



FLAVIA® S350

User Guide
Guide Utilisateur
Benutzerhandbuch



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SAFETY PRECAUTIONS

GENERAL USE

In order to prevent harm or injury to those using the appliance or to any other persons and/or property, please be sure to read the following safety instructions.

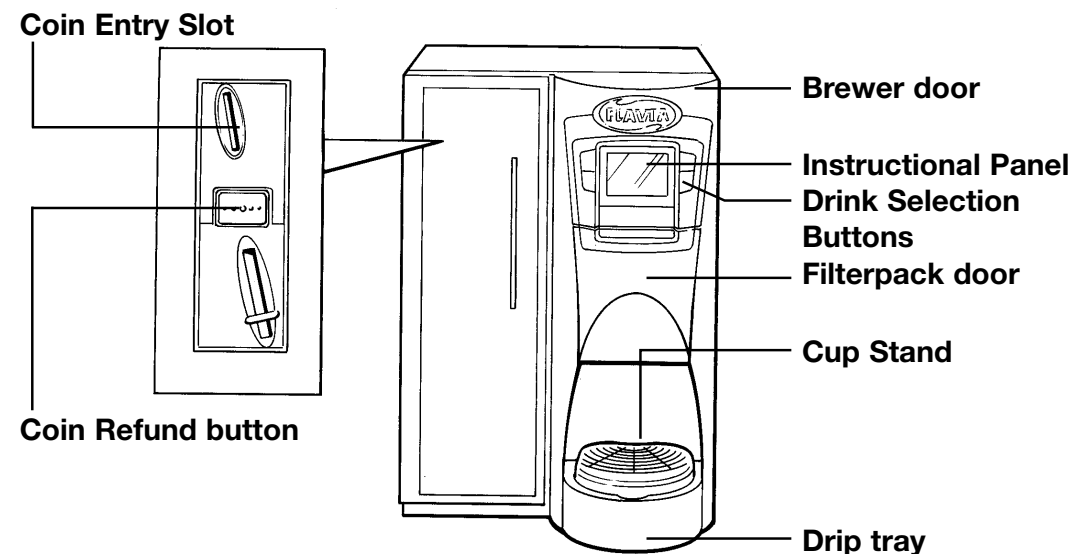
- ⚠ **Place out of the reach of children. Children and persons unfamiliar with the equipment should only use it under supervision.** *Not observing these precautions may cause burns, electric shock and other injury.*
- ⚠ **Never place outside.** *This system is for indoor use only.*
- ⚠ **Never attempt to change the specification or modify systems in any way.** *Any attempt to do so may result in fire or injury. If in need of assistance, please contact your Customer Service Officer.*
- ⚠ **Ensure access to the rear of the system can be achieved easily to allow isolation of the electrical and water supply.**
- ⚠ **Under no circumstances should you attempt to perform any servicing or repairs on this system.** *Inexperienced persons may cause injury or malfunction. Always call your Customer Service Office or Service Agent.*
- ⚠ **Do not immerse in water.**
- ⚠ **Only clean specified areas.**
- ⚠ **Supervise if any children, aged or infirm persons are using the system.**
- ⚠ **Never use without placing a cup under the water outlet.** *Hot water may get caught in the lid and drip tray causing burns.*

ELECTRICAL SUPPLY AND CORD

- ⚠ **Never do anything that might cause damage to the cord or plug, (such as modify them, place hot or heavy objects on them, bend them, stretch them, or twist them.** *If the appliance is used when damaged, electrical short circuit or fire may result. If in need of repair please contact your local FLAVIA® Customer Service Officer.*
- ⚠ **Clean the plug from dust regularly.** *A build-up of dust on the plug will attract condensation, which could cause cable damage resulting in fire. Remove the plug and clean with a cloth.*
- ⚠ **The appliance must be earthed.** *Failure to do so may result in electric shock.*
- ⚠ **Make sure the plug is correctly inserted in the power socket.** *An unsafe plug may cause electric shock or generate heat resulting in fire. Do not use a damaged plug or loose power socket.*
- ⚠ **230V socket must not be used with other appliances.** *When used alongside other appliances, heat generated may result in fire.*
- ⚠ **Never plug or unplug the appliance with wet hands.** *This may result in electric shock.*

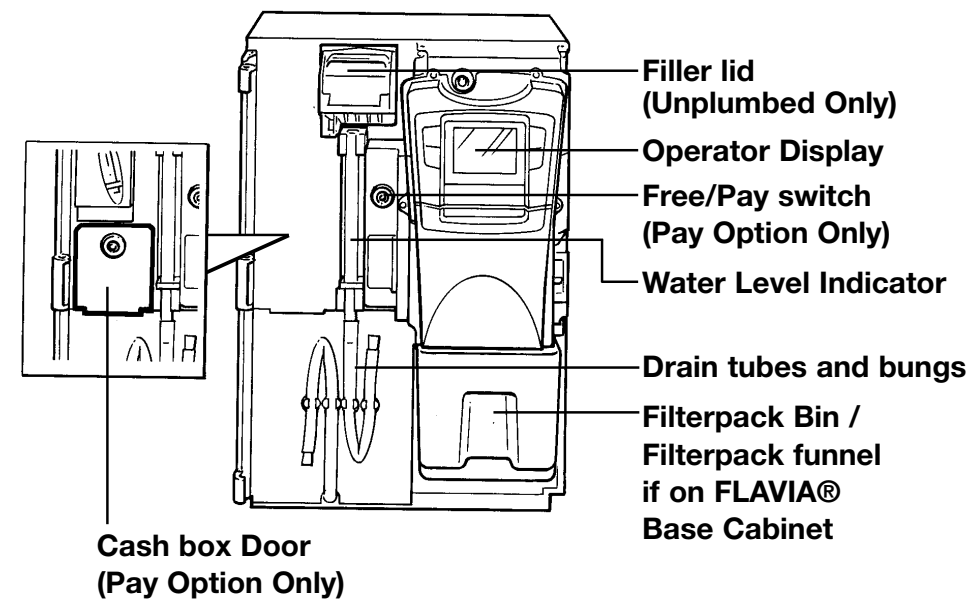
BREWER LAYOUT

EXTERIOR LABELLING



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INTERIOR LABELLING



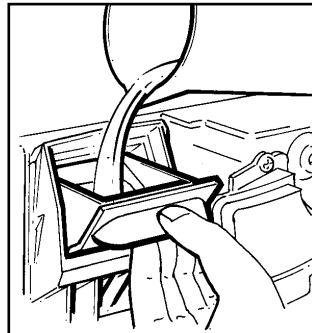
SETTING UP YOUR BREWER

SWITCHING ON

1. Plug your FLAVIA brewer in
2. Switch on using **ON/OFF** switch at back
3. The display will read **"ADD WATER"**

FILLING WITH WATER

- **PLUMBED IN ONLY**
If your brewer is plumbed into the main supply, it will fill automatically. **Make sure water supply is turned on and switch is set to plumbed**
- **POUR OVER ONLY**
If your FLAVIA brewer is not plumbed in, you will need to fill it up using a jug.
 1. **Make sure switch is set to unplumbed**
 2. Open brewer door
 3. Pull the filler lid towards you
 4. Fill until the water level indicator shows full
 5. Close the filler lid.



SELECTING YOUR CUP STAND

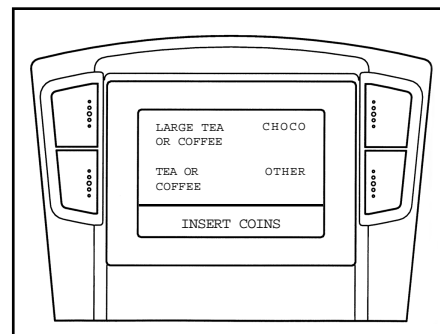
Choosing the right cup stand will mean your Brewer stays cleaner for longer – the closer the rim of the cup is to the bottom of the filterpack door, the cleaner your brewer will be. Two cup stands are supplied, with the medium height stand ready fitted. Please fit the appropriate cup stand as follows:

Low Level:		for cups between 94mm and 104.5 mm tall
Medium Level :		for cups between 73mm and 93mm tall
Higher Level :		for cups up to 72.5mm tall (French & German only)

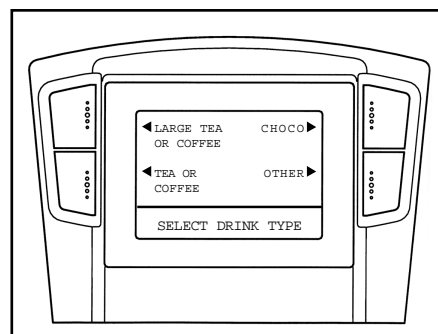
BREWER IS READY FOR USE

- Once water is added, the display will read **"WATER HEATING"**
- When water is hot, the **"WATER HEATING"** the display will go off and the drink selection screen will be displayed. This will take up less than 10 min.

Pay Option Instruction



Free Option Instruction Panel



3

PREPARING A BEVERAGE/DRINK

1 Insert coins (pay option only)

Notice

- No change is given. "Insert coins" will stop flashing once money is sufficient

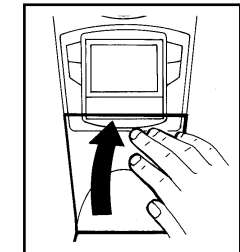
2 Place cup centrally on cup stand and push back



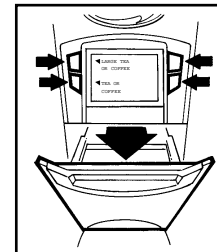
Caution

- Please be aware that the minimum cup size to avoid overflow is 200ml (7oz UK)

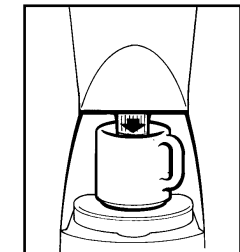
5 Close door



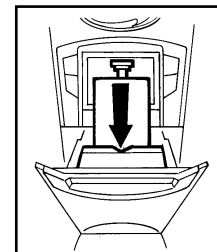
3 Select drink type from menu



6 Your drink will now be freshly filtered /brewed into your cup



4 Insert filterpack

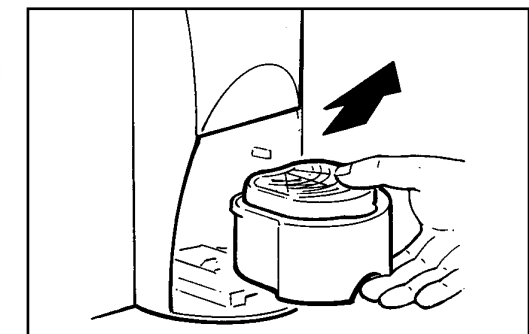


Notice

- For the Cappuccino option follow screen prompt and repeat stages 4, 5 6.

LARGE/TRAVEL MUG FACILITY

- To vend your drink into a large mug
- Remove drip tray and cupstand
- Place your mug and follow steps 3 to 6 as normal



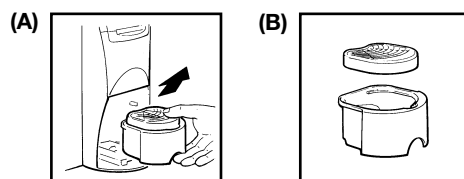
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DAILY CARE

EMPTYING THE DRIP TRAY

1. Open brewer carefully
2. Lift out and empty drip tray (ref. A)
3. Separate drip tray and cup stand (ref. B)
4. Clean them in warm soapy water
5. Reassemble and replace carefully

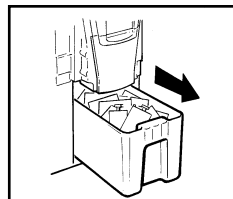


Notice

- The brewer does not tell you when the drip tray is full so make sure you check it regularly

EMPTYING THE FILTERPACK BIN

1. Open brewer door
2. Pull bin forward
3. Empty filterpack bin
4. Clean bin in warm, soapy water
5. Replace bin
6. Close brewer door

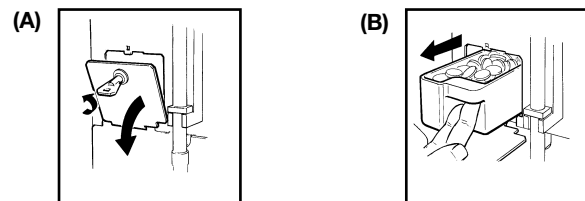


Notice

- If filterpack bin fills right up, the "check bin" message will be displayed
- If your FLAVIA brewer is on a base unit, the "check bin" message will not be displayed

EMPTYING THE CASH BOX (Pay option only)

1. Open the brewer door
2. Unlock the cashbox door and swing down to open (ref. A)
3. Remove the cash box by pulling it towards you (ref. B)
4. Empty and replace
5. Close and lock the cash box door
6. Close the brewer door



Notice

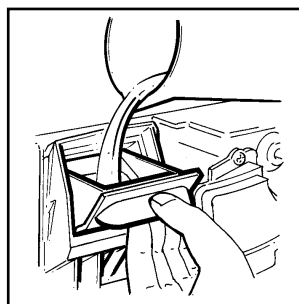
- Be sure to check the cash box regularly as the instructional panel will not tell you when it is full
- To prevent overflows, it may cause the coin mechanism to malfunction.
- TAKE CARE AS COINS MAYBE HOT

REFILLING WITH WATER (Pour over only)

1. Open the brewer door
2. Pull filter lid towards you
3. Fill until water level indicator shows full

Notice

- Take care not to overfill tank
- If tank runs out before water is refilled, the display will read "ADD WATER"



WEEKLY CARE

GENERAL CLEAN DOWN

Use a damp cloth to wipe the outside surfaces and the areas that are exposed inside.

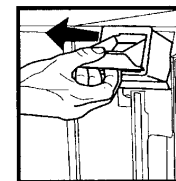


Notice

- Do not use strong detergents and take care not to get soapy water into the water tank as this will affect the drink taste

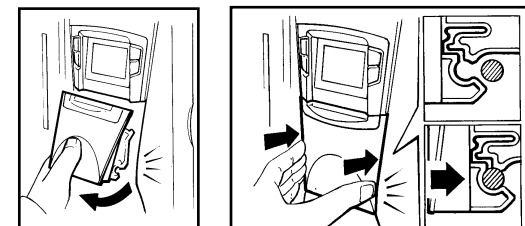
CLEANING THE WATER FILTER FUNNEL

1. Open filler lid
2. Pull sharply towards you
3. The filler lid and funnel will come out together
4. Clean them
5. Rinse thoroughly (so no soap gets into tank)
6. Replace



CLEANING THE FILTERPACK DOOR

1. Grip bottom of filterpack door
2. Pull sharply from bottom towards you.
3. Wash in warm soapy water
4. Wipe sides of area where door was
5. Replace door – Top first
6. Push bottom of door until you hear a 'CLICK'



SANITISING

- After cleaning, sanitise surfaces with a non-chlorine based anti-bacterial wipe or solution.
- Avoid scented products, as this will effect the drink taste.

DRAINING YOUR BREWER

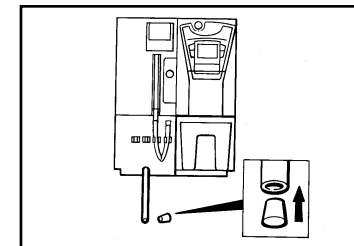
PLUMBED IN OPTION ONLY

1. Unclip left hand drain tube
2. Remove bung. CAUTION – WATER MAYBE HOT
3. Allow all water (up to 2.5 l) to drain out
4. Replace bung fully
5. Clip drain tube back into place

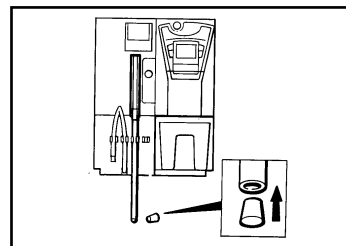


Notice

- Make sure brewer is turned off



POUR OVER OPTION ONLY



1. Repeat the Plumbed in option only
2. Then unclip the right hand drain tube
3. Remove bung
4. Allow all water to drain out (up to 5 litres)
5. Replace bung fully
6. Clip drain back into place



Notice

- Make sure brewer is turned off

BEVERAGE/DRINK OPTIONS

UNIVERSAL FREE DRINKS

1. Open brewer door
2. Turn free/pay switch to Free using key
3. Remove key
4. Shut door
5. Display will show "FREE VEND" on screen.

SELECTIVE FREE DRINKS

The coin mechanism can recognise unique FLAVIA tokens. Each token gives one free drink.

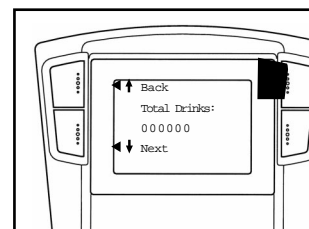
1. Insert token as a normal coin
2. Follow procedure to get drink
3. When emptying cash box, sort tokens and re-issue

COLLECTING AUDITS (FREE BREWER)

1. Open brewer door
2. Press top right button 4 times
3. Display will say "Total Drinks"
4. Press 'Next' Display will say "Free Drinks"
5. Press 'Next' Display will say "Free Milk Drinks"
6. Press 'Next' Display will say "Interim Total Drinks" This total can be set to zero for audit data collection.
7. Close brewer door.

COLLECTING AUDITS (PAY BREWER)

1. Open brewer door
2. Press top right button 4 times
3. Display will say "Total Drinks"
4. Press 'Next' Display will say "Paid Drinks"
5. Press 'Next' Display will say "Free Drinks"
6. Press 'Next' Display will say "Paid Milk Drinks"
7. Press 'Next' Display will say "Free Milk Drinks"
8. **Make sure brewer is switched to free vend for the following steps**
9. Press 'Next' Display will say "Interim Total Drinks". This can be set to zero.
10. Press 'Next' Display will say "Total Cash" taken to date
11. Press 'Next' Display will say "Interim Total Cash" taken since last audit. This can be set to zero.
12. To return to normal, turn free/pay switch back to pay
13. Close brewer door



THE DISPLAY HAS THE FACILITY TO SCROLL BACK AT ANY STAGE DURING AUDIT COLLECTION BY PRESSING "Back".

CHANGING DRINK PRICE (PAY OPTION ONLY)

1. Make sure the brewer is switched to free vend for the following steps
2. Follow **Auditing for pay brewer** until the display shows "Interim Total Cash" taken since last audit.
3. Press "Next" Display will say "Drink Price"
4. Display will show the current drink price
5. To increase drink price, press "Edit +" button.
6. To decrease drink price, press "Edit -" button.
7. Cappuccino drink is a two pack brewing cycle, which requires two individual prices.
8. Press "Next" Display will say "Milk Price"
9. Display will show the current milk price
10. To increase milk price, press "Edit +" button.
11. To decrease milk price, press "Edit -" button
12. To return to normal, turn free/pay switch back to pay
13. Close brewer door

Notice

- Do not forget to change the drinks price label by the coin slot

TROUBLESHOOTING

The sophisticated design of your FLAVIA® brewer makes it very unlikely that anything will go wrong. However, if faults do develop, you can resolve many of them yourself.

PROBLEM	REASON	SOLUTION
"EMPTY BIN" message flashes	Filterpack bin is full	Open brewer door, pull out and empty the filterpack bin. Clean bin if necessary. Replace bin, making sure handle faces front and close door.
"CHECK BIN" message flashes	Bin has not been returned properly	Make sure filterpack bin is returned fully with handle facing front
	Filterpack bin has overflowed	Follow procedure under "EMPTY BIN" If message still stays on, contact your Customer Service Officer.
"ADD WATER" message flashes	Brewer needs to be filled	POUR OVER Check brewer has been filled and that Plumbed/Unplumbed switch is set to Unplumbed. PLUMBED IN Check water supply is turned on, and that delivery pipe is not kinked, and that the Plumbed / Unplumbed switch is set to Plumbed.
"WATER HEATING" message flashes	The water is heating	If message stays on for more than 20 minutes, please switch off brewer and call your Customer Service Officer.
Spillage around the Brewer	The drip tray may have overflowed.	Open the brewer door carefully, remove and empty the drip tray. Re-assemble the drip tray and cup stand carefully. Replace.
Cups do not fit	Wrong height cup stand	Two cup stands are provided with the brewer (low and medium). Please fit the appropriate cup stand as follows: :Low level cup heights of 94mm – 104.5mm :Medium level cup heights of 73mm – 93mm :High level cup heights up to 72.5mm
Filterpack door will not close	Filterpack door not returned properly or brewer door not shut	Remove and replace filterpack door (check under Weekly Care – Cleaning Filterpack door for how to do this). Then open and close the brewer door to reset.

TROUBLESHOOTING

PROBLEM	REASON	SOLUTION
Cash box will not come out	The cash box may have overflowed	Try pressing the coin reject button and gently shaking the cash box. DO NOT TRY TO FORCE IT OUT. If you cannot remove the cash box, please call your Customer Service Office
Coins inserted but not registered	Cash box may have overflowed	Try pressing the coin reject button and gently shaking the cash box. DO NOT TRY TO FORCE IT OUT. If you cannot remove the cash box, please call your Customer Service Office
Drinks taste different to usual	Brewer may need to be drained.	See "DRAINING YOUR BREWER"
No messages on display	Brewer has been switched off at back. Brewer disconnected at socket	Switch it back on Put plug back into socket and switch it on socket
"CALL OPERATOR" message flashes	Open brewer door and check the following messages on the operator display <ul style="list-style-type: none"> "PACK DOOR TIMEOUT" "PACK INJECT TIMEOUT" "PACK EJECT TIMEOUT" "WATER OVERFLOW" 	Just close brewer door again to reset. If problem recurs, please call your Customer Service Officer. Opening and closing brewer door should clear problem. If problem is still not cleared, please call your Customer Service Office. Switch off your brewer and, if your brewer is mains water fill, turn off the water supply to the brewer. Please call your Customer Service Office Otherwise, please switch off the brewer and call your Customer Service Office, remembering to tell them what message your brewer is displaying

SAFETY AND INSTALLATION GUIDELINES

We at Four Square are committed to safety in all aspects of our product design, manufacture, installation and service.

SYSTEM APPROVALS

This system has been designed and manufactured in accordance with European legislation relating to Safety and Electromagnetic Compatibility (EMC)

WARNINGS AND GUIDANCE

These warnings are provided in the interests of safety. Please read them carefully and ensure anyone who is involved with routine cleaning and loading also reads them.

- This system is for indoor use only. Never place outside
- It is dangerous to change the specification or modify the systems in any way
- Ensure access to the rear of the system can be achieved easily to allow isolation of the electrical and water supply
- Under no circumstances should you attempt to perform any servicing or repairs on this system. Inexperienced persons may cause injury or malfunction. Always call your Customer Service Office or Service Agent.
- Do not immerse system in water
- Only clean in specified areas as instructed
- Supervision is required if the system is to be used by young children, aged or infirm persons
- This system contains electronic circuits. **Do not flash test.**
- Observe recommendations relating to regular inspection and testing of this system under the "U.K. Electricity At Work" section
- An ambient temperature range of +5°C to +30°C is recommended for system location

IMPORTANT NOTES

- The system is flash tested before it leaves the manufacturing premises. Repeated flash testing can damage insulation. **Notice** • **DO NOT FLASH TEST THIS**
- This system contains electronic components. Other tests that are available on portable appliance testers are **Load Test, Earth Leakage Test, and Output Test**. These tests are not required.

ELECTRICAL CONNECTION

- If the plug is damaged it should be removed from the voltage supply, cut off and disposed of carefully. **NEVER ATTEMPT TO RE-USE.**
- If the mains cord or plug is damaged never attempt to replace; contact your customer service office or service agent. Replacement requires the use of special purpose tools.
- Never attempt to plug in a cut-off plug into a mains socket. Such action may present a shock hazard.
- The wires in the mains lead are colour coded in accordance with the following code:
Green/Yellow = Earth Blue = Neutral Brown = Live
- If you fit your own plug, the colours of the wires in the mains lead of your system may not correspond with the markings identifying the terminals in your plug. Proceed as follows:
- **13 ampere U.K. plug types :**
Connect green/yellow (earth) wire to the terminal marked E, the Earth symbol, coloured green or coloured green/yellow
- Connect blue (neutral) wire to the terminal in the plug, which is marked with the letter N or coloured black.
- Connect the brown (live) wire to the terminal in the plug, which is marked with the letter L or coloured red.
- **Other Plug types:** Connect the green/ yellow (earth) wire to the terminal in the plug which is marked with the letter E or the earth symbol or coloured green or green/yellow.

INSTALLATION OF YOUR FLAVIA® BREWER

- Brewer dimensions**

Height - 470mm

Width - 330mm

Depth - 435mm

A gap of 60mm is required behind the Brewer if it is to be plumbed in.

- Electrical Supply**

It is important that you have a power supply ready so that we can install your new system quickly and efficiently.

Notice

- If you are unsure about any installation requirements, consult an electrician and/or a plumber.

You will need to supply a suitable switched electrical supply to meet the requirements for isolation of electrical equipment.

i.e. A 13 Ampere supply requires 13 Ampere switched socket or a lockable isolator. A 25 Ampere supply requires a lockable Isolator unit.

Only use a 220/240 volt AC single phase power supply.
Use only one system per socket.

Your system comes supplied with a mains lead 2 meters in length.

- Plumbed Systems**

A plumbed system will need a mains drinking water supply.
i.e. A brass stopcock to BS1010 standard with a 15mm compression outlet or a brass stopcock with a 3/4 inch BSP male outlet.

Use only mains water

Notice

- Do not use water that has come from a water softener.
- Water pressure must be between a maximum of 7 (bar 100 psi) and a minimum of 1

Notice

- (75psi) Jointing compound should not be used in the water supply to the system, as this will affect the drink flavour, only use PTFE tape.
- Do not locate the water supply above the mains power socket.
- Your system is supplied with a flexible mains water hose 2 meters in length.
- We draw your attention to the requirements of the UK Model Water by-laws 1986 SI 1147.

- Installing**

Please contact your Customer Service Office for your brewer to be installed.

UK SPECIFIC REQUIREMENTS

- Your system is supplied with a moulded 13 Ampere fused plug.
- If the fuse needs replacing only use an ASTA approved BS1362 13 Ampere cartridge fuse.
- Always re-fit the fuse cover
- If the fuse cover is lost or damaged a replacement can be obtained by contacting your customer service office or service agent. Ensure the replacement cover is the same colour as that which is visible on the pin face of the plug.
- Never attempt to use the plug without the fuse cover being fitted.

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UK ELECTRICITY AT WORK REGULATIONS 1989

We recommend that the following tests are performed on the system on an annual basis by a suitably trained person using a Portable Appliance Tester following the manufacturer's instructions.

TEST

Earth Bond Test
Insulation Resistance

RECOMMENDED LEVEL

Less than 0.1Ω (including mains lead)
Greater than 2 MΩ.

- The mains plug lead and socket should be checked weekly for any signs of damage.
- All test results should be recorded and retained for future reference including the date performed, who performed them and the next test date.
- If any test or inspection fails do not connect the system. Call our Customer Service Office or service agent immediately.



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