

TCHIBO OFFICE

INSTRUCTIONS FOR USE

English



Our Coffee Solution for Your Business

Original instructions for use and warranty

Dear Customer,

The Tchibo Office fully automatic coffee machine lets you enjoy perfect espresso, caffè crema and delicious coffee/milk specialities, such as cappuccino and latte macchiato. It's all so easy with the fully automatic coffee maker from the coffee experts, which comes preconfigured to harmonise perfectly with Tchibo coffees.

Your Tchibo Team



Please read these instructions carefully and keep them in a safe place.

We carefully inspect each machine and test it using coffee and water. Despite thorough cleaning, you may still find traces of coffee or water in the machine.

This is not a sign of substandard quality - the appliance is in perfect working order.

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2. ABOUT THESE INSTRUCTIONS

This product is equipped with safety features. Nevertheless, please read the safety instructions carefully and only use the product as described in these instructions to avoid accidental injury or damage.

Please keep these instructions for future reference.



3. SAFETY



INCORRECT USE



Not following these safety instructions may result in serious injury.

» Observe all safety warnings.



General Safety Instructions

Dangers for the operator

The highest level of safety is one of the most essential features of the product. The effectiveness of the safety features can only be guaranteed if the following points are observed:

-
- » Read the instructions carefully before use.
 - » Never touch any hot parts of the machine.
 - » Do not use the fully automatic coffee machine if it is not working properly or if it is damaged.
 - » Only use the fully automatic coffee machine when it is fully assembled.
 - » The built-in safety features must not be altered under any circumstances.
 - » Provided that this appliance is operated under supervision, it may be used by children aged from the age of 8 and by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge after they have been given guidance concerning use of the appliance in a safe way and understand the hazards involved.
 - » Children must not be allowed to play with the appliance.
 - » Cleaning and operator maintenance must not be carried out by children.
-

Despite safety features, every fully automatic coffee machine remains potentially dangerous if used incorrectly. Please observe the following instructions when handling the fully automatic coffee machine to avoid injury and health hazards:





DANGER TO LIFE THROUGH ELECTRIC SHOCK



- There is a danger to life from mains voltage inside the fully automatic coffee machine!

-
- » Never open the housing.
 - » Never loosen any screws or remove any parts of the housing.
 - » Avoid damage to the power cable. Do not bend or crush.
 - » Never use a damaged power cable. A damaged power cord must be replaced by the manufacturer or its service representative to eliminate any danger.
 - » Never immerse the power plug in water or other liquids. Never pour water or other liquids over the power plug. Keep the power plug dry at all times.
 - » Only disconnect the appliance plug on the back of the fully automatic coffee machine after the mains cable has been disconnected from the power supply.
 - » The coffee machine must be disconnected from the power supply before maintenance and repair. In this case, unplug the appliance. The person carrying out the maintenance or repair work must always be able to clearly see that the power supply has been disconnected.



RISK OF BURNS / SCALDING



- Hot liquid flows out of the spouts when drinks and steam are being dispensed. This causes adjacent surfaces and spouts to become hot.



- » Do not reach under the spouts while drinks or steam are being dispensed.



- » Do not touch the spouts immediately after dispensing.
- » Always place a suitable container under the spout before drinks are dispensed.



RISK OF INJURY



- Longer hair in particular could get caught in the grinder head and be pulled into the fully automatic coffee machine.
- » Always protect long hair with a hair net.





RISK OF CRUSHING / INJURY



- There are moving parts in the fully automatic coffee machine that could injure fingers or hands.



- » Always switch off the fully automatic coffee machine and disconnect the mains plug before reaching into the coffee grinder or the opening of the brewing unit.
-



HEALTH HAZARD



- » Only process products that are suitable for consumption and use with the fully automatic coffee machine.
 - » The powder hopper, the bean hoppers and the manual feed hopper may only be filled with those products that are intended for them.
-



HEALTH HAZARD



- The cleaning agent and cleaning tablets used to clean the milk system can cause irritation.
 - » Follow the protective measures given on the packaging of the cleaning substances.
 - » Wait for the message on the display before inserting a cleaning tablet.
-



HEALTH HAZARD/RISK OF IRRITATION AND SCALDING



- Hot cleaning liquid and hot water flow out of the spouts during cleaning.



- These hot liquids can irritate the skin and there is a risk of scalding because of their heat.
 - The drip tray can contain hot liquids.
 - » Never reach under the spouts during cleaning.
 - » Always make sure that no one drinks the cleaning fluid.
 - » Exercise care when moving the drip tray.
-





RISK OF SLIPPING



- Liquids can escape from the fully automatic coffee machine if it is used incorrectly or in the event of faults. These liquids can present a risk of slipping.



- » Regularly check that the coffee machine is tight and that no water is leaking.

Intended use



INCORRECT USE



- Using the machine for purposes other than its intended purpose may result in a risk of injury.

- » The fully automatic coffee machine may only be used as intended.

- The Tchibo Office coffee machine is designed to dispense drinks made from coffee and/or milk into suitable containers.
- The products used (coffee beans and milk) must be suitable for processing in fully automatic coffee machines. Products must not be used once their best-before date has expired.
- This appliance is designed for industrial and commercial operation and is intended for use by professionals and trained users in shops, offices, catering establishments, hotels and similar locations.

SITE OF INSTALLATION

- The appliance may be used in self-service areas if supervised by trained personnel. The appliance must be positioned where it can be clearly seen.
- The appliance must be positioned on a horizontal and stable surface that is resistant to water and heat.
- The appliance must not be cleaned using a water jet.
- The appliance must be positioned so that it is protected from splashing water.
- The appliance must not be positioned on a surface that is sprayed or cleaned with a water pipe, steam jet device, steam cleaner or similar.



AMBIENT TEMPERATURE

- Ambient temperature range +5 °C to max. +35 °C
-

OPERATION

- These instructions for use specify how the appliance is to be operated. Any other type of operation or use beyond this is considered improper use. The manufacturer will not be liable for any loss or damage resulting therefrom.
 - **Under no circumstances may the Tchibo Office coffee machine be used to heat or dispense liquids other than coffee, hot water (drinks, cleaning) or milk (chilled, pasteurised, homogenised, UHT).**
-

HYGIENE

- The fully automatic coffee machine must be set up by the operator in such a way that care and maintenance can be carried out without hindrance.
- In office/floor catering or similar self-service applications, personnel who have been instructed in the operation of the fully automatic coffee machine should supervise the fully automatic coffee machine. The trained personnel are to ensure that the measures for care are observed and must be available to answer questions concerning the use of the machine.

Operating and Installation Specifications



FIRE HAZARD/ACCIDENT HAZARD



- » The operating and installation specifications given in the Technical Data section must be observed.
 - » Before connecting the appliance to the power supply, make sure that the information on the type plate corresponds to the supply voltage at the place of installation.
-



Putting into operation

(For initial setup after shipment from the factory)



OBSERVE THE INSTRUCTIONS FOR USE

- » Read the instructions before use.
- » Always follow the instructions for use to the letter, especially the safety instructions and the chapter on Safety.
- » Observe the warnings on the fully automatic coffee machine.
- » Make the instructions for use available to personnel and all users.



DANGER TO LIFE THROUGH ELECTRIC SHOCK



- There is a danger to life from mains voltage inside the fully automatic coffee machine!
- » Never open the housing.
- » Never loosen any screws or remove any part of the housing.



IMPORTANT



OBSERVE THE INSTRUCTIONS FOR USE.

3.1 SITE OF INSTALLATION



- The site of installation must be dry and protected against splashing water.
 - Some condensation, water or vapour can always escape from a fully automatic coffee machine.
 - Do not use the fully automatic coffee machine outdoors.
 - Set up the fully automatic coffee machine so that it is protected from splashing water.
 - Always place the fully automatic coffee machine on a water-resistant and heat-resistant surface to protect the installation surface from damage.
-

IMPORTANT

3.2 UNPACKING



- The packaging in the box contains accessories. Do not discard it.
 - The water tank and the grounds container contain accessories. Remove the accessories and rinse the grounds container and water tank thoroughly before use.
 - Check that the coffee machine is undamaged. If in doubt, do not operate the fully automatic coffee machine and contact TCST Service.
 - Please keep the original packaging in case you need to return the product.
 - » Unpack the Tchibo Office and place it on a stable and level surface.
 - » Note the technical data.
 - » Plug the connection cable of the fully automatic coffee machine into an appropriate socket.
-



3.3 START-UP PROGRAM

» Switch on the fully automatic coffee machine using the on/off switch

The fully automatic coffee machine switches on.

The start-up program will begin.

» Perform and follow all instructions on the display.

The start-up program uses the display to guide you step by step through the rest of the start-up process.

» Follow the messages on the display.

- The specified values can be changed after the initial setup.

3.4 INSTALLATION AND TESTING

3.4.1 Operating conditions

Installation site

Please observe the following points, as otherwise there is a risk of damage to the machine:

- The site of installation must be stable, level and resistant to pressure, otherwise the appliance will become unusable.
- Keep it away from places with high temperatures and heat sources.
- The site of installation should be checked by personnel authorised by the manufacturer.
- The distance between the power supply and the machine should be less than 1 m.

Allow sufficient space for maintenance and operation:



- The rear of the appliance should be at least 5 cm from the wall. (Air circulation).
- Allow sufficient space for coffee beans.

Ambient conditions

Please observe the following points, as otherwise there is a risk of damage to the appliance:



- The temperature should be between +10°C and +40°C (50F – 104 F).
- The maximum permissible humidity is 80 % rH.
- Operation outside closed rooms is not permitted, as otherwise the appliance may be damaged by adverse weather conditions (rain, snowfall, frost).

Damage can be caused by frost if the temperature falls below -0°C:

- Contact Customer Service before setting up in locations outside enclosed spaces.



Hot liquid flows out of the spouts when drinks are being dispensed. This causes adjacent surfaces and spouts to become hot.

- » Do not place your hands under the spouts while drinks are being dispensed.
- » Do not touch the spouts immediately after dispensing.

Symbols and icons used in the Instructions for use

SAFETY INFORMATION PERSONAL INJURY



Failure to observe these safety instructions could result in minor or serious injury if the appliance is operated incorrectly.



Electric shock



Risk of crushing



Risk of slipping



Hot surfaces



Hot steam

NOTE MATERIAL DAMAGE

- for the fully automatic coffee machine
- for the installation site
- » Always follow the operating instructions exactly.

INFORMATION/TIP

- Instructions for safe operation and tips for easier use

IMPORTANT

PROMPT

USEFUL TIP



Glossary

TERM	EXPLANATION
•	Lists, options
»	Individual work steps
Step X:	Instruction for action consisting of several work steps
<i>Italic text</i>	Description of the status of the fully automatic coffee machine and/or explanations of automatically performed steps.
Barista	Professional coffee maker
Choc	Hot chocolate
Decaf	Decaffeinated coffee
Drink dispensing	Dispensing of coffee, hot water or powdered drinks
Shutoff valve	Water shutoff valve, angle valve
Water hardness	Specified in dH°. Water hardness is a measure of the limescale dissolved in drinking water.
Coffee spout	Double spout
Milk system	Single spout, milk frother, milk frother adapter, steam nozzle and milk tube
Mixing system	Entire assembly
Pre-infusion	The coffee is steamed briefly before brewing to release its aromatic substances more intensely.
Tamping	Automatic tamping of the coffee grounds before brewing.
Operating capacity	For example: litre capacity of the water filter
Self-service operation	Customers can serve themselves
Rinsing	Intermediate cleaning
Ingredients	Elements of a drink recipe, for example coffee, milk, milk froth.



4. PRODUCT DESCRIPTION

4.1 COFFEE MACHINE PRODUCT LAUNCH



- 1 Water tank lid
- 2 Water tank
- 3 Bean hopper cover
- 4 Bean container
- 5 Display
- 6 Coffee spout cover
- 7 Milk pipe connection
- 8 Milk spout
- 9 Coffee spout
- 10 Hot water spout
- 11 Drip tray grille
- 12 Drip tray



- 1 On/off switch
- 2 Power socket
- 3 Water supply pipe



4.2 TECHNICAL DATA

Output per hour according to DIN18873-2:

CAPACITY		TCHIBO OFFICE			
Recommended daily output		30 cups			
		Single	Double	Single	Double
Output per hour	Espresso (M: 50 ml)	70 cups	100 cups	70 cups	100 cups
	Americano (M: 210 ml)	50 cups	–	50 cups	–
	Cappuccino (M: 200 ml)	50 cups	60 cups	–	–
Hourly water output		15 litres			
Water tank capacity		2 litres			
Bean hopper capacity		500 g			
Coffee powder capacity		Approx. 30 portions (based on 10g/portion)			




4.2.1 Technical data sheet

TECHNICAL DATA SHEET	TCHIBO OFFICE
Voltage	220 ~ 50Hz
Power consumption	1450 W
Coffee machine W*D*H	300*500*430 mm
Coffee machine weight	15 kg



4.3 ACCESSORIES

- This model comes with the following accessories:

NAME	IMAGE	TCHIBO OFFICE
Power cable		x1
Grinder adjusting key		x1
Milk tube		x1
Replacement nozzles for milk frother		x2
Silicone hose for water supply via canister (optional)		x1
Quick Reference		x1



Aqua Aroma Crema filter



x1

Water filter insertion aid



x1



5. INSTALLATION AND TESTING



THE FOLLOWING STEPS MUST BE PERFORMED BY PERSONNEL AUTHORISED BY THE MANUFACTURER.

- Please make sure there is sufficient space for maintenance and operation.
- Make sure you have enough space for your coffee beans.
- The rear of the machine should be at least 5 cm away from the wall (air circulation).
- Please observe local food regulations.

5.1 INSTALLATION

» Open the box and remove the fully automatic coffee machine and accessories.

- The machine and accessories may only be installed and stored in frost-free locations.

5.2 CONNECTION

5.2.1 Milk tube connection

Step 1: Insert the milk tube into the milk tube connection (both ends are the same).



Step 2: Place the milk tube on the drip tray. Installation is complete.



Note: Place the other end of the milk tube in the milk box.

Note: If the machine is supplied with a cooler, insert the end of the milk hose into the milk hose connection of the fully automatic coffee machine.



The installation of the milk tube is complete



5.3 ELECTRICAL CONNECTION

The supply voltage must correspond to the specifications on the type plate. When connecting using a power plug, the socket must be easily accessible during operation to allow the plug to be disconnected in the event of a fault.

A separate socket is required for the machine and for each accessory due to the high-power load.

5.3.1 Power connection of the fully automatic coffee machine

Step 1: Plug the power cable into the machine.



Step 2: Plug the other end of the power cable into the mains socket.



Power connection is complete.

6. PREPARING FOR OPERATION



WARNING of scalding/burns

- Hot water, hot coffee or hot milk froth from the coffee or milk outlets can cause scalding.
- » Do not touch the coffee or milk outlets during or immediately after use.
Avoid touching the drink coming out of the spout.




6.1 FILLING

6.1.1 Filling the bean hopper

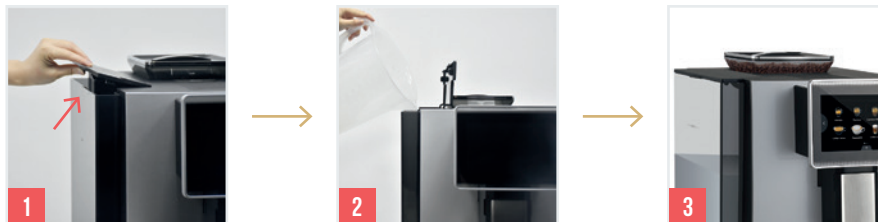
Step 1: Open the cover, pour the beans into the container and close the container again.



→  Filling the bean hopper is complete.

6.1.2 Filling the water tank

Step 1: Open the cover of the water tank, fill the water tank with clean water and close the cover.



→  Filling the water tank is complete.

6.2 SWITCHING ON THE COFFEE MACHINE

Step 1: Press the button on the back of the machine.



→  Switching on the fully automatic coffee machine is complete.

6.3 DEFAULT SETTINGS

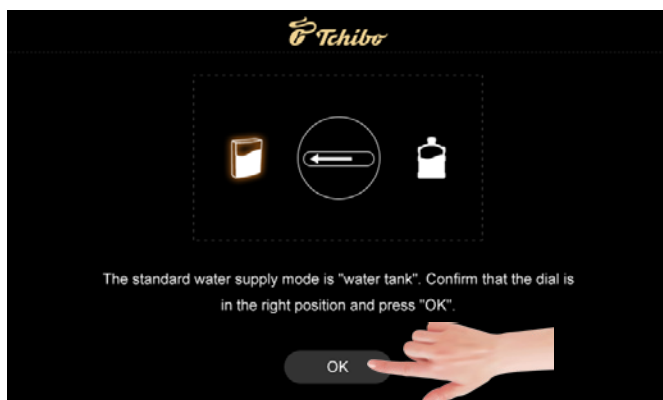
Select the language according to the prompts on the display.



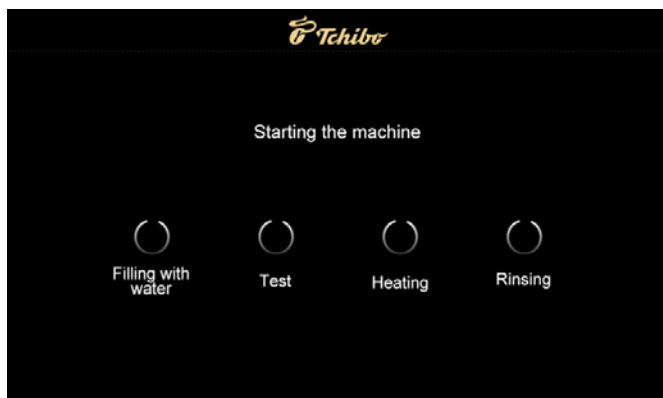
Step 2: Press "Save" to proceed to the next step.



Step 3: Confirm that the water supply mode on the back of the coffee machine is a water tank. Then press "OK" to proceed to the next step.



Step 4: The fully automatic coffee machine is started.



Step 5: Switching on is complete, the machine is ready for use.



✓ **Default settings are complete.**

Optionally, you can also use a water canister for the water supply. If you wish to select this setting, follow the instructions in the "Water supply" chapter.

6.4 SWITCHING OFF THE COFFEE MACHINE

Step 1: Press the  menu icon on the display.



Step 2: Press "Off".

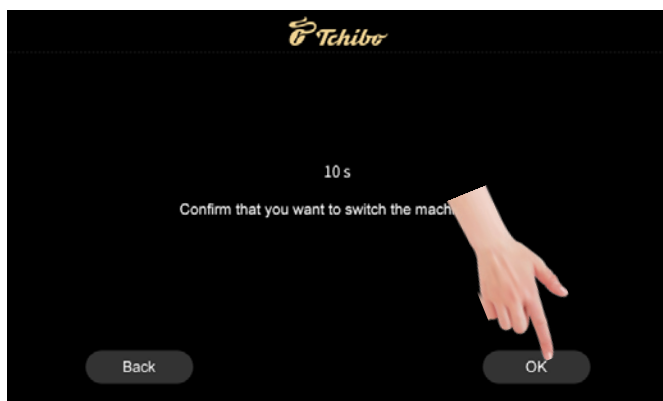


The pop-up window is displayed.

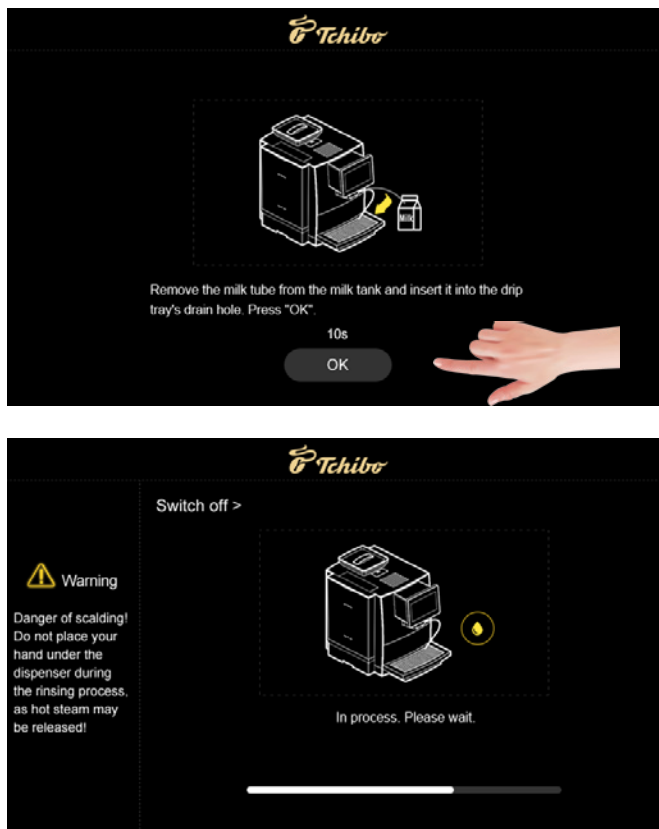
Step 3: Press "Yes" if you wish to switch off the machine.

The device enters switch-off mode (the display switches off, but the light remains on).

Step 4: Press the display for longer than 3 seconds to activate the machine. Press "Back" to cancel the process.



Step 4: Follow the instructions on the display. Press "OK" to continue the switching-off process.



Step 5: In the soft shutdown state, press the on/off switch on the rear of the machine to completely cut off the power supply to the machine. (Caution: Do not switch the machine off directly when it is on, as this could result in damage to the machine).



Switching off the coffee machine is complete.

7. DRINK PREPARATION



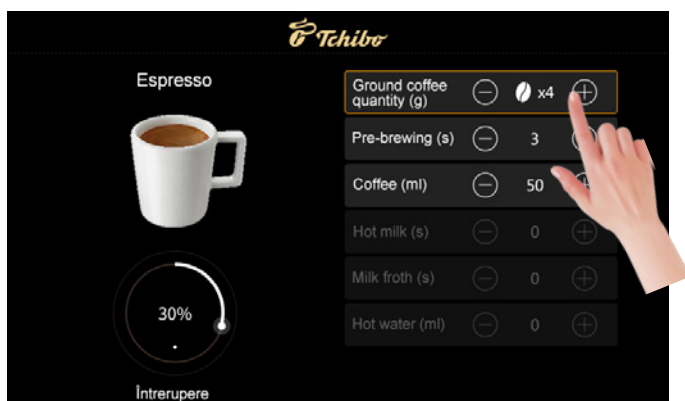
7.1 COFFEE DRINK

- Example: Preparing a cup of "Espresso".

Step 1: Press "Espresso". The drink will be prepared.




Step 2: The drinks settings can be modified using "-" or "+" on right of the menu bar.



Step 3: The drink will be prepared. Press "Cancel" to stop preparation immediately.



→  Drink preparation is complete.



7.2 GRINDER SETTING

Step 1: Lift the cover of the hopper and adjust the grinder using the knob intended for this purpose (the larger the number, the coarser the grind, the smaller, the finer the grind).



Use the grinder adjusting key to turn the wheel while preparing a cup of coffee in order to select the desired grind.



Step 3: Replace the bean hopper cover.



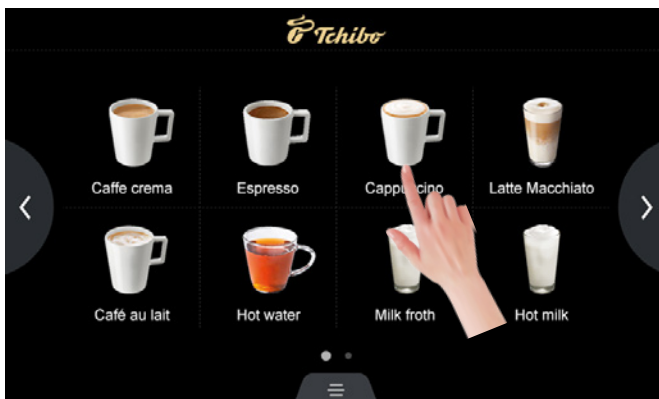
→  The coffee bean grinder setting is complete.

Make sure that the machine is working before making the adjustment, otherwise the grinder may suffer damage.

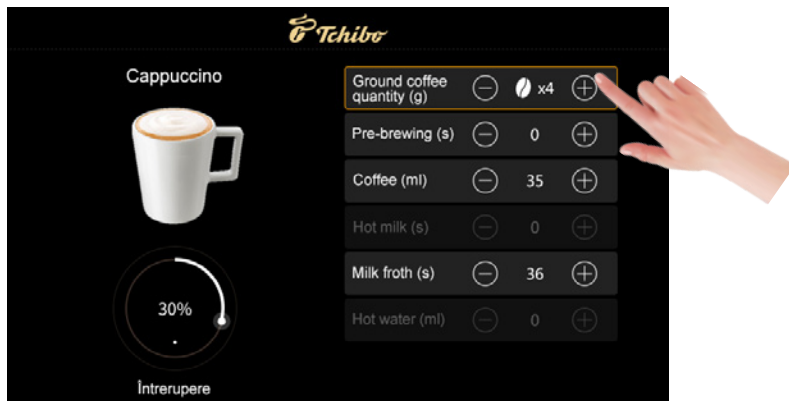
7.3 MILK DRINK

• Example: Preparing a cup of "Cappuccino".

Step 1: Press "Cappuccino". The drink will be prepared.



Step 2: The drinks settings can be modified using "-" or "+" on right of the menu bar.



Step 3: The drink will be prepared. Press "Cancel" to stop preparation immediately.



→  Drink preparation is complete.

7.3.1 Setting the milk temperature

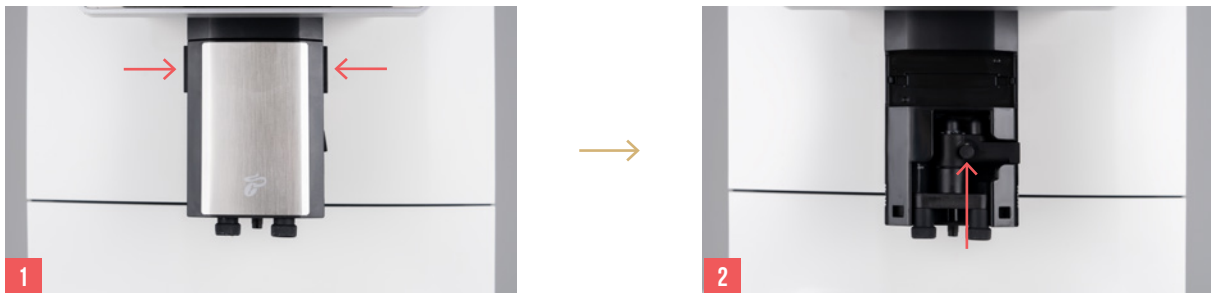
The milk temperature must be individually regulated so that the milk froth is of a very good quality. If the milk temperature is not set correctly, the milk may splash when frothing. Therefore, colder milk must be heated more and warmer milk less.

PROMPT

The temperature of the milk directly influences the temperature in the cup. Milk stored at a cooler temperature requires more heating, while warmer milk requires less heating. Always store the milk at the temperature recommended on the label in order to maintain freshness and to achieve consistent results when adjusting the temperature.

You can regulate the milk temperature using the milk temperature regulation wheel. The milk temperature regulation wheel is located under the plastic cover.

Step 1: Locate the side buttons on the plastic cover and press them (1). Remove the cover by pulling it forwards. Once you have removed the cover, you will see the small wheel for regulating the milk temperature (2).



Step 2: Turn the milk temperature regulation wheel clockwise to increase the temperature of the milk. To reduce the temperature of the milk, turn the wheel counter-clockwise (3). If you want to reset the default settings, turn the milk wheel counter-clockwise as far as it will go.



Step 3: After making the adjustment, test the temperature of the milk foam and adjust the temperature again if necessary until you get the right milk froth quality from the coffee machine. After setting the temperature, slide the plastic cover back onto the coffee machine.

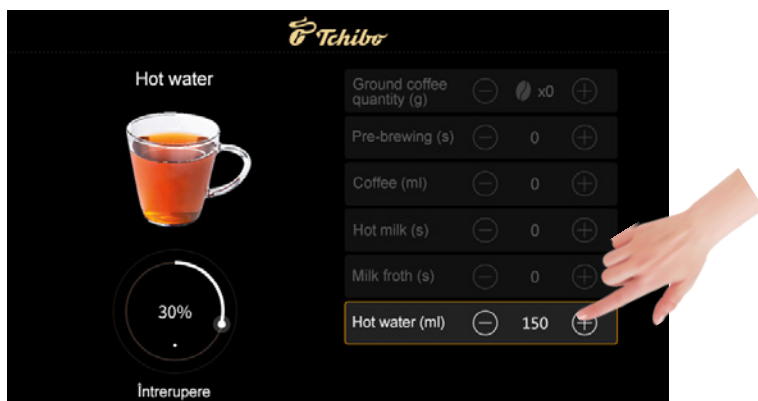
7.4 HOT WATER

- Example: Preparing a cup of hot water.

Step 1: Press "Hot water". The drink will be prepared.



Step 2: The drinks settings can be modified using "-" or "+" on right of the menu bar.



Step 3: The drink will be prepared. Press "Cancel" to stop preparation immediately.



→  Drink preparation is complete.

8. CLEANING AND CARE



THE FOLLOWING STEPS MUST BE PERFORMED BY PERSONNEL AUTHORISED BY THE MANUFACTURER.

8.1 CLEANING SCHEDULE

TCHIBO OFFICE CLEANING SCHEDULE						
	Daily	Weekly	Display prompt	Before power off	As required	
Cleaning programs <small>(Guided by on-screen instructions and use of cleaning chemicals where necessary).</small>	✓		✓		✓	Milk system in-depth cleaning
			✓		✓	Brewing system in-depth cleaning
			✓			Descaling cycle
Automatic rinsing				✓	✓	Brewing system rinse
				✓	✓	Milk system rinse (every 2 hours)
Manual cleaning	✓				✓	Remove and clean the spout
	✓				✓	Empty and clean the coffee grounds container
		✓			✓	Clean the water tank
	✓				✓	Empty and clean the drip tray
					✓	Clean the bean hopper
	✓				✓	Clean the touch display
	✓				✓	Clean the outer surfaces of the fully automatic coffee machine



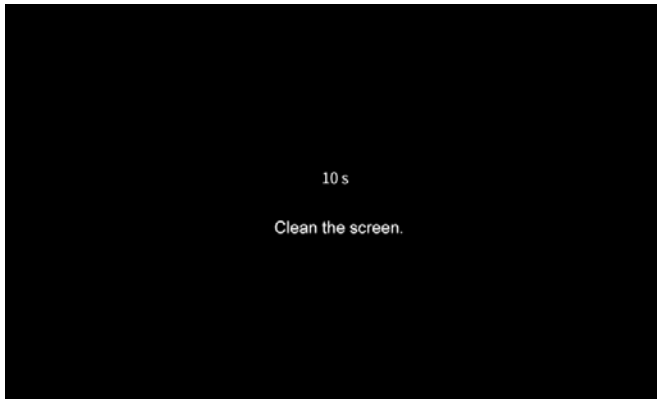
8.2 DAILY CLEANING

Daily cleaning should be carried out on a regular basis.

8.2.1 Screen protector

» Press "Screen protector"; the message "Wipe the display" with a 10 second countdown for wiping the display will now be displayed.

» Press and hold "Screen protector" for 3 seconds to call up the "Descaling" process



8.2.2 Rinsing the milk system

Step 1: Press the quick access icon on the display to access the quick access menu.




Step 2: Press "Milk system rinse".



Step 3: Follow the step-by-step instructions to rinse the milk system.



→  The quick rinse of the milk system is complete, you will be automatically returned to the main menu.

8.2.3 Removing and cleaning the milk frother

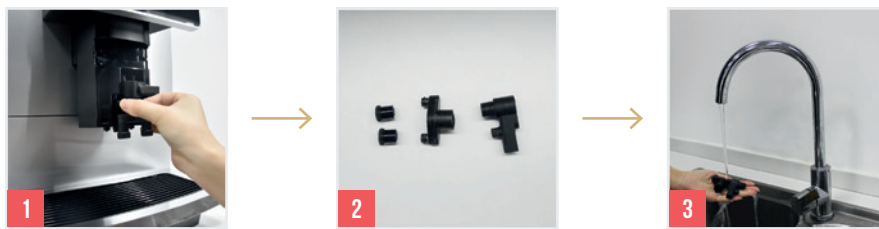
Step 1: Remove the milk tube.



Step 2: Pull the spout down. Remove the cover and pull out the milk frothing unit.



Step 3: Disassemble the milk frothing unit and clean it thoroughly under running water or in a container of water and liquid milk system cleaner.



Step 4: Then reassemble the milk frothing unit and reinstall it. Finally, close the cover and reconnect the milk tube.



→  The removal and cleaning of the milk frothing unit is complete.

8.2.4 Rinsing the brewing system

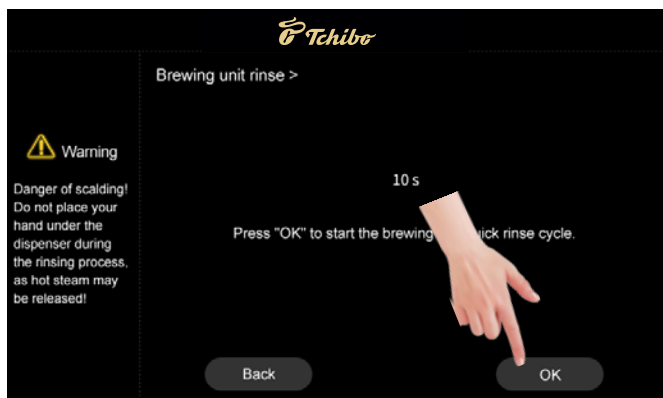
Step 1: Press the bottom edge of the display.




Step 2: Press “Rinse brewing system”.



Step 3: Follow the step-by-step instructions to rinse the brewing system.



→  The quick rinse of the brewing system is complete, you will be automatically returned to the main menu.

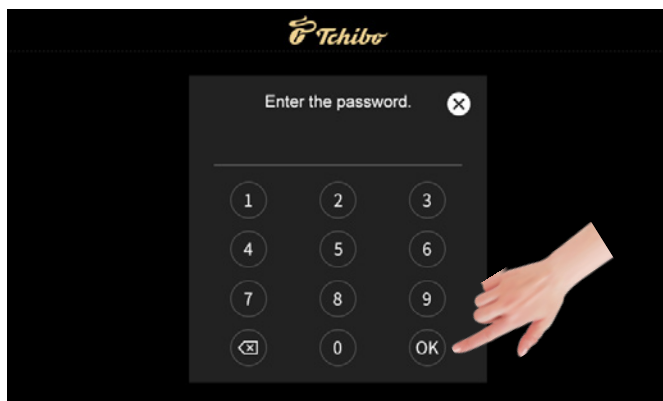
9. SERVICE MENU

9.1 LOGGING IN

Step 1: Press "Service menu".



Step 2: Enter the correct password and tap "OK". The default password is 1609.



9.2 MAINTENANCE

» Press "Maintenance" to perform in-depth cleaning of the brewing and milk systems, as well as descaling and complete draining of water.

» Alternatively, you can also press the following functions for three seconds on the main display to access the in-depth cleaning programs:

- Screen protector -> Descale
- Milk system rinse -> Milk system in-depth clean
- Brewing unit rinse -> Brewing unit in-depth clean



9.2.1 MILK SYSTEM IN-DEPTH CLEANING

Use a professional cleaner to perform in-depth cleaning.

» Follow the instructions to complete this process.

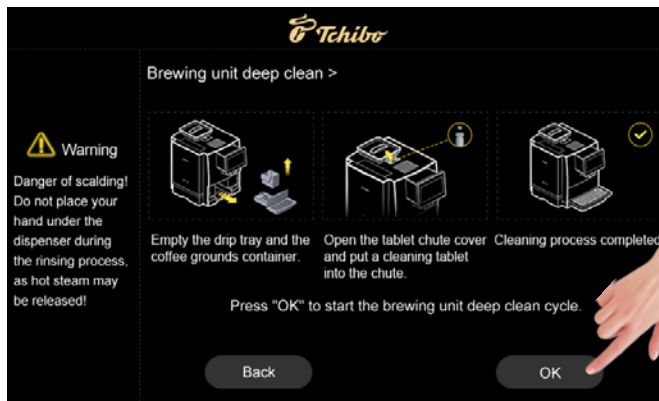


→ ✓ We recommend the TCS milk system cleaner for cleaning the milk system: Add 30 ml of liquid cleaner to 500 ml of water

9.2. 2 Brewing unit in-depth cleaning

Use professional cleaning tablets to perform in-depth cleaning.

» Follow the instructions to complete this process.

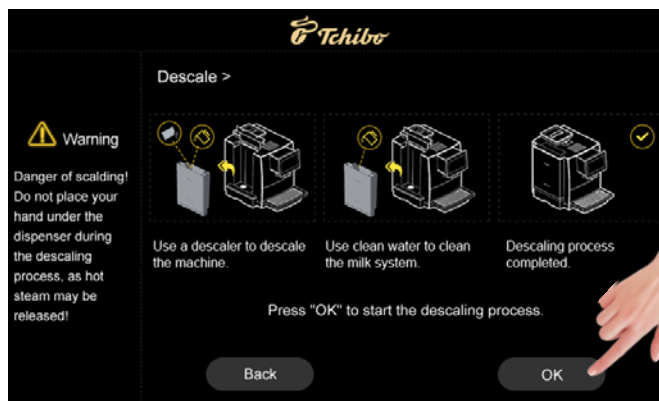


→ ✓ We recommend the TCS brewing system cleaner tablet 1.3 g for cleaning the brewing system

9.2.3 Descaling

Use professional cleaning powder or a liquid descaler for descaling.

» Follow the instructions to complete this process.

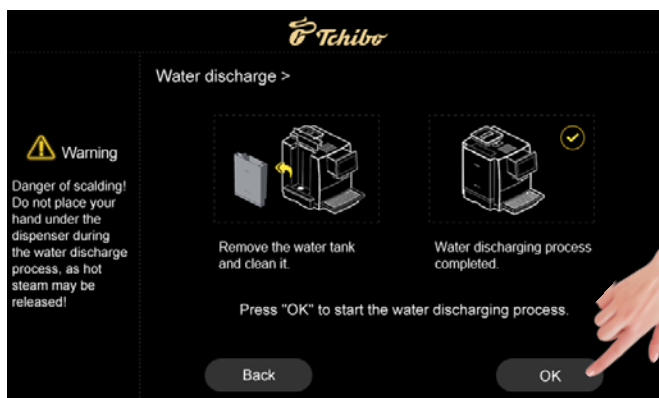


→ ✓ We recommend the TCS liquid descaler: Add 375 ml of liquid descaler to 750 ml water

9.2.4 Draining the water

» Empty the remaining water in the internal pipework of the coffee machine to prevent it from freezing and cracking during transport at low temperatures.

» Follow the instructions to complete this process.



9.2.5 Water filter

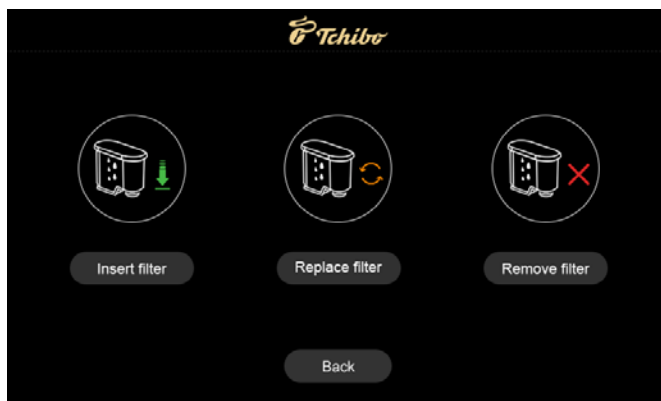
If the carbonate hardness exceeds 5 °dKH (German carbonate hardness) or 8.9-10.7 °fKH (French carbonate hardness), a water filter must be installed.

The minimum carbonate hardness is 5 °dKH or 8.9 °fKH.

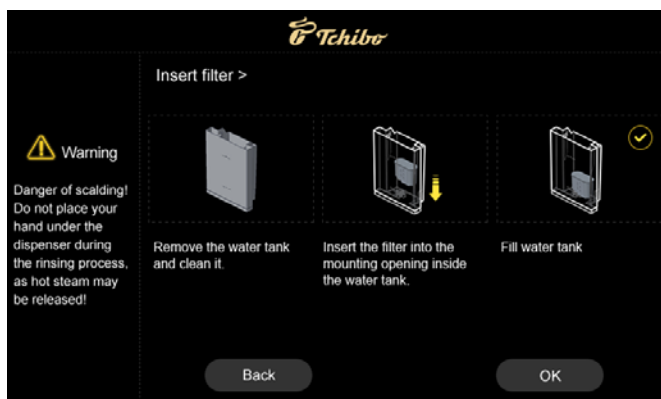
» Click on the service menu and enter the PIN. Then click on Maintenance.



» Search for the Filter function under Maintenance by clicking on the right arrow. Select the Filter function.



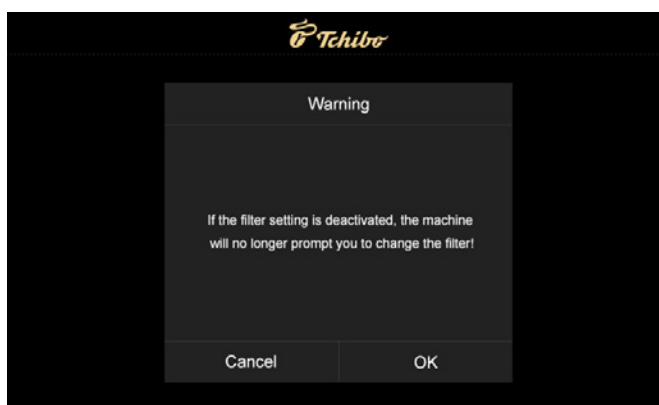
» Select the "Insert filter" function and follow the instructions on the screen.



» To replace the water filter, select the "Replace filter" function and follow the instructions on the screen.



» To remove the filter, select the "Remove filter" function.

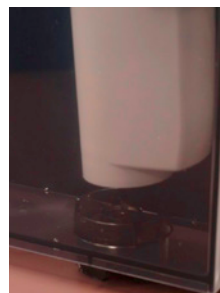


9.2.6 Water filter application aid

» Attach the additional insert aid supplied to the water filter. The insert aid is correctly attached when the water filter is firmly in place and does not fall out.



» Put the filter with the insert aid into the water tank. Make sure that you feel the filter click into place.



» Then refill the water tank with cold tap water up to the 'Max level' mark and reinsert it into the coffee machine.



9.2.7 Measuring the water hardness and adjusting the aroma ring

The aroma ring on the underside of the filter is used to optimise the filter performance for the water conditions at the location where the fully automatic coffee machine is installed.

FLAVOUR LEVEL	COLOUR SCALE	OPERATION	DEGREE OF HARDNESS
A	Red to yellow	Soft water	
B	Yellow to yellow-green	Medium-hard water	8.5- 13.5 °dH
C	Dark green	Hard water	from 13.5 °dH



FLAVOUR LEVEL	VOLUME (L)	NUMBER OF 35 ML CUPS	NUMBER OF 150 ML CUPS
A	Red to yellow	Soft water	up to 8.5 °dH
B	Yellow to yellow-green	Medium-hard water	8.5- 13.5 °dH
C	Dark green	Hard water	from 13.5 °dH

The default setting for the flavour ring is level "B". The water hardness can be determined using a test strip or by contacting the local water supplier. The colour scale provided can be used to determine the best setting for the aroma ring:

- » Immerse the reaction field of the test strip in a glass of tap water for 1 second.
- » After 1 minute, compare the colour of the reaction field with the colour scale and read off the setting of the aroma ring.
- » Make a note of the correct flavour ring setting so that you can make the same setting the next time you change the filter.

9.2.8 Adjusting the water filter cartridge

- » Turn the flavour ring on the underside of the AquaAroma Crema Brita water filter Crema to the left or right and set the arrow to the desired level.
- » Hold the water filter cartridge under cold water and moisten it by moving it back and forth until no more air bubbles escape.
- » Remove the water tank from the fully automatic coffee machine and place the water filter cartridge vertically on the cartridge seat in or on the water tank. Make sure that the water filter cartridge audibly clicks into place. Note: Only a fully engaged cartridge provides full filter performance.
- » Fill the tank with cold drinking water and reinsert it into the fully automatic coffee machine.
- » The AquaAroma Crema Brita water filter cartridge must be rinsed with water before the first coffee or espresso is prepared.



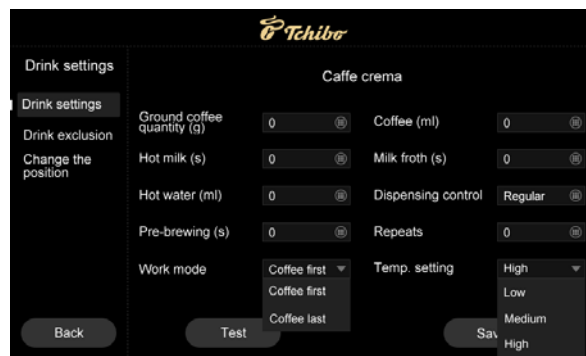
9.3 DRINK SETTINGS

» Press "Set drinks" in the service menu to change drink parameters.



9.3.1 Setting up drinks

Select any drink to customise its recipe.



9.3.2 Grinding index

The grind quantity of the grinder can be calibrated, setting levels: 1 ~ 5. Details are as follows:

- This weight is calculated based on the "Factory setting".
- The data only represent an experimental value as a reference to the extent that the difference is subject to actual conditions. (Tolerance: $\pm 1\text{g}$)

Comparison table:

LEVEL	1	2	3	4	5
GRAMMES	5 g-7 g	7 g-9 g	9 g-11 g	11 g-13 g	14 g-16 g

9.3.3 Coffee (ml)

The amount of coffee dispensed, unit: ml, setting level: different drinks have different amounts.

9.3.4 Hot milk (s)

The time taken to produce milk, unit: s, setting range: please refer to the display interface.
Different drinks have different tolerances.

9.3.5 Milk froth (s)

The duration for dispensing milk froth in seconds, s, setting range: please refer to the display interface. Different drinks have different tolerances.

9.3.6 Hot water (ml)

The amount of hot water, unit: ml, setting range: please refer to the display interface. Different drinks have different tolerances.

9.3.7 Extraction control

The mode of coffee extraction. Range: standard, strong, extra strong

- **Default:** The pump works at full frequency to prepare the coffee and extraction is performed in the conventional manner.
- **Strong:** The water pump shuts off at intervals during coffee preparation. Compared to the conventional method, the extraction time is longer for the same cup volume.
- **Extra strong:** The water pump shuts off intermittently during coffee preparation. Extraction time is longer for the same cup volume compared to the thickening method.

9.3.8 Pre-brewing

The preliminary steeping time for the coffee powder, unit: s, setting level: 0 ~ 5.

9.3.9 Repeats

Brewing unit operating time for drink preparation. Possible settings: 1 ~ 5.

9.3.10 Work mode

The order in which ingredients are dispensed during coffee preparation. Varying flow sequence during coffee preparation. Options: Coffee first, coffee last.

- **Coffee first:** Coffee dispensed first, then other ingredients.
- **Coffee last:** Others ingredients dispensed first, then coffee.
- » **Test:** After changing the data, press "Test" to prepare a drink based on the settings.
- » **Save:** After changing the data, press "Save" to store all changes.
- » **Exit:** Press "Back" to return to the previous menu.




9.3.11 Temperature level

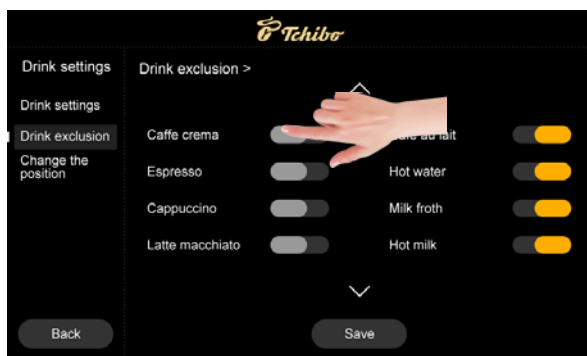
Varying temperature level. Options: High, Medium, Low.

- **High:** The heating temperature of the coffee thermo block is regulated to around 102 °C. If the temperature sensor (NTC) of the thermoblock recognises that the temperature has reached 102 °C, the coffee machine stops heating. As soon as the temperature falls below 102 °C, the coffee machine starts heating up again.
- **Medium:** The heating temperature of the coffee thermo block is regulated to around 94 °C. If the temperature sensor (NTC) of the thermoblock recognises that the temperature has reached 94 °C, the coffee machine stops heating. As soon as the temperature falls below 94 °C, the coffee machine starts heating up again.
- **Low:** The heating temperature of the coffee thermo block is regulated to around 86 °C. If the temperature sensor (NTC) of the thermoblock recognises that the temperature has reached 86 °C, the coffee machine stops heating. As soon as the temperature falls below 86 °C, the coffee machine starts heating up again.

9.3.12 Drink exclusion

» Tap  to activate or deactivate this function.

» Locked drinks are on the last page in the drink settings menu, where there is a lock on them.
A locked drink is not displayed in the drink menu.

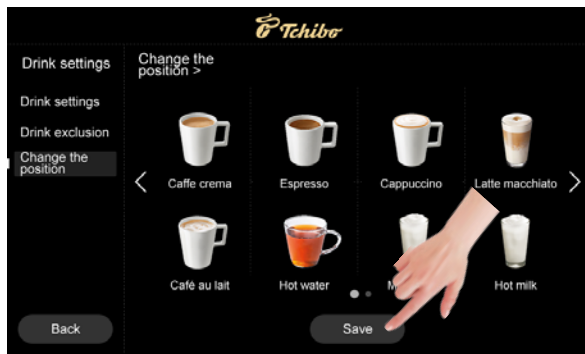


9.3.13 Position change

» Select two drinks to switch their position. Then save the data.




» Press "Save" to accept the changes.



9.4 MACHINE SETTINGS

You can modify your machine settings in the Service menu.

» To do this, press the  menu button to open the "Service menu"

9.4.1 Language

» To change the system language, go to "Language" and select the language of your choice

• Example: Select "English" if you wish to use the system in English.

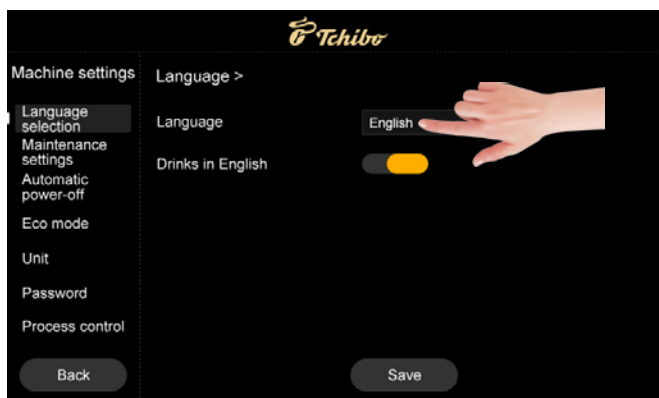
For a bilingual display:

» Press  to activate a bilingual display.

• "Activated": The name of the drink in the first line is in the language you defined as the system language. The second line displays the name of the drink in English.

• "Deactivated": The name of the drink is only displayed in the language specified in the menu.

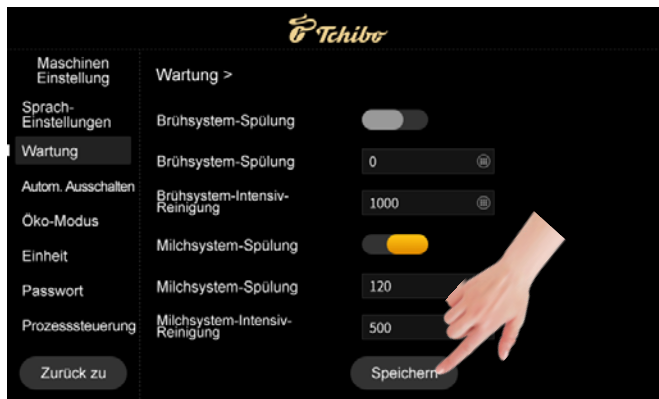
» Press "Save" to accept the changes.



9.4. 2 Maintenance

You can set the values for various machine maintenance intervals here.

» Press "Save" to accept the changes.



Milk system rinse

This indicates that the function will become active when set. Options: No, Immediately, 5 minutes later, 10 minutes later, 15 minutes later, 20 minutes later, 2 hours later.

- Selecting "No" means that the function is not active.
- Selecting "Immediately" means that the function is activated after each cup of coffee with milk.
- Selecting "5 min later" means that the function is activated 5 minutes after each cup of coffee with milk.

Brewing system rinse

This is where you can set the interval for the brewing unit rinse. Options: NO; Immediately; 5 min; 10 min; 15 min; 20 min.

- Example: The "20 minutes later" setting means that if the coffee machine is not operated after 20 minutes, the machine will rinse the brewing system. The prompt "Brewing unit rinse?" will appear 20 minutes after the last drink has been dispensed. If you confirm with "Yes", the fully automatic coffee machine automatically rinses the brewing system with hot water to achieve the preheating effect.

Brewing system in-depth cleaning

After you have specified how many cups of coffee the coffee machine should prepare before deep cleaning, you will be automatically prompted to use the tablets for deep cleaning the brewing system. The unit is: Cup.

- Example: The default setting "1000" means that after the coffee machine has prepared 1000 cups of beverages, the coffee machine automatically prompts you to use the tablets for deep cleaning the brewing system.

Milk system in-depth cleaning (cups)

This indicates how many cups of milk coffee the coffee machine prepares before the milk system needs to be cleaned. The machine will then automatically prompt you to perform in-depth cleaning of the milk system with detergent. Options: please note the reference values on the display.

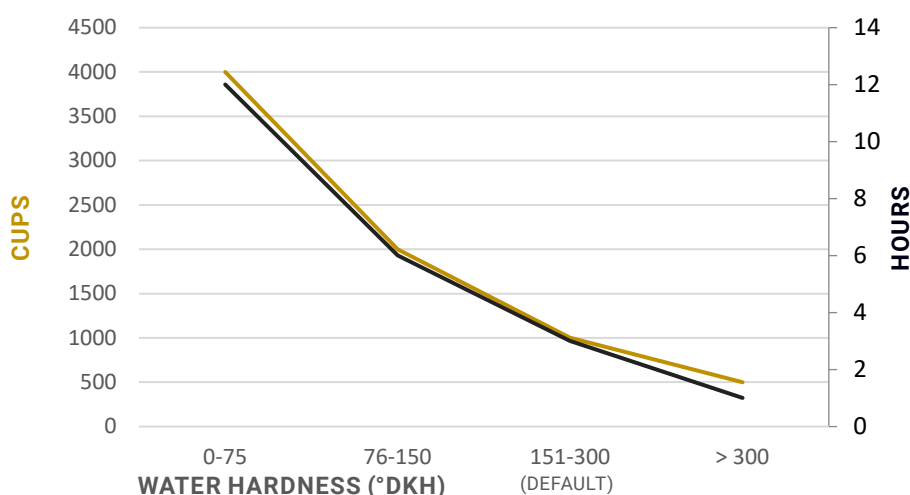
This can vary depending on the particular system.

- Example: A setting of "500" means that the machine will display the message after 500 cups of milk drinks have been prepared. The machine requires in-depth cleaning of the milk system using detergent.

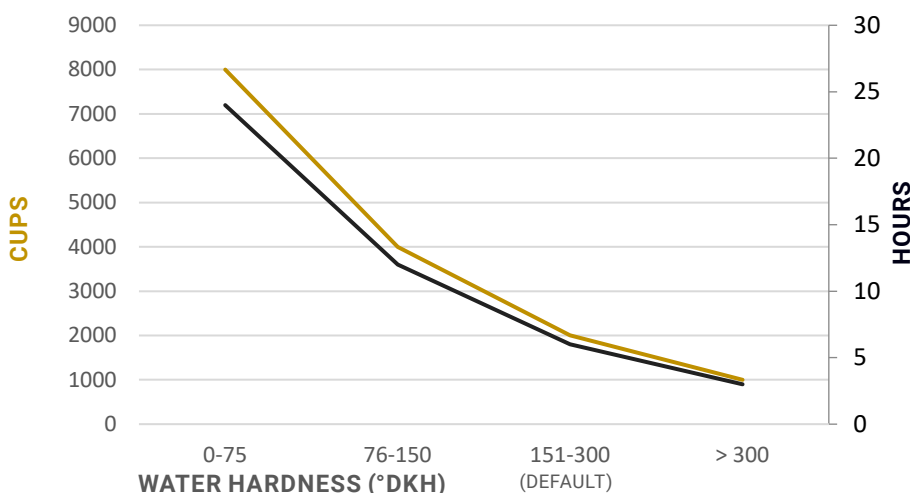
Descaling setting

This indicates how many cups of coffee the machine should make before it prompts you to descale it with descaling powder. Unit: cups Options: Please refer to the information on the display, as this may vary depending on the system. Set the number of cups in the menu according to your water hardness. Determine the range using the following table (e.g. range 2000 cups at 76-150 °dKH water hardness).

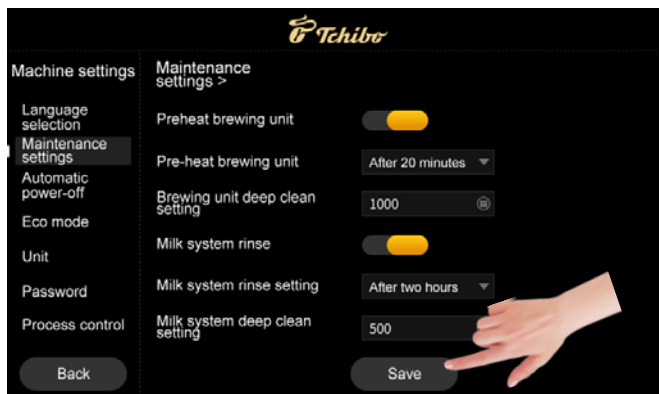
Without water filter



With water filter



- Example: With the number setting "1000", the system will prompt you to descale the machine with detergent after preparing 1000 cups of drinks.



9.4.3 Automatic switch off

Set the time at which you want the coffee machine to shut down automatically.

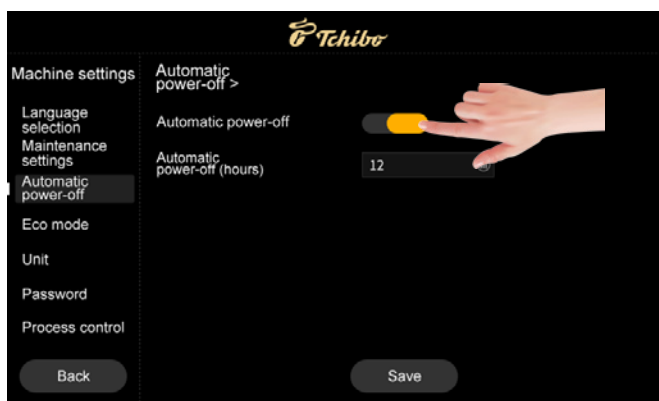
» Press the  button to switch this function on or off.

- **Switch off (hrs):** Specifies the time after which the machine is to switch off. Options: 1 hour to 24 hours.

- **Example:** Twelve hours have been set. As a result, the machine will switch off automatically 12 hours after being switched on.

Once set, the machine will automatically switch off every day after the set period (press and hold the display for longer than 3 seconds in order to restart the machine). Please switch the machine off if it is not to be used for an extended period

» Press "Save" to accept the changes.

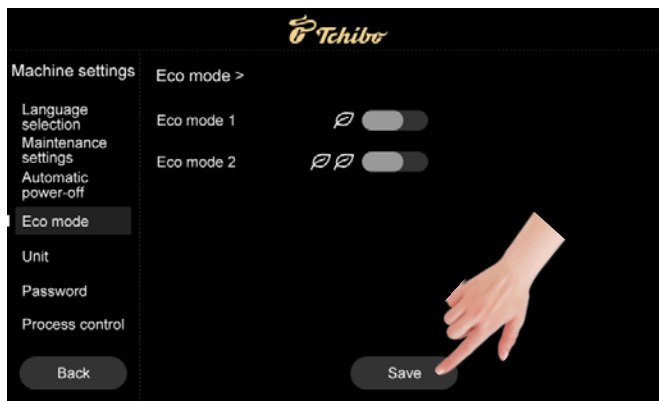


9.4.4 Eco mode


This menu item allows you to activate or deactivate one of the modes.

- **Eco mode 1:** The temperature of the steam thermo block will fall to the same temperature as the hot water thermo block after 1 hour in idle mode.
- **Eco mode 2:** The temperatures of the steam thermo block and the hot water thermo block will both fall to 60 °C after 1 hour in idle mode, and this state will be maintained.

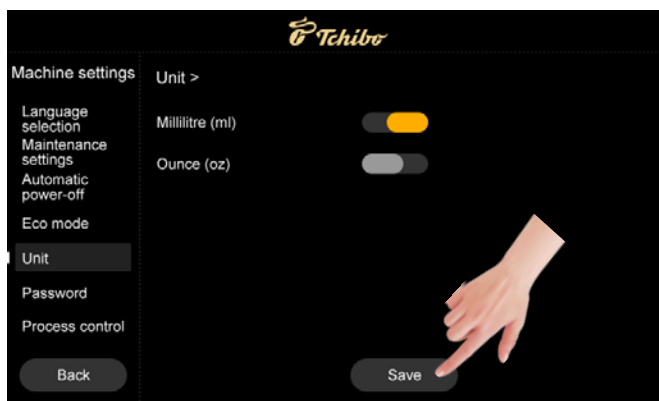
» Press "Save" to accept the changes.



9.4.5 Unit

» Press the  button to activate or deactivate the desired unit.

» Press "Save" to accept the changes.

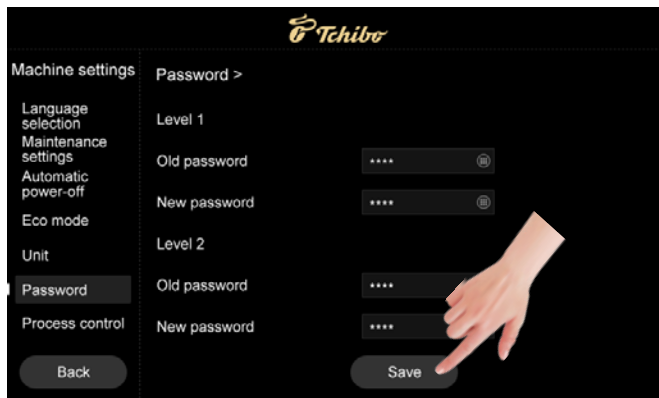


9.4.6 Password

It is possible to change the password by entering the old password and then a new password.
Press "Save" to save the changes.

- **Level 1 password:** Restricted access to the Service menu. Only for the drinks settings (the default password is 1609).
- **Level 2 password:** Restricted access to the Service menu, including drink settings, maintenance and machine settings (the default password is 1608).

Note: You can reset the modified level 1 & 2 passwords to their default values using "Reset to factory settings".



9.4.7 Process control

» Press the  button to switch this function on or off. Then press "Save".

- "Activated": When preparing a drink, you can press the "+" and "-" icons to temporarily adjust the quantity of this drink (default: open).
- "Deactivated": The "+" and "-" used to adjust the quantity are greyed out on the display and cannot be selected.

9.5 TECHNICAL SETTINGS

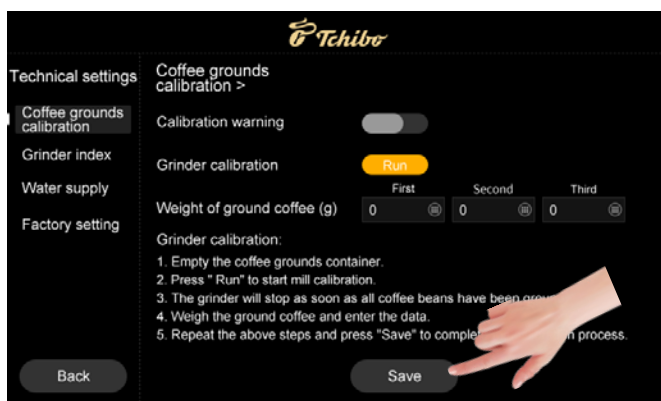
» Press "Technical settings", enter your master password and press OK to confirm.



9.5.1 Grinder calibration

You can calibrate the quantity ground by the grinder. If the coffee machine is shipped from the factory, it has been calibrated with test beans. However, if you use your own coffee beans, the speed of the grinder may vary and the amount of ground coffee may differ from the factory calibration default. It is therefore recommended that you carry out the grinding calibrations with your own coffee beans before using the fully automatic coffee machine.

» Press "Save" to accept the changes.



Step 1: Empty the grinder container, place it on the scales, weigh it and then reinsert it into the machine.

Step 2: Press "Start" to begin grinding.

The coffee powder will automatically fall into the ground coffee container.

Step 3: Remove the ground coffee container and weigh the ground coffee.

Step 4: Enter the value in the "Weight of ground coffee" field (enter the value as a whole number, rounding to the nearest decimal point).

» Perform the above steps 3 times.

Step 5: The "Save" button appears on the user interface and all calibration steps are completed once you press it.

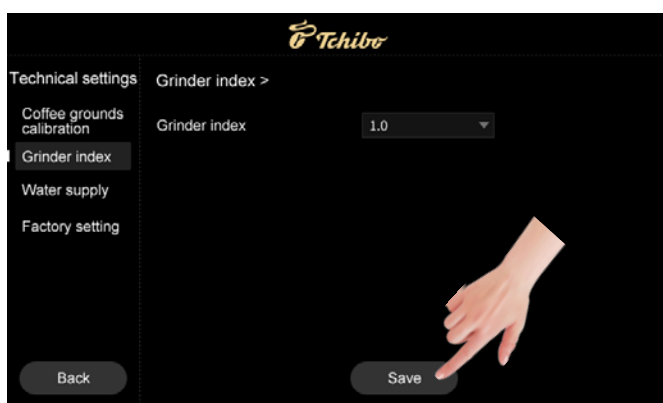
9.5.2 Grinder index

You can adjust the grinder index. It refers to the amount of times the total increase is based on the default value of the existing comparison table of grinding levels (the setting range is between 0.7 times and 1.3 times, the default value is 1.0).

» Press "Save" to accept the changes.

Comparison table of grinding levels

LEVEL	1	2	3	4	5
GRAMMES	5 g–7 g	7 g–9 g	9 g–11 g	11 g–13 g	14 g–16 g



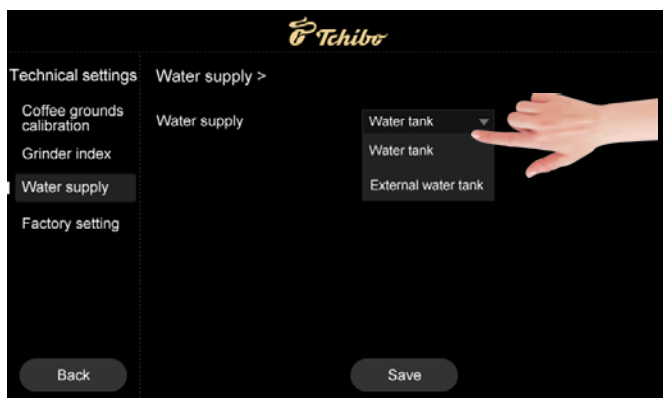
• Example: Selecting "0.9" means that all grinds are 90 % of the original weight according to the above grinding level table.

LEVEL	1	2	3	4	5
GRAM INDEX 0.9	(5 g ~ 7 g) * 0,9	(7 g ~ 9 g) * 0,9	(9 g ~ 11 g) * 0,9	(11 g ~ 13 g) * 0,9	(14 g ~ 16 g) * 0,9

9.5.3 Water supply

You can set the type of water supply for the fully automatic coffee machine.

» Press "Save" to accept the changes.



Select the type of water supply. Options: Water tank, water canister.

PROMPT

The water supply method must be set so that it corresponds to the actual water supply situation of the machine.

- Selecting "Water tank" means that the supply mode is water tank.
- If "Water canister" is selected, this means that the supply mode is water container (e.g. a canister).

If you decide to use a water supply from a water canister, you must change the connection on the rear of the machine accordingly.

For this purpose, you must set the red "wheel" accordingly and connect the water hose.



9.5.4 Factory settings

The machine parameters will be reset to the factory settings.

» Press  to turn the function on or off.

» Press "Save" to activate the setting.

Reset drinks

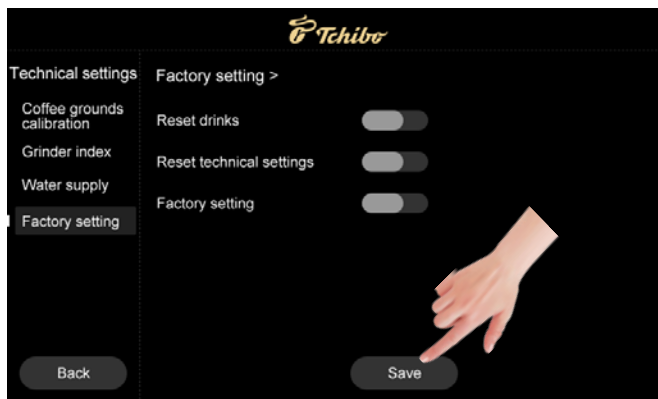
Resets the drinks settings to the factory settings.

Reset technical settings

Resets the technical settings to the factory settings.

Reset to factory settings

Resets all settings to the factory settings.



9.6 INFORMATION

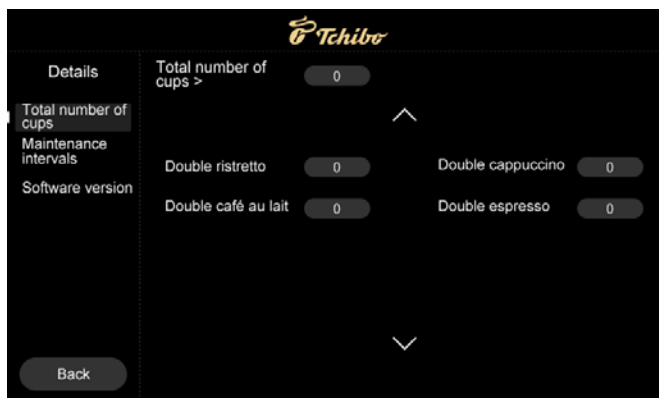
9.6.1 Total cups

View the total number of cups that the machine has prepared for each type of drink.



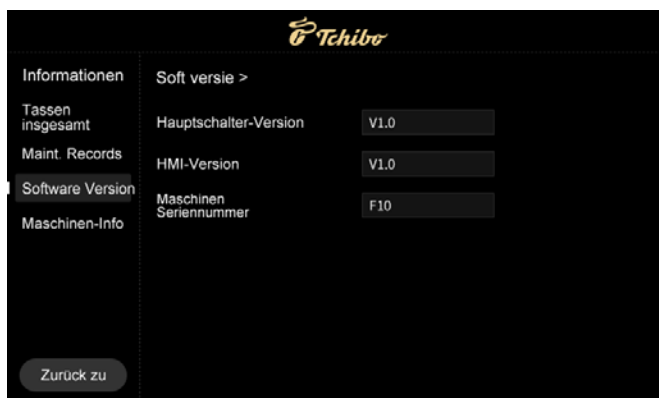
9.6.2 Maintenance logs

View the cumulative number of machine inspections and the frequency at which each inspection was performed.




9.6.3 Software Version

- **Master switch version:** Displays the main switch version of the fully automatic coffee machine.
- **HMI version:** Displays the coffee machine HMI version.
- **Machine serial number:** Displays the serial number of the fully automatic coffee machine.

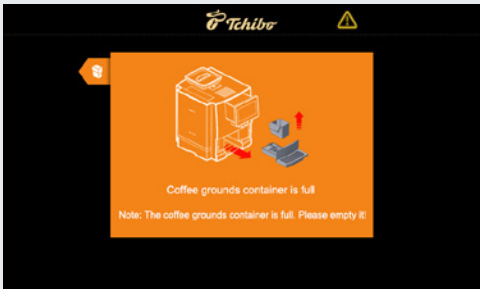


10. WARNINGS

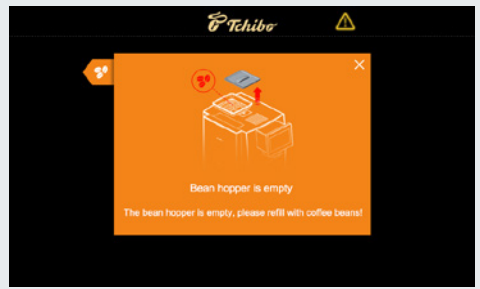
10.1 WATER TANK EMPTY

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<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 is too far from the sensor. c) The water level sensor is defective. 	<ul style="list-style-type: none"> • Remove the tank and add water. Make sure that the water level is not higher than the "Max" line indicated on the tank. • Check the water tank and reinsert it • Replace the sensor with a new one.


10.2 COFFEE GROUNDS CONTAINER FULL

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) The coffee grounds container is full. 	<ul style="list-style-type: none"> • Remove the drip tray, pull out the grounds container and empty it.

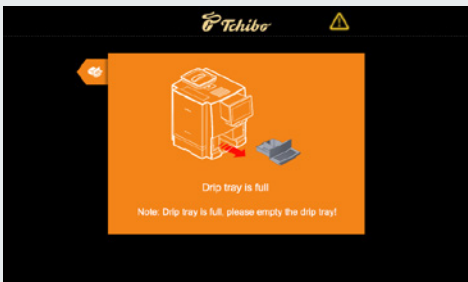
10.3 BEAN HOPPER EMPTY

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) The coffee bean hopper is empty. b) The beans are stuck together. 	<ul style="list-style-type: none"> • Fill coffee beans into the bean hopper. • Stir the beans in the container until they are once again loose.


10.4 DRIP TRAY MISSING

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
 <p>Drip tray not inserted</p> <p>Note: The drip tray has not been correctly inserted, please reinsert it.</p>	<ul style="list-style-type: none"> a) The drip tray was not inserted correctly. b) The sensor is defective. c) The magnet has been lost or is broken. 	<ul style="list-style-type: none"> • Replace the drip tray. • Replace the sensor with a new one. • Replace the magnet with a new one.

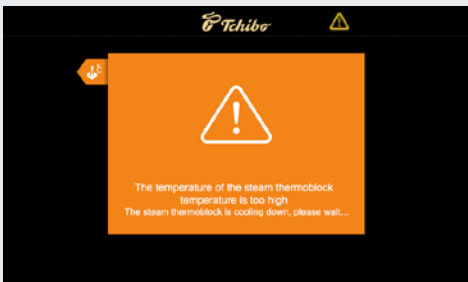
10.5 DRIP TRAY FULL

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
 <p>Drip tray is full</p> <p>Note: Drip tray is full, please empty the drip tray!</p>	<ul style="list-style-type: none"> a) The drip tray is full. b) The sensor is soiled. 	<ul style="list-style-type: none"> • Remove the drip tray and empty it. • Check and clean the sensor.

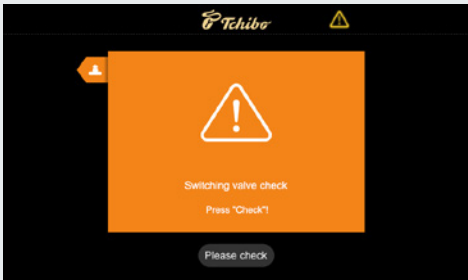
10.6 HOT WATER BOILER OVERHEATING

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
 <p>The temperature of the coffee thermoblock is too high.</p> <p>The coffee thermoblock is cooling down, please wait...</p>	<ul style="list-style-type: none"> a) The temperature exceeds 160 °C. 	<ul style="list-style-type: none"> • Note the message on the screen: "Coffee thermo block is cooling down, please wait...". • No drink can be prepared while the boiler is cooling down

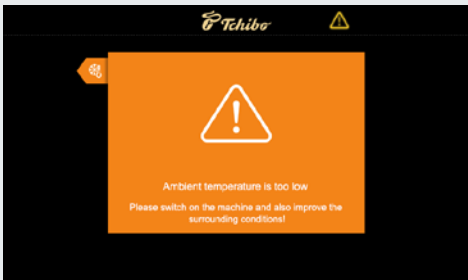
10.7 HOT WATER BOILER OVERHEATING

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
 <p>The temperature of the steam thermoblock is too high.</p> <p>The steam thermoblock is cooling down, please wait...</p>	<ul style="list-style-type: none"> a) The temperature exceeds 160 °C. 	<ul style="list-style-type: none"> • Follow the instructions on the display: "Steam thermo block is cooling down, please wait ...". • No drink can be prepared while the boiler is cooling down.

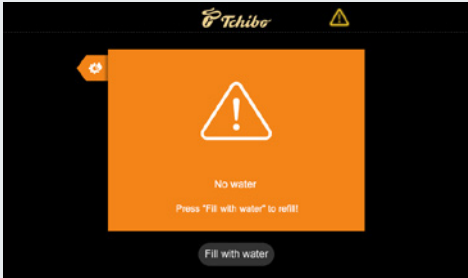
10.8 CHECK BYPASS VALVE

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<p>a) The valve is in the wrong position after multiple self-tests.</p>	<ul style="list-style-type: none"> • Press "Check" to perform a self-test. • Switch off the machine 5 seconds later and then restart it.

10.9 AMBIENT TEMPERATURE IS TOO LOW

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<p>a) The ambient temperature is 0 °C or lower.</p>	<ul style="list-style-type: none"> • Please only switch on the machine when the ambient temperature is between 10 °C ~ 40 °C.

10.10 WATER LOW

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<p>a) There is insufficient tap water. b) The inlet pipe connection has become loose. c) The O-ring is not functioning or is missing. d) The inlet for the tank or tap water is blocked. e) The tank is not properly secured. f) The strainer of the brewing unit is blocked. g) The pump is damaged. h) The flow meter is damaged.</p>	<ul style="list-style-type: none"> • Check the type of water supply to both the machine and the pipes. • Press "Fill with water". • Check that the connector or the O-ring are correctly installed. • Clean the inlet for tank or tap water. • Reposition the tank by sliding it to the end position. • Clean the strainer by performing in-depth cleaning of the brewing unit using tablets or by disassembling it. • Replace the pump. • Replace the flow meter. • Switch off the machine and restart it.

10.11 SYSTEM OVERPRESSURE

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) The tube or strainer of the brewing unit is blocked. b) Coffee grounds from the grinder are too fine c) The amount of coffee grounds in the grinder exceeds the maximum capacity of the brewing unit. d) Air is entering the pump during coffee preparation. 	<ul style="list-style-type: none"> • Press "Rinse" to rinse the brewing unit. • Set the grind level of the fully automatic coffee machine clockwise. The larger the number, the coarser the grind. • Perform basic calibration. • If water is supplied via the tank, clean the tank inlet. If water is supplied via the mains water supply, check that water is present or that the connection valve is open.

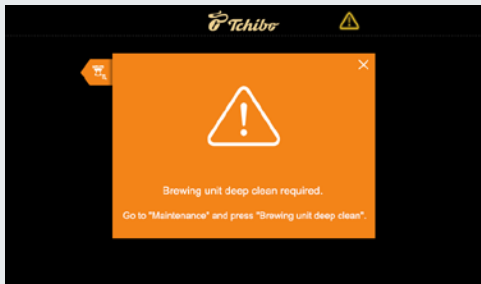
10.12 GRINDER CALIBRATION

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) An alarm is triggered after a certain number of cups of coffee have been prepared. b) This is the case for the 2,000th, 7,000th, 17,000th, 27,000th cup and so on (every ten thousand cups). 	<ul style="list-style-type: none"> • Follow the instructions to perform grinder calibration. • Follow the instructions in the service manual.

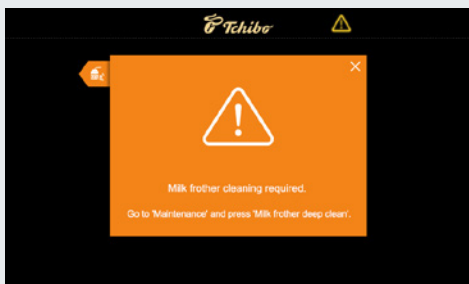
10.13 BREWING UNIT TEST

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) The brewing unit is not in the correct position. b) The brewing unit is damaged and needs to be replaced. c) The drive motor of the brewing unit is damaged 	<ul style="list-style-type: none"> • Press "Test". • Replace the brewing unit with a new one. • Replace the drive motor.


10.14 BREWING SYSTEM IN-DEPTH CLEANING REQUIRED

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) An alarm is triggered after a certain number of coffees have been prepared. b) The number of cups can be set in the maintenance settings. 	<ul style="list-style-type: none"> • Follow the instructions to perform in-depth cleaning of the brewing system. • Follow the instructions in the service manual.

10.15 IN-DEPTH MILK SYSTEM CLEANING REQUIRED

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) An alarm is triggered after a certain number of milk coffee specialities have been prepared. b) The number of cups can be set in the maintenance settings. 	<ul style="list-style-type: none"> • Follow the instructions to perform in-depth cleaning of the milk system. • Follow the instructions in the service manual.

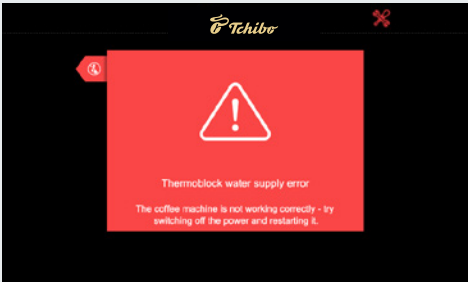
10.16 DESCALING REQUIRED

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) An alarm is triggered after a certain number of milk coffee specialities have been prepared. b) The number of cups can be set in the maintenance settings. 	<ul style="list-style-type: none"> • Follow the instructions to perform descaling. • Follow the instructions in the service manual.

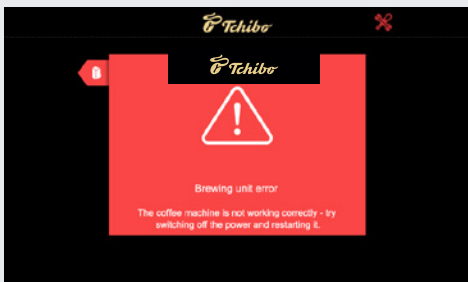
11. TROUBLESHOOTING ERRORS

11.1 ERROR MESSAGES ON THE DISPLAY

11.1.1 Water supply errors

	<p>a) This message will appear if the message "Water low" is still displayed after three attempts at refilling.</p>	<ul style="list-style-type: none"> • Check that the water supply is in order, switch off the machine and restart it. • Check that the water inlet pipe connection or the O-ring are correctly installed. • Clean the inlet for tank or tap water. • Reinsert the tank. Slide it in until the end. • Clean the strainer by performing in-depth cleaning of the brewing unit using tablets or by disassembling it. • Replace the pump. • Replace the flow meter with a new one.

11.1.2 Brewing system error

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<p>a) The brewing unit is blocked or stuck. b) The motor is not working. c) The brewing unit is damaged. d) Damage to the control panel/mainboard.</p>	<ul style="list-style-type: none"> • Switch off the machine and restart it. • Disassemble the brewing unit, check and clean it. • Replace the motor • Replace the brewing unit • Replace the controller board • Press "Brewing unit self-test" three times.

11.1.3 HMI COMMUNICATION ERROR

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) Mainboard and/or display board connection loose or damaged. b) The control software does not match the HMI software. c) Damaged HMI software. d) Damaged HMI PCB. e) Damaged mainboard. 	<ul style="list-style-type: none"> • Check the connectors on the HMI board and reconnect them. • Update the control software. • Update the HMI software. • Replace the HMI board. • Replace the mainboard.

11.1.4 HOT WATER BOILER NTC ERROR

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) The temperature of the hot water boiler exceeds the permitted value. b) Electronic error between sensor and mainboard. c) The sensor is damaged. 	<ul style="list-style-type: none"> • Replace the hot water boiler fuse. • Replace the NTC sensor. • Replace the hot water boiler.

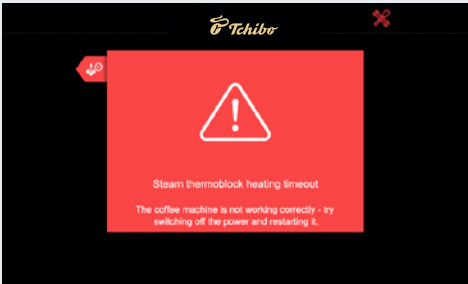
11.1.5 STEAM BOILER NTC ERROR

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) The temperature of the steam boiler exceeds the permitted value. b) Electronic error between sensor and mainboard. c) The sensor is damaged. 	<ul style="list-style-type: none"> • Replace the steam boiler fuse. • Replace the NTC sensor. • Replace the steam boiler.

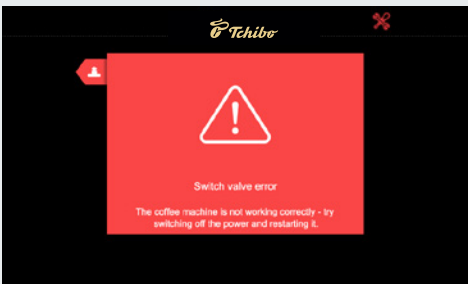
11.1.6 Boiler heating time exceeded

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) The temperature of the hot water boiler exceeds the set value and causes the fuse to trip. b) The sensor is damaged. c) Damaged hot water boiler. 	<ul style="list-style-type: none"> • Replace the hot water boiler fuse. • Replace the NTC sensor. • Replace the hot water boiler.

11.1.7 Steam boiler heating time exceeded

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) The temperature of the steam boiler exceeds the set value and causes the fuse to trip. b) The sensor is damaged. c) Damaged steam boiler. 	<ul style="list-style-type: none"> • Replace the steam boiler fuse. • Replace the NTC sensor. • Replace the steam boiler.

11.1.8 BYPASS VALVE ERROR

MESSAGE DISPLAYED	CAUSES	SOLUTIONS
	<ul style="list-style-type: none"> a) The valve is still in the wrong position. b) The valve is damaged after multiple self-tests. 	<ul style="list-style-type: none"> • Switch off the device and restart it after 5 seconds. • Replace the valve.

11.2 ERRORS WITHOUT MESSAGES ON THE DISPLAY

11.2.1 MACHINE DOES NOT SWITCH ON

<ul style="list-style-type: none"> a) The machine is not connected to the mains. b) The mains voltage is not high enough. c) The machine is not switched on. d) Damaged power supply board. e) The main power fuse has tripped. 	<ul style="list-style-type: none"> • Check that the device is connected to the mains. • Use a source with the correct mains voltage. • Check that the machine is switched on. • Replace the power supply board. • Replace the main power supply fuse.

11.2.2 NO MILK

CAUSES	SOLUTIONS
<ul style="list-style-type: none"> a) The milk container is empty. b) The pipe or the steam outlet is blocked. c) The steam pipe is defective. d) The number of air inlets is set too high. e) The milk frother is blocked 	<ul style="list-style-type: none"> • Pour the milk into the milk container. • Milk system in-depth rinse. • Disassemble the machine cover and check the steam pipe. • Set the number of air inlets lower. • Disassemble and clean the milk frothing unit. • Replace the milk frothing unit. • Turn the milk wheel (located under the cover of the coffee spout). • Descale the machine.

11.2.3 NO MILK FROTH, JUST WARM MILK

CAUSES	SOLUTIONS
<ul style="list-style-type: none">a) The inlet of the air intake valve is blocked.b) The pipe of the air intake valve is blocked.c) The air intake valve is damaged.	<ul style="list-style-type: none">• Check the inlet and the pipe of the air intake.• Replace the air intake valve.• Turn the milk wheel (located under the cover of the coffee spout).

11.2.4 NO COFFEE

CAUSES	SOLUTIONS
<ul style="list-style-type: none">a) The coffee has been ground too finely.b) The amount of coffee grounds from the grinder exceeds the maximum capacity of the brewing unit.c) The tube or strainer of the brewing unit is blocked.d) The brewing unit is damaged.e) The strainer of the intake valve is blocked.	<ul style="list-style-type: none">• Set the grind level of the fully automatic coffee machine clockwise. The larger the number, the coarser the grind.• Perform basic calibration.• Perform an in-depth cleaning of the brewing system using tablets.• Repair the brewing unit or replace it.• Clean the strainer or replace it.

11.2.5 SOFTWARE CRASHES

CAUSES	SOLUTIONS
<ul style="list-style-type: none">a) The machine ceases to function or unexpectedly fails to respond.	<ul style="list-style-type: none">• Switch off the machine and restart it after 5 minutes.• Update the software

11.2.6 Liquid leak

CAUSES	SOLUTIONS
<ul style="list-style-type: none">a) The connection between the liquid inlet and the pipe leaks.b) The inside of the machine is not sealed.	<ul style="list-style-type: none">• Check to see if the connection is loose.• Disassemble the cover of the machine and find out if there are any leaks.• Replace any leaking parts.



12. IMPORTANT INFORMATION

- Caution: risk of burns. Do not touch the spout when a drink is being prepared.
- Never open the door, remove the base tray, drip tray, water tank or other parts when the machine is in operation.
- Never attempt to use the machine when the mains water supply is interrupted. (In the event that the mains water supply is used.)
- Water and powder must remain below the MAX line level when filling.
- Never pour water into the bean or powder hoppers.
- The water tank is intended for use with cold, clean water only; hot or ice water is not permitted.
- We recommend half-roasted beans and beans with a lower oil content. Oily or burnt beans are not recommended.
- Adjust the spout height to the height of the cups.
- We recommend cleaning the water tank and changing the water on a daily basis to ensure high quality.
- Brush cleaners are not permitted. In the event of damage to the machine, please clean the machine with a soft cloth.
- Please remember to clean the grinding container and the waste water drum.
- Never switch off the machine when it is preparing drinks, performing a self-test or automatic cleaning operation.
- Switch off in the correct sequence. Press "Off", the machine will automatically rinse. Once the rinsing operation is complete and the display light goes out, turn off the power switch. Please unplug the power cable.



13. REPLACEMENT AND REPAIR

You can find solutions to problems and faults, operating aids and information on using your Tchibo Office here:

Germany

You can obtain a shipping label and a complaint form to send to the repair centre free of charge from www.tchibo.de/reklamation.

You will need the 6-digit article number, which you can find on the packaging, on the article or in the Instructions for Use.

If you have an online account, you can log in under "My Tchibo" and enter the article number. The shipping label and the complaint form are then automatically completed with the data stored in your online account. If the form does not automatically contain your personal details, please enter them manually. The dispatch label and the complaint notification will then be sent automatically to the e-mail address you entered in the form. Please print out both. Important: Der Strichcode beim Versandetikett darf nicht beschrieben oder überklebt werden. You can only use this label for shipping within Germany.

+49 40 60 02 79 00

Email: service@tchibo.de

Austria

You will receive a shipping label by email for free shipping to our repair centre: +43 800 40 02 35 (free of charge)

Email: service@tchibo.at

Switzerland

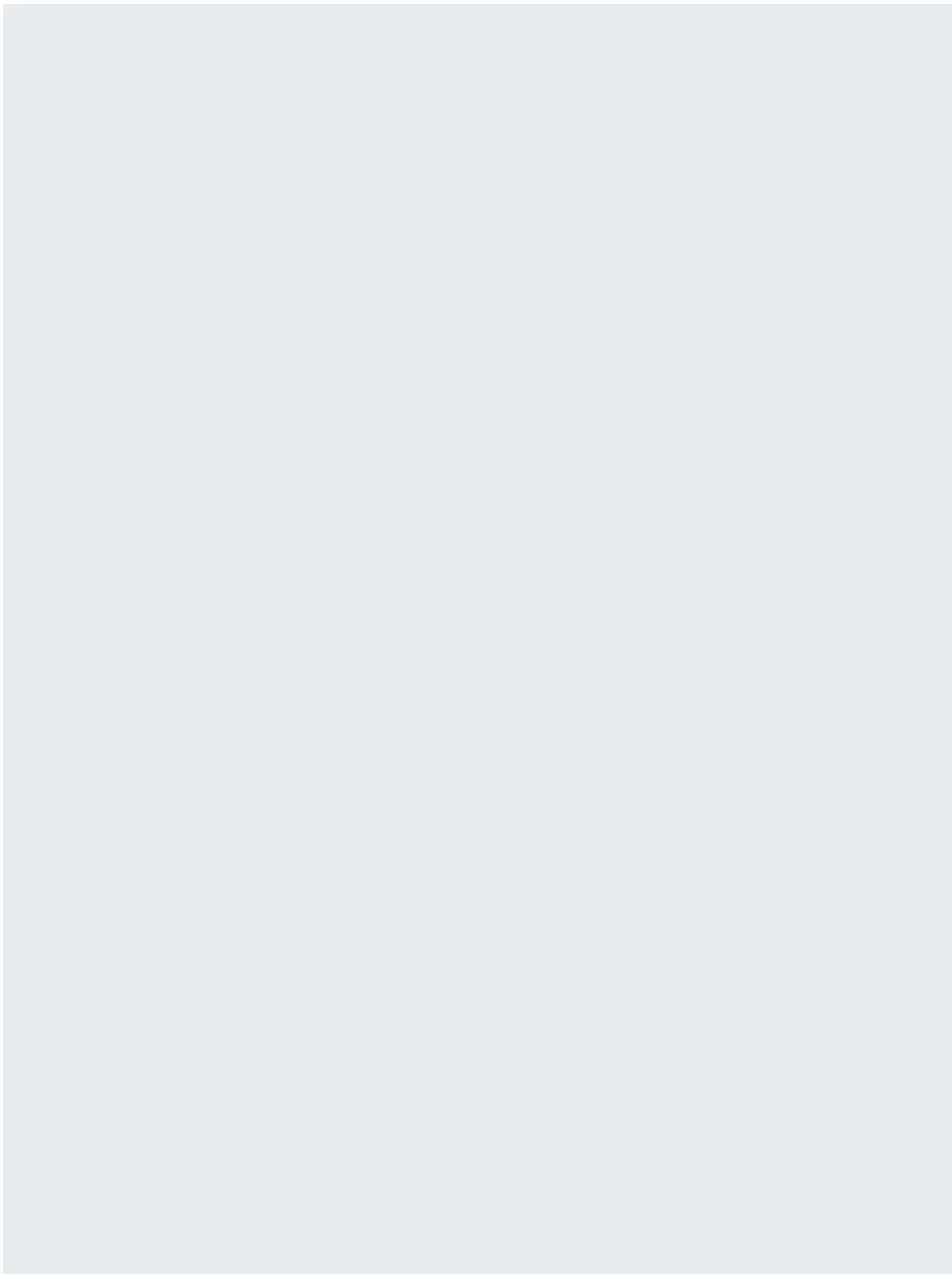
You can find the current address for shipping to our repair centre on:
043 88 33 099 (local tariff)

Email: service@tchibo.ch

More information is available from our service address at:

<https://www.tchibo.de/service>







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Updated: 10.06.2025