

T.I. no.: 2023-22 Updated: -	Topic: Restrictions ProCare up to version 5.24
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Date: 03/11/23	<table border="1"> <tr> <th colspan="2">Priority</th> </tr> <tr> <td></td> <td>High</td> </tr> <tr> <td></td> <td>Medium</td> </tr> <tr> <td>X</td> <td>Low</td> </tr> </table>	Priority			High		Medium	X	Low	<table border="1"> <tr> <th colspan="2">Need for action</th> </tr> <tr> <td></td> <td>As soon as possible</td> </tr> <tr> <td></td> <td>On next visit to the machine</td> </tr> <tr> <td>X</td> <td>FYI only</td> </tr> </table>	Need for action			As soon as possible		On next visit to the machine	X	FYI only
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Affected machines: ProCare																		
From software version: 5.14																		
Start date: immediately																		

RESTRICTIONS UP TO SOFTWARE VERSION 5.24

Until **software version 5.24** is released and installed, the following restrictions apply to all ProCare devices. ProCare devices are only supplied to customers who accept these restrictions.

General restrictions and conditions

Software requirements

Software version 5.14 or higher must be installed on the coffee machine. The coffee machine must always be updated to the latest software version.

Descaling

- The hardware of the ProCare module is ready for descaling.
- The descaling function is provided for **software version 5.24**.

In addition to a software update, the service technician must also customise the hardware. Details are described in separate technical information.

Cleaning counter

The cleaning counter is not yet implemented. In the current software version, only three states are displayed for the cleaning bags.



100%: Bag is full.



20%: Level is low.



0%: Bag is empty.

From software version 5.24, a continuous backwards counter is available that displays the remaining level as a percentage.

Emptying process for cleaning bags

Water remains in the cleaning bag after the cleaning product has been used up. **The operator must actively initiate the emptying process.**

When is bag conditioning required?

1. During installation
If the cleaning bag is not displayed as *full* after filling, it must be conditioned.
2. With low level or empty cleaning bag
If the level is displayed as *low* or *empty* and there is still undissolved powder in the cleaning bag, the cleaning bag must be conditioned.
3. To drain the cleaning bag
A used cleaning bag does not contain any more powder. However, the bag is still filled with water. That is why the cleaning bag must be conditioned before it is replaced in order to drain the remaining water.
4. In the event of technical procedures
If a cleaning bag is removed for a technical procedure and then reinserted, conditioning must be carried out.

Starting conditioning

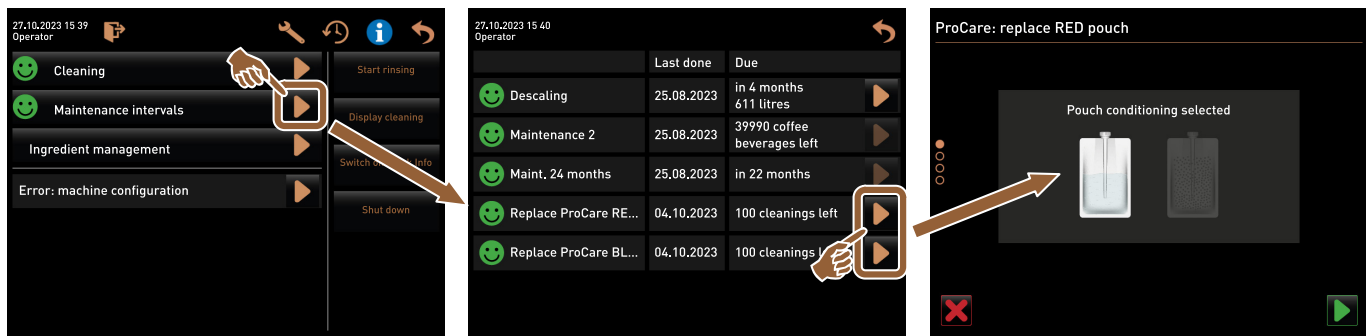


Figure 1: Calling up conditioning

- ▶ Click on **maintenance intervals**.
 - ▶ Select the bag to be conditioned.
 - ▶ Make sure that the left bag is highlighted and click **Start**.
- ✓ Bag conditioning starts.

More information

For more information, contact **Technical Support**.

Service contact

Global Technical Support Team

GBU Professional Coffee Machines

- > Support hotline: +41 32 681 62 75 (10:00-11:30 a.m. CET/ 3:00-4:30 p.m. CET)
- > Support e-mail: technical-support@schaerer.com