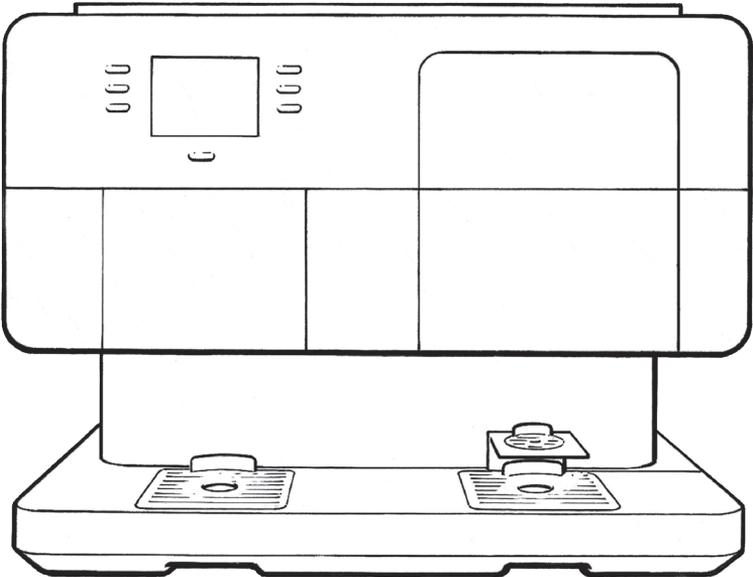




FLAVIA® BARISTA

User Guide

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CONTENTS

	Page
Safety & Installation Guidelines.....	1
Brewer Layout	3
The FLAVIA Barista Beverage Range	4
Setting up your Brewer	5
Selecting Cups to Use.....	8
Preparing an Espresso.....	9
Preparing Cappuccinos, Lattes, Mochas	10
Preparing Coffee, Tea, Chocolate	13
Daily care	14
Weekly care.....	15
Auditing Your Brewer	17
Draining Your Brewer.....	18
Troubleshooting.....	19

SAFETY AND INSTALLATION GUIDELINES

GENERAL USE

In order to prevent harm or injury to those using the appliance or to any other persons and/or property, please be sure to read and save the following safety instructions.

- ⊘ **Place on a level surface out of the reach of children. Children and persons unfamiliar with the equipment should only use it under supervision.** Not observing these precautions may cause burns, electric shock and other injury.
- ⊘ **Never place outside.** This system is for indoor use only.
- ⊘ **Never attempt to change the specification or modify systems in any way.** Any attempt to do so may result in fire or injury. If in need of assistance, please contact customer service or your local FLAVIA® supplier.
- ⓘ **Ensure access to the rear of the system can be achieved easily to allow isolation of the electrical and water supply.**
- ⊘ **Under no circumstances should you attempt to perform any servicing or repairs on this system.** Inexperienced persons may cause injury or malfunction. Always call customer service or your local FLAVIA® supplier.
- ⓘ **Do not immerse in water.**
- ⓘ **Only clean specified areas.**
- ⊘ **Do not install where a water jet could be used.**
- ⓘ **Supervise if any children, aged or infirm persons are using the system.**
- ⊘ **Never use without placing a cup under the water outlet.** Hot water may get caught in the lid and drip tray causing burns.
- ⓘ **Drain water tank. Keep upright for transportation and storage.**
- ⓘ **An ambient temperature range of +41°F to +86°F is recommended for system location.**
- ⊘ **The system is flash tested before it leaves the manufacturing premises. Repeated flash testing could damage insulation.**

Electrical Supply and Cord

- ⊘ **Never do anything that might cause damage to the cord or plug, (such as modify them, place hot or heavy objects on them, bend them, stretch them, or twist them).** If the appliance is used when damaged, electrical short circuit or fire may result. If in need of repair please contact your local FLAVIA® Customer Service Officer.
- ⓘ **Clean the plug from dust regularly using a clean cloth.** A build-up of dust on the plug will attract condensation, which could cause cable damage resulting in fire.
- ⓘ **The appliance must be earthed.** Failure to do so may result in electric shock.
- ⓘ **Make sure the plug is correctly inserted in the power socket.** An unsafe plug may cause electric shock or generate heat resulting in fire.
- ⊘ **Do not use a damaged powercord, mains plug or power socket.** Failure to do so may result in electric shock, injury or malfunction.
- ⓘ **120V socket must not be used with other appliances.** When used alongside other appliances, heat generated may result in fire.
- ⊘ **Never plug or unplug the appliance with wet hands.** This may result in electric shock

SAFETY AND INSTALLATION GUIDELINES

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Plumbed Systems

If you are connecting your appliance to the mains water supply, the following requirements must be met:

- ❗ Water pressure must be between a maximum of 7 bar (100 psi) and a minimum of 1 bar (14.5 psi)
- ❗ Flow rate of at least 8.45 oz/minute.
- ❗ Water to be cold drinking water and sodium free.
- ❗ Install in accordance with local plumbing regulations.
- ❗ Connect mains water to filter with 3/8 in. NPT male fitting.
- ⚠ Jointing compound should not be used in the water supply to the system as this will affect the drink flavor, only use PTFE tape.
- ⚠ Do not locate the water supply above the mains power socket.

REGULATORY COMPLIANCE

This system has been designed and manufactured in compliance with the following standards:

UL197 - UL Standard for Safety for Commercial Electric Cooking Appliances

CSA C22.2 No.64-10 - CSA standard for household cooking and liquid-heating appliances

FCC Part 15:2010 subpart B - FCC standard for unintentional radiators

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

INSTALLATION OF YOUR FLAVIA® BARISTA BREWER

Brewer Dimensions

Height - 17"(432mm)

Width - 21.8"(276mm)

Depth - 20.6"(517mm)

A gap of 2.5"(60mm) is required behind the Brewer if it is to be plumbed in.

Electrical Supply

It is important that you have a power supply ready so that we can install your new system quickly and efficiently.

You will need to supply a suitable switched electrical supply to meet the requirements for isolation of electrical equipment.

i.e. A 15 Ampere supply requires 15 Ampere switched socket or a lockable isolator.

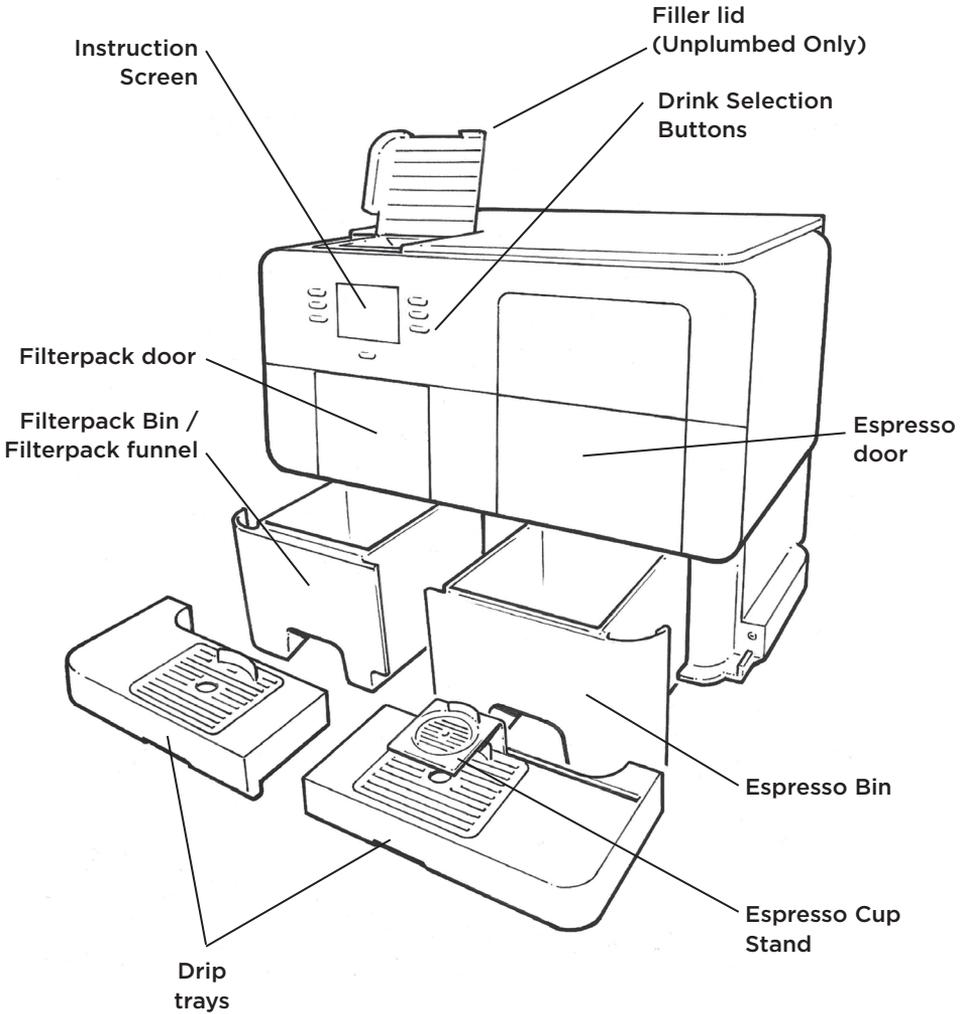
Only use a 120V AC single phase power supply.

Use only one system per socket and ensure it is earthed.

Your system comes supplied with a mains lead 5'9" (1.75m) in length. Only this lead should be used, no old leads should be re-used.

BREWER LAYOUT

EXTERIOR



THE FLAVIA® BARISTA BEVERAGE RANGE

The FLAVIA BARISTA can prepare Espressos, Filter Coffees, Teas and Chocolates. It can create Frothy Cappuccinos, Lattes and Mochas using either Espresso or Filter Coffee. When the beverage is selected the brewer will prompt for the relevant pack and open the relevant pack door.

ENG

FILTER PACK DIFFERENCES AND USAGE

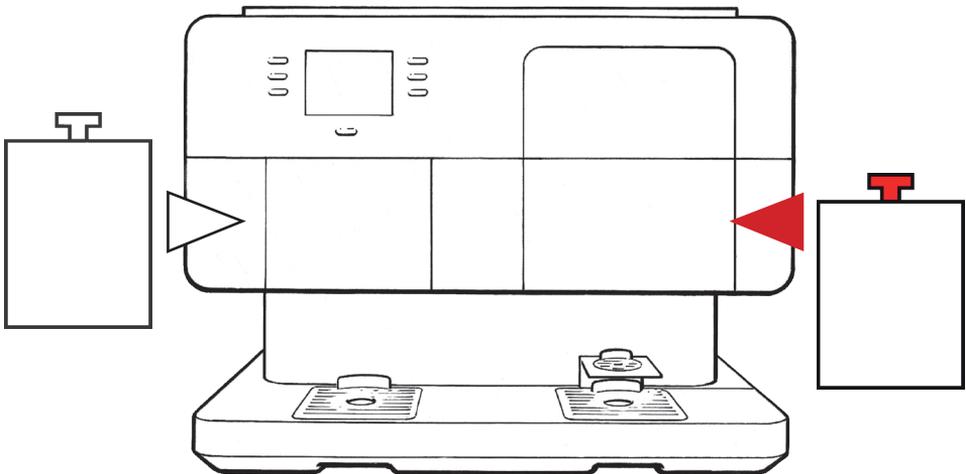
The left hand side of the brewer is used for preparing and dispensing filter coffees, teas, chocolates and Froth freshpacks. The right hand side of the brewer is used for preparing and dispensing espresso shots.

IMPORTANT

Only special FLAVIA Barista Espresso packs can be used in the espresso side. FLAVIA Barista Espresso packs have distinctive **RED** winged nozzles and will also state "For use with FLAVIA BARISTA".

ONLY use Espresso packs with **RED** nozzles in the RIGHT side of the machine.
ONLY use Standard Filter packs with **CLEAR** nozzles in the LEFT side of the machine.
Packs are NOT interchangeable and will not fit into the wrong side.

Attempting to force the wrong pack into either side will damage the machine.



Filter Pack Side
For brewing
Filter Coffees,
Teas, Chocolates
and Froth packs

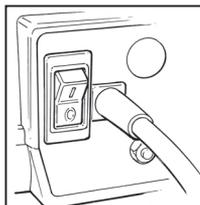
Espresso Side
For brewing FLAVIA
BARISTA Espresso
packs only

SETTING UP YOUR BREWER

Before you can use your brewer you must first configure your brewer and prime the hot water system.

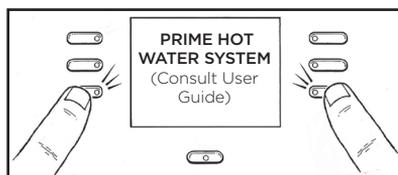
SWITCHING ON

1. Plug your FLAVIA® BARISTA brewer in
2. Switch on using ON/OFF switch at back to Position "I"



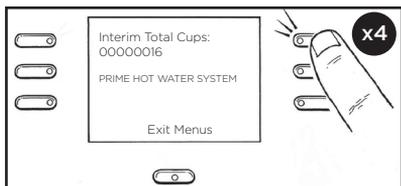
ENTERING OPERATOR MENU

1. Push the bottom left and right buttons simultaneously and hold them for 2 seconds. The lights of the bottom two buttons will illuminate to show you have pressed the buttons simultaneously. If the lights do not light up you may not have pressed the two buttons at the same time. If this is the case try again. After the 2 seconds the screen will change to show the Drink Audit Screen (Ref B)



(Ref. A)

Enter the Operator password (default password: press top right button 4 times) (Ref. B). The Operator Menu navigation options "Next" and "Back" will appear (Ref. C)



(Ref. B)



(Ref. C)

SELECTING WATER SUPPLY

1. From the Operator Menu (Ref. C), press "Next" until the menu item "Water Supply:" is shown
2. Select "Jug Filled" or "Plumbed In" using the "Edit+" or "Edit -" buttons

PLUMBED IN WATER SUPPLY

Select the "Plumbed In" option if the water supply to the brewer will come from the mains water supply. In this case connect the water hose (not supplied) to the back of the brewer.

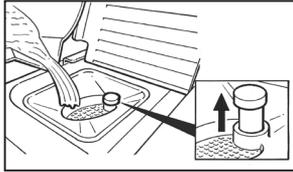
IMPORTANT: Refer to the section "SAFETY AND INSTALLATION GUIDELINES" at the front of this manual

SETTING UP YOUR BREWER

JUG FILLED - MANUAL FILLING WITH WATER

Select the "Jug Filled" option if water will be added to the brewer manually. To manually fill with water;

1. Lift the filler lid
2. Fill with water
3. Maximum fill level reached when the red float cap pops up
4. Close the filler lid



Notice

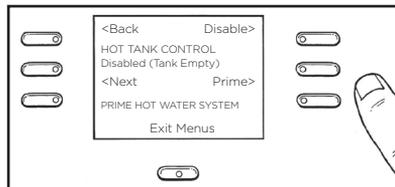
- Only use FILTERED cold water when refilling. Failure to do so could result in premature failure of the machine.
- Take care not to overfill tank.
- If tank runs out before water is refilled, the display will read "Please open lid and add more water"
- If tank is overfilled water will flow out from underneath filterpack door and into drip tray.

PRIMING THE HOT WATER SYSTEM (INITIAL INSTALL ONLY)

You cannot brew beverages if you have not primed the brewer first! The priming cycle fills the hot tanks and espresso system with water and removes any air from the system. After this, your brewer will be ready for use. NOTE: Unless the system is fully primed the water heaters will not be enabled.

PRIMING THE HOT TANKS (INITIAL INSTALL ONLY)

1. From the Operator Menu (Ref. C) press "**Next**" until the menu option "**Hot Tank Control:**" is shown.
2. Select the "**Prime**" option

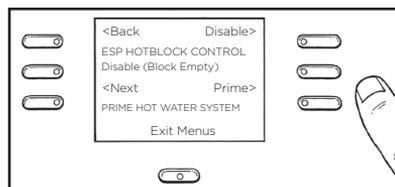


The brewer will now start to fill the boilers with water from the cold tank. The message at the bottom of the screen will change to show "**HOT TANKS FILLING**". The filling sequence will take approximately 2 minutes after which the screen will change to show "**WATER HEATING**".

PRIMING THE ESPRESSO SYSTEM (INITIAL INSTALL ONLY)

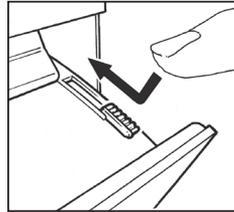
Whilst you wait for the Hot Tanks to fill, the Espresso System can be primed. To prime the Espresso system, water needs to be pumped through the espresso Hotblock water heater and out of the espresso dispense head. The brewer will step you through the process and will ask you to take some actions. You will need a small espresso cup when prompted, to collect the water that is pumped out of the espresso dispense head.

1. Press "**Next**" in the Operator Menu to show the menu "**Esp Hotblock Control:**"
2. Select the "**Prime**" option
The brewer will now open the Espresso pack door

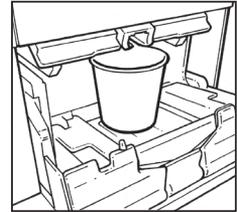


SETTING UP YOUR BREWER

- When the espresso door opens, de-latch the door fully by pressing the de-latch level down and in towards the brewer (Ref D). This allows the espresso door to be flipped down to its fully open 'cleaning and servicing' position.
- Place a suitable small espresso cup on the inside of the door under the espresso dispense head as shown in (Ref. E)

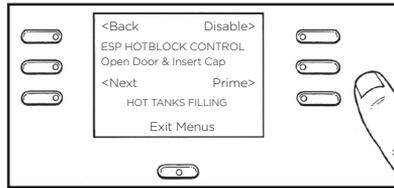


(Ref. D)

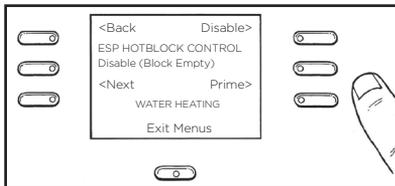


(Ref. E)

- When ready select **"Prime"** to continue the priming sequence



- The brewer will now start to pump water from the cold tank through the espresso system and out of the espresso dispense head. The screen will show **"Disabled (Priming...)"**. The espresso pump may make a louder than normal noise when priming starts and before the water starts to flow. This is normal.
- The brewer will run a measured amount of water through the system and out into the cup. The pump will automatically stop. The cup will contain a small amount of water which needs to be emptied. The brewer will prompt to **"Empty Cup & Replace"**
- Empty the cup and replace for a second priming water shot.
- Press **"Prime"** once again to continue



- A second priming shot will be pumped through the system to displace any air. A larger amount of water, approximately 2oz (60ml) will be pumped into the cup. The pump will automatically stop when enough water has been pumped.
- When complete the screen will show **"Enabled (Block Primed)"** and the espresso Hotblock heater will be turned on.
- Press **"Exit Menu"**

Note: When priming, the brewer will automatically stop the water when sufficient water has been pumped. If for any reason you need to stop the water pumping during the prime, press the "Disable" option. This will stop the pump. You will need to re-start the priming sequence again by pressing "Prime" when ready.

HEATING THE WATER

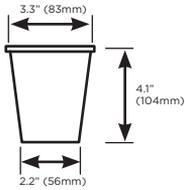
After successfully priming the brewer, the display will change to say **"Please wait while the water heats up"**. If the Espresso Hotblock has not been fully primed then the water will not heat.

When the water is hot the main menu will be displayed. Your brewer is now ready to use.

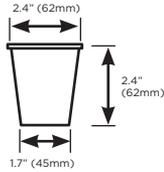


SELECTING CUPS TO USE

1. The use of FLAVIA® paper cups is recommended. Alternative cups may be used providing they are of similar proportions to Ref. H and weigh a minimum of 5g for a filter cup, 3g for espresso cups.
2. Mugs may be used providing they are of similar shape and proportions to (Ref. H)
3. Use of cups that do not meet the recommended criteria may result in overflow or mess creation.
4. For further advice on cups and mugs suitable for use with your brewer please contact customer service or your local FLAVIA® supplier.



Filter Coffee Cup
Minimum weight 5g
(Ref H)



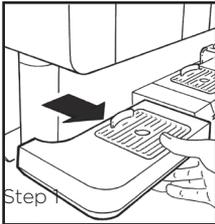
Espresso cup
Minimum weight 3g
(Ref H)

Caution

Please be aware that the minimum cup size for use with a large drink to avoid overflow is 10floz US (300ml)

LARGE/TRAVEL MUG FACILITY

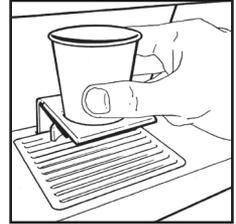
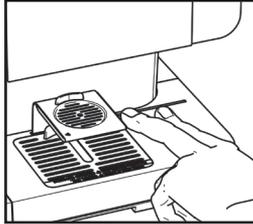
Large mugs or travel mugs that will not fit on the cup stand may be accommodated by removing the drip tray and cup stand from either side of the brewer and placing the large mug or travel mug directly under the dispense head.



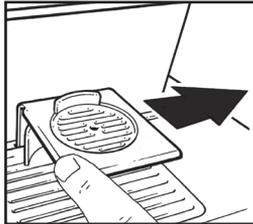
PREPARING AN ESPRESSO

ESPRESSO CUPS AND ESPRESSO CUP STAND

If using espresso cups, the espresso cup stand should be used to reduce the chance of coffee missing the cup. Slide the espresso cup stand into position all the way to the end-stop and place espresso cup centrally on stand.



If using a larger cup to vend the espresso into then move the espresso cup stand out of the way place cup of cup stand, pushing all the way to the back stop.



MAKING AN ESPRESSO

1. Insert coins (pay option only)

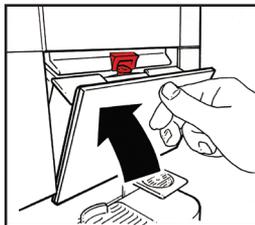
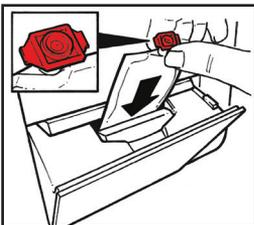
Notice

No change is given. "Insert coins" will stop flashing once money is sufficient.

2. Place cup on espresso cup stand (see previous section)
3. Select the "Coffee" menu 
4. Select the "Espresso" option

5. Insert a FLAVIA BARISTA Espresso pack and close the espresso pack door.

Note: Only use FLAVIA BARISTA Espresso packs with RED nozzles in the espresso side.



6. While your espresso is being freshly brewed into your cup, keep hands clear.
7. Take your beverage when complete. Take care your beverage will be hot.

PREPARING CAPPUCCINOS, LATTES, MOCHAS

2-PACK DRINKS

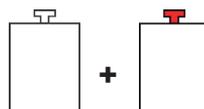
Cappuccinos, Lattes and Mochas are created using 2 packs. The first pack is a Froth or Chocolate pack creating the foam and froth for the drink, the second pack adds the coffee or tea to the frothed drink.

You can choose to use Espresso or Filter Coffees for you 2-pack drinks. The machine will automatically prompt for the relevant pack and open the appropriate pack door.

OPTIONS

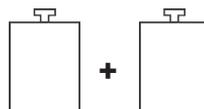
The following drinks are created using a Froth, or Chocolate pack as the 1st Pack, followed by an **Espresso** as the 2nd pack to finish the drink.

Cappuccino (espresso)	= Froth + Espresso
Latte (espresso)	= Froth + Espresso
Mocha (espresso)	= Froth or Chocolate + Espresso



The following drinks are created using a Froth, or Chocolate pack as the 1st Pack, followed by a **Filter Coffee** as the 2nd pack to finish the drink.

Cappuccino	= Froth + Filter Coffee
Latte	= Froth + Filter Coffee
Mocha	= Froth or Chocolate + Filter Coffee



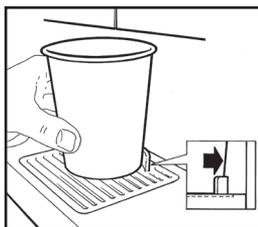
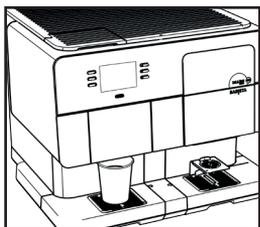
MAKING A CAPPUCCINO, LATTE OR MOCHA WITH ESPRESSO

1. Insert coins (pay option only)

Notice

No change is given. "Insert coins" will stop flashing once money is sufficient.

2. Place cup on filter pack cup stand and push all the way back to the back stop

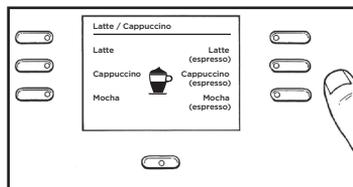


3. Select the "Latte/Cappuccino" menu

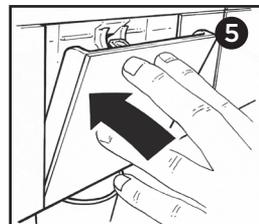
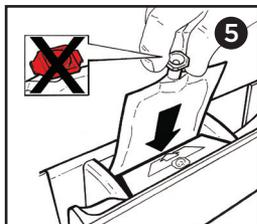


PREPARING CAPPUCCINOS, LATTES, MOCHAS

- Select the “Latte (espresso), Cappuccino (espresso) or Mocha (espresso)” option of your choice.



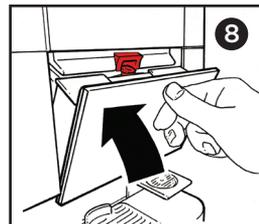
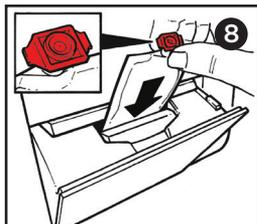
- Insert the FROTH pack of your choice (or Chocolate pack for Mocha) and close the Filter Pack Door. **Packs inserted in the Filter Pack Door must not have red nozzles.**



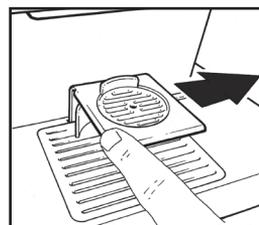
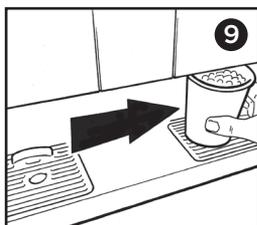
- While your FROTH is being created, keep hands clear.

- When your FROTH has been created the Espresso Pack Door will automatically open.

- Insert a FLAVIA BARISTA Espresso pack and close the Espresso pack door. **Note: Only use FLAVIA BARISTA Espresso packs with RED nozzles in the espresso side.**



- Move your cup of FROTH to the Espresso side pushing the cup all the way to the back stop.



Notice

Note: you may need to move the espresso cup stand out of the way first.

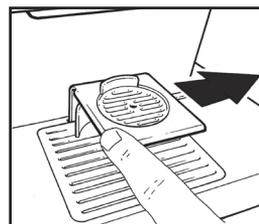
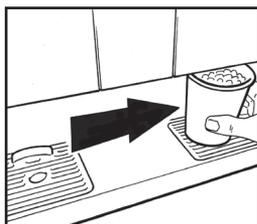
MAKING A CAPPUCCINO, LATTE OR MOCHA WITH FILTER COFFEE

- Insert coins (pay option only)

Notice

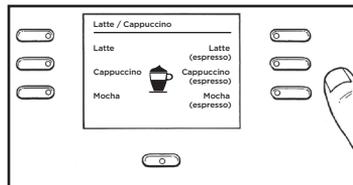
No change is given. “Insert coins” will stop flashing once money is sufficient

- Place cup on filter pack cup stand and push all the way back to the back stop

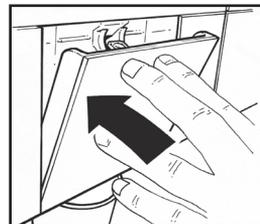
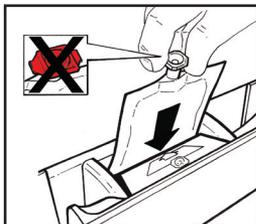


PREPARING CAPPUCCINOS, LATTES, MOCHAS

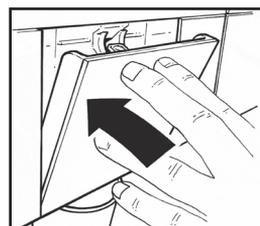
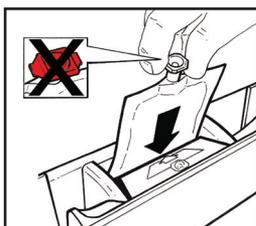
3. Select the "Latte/Cappuccino" menu 
4. Select the "Latte (espresso), Cappuccino (espresso) or Mocha (espresso)" option of your choice



5. Insert the FROTH pack of your choice (or Chocolate pack for Mocha) and close the Filter Pack Door. **Packs inserted in the Filter Pack Door must not have red nozzles.**



6. While your FROTH is being created, keep hands clear.
7. When your FROTH has been created the Filter Pack Door will automatically re-open.



8. Insert a FLAVIA Filter Coffee pack and close the Filter Pack Door. **Packs inserted in the Filter Pack Door must not have red nozzles.**
9. Your filter coffee will now be brewed into the cup of froth. If making a Latte (espresso) or Mocha (espresso) the drink will be frothed together at the end of the espresso shot
10. Take your beverage when complete. Take care your beverage will be hot.

ENG

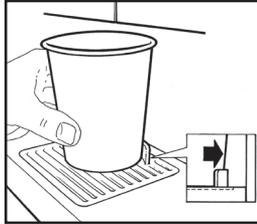
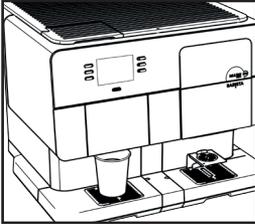
PREPARING FILTER COFFEE, TEA, CHOCOLATE

1. Insert coins (pay option only)

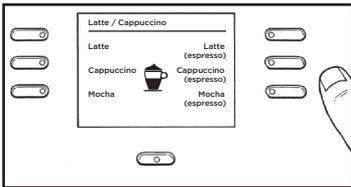
Notice

No change is given. "Insert coins" will stop flashing once money is sufficient.

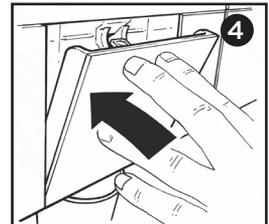
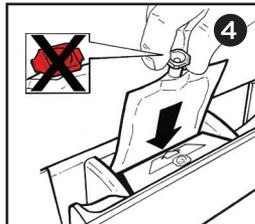
2. Place cup on filter pack cup stand and push all the way back to the back stop.



3. Select your drink size choice from the Coffee or Tea menu, or select Hot Chocolate from the Chocolate menu.



4. Insert your chosen FLAVIA Freshpack and close the Filter Pack door. **Packs inserted in the Filter Pack Door must not have red nozzles.**



5. While your beverage is brewing, keep hands clear.
6. Take your beverage when complete. Take care your drink will be hot.

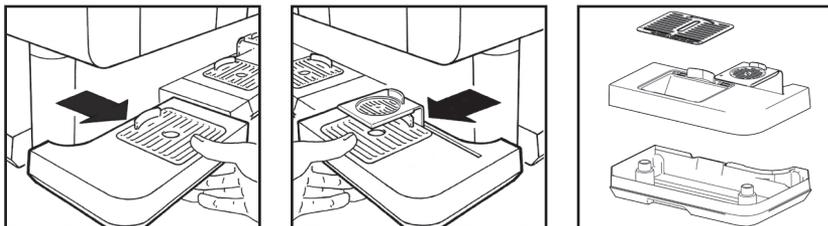
DAILY CARE

EMPTYING THE DRIP TRAYS

1. Lift out and empty drip tray. CAUTION - CONTENTS MAY BE HOT.
2. Remove grill and separate top and bottom parts.
3. Clean them in warm soapy water, wipe area left by drip tray.
4. Reassemble and replace carefully.

Notice

The brewer does not tell you when the drip tray is full so make sure you check it regularly.



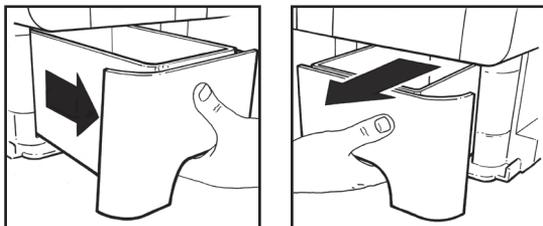
EMPTYING THE FILTERPACK OR ESPRESSO BIN

Pack bins should be emptied and cleaned on a daily basis. The brewer will request that the bins be emptied if the maximum number of allowable packs has been vended.

1. Remove the appropriate drip tray as above
2. Pull bin forward
3. Empty filter-pack/ espresso bin
4. Clean bin in warm, soapy water
5. Replace bin
6. Replace drip tray

Notice

Take care when removing filterpack bin.
The act of removing the bin resets the bin counter - ALWAYS EMPTY THE BIN IF REMOVED



**Filter-pack bin
(LEFT)**

**Espresso bin
(RIGHT)**

WEEKLY CARE

GENERAL CLEANING

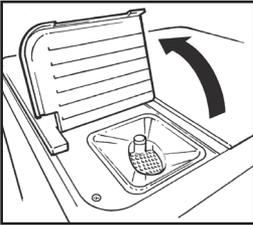
Use a damp cloth to wipe the outside surfaces and the areas that are exposed inside.

Notice

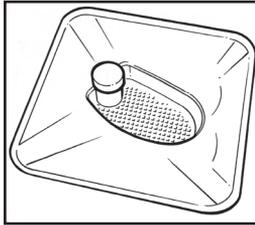
Do not use strong detergents and take care not to get soapy water into the water tank as this will affect the drink taste

CLEANING THE WATER FILLER FUNNEL

1. Open filler lid.
2. Remove filler funnel assembly.
3. Clean in warm soapy water.
4. Rinse thoroughly (so no soap gets into tank).
5. Replace.
6. Close the filler flap.



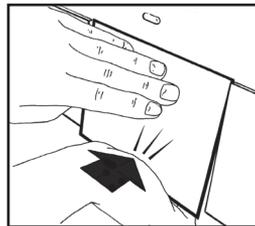
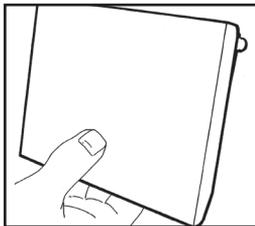
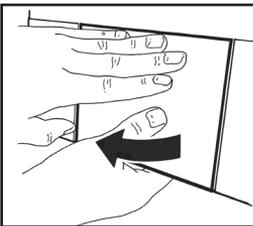
Open filler lid



Filler funnel

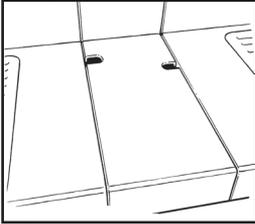
CLEANING THE FILTERPACK (LEFT) DOOR

1. Grip bottom of filterpack door.
2. Use other hand to steady the brewer.
3. Pull sharply from bottom towards you.
4. Wash in warm soapy water and rinse thoroughly.
5. Wipe sides of area where door was.
6. Replace door - **Top first**.
7. Push bottom of door until you hear a 'CLICK'.

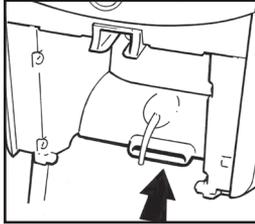


WEEKLY CARE

CLEANING THE CUP DETECT AND AIR DUCT



Clean both cup sensors to ensure correct operation



Ensure air duct is clean and free of debris

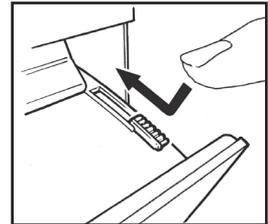
Notice

Remove filterpack door to access air duct.

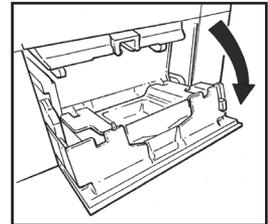
ENG

CLEANING THE ESPRESSO (RIGHT) DOOR

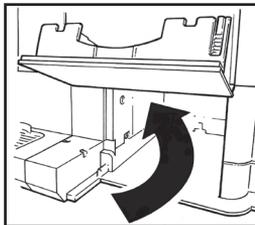
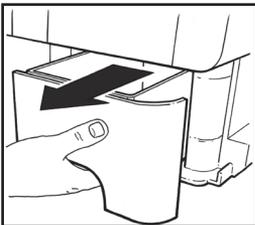
1. The Espresso door is not removable and can only be cleaned in position.
2. To open the pack door if the machine is powered on and ready to vend, simply select "Espresso" from the "Coffee" menu and the door will open. Note: No water will be dispensed if no pack is inserted.
3. If the machine is 'OFF' or the machine is not ready to vend, the door can be opened manually by removing the espresso pack bin and pushing on the rubber pad inside and above the espresso bin area. Push towards the back of the machine and the door will open.
4. To fully open the door for cleaning, press the lever on the right side of the open door.
5. Wipe inside the door and the around the sides of the espresso dispense area with a clean cloth using warm soapy water and wipe dry.
6. If the espresso pack bin has not been removed, close the espresso pack door and remove the espresso pack bin. Wipe inside the brewer around the espresso pack bin area with a clean cloth using warm soapy water and wipe dry.



Espresso door release lever



Door open for cleaning



SANITISING

- After cleaning, sanitize surfaces with a non-chlorine based anti-bacterial wipe or solution.
- Avoid scented products, as this will affect the drink taste.

AUDITING YOUR BREWER

COLLECTING AUDITS

1. Enter operator menu (push and hold bottom left and right buttons) (Ref. A - page x)
2. Enter password (default password press top right button 4 times) (Ref. B - page x)
3. Display will show **'Total Cups'**, this is the total number of drinks dispensed
4. Pressing **"Next"** will scroll down the list of available audits. The audits shown will vary depending on whether a payment system is fitted or not. The audits displayed in order are

'Paid 2-pack Cups'

(if pay option fitted) Total number of paid 2-pack drinks made

'Paid 1-pack Cups'

(if pay option fitted) Total number of paid single pack drinks made

'Free 2-pack Cups'

Total number of free 2-pack drinks made

'Free 1-pack Cups'

Total number of free single pack drinks made

'Hot Water Vends'

Total number of manual Hot Water dispenses made

'Espresso Packs'

Total number of espresso packs vended

'Total Packs'

Total number of packs vended

'Interim Espresso Packs'

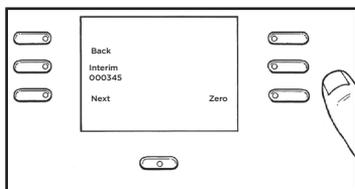
Espresso packs used since last reset. Press 'Zero' to reset

'Interim Total Packs'

Packs used since last reset. Press 'Zero' to reset

'Interim Total Cups'

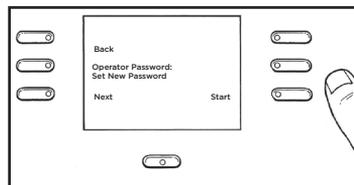
Drinks dispensed since last reset. Press 'Zero' to reset



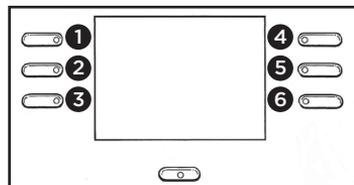
CONTROLLING ACCESS TO AUDITS AND PRICE SETTING

The operator menu of the brewer can be password protected to prevent unauthorized access. To set a new password:

1. Enter operator menu (push and hold bottom left and right buttons) (Ref. A, page 5)
2. Enter default password (press top right button 4 times) (Ref. B, page 5)
3. Press **'Back'** to access the Operator Password menu.
4. Press **'Start'** (Ref. F)
5. Enter a unique 4 digit password using the six buttons on the left and right of the display (Ref. G)
6. Confirm the 4 digit password to reset the menu screen and activate the new password
7. Press Exit menus.



(Ref. F)



Notice

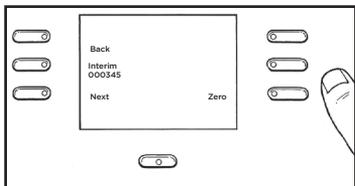
- If a password is lost or forgotten, it can only be reset by a service engineer
- Changing the password is not recommended unless the brewer is being used in conjunction with a paypod to prevent the brewer being switched to 'Free Vend'
- Please contact customer service or your local FLAVIA® supplier in the event of a lost or forgotten password

AUDITING YOUR BREWER

CONFIGURING ENERGY SAVING MODE

In order to conserve energy the brewer can be configured to switch to standby mode after a specified time of inactivity. To configure the energy saving mode:

1. Enter Operator menu (push and hold bottom left and right buttons) (Ref. A, page 5)
2. Enter password (default password: press top right button 4 times) (Ref. B, page 5)
3. Press back / next to display the 'standby timeout (mins)' screen



4. Set time period for brewer to enter standby in minutes by pressing Edit +/-
5. Press Exit menus

If brewer is inactive for the specified time it will enter standby mode. In this mode the heaters and lights will be switched off and the display will be turned off. Pressing any button will re-activate the brewer.

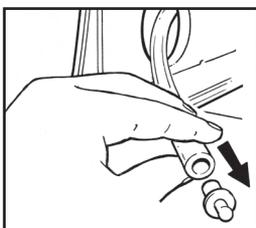
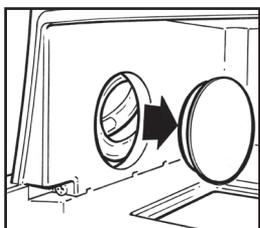
DRAINING YOUR BREWER

Draining is recommended before moving the brewer.

Notice

Make sure brewer is turned off

1. Remove filter pack drip tray and bin
2. Remove bung. CAUTION - WATER MAY BE HOT
3. Allow all water to drain out
4. Replace bung fully
5. Clip drain tube back into place



TROUBLE SHOOTING

The sophisticated design of your FLAVIA® brewer makes it very unlikely that anything will go wrong. However, if faults do develop, you can resolve many of them yourself

PROBLEM	REASON	SOLUTION
“Please empty pack bin” message displayed	Filterpack bin is full	Pull out and empty the filterpack bin. Clean bin if necessary. Replace bin.
“Check pack bin” message displayed	Filterpack bin has not been returned properly	Make sure filterpack bin is returned If message still stays on, contact customer service or your local FLAVIA® supplier
“Please empty espresso bin” message displayed	Espresso pack bin is full	Pull out and empty the Espresso bin. Clean bin if necessary. Replace bin.
“Check espresso bin” message displayed	Espresso pack bin has not been returned properly	Make sure the Espresso pack bin is returned If message still stays on, contact customer service or your local FLAVIA® supplier
“Please open lid and add more water” message displayed	Brewer’s cold water tank needs to be filled	MANUAL FILL Fill tank with a jug of cold water. Ref. page 10 PLUMBED FILL Change the “Water Supply:” menu setting to “Plumbed-In”. Ref. page 6
“Please wait while the cold tank fills up” message displayed	Brewer’s cold water tank needs to be filled	MANUAL FILL Change the “Water Supply:” menu setting to “Jug-Filled”. Ref. page 6 PLUMBED FILL This is normal if displayed for short periods of time after a vend. If the message persists for more than 20 seconds then check that the water supply is turned on, and that the delivery pipe is not kinked. Ref. page 4
“Please check that the water is turned on, then press ‘Retry’” message displayed	Brewer’s cold water tank needs to be filled	MANUAL FILL Change the “Water Supply:” menu setting to “Jug-Filled”. Ref. page 6 PLUMBED FILL Check that the water supply is turned on, and that the delivery pipe is not kinked. Then press the “Retry” button. Ref. page 4
“Please wait while the water heats up” message displayed	The water is heating up	If message stays on for more than 20 minutes, please switch off brewer and call customer service or your local FLAVIA® supplier

TROUBLE SHOOTING

ENG

PROBLEM	REASON	SOLUTION
“Prime the hot water system” message displayed	The hot water system needs to be primed	Priming is part of “Setting Up Your Brewer”. Ref. page 6
Spillage around the brewer	A drip tray may have overflowed	Remove, empty and replace drip tray Ref. page 10. CAUTION - WATER MAY BE HOT
Cups do not fit	Wrong height cup stand	Two cup stands are provided with the brewer. The Espresso cup stand can also be adjusted. Ref. pages 7/8
Filterpack door will not close	Filterpack door not reassembled properly Espresso pack was inserted	Remove and replace filterpack door (check under Weekly Care - Cleaning Filterpack door for how to do this) Do not insert Espresso packs (red nozzle) in the filterpack door - they can only be vended in the Espresso pack door.
Espresso pack door will not close	Filterpack was inserted	Do not insert Filterpacks (clear coloured nozzles) in the Espresso pack door - they can only be vended in the Filterpack door.
No messages on display	Brewer has been switched off at the back Brewer disconnected at socket Brewer is in “deep standby” mode	Switch brewer on using the ON/OFF switch at the back. Ref. page 5 Put plug back into socket and switch on at socket Press any button to exit standby mode and turn on the display. If problem recurs, please call customer service or your local FLAVIA® supplier
“Please Call Operator” message displayed	To see the reason, press and hold bottom left and right buttons. The display will then change to reveal one of the Error Messages listed below.	If the Error Message is not listed below then please call customer service or your local FLAVIA® supplier After attempting the solution below, press ‘Exit Menus’ to remove the error message and to attempt to clear the fault. If problem recurs, please call customer service or your local FLAVIA® supplier
	“PACK DOOR TIMEOUT”	Manually check if the filterpack door is stuck shut or dislocated from its hinges.

TROUBLE SHOOTING

PROBLEM	REASON	SOLUTION
	"PACK INJECT TIMEOUT" "PACK EJECT TIMEOUT"	Manually open the filterpack door and check if a filterpack pack is stuck in the pack guide rail. CAUTION - PACK MAY BE HOT
	"GUARD FLAP DIDN'T SHUT" "CLAMP MOVEMENT TIMEOUT"	Check if an Espresso pack is trapped in the Espresso 'guard flap' (located at the bottom of the Espresso pack door). CAUTION - PACK MAY BE HOT Manually open the Espresso pack door and check if an Espresso pack is trapped against the door. CAUTION - PACK MAY BE HOT
	"ESP PACK INJCT TIMEOUT" "ESP PACK EJECT TIMEOUT" "ESP PAWL ARM STUCK"	Manually open the Espresso pack door and check if an Espresso pack is stuck in the pack guide rail. CAUTION - PACK MAY BE HOT
	"BUTTON STUCK DOWN"	Press all selection buttons to check movement.
	"SELECT PAYMENT SYSTEM"	The 'Free Vend' menu is set to 'Disabled'. Enter 'Operator Menu' Ref pages 5/6. Scroll to the 'Free Vend' menu and press 'Edit' to set the menu to "Enabled".

