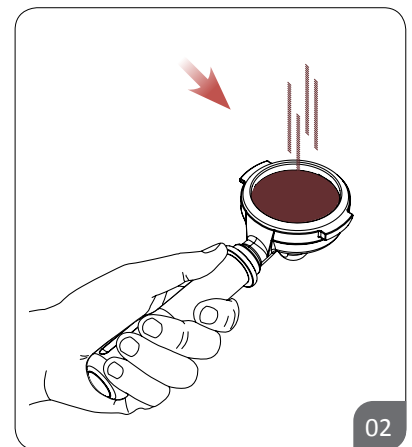


Important:

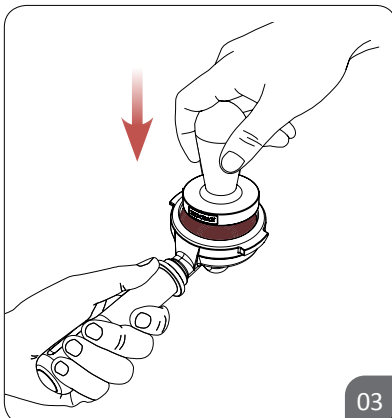
Always keep the portafilter inserted in the group to keep it warm. This is very important to maintain an optimal temperature to get the best possible espresso.



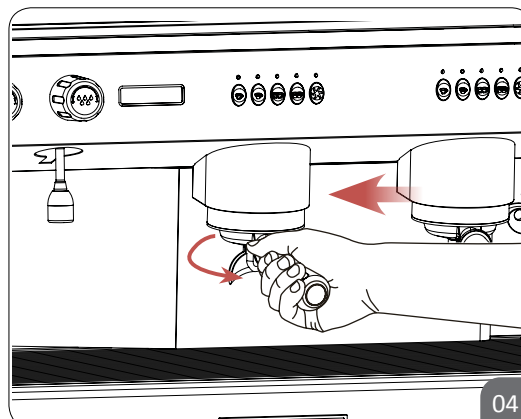
- ▲ Unlock and remove the portafilter from the group head.



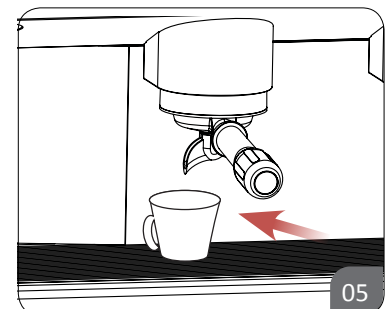
- ▲ Fill the filter basket of the portafilter with espresso grounds (the amount may differ depending of the filter basket size). For best result use freshly ground espresso beans.



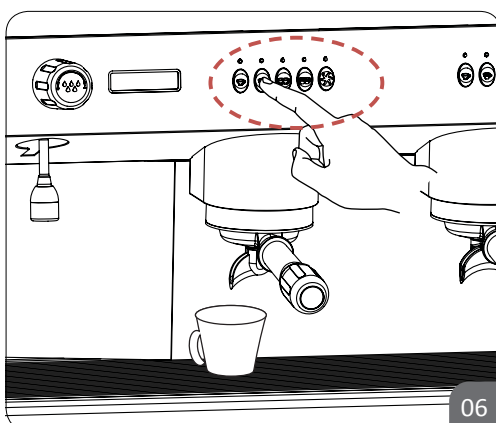
- ▲ Compress the coffee with the coffee tamper.



- ▲ Insert the filled portafilter into the group head and lock it into the correct position.



- ▲ Place one or two cups beneath the outlet spouts.



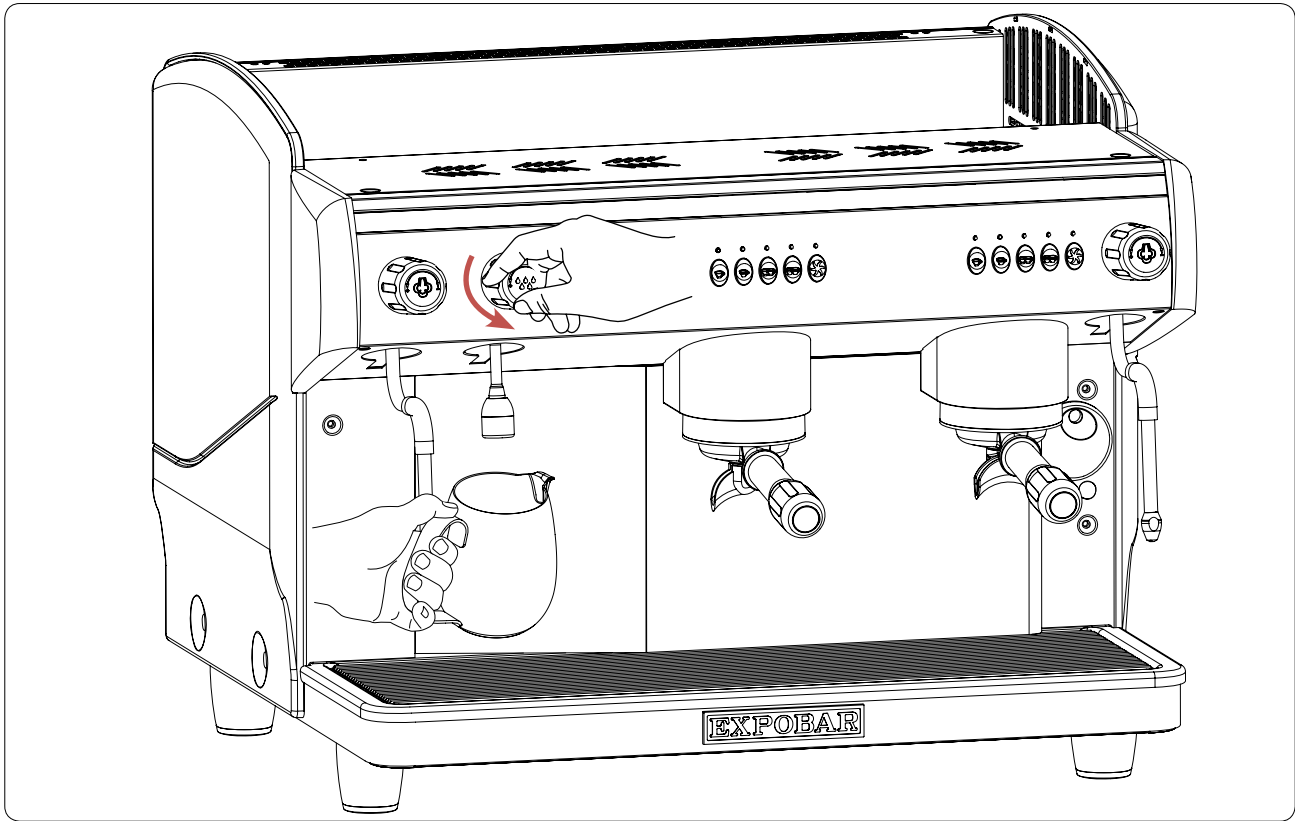
- ▲ Select the desired option from the drink buttons.



WARNING!

Never try to open the portafilter while the machine is in operation, as the pressurised hot water could cause scalding or serious injury. After dispensing has finished, wait at least 3 seconds before removing the portafilter.

Dispensing hot water



- Place a jug (or similar) under the hot water outlet.
- Open the hot water tap.
- Once the machine has dispensed the desired amount of water, close the hot water tap.



WARNING!

Never expose hands and fingers directly under the water outlet during operation to avoid scalding or serious burns.

Coffee machine cleaning



Important:

- To keep the machine looking and working like new, you should always follow the cleaning and care instructions provided in this manual.
- Always turn off the main power switch when cleaning the exterior of the machine.
- All external surfaces should be cleaned with a damp, lint-free cloth that will not scratch the machine.
- Do not use aggressive cleaning detergents, solvents or degreasers. These can damage the surfaces, plastic and rubber parts, and leave unwanted residue.



Important:

Each day, or 8 hours after dispensing the last coffee, the following cleaning tasks should be performed to maintain the quality and performance of the water system:

- Portafilter: Brew one espresso with the filter empty (around one minute) to flush it out (dispose of this water).
- Steam Wand: Position the wand over the drip tray and open the steam lever for 20 seconds to flush the wand.
- Hot Water Outlet: Place a container under the water outlet and open the lever for 20 seconds (dispose of this water).


Daily cleaning

- Rinse each of the brewing groups, shower plates, and portafilters with hot water for 15 seconds.
- Clean the external surfaces of the machine with a damp cloth, paying special attention to the stainless steel parts.
- Clean the steam wand and the water tap. Be sure that the nozzles are not blocked or half blocked with milk residue. If it's necessary to clean them, be careful not to deform or damage any of the components.
- Clean the steam wand and the water tap. Be sure that the nozzles are not clogged or partially blocked with milk or other residue. If it's necessary to remove them for cleaning, be careful not to deform or damage any of the components during removal.
- Clean the drip tray and the stainless steel insert grid under running water with a brush.
- Clean the drain cup by slowly pouring one liter of warm water into it to dissolve and remove the coffee residue that accumulates inside the drain cup and hose.

Weekly cleaning

- Clean the brewing group and portafilter with professional cleaning powder (page 15).

Cleaning the Brewing group and portafilter

- Unlock and remove the portafilter from the group head.
- Place the cleaning membrane in the filter basket.
- Fill the filter basket with professional cleaning powder for espresso coffee machines.
- Lock the portafilter into the group head.
- Activate the auto-cleaning program by turning off the machine at the main switch. Then press and hold down the 2 Short Espressos button  on the control panel of the group requiring cleaning. Without releasing the button, turn the machine back on. Auto-cleaning will start automatically. Release the button.



WARNING!

Never try to open the portafilter while the machine is in operation! The pressurised hot water could cause scalding or serious injury. After cleaning has finished, wait about 3 seconds before removing the portafilter.



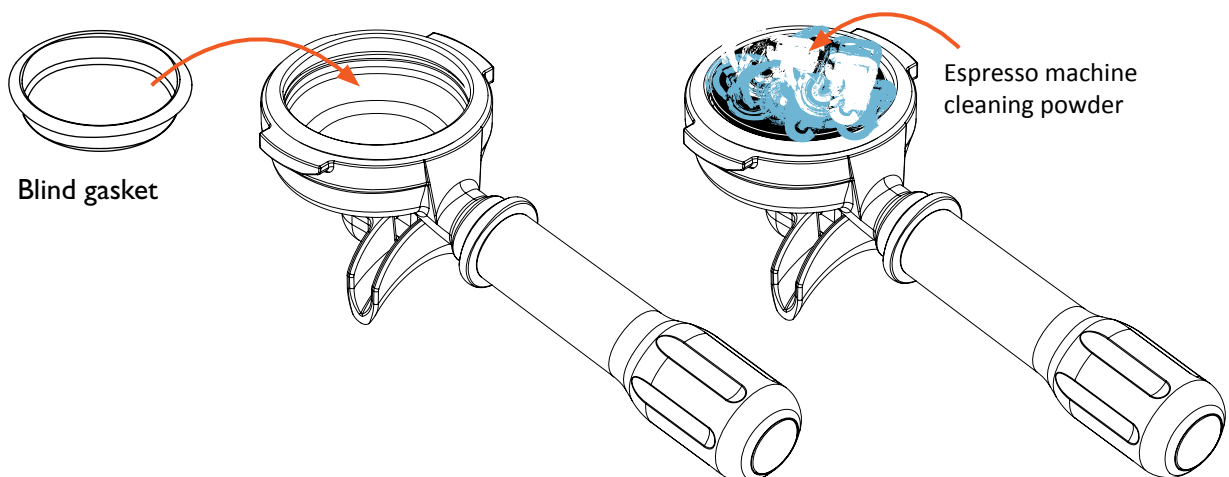
Important:

When the cleaning process is finished, remove the portafilter and run water through the group again to rinse out any residue. Repeat the cleaning process this time without cleaning powder to remove any remaining residue. Store the blind gasket in a convenient location for future use.



Note:

- Rinse the group and portafilter with hot water (using only the blind gasket and hot water, no cleaning powder) each day.
- Clean the group and portafilter with cleaning powder once a week.



Note:

Only use professional cleaning powder designed specifically for espresso machines. It's available from the distributor.
Part no: 1104162





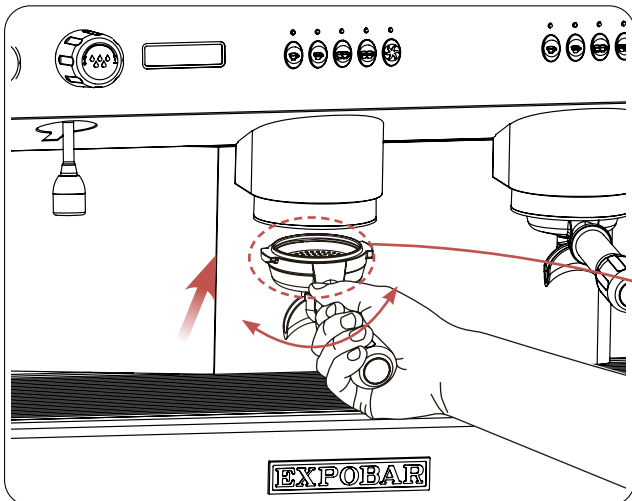
Cleaning the gasket and shower plate

Cleaning the gasket-

While making espresso, coffee grounds will naturally accumulate on the group's sealing surface. Allowing an excessive amount of grounds to build up can prevent the portafilter from properly sealing to the group head. In extreme cases, such as leaving a used portafilter in the group head for several days, water can even become blocked from passing through the shower plate.

To prevent these problems, perform the following cleaning procedures daily:

- Install the blind basket into the portafilter without cleaning powder.
- Place the portafilter loosely in the group head - do not close it fully.
- Press the Continuous button .
- Perform an opening-closing motion with the portafilter in place without closing it fully. Water will flow over and around the portafilter, flowing through the closing surface and washing out any coffee residue. Be very careful to avoid splashes, as this water is very hot and can cause burns.
- Press the Continuous button  again to stop the water flow.



WARNING!

Take special care to avoid scalding when performing this cleaning operation, as the hot water used to clean the gasket will spill over the sides of the portafilter.

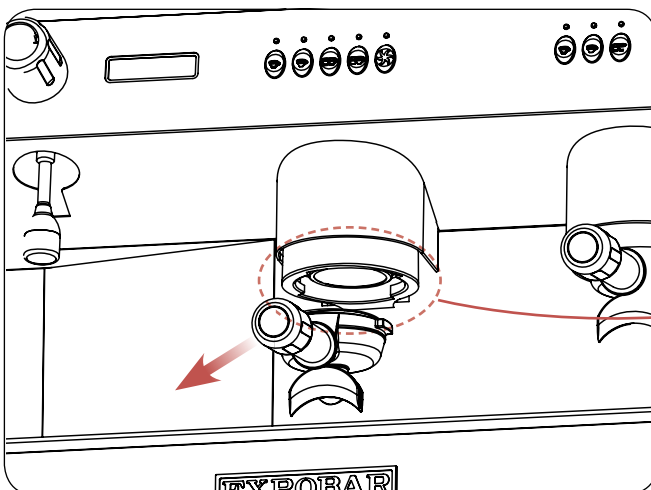


WARNING!

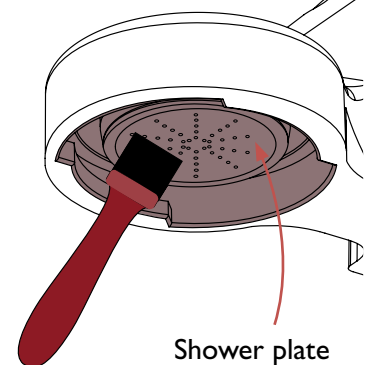
Do not fully tighten the portafilter. If fully tightened, high-pressure water may spray out and cause scalding or serious injury.

Cleaning the shower plate-

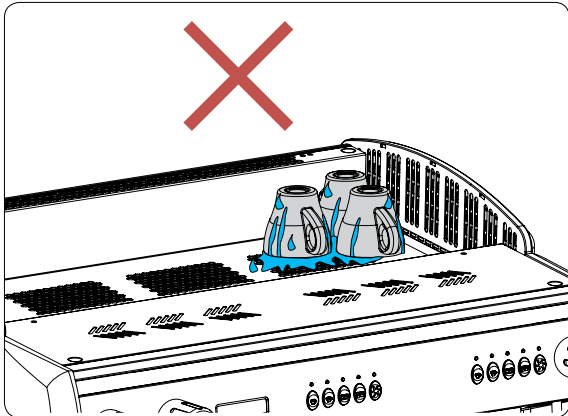
- Remove the portafilter from the group head.
- Clean the shower plate and group gasket with a soft brush to remove any coffee residue.



For removing
leftover coffee
residue.

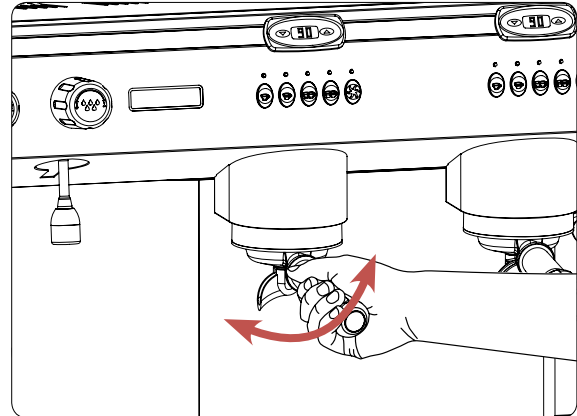


Additional handling of the machine



Important:

Do not place wet cups directly on the cup shelf. Allowing water to drip into the machine can cause mechanical and electrical damage.



- ▲ Always remove and insert the portafilters gently. Never use excessive force to try to close the portafilter. If the portafilter does not turn and lock into place without excessive force this usually indicates that there is too much coffee in the filter basket.

STORAGE AND DISPOSAL OF MACHINE

How to store the machine

- Perform all weekly and periodic cleaning procedures described in this manual (see pages 14-16).
- Disconnect and roll up the power cord (this should be performed by a qualified person).
- Disconnect the machine's water inlet hose from the domestic water supply and drain the boilers (this should be performed by a qualified person).
- Clean the drip tray and exterior of the machine to remove any coffee or other residue.
- Cover / re-pack the machine in its original carton and store it in a dry place where it will not be exposed to extreme temperatures or humidity.
- When returning the machine to service after long-term storage, perform all weekly and periodic cleaning procedures before use.

Disposal of machine

- Disconnect and roll up the power cord (this should be performed by a qualified person).
- Disconnect the machine's water inlet hose from the domestic water supply and drain the boilers (this should be performed by a qualified person).
- Pack up and ship/deliver the machine to an authorized recycling center.



Button functions

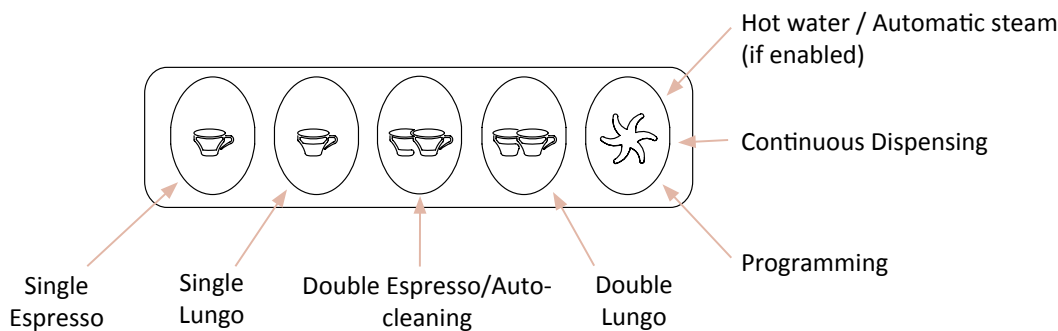
The following functions can be programmed and controlled from the digital display:

- Volume control of four different espresso drinks per brewing group.
- Timed hot water dispensing.
- Automatic boiler filling and level control.
- Automatic heating element shut-down in event of a low water condition.
- System supervision through messages, warning, and alarms.
- Automatic cleaning of the brewing groups.

The digital controller is programmed with four standard drink functions (these can be reprogrammed as desired by the user) and one continuous dispensing function from the manufacturer.

The four left-side buttons (1 Short Espresso, 1 Long Espresso, 2 Short Espressos, 2 Long Espressos) will brew the programmed beverage volume and then stop automatically.

The fifth/right-side button (Continuous) brews continuously until the user stops it by pressing the button again.



The Continuous Dispensing button performs 3 different functions (depending on length of time pressed):

Machines equipped with display-




- Less than 1 second: Enables automatic water- or steam-dosing (only on machines without manual taps).
- Between 1 and 8 seconds: Enables Continuous Dispensing (press again to disable).
- Over 8 seconds: Access coffee-dose programming menu (see below).

Machines not equipped with display-

- Less than 4 seconds: Enables Continuous Dispensing (press again to disable).
- Over 4 seconds: Access coffee-dose programming menu (see below).

Additional button functions

To activate these functions, turn off the machine at the power switch then, while holding down the required button on the left-hand-side Drink button bank, turn the machine back on.

-  Single Espresso. Enable electronic pre-infusion.
-  Double Espresso. Disable electronic pre-infusion.
-  Double Espresso. Perform auto-cleaning.



Note:

For machines equipped with a display, electronic pre-infusion may have to be enabled/disabled from the service programming menu. See Service Manual for programming instructions.

For the warranty to be valid the conditions for maintenance must have been followed according to our instructions, proper precautions have been taken, and warranty claim has been issued without delay.

The affected equipment shall not be used while awaiting service if there is any risk that the damage or defect could worsen.

The warranty shall not cover consumable supplies such as glassware, or normal maintenance such as cleaning of filters. Additionally, damages of an external nature, such as contaminants in the water, limescaling, incorrect voltage or power surges, and water supply issues such as pressure changes or service disconnection are not covered by this warranty.

The warranty will not cover damages or defects caused by incorrect handling or operation of the appliance.

FOR TECHNICAL SUPPORT
Please contact your supplier
Your Dealer

crem[®]
INTERNATIONAL

Crem International (Shanghai) Co., Ltd.
Building 5, No 521-551 KangYi Road, Pudong, Shanghai, China

www.creminternational.com