CX TOUCH HORIZON

SOFT COFFEE POD SPECIALTY DRINK MACHINE

NEWCO ENTERPRISES INC,
3650 NEW TOWN BLVD SAINT CHARLES, MO 63301
1-800-325-7867

NEWCO
newcocoffee.com

NEWCO CONTACT INFORMATION

ADDRESS

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CUSTOMER SERVICE PHONE

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FAX

1-636-925-0029

WEBSITE

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CUSTOMER SERVICE AND SALES EMAIL

sales@newcocoffee.com

MAINTENANCE INFORMATION

Machine Model _____

Serial Number _____

Company Information and Phone Number

_____

_____

_____

_____

WARRANTY

This warranty supersedes all other previous warranties that are currently in manuals. Newco warrants equipment manufactured by it for 1 year parts and labor. Accessories, Dispensers, and Display Tablets - 1 Year parts only. Electronic Circuit and Control Boards- 3 years parts, 1 year labor. Equipment manufactured by others and distributed by Newco- please see original equipment manufacturers warranty, Newco will follow.

These warranty periods run from the date of sale Newco warrants that the equipment manufactured by it will be commercially free of defects in material and workmanship existing at the time of manufacture and appearing within the applicable warranty period. This warranty does not apply to any equipment, component or part that was not manufactured by Newco or that, in Newco's judgment, has been affected by misuse, neglect, alteration, improper installation or operation, relocation or reinstallation, improper maintenance or repair, incorrect voltage applied to the unit at any time, damage or casualty. This warranty does not apply to any equipment failures related to poor water quality, excessive lime and chlorine and non-periodic cleaning and descaling. Warranty is null and void if muriatic or any other form of hydrochloric acid is used for cleaning or deliming. In addition, this warranty does not apply to replacement of items subject to normal use including but not limited to user replaceable parts such as faucet seat cups, sight gauge tubes, washers, o-rings, tubing, seals, and gaskets.

This warranty is conditioned on the Buyer 1) giving Newco prompt notice of any claim to be made under this warranty by telephone at (800) 556-3926 or by writing to **3650 New Town Blvd, Saint Charles, MO 63301**; 2) if requested by Newco, shipping the defective equipment prepaid to an authorized Newco service location; and 3) receiving prior authorization from Newco that the defective equipment is under warranty.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, WRITTEN OR ORAL, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF EITHER MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The agents, dealers or employees of Newco are not authorized to make modifications to this warranty or to make additional warranties that are binding on Newco. Accordingly, statements by such individuals, whether oral or written, do not constitute warranties and should not be relied upon.

If Newco determines in its sole discretion that the equipment does not conform to the warranty, Newco, at its exclusive option while the equipment is under warranty, shall either 1) provide at no charge replacement parts and/or labor (during the applicable parts and labor warranty periods specified above) to repair the defective components, provided that this repair is done by a Newco Authorized Service Representative; or 2) shall replace the equipment or refund the purchase price for the equipment.

THE BUYER'S REMEDY AGAINST NEWCO FOR THE BREACH OF ANY OBLIGATION ARISING OUT OF THE SALE OF THIS EQUIPMENT, WHETHER DERIVED FROM WARRANTY OR OTHERWISE, SHALL BE LIMITED, AT NEWCO'S SOLE OPTION AS SPECIFIED HEREIN, TO REPAIR, REPLACEMENT OR REFUND.

In no event shall Newco be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities, or services, or any other special, incidental or consequential damages.

WARNING: *Read and follow installation instructions **BEFORE** plugging or wiring in machine to electrical circuit. Warranty will be void if machine is connected to any voltage other than that specified on the serial tag. Machine must be plugged into a grounded outlet.*

TABLE OF CONTENTS

BREWER SPECIFICATIONS

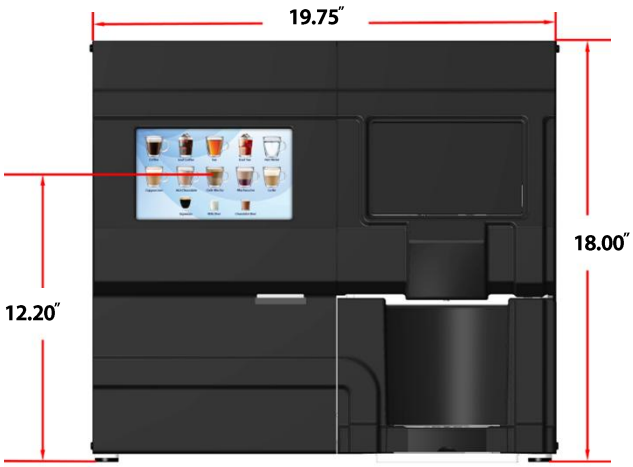
WATER TANK CAPACITY
1 gallon

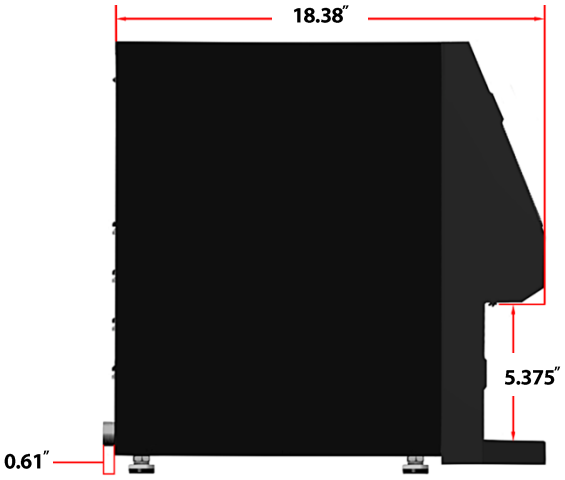
HOPPER CAPACITY
2 lbs.

TEMPERATURE RANGE
180°F – 205°F

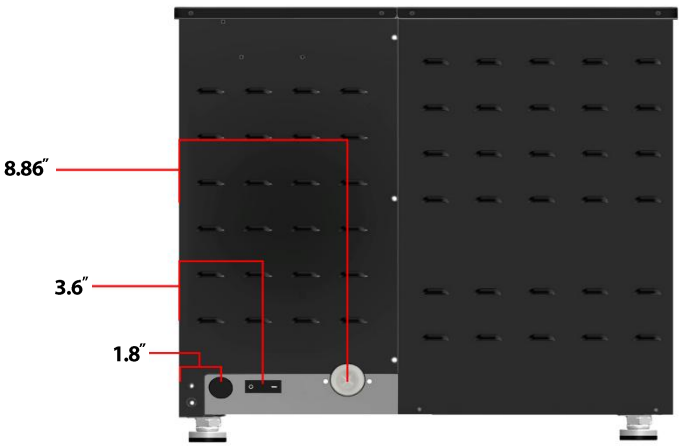
SHIPPING WEIGHT
90 lbs.

CUP SIZE
8 – 12oz



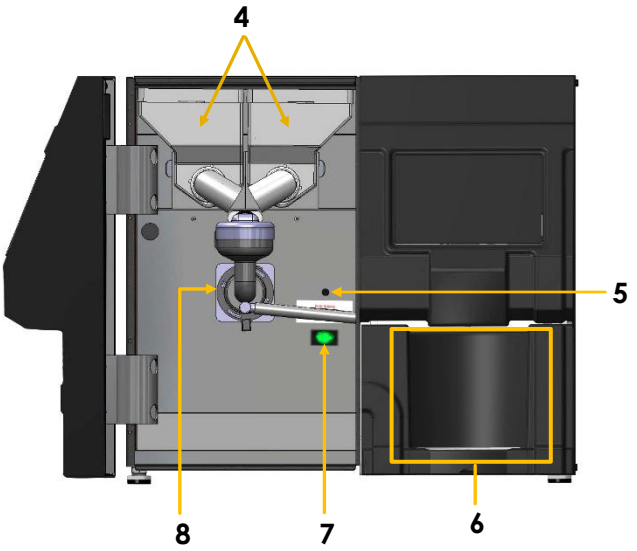


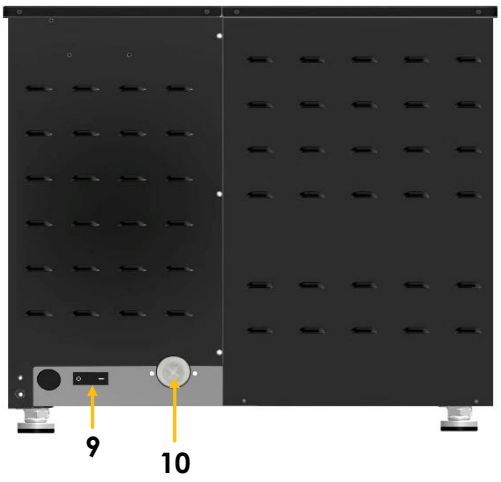
Brewer with included strainer attached



Note: Newco practices continuous product improvement.
Product information and illustrations may vary from information contained in this guide.

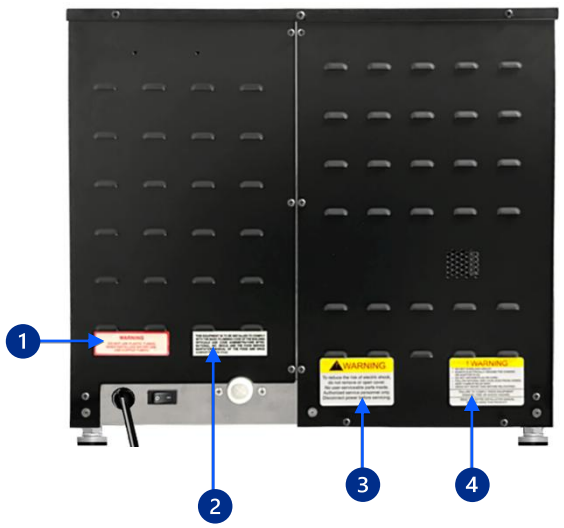
BREWER FEATURES



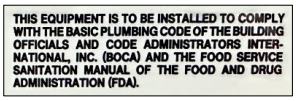


1. Touch Screen Display
2. Brew Chamber Door
3. Drip Tray/Waste Bin Assembly
4. Powder Hoppers
5. Rinse Button
6. Dispense Area
7. Power Indicator Light
8. Whipper Assembly
9. Power Switch
10. Water Inlet

WARNING LABELS

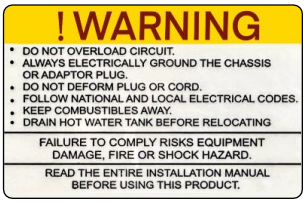


1. **Warning Label, Auto Faucet**
   PN: 101025



2. **Label, Plumbing Instructions**
   PN: 101012

3. **Warning Label, Electric Shock**
   PN: 100821



4. **Warning Label, Precautions**
   PN: 100817

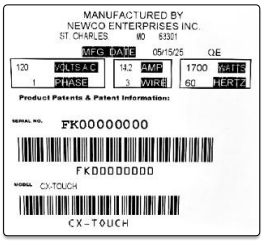
MACHINE SET UP

CAUTION:
Read all installation instructions **BEFORE** plugging brewer in to an electrical circuit.
Machine must remain disconnected from power source until specified in installation instructions.
MACHINE MUST BE PLUGGED INTO A GROUNDED OUTLET!

WARNING:
Improper electrical installation will damage electronic components.
WARRANTY WILL BE VOID IF MACHINE IS CONNECTED TO ANY VOLTAGE OTHER THAN THAT SPECIFIED ON THE SERIAL TAG!

ELECTRICAL SPECIFICATIONS

PN	BREWER	VOLTS	WATTS	AMPS
793039	CX Touch Horizon	120VAC	1700W	14.2A
793057	CX Touch Horizon *(1400W model)*	120VAC	1400W	11.7



Determine the available on-site electrical requirements. Refer to brewer serial tag and local/national electrical codes to determine circuit requirements.

Serial Tags

There are two serial tags attached to the brewer.
These labels contain the following information:

- Electrical/circuit requirements
- Brewer model
- MFG date
- Brewer serial number

PLUMBING SPECIFICATIONS

WATER PRESSURE	WATER LINE CONNECTION
Between 20-90 psi	**For less than a 25 ft run:** Use ¼" copper tubing and connect to ½" or larger water line. **For longer runs:** Use ⅜" copper tubing and connect to ½" or larger water line and provide an adapter fitting for connection to the brewer.
WATER INLET FITTING	
1/4" male flare	

WATER TANK TEMPERATURE

Factory Default: 200°F

Altitude Adjustments: The standard boiling point of water is 212°F / 100°C. At altitudes above 2500ft, the threshold decreases due to a reduction in atmospheric pressure.

For brewers operating in high altitude locations, it is important adjust the water temperature to a setting that is a few degrees lower than the boil point to accommodate pressure changes due to weather and component tolerances.

BREWERS OPERATING AT ALTITUDES ABOVE 2500 FT SHOULD DECREASE TANK TEMPERATURE TO PREVENT BOILING!
Brewing at temperatures above the boiling point will negatively impact brewed drink quality and/or cause significant damage to brewer components.

Refer to chart on the following page for recommended tank temperature settings at various altitudes

Always flush at least 1/2 gallon of water through the waterline to remove any debris.
This machine must be connected to a cold-water system with operating pressure between 20 and 90 psi (138 and 620 kPa) from a ½" or larger supply line. A shut-off valve should be installed in the line before the machine. Install a regulator in the line when pressure is greater than 60 psi (620 kPa) to reduce it to 50 psi (345 kPa). The water inlet fitting is ¼" male flare.

A loose coil of copper tubing in the water line will allow movement of the machine to easily clean the countertop underneath.

Note: Water pressure should be at least 20 lbs. For less than a 25 ft run, use ¼" copper tubing and connect to ½" or larger water line. For longer runs, use ⅜" copper tubing & connect to ½" or larger water line and provide an adapter fitting for connection to the brewer. Newco does not recommend the use of a saddle valve to install the brewer. The size and shape of the hole made in the supply line by this type of device may restrict water flow.

This equipment must be installed to comply with the Basic Plumbing Code of the Building Officials and Code Administrators International, Inc. (BOCA) and the Food Service Sanitation Manual of the Food and Drug Administration (FDA). For models installed outside the U.S.A., comply with applicable Plumbing/ Sanitation Code.

MACHINE SET UP

ALTITUDE TEMPERATURE GUIDE

Reference the chart below to adjust the tank temperature based on the altitude of the brewer location. Access the Setup menu within brewer programming to adjust the water tank temperature setting.

See pg. 17 for information and instructions related to the Setup menu.

Altitude (feet)	Boiling Point of Water		Recommended water temperature setting	
	-- °F	-- °C	-- °F	-- °C
- 1000	213.8	101.0	200	93.3
- 500	212.9	100.5	200	93.3
0	212.0	100.0	200	93.3
500	211.1	99.5	200	93.3
1000	210.2	99.0	200	93.3
1500	209.3	98.5	200	93.3
2000	208.4	98.0	200	93.3
2500	207.4	97.4	200	93.3
3000	206.5	96.9	199	92.8
3500	205.6	96.4	198	92.2
4000	204.7	95.9	197	91.7
4500	203.8	95.4	196	91.1
5000	202.9	94.9	195	90.6
5500	201.9	94.4	194	90.0
6000	201.0	93.9	193	89.4
6500	200.1	93.4	192	88.9
7000	199.2	92.9	191	88.3
7500	198.3	92.4	190	87.8
8000	197.4	91.9	189	87.2
8500	196.5	91.4	188	86.7
9000	195.5	90.8	187	86.1
9500	194.6	90.3	186	85.6
10000	193.7	89.8	185	85.0
15000	184.0	84.4	184	84.4

CAUTION:

BREWERS OPERATING AT ALTITUDES ABOVE 2500 FT SHOULD DECREASE TANK TEMPERATURE TO PREVENT BOILING!

Brewing at temperatures above the boiling point will negatively impact brewed drink quality and/or cause significant damage to brewer components.

MACHINE SET UP

INITIAL SET UP

CAUTION:
Read all set up instructions **BEFORE** plugging machine into electrical circuit.
Warranty will be void if machine is connected to any voltage other than that specified on the Serial Tag.
Machine **must** be plugged into a grounded outlet.
Machine **must** be installed on a level surface.

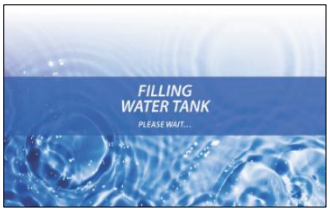
1. Place brewer on a level countertop surface.
2. Connect the provided Strainer Assembly to the brewer water inlet.
   a. The water inlet is located on the **back** of brewer, to the **right** of the power cord & power switch.
   b. Ensure white gasket is inside of the plastic nut on strainer assembly before connecting it to water inlet.
   c. Rotate plastic nut clockwise to secure assembly onto inlet.

2b.
Gasket must be placed inside plastic nut **BEFORE** installing strainer onto assembly!

2c.

3. Connect ¼ inch flare water supply to the strainer assembly.
4. Turn water supply on.
5. Plug brewer into the appropriate voltage circuit as indicated on the serial tag.
6. Turn brewer power on. Power switch is on the **back** of brewer to the **left** of the water inlet.
   a. The display tablet will boot-up and the brewer will begin filling the tank with water.
      Tank Fill Error: If the water in the tank has not filled to probe level within **4 minutes** the brewer will enter an error mode and display an alert. See pg. 34 for Error Alert information.
   b. When the water reaches probe level, the tank will stop filling and begin heating.
   c. When the water reaches temperature, the display will automatically change to the Main Menu.

6a.



6b.

7. Access Brewer Programming to set desired parameters for brewer functions. Once parameters have been set, the brewer is operational / ready to use.

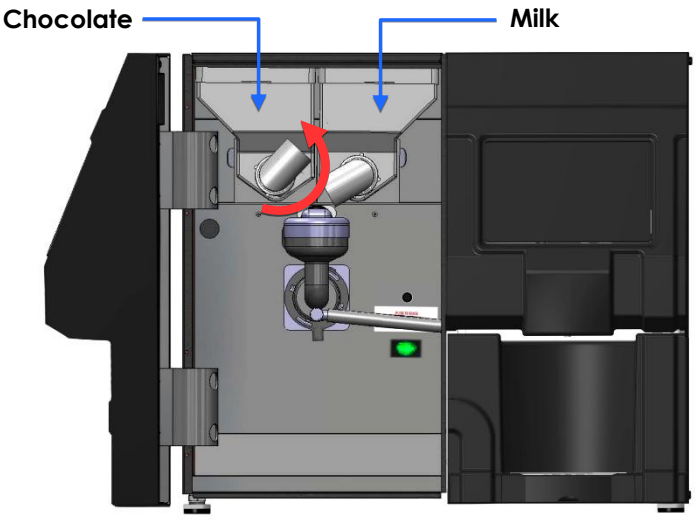
   Note: If brewer is operating in a high elevation area *(greater than 2500 ft above sea level)*, the set temperature of the water tank must be adjusted to prevent boiling. This adjustment must be made via the Setup menu before brewing. See pg. 7 - 8 for more information

MACHINE SET UP

FILLING THE HOPPERS

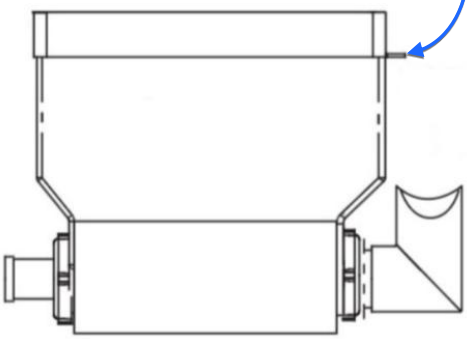
1. Open brewer cabinet door to access hoppers.
2. Rotate hopper elbows upward.
3. Lift hopper up slightly and pull out to remove from brewer.
4. Remove lid.
5. Fill hopper with product. Do not exceed refill line. Do not pack product down.
   a. **Only use soluble milk and chocolate products designed for automatic brewing equipment.**
   b. The right / left side hoppers are designated for specific product flavors. To ensure recipe accuracy, only refill hoppers with the assigned product flavor.

      LEFT SIDE HOPPER – Chocolate
      RIGHT SIDE HOPPER – Milk
6. Replace hopper lid and install hopper back into brewer cabinet.
   a. Ensure that the button on bottom of hopper is seated in slot in sheet metal. Slight manual rotation of the auger gear may be necessary to seat hopper in correct location.
7. Repeat steps to fill the other product hopper.
8. Rotate hopper elbows down into whipper bowl.



2.
Rotate the hopper elbows upward before removing and refilling

4.
Remove hopper lid



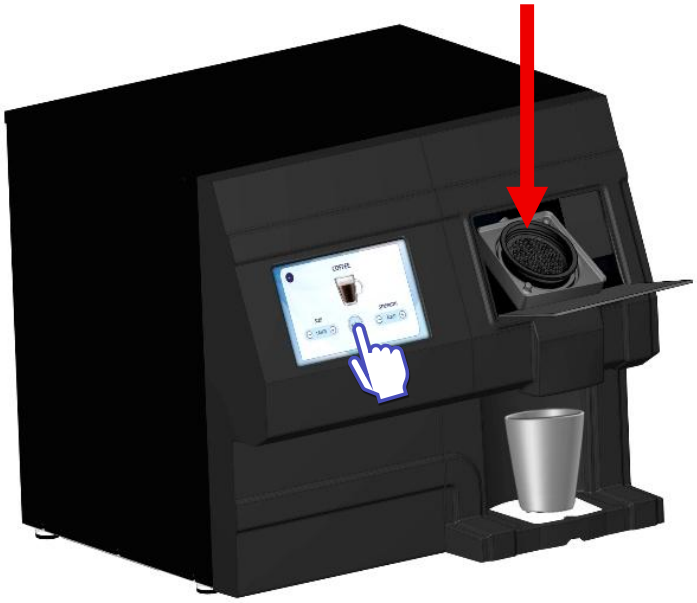
5.
Fill with powder product. Do not exceed refill line. Maximum fill line is shown on hopper label.

MACHINE OPERATION
HOW TO BREW

1. Place cup in dispense area, centered.
2. Make a drink selection by touching the icon for desired beverage.

The brew chamber door will automatically open if the drink selection requires a coffee / tea pod

Place the unwrapped pod FLAT SIDE UP in brew chamber



3. Unwrap coffee/tea pod *(if required)* & place **FLAT SIDE UP** in the brew chamber.
4. Configure beverage size/strength selections.
5. Tap **"Brew."** The brew chamber door will automatically close.

Once brew cycle is complete, the screen will return to the main Beverage Selection Screen

BREW CHAMBER DOOR CLOSES AUTOMATICALLY. DO NOT FORCE DOOR SHUT!

MACHINE OPERATION

DRINK SUBMENUS

Specialty Drink options include:

- Cappuccino
- Café Mocha
- Mochaccino
- Latte

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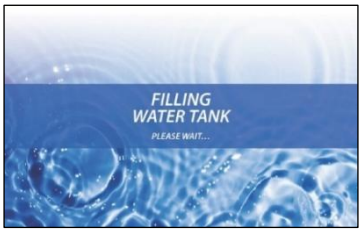
	DRINK TYPE	REQUIRED TO BREW		DRINK SIZE OPTIONS			BREW STRENGTH		
		Coffee/Tea Pod	Powder Product						
1	**Coffee** **Iced Coffee**	✓		Small *8oz*	Med *9oz*	Large *10oz*	Mild	Regular	Bold
2	**Tea** **Iced Tea**	✓		Small *8oz*	Med *9oz*	Large *10oz*	Mild	Regular	Bold
3	**Specialty Drinks**	✓	✓	Small *8oz*	Med *9oz*	Large *10oz*	Mild	Regular	Bold
4	**Hot Chocolate**		✓	Small *8oz*	Med *9oz*	Large *10oz*	Mild	Regular	Bold
5	**Espresso**	✓		Single	Double	Triple	N/A		
6	**Milk Shot** **Chocolate Shot**		✓	Tap '**START**' to dispense 1oz portion.					
7	**Hot Water**			Press and hold button on display screen to dispense					

MACHINE OPERATION

INFORMATION ALERTS



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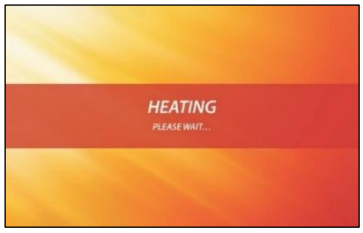

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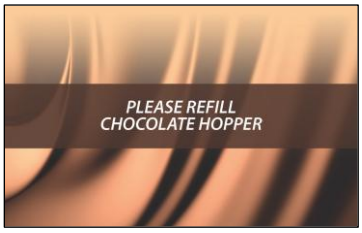


4

5

6

7

	ALERT	TO CLEAR
1	Filling Water Tank	Alert will disappear when water tank is full. No action needed.
2	Heating Water Tank.	Alert will disappear when water tank reaches temperature. No action needed.
3	Please Rinse Mixing Bowl	Press and hold rinse button until water runs clear. The rinse button is located inside the left brewer cabinet under the powder product hoppers.
4	Please Refill Milk / Chocolate Hopper *Powder Tracking must be enabled in the Setup Menu**	Fill & replace milk powder hopper / chocolate powder hopper.
5	Please Replace Milk / Chocolate Hopper	Replace or reseat milk powder hopper / chocolate powder hopper.
6	Please Empty Waste Bin *Brewer detects this via Waste Bin Size setting in the Setup Menu**	Empty and replace the Waste bin.
7	Please Replace Waste Bin	Replace the Waste bin.

* *For more information on adjusting settings in the Setup Menu, see pg. 17*

MACHINE PROGRAMMING
PROGRAMMING QUICK-GUIDE

	MENU	AVAILABLE OPTIONS	
1	**Access Brewer Programming**	**To Enter Lower Level Programming:** • Tap the lower **RIGHT SIDE** corner on the display screen 3x. **To Enter Upper Level Programming:** • Tap the lower **LEFT SIDE** corner on the display screen 3x then immediately tap the lower **RIGHT SIDE** corner on the display screen 3x.	
2	**Maintenance**	• Software Version • Board Version	• Whipper Seal Remaining • Whipper Seal Reset
3	**Statistics**	• Total Run Cycles • Brew Cycles	• Total Water Usage *(gal)* • Waste Bin Remaining
4	**Setup**	• Water Temperature • Waste Bin Size • Air Blow Strength • Air Blow Time • Water Filter size • Call For Service Number	• Powder Tracking • Set DC Pump Speed • Energy Save Mode • Energy Save Time • Drink Selection Menu • Restore Factory Settings
5	**Drink Selection**	• Cup Configuration *(Small, Medium, Large)* • Mild Drink Enabled • Regular Drink Enabled • Bold Drink Enabled	• Iced Coffee Enabled • Tea Enabled • Iced Tea Enabled • Default Cup Size
6	**Calibration**	• Left/Right Auger Cal Grams • Flow Meter Adjust • Flow Meter Test	• Mixing Bowl Cal Oz • **Set Mixing Bowl Speed** **DO NOT ADJUST THIS SETTING!**
7	**Recipe Entry**	• Recipe Name • Recipe Number • Recipe Type • Pre-Infusion Time • Pod Volume	• Pod Run Time • Water Volume • Milk Ratio • Chocolate Ratio
8	**Local Setup**	• Brewing Screen	• Language Selection

MACHINE PROGRAMMING

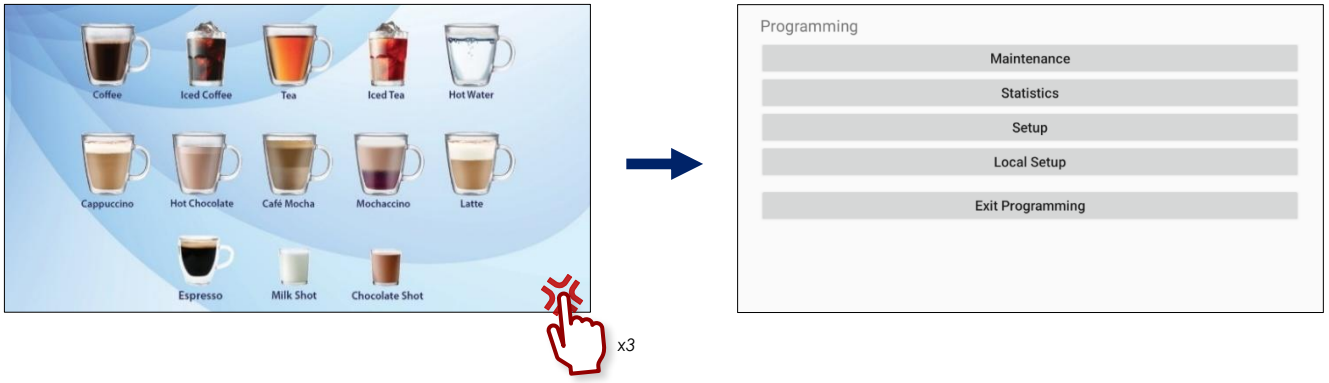
ACCESSING PROGRAMMING MODE

Programming Mode allows the operator to adjust brewer settings, view statistics, and perform calibration procedures.

Lower Level Programming Menu

The Lower Level Programming menu contains the following options:

- Maintenance
- Statistics
- Setup
- Local Setup



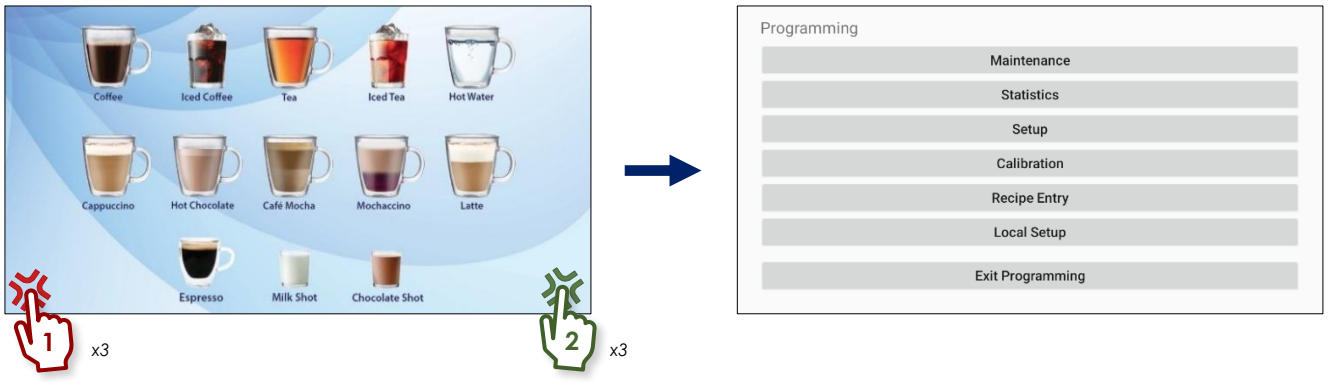
To Enter Lower Level Programming:

Tap the lower right corner of the Beverage Selection screen 3x.

Upper Level Programming Menu

The Upper Level Programming menu contains the following options:

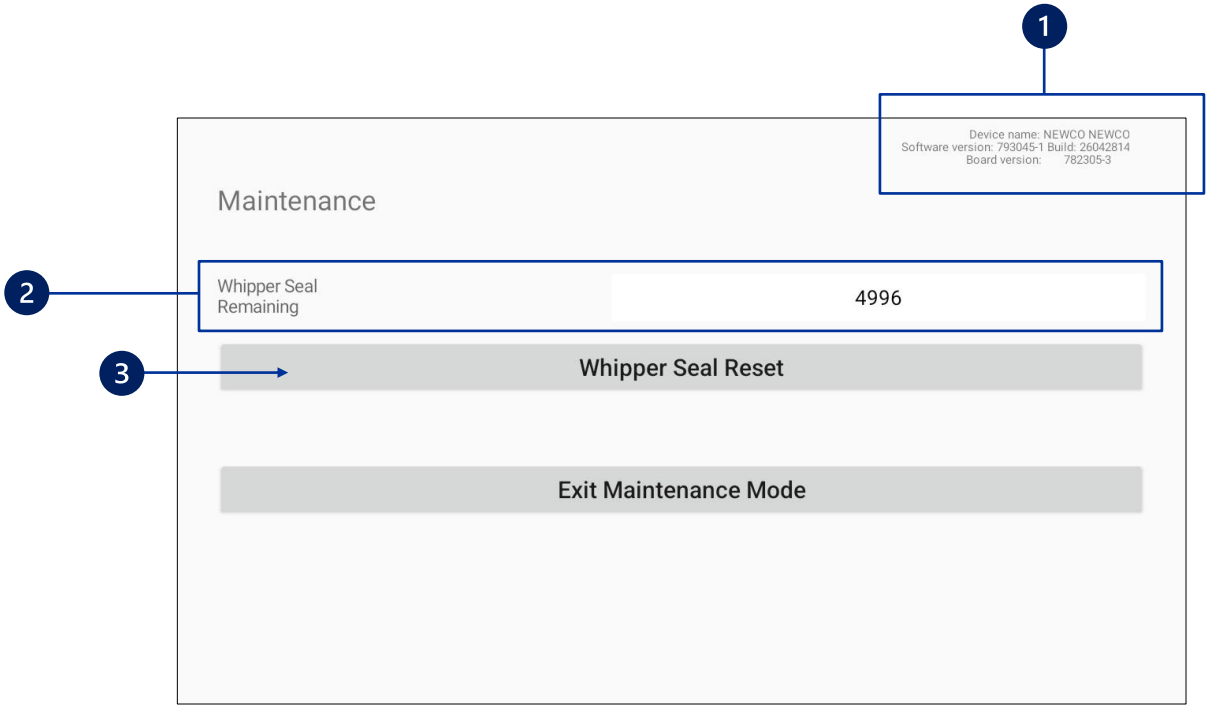
- Maintenance
- Statistics
- Setup
- Calibration
- Recipe Entry
- Local Setup



To Enter Upper Level Programming:

1. Tap the lower left corner of the Beverage Selection screen 3x
2. Tap the lower right corner of the Beverage Selection screen 3x

MACHINE PROGRAMMING
MAINTENANCE



1. **Software Version**
   Indicates the version of software that the brewer's tablet is running.

   Board Version
   Indicates the version of software that the brewer's main board is running.

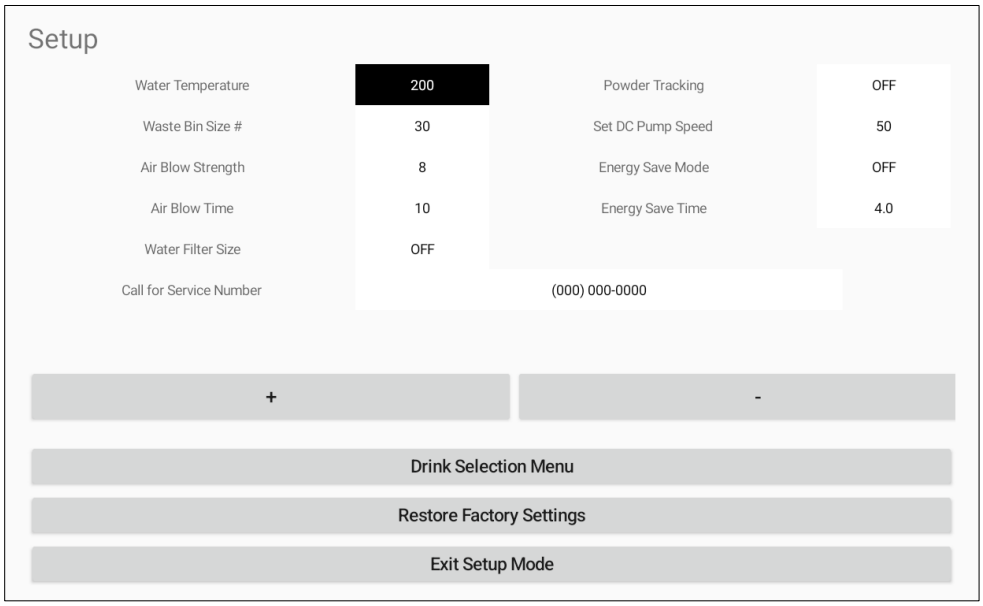
   Note: Software versions shown on this image are for display purposes only & may vary from the version running on your machine. Always refer to the Maintenance Menu within your specific brewer when inquiring about software / firmware versions.

2. **Whipper Seal Remaining**
   Indicates the number of specialty drink cycles remaining until the Whipper Seal **MUST** be replaced. (counting down from 5000)

   The Whipper Seal must be replaced after 5000 cycles!
   See pg. 30 for detailed instructions on changing the whipper seal & servicing the whipper.

3. **Whipper Seal Reset**
   Tap "Whipper Seal Reset" **AFTER** installing a new Whipper Seal to reset the Whipper Seal Remaining count to 5000.

MACHINE PROGRAMMING
SETUP



To Edit a Setting:
Tap the field to highlight, then use the **(+)** or **(-)** to adjust value. Press **"Exit Setup Mode"** when finished to save changes.

Water Temperature
Sets the temperature of the brewer hot water tank / water used in brew cycles.

Range: 170°F – 205°F
Default: 200°F

Waste Bin Size
Sets the number of pods that the waste bin holds before alerting that the bin is full.

Range: 2 - 50 pods, OFF*
Default: 30 pods

Only set value to **OFF if using a Pass-Through Waste Bin Assembly. Pass-Through Waste Bin Assembly is not included with brewer & must be special ordered.*
PN: 780810

Air Blow Strength
Sets the strength level for the air pump.

Range: 3 - 10
Default: 8

Air Blow Time
Sets the amount of time that the air pump runs to extract remaining brew from the pod chamber.

Range: 2 - 15
Default: 10

Call for Service Number
Allows the operator to input contact information for brewer service providers.

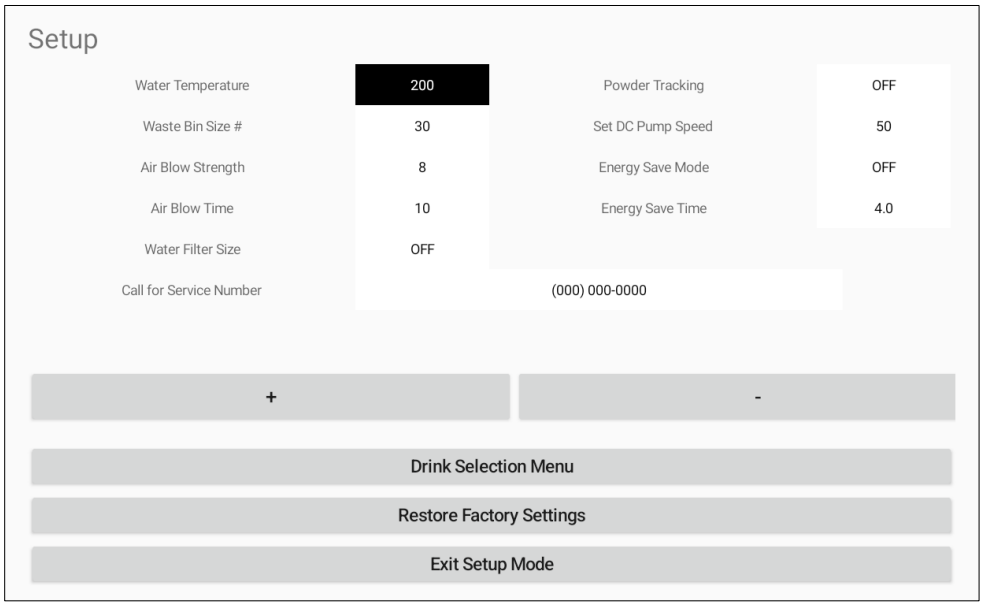
The input contact information will display on the error alert messages.

To edit, tap the field to bring up the on-screen keyboard and input information.

Powder Tracking
If set to ON:
The brewer will track the amount of powder product in the Milk/Chocolate hoppers and display an alert when the hopper is empty.

View the powder product levels for each hopper by accessing the Statistics Menu.

MACHINE PROGRAMMING
SETUP



To Edit a Setting:
Tap the field to highlight, then use the **(+)** or **(-)** to adjust value. Press **"Exit Setup Mode"** when finished to save changes.

Set DC Pump Speed

Sets the speed setting of the water pump.

Range: 0 - 87
Default: 50

Adjusting this may impact the brewed beverage taste profile and/or cause pods to break during the brew cycle.

Manufacturer recommends keeping the DC Pump Speed set to the factory default value.

Energy Save Mode

FULL: Brewer power stays on & the hot water tank maintains set brewing temperature.

SEMI: The hot water tank set point is reduced to 180°F until brewer detects any interaction.

OFF: The hot water tank heater is disabled until brewer detects any interaction.

Energy Save Time

Sets a time range for the selected Energy Save mode setting.

Range: 0.5 – 4.0

Drink Selection Menu

Tap to open the **"Drink Selection"** submenu.

This submenu allows the operator to configure settings related to the offered drink options.

See pg. 19 for more information on the Drink Selection Submenu.

Restore Factory Settings

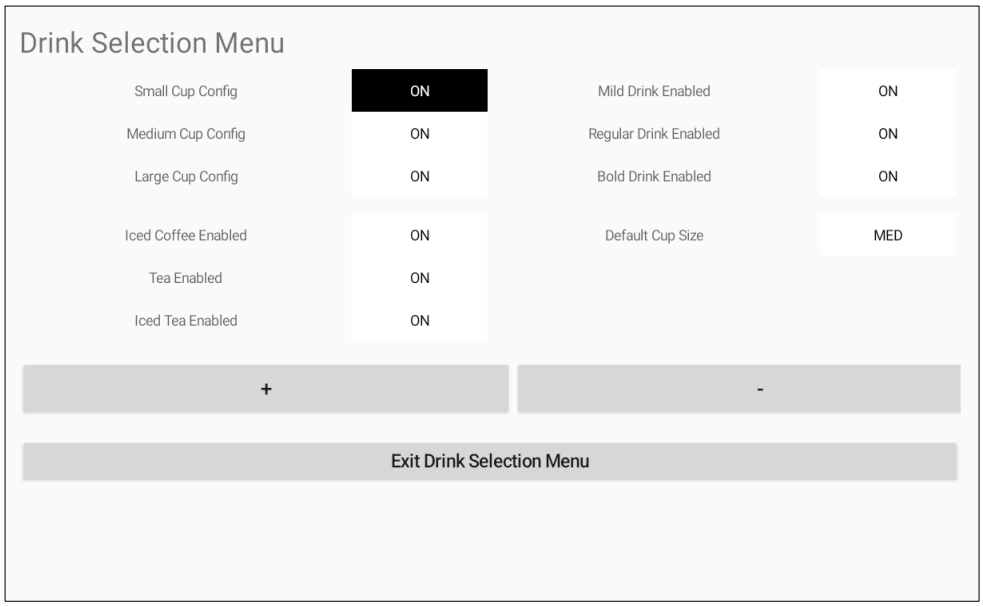
Tap to restore all values in the Setup Menu to factory default settings **EXCEPT** for the Call for Service Number.

Selecting this **DOES NOT** restore settings in any of the other Programming Menus.

MACHINE PROGRAMMING

SETUP

Drink Selection Menu



To Edit a Setting:
Tap the field to highlight, then use the **(+)** or **(-)** to adjust value. Press **"Exit Setup Mode"** when finished to save changes.

Small / Medium / Large Cup Config

Set to **OFF** to disable a specific drink size option in the Beverage Submenu.

Iced Coffee Enabled

Set to **OFF** to disable Iced Coffee selections.

When disabled, the Iced Coffee icon will no longer display on the Main Beverage Selection screen.

Tea Enabled

Set to **OFF** to disable Hot Tea selections.

When disabled, the Hot Tea icon will no longer display on the Main Beverage Selection screen.

Iced Tea Enabled

Set to **OFF** to disable Iced Tea selections.

When disabled, the Iced Tea icon will no longer display on the Main Beverage Selection screen.

Mild / Regular / Bold Drink Enabled

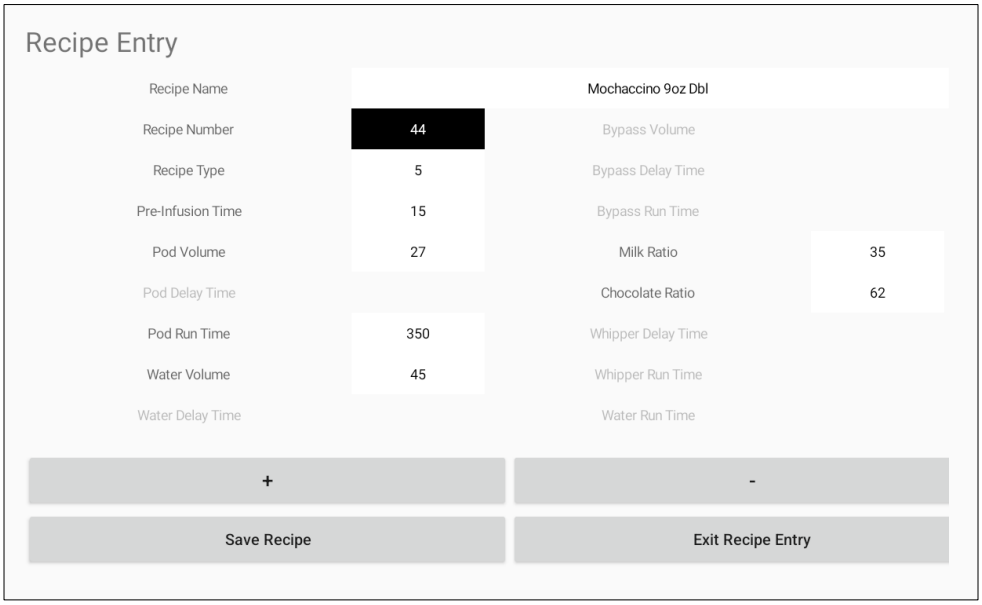
Set to **OFF** to disable a specific brew strength option in the Beverage Submenu.

Default Cup Size

Sets the default drink size displayed when a beverage selection submenu is accessed.

Note: Default Cup Size must have a set size If this option is set to **'OFF'**, operator will not be able to exit the Drink Selection Menu

MACHINE PROGRAMMING
RECIPE ENTRY



To Edit a Setting:
Tap the field to highlight, then use the **(+)** or **(-)** to adjust value. Press **"Exit Setup Mode"** when finished to save changes.

> **CAUTION:**
> Default settings for recipes **cannot** be restored using factory reset. Use caution when making modifications. Please note that Newco takes time to develop recipes.

Recipe Name/Number/Type
Identifies which recipe is being modified.

Pre-Infusion Time
Sets run time for the pre-infusion.
Range: 0 – 100 seconds

Pod Volume
Sets the volume of the Coffee/Tea.
Range: 15 – 120, OFF

Pod Run Time
Sets the amount of time that water runs through the pod during brew cycle.
Range: 30 – 999

Water Volume
Sets the amount of water to be dispensed into the mixing bowl in the recipe.
Range: 5 - 120
This setting is only available for Specialty Drink Recipes

Milk/Chocolate Ratio
Sets the water to powder product ratio in the recipe.
Range: 0 - 80
This setting is only available for Specialty Drink Recipes

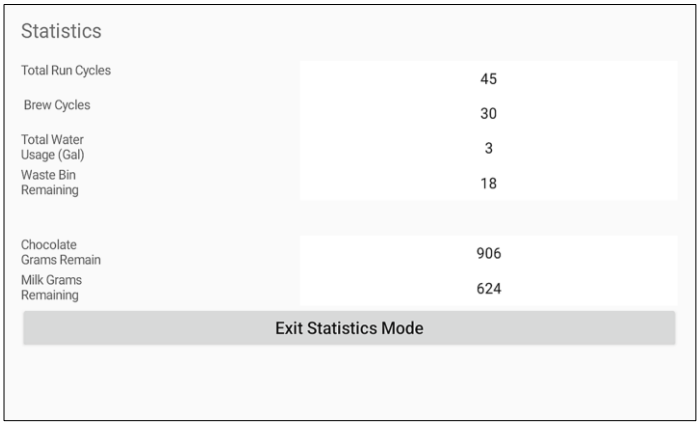
MACHINE PROGRAMMING

STATISTICS

Total Run Cycles

Displays the total number of drinks that the brewer has dispensed in its lifetime.

This value includes all drink selections.



Brew Cycles

Displays the number of pod brew cycles that the brewer has completed in its lifetime.

This value only includes coffee, tea, & specialty drinks.

Waste Bin Remaining

Displays the remaining number of pods that the bin can hold until the brewer sends an alert to empty the waste bin. The waste bin capacity can be adjusted in the Setup Menu.*

Chocolate Grams Remaining

Indicates the amount of chocolate powder product remaining in designated hopper *(grams)*

Note: Powder Tracking must be enabled in the Setup Menu for this value to display*

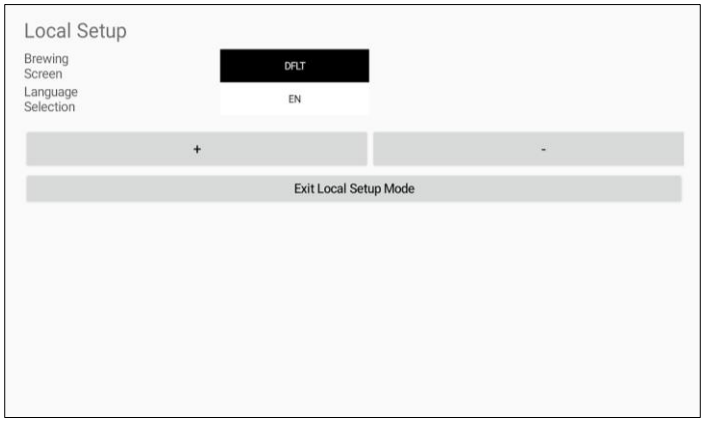
Milk Grams Remaining

Indicates the amount of milk powder product remaining in designated hopper *(grams)*

Note: Powder Tracking must be enabled in the Setup Menu for this value to display.

See pg. 17 for more information on the Setup Menu.

LOCAL SETUP



Brewing Screen

DFLT: Newco standard slates display when a drink is brewing.

LOGO: The brewer logo displays when a drink is brewing.

Language Selection

Sets the display screen language.

The following languages are available:

- English
- French English

MACHINE PROGRAMMING

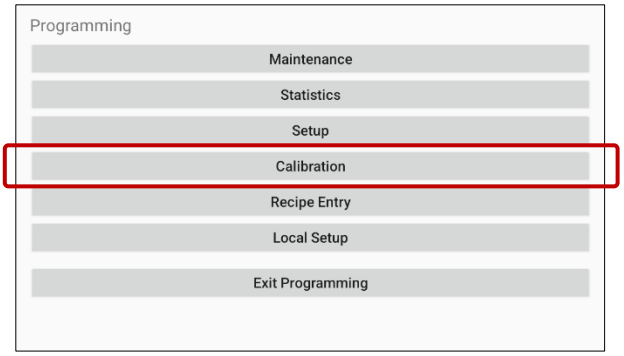
CALIBRATION INSTRUCTIONS

WARNING:
Read all instructions thoroughly **BEFORE** servicing brewer!
Improper calibration procedures may result in brewer malfunction, cause the product whipper to clog, and / or negatively impact brewed drink flavor.

Accessing the Calibration Menu

Enter the Calibration Menu by accessing **Upper Level Programming** and selecting '**Calibration**'.
(see pg. 15 for more information on accessing upper level programming)

From the Beverage Selection screen, tap the lower left corner **3x**, then immediately tap the lower right corner **3x**



Select '**Calibration**'

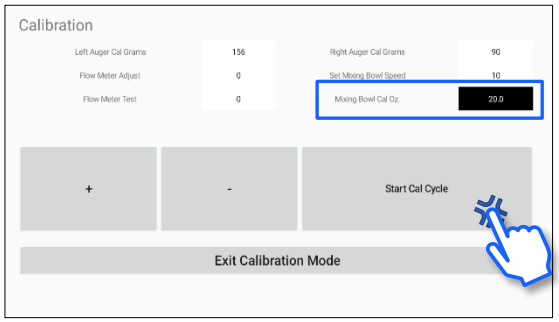
1. Mixing Bowl Calibration

Required Supplies:

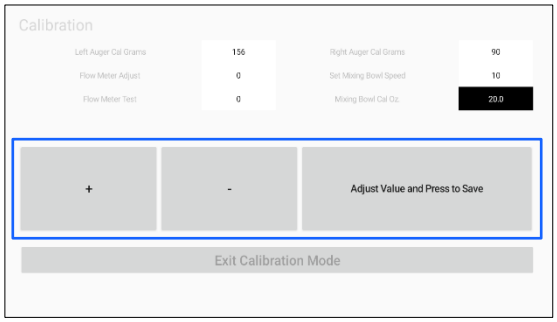
- Food Scale
- Large pitcher for collecting liquid *(capable of holding at least 30 fl. oz)*

a. Place a large pitcher onto a food scale and tare *(ounces)*
b. Place the tared pitcher onto brewer below the dispense area.
Note: Remove drip tray if pitcher is too large.
c. Tap the '**Mixing Bowl Cal Oz.**' field to highlight.
d. Tap '**Start Cal Cycle**'. Water will begin dispensing into pitcher.
e. After the cycle completes, weigh dispensed water in the pitcher in ounces.
f. Input the weight into the highlighted field using the **(+)** and **(-)** and save value.

1b.



1c. & 1d.



1f.

MACHINE PROGRAMMING

CALIBRATION INSTRUCTIONS

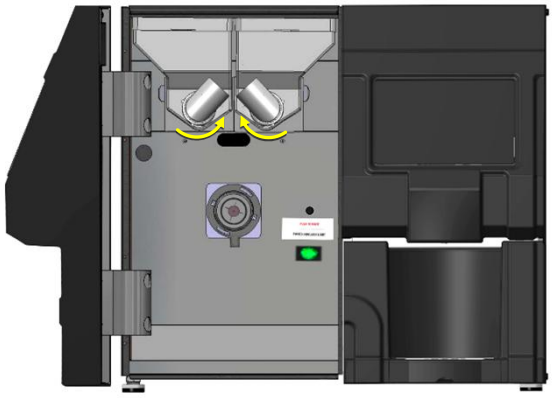
WARNING:
Read all instructions thoroughly **BEFORE** servicing brewer!
Improper calibration procedures may result in brewer malfunction, cause the product whipper to clog, and / or negatively impact brewed drink flavor.

2. Auger Calibration (Left / Right)

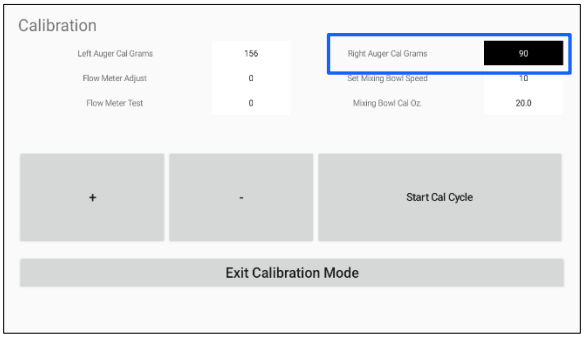
Required Supplies:

- Food Scale
- 12oz cup

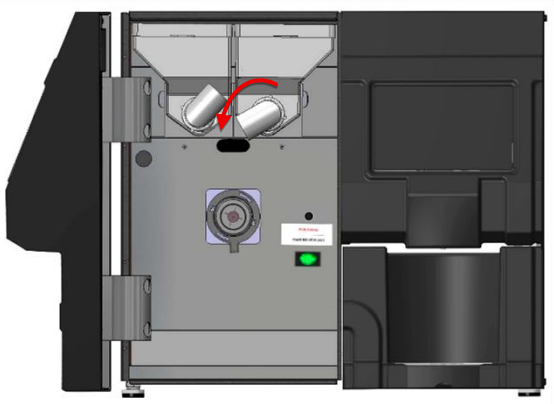
a. Place 12oz cup centered on a food scale and tare *(grams.)*
b. Ensure both hoppers are full of powder product.
c. Rotate both hopper elbows up.
d. Remove the whipper chamber from brewer and set aside.
See pg. 30 for whipper disassembly instructions
e. Select the field for the intended auger to calibrate (Left or Right.)
f. Rotate the intended hopper elbow down (for the auger being calibrated.)
g. Hold the 12oz cup below the selected hopper elbow.
h. Tap '**Start Cal Cycle**'. Powder will begin dispensing into cup.
i. After the cycle completes, weigh the contents of the cup in grams.
j. Input weight into the highlighted field using the **(+)** and **(-)**. Save value.
k. Repeat steps for other auger.



2c. & 2d.

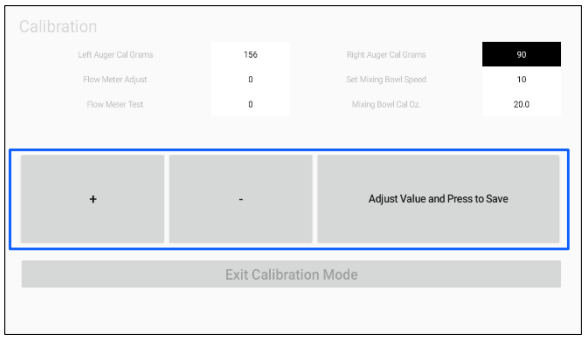


2e.



2f.

2g.



2j.

MACHINE PROGRAMMING

CALIBRATION INSTRUCTIONS

WARNING:
Read all instructions thoroughly **BEFORE** servicing brewer!
Improper calibration procedures may result in brewer malfunction, cause the product whipper to clog, and / or negatively impact brewed drink flavor.

3. Testing the Flow Meter

The Flow Meter Test is a diagnostic tool used to assess the accuracy of the brewer's dispense volume.

This procedure should only be performed by a brewer service technician or while on the phone with a brewer service technician

Required Supplies:

- Food Scale
- Large pitcher for collecting liquid *(capable of holding at least 30oz.)*

a. Place a large pitcher onto a food scale and tare *(ounces)*

b. Place the tared pitcher onto brewer below the dispense area.
Note: Remove drip tray if pitcher is too large.

c. Tap the **'Flow Meter Test'** field to highlight.

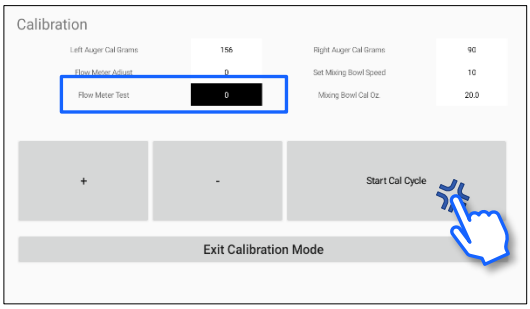
d. Tap **'Start Cal Cycle'**. Water will begin dispensing into the cup.
- The displayed value in the **'Flow Meter Test'** field will increase incrementally during cycle.
- Brewer will take several pauses during the test cycle.

e. When the test cycle is complete, record the final displayed number and report to service technician.

f. Weigh the contents of the pitcher in ounces. Discard the pitcher contents after weighing.

g. Repeat steps and record results. The Flow Meter Test should be performed several times to assess consistency.

3b.



3c. & 3d.

Calculation Instructions for Flow Meter Test Result

To assess result of Flow Meter test, multiply the reported number from test cycle by **0.042**
The result should be equivalent to the measured value of ounces dispensed during the test cycle

Adjusting the Flow Meter

This setting is only to fine-tune dispensed volume.

This procedure should only be performed by a brewer service technician or while on the phone with a brewer service technician

Prior to adjusting the flow meter, run several brew cycles on the machine and measure the volume dispensed in ounces. Ensure that the value is consistent, then proceed to flow meter adjustment.

Note: Running cycles without a pod will yield approximately ¼ oz more fluid than the programmed dispense volume.

The saved value in the **'Flow Meter Adjust'** field is likely to be around +3 when the brewer ships from the factory. Please note that this setting is only to fine-tune dispensed volume. If this setting repeatedly requires adjustment over time, there could potentially be a component-related issue within the brewer, such as:

- Hardwater buildup
- Component failure (assess the pump and/or the flowmeter)

To adjust the flow meter, tap the **'Flow Meter Adjust'** field to highlight and use the **(+)** or **(-)** buttons to input desired value.

DAILY CLEANING

1. Empty the Drip Tray and Waste Bin

The drip tray is designed to catch any excess or spilled liquids from the brewing process.
Use caution when removing. Drip tray and/or waste bin contents may be hot.

a. Hold the outer edge of waste bin assembly with one hand. Use other hand to carefully pull drip tray away from bin to detach.

b. Empty contents of drip tray and set aside.

c. Pull waste bin forward to remove from brewer.

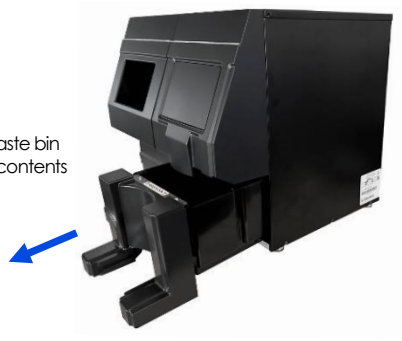
d. Discard waste bin contents.
Note: Used pods are biodegradable and can be reserved for composting

e. Rinse all residue / coffee grounds from the drip tray and from the inside of the waste bin.

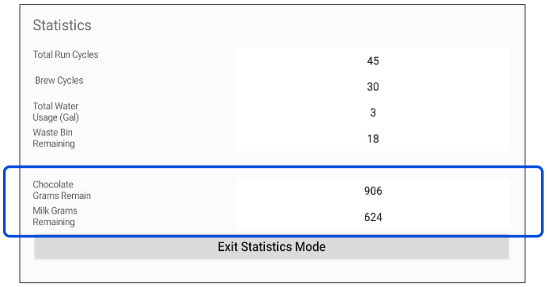
f. Thoroughly dry all components.

g. Reinstall waste bin and drip tray.

1a.
Detach drip tray and empty contents



1c.
Remove waste bin and empty contents



2b.
Access the Statistics menu to view Grams Remaining

2. Check Product Level in Hoppers

a. Open cabinet door and visually inspect hoppers.

b. See the exact amount remaining of product (grams) in each hopper by viewing the Statistics menu.
- View the Statistics menu by accessing brewer **Lower Level Programming**. See pg. 15 for programming instructions.
- Powder Tracking must be enabled in the Setup Menu for the brewer to display this value. See pg. 17 for more information.

c. Refill hoppers if needed. Do not pack powder down.

Only use soluble milk and chocolate products designed for automatic brewing equipment!

See pg. 10 for instructions on filling hoppers

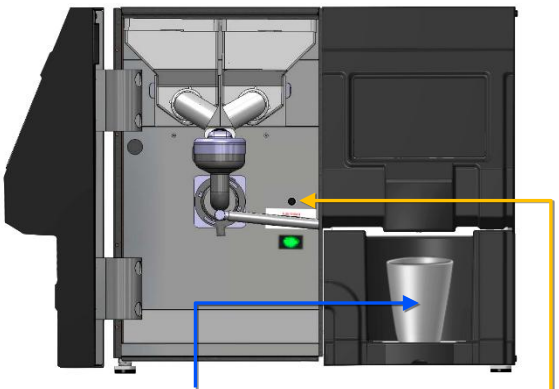
3. Rinse the Mixing Bowl

For best brewer performance, a daily rinse of the mixing bowl should be performed. Additionally, a rinse cycle should be performed any time operator notices residue buildup in the whipper assembly **OR** if the brewer displays the **'Please Rinse Mixing Bowl'** alert.

a. Place a cup under the dispense area.

b. Open cabinet door and press the **RINSE** button. Water will begin dispensing into the cup.

c. Continue rinsing until water runs clear. The cup may need to be emptied and replaced several times during this process.



3a.
Place cup in dispense area

3c.
Press & hold rinse button

SERVICING THE MACHINE

MACHINE ACCESS POINTS

WARNING:
Toggle power **OFF** & disconnect brewer from power source **BEFORE** removing panels!

1. Top Cover

Removing the Top Cover allows access to the following components:

- Brew mech
- Hot Water Tank *(limited access)*

a. Disconnect brewer from power.
b. **Back of Brewer:** Use a Phillips Head screwdriver to remove the **(3x)** circled screws from top edge. Set screws aside.
c. Rotate brewer to **RIGHT** side. Use Phillips Head screwdriver to remove **(1x)** circled screw from top edge. Set screw aside.
d. Rotate brewer to **LEFT** side. Use Phillips Head screwdriver to remove **(1x)** circled screw from top edge. Set screw aside.
e. Lift top cover away from brewer. Set cover aside.

2.

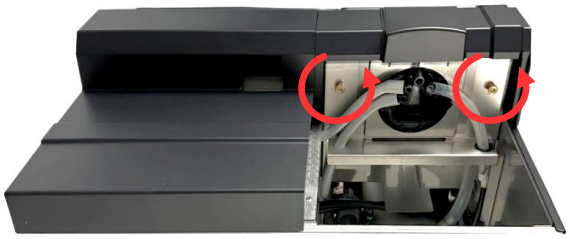
3.
Remove screw from top edge on the **RIGHT** side of brewer

4.
Remove screw from top edge on the **LEFT** side of brewer

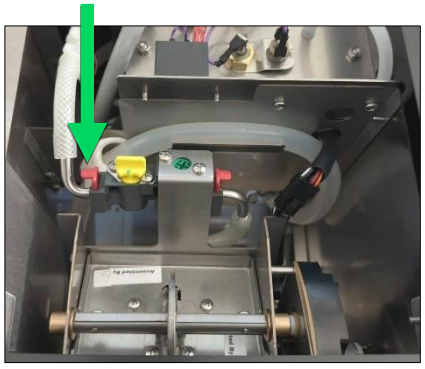
2. Brew Mech

Perform the following steps to remove the Brew Mech from the brewer:

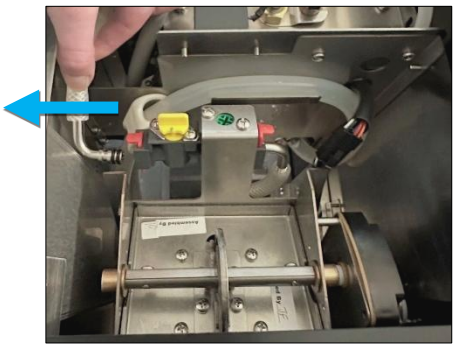
a. Disconnect brewer from power.
b. Remove waste bin assembly.
c. Unscrew the two outermost thumb screws on the underside of brew chamber / top of the dispense area.
d. Unscrew the thumb screws. Set screws aside.
e. Remove the top cover. See previous section for instructions.
f. Press down on the red tab *(see 2f.)*
g. Pull the water fitting elbow / tube away from brew mech.
h. Disconnect the wiring harness from the brew mech.
i. Remove the drain tube from the drain tube bracket.
j. Lift brew mech up and out of brewer.



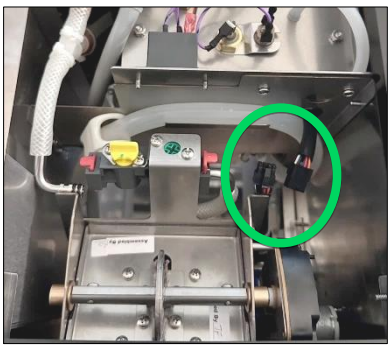
2c. & 2d.



2f.



2g.



2h.

SERVICING THE MACHINE

MACHINE ACCESS POINTS

WARNING:
Toggle power **OFF** & disconnect brewer from power source **BEFORE** removing panels!

Right Side Body Panel

Removing the Right Side Body Panel allows access to the following components:

- Hot Water Tank
- Gear Pump
- Check Valves
- Flowmeter
- Inlet Valve
- Power Cord/Power Switch

Left Side Body Panel

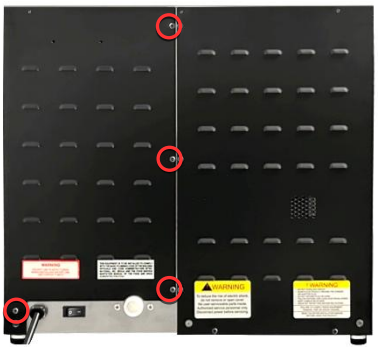
Removing the Left Side Body Panel allows access to the following components:

- Control Board Assembly
- Blower Motor
- Convenience Outlet
- Auger Motors
- Dump Valves
- Tablet Power Supply

3. To Remove Body Panel:

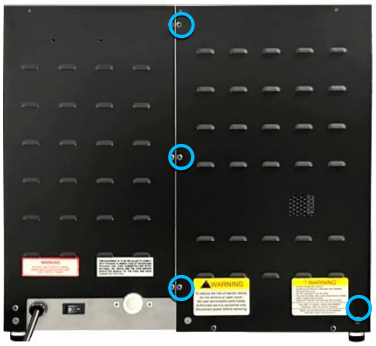
a. Disconnect brewer from power.
b. Remove the top cover. See pg. 26 for instructions.
c. **Back of Brewer:** Use a Phillips Head screwdriver to remove the **(4x)** circled screws from panel. Set screws aside.
d. **Side of Brewer:** Use a Phillips Head screwdriver to remove the **(3x)** circled screws from bottom edge. Set screws aside.
e. Lift body panel up and away from brewer. Set panel aside.

Right Side Body Panel



3c.

3d.



3c.

3d.

Left Side Body Panel

SERVICING THE MACHINE

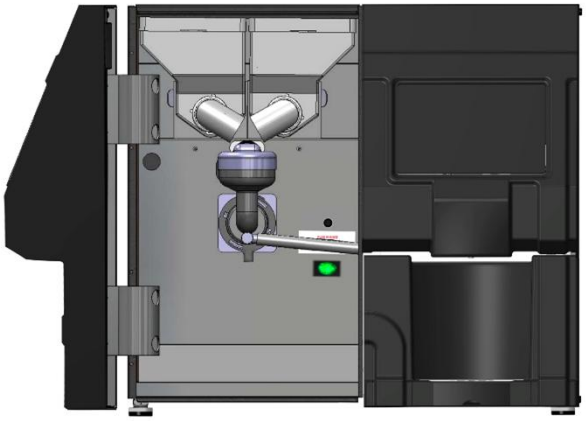
MACHINE ACCESS POINTS

WARNING:
Toggle power **OFF** & disconnect brewer from power source **BEFORE** removing panels!

4. ACCESSING THE TABLET

The display tablet is mounted in the cabinet door panel. Perform the following steps to access the display tablet:

a. Disconnect brewer from power.
b. Open the cabinet door.
c. Use a Phillips Head screwdriver to remove the **(7x)** circled screws from the inner door panel. Set screws aside.
d. Remove inner door panel. Set panel aside.
e. Use a Phillips Head screwdriver to remove the top screw from the tablet bracket.
f. Partially unscrew the **(2x)** lower screws from the Tablet Bracket *(circled in blue.)* **DO NOT FULLY REMOVE SCREWS!** The tablet bracket will fall backwards once screws have been loosened.
g. Hold the tablet bracket and tablet together. Slide components upward to clear the previously loosened screws and remove from door assembly. Set bracket aside.
Note: Tablet is connected to brewer via power supply cord. Use caution when performing this step.



4b.

4c.

4e. & 4f.

SERVICING THE MACHINE

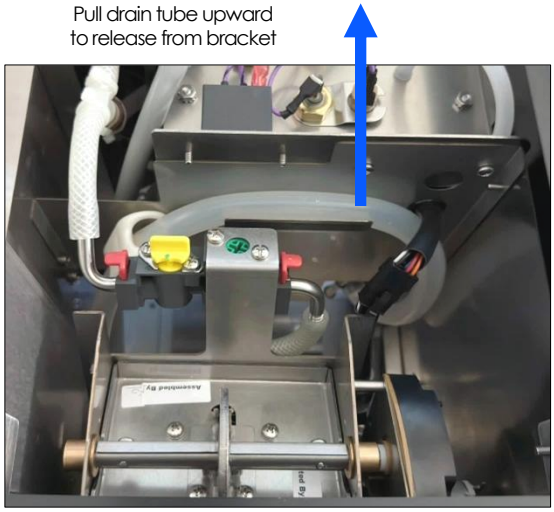
DRAINING THE HOT WATER TANK

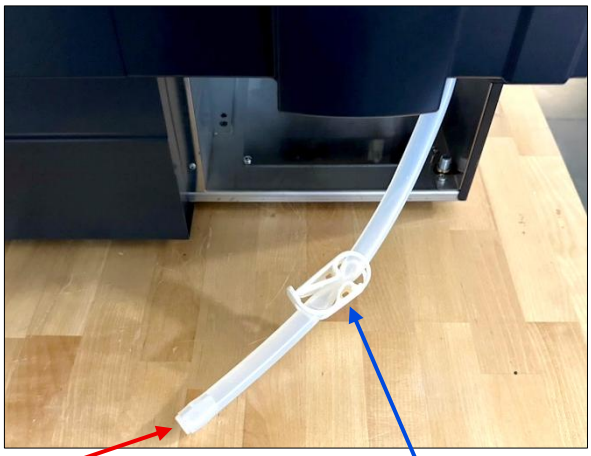
CAUTION:
Disconnect machine from power and give ample time for hot water to cool before attempting to drain water tank!

1. Toggle brewer power **OFF** and disconnect from power source.
   Give time for hot water in tank to cool before beginning process!
2. Remove the waste bin / drip tray assembly.
3. Remove the top cover. See pg. 26 for instructions.
4. Locate drain tube. The drain tube is seated in a bracket above the brew mech.
5. Pull tubing upward and out of bracket.
6. Feed the drain tube down and out of the front of machine. Tube extends out of the compartment where the waste bin previously sat.
7. Use a set of pliers to remove the plug from the end of drain tube.
8. Direct drain tube into a container or drain. Ensure your hands are away from the end of the tube.
9. Squeeze the drain tube clamp to release. Water will begin draining out of tube.
10. Once the water has finished draining, slide the clamp back to close off the drain tube.

2.

5.
Pull drain tube upward to release from bracket





7.
Use pliers to remove plug

8. & 9.

CAUTION!
Released water may be hot!
Keep hands away from drain tube opening.

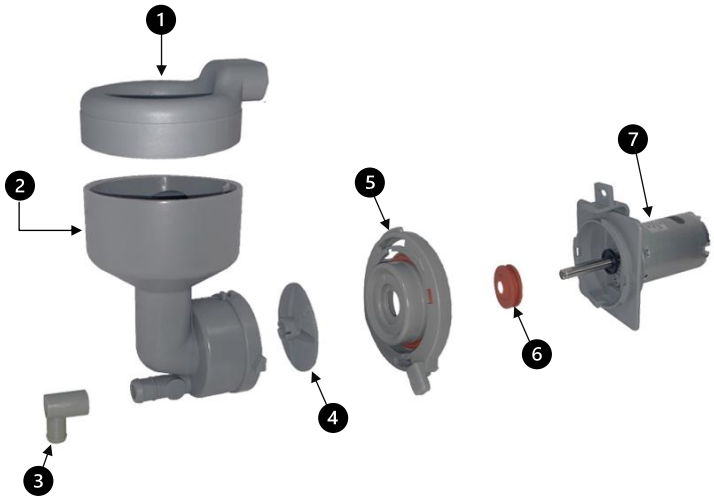
TO REPLACE DRAIN TUBE

11. Insert the drain plug onto the end of the drain tube.
12. Feed the drain tubing back into brewer compartment, pushing towards the back of the brewer + upward.
13. From the top compartment, align the tubing above the drain tube bracket. The drain tube clamp should be to the left of brew mech.
14. Use a pushing + rolling motion to secure tubing into bracket.
15. Ensure drain tube clamp is tucked away to the left of the tank plate. If the clamp is misaligned / improperly stored, it may interfere with the brew mech during brewer function.
16. Replace the top cover.

SERVICING THE MACHINE

WHIPPER MAINTENANCE INSTRUCTIONS

Whipper Components



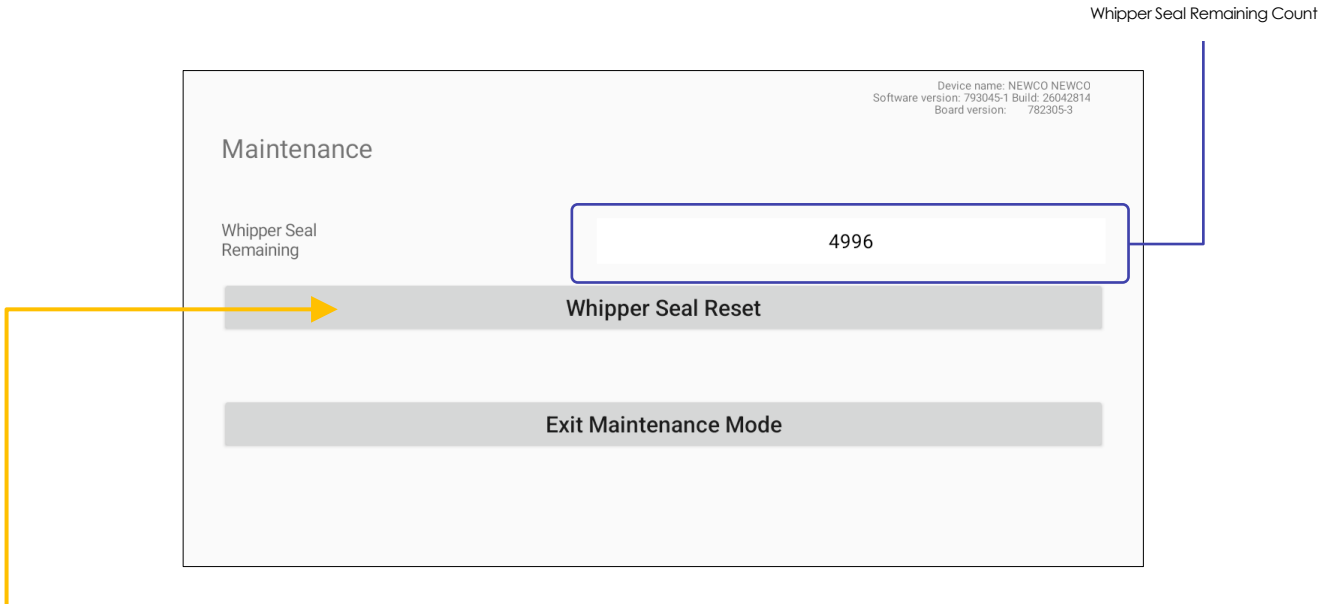
COMPLETE WHIPPER ASSEMBLY
PN: 767377

1	767376	Whipper Cap
2	767365	Whipper Bowl
3	767200	Whipper Nozzle
4	767197	Whipper Impeller
5	767196	Whipper Base
6	781566	Whipper Seal
7	767195	Whipper Motor

Whipper Seal Count

Always check the status of the whipper seal before performing any whipper maintenance procedures! The whipper seal remaining count is displayed on the **Maintenance Menu** within brewer programming.

The whipper seal must be replaced after 5000 cycles!
WHIPPER SEAL PN: 781566



- Select '**Whipper Seal Reset**' **AFTER** installing a new whipper seal. This resets the whipper seal count to 5000.
- The whipper seal remaining count decreases by **(1)** every time a specialty drink recipe is brewed.
- When the count reaches **(0)**, brewer will display a **'Change Whipper Seal'** alert.

SERVICING THE MACHINE

WHIPPER MAINTENANCE INSTRUCTIONS

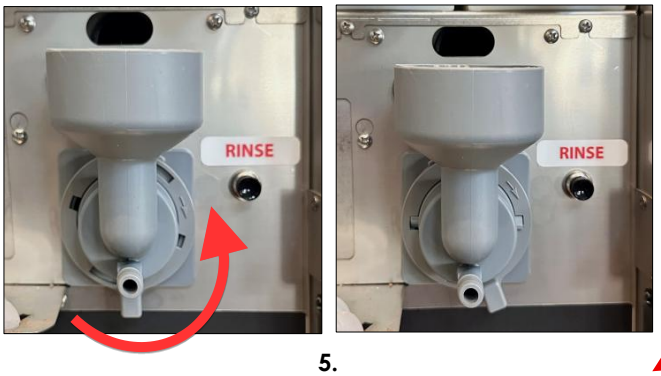
Removing The Whipper Components from Brewer

WARNING:
Disconnect brewer from power before servicing or installing machine components!

3.

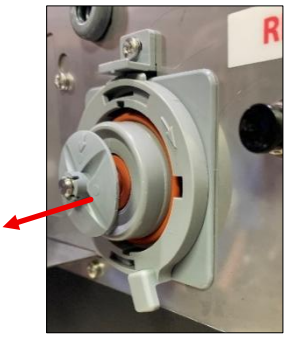
1. Run a rinse cycle to remove any residue from the whipper bowl.
2. Turn machine power **OFF** & disconnect brewer from power.
3. Turn hopper elbows upwards.
4. Disconnect whipper nozzle from whipper bowl & remove the whipper cap.
5. Hold the whipper bowl & turn base knob counterclockwise from the 6 o'clock position to the 5 o'clock position.
6. Pull whipper bowl away from the machine.
7. Gently pull the impeller away from the motor shaft to remove.
   Note: The impeller is set securely in place. You may need a bit of force to remove it.
8. Unlock the base from motor assembly by turning knob counterclockwise to the 4 o'clock position.
9. Gently pull whipper base out of the motor assembly.
   Note: Base may need to be wiggled slightly to the clear locking tabs from motor assembly.
10. Push the whipper seal out from the whipper base.

4.

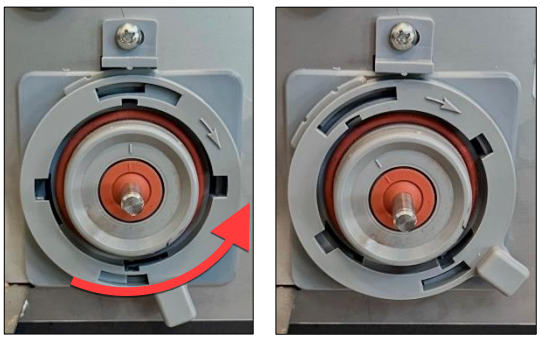


5.

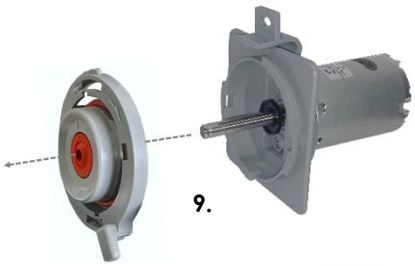
6.



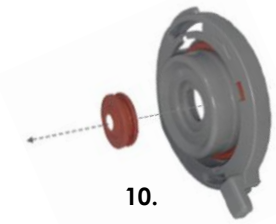
7.
Pull impeller away from motor shaft



8.



9.



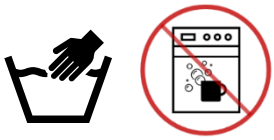
10.

SERVICING THE MACHINE

WHIPPER MAINTENANCE

Cleaning the Whipper Assembly

1. Hand-wash all whipper components with warm soapy water & thoroughly rinse.
   DO NOT PUT WHIPPER COMPONENTS IN THE DISHWASHER!
2. Wipe down the motor shaft with warm water to remove all old lubrication.
3. Ensure all components are completely dry before reassembly.

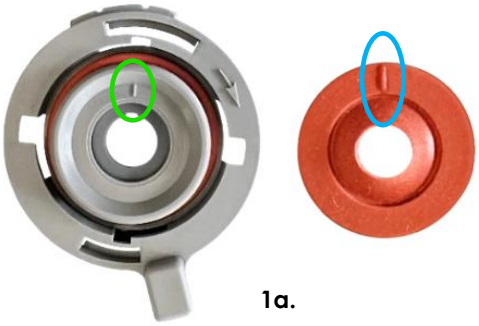


Handwash whipper components.
DO NOT PUT COMPONENTS IN DISHWASHER!

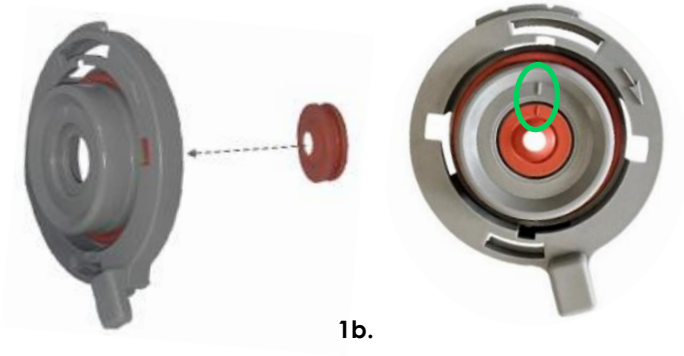
Reinstalling the Whipper Assembly

1. Set The Whipper Seal into the Whipper Base

a. Locate the small, raised indicator line on the whipper seal & on the whipper base.
b. Align the raised indicator lines on both components & press the conical side of the whipper seal into the back of the whipper base.



1a.



1b.

INDICATOR LINES MUST BE FULLY ALIGNED!
Whipper Seal will not properly seat on Whipper Base if the indicator lines are not fully aligned!
Whipper Seal will become misshapen, impacting the performance & lifespan of the entire brewer.

2. Lubricate Whipper Seal & Install Whipper Base onto Whipper Motor Shaft

a. Cover the front hole in the whipper seal with one finger & fill the back of seal with food grade lubricant.
FOOD GRADE LUBRICANT PN: 900039
b. Slide the base & seal onto the motor shaft.
c. Turn the base knob clockwise to the 5 o'clock position to lock the base into motor assembly.

2a.

2b.

2c.

SERVICING THE MACHINE
WHIPPER MAINTENANCE

Reinstalling the Whipper Assembly *(continued)*

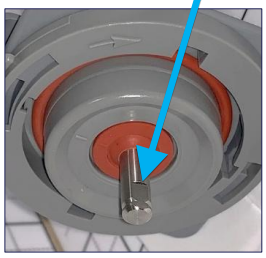
3. Install The Impeller onto the Motor Shaft

a. Locate the arrow indicator on the front of the impeller & the flat section on the motor shaft.

b. Align the arrow indicator on the impeller with the flat section of the motor shaft.
The impeller should be aligned with the front facing away from the motor.

c. Slide the impeller onto the motor shaft. An audible click will be heard when the impeller is correctly set into place.

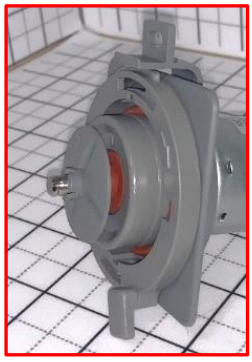
3a.



3b.

3c.

☒ Impeller not pushed on far enough



☒ Impeller pushed on too far

☑ Proper placement

4. Install the Whipper Bowl onto the Whipper Assembly

a. Re-attach whipper bowl into the groove of the whipper base.

b. Turn the base knob clockwise from the 5 o'clock position to the 6 o'clock position to lock the whipper bowl into base.

4b.

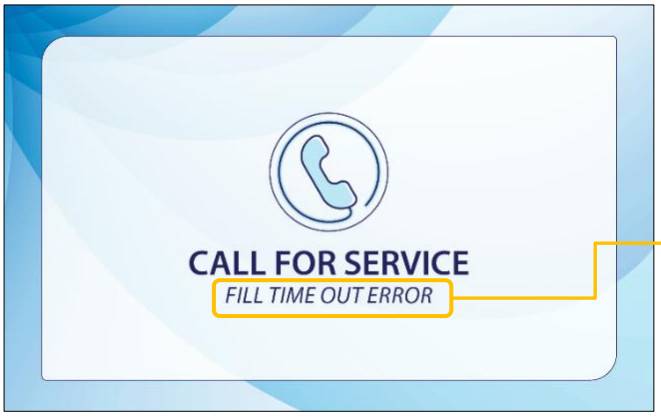
5. Replace Cap & Nozzle onto the Whipper Bowl

a. Re-attach whipper cap & nozzle to the whipper bowl.

b. Turn hopper elbows downward into the whipper bowl.

5.

ERROR MESSAGES



If an error is detected during operation, the brewer will display an Error Message alert screen.

This screen will contain the following information:

a. Details about the error encountered
See chart below for potential error messages and troubleshooting information.

b. The custom Call for Service Number (if one has been entered)
Save contact information for your brewer's service provider from the Setup Menu (see pg. 17)

ERROR MESSAGE	WHAT TO CHECK
Fill Timeout Error Water did not reach tank probe within the timeout period during fill cycle. **Timeout Period:** – **Initial Fill:** 8 minutes – **Normal Operation:** 1 minute	Turn brewer **OFF/ON** to reset error. Brewer will attempt to fill tank again. **Faulty Inlet Valve** Check inlet valve function/flow rate. Replace if faulty. **Inlet valve PN: 780174** **Water shut off to brewer** Check water supply shutoff. **Water filter is restricted or faulty** Replace water filter.
Thermistor Error Open **Thermistor Error Short**	**Check Thermistor Connections** Ensure the plug-in housing is latched & thermistor is securely in place. **Faulty Thermistor** Check thermistor function. Replace if faulty. **Thermistor PN: 151677** **Faulty Control Board** Check Control Board function. Replace if faulty. **Control Board PN: 782306**
Heater Error Tank heater has run continuously for 30 mins Tank is not heating water at expected rate **(1°F rise in temperature over 4 minutes)**	**Faulty Hi Limit Thermostat** Check hi limit thermostat function. Replace if faulty. **Hi Limit Thermostat PN: 111593** **Faulty Heating Element** Check heating element function. Replace if faulty. **Faulty Relay** Check relay function. Replace if faulty. **Relay PN: 122091**
Overheat Error Tank water temperature reached 214°F or higher.	**Faulty Relay** Check relay function. Replace if faulty. **Relay PN: 122091**
Lower Motor Error **Upper Motor Error**	Check all harnesses and wire connections related to the brew mech. **Faulty Brew Mech Motor** Check indicated brew mech motor function. Replace if faulty.

WIRING DIAGRAM

Wire colors subject to change based on availability.