

F10 & H10 Service manual

(Version: V01)



❖ Applied Model:

F10 H10

During the period due to product upgrades, there may be differences between the pictures and the actual products please refer to real object.

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2 Safety Instructions

2.1 Safety tips

2.1.1 Consumer Risky



Caution You may get hurt if instructions are not well followed

Do follow below points:

- ❖ Do read the instructions carefully before using;
- ❖ Do not use if the machine is broken or damaged;
- ❖ Changing the internal devices is not permitted;
- ❖ Touching the high temperature components is not permitted;
- ❖ This equipment can be used by children of 8 years and above, and by persons with reduced physical, sensory or mental abilities or of a lesser level of experience and knowledge when they are supervised or have been trained in the safe use of equipment;
- ❖ Take care of the children. Children are not permitted to play with the equipment;
- ❖ Children are not permitted to clean and maintenance machines;
- ❖ Machine is installed at obvious site;
- ❖ Self-service use and operation should be supervised by trained personnel to ensure compliance with maintenance regulations and to resolve usage issues at any time;
- ❖ Beans hopper only for beans, powder hopper only for powder, and manual outlet only for cleaning tablet.



Caution Improper use of electrical equipment can cause electric shock.

Do follow below points:

- ❖ Work on electrical equipment can only be carried out by electrical professionals;
- ❖ The machine must be connected with fuse-connection circuit(connection by selective protection);
- ❖ Observe the corresponding low voltage and local and regional safety regulations;
- ❖ The connection must obey the regulation to avoid the electronic;
- ❖ The voltage must be matched with rating plate;
- ❖ Do not touch live parts;
- ❖ Power off while maintenance, disconnected the machine;
- ❖ Cable replaced only permitted to the trained professional person.



Caution Drinks with additives or residues may cause allergies.

Do follow below points:

- ❖ In self-service, check for possible allergenic products listed on the coffee machine;
- ❖ In self-service, check for possible allergenic products with professional person.



Caution There is risky of getting poison by touching cleaning powders.

Do follow below points:

- ❖ Always keep cleaning tablets put of children and un-authorized person;
- ❖ Do not having cleaning products;
- ❖ Do not mix with cleaning products or other chemicals;
- ❖ Do not add cleaning products in milk container;
- ❖ Do not add cleaning products in the water tank;
- ❖ Cleaning products and decalcifying agent must be used under instructions(follow the label);
- ❖ Do not eat or drink during using cleaning products;
- ❖ Good ventilation must be ensured when using cleaning products;
- ❖ Wear gloves;
- ❖ Wash hand immediately after using cleaning products.

Caution with burs It is risky to get burned, keep hands far away from steam outlet

Caution with burs High temperature on the outlet and brewing system, only rinse the brewing system after cooling down.

Caution with crashing It is risky of being crushed by touching any active parts. Do not put your hands in bean hopper, powder hopper and brewing system during working

2.1.1 Machine Risky



The machine may cause impurities and damages if not installed properly.

Do follow below points:

- ❖ If the hygiene is less than 5°dHK, please install water filter. if not, the machine may be damaged;
- ❖ Turn off the tap water(machines is installed with tap water connection),then turn off the switch or plug off;
- ❖ Observe the corresponding low voltage and local regional safety regulations;
- ❖ If machine lack of water do not switch on. Otherwise the boiler will be damaged;
- ❖ Dr. coffee suggested to install check valve in the water tube, in case of the water leakage by the tube crack;
- ❖ If the machine stops using for a while ,deep cleaning must be done before making coffee;
- ❖ Prevent coffee machines from being affected by bad weather;
- ❖ Checking errors with professional person
- ❖ Please use original Dr. coffee accessories;
- ❖ Please contact with after sale service team to do replacement if find damage on the surface;
- ❖ Washing the machine with water or steam cleaning products is not permitted;
- ❖ Do not place the machine in the location which may jet by water;
- ❖ Beans hopper only for beans , powder hopper only for powder, manual outlet only for tablets;
- ❖ Frozen coffee is not permitted, otherwise the brewer will be stick;
- ❖ If deliver the machine on the temperature condition under 10°C,before switch on the coffee machine must be placed at a room with normally temperature for three hours after shipment, failure to comply with this regulation may result in a short circuit hazard or damage to electrical components due to condensate;
- ❖ Always use a new hose kit (drinking water/waste water hose) supplied with the machine, and do not use old hoses.

3 Structure

3.1 Overview

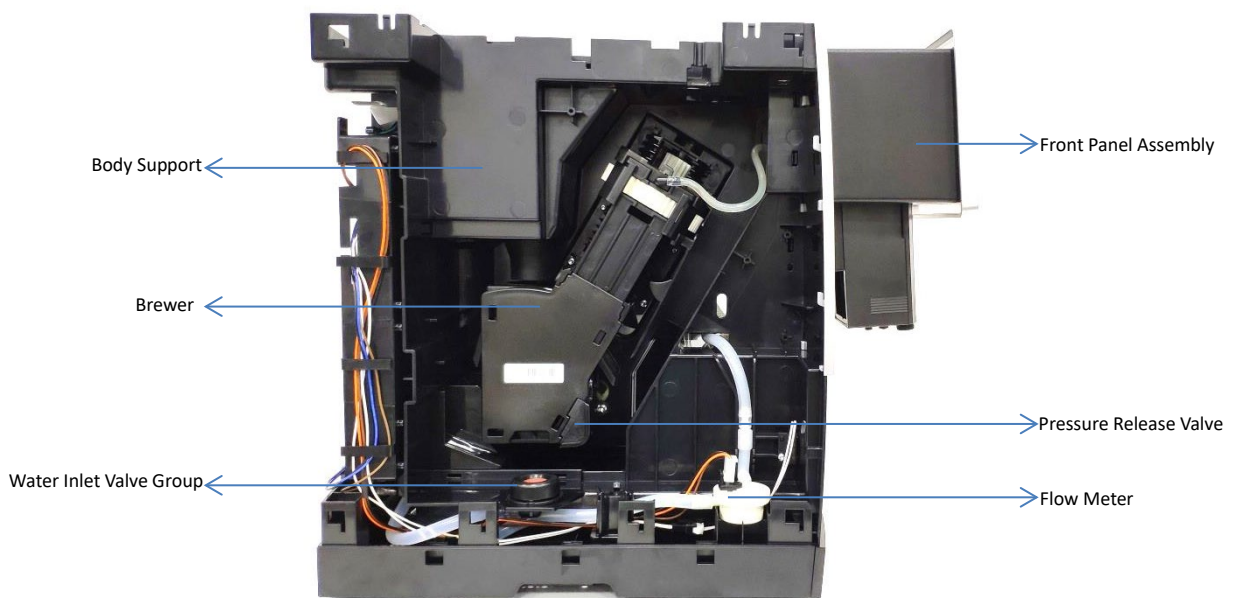
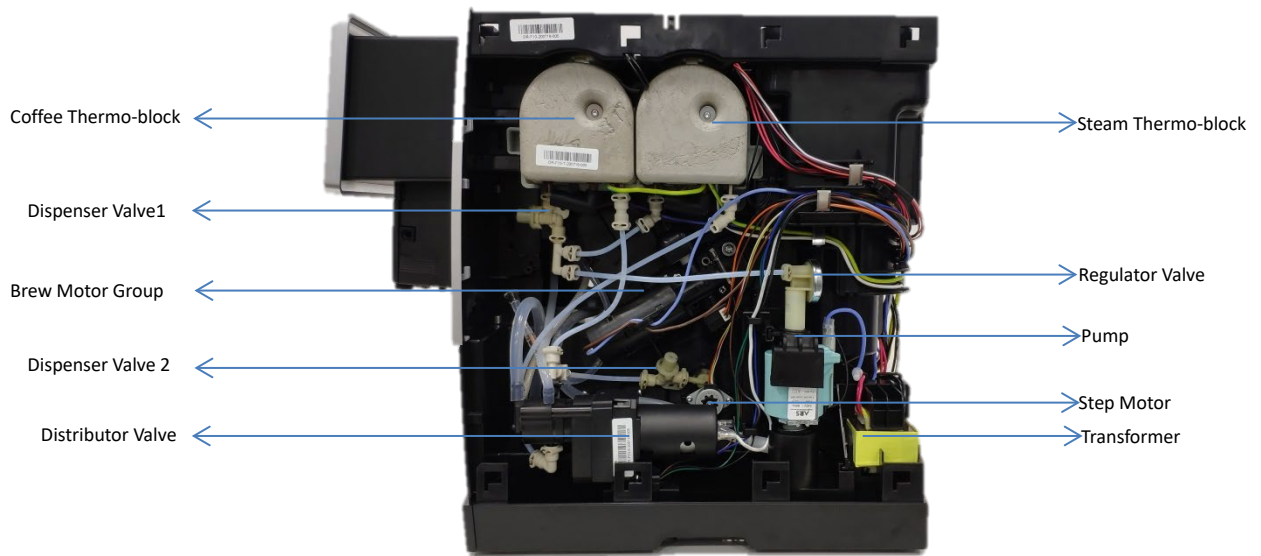
(F10 front view)

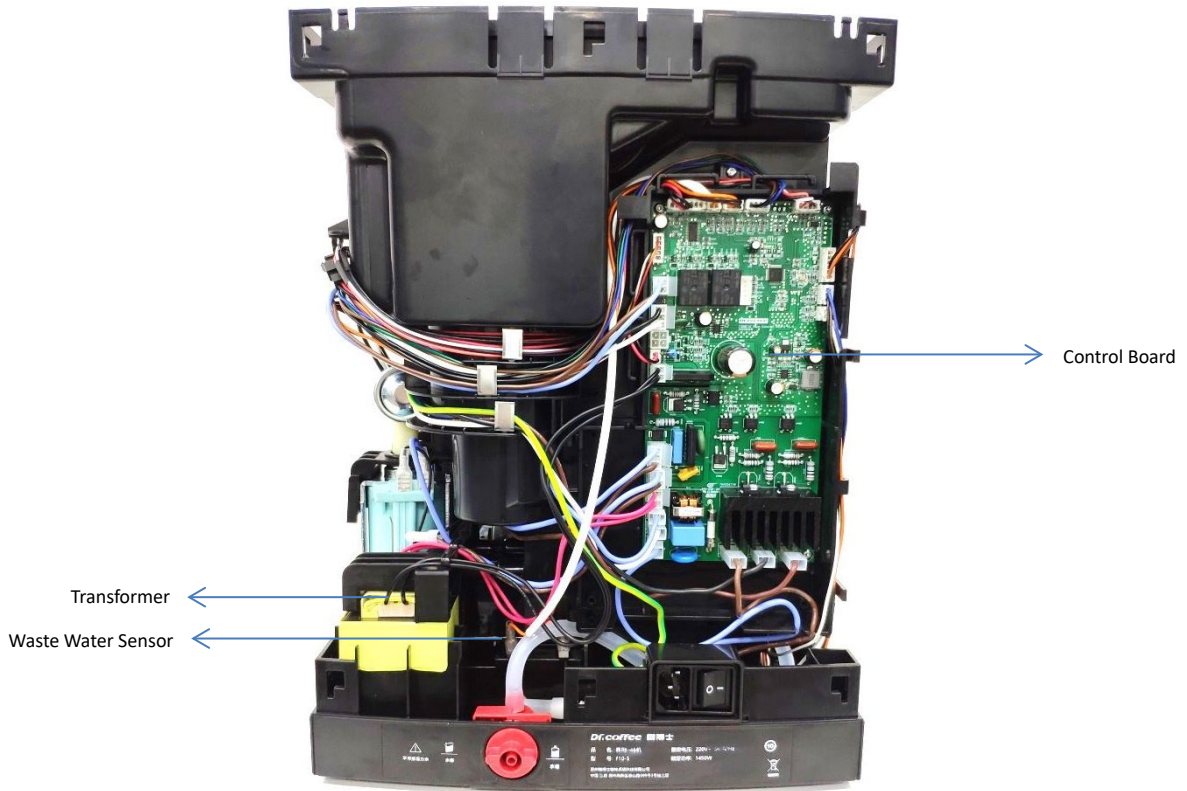
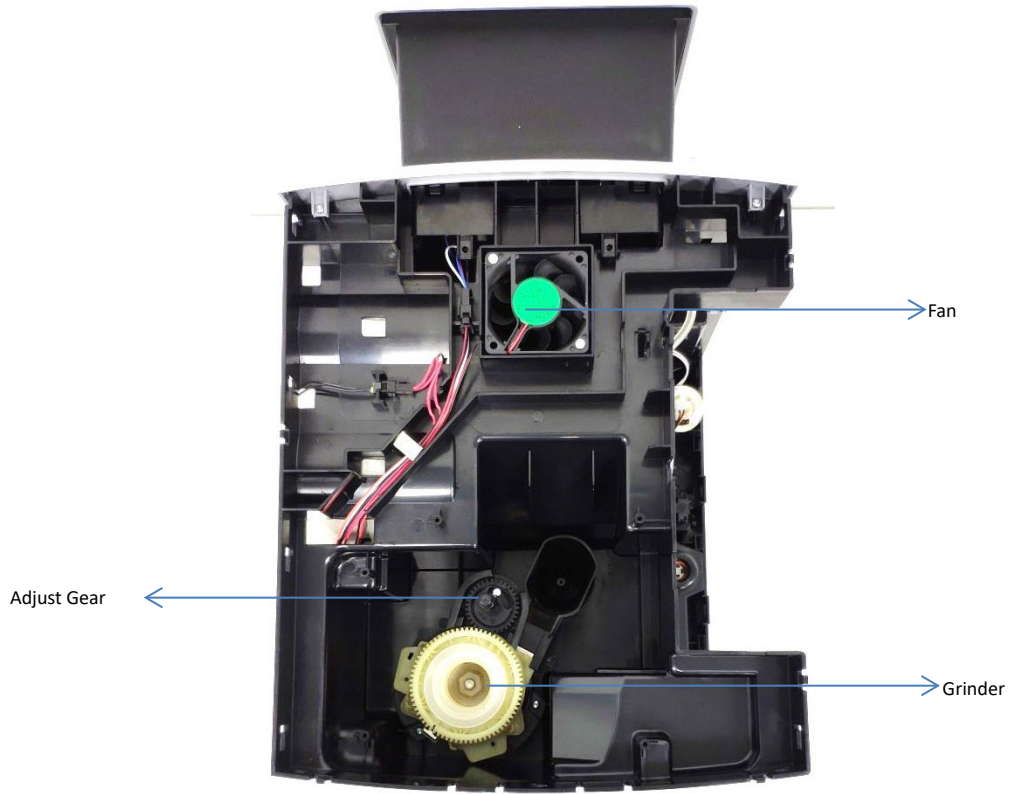


(F10 Back side)



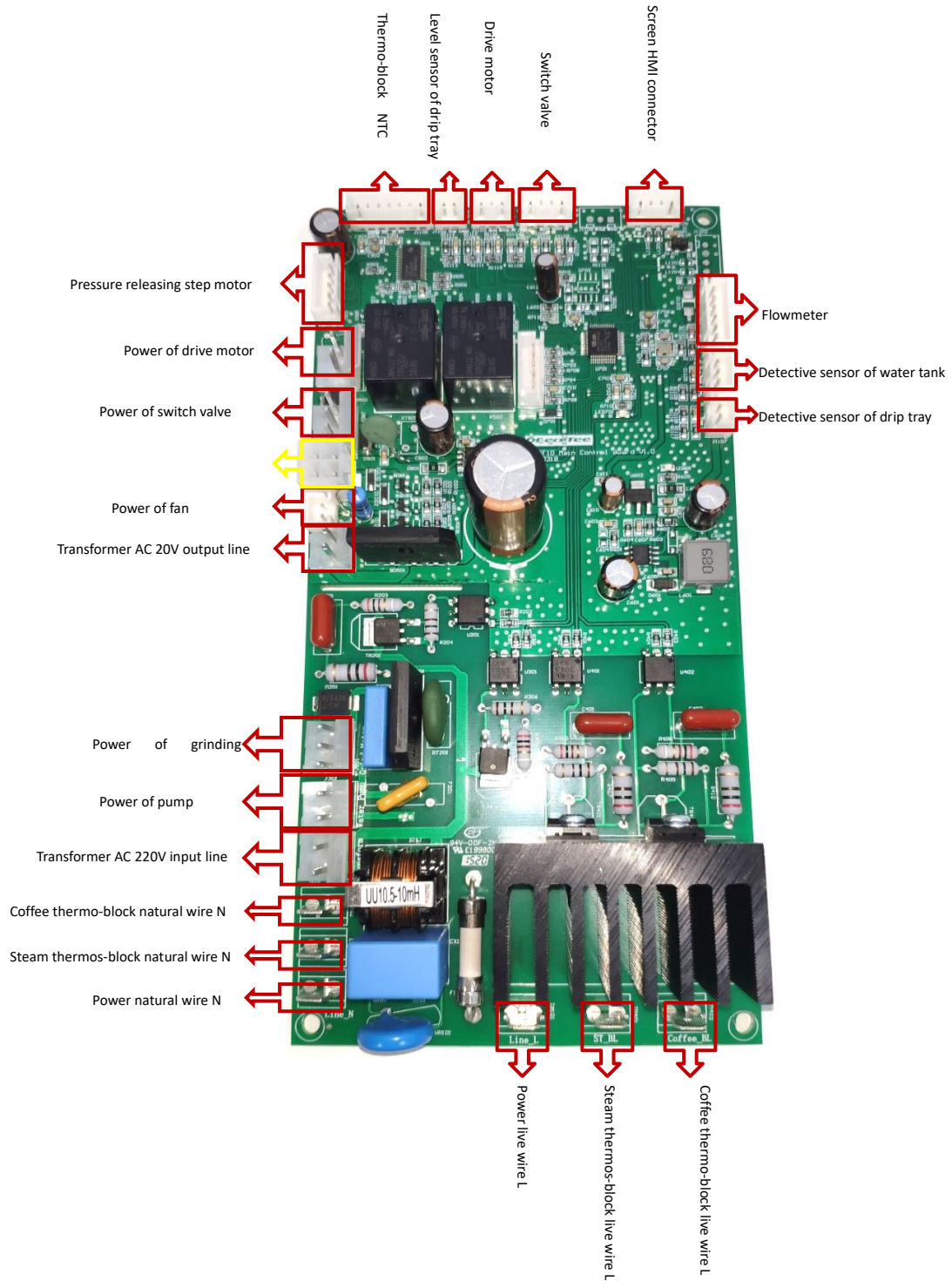
3.2 Internal components overview



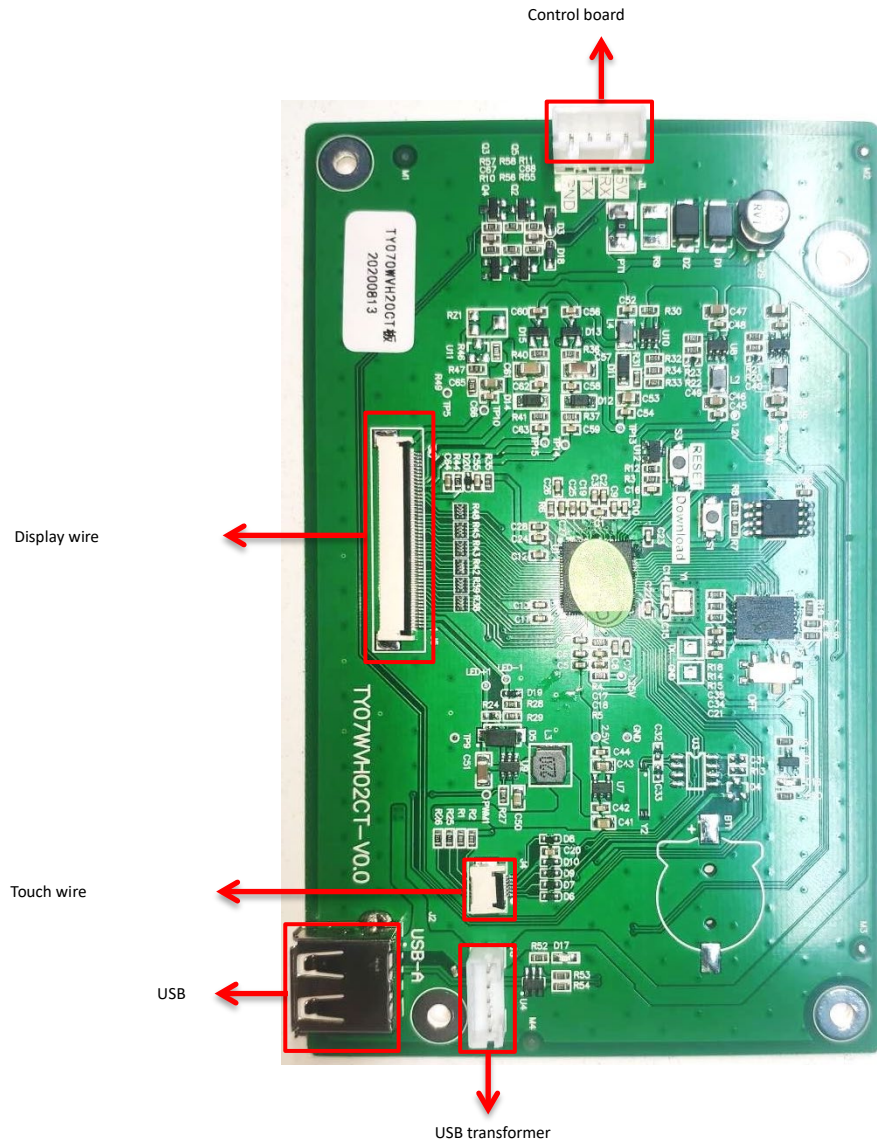


4 Circuit Overview

4.1 F10 Main control board circuit



4.2 F10 HMI circuit



5 Specification

5.1.1 Capacity

Hourly output based on DIN18873-2:

Model	F10		H10	
Advised daily output	30 Cups			
Hourly output	Single	Double	Single	Double
Espresso (50ml)	70	100	70	100
Americano(240ml)	50	/	50	/
Cappuccino(180ml)	50	60	50	60
Hourly hot water output	15L			
Water tank capacity	4L		2L	
Bean hopper capacity	500g			
Ground container capacity	Approx.50PCS(Based on 10g/shot)			
Drip tray capacity	Approx.1L			

5.1.2 Technical Sheet

Model	F10	H10
Voltage (V)	220V~50Hz	
Power (W)	1450W	
Connection tube set	inner diameter 5mm ,outer diameter9mm , Silicone Tube, length 1.5M	
Connection water pressure	Without tap water	
Coffee machine W*D*H	340*500*430mm	300*500*430mm
Coffee machine N.W	15kg	

6 Screenshot Description

6.1 Drinks home screen




Screenshot description

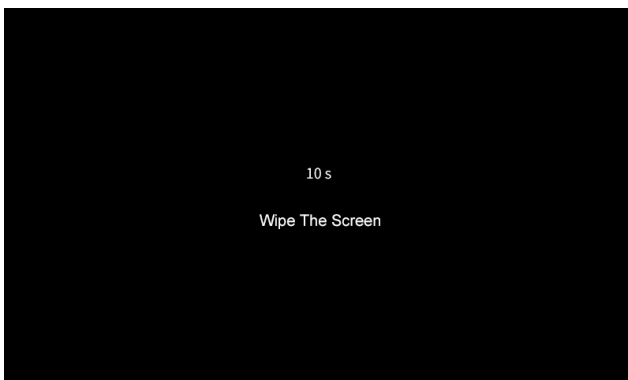
- 1.Touch any picture to get coffee; (see details in the user manual)
- 2.Touch side button to change pages; (see details in the user manual)

6.2 Shortcut menu bar



Tap “” to show menu bar

6.2.1 Wipe Protect



Touch “Wipe Protect”, pictures disappeared, count down 10 seconds to do wiping, any touch unlocks the screen;

Press “Wipe Protect” more than 3 seconds, enter to the descaling process. (see details in the user manual)

6.2.2 Milk Rinse



Touch “Milk Rinse” the process shows on the screen (see details in the user manual)

Press “Milk Rinse” more than 3 seconds, enter to the “Milk deep clean” (see details in the user manual)

6.2.3 Brewer Rinse



Touch “Brewer Rinse”, the process shows on the screen (see details in the user manual)

Press “Brewer Rinse” more than 3 seconds, enter to the “Brewer deep clean” (see details in the user manual)

6.2.4 Service Manual

Touch “Service Manual”, input password (details see below chapter)

6.2.5 Switch off



Tap “Power Off” to see the interface above “Back or Power off” for your choice, machine will proceed the process if no response in 10 seconds. Start rinsing process before power off

Tap “Confirm”, start rinsing automatically, screen turned off and power off (press more than 5 seconds to wake up machine)

Tap “Return”, return to top level automatically.

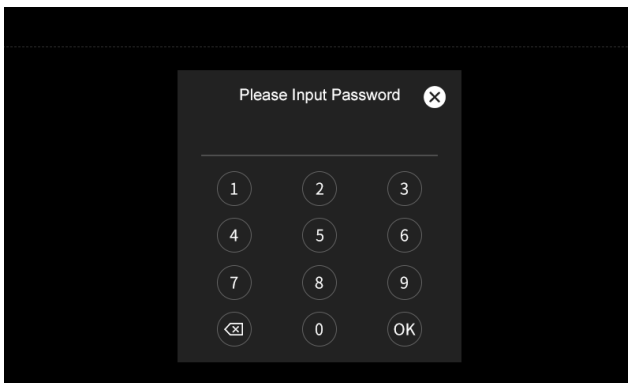
7 Service Menu

Method of Entry

Step 1: Tap "Service Menu" for entry (as picture below)



Step 2: Input correct password

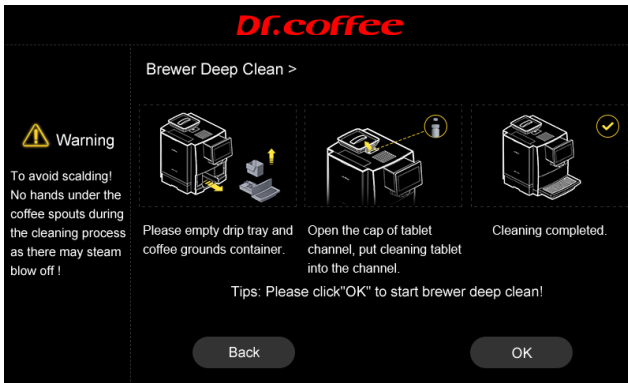


Password: default password is 1609

7.1 Maintenance



7.1.1 Brewer Deep Clean



Use professional cleaning tables to do deep clean. Follow the instruction to finish this process.

❖ See details in User Manual.

7.1.2 Milk Deep Clean



Use professional cleaning tables to do deep clean. Follow the instruction to finish this process.

❖ See details in User Manual.

7.1.3 Descaling



Use professional cleaning powder to do descaling. Follow the instruction to finish this process.

❖ See details in User Manual.

7.1.4 Filter

Filter: The operation of setting the filter function of the coffee machine (only available on water tank mode)



Install the filter: Click "Install the Filter ", and the machine screen will prompt the operation steps of installation;

Replace the filter: Click "Replace the Filter ", and the machine screen will prompt the operation steps of replacement ;

Cancel the filter: Use without filter

Filter replacement cycle comparison table:

Water hardness	0-75ppm	76-150ppm	151-300ppm	>300ppm
Replacement cycle	400L	300L	200L	100L

❖ For example : Settled water hardness is 0-75ppm : it means if the water consumption reaches 400L, user must replace the filter.

7.1.5 Water Draining



Empty the remaining water in the internal piping of the coffee machine to prevent it from freezing and causing cracking after transporting in a low temperature environment.

Follow the instruction to finish this process.

❖ See details in User Manual

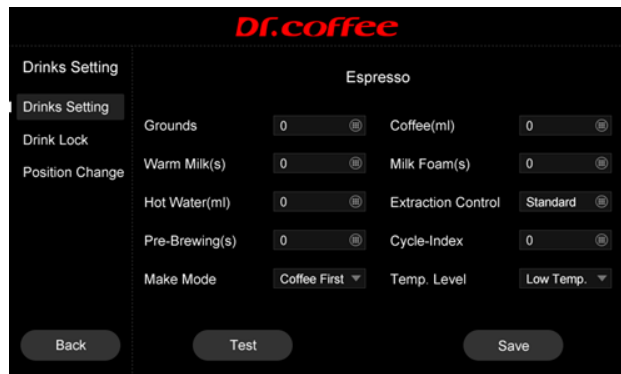
7.2 Drinks setting

Drinks setting: Can modify the parameters of any beverage



7.2.1 Drinks setting

Touch any picture



7.2.2 Grounds

Grinding gram level, setting level:1~5,details as below:

❖ The weight of this data is calculated according to the “factory default setting”. The data is the experimental value for reference only. If the difference is subject to actual conditions. (Tolerance: $\pm 1g$)

Comparison table:

Grounds	1	2	3	4	5
Gram	5g-7g	7g-9g	9g-11g	11g-13g	14g-16g

7.2.3 Coffee (ml)

The amount of coffee flowing out, unit :ml. setting level: See the screen numerical on the interface, different beverage with different beverage value limits.

7.2.4 Milk (s)

The time of milk output Unit: s Setting range: Please refer to the screen value input interface. Different drinks have different tolerance.

7.2.5 Milk Foam (s)

The time of milk foam output Unit: s Setting range: Please refer to the screen value input interface. Different drinks have different tolerance

7.2.6 Hot water (ml)

The amount of Hot water Unit: ml Setting range: Please refer to the screen value input interface. Different drinks have different tolerance

7.2.7 Extraction Control

The mode of coffee extraction, range: Standard Strong Extra-strong.

- ❖ *Standard :Means that the pump is working at full frequency to make the coffee, and the extraction is carried out in the conventional way;*
- ❖ *Strong: When making coffee, the water pump is cut off in intervals. Compared with the conventional way, the extraction time will be longer under the same cup volume;*
- ❖ *Extra-strong: This means that when making coffee, the water pump cuts off intermittently. Compared with the thickening method, the extraction time will be longer under the same cup volume;*

7.2.8 Pre-brewing (s)

The coffee powder pre-soaking time, unit: S, setting level: 0~5

7.2.9 Circle-index

Brewer working times of beverage making. Choices: 1~5

7.2.10 Order

The order of material output during coffee making. Different flowing order during coffee making ,Selection: Coffee first、Coffee last

- ❖ *Coffee first: coffee out first, then others out;*
- ❖ *Coffee last: Others out first, then coffee out;*

Test

After changing the data, touch “test”, make one drinks based on the setting data.

Save

After changing data, touch “saves” to save all the changes.

Exit

Touch “Exit” back to upper menu.


7.2.11 Temp. Level

Different temperature level, selection: Low, Medium, High.

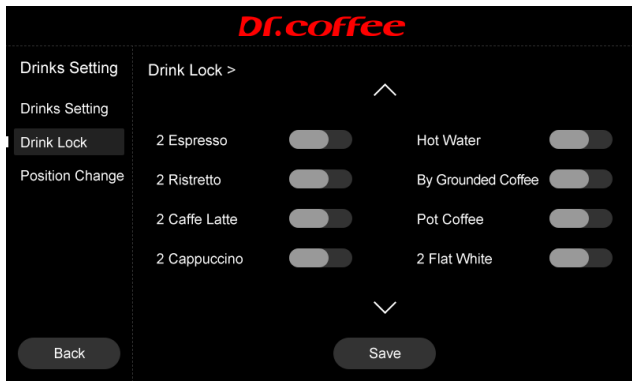
- ❖ *High: The heating temperature of the coffee thermos-block is controlled at around 102 ℃ (if the NTC of thermos-block reaches 102 ℃, heating stop ,if the temperature lower than 102 ℃ starts heating)*
- ❖ *Medium: The heating temperature of the coffee thermos-block is controlled at around 94 ℃ (if the NTC of thermos-block reaches 94 ℃, heating stop ,if the temperature lower than 94 ℃ starts heating)*
- ❖ *Low: The heating temperature of the coffee thermos-block is controlled at around 86 ℃ (if the NTC of thermos-block reaches 86 ℃, heating stop ,if the temperature lower than 86 ℃ starts heating)*

7.2.12 Drinks lock

Drinks lock: Lock any drinks by touching any button, save and effect

Tap “” to turn on or turn off this function. Locked beverage will be at the last page in drinks setting interface and there will be a lock on it.

❖ After locking the drinks exit back to main menu, the drinks icon disappeared.



7.2.13 Positon change

Positon change: Touch any two drinks icons, position changes, save the data.

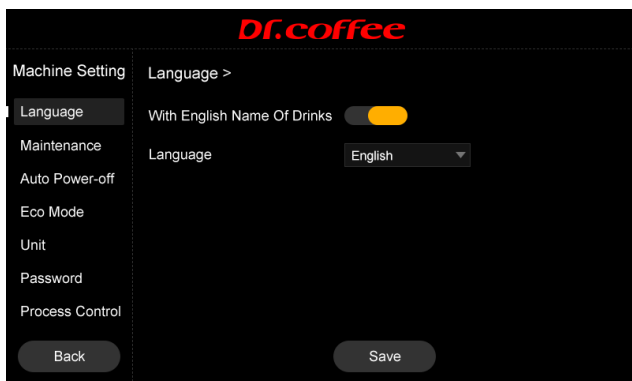


7.3 Machine setting

Machine setting: Set the condition values for various maintenance intervals of the machine. Tap “Save” to effect.

7.3.1 Language

Language: Select the language and save



Dual Language: tap “” to turn on bilingual display

Turned on: The name of beverage at the first line is in language set in the menu, the second line is in English.

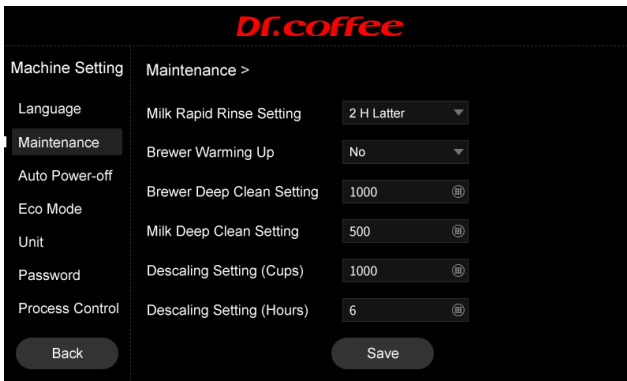
Turned off: The name of beverage is in language set in the menu only.

Select language: Select the language and save

❖ For example: select “ 简体中文 ”, it means the system will use Chinese language

7.3.2 Maintenance

Maintenance: Set the condition values for various maintenance intervals of the machine. Click save to effect.



Milk Rapid Rinse

Indicates the conditions under which the milk system is set for rapid flushing. Selection range: No, Immediate, 5 minutes, 10 minutes, 15 minutes, 20 minutes.

- ❖ Set to “No” to indicate that the machine does not automatically flush the milk system automatically, no matter how many cups of milk is made. Only when it is turned on or off.
- ❖ Set to “Immediately” to indicate that the machine will begin a quick flush of the milk system as soon as the coffee machine has finished making the current milk drink.
- ❖ Set to “5 minutes”, the machine will count down to 5 minutes after the last cup of milk drink is made. When the time arrives, it will prompt that the milk system needs to be rinsed quickly.

Brewer warming up

Indicates whether the coffee machine needs to be turned on for warm-up and the conditions for starting the warm-up function can be set. Range :No、 Immediately、 5minutes、 10minutes、 15minutes、 20minutes

- ❖ For example: setting “ 20 minutes later ” it means if the coffee machine no operated in 20 minutes, warming up function works. That is to make any coffee drink after 20 minutes, a pop-up prompt “Brewer warming up?”

Brewer deep clean

After indicating how many cups of coffee to make the coffee machine, the machine will automatically prompt you to use the tablets for deep cleaning of the brewing system. The unit is: cup.

- ❖ For example: Default setting “1000”, after the coffee machine has made 1000 cups of drinks, the machine will automatically prompt you to use the tablets for deep cleaning of the brewing system.

Milk system deep clean

After indicating how many cups of milk-making beverages are set up in the coffee machine, the machine will automatically prompt that the milk system needs to be deeply cleaned with a milk detergent, in the unit: cup.

- ❖ For example: the default setting is “500”, which means that after the coffee machine makes 500 cups of milk-containing drinks, the machine will automatically prompt you to use the milk detergent for deep cleaning of the milk system.

Water harness setting PPM

Represents the hardness value of the water used by the coffee machine, Unit: PPM Range: 0~999 (According to this setting value, the system will automatically remind to replace the filter or descaling)

For machine with filter , descaling cycle comparison table:

Water harness setting	0-75ppm	76-150ppm	151-300ppm	>300ppm
Descaling cycle	The total milk drinks production reached 4000cups or the total steam production reached 24hours or the total drinks production reached 20000 cups	The total milk drinks production reached 2000 cups or the totals steam production reached 12 hours or the total drinks production reached 10000cups	The total milk drinks production reached 1000 cups or the totals steam production reached 6hours or the total drinks production reached 5000cups	The total milk drinks production reached 500cups or the totals steam production reached 3hours or the total drinks production reached 2500cups

- ❖ Settled water hardness is 0-75ppm:The total milk drinks production reached 4000cups or the total steam production reached 24hours or the total drinks production reached 20000 cups, the machine will prompt to do descaling;
 - ❖ Settled water hardness is 76-150ppm:The total milk drinks production reached 2000 cups or the totals steam production reached 12 hours or the total drinks production reached 10000cups, the machine will prompt to do descaling;
 - ❖ Settled water hardness is 151-300ppm:The total milk drinks production reached 1000 cups or the totals steam production reached 6hours or the total drinks production reached 5000cups ,the machine will prompt to do descaling;
 - ❖ Settled water hardness is >300ppm: The total milk drinks production reached 500cups or the totals steam production reached 3hours or the total drinks production reached 2500cups,the machine will prompt to do descaling.
- ※ Three periodic conditions, when any one of them is reached, prompt to do descaling. After the required descaling operation, all conditions are reset and cleared, and then the calculation is restarted.

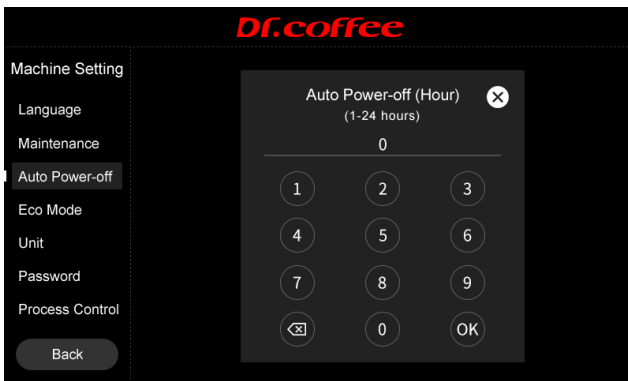
For machine without filter , descaling cycle comparison table:

Water harness setting	0-75ppm	76-150ppm	151-300ppm	>300ppm
Descaling cycle	The total milk drinks production reached 2000cups or the total steam production reached 12hours or the total drinks production reached 10000 cups	The total milk drinks production reached 1000 cups or the totals steam production reached 6 hours or the total drinks production reached 5000cups	The total milk drinks production reached 500 cups or the totals steam production reached 3 hours or the total drinks production reached 2500cups	The total milk drinks production reached 250cups or the totals steam production reached 1.5 hours or the total drinks production reached 1250cups

- ❖ Settled water hardness is 0-75ppm:The total milk drinks production reached 2000cups or the total steam production reached 12hours or the total drinks production reached 10000 cups, the machine will prompt to do descaling;
 - ❖ Settled water hardness is 76-150ppm:The total milk drinks production reached 1000 cups or the totals steam production reached 6hours or the total drinks production reached 5000cups, the machine will prompt to do descaling;
 - ❖ Settled water hardness is 151-300ppm:The total milk drinks production reached 500 cups or the totals steam production reached 3 hours or the total drinks production reached 2500cups ,the machine will prompt to do descaling;
 - ❖ Settled water hardness is >300ppm: The total milk drinks production reached 250cups or the totals steam production reached 1.5hours or the total drinks production reached 1250cups,the machine will prompt to do descaling.
- ※ Three periodic conditions, when any one of them is reached, prompt to do descaling. After the required descaling operation, all conditions are reset and cleared, and then the calculation is restarted.

7.3.3 Auto power off

Auto power off: Set the time for the coffee machine to automatically shut down. Click save to effect.



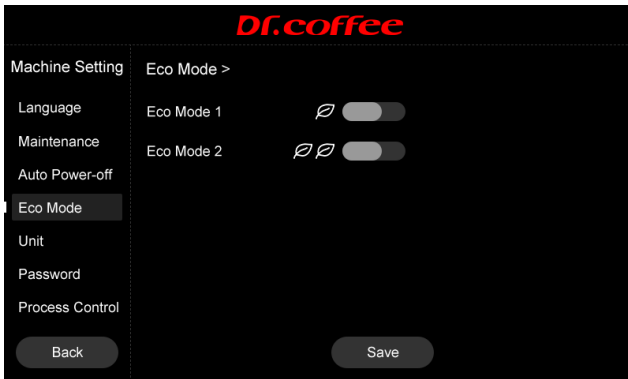
Power off: Tap the button “”, to turn this feature on or off

Power off (H): Indicates the time when the setting needs to be shut down. Setting range: 1 hour to 24 hours.

- ❖ For example settled 12hours,it means counting from last cup of coffee, nobody making coffee after 12 hours, machine will power off automatically.
- ❖ If someone makes coffee during counting period, system will restart counting from this cup, 12 hours after, machine will power off.
- ❖ Once set, the machine will automatically shut down every day according to the set time. (Long press the screen for more than 3 seconds to restart the machine.) If you do not use the machine for a long time, please turn off the machine.

7.3.4 ECO Mode

ECO Mode: In this item, you can choose to turn on or off any of the modes. Tap "Save" to effect.

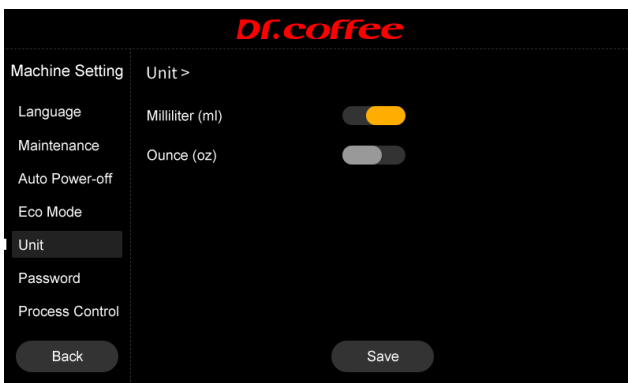


ECO1: After standing by for 1 hour, the temperature of Steam Thermo -block will low down to be the same with Hot Water Thermo- block.

ECO2: After standing by after 1 hour, the temperature of Steam Thermo -block and Hot water Thermo- block will low down to be 60 °C and keep status.

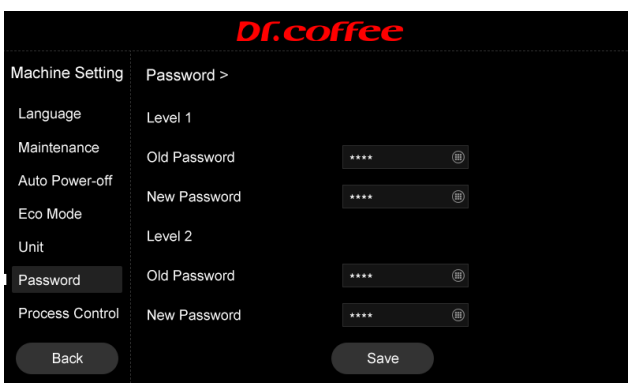
7.3.5 Unit

Unit: Different units can be selected as needed. Tap "Save" to effect.



7.3.6 Password

Password: Can be changes and tap "save" to effect.



Level 1 Password: Limited access to Service (Drinks Setting only default password is 1609)

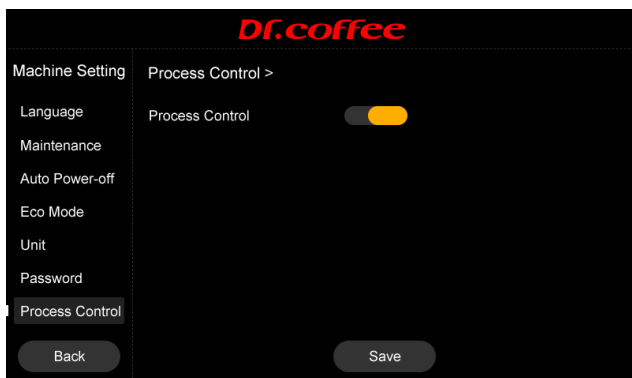
Level2 Password: Limited access to Service Menu (Including Drinks Setting, Maintenance, Machines Setting, default password is 1608)

Master code :1809 This password can enter "service menu" Eng. Settings ", this code is fixed.

Remark: Through "factory resetting", you can set the modified level 1&2 password to the default value!

7.3.7 Process control

Process control: Tap "☐" turn it on or off to make a function that can be adjusted during the making of a drink. Click Save to effect



- ❖ Turning on this function means that during the process of making a drink, you can click the interface "+" and "-" to temporarily adjust the parameters of this drink; (default: open)
- ❖ If this function is turned off, the "+" and "-" used to adjust the amount will be grayed out in the beverage making interface, and it will be invalid when clicked.

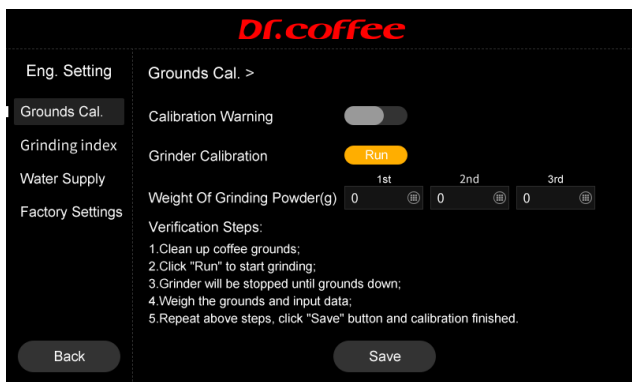
7.4 Eng. setting

Eng. setting: Click on "Eng. Setting", enter your password and click OK to enter.

7.4.1 Ground Cal.

Ground Cal.: the grinding amount of the grinder can be calibrated. Click save to effect.

About Grounds Calibration: When the coffee machine is shipped from the factory, it is calibrated with the test beans. However, when using your coffee beans, the speed of the grinder may vary, and the amount of powder may deviate from the factory calibration standard. Therefore, it is recommended to do ground cal. with your own coffee beans before using the coffee machine.



Steps:

First step: Empty grounds container, place it on the balance scale, weigh it, then put it back in the machine;

Second step: Click the "Start" button to start grinding and the coffee powder will automatically fall into the grounds container;

Third step: Take out the grounds container and weigh the coffee powder;

Forth step: Enter the weight of the coffee powder into the "Grounds" on the machine interface; (Enter the value as an integer, round to the nearest decimal point)

Fifth step: After the above steps are cycled 3 times

Sixth step: The "Save" button will appear on the interface, and all the steps of calibration will be completed after clicking.

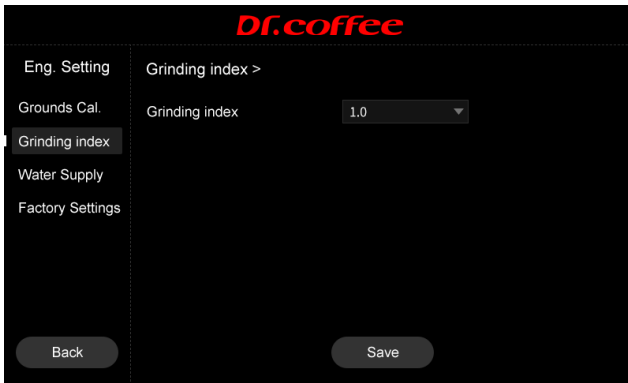
7.4.2 Grinding Index

Grinding Index: Grinding index can be adjusted. Click save to effect.

The grinding coefficient refers to a multiple. That is, how many times or how many times the overall increase is based on the standard value of the existing grinding amount comparison table. (The adjustment range is between 0.7 times and 1.3 times, the default is 1.0)

Grinding amount comparison table

Grounds	1	2	3	4	5
Gram	5g-7g	7g-9g	9g-11g	11g-13g	14g-16g

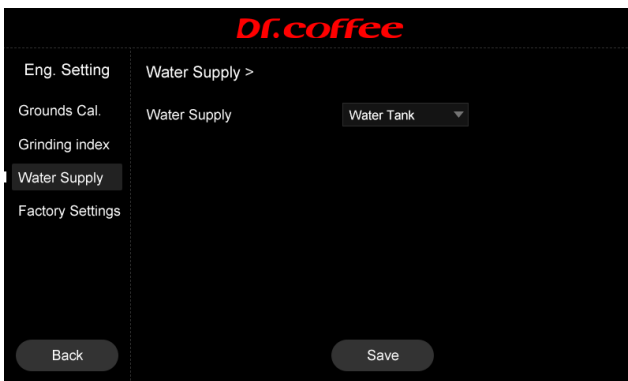


※ For example: Choose "0.9", then all the grounds will be 90% of the original weight according to the grounds table above

Grounds	1	2	3	4	5
Gram of Index 0.9	(5g~7g) *0.9	(7g~9g) *0.9	(9g~11g) *0.9	(11g~13g) *0.9	(14g~16g) *0.9

7.4.3 Water supply

Water supply: Set the water supply mode for the coffee machine. Click save to effect.



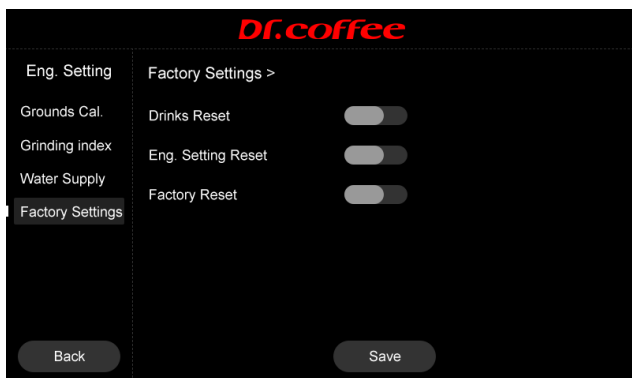
Water supply

Choose the way the coffee machine supplies water. Choice range: water tank, water barrel, tap water. (Note: The water supply method must be set to match the actual water supply status of the machine)

- ❖ Select "water tank", it means the supply mode is water tank.
- ❖ Select "tap water", it means the supply mode is tap water.

7.4.4 Factory settings

Factory settings: Restore the coffee machine related parameters to the factory defaults. Click Save to restart the coffee machine.



Drinks reset

After clicking the button next to "Drinks reset", you can save the parameters after saving and restarting the coffee machine.

Eng. Setting reset

After clicking the button next to "Eng. setting reset", you can save the parameters after saving and restarting the coffee machine.

Factory reset

After clicking the button next to "Factory reset", you can save the parameters after saving and restarting the coffee machine.

7.5 Information

7.5.1 Total cups



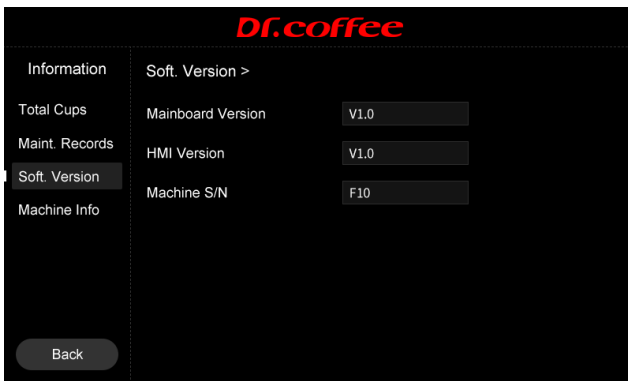
Total cups: See the total number of cups that the machine makes for drinks, and the total number of cups for each drink.

7.5.2 Maint. Records



Maint. Record: See the cumulative number of machine maintenance and the number of times each maintenance has been accumulated.

7.5.3 Soft. Version



Mainboard version: Shows the coffee machines mainboard version


HMI Version: Shows the coffee machines HMI version

Machine S/N: Shows coffee machine tracking no.


8 Warning

8.1 Warning with Tips in the Screen

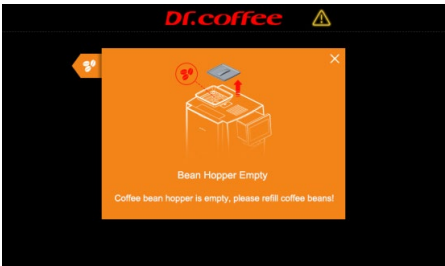
8.1.1 Water Tank Is Empty

	Showing on the Screen	Cause	Solutions
Water Tank Is Empty		<ul style="list-style-type: none"> a) The water in the tank is already below the detection level; b) The water tank is not installed correctly and too far from the sensor; c) Water level sensor is broken; 	<ul style="list-style-type: none"> ➤ Take out the tank and add water, make sure the water is not higher than the "Max" line marked on the tank. ➤ Check and reinstall the water tank; ➤ Replace a new sensor;

8.1.2 Grounds Container Is Full Up

	Showing on the Screen	Cause	Solutions
Grounds Container Is Full Up		<ul style="list-style-type: none"> a) The grounds count in the grounds container reaches 30 pieces or is already full; 	<ul style="list-style-type: none"> ➤ Pull out the drip tray, take out the grounds container, and empty the container;


8.1.3 Bean Hopper Empty

	Showing on the Screen	Cause	Solutions
Bean Hopper Empty		<ul style="list-style-type: none"> a) coffee bean hopper is empty; b) Beans sticks together; 	<ul style="list-style-type: none"> ➤ Fill coffee beans to the bean box; ➤ Stir the beans in the hopper until they are loose;

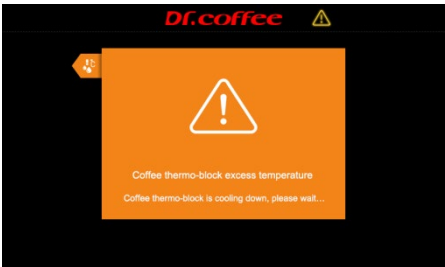
8.1.4 Drip Tray Is Not In Place

	Showing on the Screen	Cause	Solutions
Drip Tray Is Not In Place		<ul style="list-style-type: none"> a) Not well fixed; b) Sensor broken ; c) Magnet loosening or broken; 	<ul style="list-style-type: none"> ➤ Replace the drip tray; ➤ Replace new sensor; ➤ Replace new magnet;


8.1.5 Drip tray is full up

	Showing on the Screen	Cause	Solutions
Drip tray is full up		<ul style="list-style-type: none"> a) The waste water in the tray is full; b) Sensor is dirty; 	<ul style="list-style-type: none"> ➤ Pull out and empty the tray; ➤ Check and clean up the sensor;

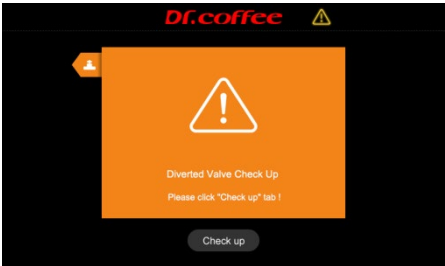
8.1.6 Coffee Thermo-Block Over-heated

	Showing on the Screen	Cause	Solutions
Coffee Thermo-Block Over-heated		<ul style="list-style-type: none"> a) Temperature is over 160°C; 	<ul style="list-style-type: none"> ➤ Wait, as the tips in the Screen "The hot water thermos-block is cooling down, please wait ..."; ➤ While the thermos-block is cooling down, no beverage could be made.


8.1.7 Steam Thermo-Block Heating Overtime

	Showing on the Screen	Cause	Solutions
Steam Thermo-Block hearing over time		<p>a) Temperature is over 160°C</p>	<ul style="list-style-type: none"> ➤ Wait, as the tips in the Screen “The steam thermo-block is cooling down, please wait ...”; ➤ While the steam thermo-block is cooling down, no beverage could be made.

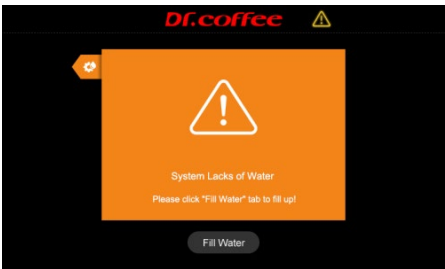
8.1.8 Diverted Valve checking

	Showing on the Screen	Cause	Solutions
Diverted Valve checking		<p>a) The valve is in the wrong position after multiple self-tests</p>	<ul style="list-style-type: none"> ➤ Tap “checking” to do self-checking ➤ Switch off,5seconds later reboot the machine

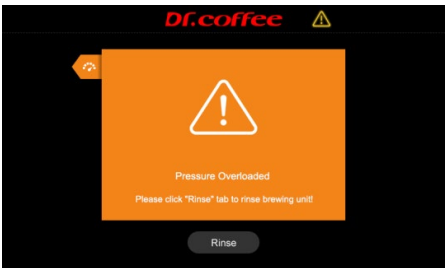
8.1.9 Environment Temp. Is Too Low

	Showing on the Screen	Cause	Solutions
Environment Temp. Is Too Low		<p>a) The temperature of the environment is 0°C or lower;</p>	<ul style="list-style-type: none"> ➤ Please power on the machine when the temperature of environment is 10°C~40°C;

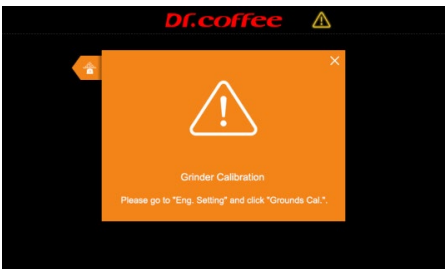
8.1.10 Lack of Water

	Showing on the Screen	Cause	Solutions
Lack of Water		<ul style="list-style-type: none"> a) Tap water is lack of water; b) The connector of inlet pipe is loosed ; O-ring doesn't work or is missing; c) The inlet of tank or tap water is blocked. d) The tank is unfixed; e) The strainer of Brewer is blocked; f) The Pump damages; g) The Flowmeter damages; 	<ul style="list-style-type: none"> ➤ Check the way of water supply both the setting in the machine and in the reality. Tap "Fill Water"; ➤ Check if the connector or O-ring are installed correctly; ➤ Clean the inlet of tank or tap water; ➤ Re-fix the tank. Push it to the end; ➤ Clean the strainer by Brewer Deep Clean with tablets or by dissembling; ➤ Replace a new Pump; ➤ Replace a new Flowmeter; ➤ Switch off and restart the machine;

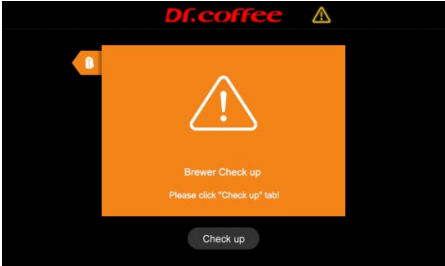
8.1.11 Pressure Overloaded

	Showing on the Screen	Cause	Solutions
Pressure Overload		<ul style="list-style-type: none"> a) The pipe or strainer of Brewer is blocked; b) Coffee Grounds from Grinder are too fine; c) The amount Coffee Grounds from Grinder are over the max capacity of Brewer; d) Air is coming into the Pump while coffee making; 	<ul style="list-style-type: none"> ➤ Tap "Rinse" to rinse Brewer; ➤ Adjust the gear position of the coffee machine to clockwise. The bigger number represents coarser. ➤ Do Grounds Calibration; ➤ If water supplied by tank, clean the Inlet of tank; If water supplied by tap water, check if there is water available, or the connector is loosed;

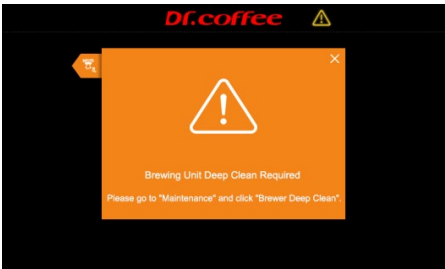
8.1.12 Grinder Calibration

	Showing on the Screen	Cause	Solutions
Grinder Calibration		<ul style="list-style-type: none"> a) After a certain cups of coffee made, it will alarm; It will alarm at the 2000th cup, 7000 th cup, 17000th cup, 27000th cup... and so on.(every 10 thousand cups) b) Turn off, will not alarm. 	<ul style="list-style-type: none"> ➤ Follow the tips and enter service manual to do finish calibration; ➤ Follow the instruction of service manual;

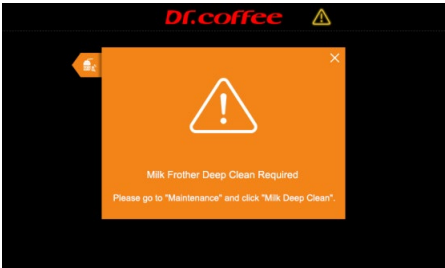
8.1.13 Brewer Check Up

	Showing on the Screen	Cause	Solutions
Brewer Check Up		<ul style="list-style-type: none"> a) The Brewer is not in a right position; b) The Brewer damaged; c) The drive motor of brewer damaged 	<ul style="list-style-type: none"> ➤ Tap "Check Up" ➤ Replace a new Brewer; ➤ Replace new drive motor;

8.1.14 Brewer Unit Deep Clean Required

	Showing on the Screen	Cause	Solutions
Brewer Unit Deep Clean Required		<ul style="list-style-type: none"> a) Reach the set value, it will alarm. Set in Manu; <ul style="list-style-type: none"> ✧ The settled valve can be changed in the service manual 	<ul style="list-style-type: none"> ➤ Follow the tips and enter service manual to do deep clean; ➤ Follow the instructions of service manual

8.1.15 Milk Frother Deep Clean Required

	Showing on the Screen	Cause	Solutions
Milk Frother Deep Clean Required		<ul style="list-style-type: none"> a) Reach the set value, it will alarm. Set in Manu; <ul style="list-style-type: none"> ➤ The settled valve can be changed in the service manual 	<ul style="list-style-type: none"> ➤ Follow the tips and enter service manual to do deep clean; ➤ Follow the instructions of service manual

8.1.16 Descaling Required

	Showing on the Screen	Cause	Solutions
Descaling Required		<p>a) Reach the set value, it will alarm. Set in Manu; The settled valve can be changed in the service manual</p>	<p>➤ Follow the tips and enter service manual to do deep clean; ➤ Follow the instructions of service manual</p>

8.1.17 The filter needs to be replaced

	Showing on the Screen	Cause	Solutions
The filter needs to be replaced		<p>a) After the coffee machine accumulates and reaches the water amount set by the filter element, it is suggested that the filter element should be replaced</p>	<p>➤ Follow the tips and enter service manual to replace the filter ➤ Follow the instructions of service manual</p>

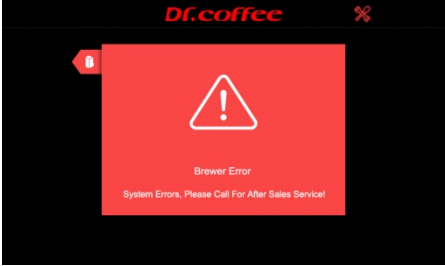
9 Trouble Shooting

9.1 Error with Tips in the Screen

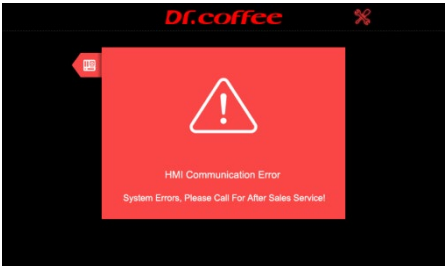
9.1.1 Water Supply Error

	Showing on the Screen	Cause	Solutions
Water Supply Error		<p>a) It will appear after "Lack of water" appearing and filling water for 3 times.</p>	<p>➤ Check if the water supply is ok, switch off the machine and restart. ➤ Check if the connector of water inlet pipe or O-ring are installed correctly;; ➤ Clean the inlet of tank or tap water; ➤ Re-fix the tank. Push it to the end;; ➤ Clean the strainer by Brewer Deep Clean with tablets or by dissembling; ➤ Replace a new Pump; ➤ Replace a new Flow meter;</p>

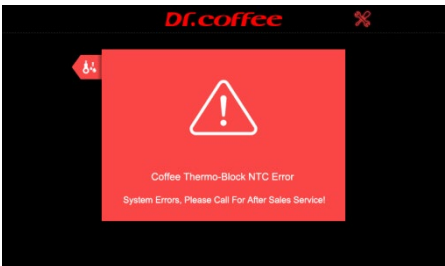
9.1.2 Brewer System Error

	Showing on the Screen	Cause	Solutions
Brewer System Error		<ul style="list-style-type: none"> a) Tap three times "brewer self-checking", prompts brewer system error b) The Brewer is blocked is stuck; c) The motor doesn't work; d) The Brewer damages; e) Control Board damages; 	<ul style="list-style-type: none"> ➤ Switch off the machine and restart; ➤ Disassemble the brewer , check and clean; ➤ Replace a new motor; ➤ Replace a new Brewer; ➤ Replace a new Control Board;

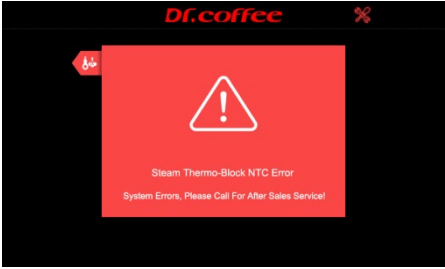
9.1.3 HMI Communication Error

	Showing on the Screen	Cause	Solutions
HMI Communication Error		<ul style="list-style-type: none"> a) Main Board and display board connection loose or damaged; b) Control software doesn't match with the HMI software; c) HMI PCB damages; d) Main Board damages 	<ul style="list-style-type: none"> ➤ Check the plugs on HMI PCB and reconnect; ➤ Upgrade Control software and HMI Software; ➤ Replace a new HMI PCB; ➤ Replace a new Main Board.

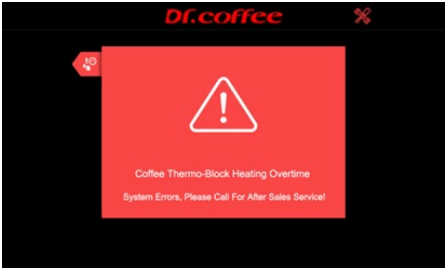
9.1.4 Coffee Thermo-block NTC Error

	Showing on the Screen	Cause	Solutions
Coffee Thermo-block NTC Error		<ul style="list-style-type: none"> a) The temperature of the thermos-block exceeds settled value b) Electronic fault between sensor and master c) Sensor damaged; 	<ul style="list-style-type: none"> ➤ Replace the fuse of thermos-block; ➤ Replace the NTC sensor; ➤ Replace thermos-block group

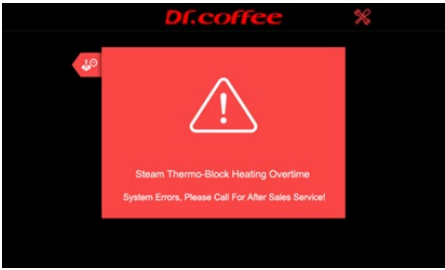
9.1.5 Steam Thermo-block NTC Error

	Showing on the Screen	Cause	Solutions
Steam Thermo-block NTC Error		<ul style="list-style-type: none"> a) The temperature of the thermos-block exceeds settled value b) Electronic fault between sensor and master c) Sensor damaged 	<ul style="list-style-type: none"> ➤ Replace the fuse of thermos-block; ➤ Replace the NTC sensor; ➤ Replace thermos-block group

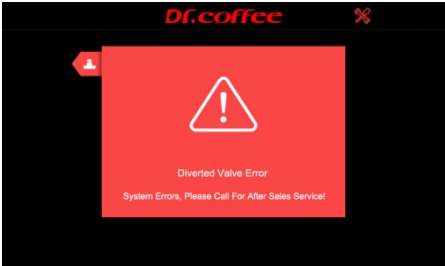
9.1.6 Coffee Thermo-block Heating Overtime

	Showing on the Screen	Cause	Solutions
Coffee Thermo-block Heating Overtime		<ul style="list-style-type: none"> a) The temperature of the thermos-block exceeds settled value and fuse burn out b) sensor damaged; c) Thermo-block damaged 	<ul style="list-style-type: none"> ➤ Replace the fuse of thermos-block; ➤ Replace the NTC sensor; ➤ Replace thermos-block group

9.1.7 Steam Thermo-block Heating Overtime

	Showing on the Screen	Cause	Solutions
Steam Thermo-block Heating Overtime		<ul style="list-style-type: none"> a) The temperature of the thermos-block exceeds settled value and fuse burn out b) sensor damaged; c) Thermo-block damaged 	<ul style="list-style-type: none"> ➤ Replace the fuse of thermos-block; ➤ Replace the NTC sensor; ➤ Replace thermos-block group

9.1.8 Diverted Valve Error

	Showing on the Screen	Cause	Solutions
Diverted Valve Error		<ul style="list-style-type: none"> a) The valve is still in the wrong position after multiple self-tests b) Valve damaged 	<ul style="list-style-type: none"> ➤ Switch off , 5seconds later reboot the machine ➤ Change Valve

9.2 Error without Tips in the Screen

9.2.1 Fail to switching on

	Showing on the Screen	Cause	Solutions
Fail to switching on	No	<ul style="list-style-type: none"> a) No power connection ; b) Voltage isn't high enough; c) Not Switched on d) Power PCB damages; e) The fuse of Main Power is blown; 	<ul style="list-style-type: none"> ➤ Check if the machine is connected with power; ➤ Connect the machine with acceptable power; ➤ Check if the machine is switched on; ➤ Replace a new Power PCB; ➤ Replace a new Fuse of Main Power;

9.2.2 No Milk

	Showing on the Screen	Cause	Solutions
No Milk	No	<ul style="list-style-type: none"> a) The milk box is empty; b) The pipe or outlet of steam is blocked; c) The pipe of steam is broken; d) The number of Air Intake is set too high. e) The Milk Frother is blocked; 	<ul style="list-style-type: none"> ➤ Refill milk to the milk box; ➤ Do Milk Deep Rinse; ➤ Disassemble the Cover of machine, check the pipe of steam. ➤ Set the number of Air Intake lower;; ➤ Disassemble and clean the Milk Frother ➤ Replace a new Milk Frother;

9.2.3 No Milk Foam, Warm Milk Only

	Showing on the Screen	Cause	Solutions
No Milk Foam, Warm Milk Only	No	a) The inlet of Air Intake Valve is blocked; b) The pipe of Air Intake Valve is blocked; c) The Air Intake Valve damages;	➤ Check the inlet and the pipe of Air Intake ➤ Replace a new Air Intake Valve.

9.2.4 No Coffee

	Showing on the Screen	Cause	Solutions
No Coffee	No	a) The Coffee Grounds are too fine; b) The amount Coffee Grounds from Grinder are over the max capacity of Brewer; c) The pipe or strainer of Brewer is blocked; d) The Brewer damages; e) The Strainer of inlet valve is blocked;	➤ Adjust the gear position of the coffee machine to clockwise. The bigger number represents coarser; ➤ Do Grounds Calibration; ➤ Do Brewer Deep Rinse with tablets; ➤ Re-fix the Brewer, or replace a new Brewer; ➤ Clean Strainer or replace a new one;

9.2.5 Software System Crashed

	Showing on the Screen	Cause	Solutions
Software System Crashed	No	a) The system stopped working and no reaction unexpectedly;	➤ Switch off the machine and restart after 5 minutes; ➤ Update the Software;

9.2.6 Leaking

	Showing on the Screen	Cause	Solutions
Leaking	No	a) Leaking at the inlet connector of machine to Tap water ; b) Leaking inside of machine;	➤ Check if the connector is loosed; ➤ Disassemble the cover of machine and find out the place leaking; ➤ Replace the parts leaking;

10 Disassembly & Assembly

10.1 Tools



Screwdriver (T10)



Screwdriver (T20)



Millimeter



Flat Screwdriver (3.2mm)



Thermometer



Long nose pliers



Electronic scale

10.2 General Disassembly

10.2.1 Disassemble Exterior Parts

10.2.1.1 Disassemble water tank base

Step1 :First open the water tank cover as shown in the figure, remove the large water tank upwards, and then remove a fixing screw at the marked position of the red circle;



Step 2: Hold the base and take out the tank base downward. Remove the tank base



★ Attention:

1、Handle gently during disassembly to prevent scratching !

10.2.1.2 Disassemble front panel

Step1: First unscrew (as shown in Figure 1) the position shown by the red circle, the four fixing screws of the coffee bean container, and then remove the coffee bean container.



Step2: Use a flat-blade screwdriver to press (as shown in Figure 1 to Figure 5) the buckle at the position indicated by the red arrow to release the buckle at these five positions.



★ Attention:

- 1、Handle gently during disassembly to prevent scratching !

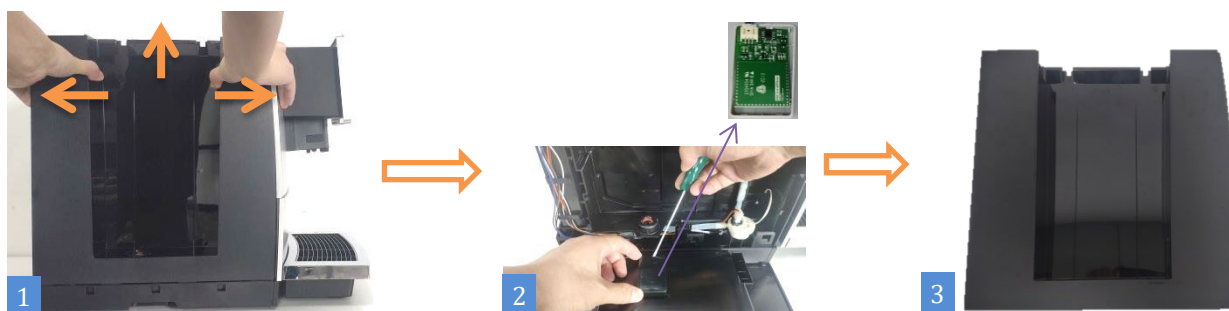
10.2.1.3 Disassemble rear panel

Step1: (As shown in Figure 1) Push the rear cover up from the bottom up, and use a flat-blade screwdriver to push out the two buckles, then remove the rear cover;



10.2.1.4 Disassemble side panel

Step1: First push the left side panel from bottom to top, then pull back the left side panel and remove it, remove the left side panel to complete.



Step 2: First push up the right side plate, then pull back the right side plate and remove, remove the right side plate complete.



★ Attention:

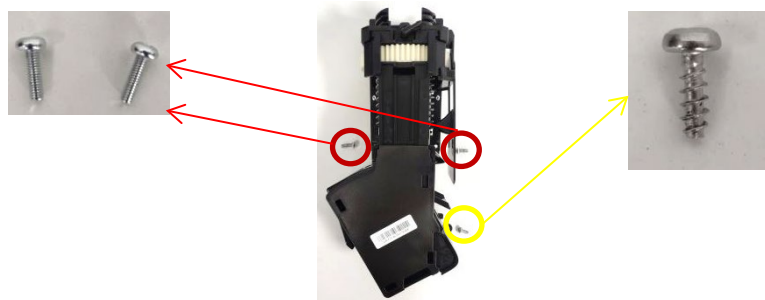
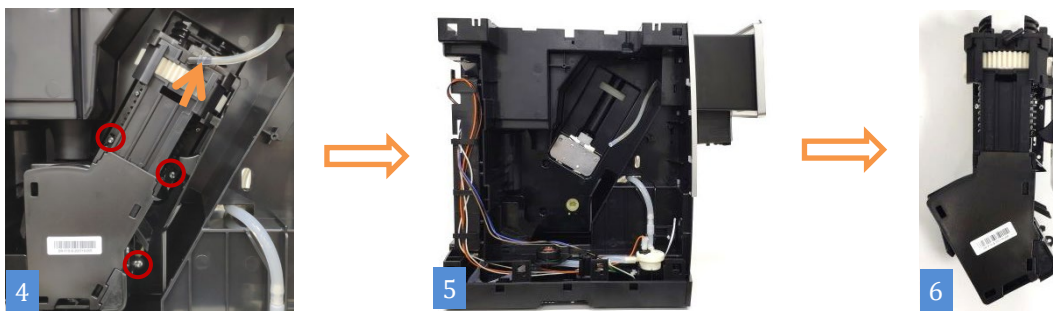
1、 Handle gently during disassembly to prevent scratching!

10.2.2 Disassemble brew unit

Step1: Unscrew the fixing screw at the position marked by the red circle (as shown in Figure 1), press the button at the arrow position with your finger and remove the baffle.



Step2: Pull out the plug and hose at the position indicated by the arrow, then unscrew the fixing screw at the position indicated by the red circle, grasp the brewer and take it out, remove the brewer.

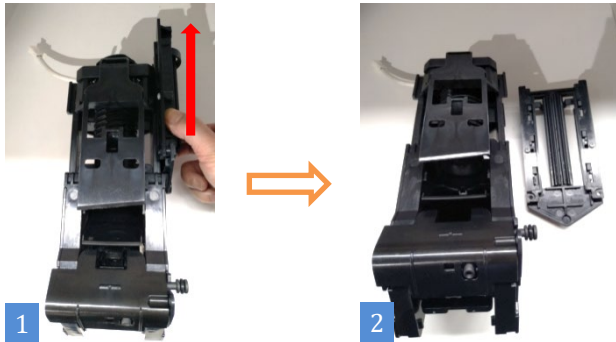


★ Attention:

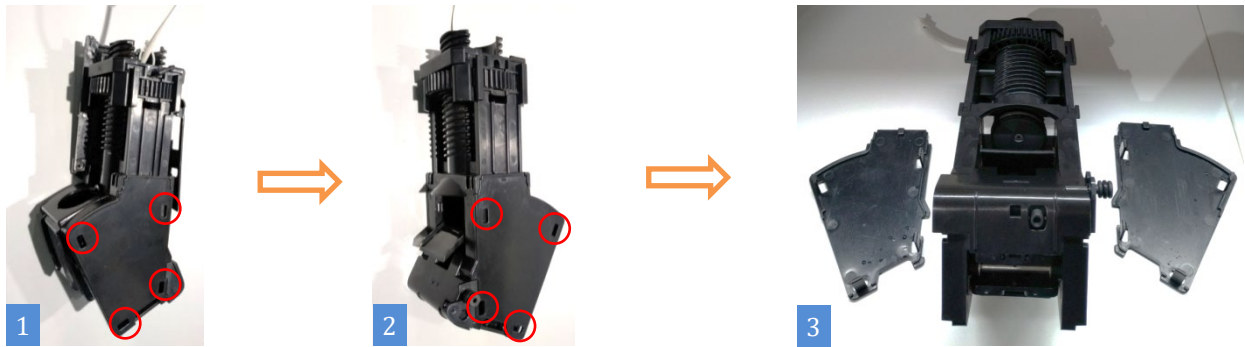
- 1、 Please disassemble the machine after it has cooled down to prevent burns !
- 2、 In the process of disassembly, you can use both hands to take care of it, beware of bruises !

10.2.3 Disassemble pressure releasing valve

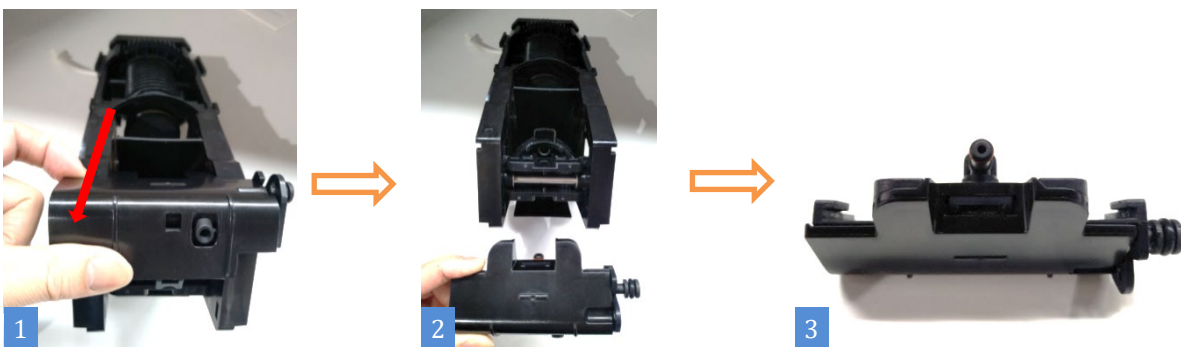
Step1: First (as shown in Figure 1), hold the gear lever bracket and remove the gear lever set in the direction of the arrow.



Step2: Press with a flat-blade screwdriver (as shown in Figure 1, 2), eight red circles indicate the position of the buckle, and release the buckle to remove the two side panels (Figure 3)



Step3: Grasp the pressure relief valve block with your hand and pull out the pressure relief valve group in the direction indicated by the arrow (Figure 1). Disassemble the group.

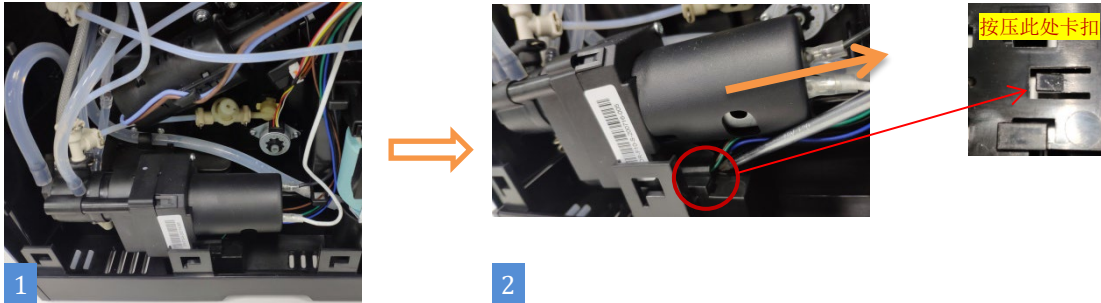


★ Attention:

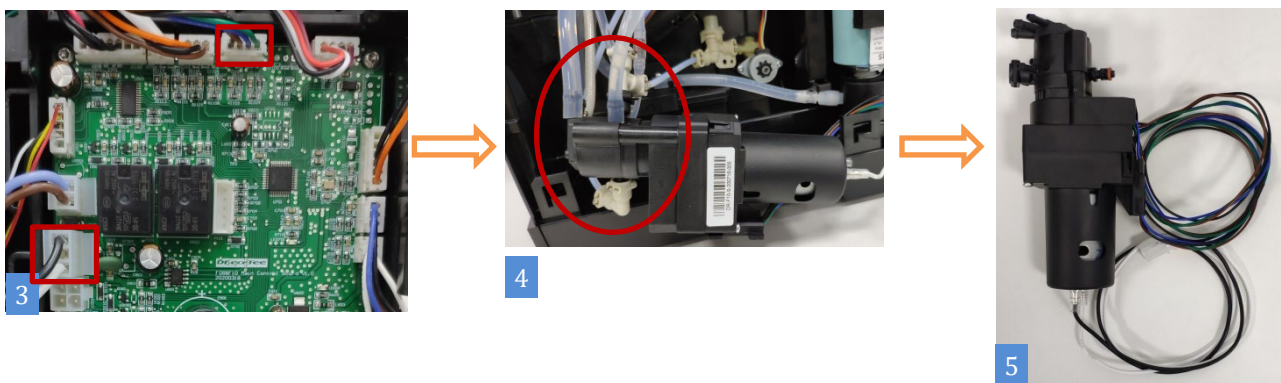
- 1、Unplug the coffee machine before doing this !

10.2.4 Disassemble switch valve

Step1: Use a small slotted screwdriver to press the buckle with the short arrow to indicate the position, and then push the split valve back to the fixed slot.



Step2: Unplug the two wiring plugs by the arrow, unplug the hose and water pipe connected to the red circle, and finally take out the split valve and remove the valve.

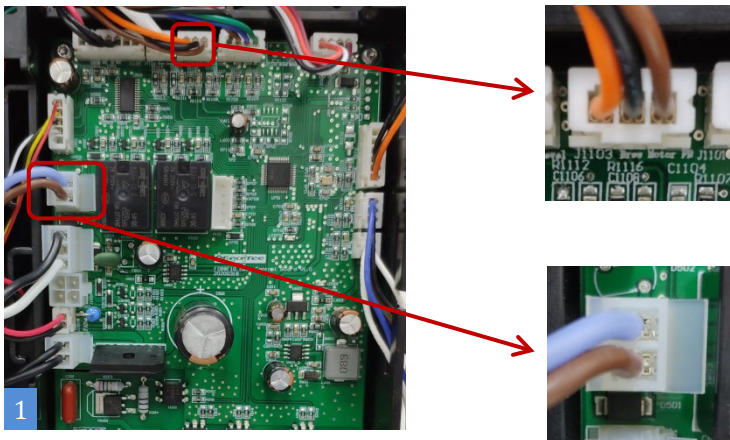


★ Attention:

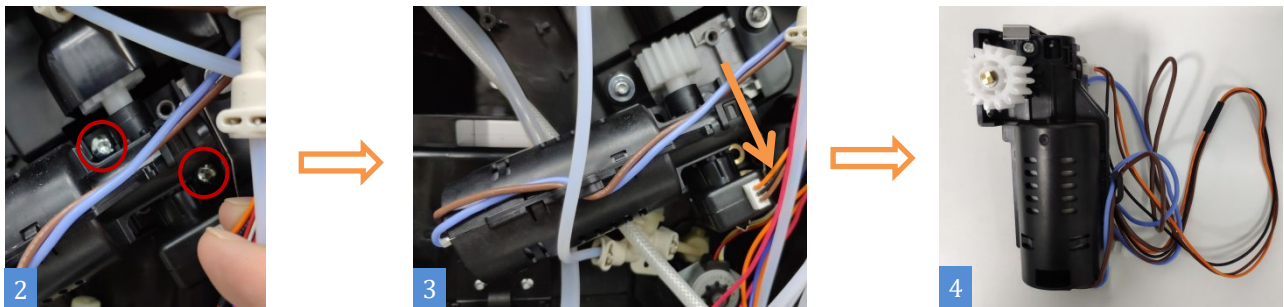
- 1、 Unplug the coffee machine before doing this !
- 2、 Take a picture for record before disassembling.

10.2.5 Disassemble brew motor group

Step1: First pull out the wiring plug.



Step2: Then unscrew the two fixing screws at the position marked by the red circle, and finally take the drive unit out and take out the motor complete.

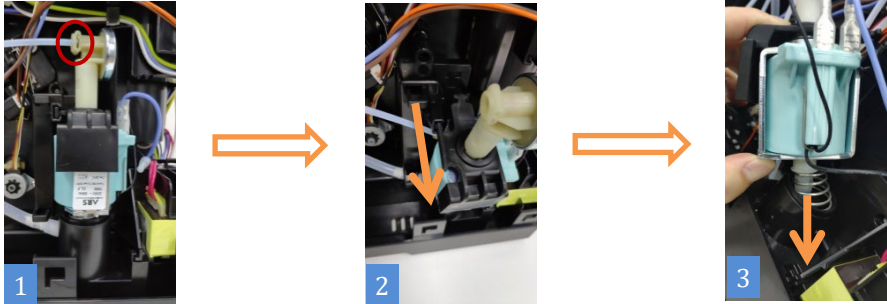


★ Attention:

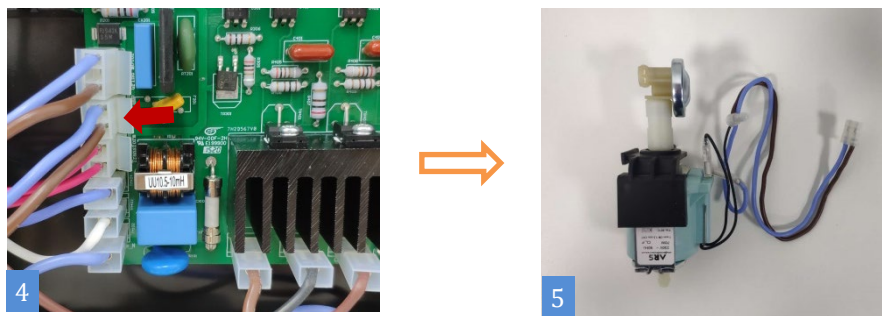
- 1、 Be careful during the disassembly process to prevent scratching your fingers !
- 2、 Unplug the coffee machine before doing this !

10.2.6 Disassemble pump

Step1: First unplug the plug (as shown in Figure 1), then remove the small spring clip (as shown in Figure 2) and pull out the water pipe. Then press the water pump to remove the water pump.



Step2: According to the position shown by the arrow), pull out the silicone water pipe connected to the pump, and finally take out the pump set and remove the pump set.

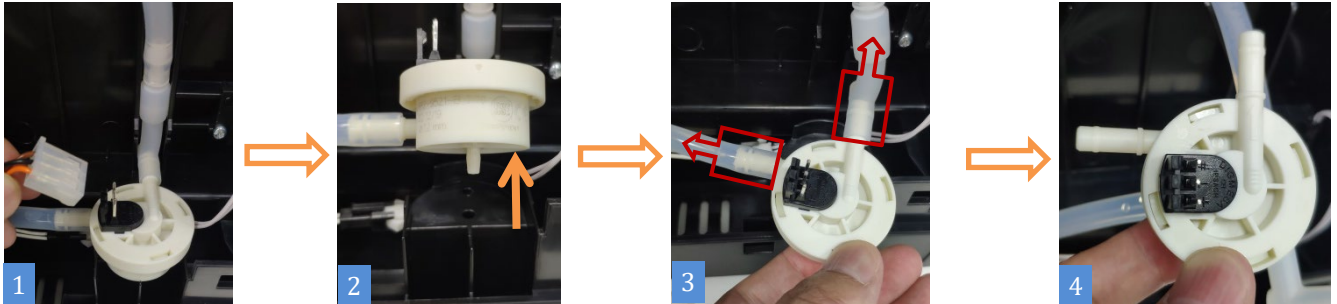


★ Attention:

- 1、 Be careful during the disassembly process to prevent scratching your fingers !

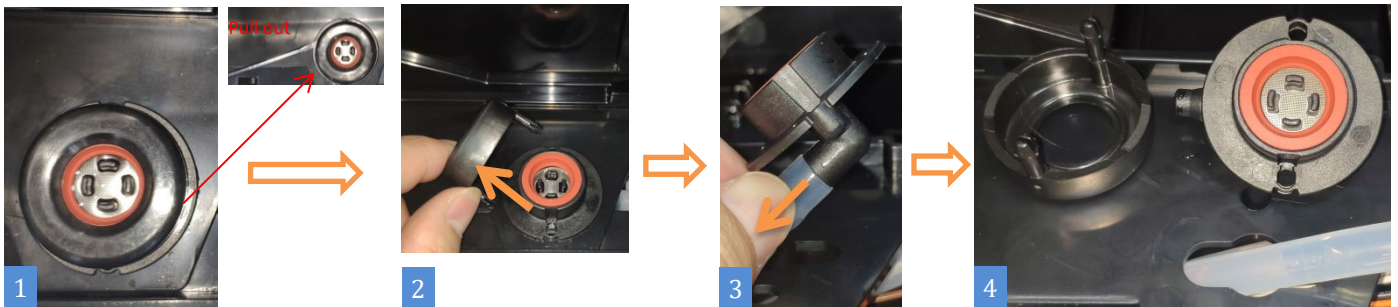
10.2.7 Disassemble flowmeter

First unplug the wiring plug on the flowmeter, then pull up the flowmeter (can be picked up with a screwdriver as shown in Figure 3), and finally unplug the connected water pipe to take out the flowmeter and disassemble the flowmeter.



10.2.8 Disassemble water inlet valve

First pull out the water guide cover (can be picked up with a screwdriver), then pull up the water guide and unplug the connected water pipe. Disassemble the water inlet valve

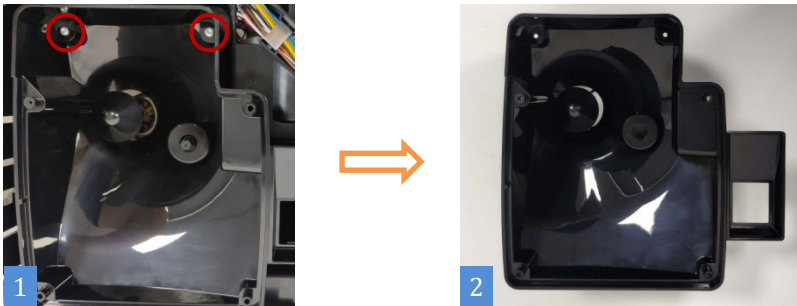


★ Attention:

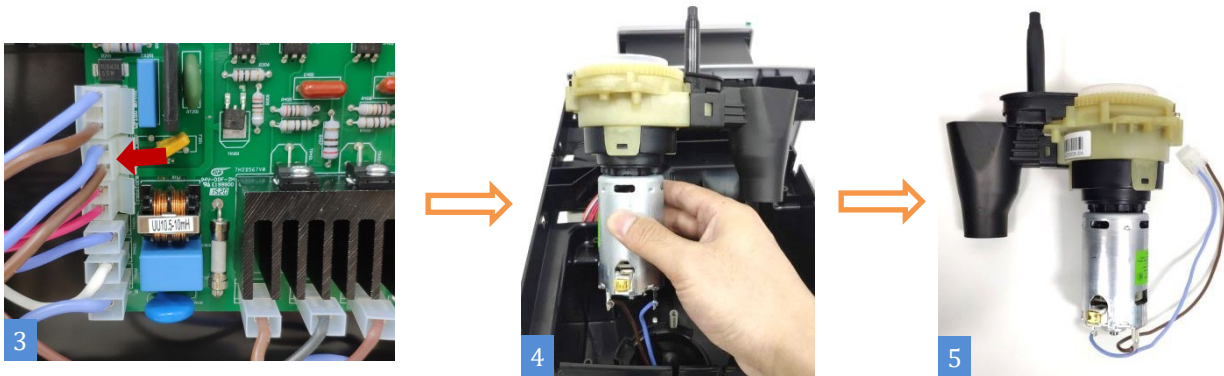
- 1、 Be careful during the disassembly process to prevent scratching your fingers !
- 2、 There may be residual water in the pipe. Please prepare the water container in advance !

10.2.9 Disassemble grinder group

Step1: First remove the bean holder, then press the buckle marked with the red circle to remove the Hall sensor group, and then unplug the wiring plug on the power board.



Step2: Grab the parts of the grinder by hand, take out the whole grinder group upwards, and disassemble the grinder group.

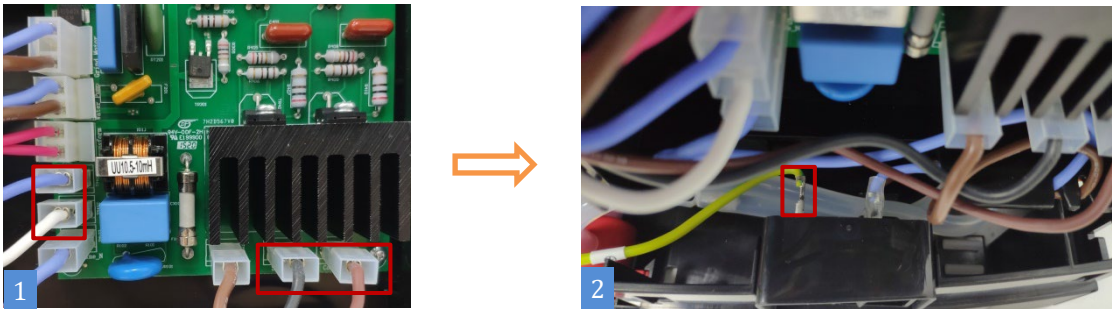


Attention:

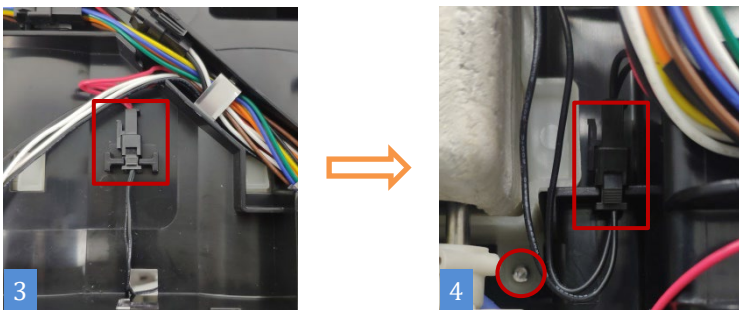
- 1、Switch off the machine before disassembling !
- 2、Before removing the grinder group, please empty the residual coffee beans and coffee powder in the grinder !

10.2.10 Disassemble thermo-block

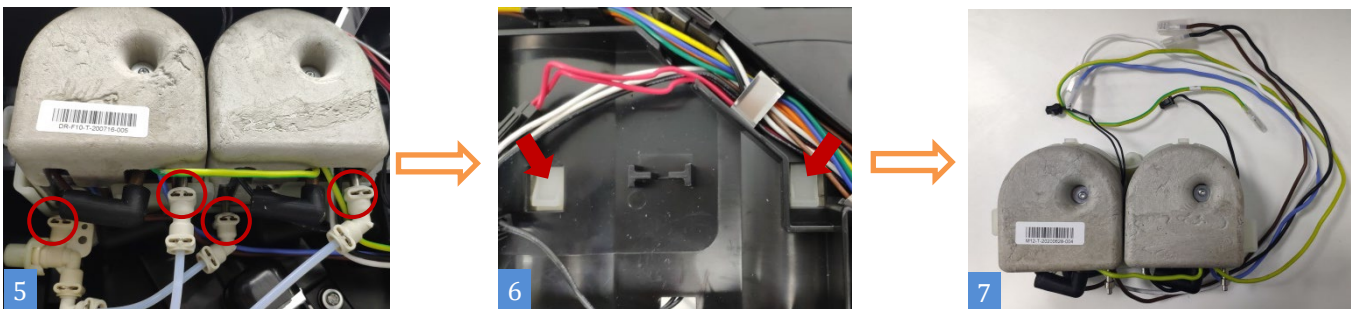
Step1: First pull out (as shown in Figure 1, 2) the red box marked the position of the wiring plug



Step2: Then pull out the position of the wiring plug.



Step3: Unplug the four water pipe joints indicated by the arrow, and finally unscrew (as shown in Figure 2) the fixing screws at the position indicated by the red circle, remove the heating plate set outward, and disassemble it.

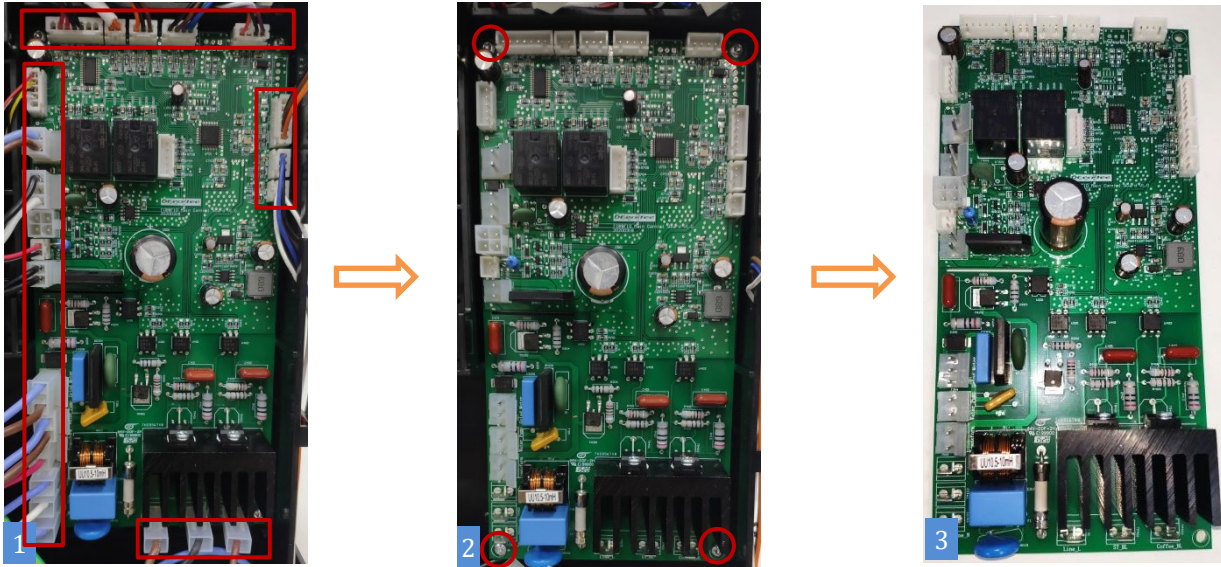


★ Attention:

- 1、Unplug the coffee machine before doing this !
- 2、There may be residual water in the pipe. Please prepare the water container in advance !
- 3、Please disassemble the coffee machine after it has cooled down completely, beware of burns !

10.2.11 Disassemble control board

Step: First unplug all the wiring plugs on the main control board, then remove the four screws that fix the main control board, and finally remove the main control board.

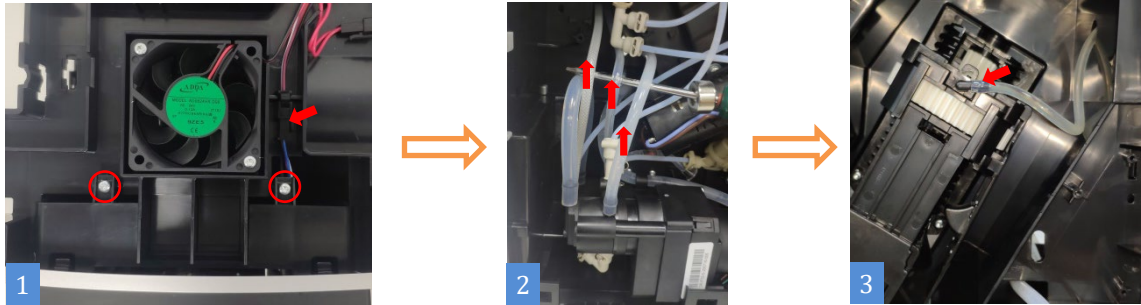


★ Attention:

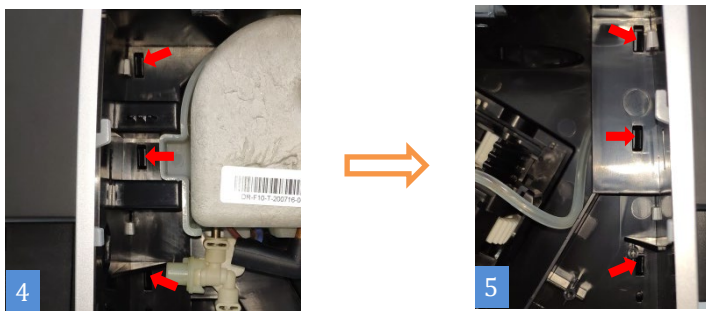
- 1、Unplug the coffee machine before doing this!
- 2、When pulling the cable plug, please press the buckle first and then pull the plug to prevent the terminal from being broken!

10.2.12 Disassemble front panel group

Step1: First unplug the wiring plug at the position indicated by the arrow, then unscrew the two fixing screws at the position marked by the red circle , and then unplug the three water pipes marked by the arrow .



Step2: (Figures 1, 2) Press with a flat-blade screwdriver, six arrows indicate the position of the buckle and loosen the buckle



Step3: (Figure 1, 2) Grab the front panel group with both hands, pull out the entire assembly forcefully, remove the front panel group to complete.



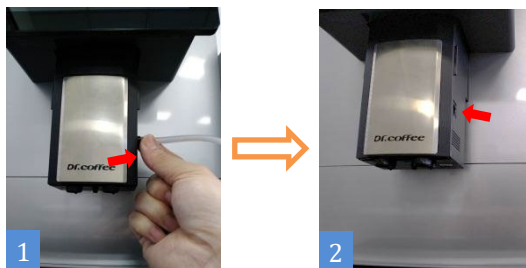
★ Attention:

- 1、The display is made of glass. Please take it lightly during the disassembly process to prevent the glass from breaking !

11 Maintenance

11.1 Milk frother clean

Step1: (Figure 1) remove the milk tube



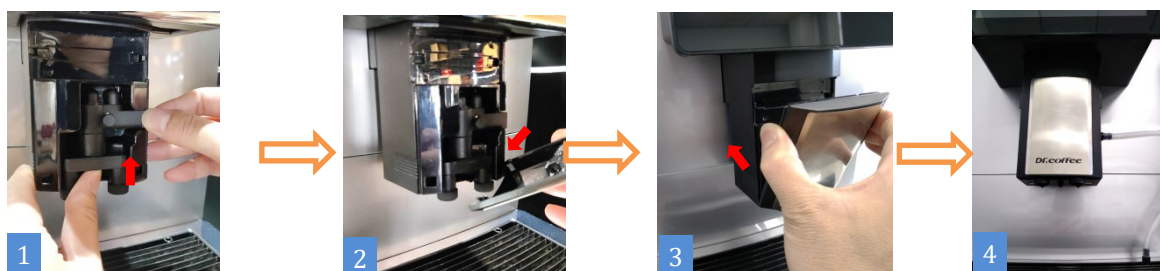
Step2: (Figure 1) Use your fingers to pinch the buckles on both sides of the foamer, (as shown in Figure 2), remove the cover, and then (as shown in Figure 3) forcefully remove the foamer.



Step3: Pull out the connector and silicone part in the foamer and rinse it under the tap.



Step4: Put the rinsed milk frothers back into the machine as shown in the figure and cover the coffee outlet cover.



★ Attention:

- 1、 Please disassemble the machine after it has cooled down to prevent burns !
- 2、 When installing the silicone device, carefully check that it is in place. Otherwise it may also cause no milk or milk foam

12 Daily using and maintenance attention

1. Inside the coffee bean bin and powder bin, please do not add water;
2. During the operation of the coffee machine, please do not forcibly open the coffee machine door; take out the grounds container, waste water tray, water tank and other components.;
3. The water tank can only be added to pure water at room temperature. Please do not add hot water or ice water.
4. It is recommended to use medium or medium depth baking and low oily coffee beans. It is not recommended to use deep roasting or charcoal and very oily coffee beans;
5. When the drink is out, please do not put your hand at the exit of the coffee machine to avoid burns;
6. When cleaning the machine, please do not use a brush or cleaning agent to avoid damaging the appearance of the coffee machine. Please wipe it with a soft cloth dampened with water;
7. Add water to the water tank, add beans and powder to the silo, please do not exceed the MAX line. If there is no MAX line, you can fill it with 8 points;
8. During the process of making coffee, during the self-test reset of the machine, please do not cut off the power during the automatic cleaning process;
9. Please adjust the coffee outlet height according to the height of the coffee cup to avoid spilling coffee, hot water, hot milk and other drinks;
10. Please follow the correct steps when shutting down: Please click the shutdown button on the screen, the coffee machine will automatically flush, the screen will go out after the flushing is completed, and then press the power switch of the coffee machine to power off. Please do not pull the power plug directly;
11. After the machine is shut down and stopped every day, please drain the coffee residue and waste water in the machine and clean it;
12. To ensure the quality of the coffee, it is recommended to clean the water tank daily and replace the water in the water tank;
13. If you use tap water, do not use the machine after the external water source is stopped

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