

# BUNN®

## SURE TAMP™ STEAM



## INSTALLATION & OPERATING GUIDE

**BUNN-O-MATIC CORPORATION**

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## **BUNN-O-MATIC COMMERCIAL PRODUCT WARRANTY**

Bunn-O-Matic Corporation ("BUNN") warrants the Bunn Espresso, Espresso Systems as further described below for a warranty period of 1 year parts and labor.

These warranty periods run from the date of installation. BUNN warrants that the equipment manufactured by it will be commercially free of defects in material and workmanship existing at the time of manufacture and appearing within the applicable warranty period. This warranty does not apply to any equipment, component or part that was not manufactured by BUNN or that, in BUNN's judgment, has been affected by misuse, neglect, alteration, improper installation or operation, improper maintenance or repair, damage or casualty. This warranty is conditioned on the Buyer 1) giving BUNN prompt notice of any claim to be made under this warranty by telephone at (217) 529-6601 or by writing to Post Office Box 3227, Springfield, Illinois 62708-3227; 2) if requested by BUNN, shipping the defective equipment prepaid to an authorized BUNN service location; and 3) receiving prior authorization from BUNN that the defective equipment is under warranty. Additionally the following is excluded from the warranty period

### **Warranty Exclusions:**

- Parts such as, but not limited to, hoppers and lids, drip trays, steam wand sheaths, and plastic parts damaged due to improper handling or cleaning agents.
- Replacement of wear items such as, but not limited to, O-rings, gaskets, silicone tubes, hoses, and valve seats.
- Repairs made necessary due to poor water quality, such as dispense valves, water inlet valves, scaling in the steam or hot water boilers. (TDS recommended range of 4-7 gpg constant)
- Improper voltage, (See equipment operations manual for voltage specifications)
- Failure to use BUNN approved cleaning supplies constitutes improper maintenance.
- Failure to have required preventive maintenance performed by a BUNN technician or authorized espresso service agent
- Parts replaced under the terms of this warranty carry the remainder of the machine's parts warranty term, or 60 days, whichever is greater.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, WRITTEN OR ORAL, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF EITHER MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The agents, dealers or employees of BUNN are not authorized to make modifications to this warranty or to make additional warranties that are binding on BUNN. Accordingly, statements by such individuals, whether oral or written, do not constitute warranties and should not be relied upon.

If BUNN determines in its sole discretion that the equipment does not conform to the warranty, BUNN, at its exclusive option while the equipment is under warranty, shall either 1) provide at no charge replacement parts and/or labor (during the applicable parts and labor warranty periods specified above) to repair the defective components, provided that this repair is done by a BUNN Authorized Service Representative; or 2) shall replace the equipment or refund the purchase price for the equipment.

THE BUYER'S REMEDY AGAINST BUNN FOR THE BREACH OF ANY OBLIGATION ARISING OUT OF THE SALE OF THIS EQUIPMENT, WHETHER DERIVED FROM WARRANTY OR OTHERWISE, SHALL BE LIMITED, AT BUNN'S SOLE OPTION AS SPECIFIED HEREIN, TO REPAIR, REPLACEMENT OR REFUND.

In no event shall BUNN be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities or services, or any other special, incidental or consequential damages.

392, A Partner You Can Count On, Air Infusion, AutoPOD, AXIOM, BrewLOGIC, BrewMETER, Brew Better Not Bitter, BrewWISE, BrewWIZARD, BUNN Espresso, BUNN Family Gourmet, BUNN Gourmet, BUNN Pour-O-Matic, BUNN, BUNN with the stylized red line, BUNNlink, Bunn-O-Matic, Bunn-O-Matic, BUNNserve, BUNNSERVE with the stylized wrench design, Cool Froth, DBC, Dr. Brew stylized Dr. design, Dual, Easy Pour, EasyClear, EasyGard, FlavorGard, Gourmet Ice, Gourmet Juice, High Intensity, iMIX, Infusion Series, Intellisteam, My Café, Phase Brew, PowerLogic, Quality Beverage Equipment Worldwide, Respect Earth, Respect Earth with the stylized leaf and coffee cherry design, Safety-Fresh, savemycoffee.com, Scale-Pro, Silver Series, Single, Smart Funnel, Smart Hopper, SmartWAVE, Soft Heat, SplashGard, The Mark of Quality in Beverage Equipment Worldwide, ThermoFresh, Titan, trifecta, Velocity Brew, Air Brew, Beverage Bar Creator, Beverage Profit Calculator, Brew better, not bitter., BUNNSource, Coffee At Its Best, Cyclonic Heating System, Daypart, Digital Brewer Control, Element, Milk Texturing Fusion, Nothing Brews Like a BUNN, Pouring Profits, Signature Series, Sure Tamp, Tea At Its Best, The Horizontal Red Line, Ultra are either trademarks or registered trademarks of Bunn-O-Matic Corporation. The commercial trifecta® brewer housing configuration is a trademark of Bunn-O-Matic Corporation.

# CONTENTS

Site Requirements.....	4
Installation .....	5
Operating Controls.....	6
Operation .....	7
Cleaning .....	8
Menu Options .....	9
Troubleshooting .....	11

## USER NOTICES



#37280.0001



#45718.0000



#47077.0000



#37881.0000



#00824.0002

### Warnings

- Unplug the machine or turn off the main switch before servicing the interior components of the machine.
- Never operate the machine without water.
- Never touch brew module, spouts, and hot water dispense pipes. They are HOT and could cause burns.
- The machine must be operated with clean water. Make sure to use water filters and/or softeners as needed.

## SITE REQUIREMENTS

### Site Requirements

1. Counter able to support at least 150 pounds (68kg).
2. Counter area able to support machine placement.
3. Minimum clearance of 2" around machine.

### Electrical

1. 208VAC with ground.
2. Dedicated 30A circuit with proper breaker and receptacle.
3. Receptacle within 5 feet (1.5 meter) of machine.
4. Power cord with leads supplied with machine.

### Plumbing

1. Quick connect assembly with adapter (supplied).
2. Water hose assembly with quick connects and ¼" flare fitting (supplied).
3. Water supply from ½" or larger supply line with pressure between 20 and 90 psi (138 and 620 kPa).
4. Shut off valve should be present between water supply and machine.
5. Drain available within 3.3 feet (1 meter) of machine.

***As directed in the International Plumbing Code of the International Code Council and the Food Code Manual of the Food and Drug Administration (FDA), this equipment must be installed with adequate backflow prevention to comply with federal, state and local codes. For models installed outside the U.S.A., you must comply with the applicable Plumbing /Sanitation Code for your area.***

### Water Treatment

1. No Chlorine.
2. Water Hardness 3 to 6 grains
3. Water Filtration System

**NOTE:** The water and electrical connections are on the bottom of the machine.

### Location of the Serial Number

The serial number is located behind the puck bin on the rear wall near the power switch.

The complete serial number will need to be documented on all work orders and warranty tags.

### Optional Under Counter Puck Disposal

**NOTE:** This will require hole cut through counter top.

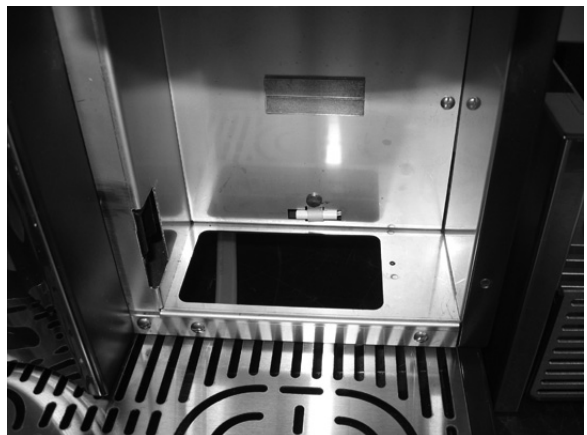
1. Remove puck bin.
2. Remove small cover.
3. Install optional puck bin.



**REMOVE/INSTALL PUCK BIN**



**POWER SWITCH LOCATION**



**REMOVE COVER FOR *OPTIONAL* UNDER COUNTER PUCK DISPOSAL**

# INSTALLATION

## Drain Install

1. Attach the short drain hose to the drip tray fitting.
2. Slide drip tray onto guide rails on front of machine.
3. Attach other end of drain hose to manifold as shown.
4. Attach long drain hose to back of manifold and route to floor drain or sink, flowing downhill at all times.
5. Secure hose above the drain to maintain the air gap.

## Water Supply Install

1. Ensure water is turned off.
2. Install the water filtration system between the water supply and the machine inlet per manufacturer's installation recommendations.
3. Connect one end of the inlet hose assembly to the adapter and the other end to the water supply.
4. Turn on the main water supply. Check for leaks; if necessary resolve leak issues before proceeding.

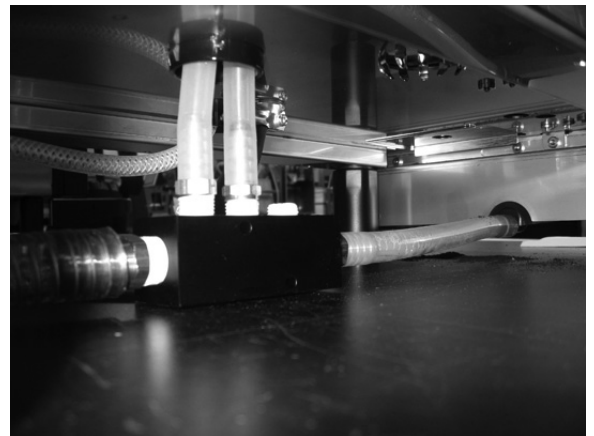
## Electrical Install

**WARNING** – Improper electrical installation will damage electronic components.

1. Determine the available electrical service.
2. Ensure the proper voltage at the electrical source.
3. Uncoil the cord completely and install the cord cap (not supplied) to the power cord. Black (L1) and red (L2 or N) and green (ground).
4. Plug securely into the outlet.



**INSTALL DRAIN HOSE AND DRIP TRAY**

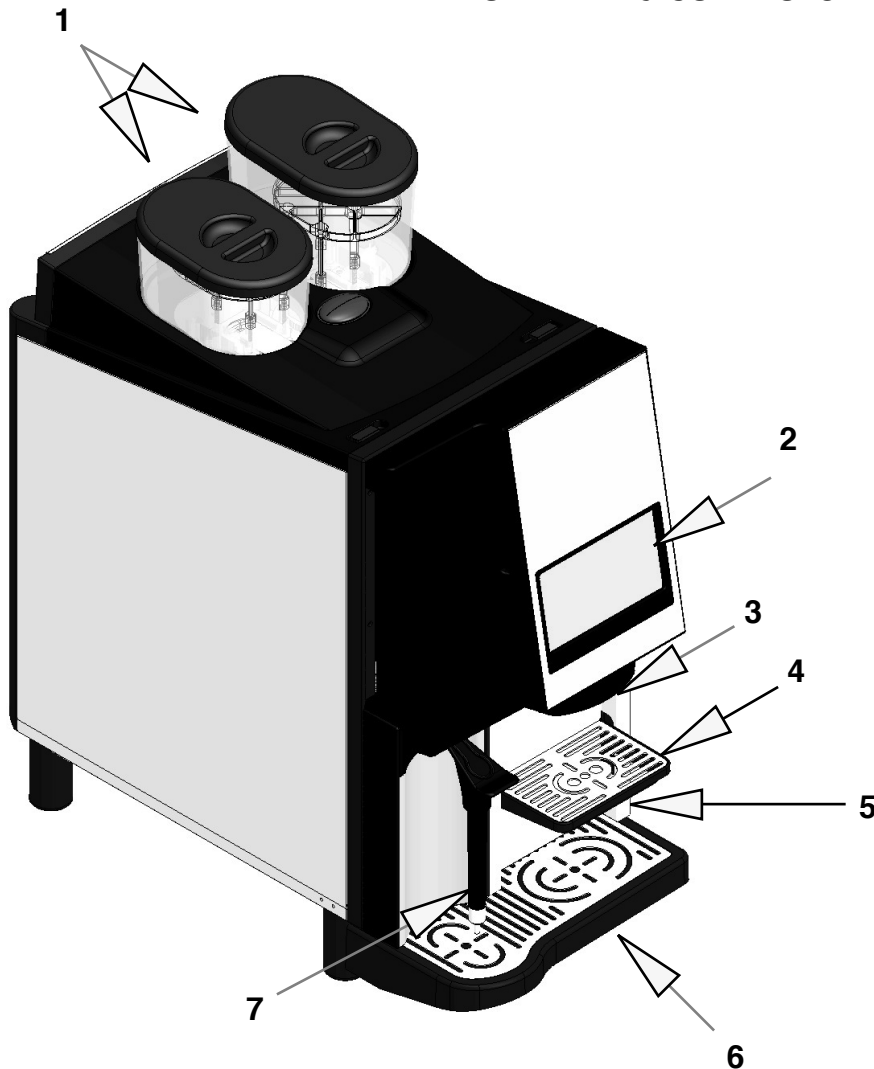


**INSTALL DRAIN HOSES TO MANIFOLD**



**INSTALL WATER SUPPLY LINE**

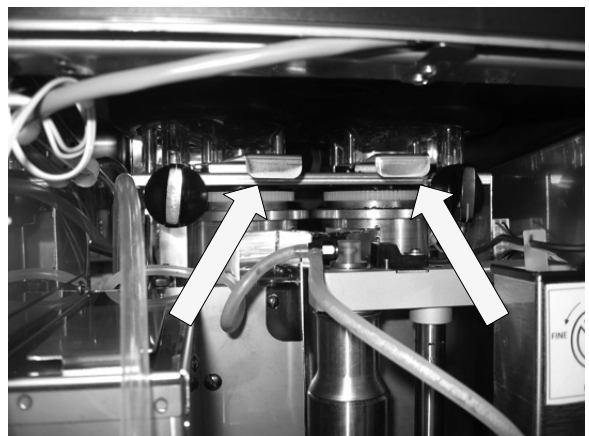
## OPERATING CONTROLS



1. Bean hopper:
2. Touch screen display:
3. Dispense nozzles:
4. Small cup shelf:
5. Puck bin:
6. Drip tray:
7. Steam Wand:

### Start up

1. Pull puck bin out, turn the main switch on, replace puck bin.
2. The filling process will proceed automatically. When the boilers are filled, unit will automatically start heating. You will see a message "Please wait - heating in progress".
3. Install hoppers on top of brewer. **NOTE:** Brewer will not operate without hoppers in place. Open front door and pull each slide gate tab forward. (This also locks hoppers in place). Close door and fill hoppers as needed.
4. The machine is ready to use when "Ready to brew" is displayed.



**PULL HOPPER SLIDE GATE  
TABS FORWARD**

**NOTE: POUR IN ONLY ENOUGH BEANS FOR THE DAY'S USE.  
DO NOT STORE BEANS IN HOPPER OVERNIGHT, FRESHNESS WILL BE COMPROMISED.**

## OPERATION

### DRINK TYPES

1. espresso: x1=single shot; x2=double shot; x3=triple shot.
2. americana regular; americana large.
3. ristretto

### Select **BREWING**

1. Select between left or right bean hopper from the tabs on the top of touchscreen.
2. Place appropriate size cup on drip tray or flip tray.
3. Select one of the drink types.
4. Select "Option(s) as needed. NOTE: Certain combinations will be grayed out as you proceed across.
5. Select drink type to start brew/dispense.

### FROTHING

1. Position steam wand over the drip tray.
2. Press the "purge" button to clear any condensed water from the steam wand.
3. Place the steam wand into container of milk. For hot milk insert the wand deeper, for frothed milk keep the the tip just below the surface of the milk.
4. If you select manual steam, it will run until you press stop. Intellisteam will shut off automatically when the milk reaches a set temperature. Precise = 160° F; warm = 130° F; x-hot = 170° F. When finished, leave wand over drip tray for the auto rinse feature.

### STOP

**STOP:** Pressing the STOP button will stop both brewing and dispense functions, and will reset unit back to ready mode.

**NOTE:** Empty puck drawer after 25-30 brews.

**DO NOT ALLOW USED PUCKS TO BACK UP INTO BREW CHAMBER AREA AS THIS CAN CAUSE DAMAGE!**

## RINSING/CLEANING

### RINSING

**NOTE 1:** – Press the "DAILY CARE" tab to access. Press RINSE. Runs for approx. 2 seconds.

**NOTE 2:** – The milk system has an automatic rinse feature, 5 minutes of idle time after a dispense. And then 2 hours later if still idle.

**Rinse:** Press to rinse the coffee dispense tips after sitting idle or when desired.

### CLEANING

**NOTE:** You will need pitcher, brush, cleaning tablets and Rinza on hand.

1. Press the DAILY CARE tab on the touch screen.
2. Press the "CLEAN" icon. Follow the illustrated step by step cleaning guide.

### ADVANCED CLEANING

1. Press the DAILY CARE tab on the touch screen, follow the illustrated step by step cleaning guide.
2. Open brew chamber door.
3. Push hopper slide gate all the way in.
4. Lift hopper with both hands. DO NOT LIFT HOPPER BY THE LID.
5. Empty beans from hopper and wash/rinse with mild nonabrasive detergent and fresh water.



## MENU OPTIONS



Press and hold "BUNN" logo  
to enter "menu options"



date and time

Set date and time

cup count

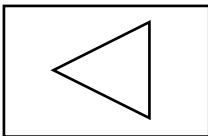
View/reset usage of various beverages

machine statistics

View/reset usage of water, grinders, brew  
and cleaning cycles (resettable)

reminders

View/reset preventive maintenance and  
water filter reminders (resettable)



press to return to  
previous screen

advanced  
menu options

Refer to advanced Programming  
Manual for more information.

CONTINUED ON NEXT PAGE

## MENU OPTIONS

date and time

date ( mm/dd/yyyy )

1

1

13



time ( hh/mm/AM )

8

00

AM



1. Press to highlight box.
2. Press arrows to adjust.
3. Press "save" when finished.

save

cup count

right

espresso x1  
0

espresso x2  
0

espresso x3  
0

reset

left

americano  
0

ristretto  
0

1. Press left or right (hopper)
2. Press to highlight box.
3. Press "reset"

machine statistics

cycle counts

0

water usage

0 gal

steam time

0 sec

left grinder

0 lbs

right grinder

0 lbs

clean cycles

0

clean cycle  
errors

0

select statistics to reset  
then press "reset"

reset

reminders

preventive  
maintenance

remaining

OFF

setup

OFF

water filter

1000 gal

1000 gal

select reminders to reset  
then press "reset"

reset

## Troubleshooting

PROBLEM	PROBABLE CAUSE	REMEDY
Brew cycle will not start	No water	Water Lines and valves to the brewer must be open.
	No power or incorrect voltage to the brewer	A) Check the terminal block for 240 volts across the red and black terminals. B) Check circuit breakers or fuses.
	ON/OFF Switch	Refer to Service - ON/OFF switch for testing.
	Solenoid Valve	Refer to Service - Solenoid Valve for testing procedures.
Water is not hot	Limit Thermostat <b>CAUTION</b> - Do not bypass limit thermostat. Use only BOM replacement parts.	Refer to Service - Limit Thermostat for testing procedures.
	Tank Heater	Refer to Service - Tank Heater for testing procedures.
Inconsistent beverage level being dispensed	Recipe calibration incorrect	Revert back to the default recipe calibration and make adjustments as needed.
	Lime build-up <b>CAUTION</b> - Tank and tank components should be delimed regularly depending on local water conditions. Excessive mineral build-up on stainless steel surfaces can initiate corrosive reactions resulting in serious leaks.	Inspect the tank assembly for excessive lime deposits. Delime as required.
	Water Pressure	The water pressure to the brewer must be at least 20 psi (138 kPa).
Consistently low beverage level in the dispenser	Recipe calibration incorrect	Revert back to the default recipe calibration and make adjustments as needed.
Spitting or excessive steaming	Lime build-up <b>CAUTION</b> - Tank and tank components should be delimed regularly depending on local water conditions. Excessive mineral build-up on stainless steel surfaces can initiate corrosive reactions resulting in serious leaks.	Inspect the tank assembly for excessive lime deposits. Delime as required.
Missing steam from steam wand	Lime build-up <b>CAUTION</b> - Tank and tank components should be delimed regularly depending on local water conditions. Excessive mineral build-up on stainless steel surfaces can initiate corrosive reactions resulting in serious leaks.	Inspect the tank assembly and steam wand for excessive lime deposits. Delime as required.
Dripping from steam wand	Lime build-up <b>CAUTION</b> - Tank and tank components should be delimed regularly depending on local water conditions. Excessive mineral build-up on stainless steel surfaces can initiate corrosive reactions resulting in serious leaks.	Inspect the tank assembly for excessive lime deposits. Delime as required.
	Solenoid Valves	Remove the solenoid valves and clear any obstructions. Rebuild or replace the valve if necessary.
Water flows into tank continuously (ON/OFF Switch "ON")	Timer	Refer to Service - Timer for testing procedures.
Water flows into tank continuously (ON/OFF Switch "OFF")	Solenoid Valves	Remove the solenoid valves and clear any obstructions. Rebuild or replace the valve if necessary.
Beverage overflows dispenser	Dispenser	The dispenser must be completely empty before starting a brew cycle.
	Timer	Refer to Service - Timer for testing procedures.
	Solenoid Valves	Remove the solenoid valve and clear any obstructions. Rebuild or replace the valve if necessary.
Weak beverage	Coffee Grind	Adjust grinding to be more fine.
	Water Temperature	Initiate a brew cycle.
Brewer is making unusual noises	Solenoid Valves	Remove the solenoid valves and clear any obstructions. Rebuild or replace the valve if necessary.
	Water supply	(A) The brewer must be connected to a cold water line.
		(B) Water pressure to the brewer must not exceed 90 ps (620 kPa). Install a regulator if necessary to lower the working pressure to approximately 50 psi (345 kPa).
	Tank Heater	Remove and clean lime off of the tank heater.
Brew cycle is too fast	Coffee Grind too coarse	Adjust grinding to be more fine.

## ERROR CODES

1	Water leak detected
2	Cleaning interrupted
3	Cleaning cycle reminder
4	PM service required
5	Brew motor error
6	Brew chamber position error
7	Left grinder motor blocked
8	Right grinder motor blocked
9	Coffee boiler NTC error
10	Steam wand NTC error
11	Coffee heating open (too slow to heat)
12	Flow meter error
13	Steam boiler fill time too long