BESTIR

Commercial Fully Automatic Coffee Machine

Bestir BM Series Operation Manual

CONTENTS

Coffee machine

1. The BM series are commercial machines for preparing drinks and are intended for use in food services, offices, hotels, convenience stores and other similar environments.
2. The BM series is designed to process whole coffee beans and fresh milk.
3. The BM series is intended for operation indoors and is not suitable for use outdoors.

Requirements

1. The BM series is intended for use only by trained personnel.
2. Do not operate the BM series or add-on units until you have read the user guide.
3. Do not use the BM series unless the machine or the add-on units have been cleaned or filled as intended.
4. Children under 16 should be supervised by an adult when using the coffee machine.
5. Please place the machine far away from the splashing water sources.
6. Clean the coffee machine at least once a day, and only use cleaning liquid, tablets and descaling powder supplied or approved by Bestir Limited. See the chapter Cleaning & Descaling manual for further details.
7. Please follow the operating instructions below.

Explanation of safety symbols

Observation of these safety instructions is imperative to ensure personal safety and the safe operation of the machine. Symbols and signal words indicate the level of hazards as follows:

⚠	WARNING

WARNING indicates a potential danger, if not avoided, will result in death or moderate injury.

⚠	CAUTION

CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

ⓘ	NOTICE

NOTICE directs your attention to the risk of damage to machinery.

General safety concerns when using the coffee machine

Improper use of the coffee machine can lead to potential danger during operation. To avoid personal injury and health hazards, please note the following tips when using the coffee machine.

Health hazard due to electric shock

1. Damaged power supply cables, lines or plug connections can lead to electrocution.
2. Do not connect any damaged power supply cables, lines or plug connections to the power supply.
3. Ensure that the machine and the power supply cable are not near any hot surfaces.
4. Repairs or servicing improperly performed on electrical systems can lead to electrocution.
5. Servicing/repairs should only be performed by a trained and authorised service technician.

Danger of suffocation

1. Plastic packaging materials could cause suffocation.
2. Ensure that the machine is only operated by trained personnel.

Risk of scalding

1. Hot liquids and dispensing during cleaning can lead to scalding. Keep hands away from outlets during this process.
2. Always be careful when handling hot drinks.
3. IN CASE OF SCALDING: Immediately cool the affected area and seek medical advice.

Risk of injury

1. Never put any foreign objects into the grinder

Cutting injuries/crushing

1. Remember to switch off the coffee machine and unplug the power supply before working on the machine.
2. Do not put your hands inside the machine during operation, as this may cause injury.

Irritation from the cleaning materials

1. Cleaning materials may cause irritation, please read labels, and use as directed.
2. Observe the hazard warnings on the label of the cleaning materials.
3. Avoid contact with your eyes and skin.
4. Wash your hands after contact with the cleaning materials and if ingested please seek medical advice immediately.

Health hazards due to poor hygiene

1. Inadequate cleaning can result in food residues accumulating in the machine thereby contaminating drinks.
2. Do not use the machine unless it has been cleaned according to the instructions.
3. Clean the machine daily following the instructions.
4. Inform operating personnel of the necessary cleaning measures.

5. If the machine is not used for extended periods, residue may accumulate, please clean thoroughly before use.
6. Using a water filter for too long can lead to the build-up of algae. Replace the water filter when prompted to do so by the machine.
7. Coffee beans and fresh milk must be used within their expiration date.
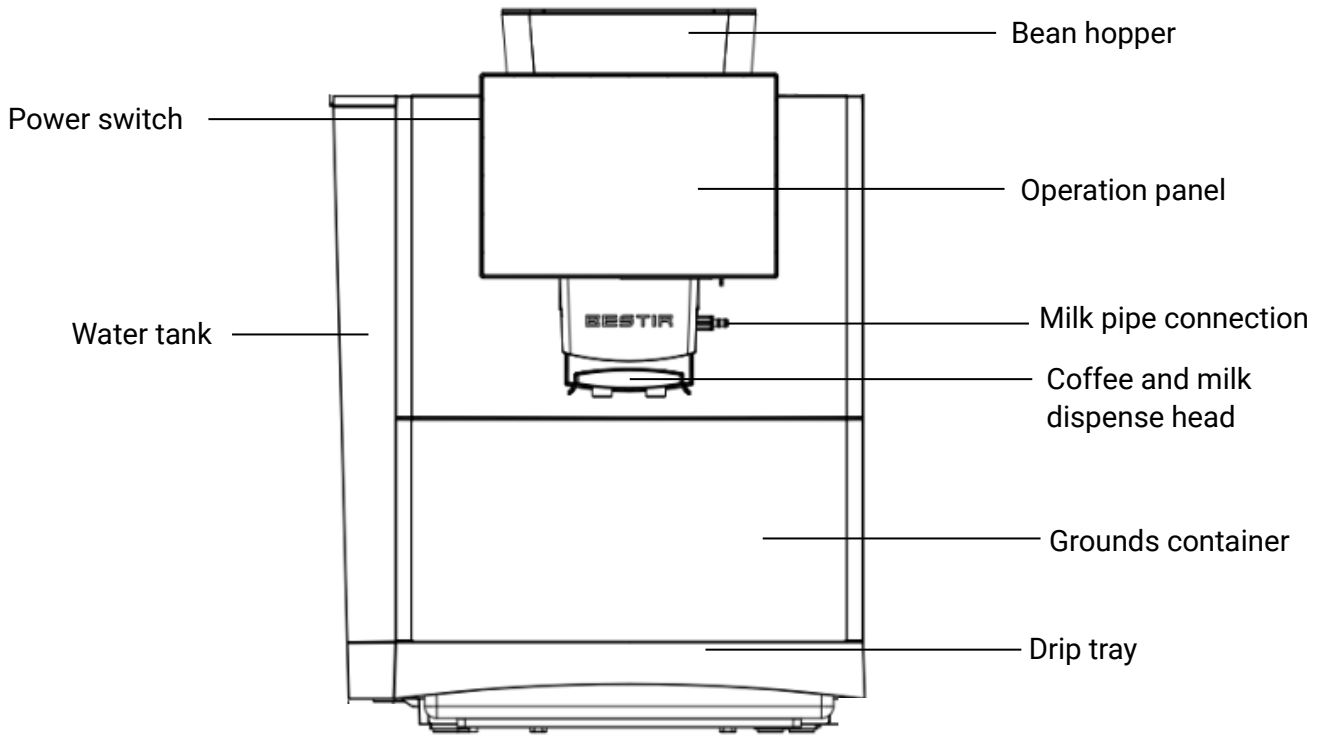
Risk of mechanical injury

1. The appliance must be placed in a horizontal position.
2. If the machine has not been drained and emptied, it must not be stored at sub-zero temperatures. Ensure the machine is at a temperature of about $20°C$ for 2-4 hours if freezing occurs.

MACHINE DESCRIPTION

Machine overview

The BM series coffee machines are available with numerous options. A sample configuration is illustrated here. Please note that your coffee machine may look different from the configuration shown.

Bean hopper

Power switch

Operation panel

Milk pipe connection

Water tank

Coffee and milk dispense head

Grounds container

Drip tray

Rear of machine

MDB cable

Power switch

Power cord

Drain hose

Fixed water connection

Screen interface

The BM series are available with three different kinds of user interfaces: Standard, self-service and professional.

Standard interface

Touching the 'Member' icon can start up 'Member' function setting.

The standard interface is designed to be used for non-professional operators or professionals. 'Member' function can be used by tapping on the upper right of the screen.

Self-service interface

Select language quickly (four different languages are available at once)

Specially designed for use in self-service scenarios like hotels. Users can select a language from the upper-right corner of the screen quickly without accessing the menu.

Professional interface

Generally used in commercial scenarios, the machine needs to have professional operating personnel assigned to use.

'Stacking menu' is available in this interface.

Symbols on the screen

Symbol	Name	Description
	Member	Access to membership setting
Logo	Logo	Access to the menu setting
	Scroller	Swipe through screen pages
	Add	Add drinks or members
	Close	Close current page
	Alert	View the alert message
	Thermoblock water temperature	Display thermoblock water temperature
	Thermoblock steam temperature	Display thermoblock steam temperature
	Brew unit position	Display the operation status of the brew unit
	Error message	View the error message
	Water-flow	Display current water-flow
	Inactive	The drink is 'inactive'
	Operation steps	Operation steps for the initialization of the system

Symbols in the menu setting

Symbol	Name	Description
	Exit	Return to the main page. You need to input a PIN code to access the menu again (if a PIN has been set)
	Main page	Return to the main page. You do not need to input a PIN code to access the menu again
	Selection	The item is selected or activated
	Edit	Edit this item is permitted

Scope of delivery

The scope of delivery may vary, depending on the device configuration.

Part	Picture	Quantity
Tap water connection pipe		1
Tap water connector		2
Barreled water pipe		1
Key (for grinders and C4 fridges)		1
Milk pipe		1

TECHNICAL DATA

MACHINE MODEL	BM30	BM40	BM50	BM60	BM80	BM100
Recommended Daily Output	40+	40+	60+	60+	100+	100+
Recommended Max Cup Size	12oz	12oz	12oz	12oz	16oz	16oz
Cleaning System	Quick Clean	Quick Clean	Quick Clean	Quick Clean	Quick Clean	Quick Clean
Milk System	Steam Tech	Steam Tech	Steam Tech	Steam Tech	Steam Tech Pro	Steam Tech Pro
Bean Hopper Capacity	550g	550g	750g	750g	1kg	1kg
Decaf Function	Via grounds chute	Via grounds chute	Via grounds chute	Via grounds chute	Via grounds chute	Via grounds chute
Screen Size	7"	7"	7"	7"	10"	10"
Water Tank	4L	4L	2L	6L	2L	6L
Mains Water Connection	N/A	Y	Y	Y	Y	Y
Milk Supply	C2	C2	C2 / C4	C2 / C4	C2 / C4	C2 / C4
Milk Types	Dairy / Oat / Soya	Dairy / Oat / Soya	Dairy / Oat / Soya	Dairy / Oat / Soya	Dairy / Oat / Soya	Dairy / Oat / Soya
Power Supply	230v / 1500w	230v / 1500w	230v / 2700w - 3100w	230v / 2700w - 3100w	230v / 2700w - 3100w	230v / 2700w - 3100w
Machine Dimensions	526 x 349 x 473mm	526 x 349 x 473mm	559 x 304 x 572mm	559 x 391 x 572mm	559 x 304 x 628mm	559 x 391 x 628mm
Net Weight	17kg	17kg	18kg	20kg	18.8kg	20.8kg
Drip Tray Capacity	1.6L	1.6L	2L	2L	2L	2L
Mains Drainage	N	N	Optional	Optional	Optional	Optional
Grounds Waste Capacity	35 Portions	35 Portions	35 Portions	35 Portions	35 Portions	35 Portions
Coffee Outlet Height	80 - 150mm	80 - 150mm	75 - 155mm	75 - 155mm	75 - 155mm	75 - 155mm
Thermoblock Quantity	Dual	Dual	Dual	Dual	Dual	Dual
Colour Options	Black	Black	Silver or Gold	Silver	Silver	Silver and Black
Built-in Water Filter	Optional	Optional	Optional	Optional	Optional	Optional
Brewer Unit Size	49mm	49mm	49mm	49mm	49mm	49mm
Espresso Brewer Capacity	14g	14g	14g	14g	14g	14g
Knock Through Grounds	N	N	Optional	Optional	Optional	Optional
MDB Payment System Interface	N	N	Optional	Optional	Optional	Optional

Installation tips

1. Installation to be completed by an authorised service technician.
2. Bestir Limited are not liable for injuries caused by an improper installation of the unit.
3. Installation must be completed with authorised accessories and components.
4. Installation personnel will conduct the initial commissioning process for your coffee machine and explain the basic functions.

Please contact customer service for further support if you have any questions.

Installation location

1. The installation location must be dry and away from water.
2. Some condensation could be discharged from the coffee machine.
3. Do not use the coffee machine outdoors.
4. The machine must be installed on a solid and level base.
5. The surrounding temperature must be between 5C and 23C.

Electrical connection

1. The mains connection must correspond with the voltage, amperage and frequency indicated on the machine label. Installation of wrong or improper electric plugs can cause short circuits resulting in fire. It must be installed by qualified service personnel.
2. The machines are electrically safe only when properly earthed as described in the current electrical safety specifications. Check for compliance and, when in doubt, have the wiring thoroughly inspected by qualified service personnel.
3. Bestir Limited does not take any responsibility for any damage caused by incorrect earthing or improper use of the power supply.
4. No action is needed from users to shift the product between 50 and 60 Hz, the product can adapt itself for both 50 and 60 Hz.

Water supply connection

1. Tank water supply and external tank water supply are available for BM40. Tank water supply is available for BM30.
2. Default water supply is water tank.

Ideal water quality

Total hardness：	4 – 8 dH GH
	70 – 140 ppm (mg/l)
Carbonate hardness	3–6 dH KH / 50–105 ppm (mg/l)
Acid content/pH value	6.5–7.5 pH
Chlorine content	< 25 mg/l
TDS	70 – 150 ppm (mg/l)
electric conductivity	50–200 µS/cm (micro siemens)
Iron content	< 0.3 mg/l

To achieve the required water quality, a water filter system needs to be installed.

Mains water connection

The distance between the machine and the water connection should not be more than 1 metre (to connect the appliance, the supplied original hose is recommended). The water pressure must be between 2-6bar. If the water pressure is more than 6 bar, a pressure-reducing valve must be installed.

External tank water supply connection

External tank water supply connection needs to use accessories supplied by the factory. Please contact customer service for help if needed.

Water filter installation
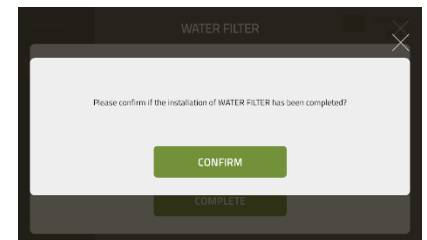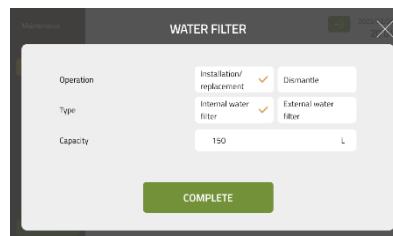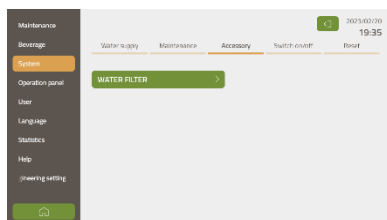
1. Select System > Accessory > Water Filter.

2. Select installation/replacement and internal water filter, input water capacity based on suitable level, then touch complete.

3. Touch confirm.

STARTING THE MACHINE FOR THE FIRST TIME

Product filling

Add products into the machine. See below for specific operation.

 Please add water to the water tank for first time use.

Initial start-up program setting

After switching on the machine initially, access to the settings of the start-up program for the first time will be available. Specific process is as follows:
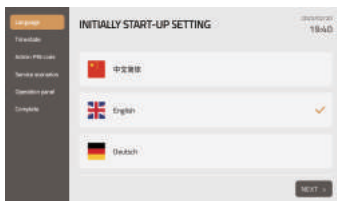

1. Plug the mains cable for the coffee machine in and press the power switch.

2. Press the illuminated power button on the side of the screen.

3. Screen is on.

4. Select language.

5. Set time and date.

6. Set PIN code (Optional).
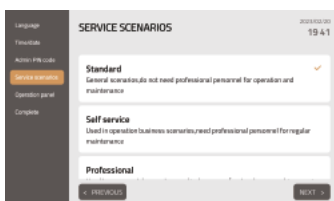
7. Select screen interface.
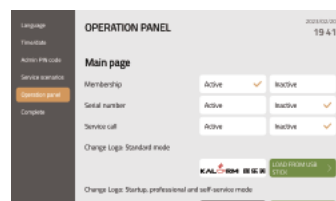
8. Set the panel display.
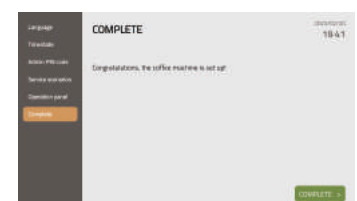
9. Click 'Complete' to finish.

OPERATION

Coffee beans filling

1. Lift the bean hopper lid.

2. Add coffee beans.

3. Replace the lid.

 Never put any objects into the bean hopper or grinder. Otherwise, splinters may be ejected, leading to injury.

1. *Do not pour ground coffee into the bean hopper!*
2. *Do not pour any liquids into the bean hopper!*

Shortcut function

To access the shortcut function, swipe up from the bottom of the screen. You can customise the panel to your chosen shortcuts.

To access this function from the main menu, select Operation panel > Main page > Shortcut function setting > Select 'Yes' or 'No' to activate or de-activate.

Shortcut function – Decaf
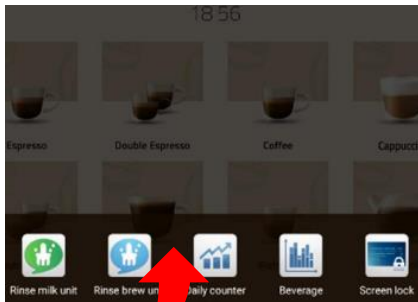
1. Swipe up to access the shortcut menu.

2. Select the 'Use powder' icon.

3. Add pre-ground coffee sachet/scoop – up to 14g into the grounds chute. DO NOT add instant coffee.

4. Press 'OK' then select the required drink option.

Water tank filling

1. Pull out the water tank.

2. Fill the water tank with drinking water.

3. Attach the water tank (ensure the water tank is installed fully in position).

Milk connection

1. Connect the milk pipe to the machine.

2. Insert the milk pipe into the milk container or fridge.

Beverage Preparation

Beverage Preparation in the standard interface

1. Place an appropriate cup under the coffee spout.

2. Touch the beverage icon.

3. Beverage in preparation.

Buttons '<' '>' can change parameters during the beverage preparation.

Touch 'Order' to add another beverage into the production queue.

Cancel beverage preparation by touching 'Stop'.

Beverage preparation in 'self-service' interface

1. Place an appropriate cup under the coffee spout.

2. Touch the beverage icon.

3. Beverage in preparation.

Cancel beverage preparation by touching 'Stop'.

Touch 'Order' to select another desired beverage and place it in a queue.
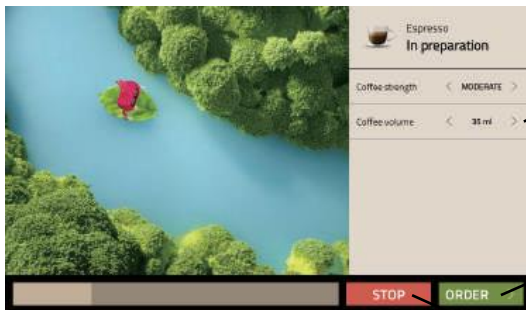
Change parameters during the beverage preparation.

Beverage preparation in 'professional' interface

1. Place an appropriate cup under the coffee spout.

2. Touch the beverage icon.
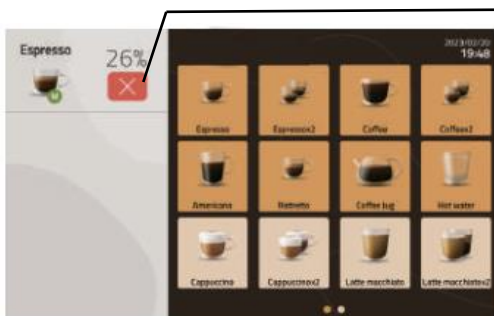
Cancel beverage preparation.

3. Beverage in preparation

4. The stacking function can be used when a beverage is in preparation. For example, touch the 'Americano' beverage icon when preparing the first drink – the 'Ristretto'. The Americano will be displayed in the queueing list as above.

Grinding coarseness setting

Grinding coarseness can be changed using the grinder key. Clockwise will make the grind coarser and anti-clockwise will make the grind finer. This will alter extraction time and taste. Adjust by one click at a time and test. Contact your service provider for help.

PROGRAM SETTING
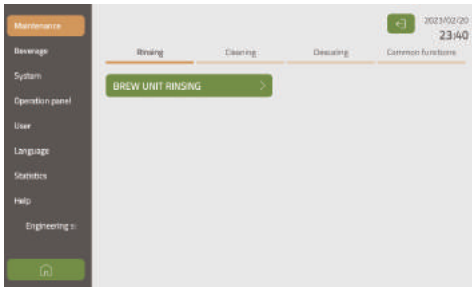
1. Touch the logo icon in the upper-left corner.

2. Input PIN code (if applied) and touch complete.

3. Select target menu.

1. *PIN codes can be set in the start-up program for the first time. If PIN codes are not set, the default codes are empty.*
2. *Entering different PIN codes can obtain different menu rights. Specific PIN code settings and rights can be checked and changed in the menu of 'System setting / user / maintenance rights'.*

Maintenance — Rinsing | Cleaning | Descaling | Common functions

Beverage — Beverage Setting | Beverage display

System — Water supply | Maintenance | Accessory | Switch on/off | Reset

Operation — Service scenarios | Main page | Beverage preparation | Advertising | Advanced settings

User — Administrator PIN Code | Maintenance PIN code | Maintenance rights

Statistic — Overview | Beverage | Cleaning | Descaling & Empty system

Help — Information

MAINTENANCE

Overview of Cleaning Menu
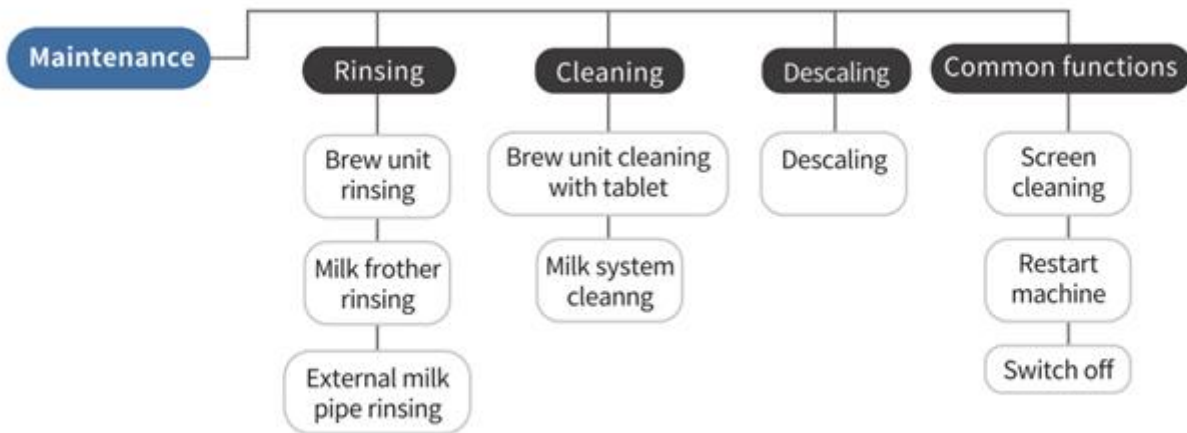
Rinsing
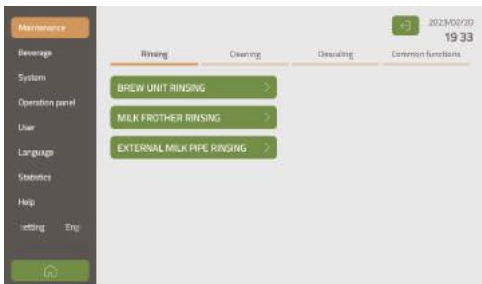
Brew unit rinsing

Initiates rinsing of the brewing system after selection.

Milk frother rinsing

Initiates rinsing of milk frother after selection.

External milk pipe rinsing

Initiates the rinsing of external milk pipe after selection. Ensure milk pipe is removed and inserted into the drip tray (on screen instructions).

Cleaning
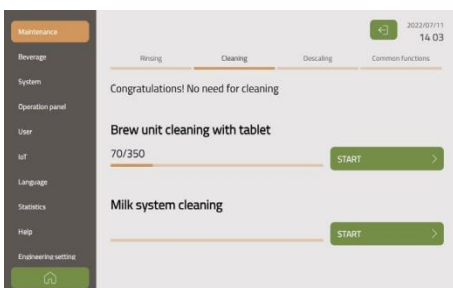
Cleaning brew unit

Initiates a tablet cleaning program of the brew unit after selecting, 'Brew unit cleaning with cleaning tablets'. Insert 1 cleaning tablet when prompted. The total duration is approx. 12 minutes.

Cleaning milk system

Initiates cleaning process of milk system. Add 50ml of cleaning liquid to 400ml of water when prompted. The total duration is approx. 2 minutes.

Descaling

Initiates a descale process. Add 3 sachets to water as per on screen instructions when prompted. The total duration is approx. 40 minutes.

Common functions
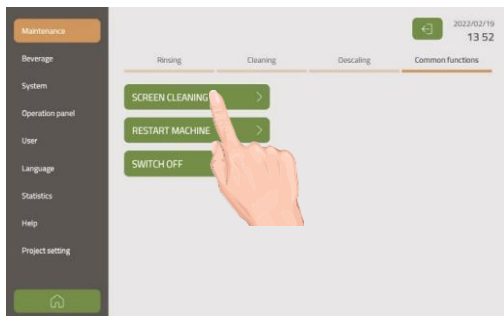
Screen cleaning

The machine will be locked for 15 seconds after tapping '**Screen cleaning**'. Use a cloth to clean the surface of the screen.

Restart machine

The machine system will restart after tapping '**Restart**'.

BEVERAGE

Beverage setting overview

Beverage settings
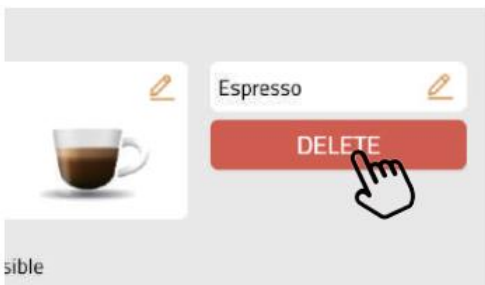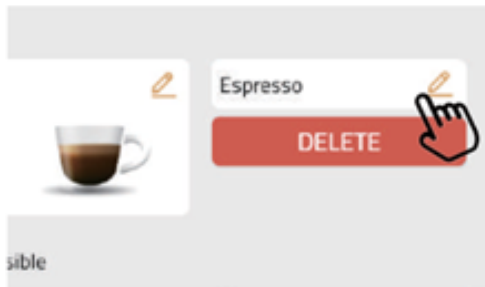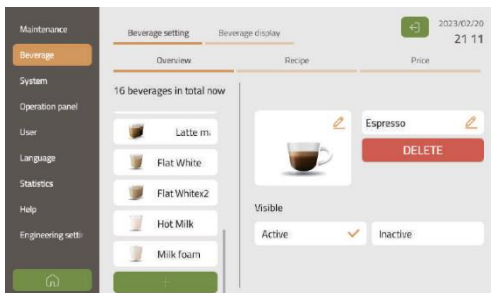
Enter 'Overview' settings

1. Change the beverage icon

Change the beverage icon after tapping the 'edit' icon. Upload an image from a USB stick, which can then be used as a beverage icon.

2. Change the beverage menu

Change the beverage name after tapping the 'edit' icon.

3. Beverage status

Select 'active' on the beverage if you would like it available. Select 'inactive' and the beverage will be locked and cannot be prepared – as shown.
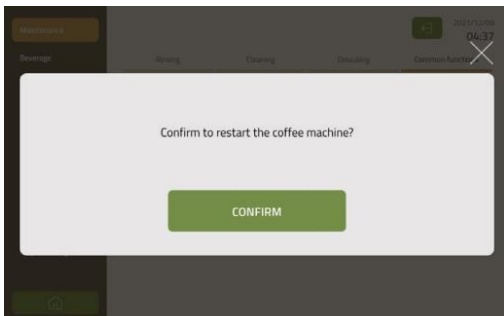
4. Delete the beverage

Tap the 'Delete' key beneath the beverage to delete the beverage from the list.

5. Add a new beverage

Tap 'Add' to select the new drink to be added from the popup list. Change and define the name and icon of the new beverage after adding a new drink to the menu list.

Take a latte macchiato for example, after touching the latte beverage symbol you will be able to access the recipe page. You can then modify the beverage parameter settings as desired.
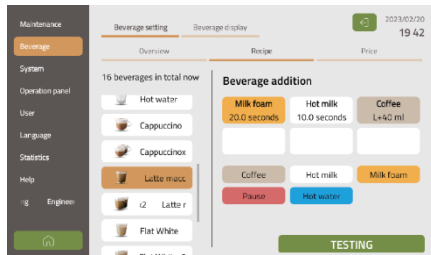
Check current recipe

The order from left to right is the sequential order of beverage flow: Milk foam, hot milk, coffee.

Change recipe order

Press the recipe icon (e.g., coffee) and drag it to change its position.

Change recipe parameters

Tap the recipe and change its parameters. Specific value range needs to comply with limited conditions of software.
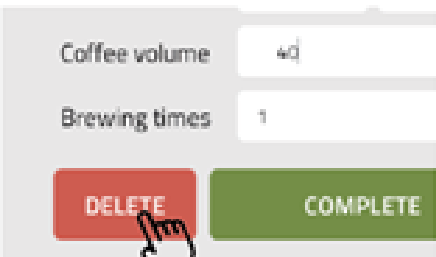
Delete the recipe

Go to the recipe page and tap the 'Delete' button.
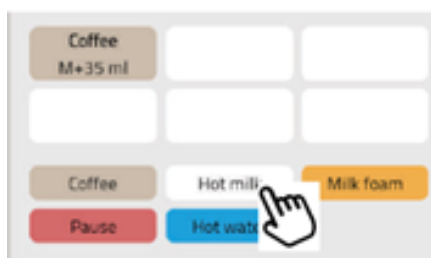
Add recipe

1. Factory list appears here. The recipe will pop up on the beverage recipe composition list automatically after tapping it.
2. The range of recipe options are 1 – 6.
3. Setting value range needs to comply with the limited conditions of software.

Adaptable recipe parameter

Coffee

Parameter	Value Range	Remarks
Pre-brew volume	0~30ml	Default:25ml
Coffee volume	15~240ml	Default:150ml
Single brewing	yes or no	Default: yes
Brewing times	1~4times	Default:1

Hot milk

Parameter	Value Range	Remarks
Time	5~120seconds	Default: 10 seconds

Milk foam

Parameter	Value Range	Remarks
Time	5~120seconds	Default: 10 seconds

Hot water

Parameter	Value Range	Remarks
Water volume	25~450ml	Default：100ml
Water temperature	High, Medium, Low, Cold	Default: High

Pause

Parameter	Value Range	Remarks
Time	1~20seconds	Default: 5 seconds

Test

Tap 'Test' to prepare the drink using the modified recipe after the recipe setting is completed.

Beverage Display

Two modes of beverage display are available: grid layout and menu cards.

Grid layout   Menu cards
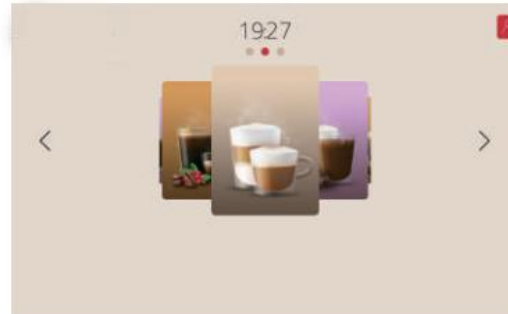
Grid layout

Grid layout parameter setting is as follows:

Parameter	Value range (Standard/Self-service)	Remarks
Column per	1x1 2x1 3x1 4x1 5x1 3x2 4x2 5x2	Default: 5x2

Parameter	Value range (Professional)	Remarks
Column per	2x1 3x2 3x3 2x2 4x3	Default: 4x3

Menu cards (Allows for beverage grouping)

Beverages in the beverage list can be sorted into different menu cards. Menu card numbers: 2-7.

1. Touch the cover image of the menu card to replace it with a new one.
2. Touch 'update the cover name' to modify the cover name.
3. B in the beverage list can be selected and added to menu cards.
4. Effect of activating 'Display second level beverages in first page' as following image.

Second level list

SYSTEM

Overview of the System Menu
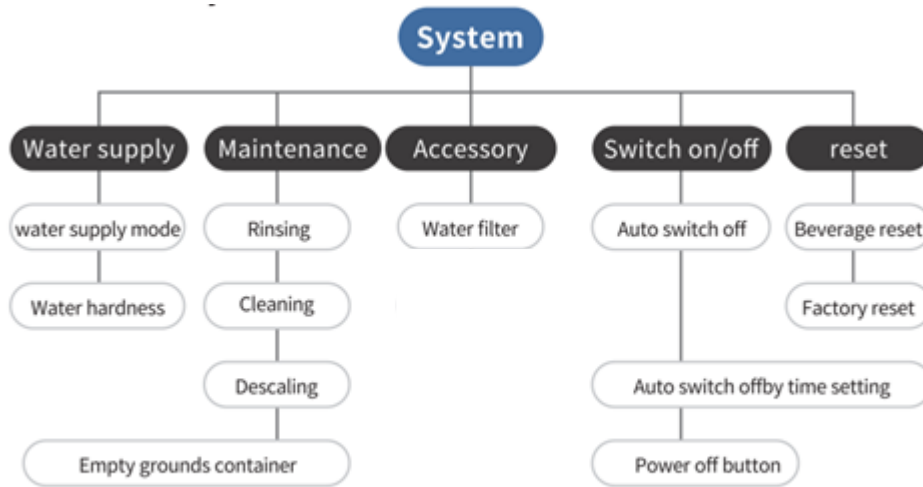
Water supply

Water supply mode

Mains fed, water tank and external tank water supply are available. Select the corresponding water supply mode.

Water hardness

Setting water hardness value for the machine here. Default setting: 5dh.

Maintenance parameter setting

Rinsing

Rinsing parameter setting as below:

Parameter	Set range	Remarks
Warm-up rinsing	30 minutes 1~4 hours	Default: 30 minutes
Brew unit auto rinsing	Off 5~20 minutes	Default: Off
Milk frother auto rinsing	Off 5~20 minutes	Default: 10 minutes

Cleaning

Parameter setting of brewing unit cleaning with tablets as below:

Parameter	Set range	Remarks
Brewing unit cleaning with tablets warning	≥0 cup	Default: 350 cups
Compulsory brew unit cleaning with tablets warning	≥0 cup	Default: 450 cups

Descaling

Water hardness, water flow and water filter installation will determine the litre and time remaining before descaling. The parameter setting of descaling is as below:

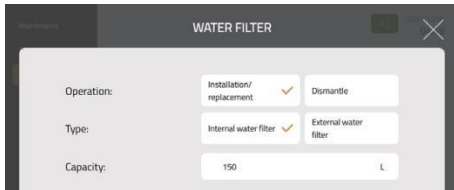| Parameter	Set range	Remarks
Descaling warning	35L − 250L	Defined by filter
Forced descaling	50L − 300L	Defined by filter

Empty grounds container

1. Select 'active', 'empty grounds container' will be displayed when the coffee grounds pcs reach 30.
2. Select 'inactive', 'empty grounds container' will not be displayed on the screen.

Accessories

Water filter

1. Select 'dismantle' if not installing a water filter.
2. Select 'Installation/replacement' here if installing or replacing the filter cartridge. Select the type of filter cartridge and input capacity.
3. Default setting: 'Dismantle'.

Switch off

Auto switch off countdown

Parameter	Set range	Remarks
Auto switch off countdown	30minutes，1~24 hours Never switch off	Default: 4 hours

Auto switch-off by time setting

Set the time needed for the machine to automatically switch off.

Power off button

1. Select 'Active' and hold the power button for 3 seconds to turn off the screen.
2. To disable the screen power switch function, simply select 'Inactive'.
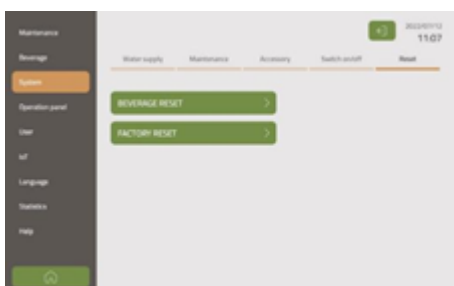
Beverage reset

Restore all relative parameters of the beverage to factory default settings.

Factory reset

Restore all parameters of the machine to factory default settings.

OPERATION PANEL

Service Scenarios

Select the interface mode displayed on the screen. Specific introduction of each interface mode displayed on the screen see page 6.

Main page

Member function

Option: **Active** **Inactive**

1. Select 'Active', tap the member key in the upper-right corner of the screen, then create members and favourite drinks lists.
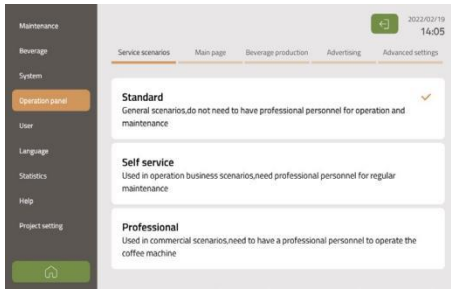2. Select 'Inactive' and the member key will not be displayed.

Serial number

Option: **Active** **Inactive**

1. Select 'Active', the machine serial number is displayed in the lower left corner of the screen.
2. Select 'Inactive', the machine serial number is not displayed.
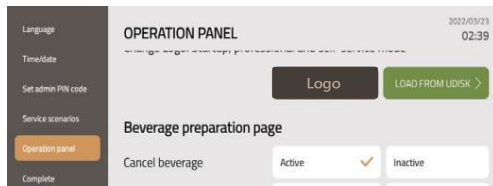
Service call

Option: **Active** **Inactive**

1. Select 'Active', the machine service call is displayed in the lower right corner of the screen.
2. Select 'Inactive', the service call will not be displayed.

Logo

Touch the edit key to change the logo displayed on the screen. Load new logo image from USB stick.

 Background of the logo image used in start-up page, professional mode and self-service mode must be black.

Beverage Preparation

Cancel beverage

Option: Active Inactive
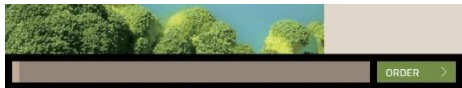
1. If you select 'Active', the drink preparation can be cancelled by tapping 'Stop'.
2. Select 'Inactive' and the 'Stop' button will not be displayed.

Beverage adjustment

Option: Active Inactive
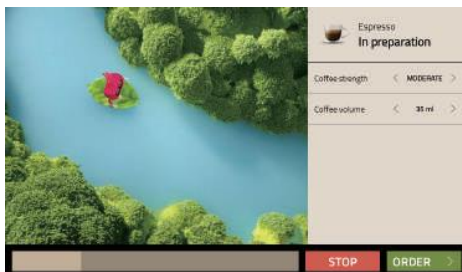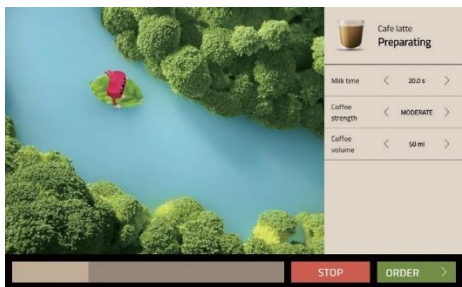
1. Select 'Active' and the drink recipes can be adjusted by touching the left and right keys when the beverage is in production.

2. Select 'Inactive' and the drink recipes cannot be adjusted when the beverage is in production.

Volume display

Option: Active   Inactive

1. Select 'Active' and the drink recipes will be displayed when the beverage is in production.
2. Select 'Inactive' and the drink recipes will not be displayed.

Continue to order

Option: Active   Inactive

1. Select 'Active', and touch 'Order' to select the next drink.
2. Select 'Inactive', 'Order' will not be displayed.

Advertising

Advert – Standby

Set advertisement videos when the machine is on standby. Advertising resources can be loaded from a USB stick or via IoT.

Parameter	Set range	Remarks
Waiting time	0~100 seconds	Default: 60 seconds
Cycle type Single image	Infinite loop. Exit automatically after playing	Default: Exit automatically after playing
playtime	0~100 seconds	Default: 10 seconds

 Advertising setting is available here, videos and images used can be loaded from a USB stick.

Advert- Welcome

Set advertisement videos when the machine is starting up.

Parameter	Set range	Remarks
Single image playtime	0~100 seconds	Default: 5seconds

 Video requirements: MP4 format, proportion 16:9, recommended resolution ratio 1280 x 800, video bitrate less than 3000kbps and 100M, image format: PNG, JPG, JPEG.
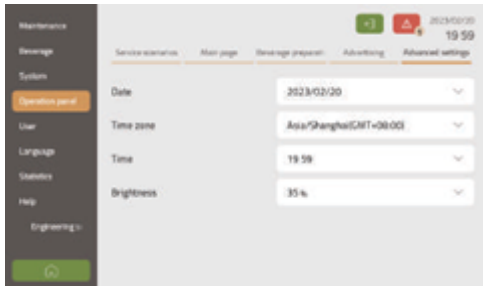
Advert – Beverage in preparation

Set advertisement videos when the beverage is in preparation.

Parameter	Set range	Remarks
Single image playtime	0~100 seconds	Default: 5seconds

 Video requirements: MP4 format, proportion 4:3, recommended resolution ratio 890 x 700, video bitrate less than 3000kbps and 100M, image format: PNG, JPG, JPEG.

Advanced settings

Date - set local date.

Time zone – set local time zone.

Time – set local time.

Brightness – set brightness. Default: 60%

User

Different user rights can be assigned with corresponding PIN codes.
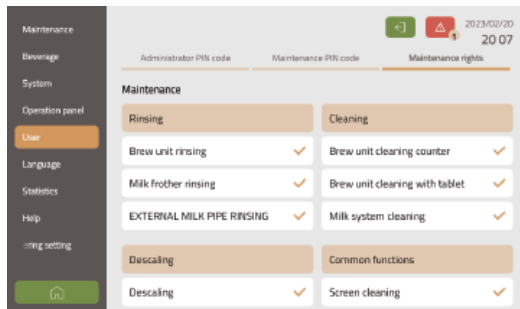
Administrator PIN code

Set admin PIN code, which is formed from 5 digits. Inputting this code results in access to administrator rights.

Set maintenance PIN code here, which is formed from 4 digits. Inputting this code results in access to maintenance rights.

Maintenance rights

Setting specific rights for maintenance PIN code here.

Statistics

View the history records of various beverage preparation data, total drink numbers, and maintenance here.

Beverage statistics
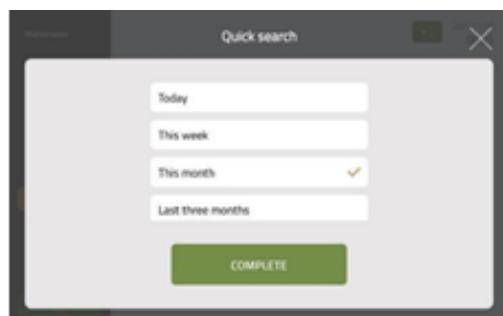
Quick search

Data can be viewed by 1 week, 1 month, 3 months, current date, 1 year.

The data could be presented in two ways: tables and graphs.

Cleaning statistics

Specific time records of various cleaning cycles can be viewed here. Including the start time, ending time and duration time of cleaning cycles.

Descaling/empty system statistics

Historical records of the descaling and emptying water system can be viewed here.

Help

View machine information

Information regarding this machine can be viewed here. Including:

Ctr version (PCB software), HMI version (screen software), Android system version, calibration file version, serial number of machines, IMEI information of machine & available storage space of the screen.

Upgrade software via USB stick or IoT when available.

The software of the machine can be upgraded by using a USB stick by an authorised technician.

Software program upgrade needs to be completed by an authorised technician, contact your service provider for help.

CLEANING AND MAINTENANCE

Clean your coffee machine at least once a day and more frequently if necessary.

Cleaning intervals overview

Cleaning intervals	Operation	Type
Daily (more if needed)	Milk system cleaning cycle	Manual
	Brew unit rinse cycle	Automatic or manual
	Milk frother rinse cycle	Automatic 5 mins after drink preparation or manual
	Clean milk frother	Manual
	Clean drip tray	Manual
	Clean grounds container	Manual
Weekly	Brew unit cleaning cycle	Manual
	Clean the water tank	Manual
	Clean the bean hopper	Manual
If requested	Descale	Manual when prompted on the screen
	Filter change	Manual when prompted on the screen

Cleaning items

Parts	Usage
Cleaning tablet	Brew unit cleaning with tablet
Milk system cleaning agents	Milk system cleaning
Descaling powder	Descaling
Milk hose brush (not provided)	Clean milk hose manually
Cloth (not provided)	Clean screen and machine surfaces

Daily cleaning

Brew unit rinsing/milk frother rinsing/ external milk pipe rinsing
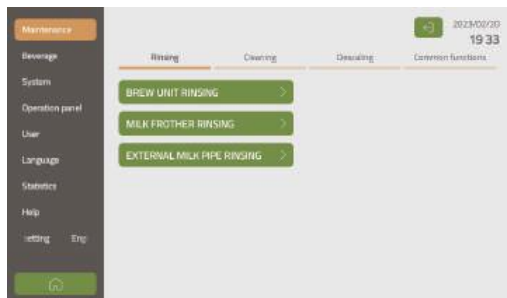
1. Automatic rinsing intervals can be set in Menu / Maintenance settings, and rinsing will commence automatically after reaching set interval.

2. Immediate rinses can be selected manually. Enter the 'maintenance/rinsing' menu and select each rinsing option.

 Hot water will be dispensed from the coffee spout during rinsing, be careful to avoid scalding.

Empty drip tray and grounds container

Empty the grounds container or drip tray when prompted. Clean the drip tray as needed (at least once per day).

1. Remove the drip tray to also access the grounds container.

2. Pour out the coffee grounds from the grounds container and dispose of.

3. Clean out the grounds container thoroughly with water.

4. Pour out waste water from the drip tray.

5. Clean the drip tray thoroughly with fresh water.

6. Ensure prongs at the back are dry.

7. Place grounds container in place and re-insert drip tray.

ⓘ   *You must clean the two metal plates in front of the drip tray and keep them dry.*

Clean the screen
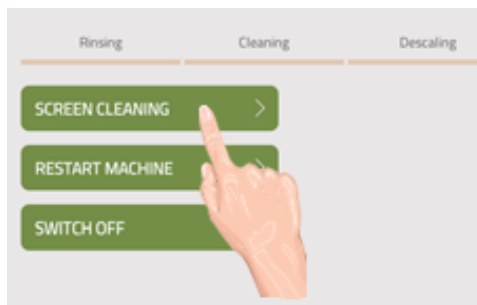
Enter 'Maintenance/Common functions'. Select 'Screen cleaning' to start a 15 second countdown. Now the screen can be wiped with a dry cloth.

Daily Cleaning

Cleaning the milk frother manually

1. Take the milk frother out.

2. Disassemble the milk frother.

3. Clean the milk frother with fresh water.

4. Replace milk frother.

Brew unit cleaning

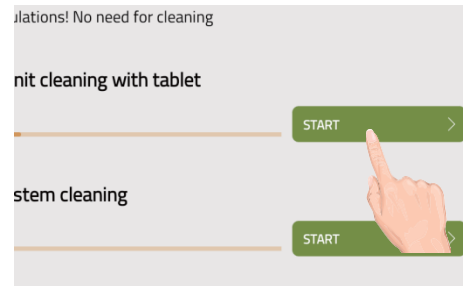A daily clean of the machine is recommended and this can be started by entering the maintenance/cleaning menu, selecting start and pressing confirm. The total duration is approx. 12 minutes.
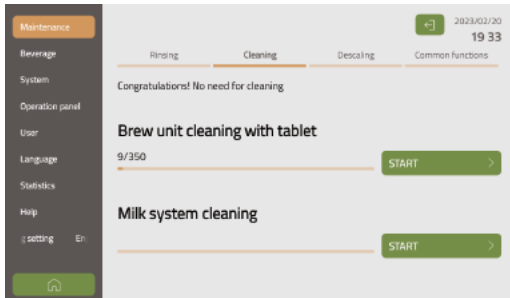
3. Enter the "Maintenance/Cleaning" menu.

4. Touch the "Start" button.
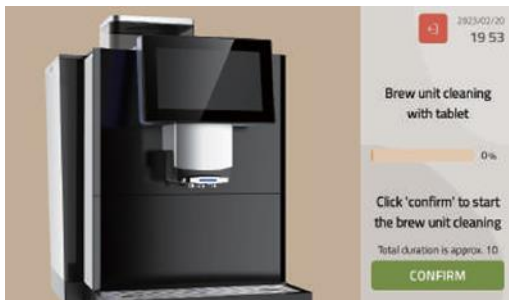
1. Touch "Confirm" to start the cleaning.
2. Perform every step according to the message displayed on the screen.

If brew unit cleaning with tablets is not performed in time, the screen will be locked after reaching the preset compulsory cleaning intervals, and the machine will not operate until cleaning process has been completed fully.

Milk system cleaning

'Milk system cleaning' will appear on the screen when the milk system needs to be cleaned with cleaning liquid. The total duration is approx. 2 minutes.
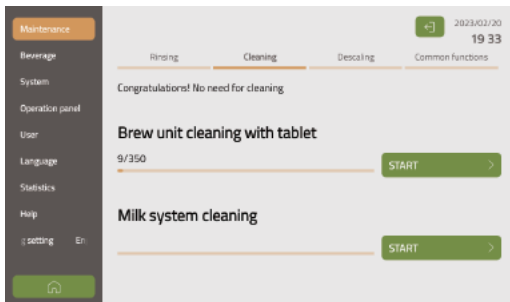
1. Enter the 'Maintenance/Cleaning' menu

2. Touch the 'Start' button

3. Touch 'Confirm' to start the cleaning.
4. Perform every step according to the message displayed on the screen.

⚠️ *During cleaning, hot cleaning solution will flow out of the dispense head.*

Descaling

The water hardness, water flow, and whether a water filter is used determines the schedule for descaling. Descaling time is calculated by the BM series and displayed. The total duration is approx. 40 minutes.

If descaling is not conducted in time, the screen of the machine will be locked after reaching the preset compulsory descaling, and the machine will not produce drinks until the procedure has been fully completed.

1. Enter the 'Maintenance/Descaling' menu
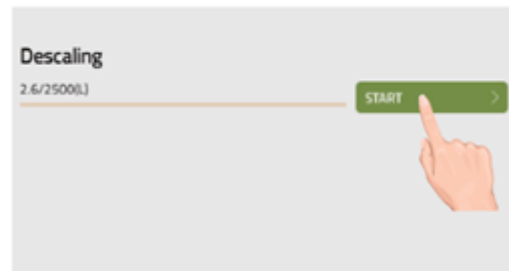
2. Touch the 'Start' button

3. Touch 'confirm' to start the descaling
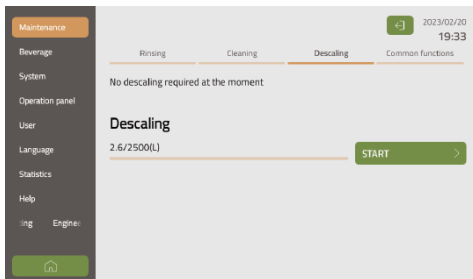4. Perform every step according to the message displayed on the screen.

During cleaning and descaling, hot cleaning solution or descaling solution flows out of the dispense head. Never reach under the dispense head while descaling.

MESSAGES AND EXPLANATIONS

Operational messages

Errors are indicated by a red triangle in the upper-right corner of the screen. Tap this symbol to obtain more information.

Information	Possible solutions
Place water tank	Check whether the water tank is installed correctly or place it back
Fill water tank	Fill water tank
Place drip tray	Place drip tray back
Empty drip tray	Empty drip tray
Empty grounds container	Empty grounds container
The coffee system is empty	Restart the machine, if this fails contact your service provider
The steam system is empty	Restart the machine, if this fails contact your service provider
Multi-way valve warning	Restart the machine, if this fails contact your service provider
Brew unit reset	Restart the machine, if this fails contact your service provider

Error message

The error message will appear automatically when the system is affected.

1. You can restart the machine by pressing the main power button on the back, if required (When restarting, leave the machine off for 20 seconds before restarting).

2. Please contact your service provider if the machine cannot be started or if you are unable to fix the error.

Error code	Error description	Possible solutions
E2	NTC sensor detects if thermoblock (coffee) is over temperature.	Please restart the machine and if the error persists, contact your service provider.
E3	NTC sensor detects if thermoblock (steam) is over temperature.	
E43	Brew unit gear motor error	
E33	Communication error	
E1	PCBA communication error	

DECOMMISSIONING

Preparing for decommissioning

1. Clean the machine by using all the cleaning and rinsing functions.

2. Empty and clean the bean hopper.

3. Clean the beverage dispense head and milk pipe manually.

4. Clean the drip tray and grounds container.

Short-term decommissioning (within one month)

1. Empty water circuit (Have your coffee machine drained by your service provider).

2. Disconnect the machine from the power supply.

3. Shut off the water supply.

4. Switch off the add-on units and disconnect them from the power supply.

Long-term decommissioning (over one month)

Some components may no longer function as they should if they have been stored or unused for long periods.

The coffee machine must be installed and cleaned before preparing any drinks.

1. Have your coffee machine drained by your service provider.

2. Remedial maintenance may be required when commissioning the machine again if it has been stored for more than 6 months. Please contact service personnel for support.

TRANSPORT AND STORAGE

Transport

Protect the machine from mechanical damage and adverse environmental conditions during transport and storage.

1. Protect the machine from falling or tipping over and package appropriately.

2. To avoid damage to the machine, water in the coffee machine must be emptied before transportation.

 Emptying of water circuit must be performed by professional technician, please contact your service provider for support.

Storage

Storage conditions must be fulfilled:

1. Permissible temperatures: -10 to +50°C.

2. If the machine has not been drained and emptied, it must not be stored at sub-zero temperatures.

3. Leave the machine in a standing position.

4. Machine system emptied.

5. Machine and accessories packaged, preferably in their original packaging.

Recommissioning after prolonged periods of storage or non-use

Coffee machines may no longer function if they have been stored or unused for periods of more than 6 months. Contact your service provider for information regarding recommissioning your machine.

DISPOSAL

When disposing of your coffee machine, please follow the WEEE regulations 2013.

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