



Place this chapter in the Coffee Machine section of the Equipment Manual.

Manufactured exclusively for McDonald's® by

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represented by:

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EN



c5-12C FF

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WARRANTY

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1. Scope of Warranty

MSS warrants the products as follows:

- All products (other than as specified in the following): 2 years parts and labor;
- Electronic circuit and/or control boards: 3 years parts only.

2. General Conditions of Warranty

The exchange of parts is limited to 3 per year. The warranty period runs from the earlier of (i) the date of installation or (ii) 6 months after the shipment date from the place of manufacture in Switzerland or Germany. The warranty covers defects in material or workmanship. Defective products must be returned prepaid to MSS-USA, 665 Tollgate Road, Suite B, Elgin, IL 60118 or a dealer/repair station authorized by MSS. A list of authorized dealers/repair stations may be obtained by writing to MSS at the foregoing address or calling (847) 717-8924. MSS, in its sole discretion, shall determine the scope of a repair and exchange of parts. Any repair or exchange of parts shall not extend the warranty period.

3. Prerequisites of Warranty

Not covered by this warranty are products that have:

- (a) been altered or modified;
- (b) been improperly installed by persons not authorized by MSS;
- (c) failed due to abuse or inadequate or improper maintenance or care;
- (d) been used in violation of the manual or other instructions for use or installation; or
- (e) been damaged due to defects or malfunctioning or defects of equipment, parts or installations not provided by MSS.

Examples of the foregoing include:

- Defects or malfunctioning resulting from improper cleaning, human errors or mishandling (such as blocked valves or mixer);
- Defects due to lime-scale build-up or other deposits resulting from the use of water softening equipment (such as boilers or water pumps);
- Defects or malfunctioning due to electric overloads or power surges (such as burned electronic boards);
- Defects or malfunctioning due to deviations from the quality specifications for milk, water and coffee beans; or
- Defects of malfunctioning due to deviations from the quality settings recommend by MSS.



4. Requirements for Water Quality

This Warranty is valid only if the following water quality requirements/ranges are complied with:

- 54 ppm - 125 ppm total dissolved solids
- 3.1 gpg – 7.3 gpg dissolved hardness minerals in water
- 6.8 -7.2 pH acidity/alkalinity

5. Requirements for Power and Plumbing

This Warranty is valid only if the requirements for Power and Plumbing as per Installation Guide and drawing included in packaging are complied with.

6. Ordinary Wear and Tear Items Excluded From Warranty

Excluded from the warranty are items or parts that are subject to natural wear in the ordinary use of the equipment, such as

- Seals
- Filters
- Piston sprays
- Piston plunger
- Paint coatings
- Grinding burrs
- Foamer head

7. No Implied Warranties

THE WARRANTY PROVIDED HEREUNDER IS EXPRESSLY IN LIEU OF ANY AND ALL OTHER WARRANTIES, AND MSS DISCLAIMS ANY AND ALL OTHER EXPRESS WARRANTIES AND ALL IMPLIED WARRANTIES WITH RESPECT TO THE EQUIPMENT, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

8. Limitations of Liability

EXCEPT AS EXPRESSLY AGREED UPON, UNDER NO CIRCUMSTANCES SHALL MSS HAVE ANY LIABILITY, WHETHER DIRECTLY OR BY WAY OF INDEMNITY, FOR SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, PUNITIVE, EXEMPLARY, STATUTORY OR OTHER DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR INJURIES TO PERSONS OR TO PROPERTY OR LOSS OF PROFITS OR LOSS OF FUTURE BUSINESS OR REPUTATION, LOSS OF USE OF EQUIPMENT, COST OF DOWN TIME OR COST OF SUBSTITUTE EQUIPMENT, WHETHER BASED ON BREACH OF CONTRACT, BREACH OF WARRANTY, TORT, STRICT OR PRODUCTS LIABILITY, INFRINGEMENT OF PATENTS, TRADE SECRETS, TRADEMARKS, COPYRIGHTS OR OTHER PROPRIETARY RIGHTS, OR ANY OTHER LEGAL THEORY IN CONNECTION WITH THE SALE OF THE EQUIPMENT, ITS USE, INSTALLATION OR APPLICATION OR IN CONNECTION WITH THE PERFORMANCE BY MSS HEREUNDER.



WARRANTY MCD

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MSS/Cafina represents and warrants that the Products will (1) conform to McD's current Standards; (2) be merchantable; (3) be free from defects in design, construction, workmanship, materials and packaging; (4) be fit and sufficient for the purpose for which it is intended and/or which is stated on any packaging, labeling or advertising; and (5) be equivalent in materials, quality, fit, finish, workmanship, performance and design to samples, if any, submitted to and approved by McD. EXCEPT AS OTHERWISE PROVIDED IN THE AGREEMENT BETWEEN MSS AND MCD, THE WARRANTIES PROVIDED IN THIS PARAGRAPH SHALL BE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED.

MSS/Cafina further represents and warrants that (1) the manufacture, use, distribution or sale of the Products will not violate or infringe any proprietary or intellectual property rights of any person or entity; (2) the Products will be produced, packaged, tagged, labeled, packed, shipped and invoiced in compliance with the applicable requirements of federal, state and local laws, regulations, ordinances and administrative orders and rules of the United States, its territories and all other countries in which the Products are produced or delivered; (3) they will strictly adhere to all applicable federal, state and local laws, regulations, ordinances and administrative orders and rules of the United States, its territories and all other countries in which the Product are produced or delivered with respect to the operation of their production facilities and their other business and labor practices, including laws, regulations and prohibitions governing the working conditions, wages, hours and minimum age of work force; (4) MSS/Cafina will not discriminate based upon gender, race, sexual orientation, national origin or any other basis prohibited by law in their employment practices and that the Products are not produced or manufactured, in whole or in part, by child labor or by convict or forced labor; (5) upon request from McD, MSS/Cafina will provide McD with specific information, in such detail as McD may reasonably request, as to the location(s) and methods(s) of the manufacture of the Products; (6) upon reasonable notice and during regular business hours, McD, its designated representatives and any independent inspectors approved by McD may inspect any production facility at which the Products or any components of the Products are being produced; (7) if McD determines that a Product must be inspected prior to its shipment to the United States or other country, such inspection will be performed at the sole expense of MSS/Cafina by an independent inspector approved by McD and any inspection or documentation thereof, and corrective actions, if any, taken by MSS/Cafina with respect to such Approved Product will not be deemed an acceptance of any such Product, or a waiver or any nonconformities or defects in any such Product and will not excuse any failure by MSS/Cafina to deliver such Product in accordance with this Agreement or the terms of any Purchase Order; (8) MSS/Cafina will strictly adhere to the McDonald's Code of Conduct for Suppliers, as it may change over time; (9) MSS/Cafina will not use any trade name, trademark, service mark or other intellectual property of McD, or any other trade name, trademark or service mark incorporating the „Mc“ or „Mac“ formative, in any manner whatsoever, including, without limitation, on or in connection with any Product or other products or services, without first obtaining the written consent of McD; and (10) they will at all times remain in compliance with the Foreign Corrupt Practices Act, as it may be amended from time to time.

INTRODUCTION

The c5 coffee machine is a fully automatic coffee machine which can dispense pre-programmed coffee- and milk products through a height-adjustable product outlet into the product cup.

The beverage required is selected via five beverage selection buttons.

Two separate bean hoppers allow for two different coffee types, e.g. regular and decaffeinated coffees.

For hot milk processing with integrated, automatic cleaning, the Cafina conforms to NSF/ANSI / Standard 4.

The patented, Automatic Coffee quality System (ACS) continually monitors relevant parameters such as fineness of grind, coffee powder weighed-in quantity, infusion time and water temperature.

The piston system is optimally controlled via a Variable Pressure System (VPS).

Power Connection

The c5 coffee machine is permanently connected to main power during normal operation.

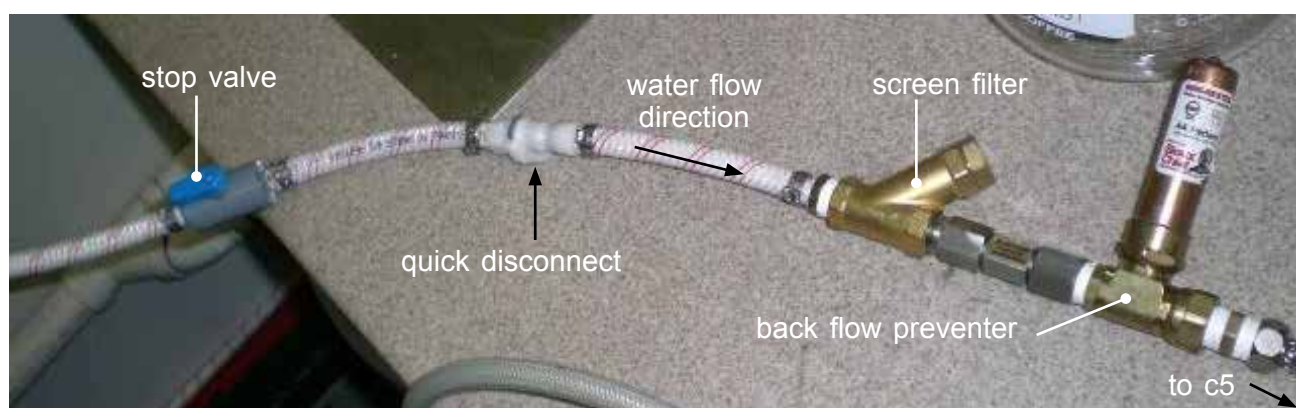
Depending on the form of the power connection, the coffee machine is disconnected from mains power via power plug and socket, or via a circuit breaker on the mains panel.

NOTE:

The c5 coffee machine does not have a power switch of its own.

Water Connection

The c5 is connected to a water purification system (RO) in the building by a stop valve – quick disconnect – screen filter – and a backflow preventer. In case of a problem on the c5, the coffee machine can be shut off or disconnected quickly from the main water supply.



Water is drained from the c5 into the waste water system with permanent connection to the sewer.

SAFETY

Warnings

Warning symbols used

The following warning symbols may be affixed to the equipment.



Low voltage

- Warning of dangerous electrical voltage.
- Electric shocks can lead to serious injury or death.
- Only authorized technical personnel may perform work on electrical installations.
- The technical safety instructions must be followed.
- Unplug equipment before carrying out any work on electrical installations.



Hot surface / hot internal components

- Warning of heat which could lead to injury.
- Allow hot surfaces and components to cool before carrying out any work on these component parts.
- If necessary, wear heat resistant gloves.

Places where warning symbols are affixed



NOTE

- The equipment comes supplied with warning symbols (stickers) affixed wherever appropriate.
- If any of the warning symbols should fall off during operation or following cleaning work, the operator must stick these warning symbols back again immediately.

Safety information in these Operating Instructions

In these Operating Instructions, you will find the following three levels of safety information:

• Level 1



WARNING

- A warning refers to significant hazards. Failure to follow the relevant safety instruction could lead to injury or death.

Depending on the type of danger, instead of STOP, one of the following symbols could be combined with the word WARNING.



WARNING

- Warning of electric shock.



WARNING

- Warning of heat.

• Level 2



CAUTION

- The CAUTION symbol stresses important instructions. Failure to observe these instructions could lead to damage to the equipment or to other material assets.

• Level 3



NOTE

- Notes contain additional information aimed at raising the general level of safety and at lightening the user's workload.

Basic safety instructions

Proper use

General

Proper use includes, in addition to the specific provisions set out below, observing these Operating Instructions and complying with the supplier's obligatory maintenance and repair instructions.

c5 coffee machine

The c5 coffee maker is used solely to dispense coffee products, coffee and milk combined products, hot water, steam and to heat and froth milk.

No other use of the c5 coffee maker will be deemed to be proper.

Specific hazards and instructions

c5 coffee machine



WARNING

- Never insert either the hands or any rod-shaped object into a bean hopper or into the filling chute while the c5 coffee machine is connected to the mains power supply.
- Only coffee beans may be introduced to the bean hopper.



WARNING

- When handling the combination cleaning tablets „COMBI-Tabs“, the manufacturer's warnings and instructions that are printed on the cleaning tablet container must be observed and complied with.

WARNING



- Hot liquid comes out from the bottom of the beverage outlet. There is a danger of scalding.



WARNING

- Never interfere with the electricity supply connection or modify it. This could result in fatal injury.
- Never remove the screw-mounted covers. There is a danger of fatal injury upon contact with live components.



NOTE

- Regardless of type configuration, the c5 coffee machine should not be used in large kitchens.
- Electrical equipment which does not have adequate electro-magnetic protection should not be operated close to the c5 coffee machine.
- The drip tray serves solely to collect drip water. It must not be used as a sink.

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CAUTION

- Never interfere with the water mains connection or modify it. There is a danger of flooding.
- Only operate the c5 coffee machine in covered locations, avoid places where there is a risk of water splash. There is a risk of damage.



CAUTION

- Never spray the c5 coffee machine with a water hose during cleaning. There is a risk of damage.
- Always empty the coffee waste drawer in the correct manner. There is a danger of overflow.
- Always insert the key card dry and in the correct position into the slot. Do not insert any foreign objects or chip cards for other systems into the slot. There is a risk of damage.
- Do not leave key card in the slot during operation.
- If the internal relieve pressure valve is actuated due to excessive pressure or temperature increase, switch the c5 coffee machine off immediately. Secure the c5 coffee machine against unintentional switching on and report to Customer Support.

Refrigerator



CAUTION

- When refilling with milk, always use pre-cooled milk that is no warmer than 40°F. There is a hygiene risk.
- Always close the refrigerator door. There is a hygiene risk.

Key cards



CAUTION

- Keep key cards dry, cool and in the plastic pockets provided for this purpose. There is a risk of damage.
- Never put a key card on a hot surface or expose to direct sunlight. There is a risk of damage.
- Never put a key card down in an environment where there is a risk of water splash. There is a risk of damage.
- Always clean key cards including chip contacts with a clean, slightly moist cloth without using any household cleaner. There is a risk of damage.
- Never bend or fold a key card or use it as a tool. There is a risk of damage.
- In an environment that is likely to be electrostatic, always ensure that you have earthed yourself (e.g. by touching a radiator) before handling a key card. There is a risk of damage.

Personal safety



WARNING

If handled improperly, the equipment could cause serious or fatal injury.

Anyone using and maintaining the equipment must be trained in the correct handling of the equipment and must have read and understood the safety instructions in these Operating Instructions before starting to use or maintain the equipment.


WARNING

Never modify or remove any safety mechanisms.

Do not disable any safety mechanisms by modifying the equipment.

If there are any warning symbols affixed to the equipment (dependent on nationality), never remove these. Replace any lost or defective warnings symbols immediately.


WARNING

Never operate the equipment in a damaged condition.

Report any irregularities to your superior immediately, especially if they affect safety.

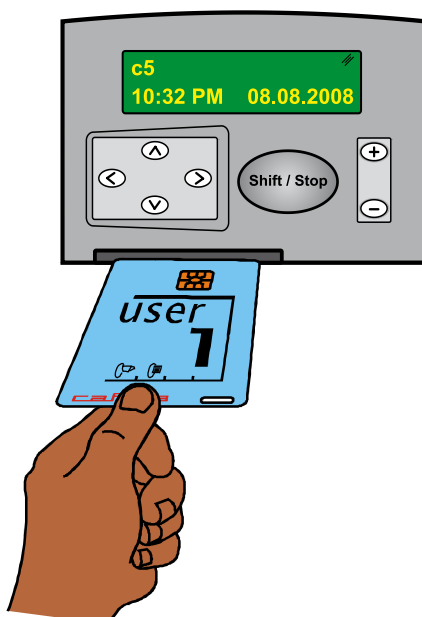
Safety mechanisms

As well as the warning symbols (dependent on nationality) affixed to the equipment, the equipment also has several active safety mechanisms.

Power switch

c5 coffee machine power switch.

Activation with key card.


Authorized persons
General

Only persons who are authorized to do so may work on or with the equipment.

A person is deemed to be authorized if he/she satisfies the minimum training and knowledge requirements listed in this chapter and has been assigned a fixed area of responsibility.

Areas of responsibility of personnel
Manager

As the most senior person from a legal point of view, the manager is responsible for the proper use of the equipment and for the training and deployment of authorized personnel.

Se encarga de registrar las competencias empreHe/she records the competencies of authorized persons, including whether they have the authority to give orders, for his business.

His/her tasks include the following:

- He/she sets or resets the equipment to the beverages that are currently to be dispensed, if he/she wishes to dispense different beverages than those that the supplier configured upon delivery or installation of the equipment.

User

He/she is responsible for the following tasks:

- Adjusts the equipment to the beverages currently to be dispensed.
- Refills consumables, e.g. coffee, milk.
- Starts the equipment and monitors it.
- Cleans and services the equipment.
- Pinpoints problems and organiser problem rectification.

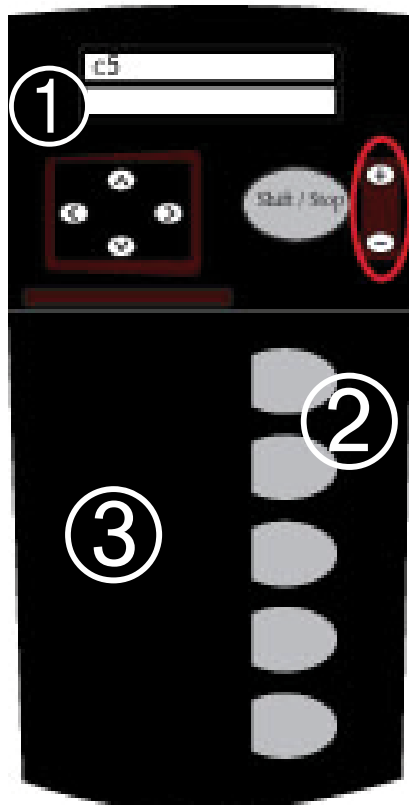
PARTS IDENTIFICATION / FUNCTIONS AND EXPLODED VIEW

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- 1** Bean Hopper
- 2** Bean Hopper slider
- 3** Chute for coffee cleaning tablets
- 4** Foamer head cover
- 5** Holding screw foamer head cover
- 6** Display
- 7** Product selection keypad
- 8** Preselection keypad
- 9** Adjustable coffee / milk spout
- 10** Drip tray
- 11** Coffee waste drawer

PRODUCT SELECTION



- 1) Display
- 2) Product selection keys
- 3) Product labels

PRESELECTION KEYPAD



- 1) Not labeled, but function of Decaf
- 2) Non - or low fat milk instead of whole milk
- 3) Espresso - allows for an extra shot
- 4) Cup size

EQUIPMENT SET-UP AND CLOSE PROCEDURES

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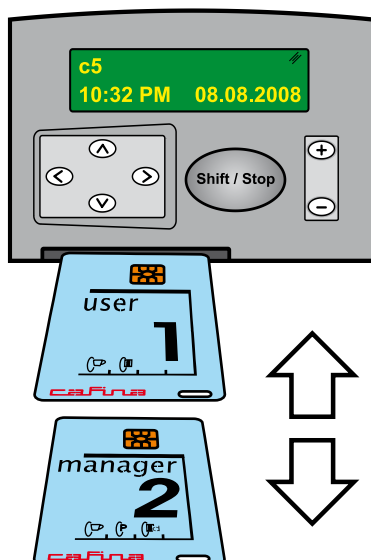


NOTE

- The c5 coffee machine has a „standby“ operating mode.
- None of the product fields are lit up.

Switching on

1. Insert “user” or “manager” key card and then remove.



2. The c5 coffee machine heats up. The second line flashes:

TURN ON
prog.197°F act. 161°F

TURN ON
Steam temp. too low

Fill milk
Please confirm (SH)

3. After the coffee machine has heated up, the “Fill milk” prompt will appear. Insert the milk bag(s) and put the corresponding milk connectors into the container and confirm.

Please wait
10:32 PM 08.08.2008

4. All five product fields are illuminated. The coffee machine is now filling the milk system.

Select beverage
10:34 PM 08.08.2008

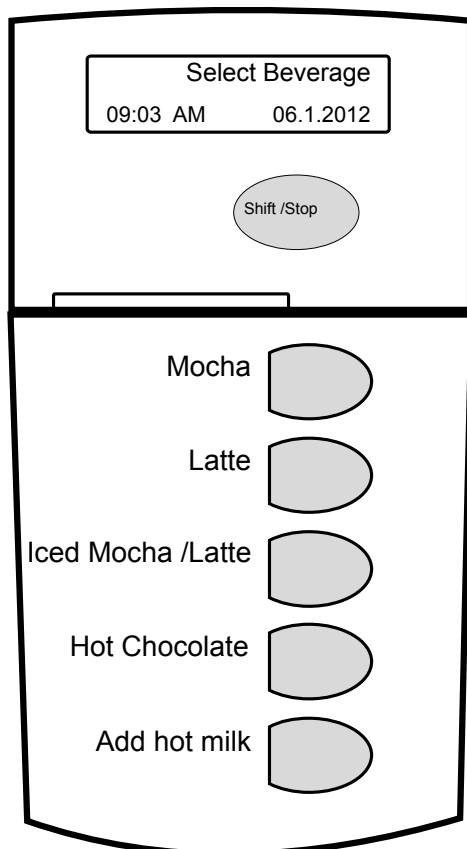
The coffee machine is now ready to dispense beverages.

Dispensing of beverages

Dispensing normal coffee

The following description of how to dispense beverages assumes the following allocation to the beverage selection buttons:

Product fields from top to bottom...



Reference products



NOTE

* after the product in the display means „reference product from bean hopper 1“.

** after the product in the display means „reference product from bean hopper 2“.

General sequence


1. Push the beverage outlet upwards.
2. Select desired coffee cup.
3. Place 1 coffee cup under the beverage outlet.
4. Push the beverage outlet downwards until the coffee cup can be removed without having to push the beverage outlet upwards again.
5. When this message is displayed, the coffee machine is ready to dispense beverages ...



Select:

- On the preselection keypad:
 - Product: Decaf / Non-Fat (if applicable).
 - Size of beverage: Small / Medium / Large.
- On the product selection keypad:
 - Product on key level 1 – direct key stroke.
 - Product on key level 2 – “Shift” + product key.

Stopping the product flow...

You can interrupt the flow of beverage at any time by pressing the Shift/Stop button [].

Change milk bag

1. The following message indicates that there is no milk in the milk bag.

Select beverage
Change milk bag

2. Change the empty milk bag and confirm that by pressing the Shift/Stop button [].

Please wait
10:34 PM 08.08.2008

3. The coffee machine is now priming the milk system.

Select beverage
10:34 PM 08.08.2008

You can now dispense beverages as required.

Refill coffee beans

The bean hoppers are monitored as regards coffee bean content. If the bean hopper becomes empty, this is displayed during the dispensing of a beverage.

The following message appears...

Bean hopper 1 empty
Please confirm

or

Bean hopper 2 empty
Please confirm

1. Fill coffee beans into bean hopper 1, right hand side.

or fill coffee beans into bean hopper 2, left hand side

2. Press Shift/Stop button to confirm.

Emptying the coffee waste drawer



NOTE

- The coffee waste drawer is full to capacity when it contains a weight of 0.7 kg. (1,5 lbs).

When this occurs, the message „Empty drawer!“ is displayed.

- The coffee waste drawer is 80 % full when it contains a weight of 0.56 kg. (1,25 lbs).

When this occurs, the message „Drawer almost full!“ is displayed.



CAUTION

- If the coffee waste drawer overflows, this will cause serious dirt accumulation inside the c5 coffee machine.
- Always empty the coffee waste drawer correctly when the c5 coffee machine is switched on.

- The following displays indicate how full the coffee waste drawer is...

...Coffee waste drawer is 80 % full.

Select beverage
Drawer almost full

...Coffee waste drawer is 100 % full.

Select beverage
Empty drawer!

- Push the beverage outlet all the way up.
- Pull out the coffee waste drawer. The following message appears...

Select beverage
Drawer missing!

- Empty the coffee waste drawer, clean with warm water and dry.

- Push the coffee waste drawer in. The following message appears...

Drawer emptied?
Please confirm (SH)

Press Shift/Stop button [].

- The following message appears...

Select beverage
11:30 PM 08.08.2008

- You can now dispense beverages as required.

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Cleaning the drip tray



1. The drip grille and drip tray must be cleaned at regular intervals.
2. Press the drip grille at the back right or back left corner downwards a little.



3. Remove drip grille and clean.
4. Clean drip tray and clean out the drain holes if they are blocked.
5. Place the drip grille in the correct position on the drip tray, i.e. with the transverse rods underneath.

Close Procedures

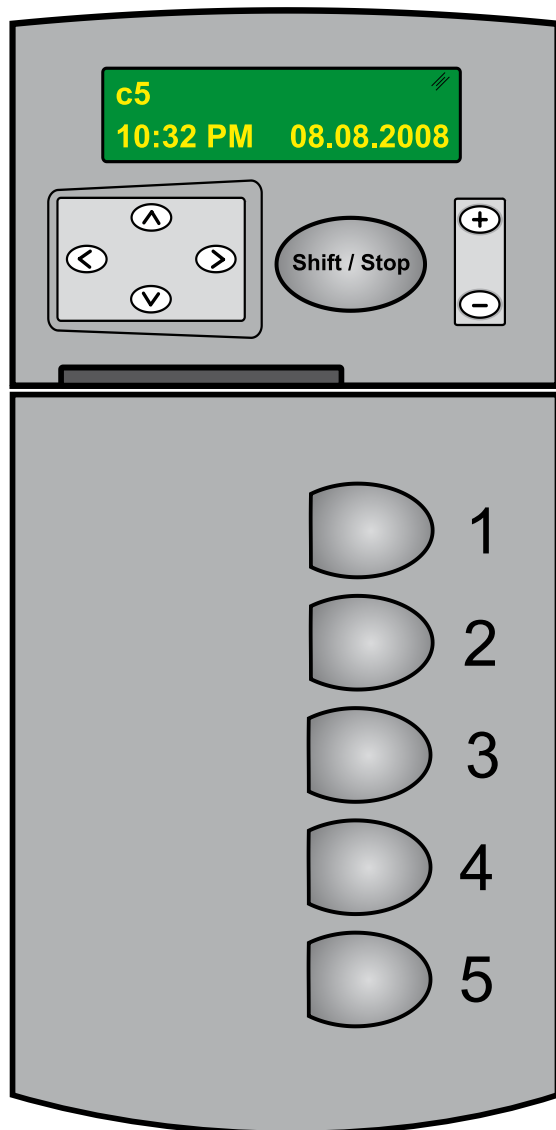


NOTE

- Only use combination cleaning tablets "COMBI-Tabs".
- Get out three combination cleaning tablets "COMBI-Tabs".
- Get the cleaning container

SYSTEM SETUP / OPERATION

Control panel and button layout



♦ Liquid crystal display

- Displays information on the corresponding function.

♦ Navigation button []

- One level higher in the structure
- Used to confirm queries / or adjustment values.

♦ Navigation button []

- One level down in the structure.

♦ Navigation button []

- One position horizontally to the right in the structure.

♦ Navigation button []

- One position horizontally to the left in the structure.

♦ Shift/Stop button []

- Not allocated.

♦ [] button

- Used to raise the adjustment value in predefined steps.
- Used to enter "Yes".

♦ [] button

- Used to lower the adjustment value in predefined steps.
- Used to enter "No".

♦ [] button (no invisible)

- 1 = "Yes" in response to textual questions.
- 2 to 4 unallocated.
- 5 = "no" in response to textual questions.

Cards

Card handling:

1. Insert key card.
2. Wait until LC-display changes.
3. Remove key card.

♦ “user” key card



- Insertion of the card has the effect of switching the coffee machine on or off.
- Insertion of the card has the effect of granting access to basic functions.

♦ “manager” key card



- Insertion of the card has the effect of granting access to advanced functions.
- Insertion of the card after the adjustment values have been changed has the effect of confirming the new settings.

Operating modes

In operation

Select beverage
18:21 PM 08.08.2008

- In this condition, the coffee machine is connected to the main power and water mains.
- There are no restrictions on the dispensing of beverages.

Out of order (de-energised)



- In this condition, the coffee machine is disconnected from the main power and water mains.
- It is not possible to dispense any beverages.

Operation with critical problem

DPxx

- In this condition, the coffee machine is connected to the main power and water mains.
- It is not possible to dispense any beverages.

Operation with non-critical problem

Select beverage
Error coffee part DP16

- In this condition, the coffee machine is connected to the main power and water mains.
- There are restrictions on the dispensing of beverages.

“Stand by” operation (switched off)

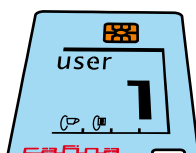
c5
18:21 PM 08.08.2008

- In this condition, the coffee machine is connected to the main power and water mains.
- It is not possible to dispense any beverages.

Structure of the functions

Access with the "user" key card

- ◆ **Menu Cleaning**
 - Cleaning
- ◆ **Menu Daily counter**
 - Coffee total
 - Setting 0 - 100 000
 - Other products
 - Setting 0 - 100 000



Access with the "manager" key card

- ◆ **Menu Cleaning**
 - Cleaning
- ◆ **Menu Daily counter**
 - Coffee total
 - Setting 0 - 100 000
 - Other products
 - Setting 0 - 100 000
 - Reset counter
 - Setting yes / no
- ◆ **Menu Total counter**
 - Coffee total
 - Setting 0 - 1 000 000
 - Milk total
 - Setting 0 - 1 000 000
- ◆ **Menu Functions**
 - EXTERNAL
 - **function disabled**
 - Self-service
 - Setting yes / no
 - ON / OFF timer
 - Setting yes / no
 - Memoswitch
 - **function disabled**
 - Milk
 - **function disabled**
 - Disable buttons
 - Setting yes / no
- ◆ **Menu Water quantity**
 - Coffee products
 - Setting 0 - 995ml



- ◆ **Menu Coff. quant. ±1g**
 - Coffee products
 - Setting ±1g
- ◆ **Menu Flow period water**
 - Hot water products
 - Setting 0,4 - 120s
- ◆ **Menu Pre-infusion 1 milk**
 - Milk / coffee products
 - Setting 0 - 50s
- ◆ **Menu Pre-infusion 2 milk**
 - Milk / coffee products
 - Setting 0 - 50s
- ◆ **Menu Post-infusion milk**
 - Milk / coffee products
 - Setting 0 - 50s
- ◆ **Menu Flow period milk**
 - Milk products
 - Setting 0,4 - 120s
- ◆ **Menu Flow period steam**
 - **disabled**
- ◆ **Menu Price** **do not use**
 - For all products
 - Setting 0 - 25.00
- ◆ **Menu No charge** **do not use**
 - For all products
 - Setting yes / no
- ◆ **Menu Clock / date**
 - Hours
 - Setting HH
 - Minutes
 - Setting MM
 - Day
 - Setting DD
 - Month
 - Setting MM
 - Year
 - Setting YY

Brief description of functions

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Daily counter

- With “user” key card

Queries the current counter status for all products. Deletion of counters is not possible.

- With “manager” key card

Queries the current counter status for all products. Deletion of counters is generally possible.

Total counter

- Coffee / Milk

Queries the current counter status for specified products.

Deletion of counters is not possible.

Functions

- Self-service

Switches coffee machine to self-service operation.

The products intended can be dispensed directly.

- ON/OFF timer

Sets coffee machine to automatic switching on and off.

The switch-on / switch-off times must have been previously specified by a service engineer.

- Disable buttons

Locking and release of the control buttons on the coffee machine.

- EXTERNAL

disabled

- Memoswitch

disabled

- Milk

disabled

Water quantity

- Every individual coffee product

The water quantity can be altered in predefined steps.

Coffee quantity $\pm 1g$

- Every individual coffee product

The powder quantity can be altered in predefined steps.

Flow period hot water

- Hot water beverages

The flow time can be altered in predefined steps.

Preinfusion 1 milk

- Every “coffee-milk” beverage

The milk flow time can be altered in predefined steps.

Coffee is then added.

Preinfusion 2 milk

- Every “coffee-milk” beverage

The milk flow time can be altered in predefined steps.

Coffee is then added.

Post-infusion milk

- Every “coffee-milk” beverage

The milk flow time can be altered in predefined steps.

Coffee is output first.

Flow period milk

- Cold milk

The flow time can be altered in predefined steps.

- Hot milk

The flow time can be altered in predefined steps.

Flow period steam

disabled

Price

do not use

No charge

do not use

Clock / date

- Clock

Used to set the time in the format «00:10PM»

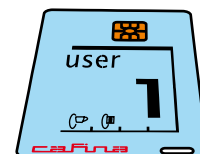
- Date

Used to set the date in the format «Wednesday 10.09.2008»

Use of the functions

Cleaning

- Card: “user” key card



1. Insert / remove card.

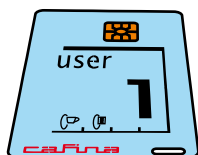


2. [].button

3. Start of cleaning procedure.

Daily counter

- Card: "user" key card.



1. Insert / remove card.

Cleaning?
Please confirm (SH)

2. 1x [⬆] button.

Cleaning

3. 1x [⬇] button.

Daily counter

4. 1x [⬇] button.

Coffee total
xx

5. [⬇] or [⬅] button.

Other beverages
yy

6. Insert / remove card.

Select beverage
18:21 PM 08.08.2008

Daily counter

- Card: "manager" key card.



1. Insert / remove card.

Cleaning?
Please confirm (SH)

1x [⬆]

Cleaning

2. 1x [⬇] button.

Daily counter

3. 1x [⬇] button.

Coffee total
xx

4. [⬇] or [⬅] button.

Other beverages
yy

5. [⬇] or [⬅] button.

Reset counter
no

6. 1x [⊕] button.

Reset counter
yes

7. 1x [⬆] button.

Daily counter

8. Insert / remove card.

Select beverage
18:21 PM 08.08.2008

Total counter

- Card: "manager" key card.



1. Insert / remove card.



2. 1x [>] button.



3. 1x [v] button.



4. 1x [>] button.



5. 1x [>] button.



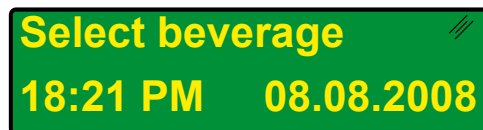
6. 1x [>] button.



7. 1x [^] button.



8. Insert / remove card.



Functions



NOTE

- Only those functions which have orange background (activated) can be altered.

- Card: "manager" key card.

1. Insert / remove card.



2. 3x [>] button.



3. 1x [v] button.



- 1x [>] button.



- 1x [>] button.



4. 1x [+] button.



- 1x [+] button.



- 1x [+] button.



5. 1x [^] button.



6. Insert / remove card.



Clock / date

- Card: "manager" key card.



1. Insert / remove card.

Cleaning?
Please confirm (SH)

2. 1x [] button.

Cleaning

3. 1x [] button.

Clock / date

4. 1x [] button.

Clock / date **Hours**
09:27 AM

5. e.g. 1x [] button.

Clock / date **Hours**
10:27 AM

6. 1x [] button.

Clock / date **Minutes**
10:27 AM

7. e.g. 5x [] button.

Clock / date **Minutes**
10:32 AM

8. 1x [] button.

Clock / date **Day**
Wednesday 06.08.2008

9. e.g. 1x [] button.

Clock / date **Day**
Thursday 07.08.2007

10. 1x [] button.

Clock / date **Month**
Thursday 03.07.2008

11. e.g. 1x [] button.

Clock / date **Month**
Sunday 03.08.2008

12. 1x [] button.

Clock / date **Year**
Saturday 11.08.2007

13. e.g. 1x [] button.

Clock / date **Year**
Monday 11.08.2008

14. 1x [] button.

Clock / date

15. Insert / remove card.

Select beverage
10:32 AM 14.08.2008

After switching off the coffee machine a message like this appears...

c5
10:32 AM 14.08.2008

Resetting to initial installation default settings

This function is used to reset the coffee machine software to the default settings that applied upon first installation.

The coffee machine reads in from the “memory” key card all the data which the service technician wrote to the card (“memory” key card) last time.



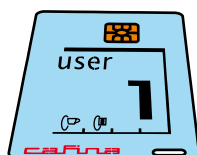
NOTE

- All the software modifications which have been made to the functions using the “manager” card are lost when machine is reset!

♦ Cards:



&



1. To disconnect the coffee machine from the mains power supply:

- Pull out the plug
- or
- set separate power switch to OFF.

2. Insert the “memory” key card.

3. To connect the coffee machine from the mains power supply:

- Insert plug
- or
- set separate power switch to ON.

4. The following message appears...

c5

Read memory card (+)

10:32 PM 04/16/2008

5. 1x [⊕] button.

Reading memory card

Remove card

6. Remove “memory” key card.

c5

7. Insert / remove “user” key card.

Calibration

Please wait

TURN ON

8. Coffee machine reset is complete.

Select beverage



MAINTENANCE

This chapter deals exclusively with preventive maintenance of the equipment. In case of problems, please consult page 33 "Troubleshooting"

Maintenance schedule

Cleaning intervals

Cleaning area	Daily	Weekly	Monthly
Cover of beverage outlet	•		
Beverage outlet	•		
Outer panel surfaces		•	
Control button		•	
Bean hoppers			•
Coffee waste drawer	•		
Recess for coffee waste drawer	•		
Liquid crystal display		•	
Milk hoses / refrigerator	•		
Cleaning procedure	•		
Area underneath the equipment	•		
Drip grille	•		
Drip tray	•		

Intervals between services

Your c5 coffee machine must be serviced with an approved McDonald's Preventative Maintenance plan.

Cleaning

Cleaning work



CAUTION

- Only use non-corrosive, non-abrasive household cleaners.
- Only use non-abrasive cloths.
- Do not use any of the normal (rapid) decalcifying agents.
- Only use combination cleaning tablets "COMBI-Tabs" for cleaning procedures

Cleaning area

Cleaning work

Cover of beverage outlet

Beverage outlet

Outer panel surfaces

Control buttons

Bean hoppers

Coffee waste drawer

.....

.....

Recess for coffee waste drawer

Liquid crystal display

Milk hoses / refrigerator

.....

.....

Cleaning procedure

Drip grille

Drip tray

Clean using damp cloth.

Clean using damp cloth.

Clean using damp cloth.

Clean using damp cloth.

Clean using dry cloth.

Rinse out with warm (not hot) water every time that it is emptied.

Rub dry with cloth.

Clean using damp cloth.

Clean using dry cloth.

Following the cleaning procedure, clean only the outside of the milk hose, using a dry cloth.

Clean inside of refrigerator with damp cloth.

For further details, see next point.

Clean using damp cloth.

Clean using damp cloth.

Cleaning procedure

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Because of the high amount of milk beverages served from the c5, frequent cleaning cycles are absolutely required to keep the coffee machine operational at all times.

The cleaning procedure needs to be performed daily, and it will start at every shut down procedure. The coffee machine can not be shut off without cleaning the whole system.

The cleaning process can be performed at any given time by inserting the “user” or “manager” key card.

The cleaning process consists of a coffee system cleaning cycle and a milk system cleaning cycle.

The milk cleaning cycle is divided into the actual system cleaning, the system sanitizing cycle, and once per week, the system deliming cycle.

a). Coffee cleaning cycle

The coffee cleaning cycle is fully automatic. The only thing, the operator has to do, is to insert a cleaning tablet at a prompt in the menu.

b). Milk cleaning cycle

For the milk system cleaning, the operator has to prepare the sanitizer solution prior to starting the cleaning process. During the milk cleaning cycle, the operator will be prompted to change cleaning jugs by audible and visual messages.

The deliming cycle once a week, using a special deliming agent, helps to clean the milk system more thoroughly than with the daily cleaning tablets.

A step by step cleaning procedure is provided with the coffee machine, and can also be found in the appendix to this operating manual.

TROUBLESHOOTING

Fault display, troubleshooting and fault acknowledgement

During operation, the control system monitors the operating status continually. Faults are displayed on the liquid crystal display. In case of malfunctions, the user or operator can intervene in accordance with the procedures described in this chapter an attempt to trouble- shoot the problem.

Brief description of troubleshooting process:

- Analyse message on the liquid crystal display. The possibilities are as follows:
 - Text message.
 - Text message plus diagnosis point (DP) display.
- First of all insert / remove the “user” or “manager” key card. If this clears the malfunction, then the coffee machine will be once more ready to dispense beverages. Otherwise see below.
- To troubleshoot the problem, proceed as described in “Textual error messages” and “Error messages displayed via diagnosis points (DP)”.
- Insert / remove “user” or “manager” key card a second time.
- If this clears the malfunction, then the coffee machine will be once more ready to dispense beverages. If not, disconnect the coffee machine from mains power by pulling the plug from the wall socket and reconnect after about 20 seconds, or via the circuit breaker on the mains panel.

Checklist for fault diagnosis and troubleshooting

Quick Fix

A quick troubleshooting guide can be found in the appendix to this operating manual. The same document should always be available close to the coffee machine.

More detailed trouble shooting information is described in the next chapter.

Textual error messages

◆ LCD messages:

- Temp. too high.
- Temp. too low.
- Boiler temp. too high.
- Boiler temp. too low.

◆ Cause of fault:

- Unknown hardware or software error.
- Static charge.
- Effect of storm (overvoltage due to storm).

◆ Troubleshooting measure(s):

Disconnect / connect to mains power supply.

1. Disconnect the coffee machine from the mains power supply.
2. Wait at least 20 seconds.
3. Connect coffee machine.
4. Insert “user” or “manager” key card to switch machine ON.
5. Decision:

If the textual error message is no longer shown, there is no need for any action.

If the textual error messages are still visible, notify Customer Support.

◆ **LCD messages:**

- Change milk bag.

◆ **Cause of fault:**

- Milk level too low.

◆ **Troubleshooting measure(s):**

Check if milk connectors are fully inserted in milk bag.

- check milk level.
- change milk bag, if required.

See also “Change milk bag” page 14.

◆ **LCD messages:**

- No milk available.

◆ **Cause of fault:**

- Acknowledge of message “Milk filled” with “no”.
- Shortage of water while cleaning.

◆ **Troubleshooting measure(s):**

Unplug and reconnect coffee machine and confirm with “yes”.

◆ **LCD messages:**

- Drawer missing!

◆ **Cause of fault:**

- Coffee waste drawer not inserted or not pushed in far enough.

◆ **Troubleshooting measure(s):**

Use coffee waste drawer correctly.

See also “Emptying the coffee waste drawer” page 15.

◆ **LCD messages:**

- No water.

◆ **Cause of fault:**

- Check water connection:



Connect



Disconnect

◆ **Troubleshooting measure(s):**

Open stopcock in the external fresh water feeder hose.

Check that the quick disconnect (can be metal or white plastic) is fully inserted. Push together to make sure, it is fully connected.

Clean or replace external water filter.

◆ **LCD messages:**

- Bean hoppers (1 or 2).

◆ **Cause of fault:**

- Bean hopper 1 or 2 is empty.

◆ **Troubleshooting measure(s):**

Refill coffee beans, see also “Refill coffee beans” page 14.

◆ **LCD messages:**

- Boiler level.

◆ **Cause of fault:**

- Water level too low.
- Too much time elapses during the filling operation.

◆ **Troubleshooting measure(s):**

There may be a water leak or the water feed may be insufficient.

The coffee machine is still in operation; however it is necessary to keep an eye on it.

Contact Customer Support.

◆ **LCD messages:**

- Filter.

◆ **Cause of fault:**

- The main water filter has reached the end of its life cycle and needs to be replaced.

◆ **Troubleshooting measure(s):**

The coffee machine is still in operation; however it is necessary to keep an eye on it.

Contact Customer Support.

◆ **LCD messages:**

- Grinder correction.

◆ **Cause of fault:**

- The automatic coffee bean grinding calibration is not working. This results in reduced quality of the beverages dispensed.

◆ **Troubleshooting measure(s):**

The coffee machine is still in operation; however it is necessary to keep an eye on it.

Contact Customer Support.

◆ **LCD messages:**

- Service Coffee.
- Service Milk.

◆ **Cause of fault:**

- The whole system needs servicing.
- The milk system needs servicing.

◆ **Troubleshooting measure(s):**

The coffee machine is still in operation; however it is necessary to keep an eye on it.

Contact Customer Support.

◆ **LCD messages:**

- Foamer replacement.

◆ **Cause of fault:**

- Cover plate on foamer head casting has been removed, or has not been fixed properly.

◆ **Troubleshooting measure(s):**

Put cover back and fix with 2 screws.

◆ **LCD messages:**

- Reboot system.

◆ **Cause of fault:**

- Fatal system error.

◆ **Troubleshooting measure(s):**

Unplug machine or switch off at circuit breaker on mains panel. Wait for 20 seconds and reconnect.

Error messages displayed via diagnosis points (DP)

◆ **Diagnosis point (DP):**

- 0 / 1 / 2 / 4 / 5

◆ **Cause of fault:**

- System fault.

◆ **Troubleshooting measure(s):**

Contact Customer Support.

◆ **Diagnosis point (DP):**

- 7

◆ **Cause of fault:**

- Coffee waste block too high.

◆ **Troubleshooting measure(s):**

Check coffee waste drawer:

- empty coffee waste drawer correctly.

see also “Emptying the coffee waste drawer” page 15.

If the fault persists, contact Customer Support.

◆ **Diagnosis point (DP):**

- 8 / 9 / 10 / 16 / 17 / 18 / 22 / 23

◆ **Cause of fault:**

- System fault.

◆ **Troubleshooting measure(s):**

Contact Customer Support.

Extended Troubleshooting functions with “Troubleshooter” key card

Delivered with every c5 coffee machine is a “Troubleshooter” or “Machine status” key card.

This card can be used between the service organization and the coffee machine user to track down a specific problem on the coffee machine.

More details can be found on the separate chart in the appendix to this document.



ORDERING PARTS / SERVICE

Technical information

The c5 coffee machine representative for the USA:

Melitta USA Inc.
665 Tollgate Road, Suite B
Elgin, IL 60123 (EE. UU.)
Teléfono: (847) 214 8088
Fax: (847) 214 8061

www.melitta.com

For quick reference when calling service, please note the following:

c5 machine serial number:

McD store number:

NON-SCHEDULED MAINTENANCE

EN



WARNING

- Inspection, testing, and repair of electrical equipment should only be performed by qualified service personnel.

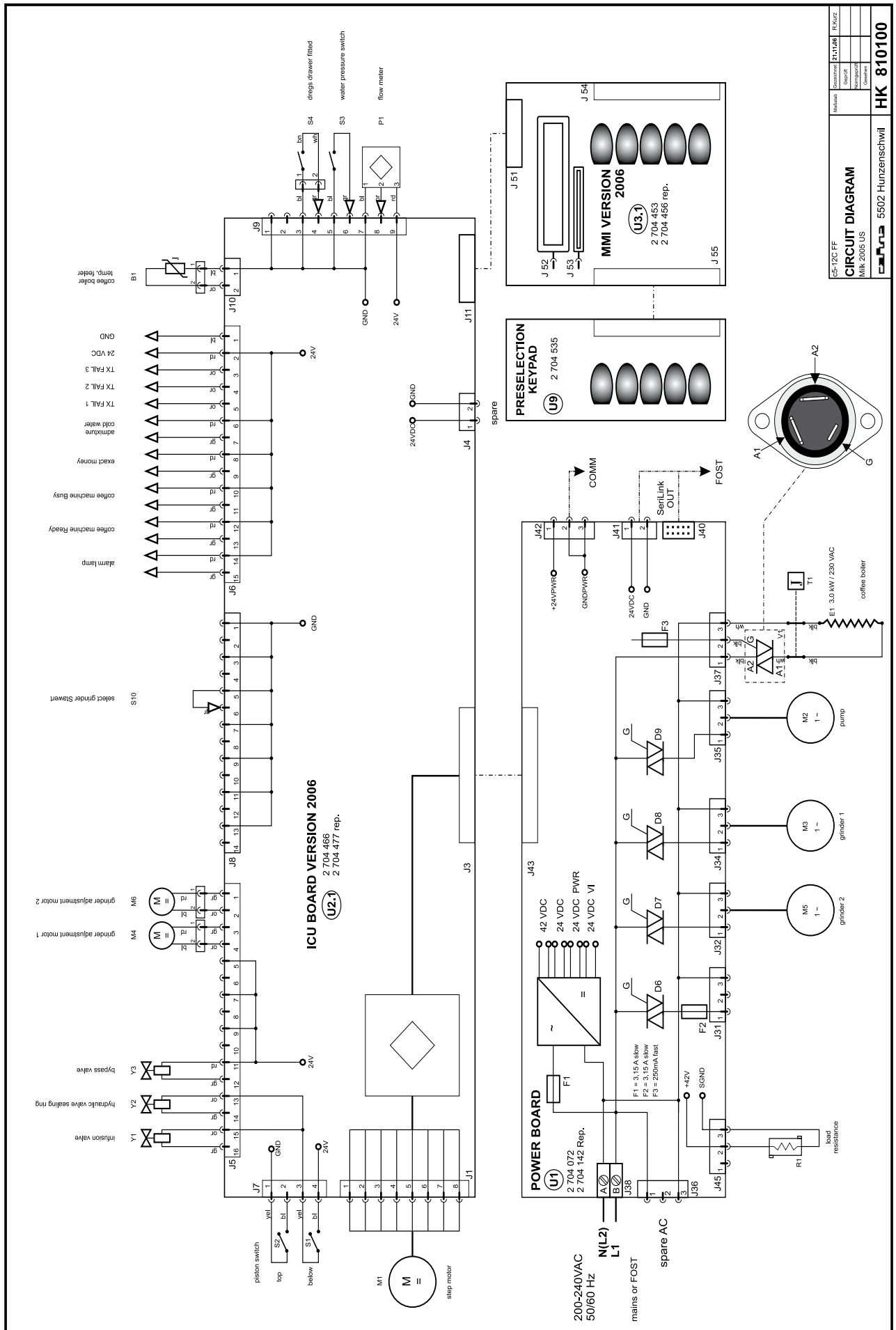


WARNING

- All electrical connections should be disconnected and the hood circuit breaker should be turned off when servicing the clamshell grill.

APPENDICES

♦ Circuit diagram c5-FF	34
♦ Circuit diagram FOST PCB	35
♦ QUICK OPERATING MANUAL	36
♦ Daily Cleaning	47
♦ Weekly Cleaning	49
♦ Sanitizing Procedure	51
♦ Foamer head	53
♦ Machine status key card	55





Short Cupping/Low Temp Basic Troubleshooting

**Drinks are short filling
Drink temperatures are low**

- Change foamer head
- Clean the lower foamer head fitting with a clean brush



- Run a cleaning cycle

Check refrigerator temperature

- No cooler than 36 f.
- No warmer than 40 f.



If problem persists, a service call is required



Fault Reset Basic Troubleshooting

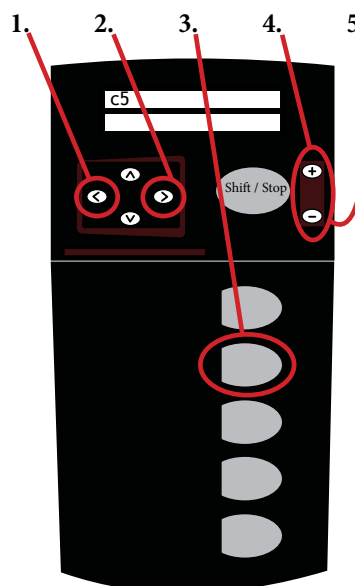
Insert the user card to clear a fault and restart the machine



Use the 5 Button Reset Procedure if the machine can not be restarted with the User Card



- Any DP code on the screen
- Buttons are not functioning
- Steam temp too low
- No hot water
- No coffee from spout
- Change/No milk will not clear
- Bean Hopper error will not clear
- Boiler level low message
- Piston Normal position message



Press these 5 Buttons Simultaneously



A successful restart will make the screen go blank and restart the machine



No Water		Basic Troubleshooting	
<p>Ensure that there is water flowing to the machine</p> <ul style="list-style-type: none"> • Check the water filtration/ R.O. system • Is the water supply valve open? • Check that the water line for the machine is not pinched and restricting water flow • Disconnect and Reconnect the water line quick disconnect coupling. Push together both ends of coupling until a click is heard • Still No Water? A service call may be required. 		<p>Coffee Stick</p> <p>Open Position</p>  <p>Quick disconnect</p> 	

Change Milk Bag/No Milk		Basic Troubleshooting	
<p>Milk Bags</p> <ul style="list-style-type: none"> • Change empty milk bag • Check that the milk bag tops are pushed all the way down in the slot  <ul style="list-style-type: none"> • Check that the lines routed from the milk box to the milk bags are not pinched • Check that milk connectors are pushed all the way into the bag • Check milk type Was a yogurt bag used by mistake? 	<p>Check refrigerator temperature</p> <ul style="list-style-type: none"> • No cooler than 36 f. • No warmer than 40 f. • Check that milk lines are not frozen 	<p>Swap milk bag connectors</p> <p>Place whole milk connector on non-fat milk bag</p> <p>Place non-fat milk connector on whole milk bag</p> <p><i>Does the drink selection work with the connectors swapped?</i></p> <ul style="list-style-type: none"> • No, call for a service visit • Yes, swap milk bags. <p>The machine may be used with only one bag until serviced</p> <p><i>Non-emergency service call required</i></p>	

Wrong Card

Clean the User card with a sanitizing towel



Dry and re-insert the cleaned User card



Basic Troubleshooting

User Card Still Does Not Work

- Try a different User or Manager card
- If a different card works, the first User card is bad
- A card from a different store may be used



Call for a service technician if you are unable to start or clean the machine



Replace Foamer Head

Check for proper connection of hose fittings to the foamer head

- Verify that the cover plate is seated correctly
- Check that cover plate screws are fully tightened



Note: Foamer cover plate has a safety switch installed in the machine. If the limit switch screw does not make contact with the safety switch, the message will not clear.

Basic Troubleshooting

Adjusting the foamer cover plate limit switch screw



- Loosen retaining nut. Back off until it touches the bottom of the screw head
- Tighten screw until it is fully seated (should look like picture above)



- Loosen limit switch screw 2 full revolutions and tighten nut

Note: Do not allow the limit switch screw to turn while tightening the nut



Drawer Missing/Empty

Basic Troubleshooting

Drawer Missing

- Is the grounds drawer pushed all the way in?



- If drawer is fully installed, clean the coffee grounds drawer



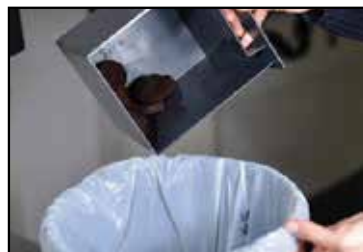
- Clean area outside and behind the coffee grounds drawer to remove any build up that may prevent the drawer from closing



- Clean inside the coffee grounds drawer

Empty Drawer

- Empty the coffee grounds drawer



- Press the shift button to confirm that drawer was emptied
- Drawer must be removed for ten seconds or the message will not clear



Bean Hopper Empty

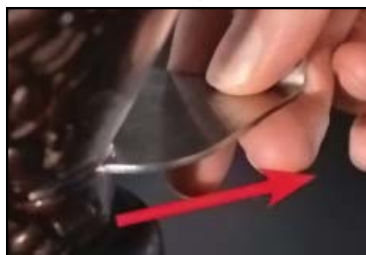
Basic Troubleshooting

Are there coffee beans in the hopper?

- Stir the coffee beans and check for obstruction.



- Is the bean gate open?



Remove the bean hopper

- Push beans down the tube with a long handled stirring spoon



- Replace hopper
- Open bean gate
- Make another drink

Note: Alternate grinder may be used until service is available

Try the opposite Grinder

- Place hopper onto the other hopper holder, and open the bean gate
- Press the top button on the Pre-selection pad
- Run an espresso drink



Note: Service is required if grinders do not work or hopper must be swapped to continue production



Water leak

Basic Troubleshooting

After cleaning cycle:

Approximately 2-3 ounces of water is normal in:

- Waste drawer
- Milk box

Remove and dry any excess water from the waste drawer

Tilt milk box outside of the refrigerator to drain condensation

Wait 1-2 hours and check for new water

If new water is found, a service call is required

During Normal Use:

Is water filling the drip tray and spilling onto the refrigerator?

If drip tray is full:

- check for debris blocking drain
- verify that drain hose is not kinked, pinched, or excessively sagging



Melitta SystemService
Service Hotline
866-910-9105

-1-

Specialty Coffee Machine

BASIC DAILY OPERATION

Turn ON Machine



Insert User or Manager card face up.
Remove card when display shows Turn on.
Do not leave card in machine.

Machine ready



The c5 is ready to serve beverages when the display shows Select beverage.
If message Fill milk is displayed, refer to procedure on page 2 of this document.

Turn OFF Machine



Insert User or Manager card face up.
Remove after the display shows please confirm.

NOTE: Machine can not be switched OFF without running a complete cleaning cycle. Please follow the cleaning instructions on page 7.

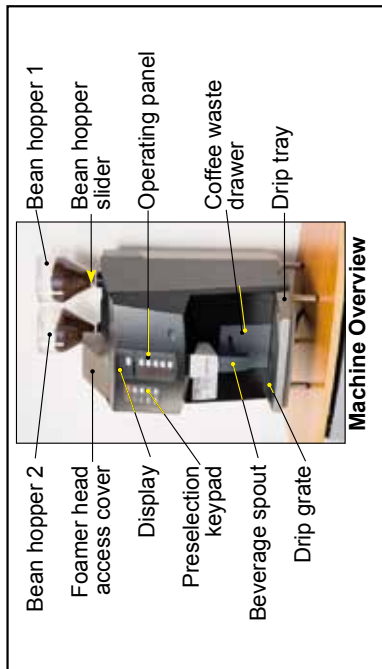
WARNING:

Risk of scalding.

Hot water and steam flow from spout during start up.

WARNING:

When beverages are dispensed, there is a risk of scalding from steam and hot liquids!
Proceed with care!



Dispensing Beverages



Place one cup of the desired size under the spout.

Adjust the spout height to be approximately 1/2 inch above the cup rim.



Select the desired beverage:

1. Press preselect buttons for specialty and cup size
2. Press product button.
Press „Shift/Stop“ button first to access second level of products.

Revised 01/2010

EN

Specialty Coffee Machine

-2-

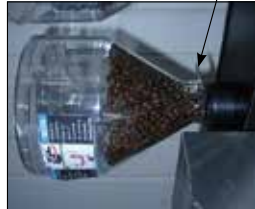
TOPPING UP AND MACHINE CLEANING

Fill Milk / Change Milk bag



If message „Fill milk“ or „Change Milk bag“ appears open door on refrigerator, pull milk connector out of the empty milk container and reinsert milk connector into new bag. Close door to fridge. Push Shift/Stop button to confirm.

Topping Up Coffee Beans



If message „Bean Hopper empty“ appears on display, Lift the lid from the empty bean hopper. Refill with fresh coffee beans. Make sure to fill beans evenly on both sides of insert in the bean hopper.

Slider

Removal of Bean Hopper

To remove a bean hopper for refill or cleaning, move the slider all the way in, hold bean hopper with both hands on the conical section rotate it slightly forth and back and lift it upwards.

Emptying Coffee Waste Drawer



When the message „Empty drawer“ appears on the display, move the spout all the way up, pull the waste drawer out and empty it in the waste bin. Rinse the drawer with warm water and wipe dry with a cloth.

Daily Cleaning

In addition to the automatic cleaning cycle, the following parts must be cleaned, using a sanitizer soaked towel.

- Cover of beverage spout, spout itself
- Both bean hoppers
- Recess for coffee waste drawer
- Control panels

Daily System Cleaning

The mandatory daily system cleaning procedure is described in page 5 and 6 of this document.

Revised 01/2010

Specialty Coffee Machine

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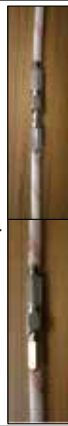
QUICK FIX

Coffee machine not working:

1. Check power ► Is the Display lighted?



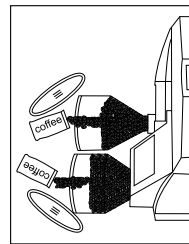
2. Check water hose quick connector



Connected

Disconnected

3. Check bean hoppers ► Are both hoppers full?



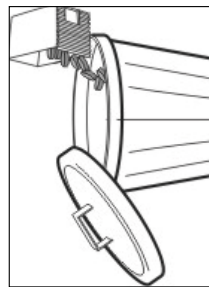
Check slider must be open

4. Check the milk level ► Are both bags full?



Are both milk pick up tubes fully inserted?

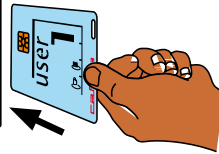
5. Check waste drawer



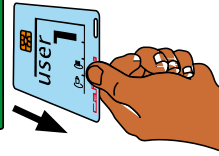
Drawer pushed all the way in?



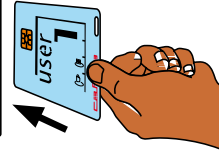
6. **FAULT MESSAGE**
Clear the fault with the User card



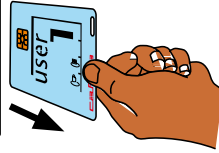
Fault confirmed



7. Restart the machine with the User card



TURN ON
prog. 197°F act. 191°F



OK?
NO? CALL SERVICE CENTER

866-910-9105

Revised 01/2010

EN

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Specialty Coffee Machine

ALARM HANDLING AND TROUBLESHOOTING

LC-Display - Plain Text Error Message	Causes of Faults	Steps to be Taken for Remedy
<Fill Milk>	Start up message	Place milk container(s) into refrigerator, insert connectors and push Shift
<Change milk bag>	Milk container in refrigerator is empty	Put full milk container in fridge, make sure connectors are fully inserted and push Shift
<Drawer missing>	Coffee waste drawer missing or inserted incorrectly	Insert coffee waste drawer correctly
<No water>	Fresh water flow insufficient	Check water connection to coffee machine. Check quick disconnect. Insert „User“ card
<Bean hopper (1 or 2) empty>	Coffee bean hopper 1 or 2 is empty	To bean hopper up with coffee beans. Open bean hopper slider
<Wrong card>	Key card inserted upside down or backwards	Reinsert card face up. Wipe card with damp cloth, dry before reinserting. Try another card
<Reboot System>	System Error	Disconnect / reconnect coffee machine from / to main power
Drink temperature too low Underfilling / short cupping		Run complete cleaning cycle
<Display and buttons Frozen>		Unplug unit for 3 sec.

Fault Display via Diagnostic Points (DP)

A number of machine faults are being displayed by „Diagnostic Points“ (DP). Most of these faults can only be rectified by trained service personnel. Generally, to recover from a DP-error, insert the „User“ or „Manager“ card twice. If the error persists, contact technical service.

Diagnostic Point	Causes of Fault	Steps to be taken for Remedy
<DP 7>	Coffee waste drawer is over filled	Empty coffee waste drawer. If fault persists, contact technical service
<DP 0 - DP 24>	System fault	Contact technical service

Specialty Coffee Machine

LOWER VOLUME STORES

Lower Volume Stores (fewer than 500 drinks per week)

Follow this chart for machines that produce fewer than 500 drinks each week
The machine must also be cleaned two (2) times any single day producing more than 85 drinks

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Cleaning tablet in top for coffee							
2 Cleaning tablets in milk cleaning pitcher							
1 bag Delimer powder in milk cleaning pitcher							
Empty sanitizer pitcher							
Install Clean Foamer head							

Revised 01/2010

EN






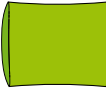


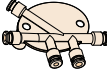
Specialty Coffee Machine

-6-

HIGHER VOLUME STORES

Higher Volume Stores (more than 500 drinks per week)

Follow this chart for machines that produce more than 500 drinks each week

	Daytime Cleaning	Night Cleaning
Cleaning tablet in top for coffee See pages 7 & 8		
2 Cleaning tablets in milk cleaning pitcher See pages 7 & 8		
1 bag Delimer powder in milk cleaning pitcher See pages 9 & 10		
Empty Sanitizer pitcher See pages 11 & 12		
Install Clean Foamer head See page 13		

Daily Cleaning

Mon. / Tues. /
Thurs. / Fri. / Sat.

BE51D1

Why Daily cleaning of the machine

Time required 1 minutes to prepare 24 minutes to complete

Time of day at closing of store For 24-hour restaurants
Between 12:00 AM till 4:00 AM
2nd daily cleaning for higher volume stores
Anytime during the day - Managers preference

Hazard icons Chemicals Hot Liquids/Steam Hot Surfaces

Tools and supplies



«user» chip card



Cleaning-Jug
«Delimer»



Melitta Combi
Tabs

Procedure

Step 1

Insert the «user» card (chip facing up) to start the cleaning cycle.



Step 2

Remove the card and replace in the holder on the side of the machine.



Step 3

Push button

Lift the spout.
Empty and replace the coffee waste drawer



Step 4

Push button to confirm

Drawer emptied
Please confirm (SH)

Step 5

Display alternates between

Clean milk with
cleaner

and

Please confirm (SH)

Push button

continued ▶


Daily Cleaning (continued)

Step 6

Open the refrigerator and remove the milk connectors from the milk bags. Place the milk lines in a empty jug. Make sure the connectors are at the bottom of the jug. Immediately carry the remaining milk to the walk-in cooler for storage.



Step 7

Push button  to confirm


Please confirm 

Step 8

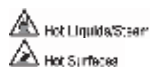
Put 1 Melitta Combi Tablet in the top of the machine after the machine prompts «put 1 cleaning tab for coffee in top» (after 4 min.).



Step 9

Push button  to confirm

Please confirm 



Step 10

Put 2 Melitta Combi Tablet in the jug after machine prompts «put 2 cleaning tabs into jug».



Step 11

Push button  to confirm

Please confirm 



Step 12

Proceed to sanitizing procedure

continued ▶

WARNING: Never put Delimer Powder in the top of the machine. Use only one Melitta Combi Tablet in the top.

Weekly (Deliming 2x Week)	Weds./Sun.	BE51W1
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Why	Weekly cleaning of the machine remove milk stone	
Time required	1 minutes to prepare	24 minutes to complete
Time of day	at closing of store	For 24-hour restaurants Between 12:00 AM till 4:00 AM 2 nd daily cleaning for higher volume stores Anytime during the day - Managers preference
Hazard icons	Chemicals Hot Liquids/Steam Hot Surfaces	

Tools and supplies



«user» chip card



Cleaning-Jug «Delimer»



Melitta Combi Tabs



McD Delimer bag

Procedure

Step 1

Insert the «user» card (chip facing up) to start the cleaning cycle.



Step 2

Remove the card and replace in the holder on the side of the machine.



Step 3

Push button

Lift the spout.
Empty and replace the coffee waste drawer



Step 4

Push button to confirm

Drawer emptied
Please confirm

Step 5

Display alternates between

Clean milk with delimer

and

Please confirm

Push button

continued ▶


Weekly Deliming (continued)

Step 6

Open the refrigerator and remove the milk connectors from the milk bags. Place the milk lines in a empty jug. Make sure the connectors are at the bottom of the jug. Immediately carry the remaining milk to the walk-in cooler for storage.



Step 7

Push button  to confirm


Please confirm  (SH)

Step 8

Put 1 Melitta Combi Tablet in the top of the machine after the machine prompts «put 1 cleaning tab for coffee in top» (4 min.).



Step 9

Push button  to confirm

Please confirm  (SH)

Step 10

Put 1 bag McD Delimer in the jug.



Step 11



Push button  to confirm

Please confirm  (SH)

Step 12

Proceed to sanitizing procedure

continued ►

WARNING: Never put Delimer Powder in the top of the machine. Use only one Melitta Combi Tablet in the top.

Sanitizing procedure	Daily	BE51D2
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Why to sanitize to the machine after daily or weekly cleaning cycle

Time required 1 minutes to prepare 3 minutes to complete

Time of day after daily or weekly cleaning cycle

Hazard icons Hot Liquids/Steam Hot Surfaces

Tools and supplies



Procedure

Once the daily or weekly cleaning cycle is completed, the machine will beep and the display alternates between

Insert the empty jug for sanitizing into fridge

and

Please confirm (sm)

Step 1

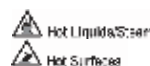
Insert both milk tubes into the cleaning jug labelled «Sanitizer», and making sure the tubes are reaching the bottom of the jug.



Step 2

Push button to confirm

Display reads



Sanitizing with hot water Temp. 200°F

After the sanitizing cycle is completed, the coffee machine will be turned off and the display reads

c5 7:21 PM 06/20/2008

The pitcher will be ¼ full of hot water at the end of the sanitizing cycle.



continued ►

Sanitizing procedure (continued)

Step 3

Remove the cleaning jug containing hot water and wipe the milk connectors with a sanitizer soaked towel.



Step 4

Wash the inside of the refrigerator and the milk hoses.

Allow to air dry.



Step 5

Take the coffee waste drawer and the drip grille to the 3 compartment sink.

Wash, rinse, sanitize, allow to air dry and replace on the machine



Step 6

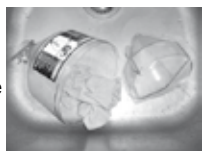
Wipe the beverage spout with a Sanitizer towel, and allow to air dry.

To start up the machine see start up procedure.



Step 7

Wash the bean hopper in warm soapy water at the 3 compartment sink. Do not place in ware washer. Allow to dry before filling with beans.



Foamer head changing and cleaning

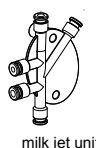
Daily

Why	cleaning necessary, blocked unit	
Time required	5 minutes to prepare	10 minutes to complete
Time of day	after daily cleaning / deliming	
Hazard icons		

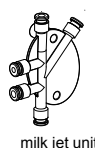
Tools and supplies



screwdriver



milk jet unit



milk jet unit

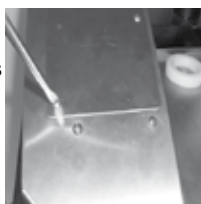


brushes

Procedure

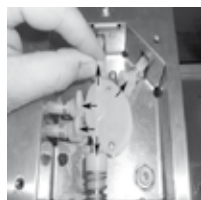
Step 1

Unscrew the 2 cover screws with a screwdriver and remove the cover.



Step 2

Move all sliders back from foamer head.



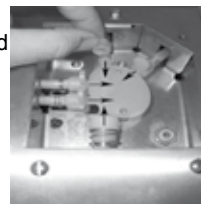
Step 3

Lift the foamer head out, then pull it out of the lower connector.



Step 4

Plug in the clean foamer head into the lower connector, push it over the pins and move the sliders back into position.



Step 5

Replace the cover and tighten the screws. Align pins with the holes on left side.



continued ►

Foamer head changing and cleaning (continued)

Step 6

Clean dirty foamer head with brush and soapy water as shown.



Rinse with sanitizer and air dry.

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Besides the User-, Manager- and Memory key cards, the Cafina coffee machine is being shipped with either a "Troubleshooter" or a "Machine Status" key card. The function of both cards is the same. The card helps the service organisation to define machine errors or preventative maintenance work that is coming up in the near future. The card is being used in an interactive task by telephone between the support person of the service organisation and someone using the key card on the coffee machine.

Listed below are the functions and data that can be accessed with the “Troubleshooter / Machine Status” key card:

[illegible]



OPERATING MANUAL c5-FF USA

Cafina Ltd. Coffee machines CH-5502 Hunzenschwil www.cafina.ch		 part of the melitta group		File name: OM_EN_V3.0.pdf	
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