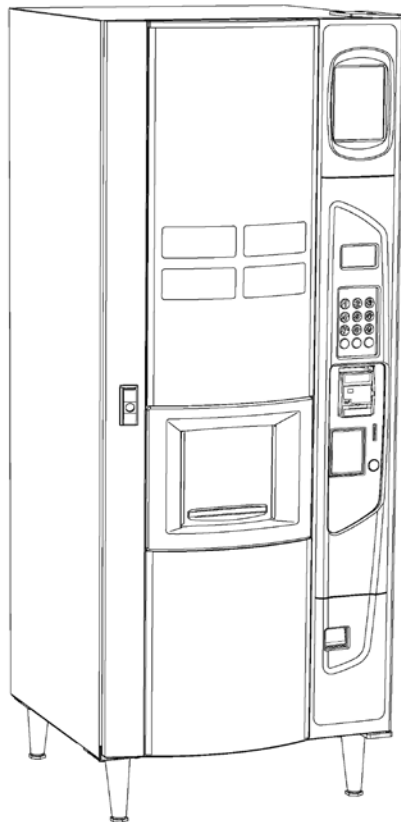


# GENEVA HOT BEVERAGE MERCHANDISER



## OPERATOR MANUAL

### **MODELS**

**3205 FRESH BREW**

**3206 FREEZE DRIED**

**3211 BEAN TO CUP**



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The Model and Serial numbers are needed for you to obtain quick service and parts information for your machine.  
The numbers are listed on the identification plate located on the back side of the cabinet of the machine.

MODEL NUMBER: \_\_\_\_\_

SERIAL NUMBER: \_\_\_\_\_



## INTRODUCTION

1. The information contained in this service manual is applicable to the Hot Beverage Merchandiser. The Hot Beverage Merchandiser model consists of three model types of coin-operated, microprocessor controlled, Hot Beverage Merchandiser that dispense a range of hot drinks in response to keypad selections.
2. Three model versions are available:
  - ▶ Bean To Cup – Whole Bean Coffee
  - ▶ Fresh Brew (SFB) - Loose Ground Coffee
  - ▶ Instant (INST) - Soluble/Instant Coffee and Tea
3. This manual uses the SFB version as the basis for examples. Where significant differences between versions exist this will be highlighted in the main body of the document. Due to customer requirements, however, some features may vary from those described, e.g. extras fitted, variations in programming etc.
4. Cups from a cup drop mechanism are dispensed to contain the drinks.
5. Selection is made on a 12 button keypad and a Vacuum Fluorescent display panel shows status and drink selection information.
6. The status of the machine may be monitored and the configuration altered by accessing a menu of program options using both internal and external keypads. Each option comprises a number of sub-options, the settings of which can be altered.
7. A feature of the Hot Beverage Merchandiser is the moving dispensing manifold which moves the head to a 'parked' and a 'hot water' dispense position this rinses the cup station tray during flush cycles and prevents the possibility of cross-contamination of clear hot water drinks.
8. Hot Beverage Merchandiser machines require a single-phase 120V electrical mains supply from a domestic 12A outlet, and a cold water supply from the domestic cold water main. These services enter the machine at the rear of the cabinet.
9. Maintenance of the coffee machine must only be undertaken by personnel who are authorized, suitably qualified and are fit & well to do so.
10. The contents of this publication are presented for informational purposes only, and while every effort has been made to ensure their accuracy, they are not to be construed as warranties or guarantees, express or implied, regarding the products or services described herein or their use or applicability. We reserve the right to modify or improve the designs or specifications of such products at any time without notice.

## SPECIFICATIONS

### DIMENSIONS

HEIGHT: 72 inches (1830 mm)

DEPTH: 28 inches (711 mm)

WIDTH: 27.75 inches (705 mm)

### SHIPPING WEIGHT

360 lbs (163 kg) – Fresh Brew version

### ELECTRICAL

120 Volts, 60 Hz, 9.2 Amps nominal

240 Volts, 50 Hz, 13 Amps

### CUP CAPACITY

QUANTITY: Up to 400 (7oz) cups

SIZES: 7 oz, 8 ¼ oz, 9 oz, 10 oz & 12 oz

MAX. DIA: 3 ¼ " (83mm)

### OPERATING ENVIRONMENT

LOCATION: **For indoor use only.**

SOUND LEVEL: Produces less than 70dBA during normal operation

TEMPERATURE: 46°F (8°C) - 90°F (32°C)

## SAFETY WARNINGS

- **DISCONNECT / UNPLUG POWER TO THE MACHINE BEFORE SERVICING.** Lethal voltages are exposed when any panel inside the cabinet is removed if power is supplied to the on/off switch.
- Installation and maintenance of the Hot Beverage Merchandiser is to be undertaken only by **trained personnel** who are fully aware of the dangers involved and who have taken adequate precautions.

- The Hot Beverage Merchandiser must be grounded (earthed). Do not tamper, modify or remove the ground pin from the power plug. Should the power cord or plug become damaged, a trained person from an approved service agent must perform the replacement using only factory approved parts. Do not ground (earth) the machine to the water supply pipe.
- *Keep clear of the Brewer Unit when it is operating.*
- The Hot Beverage Merchandiser is a heavy item. Ensure that sufficient personnel are available for lifting and transporting the machine. Use proper lifting procedures and equipment.
- The water in the heater tank and the tank itself are hot enough to scald or burn even some time after the machine has been switched off. The water tank must be drained, filled with cold water and drained again before any attempt is made to handle it or any of its associated parts.
- The Controller Board is fitted with a lithium battery. Abuse of this type of battery can lead to overheating, venting, explosion, release of potentially hazardous materials and spontaneous ignition. The lithium battery **must not** be charged by, or connected to, any other source of power. The battery **must not** be short-circuited or forced to discharge its stored energy. The battery **must not** be subjected to physical damage or overheating. **ONLY the Trained Technician should attempt controller board replacement!**
- Care must be taken to protect the Hot Beverage Merchandiser from frost. Do not attempt to operate the machine if it becomes frozen. Contact the nearest service agent immediately. Do not restore the machine to operation until it has been checked and approved for use by the service agent.
- **Due to the risk of being scalded by hot beverages, young children, the aged and the infirm should not be allowed to operate the Hot Beverage Merchandiser unsupervised.**

<p><b>IMPORTANT:</b> Please refer to the safety manual p/n 4206816 for additional safety information.</p>
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## AMERICANS WITH DISABILITIES ACT (ADA)

Vending operators serving "public entities," meaning government locations and locations accessible to the public, must meet new reach requirements of the law beginning March 15, 2012, under the Americans with Disabilities Act (ADA).

The regulations establish side reach regulations requiring that all operable parts of the vending machine be no higher than 48 inches and no lower than 15 inches. This differs from the 1991 standards which have controls at 54 inches high and nine inches low. The Geneva Coffee machine fully complies with these regulations.

## GENERAL DESCRIPTION

Opening the merchandiser door via the key operated lock allows access to its internal components. Equipment inside the Hot Beverage Merchandiser is arranged in two sections: front and rear. When the merchandiser door is open the **Operator** has immediate access to those items which he or she will be controlling or adjusting (Ingredient Canisters, Cup Compartment, Coin Mechanism, Waste Buckets, etc.). The remaining equipment (Water Heater, Valves, Electrical and electronics components, etc), access to which is limited to the **Trained Technician**, are located behind the panel at the rear of the cabinet.

### CABINET FRONT

The Cup Drop Assembly, Coin Mechanism, Controller Board and Cup Station are fitted to the rear of the door. The Customer's keypad is on the door front panel.

Ingredient canisters are located on a shelf within the cabinet above the mixing area. An extractor fan removes excessive moisture from the mixing systems, helping assure that the systems function properly. The moving dispense head keeps residue from previous dispensing cycles from dripping into the current dispensing cycle.

Level sensor probes assure that the waste buckets will not overflow. When a level-sensor probe is activated the water supply is shut off and the machine is rendered inoperable until the waste container is emptied.

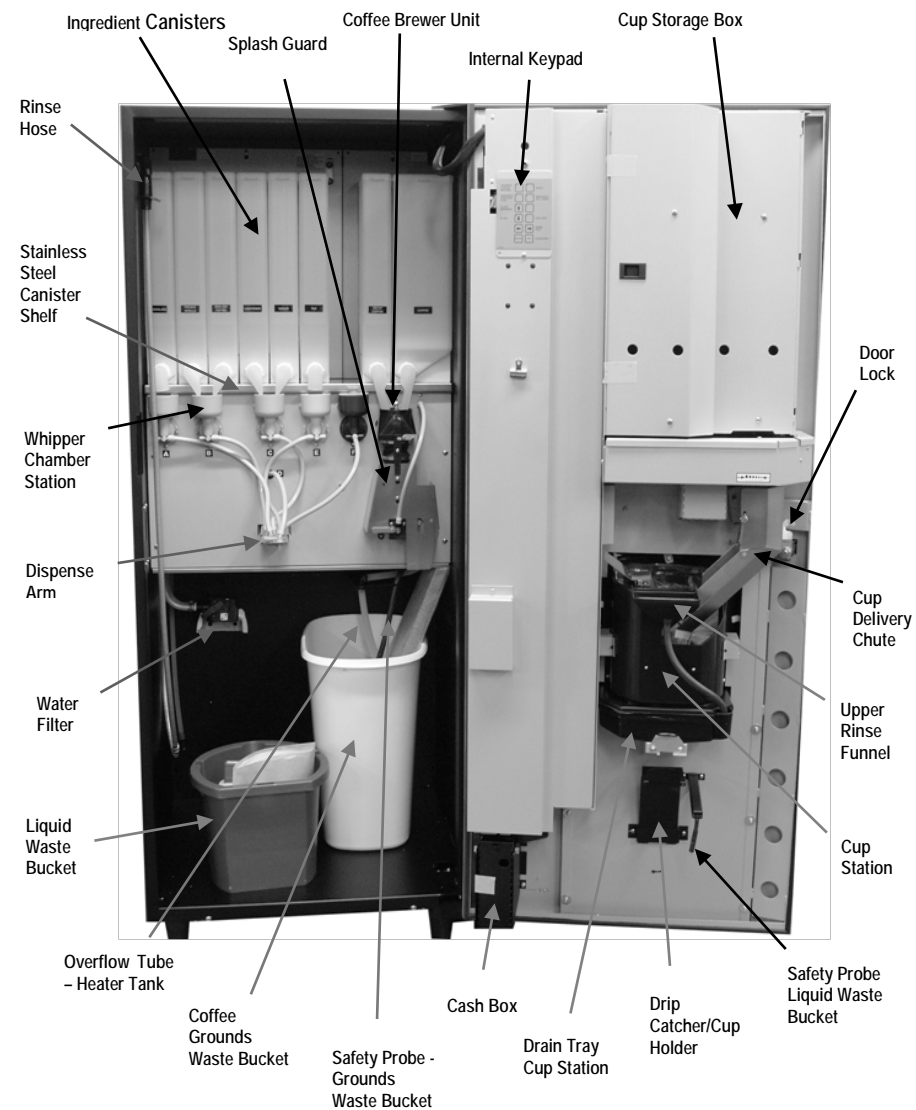
### CABINET REAR

Access to the components and equipment in the rear section of the cabinet (behind the rear panel) is limited to the **Trained Technician**.

Water for beverages travels through the inlet valve and into the water heater tank located at the top and back of the cabinet. Solenoid dispensing valves direct the heated water to the appropriate mixing bowl. Excessively hot water flowing from the tank activates a high temperature cut-out switch. When activated the cut-out switch cuts off the electrical supply to the heater in the tank. The cut-out must then be reset to reactivate the heater.

Level probes located in the cabinet door and waste container allow the unit's control system to monitor the liquid level in the waste containers and prevent overflow.

## MACHINE PARTS



## INSTALLATION

**WARNING:** *Disconnect or unplug power to the machine before servicing.*

1. Servicing personnel must be familiar with the SAFETY WARNINGS listed in this manual and the **Safety Manual (P/N 4206816)** before undertaking any installation or maintenance procedure on the Hot Beverage Merchandiser. Any procedure which is found to be impractical, inadequate or inaccurate should be reported to the Management for further investigation.
2. The information given in this section covers installation and maintenance procedures for the Hot Beverage Merchandiser. Only authorized personnel who have knowledge or experience with the equipment, and using only the manufacturer's approved parts should carry out these procedures.
3. The requirements of proper hygiene in respect of food products must be ensured at every level of contact with the Hot Beverage Merchandiser and the ingredients associated with it.

**IMPORTANT:** You are required to be aware of and adhere to all Federal, State, and Local laws regarding food handling and storage. **NOTE:** *DO NOT use non-food safe lubricants or cleaners.*

## SET-UP REQUIREMENTS

### ELECTRICAL SUPPLY

- 110V, 60Hz, 12A fused
- 240V, 50Hz, 13A fused

The electrical outlet and supply circuit must be dedicated and isolated before connecting power to the machine. The electrical outlet must be within 6 ft (2 m) of the machine. Preferably, the switched outlet should be located behind the machine to prevent accidental damage or misuse.

### WATER SUPPLY

The main water supply must have 15-116 psi (1-8 Bar) pressure. The water outlet must have a shutoff valve so that the water supply to the merchandiser may be turned off during servicing. The water outlet should be located behind the machine to prevent misuse.

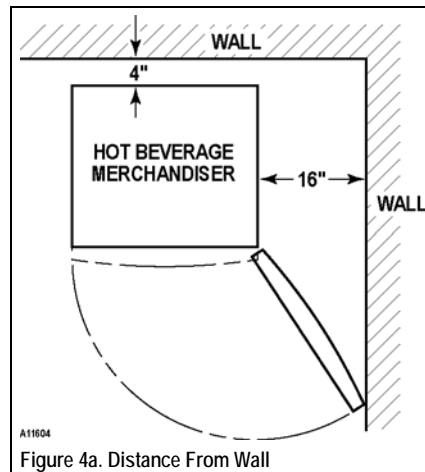
## LOCATION

**WARNING:** The Hot Beverage Merchandiser is a heavy item. Ensure that sufficient personnel are available for lifting and transporting the machine. Use proper lifting procedures and equipment.

The Hot Beverage Merchandiser must be located close to the appropriate electrical and water outlets.

There must be a minimum of 4 inches (100mm) clearance between the rear of the cabinet and the wall to allow adequate ventilation. See **Figure 4a**.

If placing in a corner location, there must be at least 16 inches (406mm) of space to the right hand wall to allow the door to open properly.



## LEVELING

The Hot Beverage Merchandiser must be level for proper operation. Using a level as a guide turn the machine's leg levelers as needed until all levelers are touching the floor. If it is properly leveled, the merchandiser should not "rock" or "teeter" on any of the levelers.



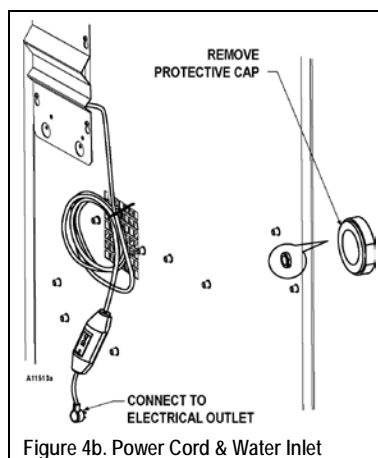
When the machine is level, the door can be opened to any position and not swing either way. Try the door at various open positions before deciding that the machine is leveled.

## CONNECT WATER

Before connecting the hose to the machine, flush the water supply system via the shutoff valve to remove any impurities which may have accumulated in the supply pipe or water hose.

The merchandiser's water inlet - a standard 1/4" NPT female water hose connector - is located on the back of the machine. Remove the plastic protective cap. See **Figure 4b**. There is also a 3/8" Flare Fitting supplied inside the waste bucket if this is preferred.

Connect the water supply hose to machine water inlet and ensure that all fittings are tight. Turn on the water supply at the shutoff valve and check for leaks both outside and inside of the machine.



## CONNECT ELECTRICAL

The Hot Beverage Merchandiser power cord is fitted with a GFCI 12A power cord and is connected as follows:

- ▶ GREEN or GREEN/YELLOW wire to EARTH terminal (E).
- ▶ WHITE wire to the NEUTRAL terminal (N).
- ▶ BLACK wire to the LIVE terminal (L).

Connect the mains cable plug to a switch 110V, 60Hz, 12A (240V, 50Hz, 13A) supply socket. With the plug fitted to the socket, ensure that the cable is not being stretched, distorted or fouled.

## CHECKLIST

It is essential that the technician responsible for installing and commissioning the machine ensures the following:

1. All electrical and water supplies are correctly and safely connected.
2. All covers, panels or access doors are in place and secured, and the machine is left in a SAFE condition.
3. The Operator is familiar with the SAFETY PRECAUTIONS for the machine.
4. The importance of hygiene and regular cleaning is fully appreciated by the Operator.

With the water and electrical supplies available to the machine, check the operation of the water heater as follows:

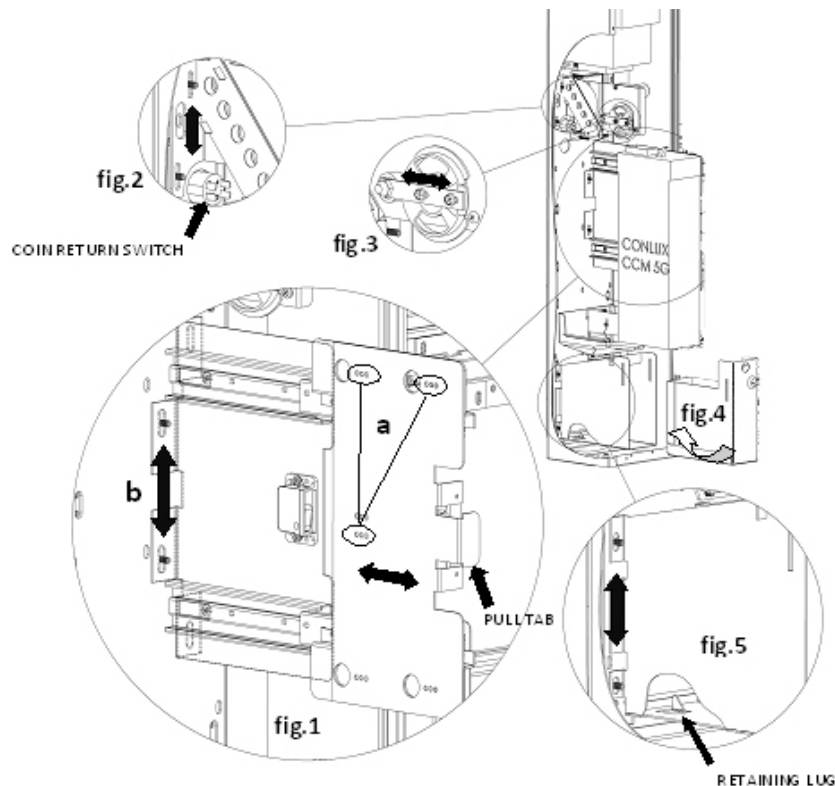
1. Disconnect or unplug power to the machine.
2. Open the cabinet door and check that the on/off switch is in the OFF position.
3. Remove the ingredient canisters and back panels.
4. Ensure that the water heater overflow pipe is not trapped or pinched.
5. Restore the electrical supply to the machine.
6. Using the main switch, set to the ON position.
7. Check that the water heater fills with water and that the water supply cuts off when the correct level is reached, i.e. no water overflows into the waste bucket. Ensure that the waste level probe is located in the waste basket.
8. Set the main switch to the OFF position.

## INSTRUCTIONS FOR THE ADA MONETARY AREA

### INSTALLING A CHANGER

- 1) Mount the changer unit onto the 3 screws provided (see **fig.1a**) and then secure.  
NOTE: Most units should be mounted using the center set of holes. Check the alignment between the coin entry chute and the entry hopper on the unit to determine the best alignment, use the LH or RH mounting holes if needed.
- 2) Check the relationship between the underside of the coin changer and the top surface of the coin cup area, ensure there is a clearance of approximately 3/16" between them; pull the coin unit out/in to ensure there is no interference between the underside of the coin mechanism and the coin cup deflector. Adjust the coin unit mounting assembly up/down by slackening/tightening the nuts shown in **fig.1b**.
- 3) Check the relationship between the underside of the coin entry chute and the top surface of the coin entry hopper to ensure there is minimum clearance between them. Insert the largest and smallest physical coins to verify there is clear passage. Adjust the coin entry chute up/down by slackening/tightening the nuts shown in **fig.2**. Also consider the adjustment in Step 1 which may provide a better solution.

With the machine switched ON and the coin changer housing pushed firmly home, push the coin return button to check the operation of the coin return motor (see **fig.2**). Ensure that the reject lever on the coin mechanism is actuated sufficiently to clear bent coins. If the stroke of the coin return roller arm needs to be increased/decreased, adjust by slackening/tightening the screws shown in **fig.3**.



## CASH BOX

- 1) To remove the cash box tilt the box slightly upwards (see **fig.4**) at the front to disengage it from the retaining lug on the floor (see **fig.5**) of the housing before attempting to slide it out.
- 2) When returning the cash box again tilt it slightly upwards at the front and when pushed full-in allow the cash box to sit down and ensure the retaining lug has engaged by pulling/tugging on the box without lifting.

**IMPORTANT:**

Ensure that the coin unit is pushed fully home after servicing, a positive 'click' will be felt when this is achieved. Failure to do this will result in coins becoming jammed etc.

## FILL PRODUCT CANISTERS

**WARNING:** FILL THE PRODUCT CANISTERS WITH DRY POWDERED INGREDIENTS  
DO NOT ATTEMPT TO USE LIQUID INGREDIENTS

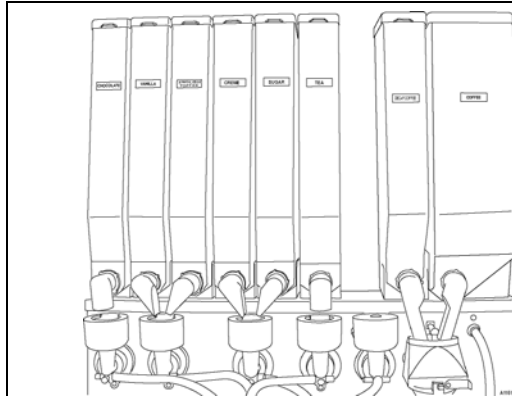


Figure 5a. Canister Lineup

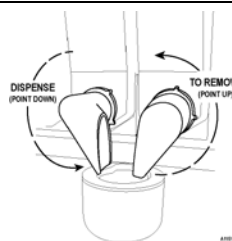


Figure 5b. Product Chute

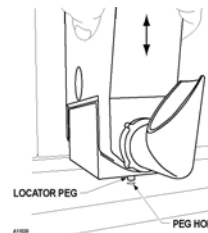


Figure 5c. Locator Peg

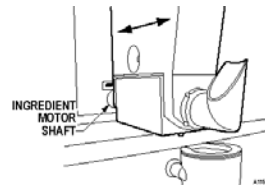


Figure 5d. Motor Shaft

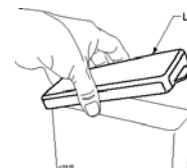


Figure 5e. Canister Lid



Figure 5f. Fill Canister

1. Always remove the ingredient canisters in order to fill them. This prevents spillage of foodstuffs which will encourage the ingress of insects etc.
2. Prior to removing an ingredient canister, rotate the delivery chute in an upward direction to prevent spillage of product onto internal surfaces. See **Figure 5b**.
3. When removing each ingredient canisters, always give it a shake to loosen-up any compacted product to keep it free-flowing.
4. When filling the canisters, hold the top and bottom of the canister and slowly lift it up so that the locator peg clears the peg hole. **Figure 5c**. Slide the canister forward until it is out of the ingredient motor shaft. **Figure 5d**.
5. Place canister on a sheet of paper or on an easily cleaned surface.
6. Remove lid from the canister. **Figure 5e**.
7. Open product bag that matches the name on the Canister Label (where applicable) according to the instructions on the bag.
8. Slowly pour the product into the canister. **Figure 5f**.
  - Product **must** be loose for proper dispensing.
  - **DO NOT** tap the sides of the canister.
  - **DO NOT** compress or compact product into the canister.
  - Leave a gap from the top of the product to the lip of the canister. **Figure 5g**.
9. Replace canister lid. **Figure 5e**.
10. Review the canister arrangement as shown in **Figure 5a**. Hold the canister carefully at the bottom and top to prevent spilling. Gently place the filled canister back on the product shelf. **Figure 5d**.
11. Line up the hollow shaft in the back of the canister with the ingredient motor shaft. See **Figure 5d**.
12. Slowly slide the canister toward and over motor shaft until locator peg falls inside the hole on the product shelf. See **Figure 5c**.

13. Rotate the product chute so that it points down (dispense position) to the whipper bowl. See Figure 5b.
14. Repeat above steps for other canisters.

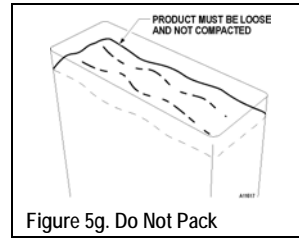


Figure 5g. Do Not Pack

## CHANGE MENU SELECTION LABELS



Figure 6a. Bottom Wing Nut

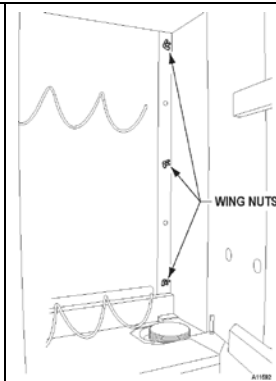


Figure 6b. Inside Wing Nuts

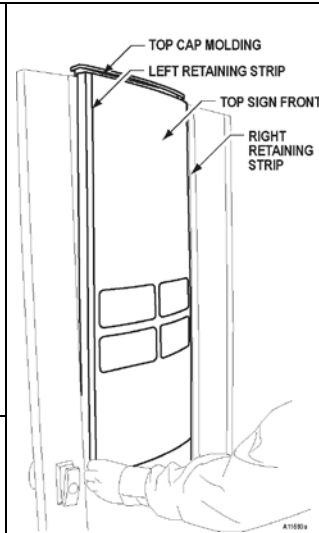


Figure 6c. Remove Top Sign Front

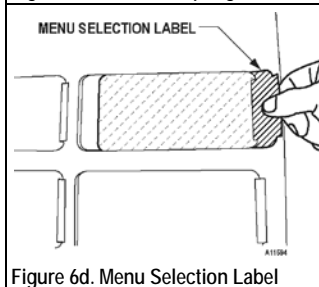


Figure 6d. Menu Selection Label

1. Remove and save the wing nut located on the right side below the cup compartment (as viewed from behind the door). See Figure 6a.
2. Open the cup compartment door. Remove and save the 3 wing nuts located on the right side of the cup compartment. Loosen 2 wing nuts holding the Top Cap Molding. See Figure 6b.
3. Lift Top Cap Molding and loosen Retaining Strip on the left side of the Top Sign Front (on the front of cabinet door). Remove the Retaining Strip and Top Sign Front assembly. See Figure 6c. *(This is most easily done by applying outward pressure on the wing nut screws on the inside of the door.)*
4. Place the Top Sign Front on a clean, non-abrasive surface.
5. Locate the menu selection label behind the Top Sign Front. See Figure 6d. Carefully slide the menu selection label out of its pocket.
6. Insert the new menu selection label through the slots. Check the front of the Top Sign Front to make sure that the menu selection labels are correctly aligned.
7. Insert the right edge of the Top Sign Front into the slot of the right side Retaining Strip. See Figure 6c.
8. Slip the left side Retaining Strip over the left edge of the Top Sign Front. Push the Retaining Strip back into place. See Figure 6c. *(To accommodate the rounded front design, carefully bow the left edge of the assembly to the right until you are able to press the three retaining screws back into position.)*
9. Reinstall and tighten the wing nuts saved from steps 1 and 2. See Figure 6a and Figure 6b.

**NOTE:** These steps change only the beverage label. Only the Trained Technician may change beverage type or content.

## ADJUSTING CUP RING SETTING

The cup mechanism has been factory adjusted for a 12 oz. paper hot beverage cup. Follow the instructions below to adjust the cup (diameter) size if necessary – Max. 3 ¼" lip diameter.

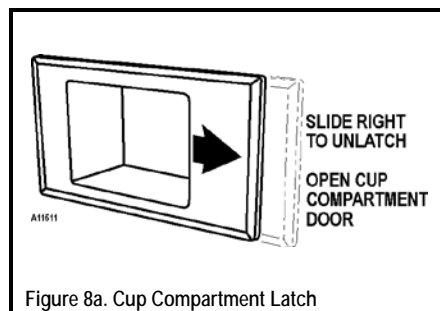


Figure 8a. Cup Compartment Latch

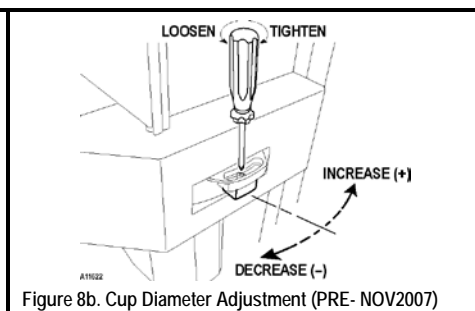


Figure 8b. Cup Diameter Adjustment (PRE- NOV2007)

1. Open the cup compartment door by sliding its plastic latch to the right. See Figure 8a.
2. Take a cup from the stack of cups that will be used in the machine and place the cup in the cup dispenser ring.
3. While facing the back of the door, find the cup dispenser adjustment screw located on the right side of the cup dispenser. Use a Phillips screwdriver to loosen the screw. **DO NOT** remove the screw. See Figure 8a & Figure 8b
  - 3a. Adjust the cup mechanism back and forth so that the cup lip rests on top of the circular cams of the cup dispenser mechanism. See Figure 8d.
  - 3b. Push or tap the cup from the bottom end so that it moves up and down freely. If it does not move freely or if it falls through the mechanism when tapped go back to step 3a.
  - 3c. When steps 3a and 3b are satisfied then tighten the screw. See Figure 8c.
4. Place a stack of cups to the left of the cup ring. On the *internal* keypad press the **Cup Test** button. The entire cup stack should advance and fall into the cup ring. If a cup drops completely through the mechanism, the mechanism still needs adjustment—return to step 3a.

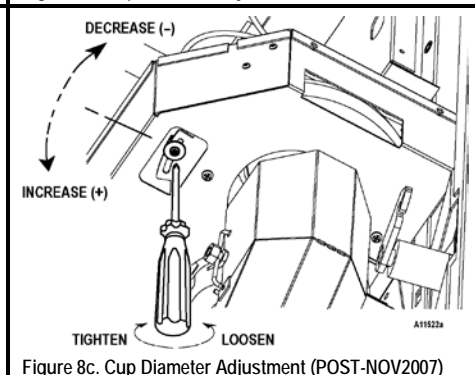


Figure 8c. Cup Diameter Adjustment (POST-NOV2007)

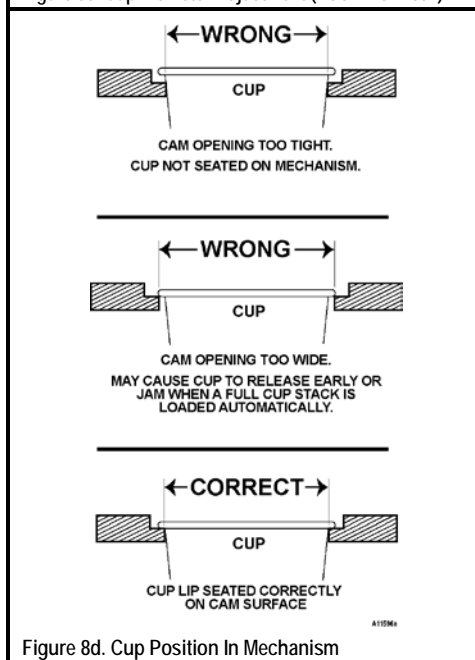
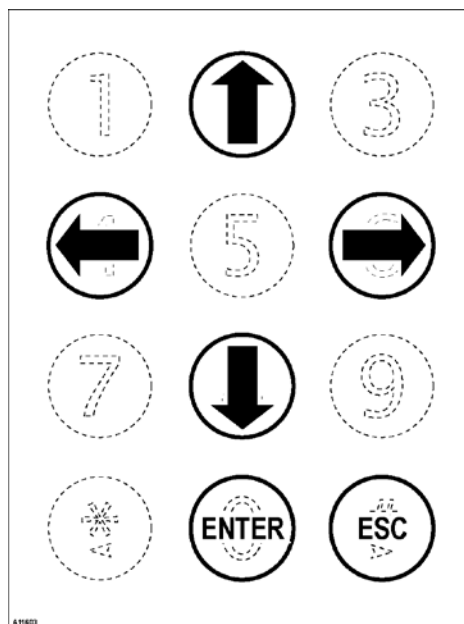


Figure 8d. Cup Position In Mechanism

## USER KEYPAD & PROGRAMMING

When using **SERVICE** or **COUNTERS** mode the user keypad is used to navigate through the display menus, the functions are as follows:



KEY	FUNCTION
↑	Move <b>UP</b> a list of menu options or increment a number.
↓	Move <b>DOWN</b> a list of menu options or decrement a number.
←	Move the cursor <b>LEFT</b> .
→	Move the cursor <b>RIGHT</b> .
ESC	<b>ESCAPE</b> - move to previous menu option or reject values entered.
ENTER	<b>ENTER</b> the menu option displayed or accept the changes made.

## SET PRICES – SINGLE CUP (LARGE)

The following procedure sets the price for the three (3) item types: filled Regular Cup, Cup Only and a filled Large Cup. For additional information regarding **Set Pricing Modes** and **Change Prices**, please refer to the **programming** section of this manual.

STEP	DISPLAY
1. On <i>internal</i> keypad, press PROG	PLEASE ENTER ACCESS CODE
2. On <i>external</i> keypad, enter code 1111	SET PRICING MODE
3. Press 2 or 8.	CHANGE PRICES
4. Press 0.	LARGE PRICES
5. Press 2 or 8 to scroll to SET ALL PRICES	SET ALL PRICES
6. Press 0	LARGE PRICES
7. Press 0 to enter a new price	Price=\$0.00
8. Press 4 (move cursor left) or 6 (move cursor right), press 2 (increase value) or press 8 (decrease value).	
9. Press 0 to accept the price for ALL LARGE PRICES	
10. Press # (ESCAPE)	LARGE PRICES
11. Press 2 or 8 to scroll to other price settings for LARGE PRICE NOTE: This is to set the prices for individual drinks different from the value set in STEP 9	LARGE PRICE
12. Press 0 to select the drink selection price to change	COFFEE Price= 000.00
13. Press 4 (move cursor left) or 6 (move cursor right), press 2 (increase value) or press 8 (decrease value).	
14. Press 0 to accept the price	
15. Repeat steps 11 to 14 to set prices for any other drinks	
16. Press # (ESCAPE)	LARGE PRICES
17. Press 2 or 8 to scroll to other selection price settings	CUP PRICE
18. Press 0 to accept CUP PRICE Note: This is DISCOUNTED VALUE for using your own cup	CUP Price=\$0.00
19. Press 4 (move cursor left) or 6 (move cursor right), press 2 (increase value) or press 8 (decrease value).	
21. Press 0 to accept the DISCOUNTED VALUE	
22. Press # three times to exit the programming mode.	SELECT DRINK TO SHOW PRICE





## SET PRICES – DUAL CUP (LARGE & REGULAR)

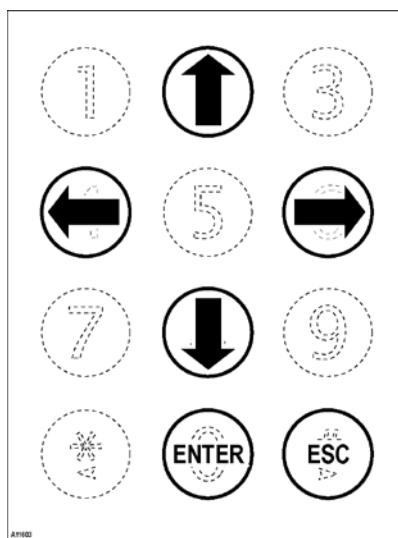
Dual Menu Label set is required to set this option. Order P/N 4214600 Dual Drink/Cup Menu Label set.

STEP	DISPLAY
1. On <i>internal</i> keypad, press <b>PROG</b>	PLEASE ENTER ACCESS CODE
2. On <i>external</i> keypad, enter code <b>1111</b>	SET PRICING MODE
3. Press <b>2</b> or <b>8</b> .	CHANGE PRICES
4. Press <b>0</b> .	LARGE PRICES
5. Press <b>2</b> or <b>8</b> to scroll to <b>SET ALL PRICES</b>	SET ALL PRICES
6. Press <b>0</b>	LARGE PRICES
7. Press <b>0</b> to enter a new price	Price= \$000.00
8. Press <b>4</b> (move cursor left) or <b>6</b> (move cursor right), press <b>2</b> (increase value) or press <b>8</b> (decrease value).	
9. Press <b>0</b> to accept the price for <b>ALL LARGE PRICES</b>	
10. Press <b>2</b> or <b>8</b> to scroll to <b>REGULAR PRICES</b>	REGULAR PRICES
11. Press <b>0</b> to enter a new price	Price= \$000.00
12. Press <b>4</b> (move cursor left) or <b>6</b> (move cursor right), press <b>2</b> (increase value) or press <b>8</b> (decrease value).	
13. Press <b>0</b> to accept the price for <b>ALL REGULAR PRICES</b>	
14. Press <b>#</b> (ESCAPE)	LARGE PRICES
15. Press <b>0</b> to select the drink selection price to change NOTE: This is to set the prices for individual drinks different from the value set in <b>STEP 9</b> for <b>LARGE DRINKS</b>	COFFEE Price= \$000.00
16. Press <b>4</b> (move cursor left) or <b>6</b> (move cursor right), press <b>2</b> (increase value) or press <b>8</b> (decrease value).	
17. Press <b>0</b> to accept the price	
18. Press <b>2</b> or <b>8</b> to scroll to <b>REGULAR PRICES</b>	REGULAR PRICES
19. Press <b>0</b> to select the drink selection price to change NOTE: This is to set the prices for individual drinks different from the value set in <b>STEP 13</b> for <b>REGULAR DRINKS</b>	COFFEE Price= \$000.00
20. Press <b>4</b> (move cursor left) or <b>6</b> (move cursor right), press <b>2</b> (increase value) or press <b>8</b> (decrease value).	
21. Press <b>0</b> to accept the price	
22. Press <b>2</b> or <b>8</b> to scroll to other selection price settings	CUP PRICE
23. Press <b>0</b> to accept <b>CUP PRICE</b> Note: This is <b>DISCOUNTED VALUE</b> for using your own cup	CUP Price= \$000.00
24. Press <b>4</b> (move cursor left) or <b>6</b> (move cursor right), press <b>2</b> (increase value) or press <b>8</b> (decrease value).	
21. Press <b>0</b> to accept the <b>DISCOUNTED VALUE</b>	
22. Press <b>#</b> three times to exit the programming mode.	SELECT DRINK TO SHOW PRICE

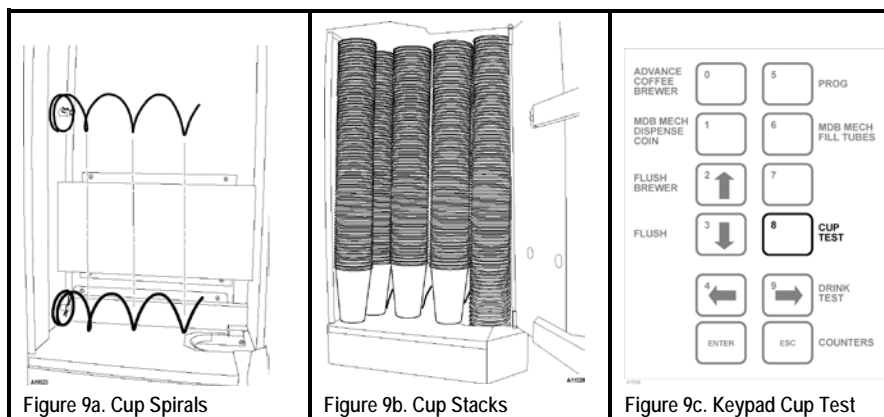
## SETTING THE CUP SIZE

**IMPORTANT:** Your Hot Beverage machine has been factory-set for use of 8.25 oz. PAPER hot beverage cups. The machine can also be set up to use 7, 9, 10, or 12 oz. cups. If you are not using 8.25 oz. cups, you must readjust the machine before use. This is a 2-part procedure. **Both Cup Size Adjustment and Adjusting Cup Dispenser Opening must be accomplished.**

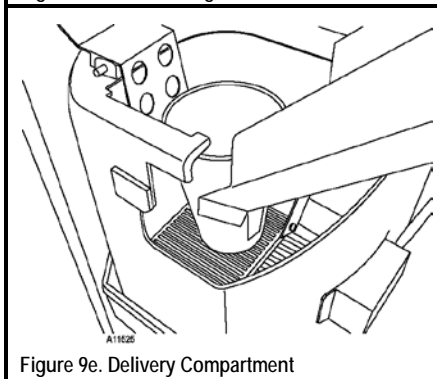
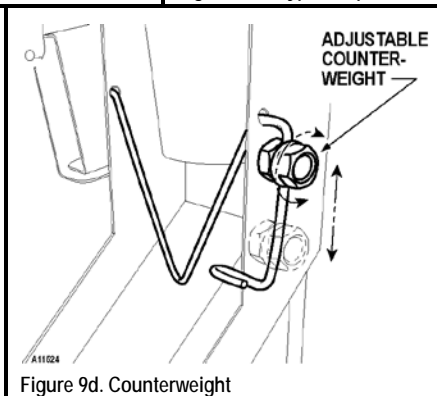
STEP	DISPLAY
1. On <i>internal</i> keypad, press PROG	PLEASE ENTER ACCESS CODE
2. On <i>external</i> keypad, enter code 3333	SET PRICING MODE
3. Using 2 or 8 Scroll to <b>CONFIGURE MC</b>	CONFIG MC
4. Press 0	8.25 oz
5. Using 2 or 8 scroll to desired size	12 oz
6. Press 0 to confirm selection	12 oz
7. Press # to exit programming mode	SELECT DRINK TO SHOW PRICE



## FILLING THE CUP BOX



1. Check that the top and bottom spirals are aligned the same and have room for three (3) stacks of cups. See **Figure 9a**.
2. The cup compartment can have a total of five (5) cup stacks. Load the compartment with cups starting with the first stack in the cup dispenser mechanism followed by three (3) additional cup stacks. See **Figure 9b**. The cup-stacks must be aligned with the top and bottom spirals. Add the fifth cup stack directly in front of the fourth cup stack and place it tight against the left side wall of the compartment.
3. Close and latch the cup compartment door.
4. Find the **internal** keypad on the left side of the door (as viewed from the rear of the door). Press the square marked "CUP TEST". See **Figure 9c**.
  - 4a. The cup should be dispensed via the stainless steel cup chute and land squarely on the platform of the delivery compartment. See **Figure 9e**.
  - 4b. If the cup gets stuck at the counter-balance wire, loosen the counterweight and slide it up to lessen the weight against the cup. See **Figure 9d**. Repeat step 4.

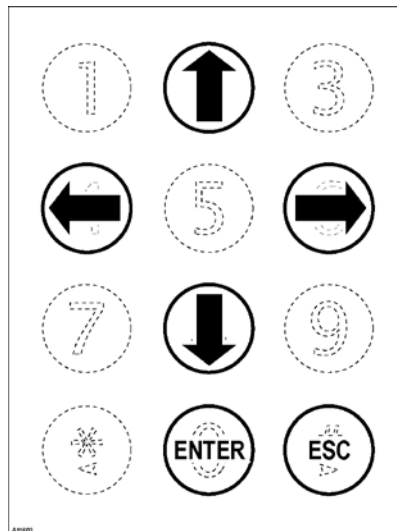


## INGREDIENT THROW ADJUSTMENT

Follow the instructions below to change the ingredient volume settings.

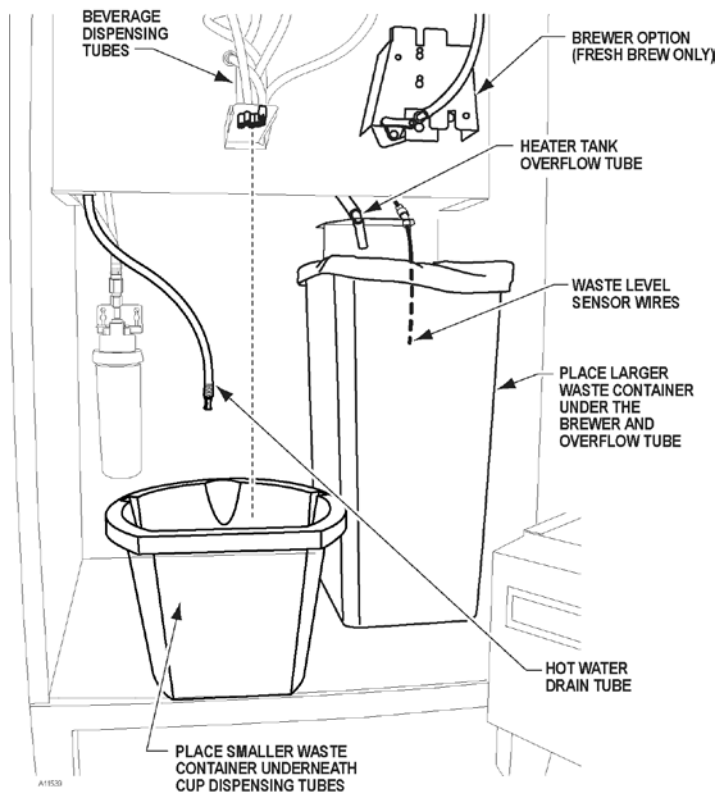
STEP	DISPLAY
1. On <i>internal</i> keypad, press <b>PROG</b> .	PLEASE ENTER ACCESS CODE
2. On <i>external</i> keypad, enter code <b>3333</b> (or current Manager code).	INGREDIENT TIMES
3. Press <b>0</b> .	DRINKS OF SIZE REGULAR
4. Press <b>0</b> . The first product selection is displayed	SET TIMINGS FOR COFFEE
5. To scroll to a different product selection press <b>2</b> or <b>8</b> repeatedly until the desired product name is displayed.	
6. Press <b>0</b> . The first ingredient setting is displayed.	OP: Sugar Mod 0%
7. To scroll to a different ingredient, press <b>2</b> or <b>8</b> repeatedly.	
8. Press <b>0</b> . You are now ready to change the ingredient percentage value.	OP: Sugar Mod Value=5%
9. Press <b>4</b> (move cursor left) or <b>6</b> (move cursor right), or press <b>2</b> (increase) or <b>8</b> (decrease). NOTE: Value can only be changed in 5% increments up to plus or minus 25%.	
10. Press <b>0</b> (enter) to accept the revised setting.	OP: Sugar Mod 5%
11. To modify another ingredient in this product selection, repeat steps 7 through 10. To modify another product selection, press <b>#</b> and repeat steps 5 through 10.	
12. Press <b>#</b> three (3) times to exit the programming mode.	SELECT DRINK FROM MENU

**Note:** 0% indicates the factory default value. Returning changed percentages to 0% will return items to factory default values.



## FLUSHING THE MIXING BOWLS/COFFEE BREWER

Figure 10a



### INSTALL WASTE CONTAINERS

1. Place a trash liner (13 Gal) inside the large waste container. Place the waste container under the heater tank overflow tube and the brewer.
2. Place the small bucket under the cup dispensing tubes. See
3. Figure 10a

### FLUSHING THE MACHINE

Ensure that the **Mixing Bowls** are flushed daily and each time after refilling the canisters.

#### FLUSH MIXING BOWLS

1. Open Machine as instructed and ensure machine is switched **ON**.

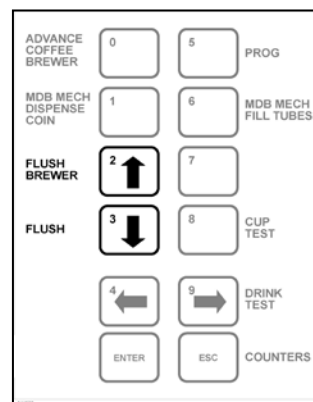


Figure 10b

2. Press **FLUSH** button. See Figure 10b. The Machine will flush all the **whipper** and **mixing bowls** with clean hot water.
3. Repeat as necessary.
4. Once flushing has ceased, the machine will be ready for use.

#### FLUSH COFFEE BREWER

1. Open Machine as instructed and ensure machine is switched **ON**.
2. **Ensure that hands and loose clothing are clear of the brewer.**
3. Press the **BREWER FLUSH** button. See Figure 10b. The Machine will flush the brewer(s) with clean hot water.
4. Repeat if necessary.
5. Once flushing has ceased, the machine will be ready for use.

## DRIP CATCHER

Place a cup on the Drip Catcher Holder to prevent any remaining liquid in the base of the cup station from dripping onto the floor when the door is opened during servicing.

1. The Drip Catcher is located on the inside of the door below the Cup Station.
2. Place a 7 oz or 8.25 oz cup on the Drip Catcher Cup Holder. See **Figure 12a**.
3. **IMPORTANT:** Place the Overflow Bucket Sensor inside the drain bucket before closing the door. See **Figure 12b**.

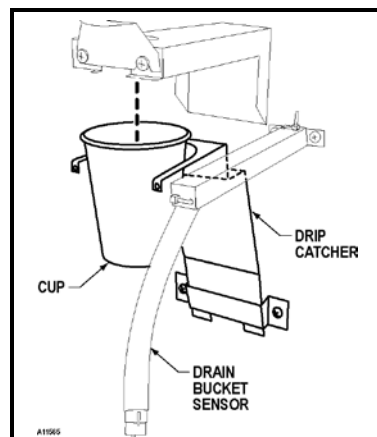


Figure 12a. Drip Catcher

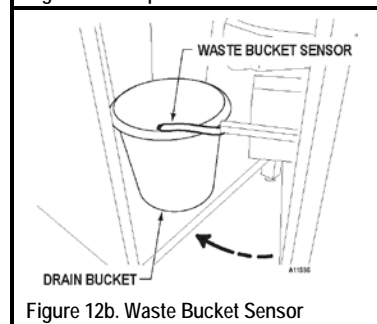


Figure 12b. Waste Bucket Sensor

## MERCHANDISER RECORD

A schedule sheet for cleaning and maintenance should be kept up to date at all times. A schedule sheet clip has been provided for your convenience. It can be found beneath the internal keypad. The space is large enough for an 8.5x11 sheet.

## CLEANING PROCEDURES

Care should be taken when cleaning the interior of the merchandiser as high temperatures may be present on components and liquids.

### Hygiene

A high standard of personal hygiene is essential for a coffee vending machine operative. Hair & clothing must be neat & clean. Hands & finger nails must be washed thoroughly before any work commences in the drink preparation areas. Jewellery should be kept to a minimum.

An operative who is suffering from cuts, sores or any form of illness must inform their supervisor before commencing any work in the drink preparation area.

### Safety

All cleaning tasks should be undertaken with the machine **Switched OFF** by means of the switch located in the back left hand corner of the cabinet above the ingredient canisters.

### Recommended items required

Disposable non-linting clothes ('contact', 'non-contact' & 'external')

Clean disposable gloves

Plastic scraper

Spray bottle

Cleaning bucket

### EXTERIOR:

Cleaning agent for removing stubborn stains

Glass cleaner or similar for cleaning the plastic screens

### INTERIOR:

A sanitizer for cleaning & disinfecting

### Some Do's & Don'ts:

- Do not use metal scrapers
- Do not put any of the machine internal parts on the floor
- Do not take water for cleaning from a toilet area
- Always wear protective gloves when using cleaning agents
- Always use the correct cleaning agent for the application & follow the manufacturer's instructions
- Separate clothes should be used to clean specific areas of the machine parts. These clothes should be kept separated in re-sealable bags

The '**CONTACT**' cloth should be used on areas of the machine that come into contact with drink preparation:

Whipper Station Parts

Coffee Brewer Unit Parts

Dispense Arm

Ingredient Canisters

Cup Chute

Delivery Tubes

Delivery nozzles

Ingredient Canister Shelf

Cup Compartment

Cup Station

The '**NON-CONTACT**' cloth should be used on other internal areas of the machine:

Liquid Waste Bucket	Coffee Grounds Waste Bucket
Cabinet Floor	Coin Changer & Validator
Overflow Pipe	All other internal surfaces

The '**EXTERNAL**' cloth should be used on all external surfaces with exception of the cup station

#### Daily/Weekly Routine

- After removing the ingredient canisters in order to fill them, always wipe down/clean the shelf
- Half fill the cleaning vessel/bucket with clean hot water from the **rinse hose** and add the recommended amount of sanitizer
- Remove all mixing bowls/chambers, delivery tubes & nozzles and place in cleaning vessel/bucket
- Dismantle coffee brewer filter platform & chamber and place in cleaning vessel/bucket (see below for detailed instructions)
- Remove all chutes from the ingredient canister outlets and place in cleaning vessel/bucket
- Wipe down/clean internal surfaces of cabinet
- Clean/sanitize the parts in the cleaning vessel/bucket, rinse thoroughly with hot water, and refit (**ensure the canister chutes are dry!**)
- Remove the drain tray/grill from the underside of the cup station and place in cleaning vessel/bucket
- Remove the upper rinse funnel and place in cleaning vessel/bucket
- Spray some sanitizer on the cup chute and cup counter balance and clean surfaces
- Spray some sanitizer on the internal surfaces of the cup station and clean
- Clean & refit the rinse funnel & drain tray/grill
- Wipe down/clean internal surfaces of door

#### Monthly Routine

- Remove all ingredient canisters and remove the front stainless steel, place in cleaning vessel/bucket
- Remove the stainless steel cup chute by slackening the 2 fixing screws and lifting off keyhole slots, place in cleaning vessel/bucket
- Wipe down/clean the surface under the ingredient shelf
- Clean and refit parts.
- Refit the ingredient canisters



## SERVICING THE COFFEE BREWER

(Fresh Brew & Bean to Cup Models)

**WARNING** – *Keep hands/fingers and loose clothing clear of the brewer unit when it is in motion.*

- Open the door of the machine and switch machine OFF using Main Switch
- Turn the Coffee Canister Dispense Chute upward to prevent ingredients being spilled onto the floor of the machine.
- **Figure 13a** - Remove the Coffee Brewer outlet spout.

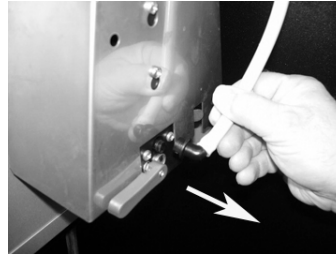


Figure 13a

- **Figure 13b** - Remove the Brewer splashguard by lifting the cover up and toward you.

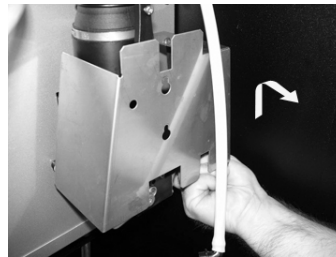


Figure 13b

- **Figure 13c & Figure 13d** - Lift and release both the carriage upper & lower locking catches.

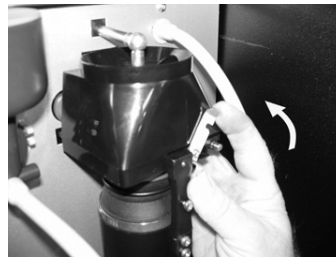


Figure 13c

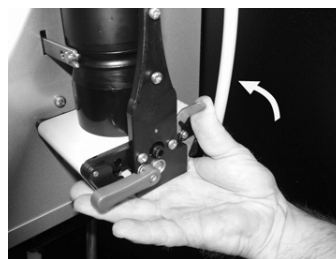


Figure 13d

- **Figure 13e** - Remove the filter carriage by sliding it towards you.



Figure 13e

- **Figure 13f** - Unclip/Detach the Sealing Rod Connector by pulling towards you.

**Important:**

When re-assembling do not forget to reconnect the Sealing Rod



Figure 13f

- **Figure 13g** - Holding the Brewing Chamber as shown pull it gently towards you to remove it



Figure 13g

- **Figure 13h** - Lift off the Steam Extractor Hood

**Important:**

When replacing the Steam Extractor Hood ensure it is located behind the release catch and that it is sat-down properly as shown.



Figure 13h

- Use de-staining product to clean the **Brewer, cylinder, steam trap and carriage assembly**. Then rinse all parts thoroughly with clean water.

## CHANGING THE COFFEE FILTER BELT

- **Figure 14a** - First note the Tension Locking Bar in the 'tensioned' position



Figure 14a

- **Figure 14b** - Hold the carriage in your hand as shown, using your fingers release the tension on the filter belt by pulling back the tension arm in the direction indicated by the arrow, hold whilst moving to the next step

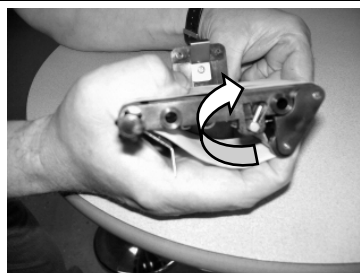


Figure 14b

- **Figure 14c** - Push the Red release handle forward and rotate in the direction of the BIG arrow, when the spindle is in the upright position as shown by the small arrow, pull the red handle back to lock in the 'relaxed' position

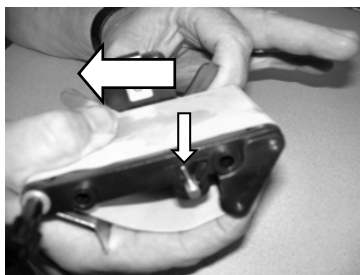


Figure 14c

- **Figure 14d** - The filter belt can now be removed as shown

### **IMPORTANT:**

- I. The Coffee Filter Belt can be identified by its BLUE colored stitching thread (part # 4215265.001).
- II. When fitting the new belt, ensure the belt is passed under the scraper plate indicated by the arrow

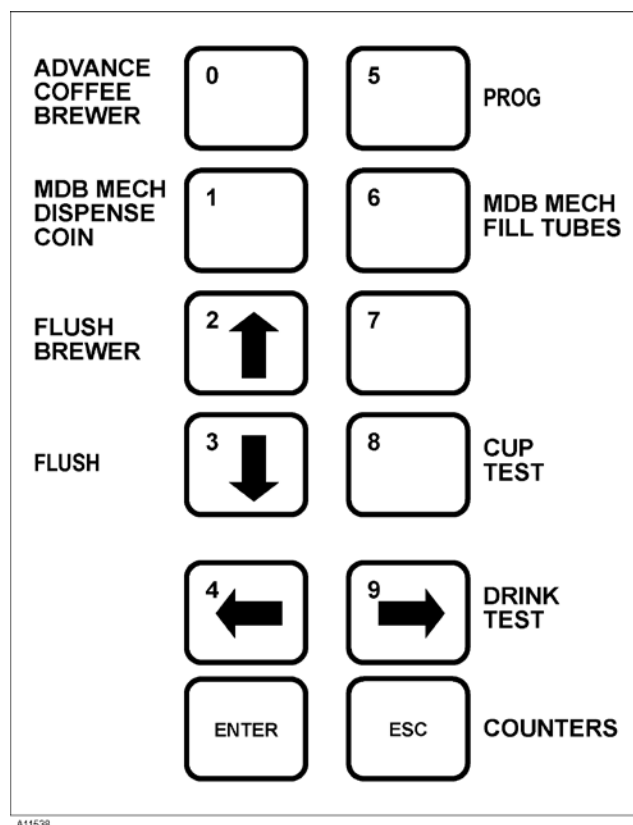


Figure 14d

## REFITTING THE COFFEE BREWER

- Open the door of the machine and switch machine off using the main switch.
- Fit the Steam Extractor Hood (Fig 13h) back onto the brewer chamber, and refit the unit to the machine.
- Re-attach the sealing rod (Fig 13f).
- Refit the carriage assembly (Fig 13e).
- Use the locking catches (Fig's 13c & 13d) to lock the carriage in place
- Refit the splashguard (Fig 13b).
- Refit the outlet elbow (Fig 13a).
- Re-align the ingredient chutes into the brewer chamber.
- **Ensure that hands and loose clothing are clear of the brewer(s).**
- Switch machine back ON.
- Close and lock the machine.
- Once machine has reset, make a test of at least one coffee.

## INTERNAL KEYPAD FUNCTIONS



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Figure 15

The **internal keypad** is used to carry out a number of frequently required machine functions without entering Program mode.

In most cases a single press of the key initiates the function associated with each button. If a further key press is necessary to end the action it will be the **ESC** (escape) key.

The functions available from the **internal keypad** are:

- ADVANCE COFFEE BREWER** - If a coffee brewer is fitted, pressing this key one time will force the brewer unit to index to its next position in the cycle. The purpose of this function is to allow the brewer to be locked prior to a flush cycle so that cleaning agents can be added if desired.
- MDB MECH DISPENSE COIN** - This key provides a method of emptying the change tubes of an MDB coin mechanism. On pressing the key the **external** display will change to:

EMPTY TUBE \$0.05  
↑,↓ ENTER OR ESC

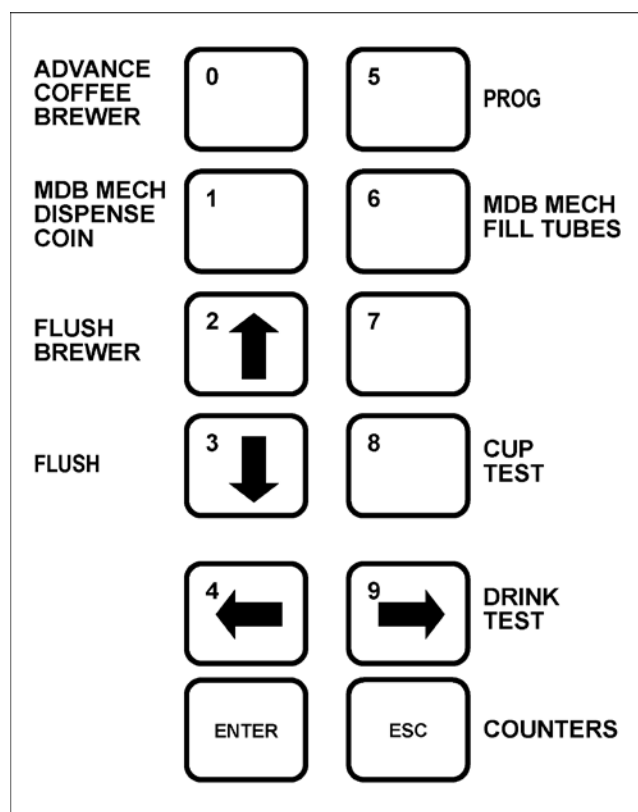
The currency value shown will be that of the lower value coin tube in the mechanism. The function of the **EXTERNAL** keys will change as described in Section 3 to allow actions to be performed on either the internal or external keypad. Pressing **ENTER** will dispense a coin from the selected tube. Pressing **↑** or **↓** selects the next/previous coin tube. Pressing the **ESC** (escape) key ends the process.

- c) **MDB MECH FILL TUBES** - If an MDB coin mechanism is fitted this function allows the change tubes to be filled. On pressing the key the *external* display will change to:

INSERT FLOAT \$0.00
------------------------

As coins are inserted the value displayed will reflect the total value of the money inserted. Pressing ESC (escape) will cause the machine to return to normal operation and zero the credit. (Water tank must be heated to spec temperature before this command will function.)

- d) **BREWER FLUSH** - (Fresh Brew model only.) Pressing this key initiates a flush cycle of all fresh brew units fitted to the merchandiser simultaneously.
- e) **PROG** - Pressing this key activates the code entry sequence required to access the protected levels of the machine control programs. See **Programming** section
- f) **CUP TEST** - Dispenses a cup via the cup drop mechanism. The **cup spiral will not index unless a selection is made or a Cup Test performed.**
- g) **DRINK TEST** - Allows the next selection to be taken as a **free vend.**
- h) **COUNTERS** - Pressing the **COUNTERS** key places the machine in **manual audit mode**. Audit data is accessed via a series of menus. The chart below shows the menu headings in bold text and the key presses required to navigate the menu are shown in *italics*. While in this mode the functions of the *external* keypad change to allow counter information to be accessed from the external (customer) keypad.



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## TAKING A TEST VEND

Press the DRINK TEST key on the internal keypad once and then make a drink selection on the external keypad.

If more than one test vend is required, repeat the above procedure.

## VIEWING COUNTERS & EVENT RECORDS

Press the COUNTERS key on the internal keypad and using a combination of the display and the user keypad to navigate (see USER KEYPAD above), the following records can be viewed:

### MENU HEADINGS:

- DRINKS COUNTERS: The total number of each primary drink selection
- TOTAL VEND COUNT: The grand total of all drinks vended (includes those vends with use of 'own' cup)
- VENDED CUP COUNT: The number of cups vended
- INGREDIENT COUNTERS: The weight in grams of each primary ingredient
- EVENT LOG: A diagnostic log of events, the description, time and date are recorded
- FINANCIAL AUDIT: A range of sub-menus giving monetary values

### SUB-MENUS:

- DRINKS COUNTERS Upon pressing ENTER scroll down/up the list of each primary drink selection
- TOTAL VEND COUNT Upon pressing ENTER the grand total is displayed
- VENDED CUP COUNT Upon pressing ENTER the total number of cups dispensed is displayed
- INGREDIENT COUNTERS Upon pressing ENTER scroll down/up the list of each primary ingredient throw weight (in grams): Note: This needs to be set-up in SERVICE MODE to function.
- EVENT LOG Upon pressing ENTER scroll down/up the list recorded events for diagnostic purposes (see table below or more details)
- FINANCIAL AUDIT Upon pressing ENTER the following sub-menus are available:  
PERMANENT COUNTERS – Giving PAID, TEST & FREE values  
TUBE CONTENTS – Each change tube value can be viewed  
RESETTABLE COUNTERS – Giving PAID, TEST & FREE values

## EVENT LOG

Displayed Message	Explanation of Condition
KEY STUCK	A key on the user keypad has been closed continuously for >15 seconds
WATER LEAKAGE	The hot inlet valve has had to be switched on > 30 times since the last vend was taken
NO CUPS	Comes into force after 2 unsuccessful attempts to drop a cup
DISPENSE ARM	The arm has not operated the position/limit switches within the designated time allowed
ELECTRONICA	Internal serial communication failure between the control board and the RIO board
IO CONFIG ERR.	Board has not been initialized using the ENG LINK
WASTE TRAY FULL	Either the Liquid or Coffee ground waste bucket is full of water
HEATER INHIBITED	The heater tank has not filled within the 3.5 minute time limit
PLACE OWN CUP	Sold-out of cups
FILLING BOILER	Comes into force 15 seconds after starting to fill the heater tank with water. Indication of a slow rate of fill
C BREWER FAULT	Brewer unit is not cycling correctly – a motor or cycle-switch fault
NEW FILTER REQD	Filter belt warning (if activated) – comes into force after air pressure seen to be present after 7 seconds
FILTER BROKEN	Brewer Fault – comes into force after air pressure has seen to be present after 20 seconds during a vend
DOOR FAULT	Cup door mechanism is not cycling correctly - a motor or cycle-switch fault

### NOTES:

- 1) The event log will only record events that persist for two or more consecutive event log checks. Event log checks take place once every 60s, so in the worst case scenario an event may have to be in force for almost 120s before it is recorded.
- 2) The event log does not handle concurrent events. If two (or more) fault conditions are active, only the first occurrence will be recorded.





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