



# EXCELLENCE COMPACT

## User Manual



**PN: 6165344\_06**

**Date: 2017-10-17**

# Manual revisions

<b>Rev. #</b>	<b>Date</b>	<b>S.I. #</b>	<b>Description</b>
06	Oct. 17, 2017	044	Updates based on revised cost reduction actions. See Service Information 0044 for more details.

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# 1- Safety instructions

## 1.1 Introduction

The following general safety precautions apply to the operation and maintenance of the dispenser and must always be observed. Non-compliance with these instructions or any other safety precautions mentioned in this manual could impair the dispenser's safety features and lead to potentially dangerous situations and dispenser damage for which the manufacturer cannot be held responsible.

Installation, service and programming of the dispenser is restricted to authorized and trained service technicians.

### Hazard intensity levels-

There are three different levels of hazard intensity, identified by the signal words DANGER, WARNING and CAUTION. Observe these statements to ensure safety and prevent injury and product damage.

The level of hazard is determined by the following definitions:



#### **Caution:**

Alerts against unsafe practices. Observe these warnings to ensure food safety, to prevent minor personal injury, and/or damage to the dispenser.



#### **Warning:**

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



#### **Danger:**

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



#### **Note:**

Gives additional information which may be helpful during the service procedures or operation of the dispenser.

## 1.2 General

- Operation, filling and cleaning of the dispenser is restricted to authorized and trained persons. Take care that new staff reads the operator manual carefully before operating the dispenser, and understands the safety and hygiene aspects involved. For quick reference a printed cleaning instruction label or quick reference guide is included.
- You may only use the dispenser according to the instructions in this operator manual for the delivery of drinks. The manufacturer is not liable for any damage or injury resulting from improper use of the dispenser or from non-compliance with the procedures described in this operator manual.
- This dispenser can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should be supervised to ensure they do not play with the dispenser.
- Cleaning and user maintenance shall not be made by children.
- Installation, relocation (fixed water/drain version), service and programming of the dispenser is restricted to authorized service technicians. The service area is restricted to persons having knowledge and practical experience of the appliance; in particular as far as safety and hygiene are concerned.

# 1- Safety instruction

- This dispenser is not suitable for installation where a pressure washer may be used.
- This dispenser must not be cleaned by a pressure washer.
- This dispenser is not suitable for outdoor use.
- Protect the dispenser against running water, splashes, spray or steam, heat and heavy dust.
- The liquids delivered by the dispenser are hot!
- Avoid scalding!
- Keep hands and other body parts away from the dispenser while drinks are being dispensed and during the rinsing program.
- Do not place cups, pots, or containers filled with hot liquids on top of the dispenser.
- There is a risk of being scalded if the cups/pots/containers fall over, take care when handling them.
- Keep sufficient space around the dispenser to get away easily in case of hot liquid splashes.
- Never touch the power supply or power supply plug when your hands and/or the power cord or plug are wet.
- If the power cord of the dispenser is damaged, unplug the power cord and contact your system supplier for replacement.
- The dispenser is designed for indoor installation on a stable flat surface such as a table or a counter. Shield the dispenser from direct sunlight, frost and rain.
- Make sure that there is sufficient space around the dispenser for ventilation, and the front/back/sides are accessible for service.
- Only use water hoses and connections in compliance with local regulations.
- Connect the dispenser to the drinking water line in compliance with local regulations. In case of cold drink options, test the quality of the water supply to ensure delivery of safe cold drinks according to local regulations.
- When connected to a wall outlet power supply, use a grounded safety plug socket in compliance with local regulations. Ensure that the electric circuit is protected by means of a ground fault current safety switch and that the power supply plug remains accessible after installation.

## 1.3 Transport and storage

- Always store and transport the dispenser in the original packaging.
- Before storing or transporting the dispenser, remove the product packs and place them in a refrigerator, and empty powdered product container and clean (if so equipped)
- Do not leave product packs in the dispenser if you plan to store the dispenser.
- Clean the dispenser.
- Contact your supplier so that an authorized and trained service technician can drain the water from the boiler and protect the dispenser against freezing damage.



### **Caution:**

The dispenser must not be subjected to freezing temperatures during operation, storage or transport.

## 2- Technical specifications

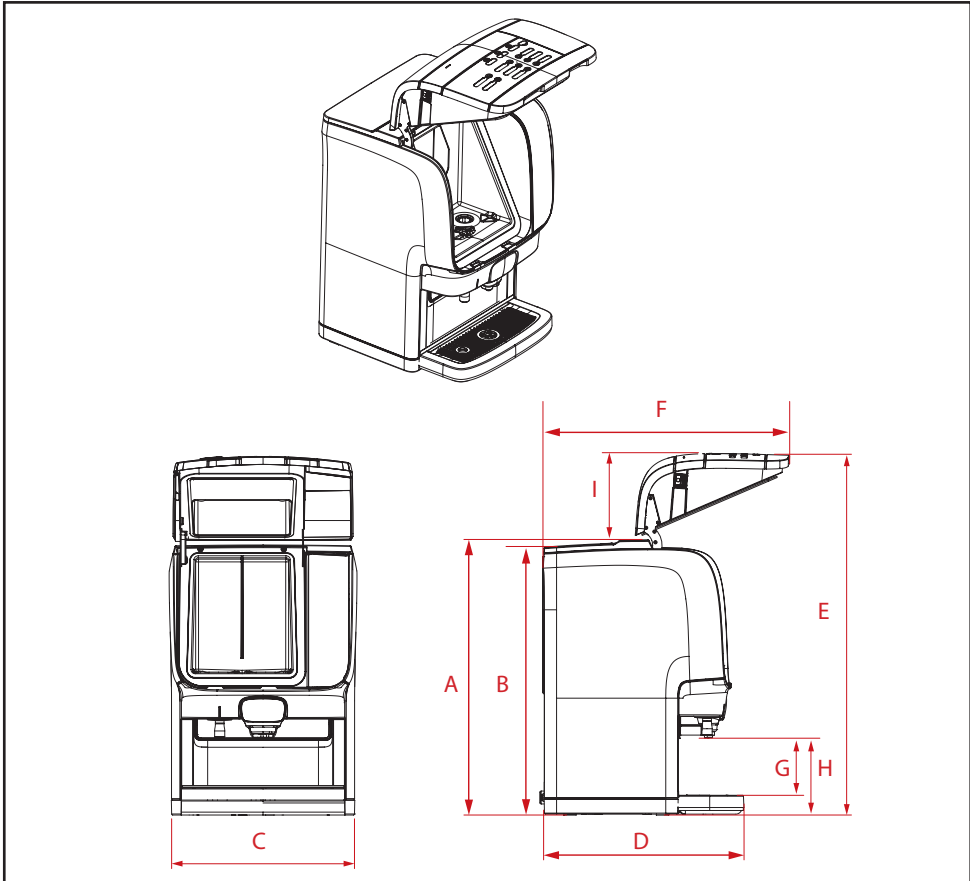
### 2.1 Specifications

Facts	Description
<b>Weight</b>	48.5 lbs. (Empty) - 52.9 lbs. (Operational)
<b>Cup</b>	Volume: Factory setting = 4.2 fl. oz. adjustable $\pm 10\%$
<b>Pot</b>	Factory Setting = 30.4 fl oz adjustable $\pm 10\%$ Dispensing time: 110 seconds $\pm 10\%$ Max height: 6.3 in.
<b>Interval between pots</b>	160 seconds (120 V)
<b>Power supply</b>	120V - 60 Hz
<b>Power consumption</b>	1.5 kWh
<b>Capacity</b>	4.9 gal. per hour
<b>Storage and operating environment</b>	Temperature: 34°F – 90°F Humidity: Up to 80%
<b>Cooling compartment</b>	Capacity: 2 x 1.25L packs Temperature : 35.6°F – 41°F
<b>Canister capacity</b>	Chocolate: 2.81 lbs Topping: 1.68 lbs Tea: 1.41 lbs Sugar: 2.96 lbs Instant coffee: 1.53 lbs
<b>Boiler</b>	Volume: 40.5 fl oz Temperature: Adjustable from 181.4–206.6 °F
<b>Standard water connection</b>	1/2" or 3/8" supply line with 3/4" BSP connection, potable water supply line with stop valve.
<b>Dynamic water pressure</b>	11.6 psi at 2.6 USgal/min
<b>Static water Pressure</b>	145 psi
<b>Maximum noise level</b>	< 49 dB(A)

# 2- Technical specifications

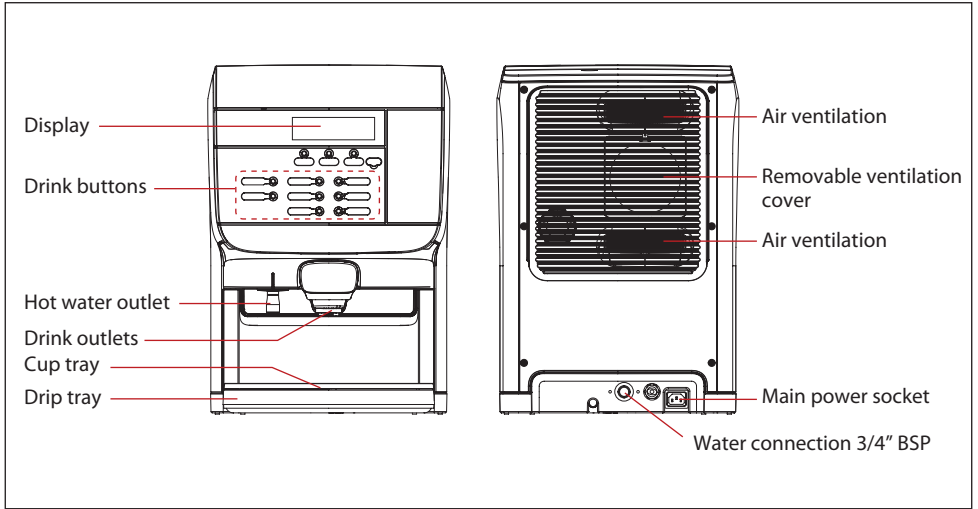
## 2.2 Dimensions

Position	Description	Inches
A	Dispenser height	22
B	Dispenser height	21.5
C	Dispenser width	15
D	Dispenser depth	16
E	Dispenser height with door open	29.3
F	Dispenser depth with door open	19.7
G	Clearance with drip tray in place	4.9
H	Clearance with drip tray removed	6.3
I	Distance from top of dispenser to front of open door	7.3

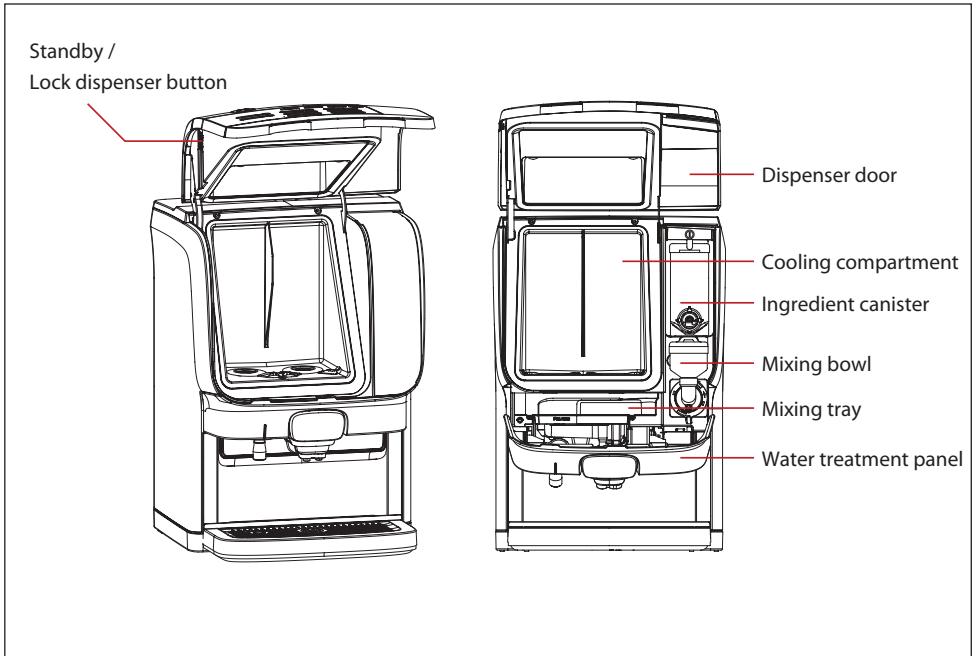


# 3- Part overview description

## 3.1 Front view



## 3.2 Interior view



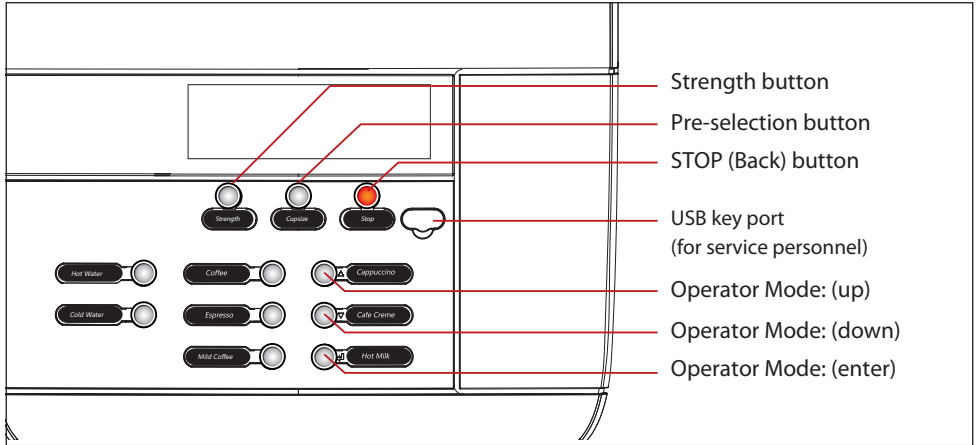
# 3- Part overview description



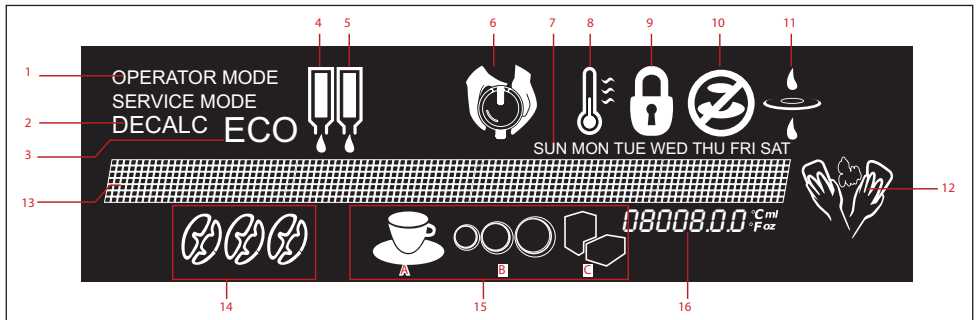
**Note:**

Some options are not available in all markets.

## 3.3 Button functions



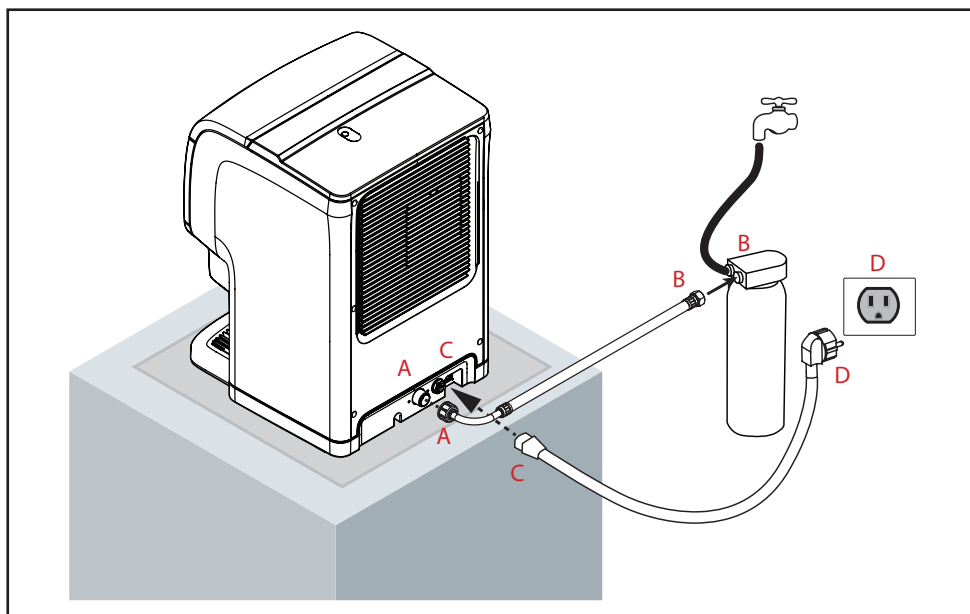
## 3.4 Display overview



POS	Description	POS	Description
1	Operator/service mode The USB operator / service stick is inserted or WBSD is connected	11	Replace the water filter
2	Descaling is needed	12	The dispenser needs to be cleaned
3	Energy saving mode is activated	13	Message bar Line messages are displayed to guide you through the cleaning, programming steps, or in case of errors
4	Product pack left is empty	14	Volume strength Mild, regular or strong drink to be dispensed
5	Product pack right is empty	15	The preselection buttons can be arranged in different combinations and have different functions depending on the dispenser's configuration. - If A+B is lit, volume, small, normal or large drink - If B+C is lit, add extra sugar (3 steps) - If only B is lit, add extra instant topping / milk (3 steps)
6	Cup animation		
7	Date		
8	Low temperature, boiler is heating up		
9	Lock symbol The dispenser is locked and cannot dispense drinks		
10	Delivery blocked The dispenser is locked and cannot dispense drinks	16	Info-field Displays cooling compartment temp, time, etc.

## 4- Dispenser start up & storage

### 4.1 Dispenser start-up



- Place the dispenser on a flat horizontal surface designed to support the operational weight of the dispenser.
- Connect the water inlet hose (A to A), and then open the water tap/filter (B to B). Check for leaks.
- Connect the power cord (C to C), and insert the power plug in the wall socket (D to D), the dispenser will start automatically, fill up and heat the boiler, and begin to chill the cooling compartment. Drink delivery will be blocked until the water in the boiler has reached the correct temperature.



**Note:**

It may take 24 hours or more for the cooling compartment to cool down completely.

### 4.2 Dispenser storage

Take the following preparations when the dispenser will not to be used for a long period (e.g.- holidays):

- Remove the product packs and check the expiry date, if they will soon expire they should be disposed of.
- Store opened product packs in a refrigerator until you switch the dispenser back on and it has cooled down again. If the expiry date has passed, the packs should be disposed of.
- Empty powder ingredients and clean the mixer components.
- Clean and flush the dispenser.
- Disconnect the power plug from the socket.
- Close the water tap.



**Note:**

If the dispenser has been shut down for a longer period, the date and time must be reset so the programmed cleaning cycles and eco settings are reactivated.

## 5- Ingredient pack handling



### Note:

- Always observe basic and personal hygiene, wash hands before handling ingredient packs.
- Use only food-grade cleaning agents for the drink dispenser. Clean the dispenser's exterior parts with a soft, clean, damp cloth.
- Use only fresh drinking water.

1

10x

2

3

4

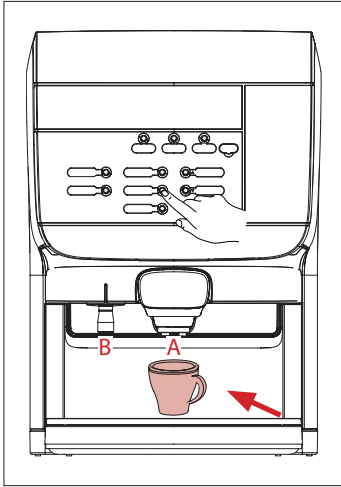
5

6

- Wash hands first, shake pack at least 10 times, remove plastic film.
- Pull perforated strip back from pack.
- Take dosing tube out of pack.
- Pull dosing tube towards red ring on pack.
- Red ring on dosing tube must cover red circle on outside of pack, check that dosing tube is straight and correctly positioned.
- Reverse pack and place pack in dispenser.

## 6- Daily operation

### 6.1 Dispensing a cup of coffee or hot water



- Place a cup on the drip tray under the middle outlet for a coffee (A) or under the left outlet for hot water (B).
- Press the desired drink button.

**Warning:**



The drinks dispensed are hot! Avoid scalding!

Keep hands and other body parts away from the dispenser while drinks are being delivered.

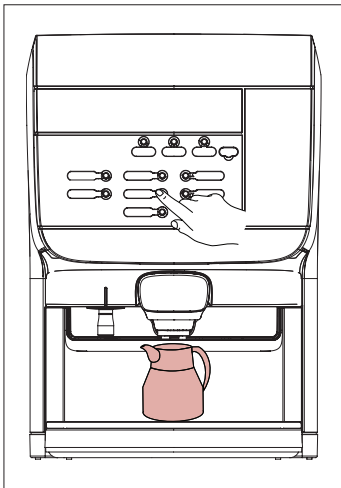
Never leave children unsupervised near the dispenser.

When programmed for portioned flow, the dispenser will dispense coffee or hot water from one or the other of the outlets, depending on drink selection, and stops automatically after one cup has been dispensed.

When programmed for free flow, simply press and hold the coffee or hot water button until the dispenser has dispensed the desired amount of coffee or hot water.

Press the **STOP** button at any time to cancel drink delivery.

### 6.2 Dispensing a pot of coffee (some options are not available in all markets)



- Place a pot under the middle (coffee) outlet and press the pot button.



**Warning:**

The drinks dispensed are hot! Avoid scalding!

Keep hands and other body parts away from the dispenser while drinks are being delivered.

Never leave children unsupervised near the dispenser.

The dispenser will dispense coffee continuously from the middle outlet and stop when the preset amount has been delivered.

Press the **STOP** button at any time to cancel drink delivery.

You can also press the **STOP** button if you want to dispense any amount less than the preset amount.

Your supplier can change the standard pot volume setting on request.

# 6- Daily operation

## 6.3 Drink delivery with pre-selections (some options are not available in all markets)

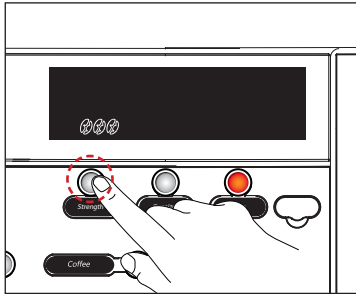
Your dispenser supports pre-selection options. The service technician may activate pre-selection options during installation. When the pre-selection button is pressed, the following pre-selections can be activated.

- Strength (mild, regular or strong drinks)
- Volume (small, regular or large drinks)
- Add extra sugar (3 steps)
- Add extra milk (3 steps)



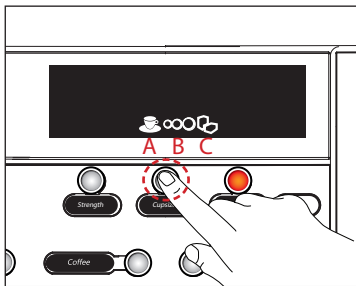
**Note:**

Only one dose of extra sugar or milk can be added at a time. If you press a pre-selection button, but do not press the delivery button, the dispenser will return to normal dispensing after a few seconds.



### Strength pre-selection

- Place your cup.
- Press the pre-selection **STRENGTH** button until you reach your desired setting. The bean icon will change between mild (one bean, regular (two beans) and strong (three beans).
- Press the desired drink button. Your drink will be delivered with the selected strength.



### Volume pre-selection

- Place your cup.
- Press the pre-selection **VOLUME** button until you reach your desired setting. The cup icon will increase incrementally from small to medium to large.
- Press the desired drink button. Your drink will be delivered with the selected volume.

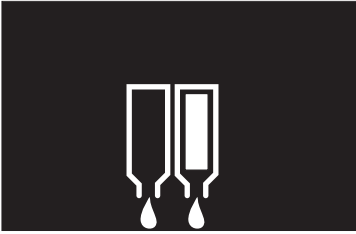


**Note:**

If the icon A+B is lit the pre-selection button is set for “volume”.  
If B+C is lit the pre-selection button is set for “extra sugar”.  
If only B is lit the pre-selection button is set for “extra milk”.

## 6- Daily operation

### 6.4 Ingredient pack replacement

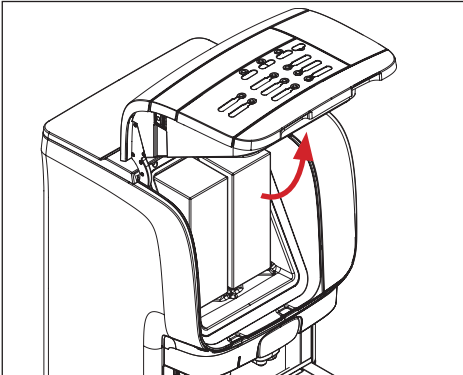


The display shows an icon when an ingredient pack is empty on either side (in the image shown the left pack is empty). Follow the instructions below to replace a product pack.

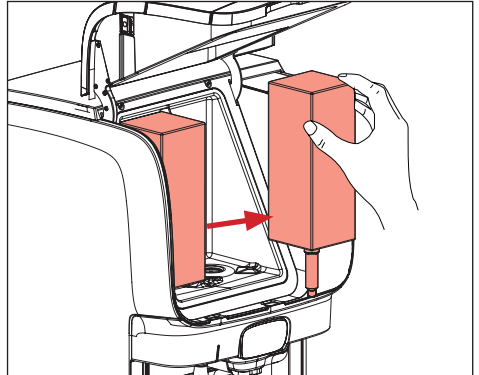


**Caution:**

Never use a frozen or damaged product pack. Do not use a product pack if the "Best before" date has expired.



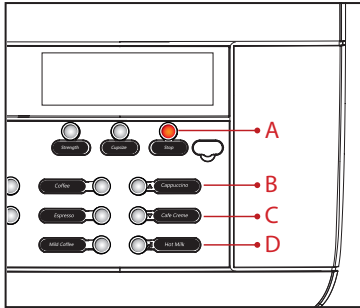
1. Open the dispenser door to access the cooling compartment and ingredient packs.



2. Remove the empty ingredient pack and replace with a new one (refer to Ingredient pack handling - Section 5). Close the door when finished and the dispenser will automatically return to normal dispensing functions.

# 7- Cleaning

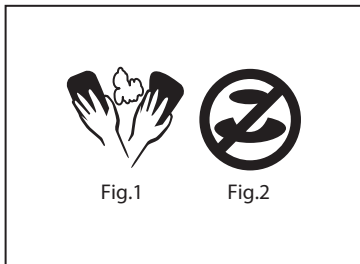
## 7.1 Navigation buttons



In operator and cleaning mode, 4 buttons are used to enter the cleaning mode and navigate the menus.

- A Stop = BACK**
- B Drink button top right = UP**
- C Drink button middle right = DOWN**
- D Drink button bottom right = ENTER**

## 7.2 Cleaning procedures



There are two different cleaning programs:

- **“Flushing”** the drink outlets.
  - **“Cleaning”** the cooling compartment and the drink outlets.
- Your Service provider can select the weekdays for **“Flushing”** and **“Cleaning”** programs in the operator menu under **CLEANING DAYS**.



**Caution:**

It is mandatory to run the “Flushing” program at least once a week to guarantee food safety.

### When to clean the dispenser

Run the cleaning program when the cleaning icon appears in the display (See Fig.1).

If the dispenser is not cleaned and/or flushed within 24 hours, the drink delivery will be blocked and the delivery blocked icon will appear in the display (See Fig.2).

The cleaning program must run to completion before the dispenser will resume drink delivery.



**Caution:**

Do not use abrasive cleaners or abrasive cloths, sponges, pads, brushes, or cleaning agents on the exterior of dispenser.



**Note:**

It is advised to clean the exterior of the dispenser daily. To prevent accidentally dispensing drinks while cleaning the areas around the buttons you can lock the drink dispensing features by opening the door and pressing the “Standby” button. Afterward, press “Standby” again to return to normal dispensing functions.

## 7.3 Exterior cleaning

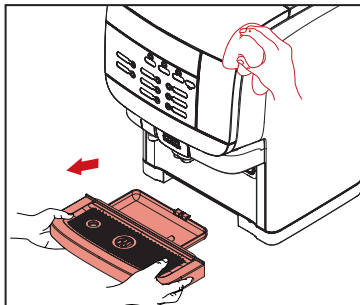


Fig.3

1. Remove the drip tray and empty it if needed (Fig.3), clean the drip tray with a cloth or brush under warm running water.

2. Clean the exterior of the dispenser with a damp, clean cloth.

# 7- Cleaning

## 7.4 Flushing

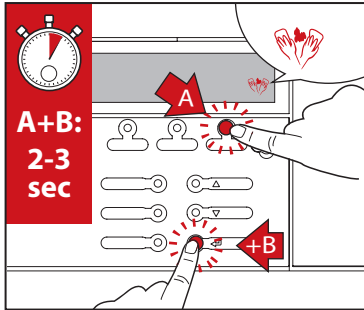


Fig.1

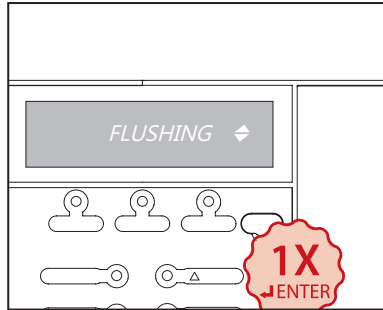


Fig.2

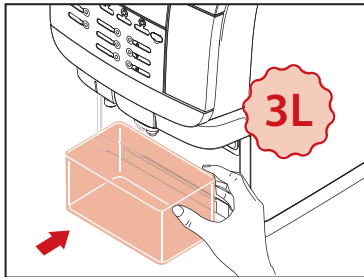


Fig.3

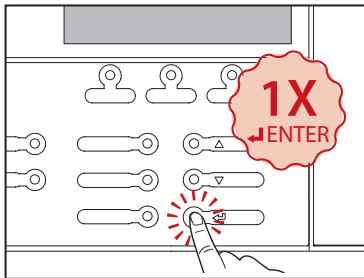


Fig.4

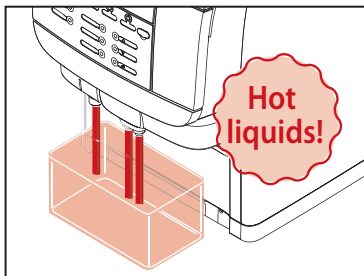


Fig.5

**Note:**

You can flush the dispenser at any time by using the procedure described below.

1. Press and hold **STOP** (A) and **ENTER** (B) buttons simultaneously for 2-3 seconds to enter the flushing mode (See Fig.1).
2. The display will show **FLUSHING**, press **ENTER** to continue. (See Fig.2) The display will show:  
**PLACE BIN MIN 1L PRESS ENTER TO CONFIRM**
3. Place a 3 quart container (See Fig.3) under the drink outlets, then press **ENTER** (See Fig.4).
4. The dispenser will begin flushing automatically (See Fig.5). **CAUTION HOT LIQUIDS** will shown on the display. When flushing is finished, the dispenser is now ready for normal dispensing again.

**Warning:**

The flushing water is very hot! Avoid scalding! Keep hands and other body parts away from the dispenser during the flushing process. Never let children perform the flushing procedures.

# 7- Cleaning

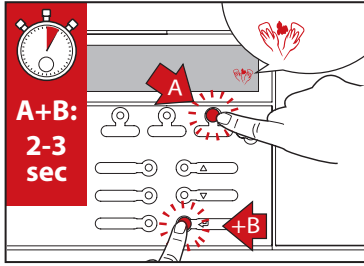


Fig.1

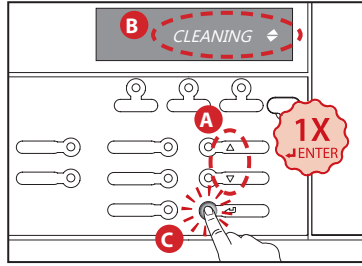


Fig.2

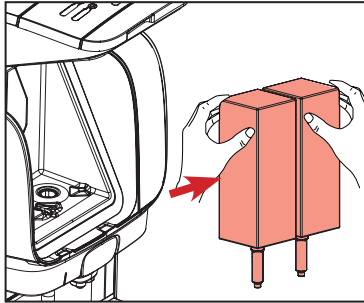


Fig.3

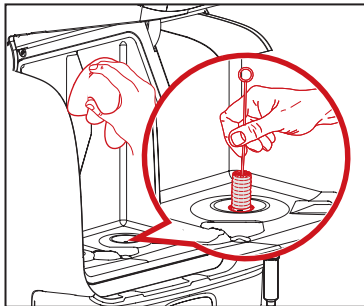


Fig.4

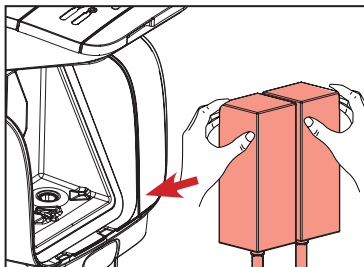


Fig.5

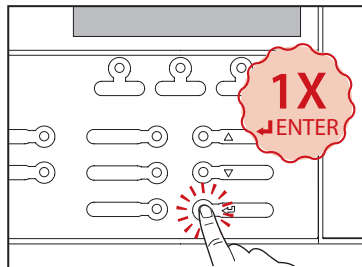


Fig.6

## 7.5 Cleaning the doser openings and cooler box

1. Press and hold **STOP** (A) and **ENTER** (B) buttons simultaneously for 2-3 seconds to enter the cleaning mode (See Fig.1).
2. The display will show **FLUSHING**, press **UP** or **DOWN** (A) until the display shows **CLEANING** (B), then press **ENTER** (C) to continue (See Fig. 2). The display will show:

**REMOVE PRODUCT PACKS CLEAN COOLING BOX**

3. Open the dispenser door and remove the product packs (See Fig.3). When all packs have been removed the display will show: **CLEAN COOLING BOX PRESS ENTER TO CONFIRM**
4. Clean the doser opening with a brush and the interior of the cooling compartment with a clean, damp cloth and dry with a clean cloth or paper towel (See Fig.4). Then replace the product packs (See Fig.5).
5. Press **ENTER** to continue the cleaning procedure (See Fig.6). The display will show:

**REMOVE AND CLEAN MIXING TRAY** (Proceed to next page).

# 7- Cleaning

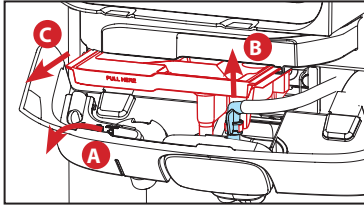


Fig.1

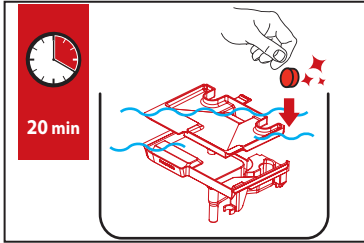


Fig.2

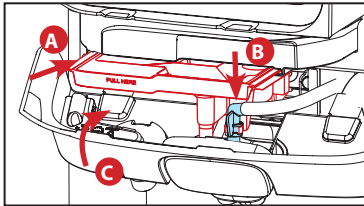


Fig.3

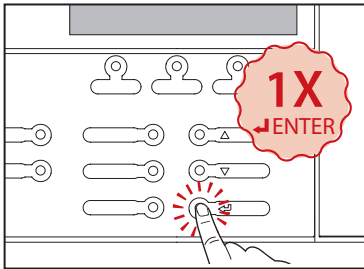


Fig.4

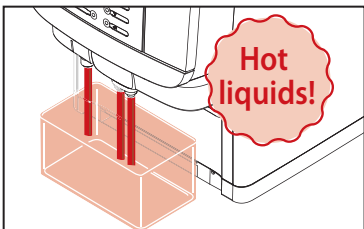


Fig.5

User manual

## 7.6 Removing and cleaning the mixing tray

1. The display will show: **REMOVE AND CLEAN MIXING TRAY**
2. Follow the three steps below:
  - A. Open the water treatment panel (A). There will be an audible beep.
  - B. Remove the outlet tube.
  - C. Pull the mixing tray straight out. There will be another audible beep. (See Fig.1)

**Note:**  
To save dispensing time, it is recommended to use the included service kit, which contains a clean mixing tray. Then, the dirty parts can be cleaned and exchanged the next time the mixing tray is cleaned.

3. Place the mixing tray in a bin with locally approved food-grade cleaning agent and hot water and soak for approximately 20 minutes (See Fig.2). Rinse with clean water and dry before replacing.

**Note:**  
Comply with the safety instructions and cleaning instructions on the cleaning agent packaging. Optionally, the mixing tray can be washed in a dishwasher.

4. The display will show: **REINSTALL MIXING TRAY**, slide the cleaned mixing tray back into its original position (A). Reconnect the outlet tube (B), and close the water treatment panel (C) (See Fig.3).
5. Press **ENTER** to begin flushing (See Fig. 4). The display will show: **PLACE BIN MIN 1L PRESS ENTER TO CONFIRM**
6. Place a 3 quart container (See Fig.5) under the drink outlets, then press **ENTER** (See Fig.4). When final flushing is finished, the dispenser is now ready for normal dispensing again. (If the dispenser is fitted with an Instant option proceed to next page.)

**Note:**  
There is a sensor that detects if the mixing tray is in the correct position. It is not possible to continue the cleaning process until the mixing tray is installed in the correct position.

**Warning:**  
The flushing water is very hot! Avoid scalding! Keep hands and other body parts away from the dispenser during the flushing process. Never let children perform the cleaning procedures.

# 7- Cleaning

If the dispenser is fitted with the Instant option the display will show:

**CLEAN MIXER BOWL PRESS ENTER TO CONFIRM.**

Perform all steps in section 7.7 before pressing **ENTER** or use the replacement mixer bowl to save time.

If the dispenser does not have the instant option installed, skip section 7.7.

## 7.7 Disassembling the mixing system

To remove and clean the mixer bowl, follow the steps below:

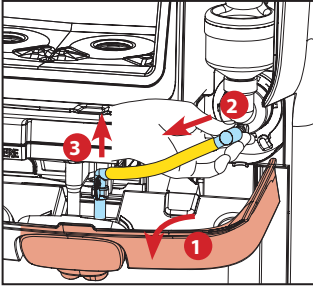


Fig.1 - Open or remove the water treatment panel, pull the outlet tube off of the mixer bowl.

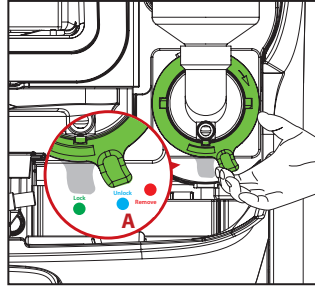


Fig.2 - Turn the mounting plate level counter-clockwise to the Unlock position(A).

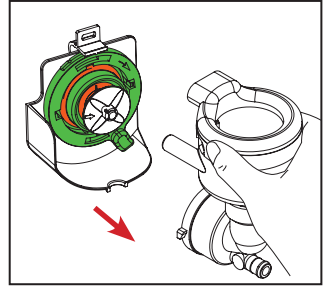


Fig.3 - Remove the mixer bowl by pulling it straight out.

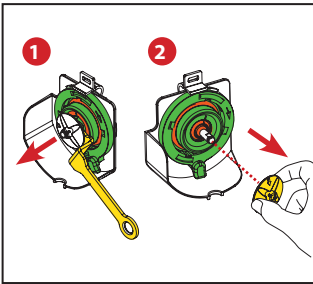


Fig.4 - Use the included tool to remove the whipper. Place the tool behind the whipper. Gently push inward on tool the handle to release the whipper (1). Pull the whipper straight out (2).

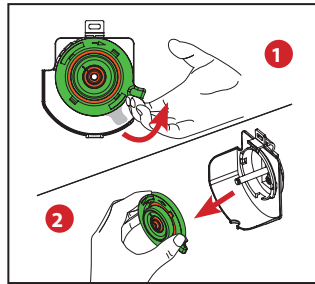


Fig.5 Rotate the mounting plate counter-clockwise beyond the "Remove" position until it stops turning (1). Pull the plate straight out (2).

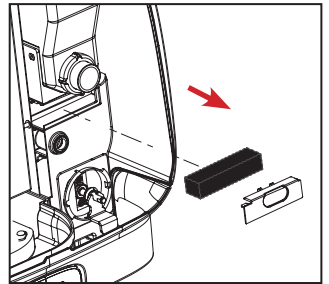


Fig.6 Remove the steam trap filter and its cover.

# 7- Cleaning

## 7.8 Cleaning the mixing system parts

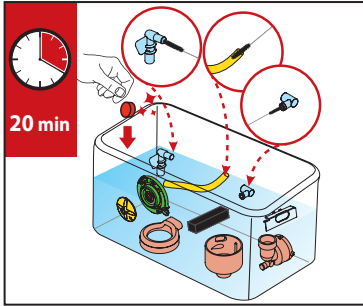


Fig.1

1. Place all the mixing system parts in a bin with a locally approved food grade cleaning agent and hot water and soak for approximately 20 minutes. (See Fig.1)



### Note:

Use a pipe brush to clean the tubes.

Comply with the safety instructions and cleaning instructions on the cleaning agent packaging.

The mixing system parts can also be washed in a dishwasher.

## 7.9 Reassemble mixing system

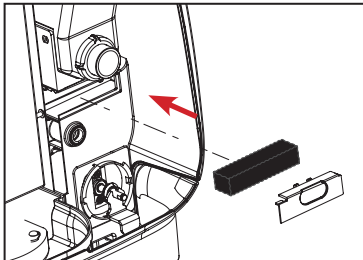


Fig.2

1. Replace the filter and its cover. (See Fig.2)
2. Replace the mounting plate on the mixer motor and shaft. Make sure to align the arrow on the whipper towards the flat surface on the shaft. Press the whipper onto the shaft until it "clicks" into position. (See Fig.3)

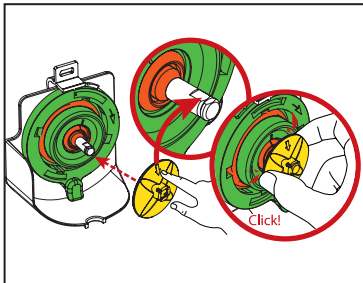


Fig.3

3. Turn the mounting plate clockwise until the mixer holes are aligned to the 3 o'clock and 9 o'clock positions. Align the guide hooks on the mixer bowl and insert them through the plate and into the chassis (A). Finally, lock the mixer bowl in by rotating the mounting plate clockwise until it completely stops turning and the tab is at the Lock position (B). (See Fig.4)

4. Replace the tube on the mixer bowl (C), and snap the outlet nozzle on the mixing tray.

The display will show **REINSTALL WATER TREATMENT PANEL**

Close the panel (D) and the dispenser will automatically return to normal dispensing functions. (see fig.5)

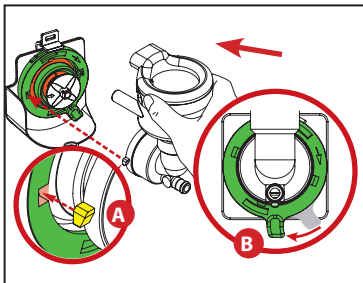


Fig.4

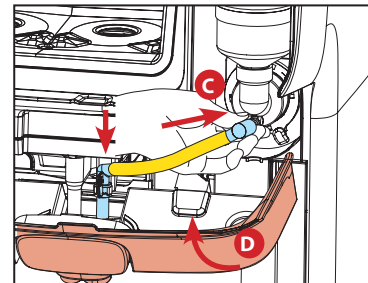


Fig.5

# 7- Cleaning

## 7.10 Replacing product packs and flushing the outlets

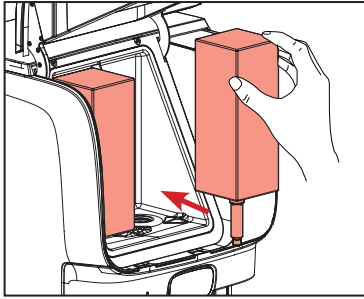


Fig.1

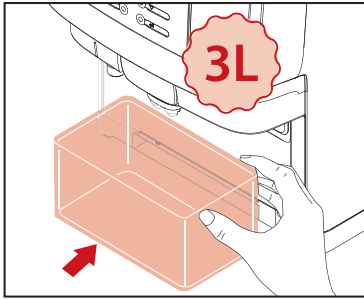


Fig.2

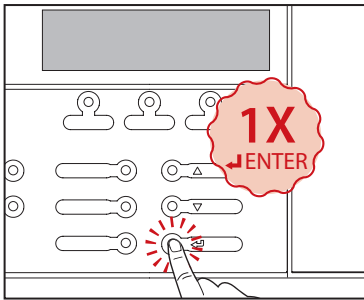


Fig.3

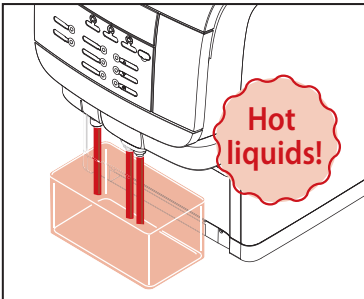


Fig.4

1. When the packs are removed, the display will show:

**PLACE BACK PRODUCT PACKS**

Reinstall the product packs if they have not passed the expiry date. If expired, replace with new product packs (See Fig. 1).

2. When both packs have been placed in the cooling compartment, the display will automatically continue and show: **PLACE BIN MIN 1L PRESS ENTER TO CONFIRM**

3. Remove the drip tray and place a 3 quart container (See Fig. 2) under the outlets, then press **ENTER**.

4. Press **ENTER** to begin flushing the drink outlets. (See Fig. 3-4)

**CAUTION HOT LIQUIDS** is shown in the display.

When done, dispose of the flushed water and replace the drip tray. The dispenser is ready for use.



**Warning:**

The drinks dispensed are hot! Avoid scalding! Keep hands and other body parts away from the dispenser during the flushing process. Never let children perform the cleaning procedures.

# 7- Cleaning

## 7.11 Cleaning the foam air filter

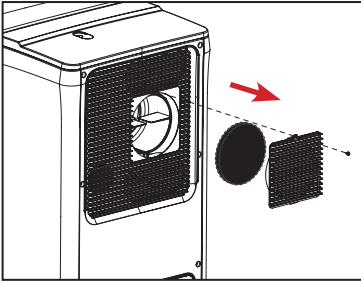


Fig.1



Fig.2

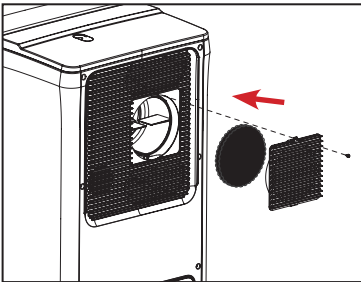


Fig.3








1. Remove the fixing screw and open the removable ventilation cover to access the foam air filter. (See Fig.1)
2. Rinse the air filter and cover with warm water to remove any accumulated dust. Squeeze excess water out of the foam air filter and dry the cover with a towel to prevent water getting into the air inlet. (See Fig.2)
3. Replace the air filter and ventilation cover and reinstall the fixing screw. Do not overtighten the screw. (See Fig.3)






**Note:**

The air filter should be cleaned once per month under normal conditions, or twice per month in extremely dusty conditions.


## 8- Troubleshooting

Symbol	Cause	Action
 <p>REFILL RIGHT PRODUCT</p>	<p><b>Empty ingredient pack (right hand side)</b></p>	<p>Replace the right ingredient pack</p>
 <p>REFILL LEFT PRODUCT</p>	<p><b>Empty ingredient pack (left hand side)</b></p>	<p>Replace the left ingredient pack</p>
 <p>REFILL BOTH PRODUCTS</p>	<p><b>The product packs are:</b></p> <ol style="list-style-type: none"> <li><b>1. Empty</b></li> <li><b>2. Incorrectly positioned</b></li> <li><b>3. Not present</b></li> </ol>	<ul style="list-style-type: none"> <li>• Replace the empty product packs.</li> <li>• Check whether the product pack is inserted correctly.</li> <li>• Insert a product pack.</li> <li>• Call the operator when the number is shown on the display.</li> </ul>
 <p>BOILER HEATING UP</p>	<p><b>The water in the boiler has not yet reached the required temperature.</b></p>	<p>The drink delivery of the dispenser is blocked until the temperature reaches the correct value.</p>
	<p><b>The drink delivery is blocked because the Standby/Clear-Error button on the dispenser was pressed.</b></p>	<p>Press the standby / Clear-Error button again to unlock the dispenser.</p>
	<p><b>The dispenser must be cleaned.</b></p>	<p>Run the "Cleaning" program within 8 hours. Call the operator if the phone number is shown on the display.</p>
 <p>CLEANING OVERDUE</p>	<p><b>The drink delivery is blocked because the dispenser was not cleaned as scheduled.</b></p>	<p>Run the "Cleaning" program immediately. Call the operator if the phone number is shown on the display.</p>

## 8- Troubleshooting

Symbol	Cause	Action
 CHANGE WATER FILTER	<b>The water filter of the dispenser must be replaced</b>	Contact service to replace the water filter.
ECO ECO WAKEUP / PRESS DRINK BUTTON	<b>The drink delivery is blocked because the energy saving mode is switched on.</b>	<ul style="list-style-type: none"> <li>• The ECO mode will end automatically at the set time.</li> <li>• (Option) Press a drink button. The boiler will start to heat up, once normal temperature is reached you may dispense a drink. The ECO mode reactivates again 10 minutes after the boiler started heating up or the last drink was dispensed.</li> </ul>
E17/ E18	<b>Water system error</b>	<ul style="list-style-type: none"> <li>• Check if the water supply line to the dispenser is blocked / pinched and confirm that the water tap is opened completely.</li> <li>• Press and hold the LOCK/CLEAR button for 5 seconds to restart the dispenser.</li> <li>• Possible leak inside the dispenser.</li> <li>• Contact service if the error remains.</li> </ul>
E19	<b>Possible internal water leak detected</b>	Water is reaching the dispenser, but the boiler is not detected to be filling up, possible leak or sensor failure. Close the water supply at the tap and turn off the dispenser at the main power switch, then contact service for inspection and repairs.
E30	<b>Cooling error</b>	<ul style="list-style-type: none"> <li>• Check the ventilation area behind the dispenser and the ambient temperature of the dispenser, and clean the air filter / ventilation grid, if necessary.</li> <li>• Press and hold the LOCK/Clear switch for 5 seconds to restart the dispenser.</li> <li>• Contact service if the error remains.</li> </ul>
 WATER TREATMENT / PANEL REMOVED	<b>Water treatment panel is not detected</b>	<ul style="list-style-type: none"> <li>• Check if the water treatment panel is incorrectly placed / missing.</li> <li>• Contact service if the error remains.</li> </ul>
 MIXING TRAY REMOVED	<b>Mixing tray not detected</b>	<ul style="list-style-type: none"> <li>• Check if the mixing tray is incorrectly placed / missing.</li> <li>• Contact service if the error remains.</li> </ul>

## 8- Troubleshooting

Symbol	Cause	Action
 A black square with the text "DRIPTRAY FULL" in white, all-caps, sans-serif font.	<b>Drip tray is full of water</b>	Remove the drip tray and empty it of waste water.





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