

# BISTRO TOUCH MANUAL LARGE CAPACITY

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



For brewer PN 128280

*Brewer shown with side car accessory 128269-BPC  
To order Brewer and Side Car together, order PN 128302*

## **NEWCO CONTACT INFORMATION**

### **ADDRESS**

NEWCO ENTERPRISES INC,  
3650 NEW TOWN BLVD  
SAINT CHARLES, MO 63301

### **CUSTOMER SERVICE PHONE**

1-800-325-7867

### **TECHNICAL SERVICE PHONE**

1-800-556-3926

### **FAX**

1-636-925-0029

### **WEBSITE**

[newcocooffee.com](http://newcocooffee.com)

### **CUSTOMER SERVICE AND SALES EMAIL**

[sales@newcocooffee.com](mailto:sales@newcocooffee.com)

## **MAINTENANCE INFORMATION**

Machine Model \_\_\_\_\_

Company Information and Phone Number

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## 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.

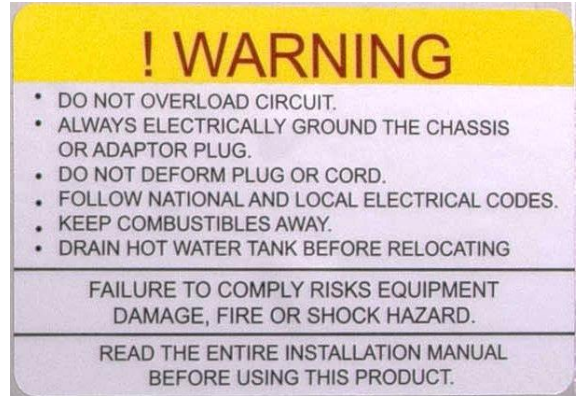
In no event shall Newco be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities or services, or any other special, incidental or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

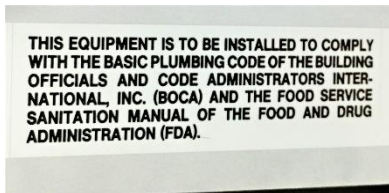
## WARNING LABELS



PN 100821



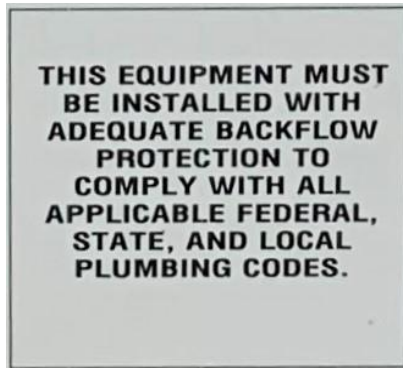
PN 100817



PN 101012



PN 101025



PN 123062

# SPECIFICATIONS

## TEMPERATURE RANGE

140-205F

## CUP SIZE

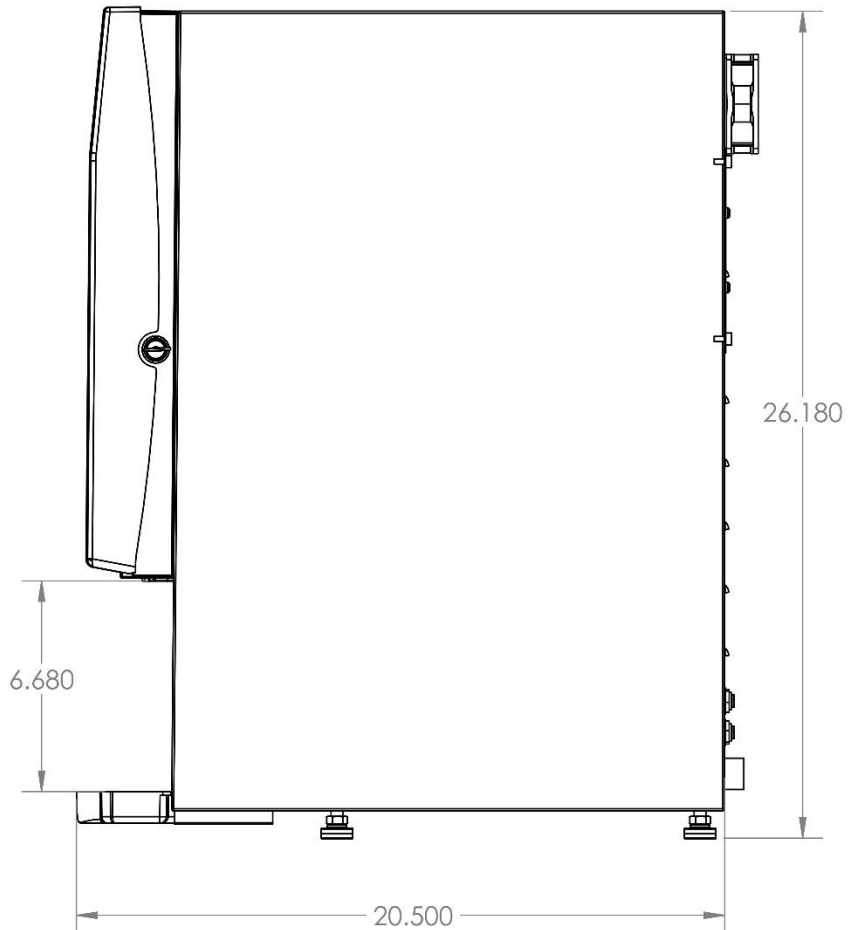
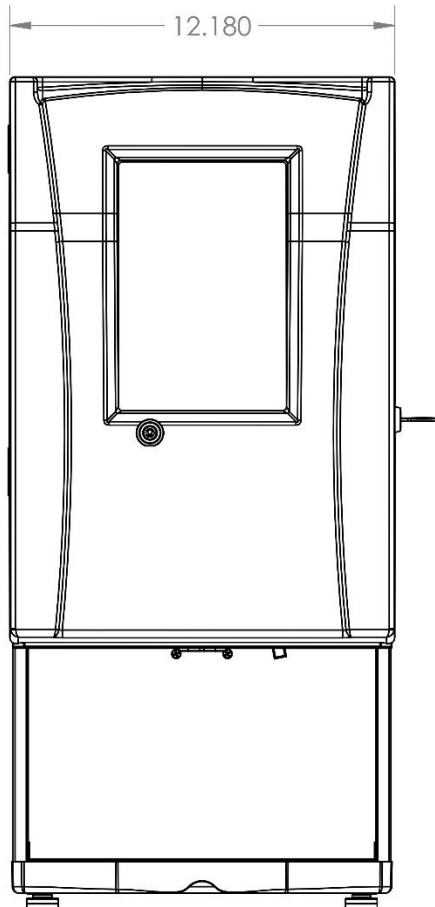
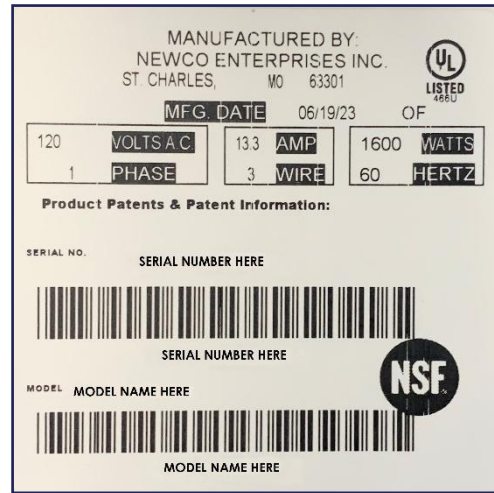
6-20oz

## SHIPPING WT

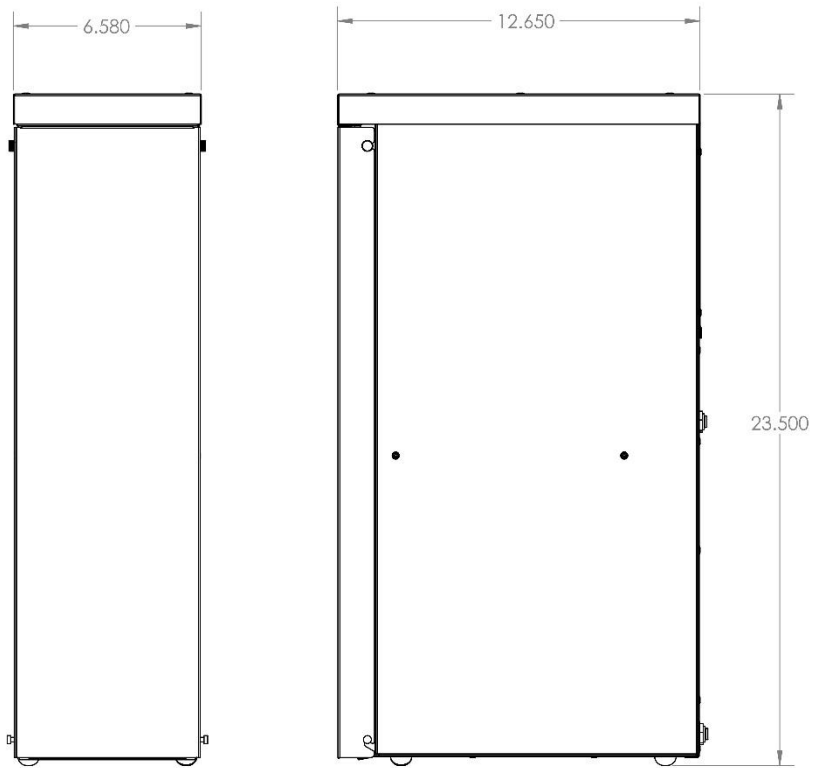
Bistro Touch only: 38 lbs.

Side Car accessory only: 12 lbs.

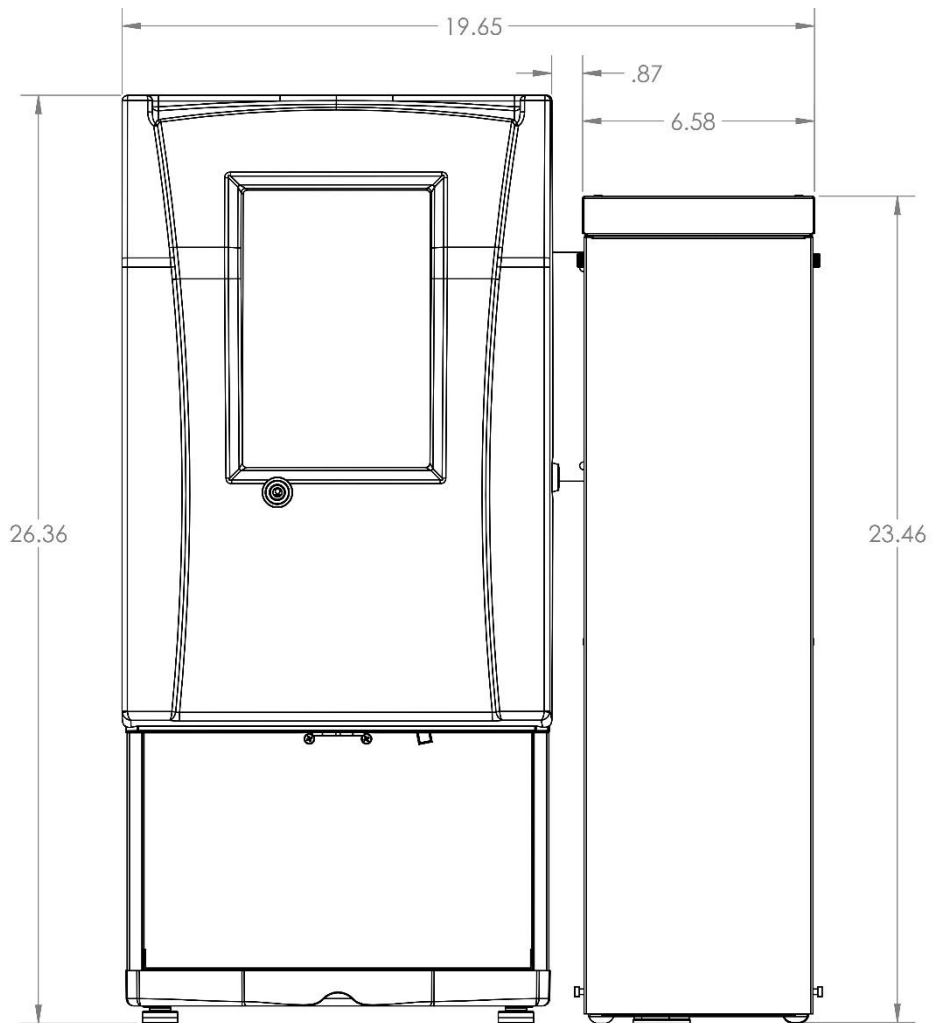
Bistro Touch with Side Car accessory: 50 lbs.



Side Car Accessory



Brewer with side car accessory



## MACHINE SET UP

### PLUMBING

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 1/2" 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 1/4" 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 1/4" copper tubing and connect to 1/2" or larger water line. For longer runs, use 3/8" copper tubing & connect to 1/2" 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 the applicable Plumbing/ Sanitation Code.

***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.

### ELECTRICAL

***WARNING:*** The brewer must be disconnected from the power source until specified in Installation Instructions.

Determine the available on-site electrical requirements.

Refer to Data Plate on the brewer, and local/national electrical codes, to determine circuit requirements.

***CAUTION*** – Improper electrical installation will damage electronic components.

## INITIAL SET UP

**WARNING:** Read and follow installation instructions before plugging or wiring 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 flat level surface.

## SETTING UP THE SIDE CAR ACCESSORY

Newco recommends installing the anti-tip bracket with every brewer.

Once it is decided which side of the brewer the side car will be placed on, locate and remove the top two screws from the brewer side of the side car. See image for installing the sidecar on the right of the brewer- mirrored from installing the side car on the left of the brewer.

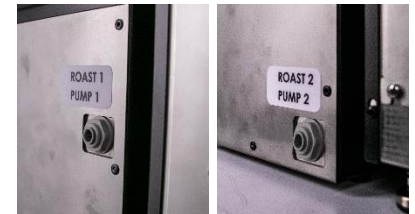
Use the screws from the side car to attach the anti-tip bracket to the brewer. Place the brewer in its desired location, do not plug in or turn on power to the brewer.



Set side car near brewer, on preferred side, angled for ease of access to the pump hose connections.

Insert the ends of the provided pump hoses to the connections on the back of the brewer and the back of the side car.

Ensure the pump hoses have not crossed, and that pump 1 on the side car is connected to pump 1 on the brewer.



Move the side car in place parallel to the brewer, with about 1" between the brewer and the side car. There must be enough room between the brewer and the side car to access the knurled screws located on the side car door in order to change product.



Reaching around the back of the side car, insert knurled screws (PN 100425) into the slots on the anti-tip bracket.

Tighten knurled screws to finish attaching the side car to the brewer.



## INSTALLING THE BIBS TO THE SIDE CAR ACCESSORY AND FILLING THE HOPPERS

Inside the side car, there are two shelves for Bag-in-Box (BIB) products. When placing products into the side car, note which product is on each shelf. Product name will be displayed on the drink submenu, see page 16 to input product names. See page 11 for an example of product indications on drink submenu screen. Ensure product BIBs are placed into the side car nozzle up for optimal performance.

When installing the hoppers, slight manual rotation of the auger gear may be necessary. Always remove hoppers from machine and ensure that hopper nozzles are turned up when filling with product.



## STARTING THE BREWER

Once setup is complete, plug the brewer into the power source and turn machine power on. The touch screen will display a series of screens showing that the brewer is filling, then heating, the hot water tank. Initial fill and heating cycle may take 15 minutes to complete. Once the drink selection screen is displayed, open the brewer door. Place a cup under the dispense nozzle, then press and hold the rinse button until the dispensed water runs clear.

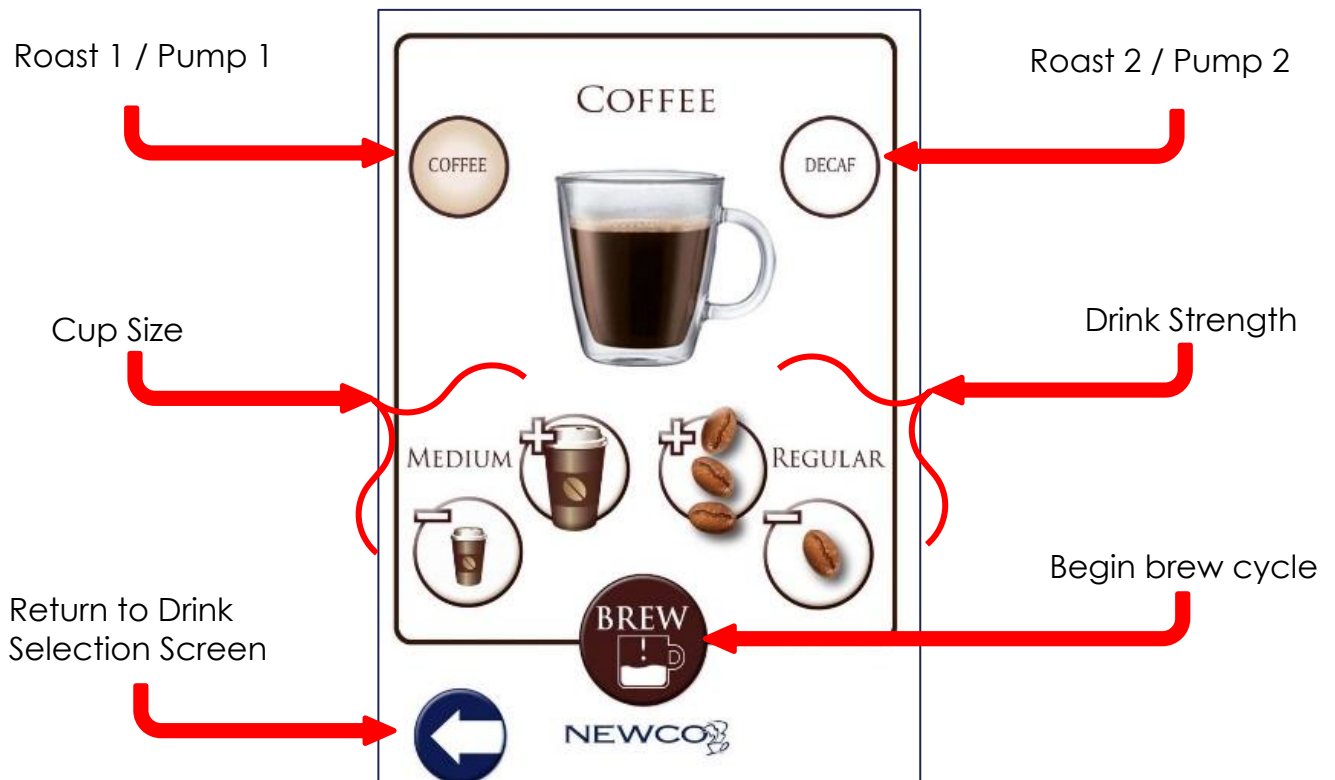
# MACHINE OPERATION

## BREWING MENU



### DRINK SUBMENU

Ensure cup is placed below dispense nozzle before pressing brew. Brew cycles can be canceled at any time from the brewing screen.



## CLEANING

### CLEANING THE WHIPPER BOWL

#### *Daily*

1. With the brewer door open, place a container capable of holding at least 12 ounces on the drip tray, under the dispense nozzle.
2. Press and hold the rinse button until only clear water is dispensed.
3. Discard the contents of the container.
4. Disconnect the dispense tube from the bottom of the whipper bowl, and rotate it away from the brewer.
5. Rotate the base of the whipper bowl counterclockwise, until the tab is in the 5 o'clock position.
6. Remove the whipper bowl from its base, then thoroughly wash all parts with warm soapy water.
7. Allow parts to dry completely before reassembling.

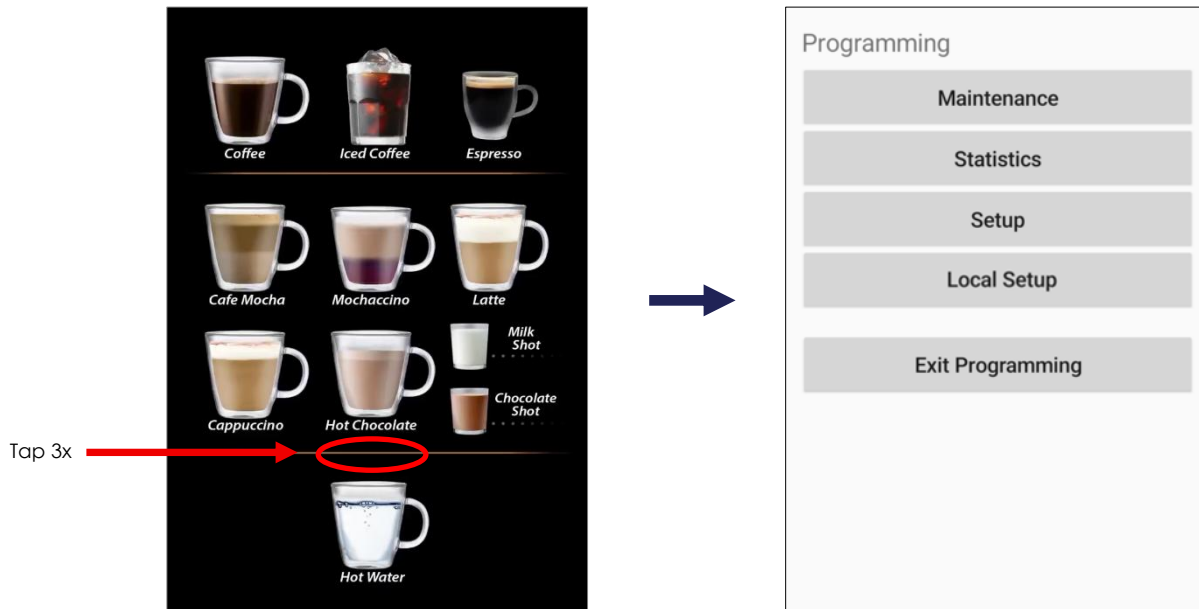
### CLEANING THE PUMPS

1. Access the Cleaning and Priming page of the Maintenance Settings found in the Programming menu. See page 13 for instructions on accessing the Programming Menu.
2. Remove product BIB from upper shelf of sidecar, disconnecting the pump tube. Insert cleaner BIB and connect to pump tube.
3. Place a container capable of holding at least 12 ounces on the drip tray under the dispense nozzles.
4. On the screen, select Clean Pump 1 or Clean Pump 2 based on which tube the cleaning BIB is connected to.
5. Once the cleaning cycle ends, discard contents of the container and replace under dispense nozzles.
6. Disconnect cleaner BIB from current tubing and set the BIB to the side. Insert new product BIB and connect to tubing that was just cleaned.
7. Select Prime Pump 1 or 2 based on which tube the new product BIB is attached to. Once priming cycle is complete, discard the contents of the container.
8. Repeat steps 2 – 7 with other tubing.

# MACHINE PROGRAMMING

## Accessing Lower Level Programming

The Lower Level Programming menu offers options to adjust brewer settings and view brewer statistics. To enter the lower level programming, tap three times where circled on the image below.

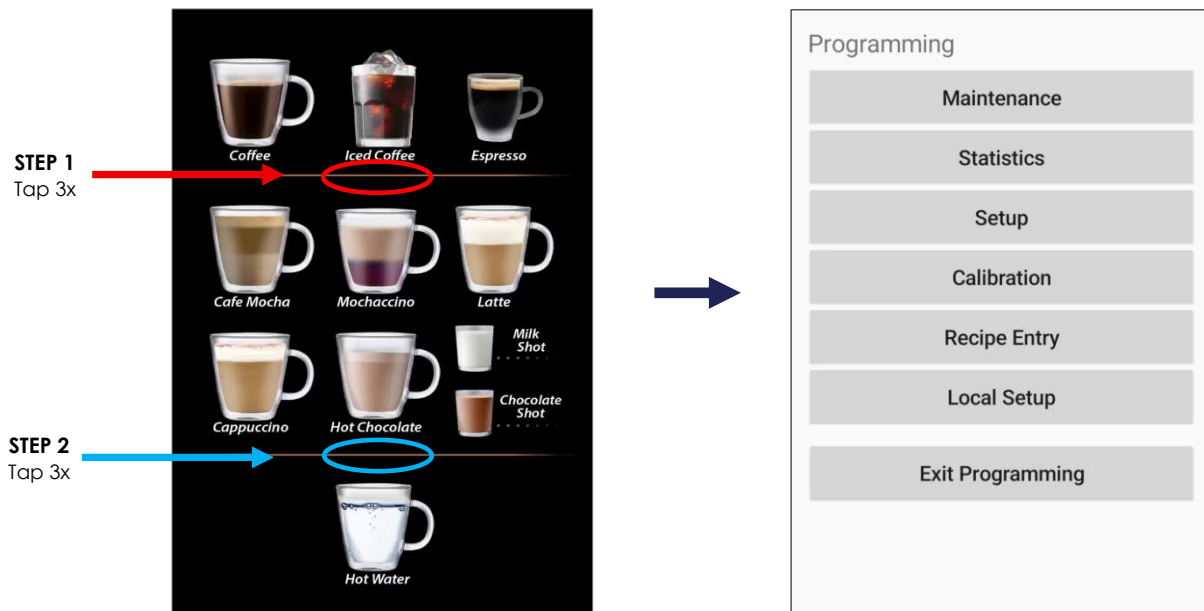


## Accessing Upper Level Programming

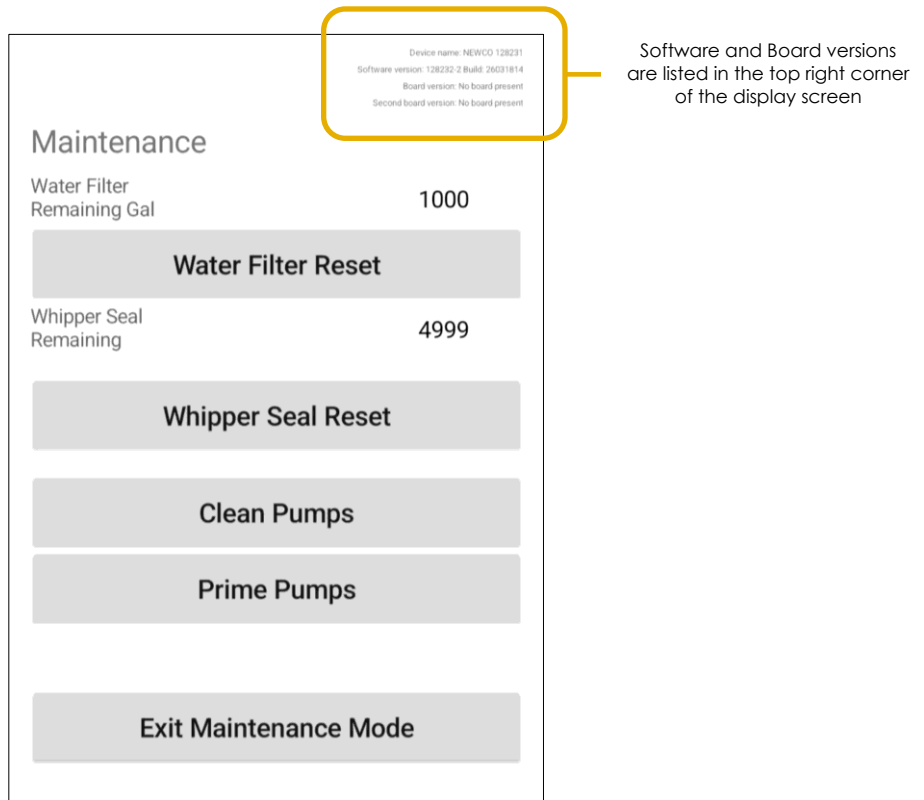
The Upper Level Programming menu includes options to calibrate your machine and edit recipes. To enter the upper level programming:

1. Tap in the center of the upper bar (circled in red) three times.
2. Tap in the center of the lower bar (circled in blue) three times.

**Note:** If a brewing icon is accidentally touched, use the back arrow to return to the Drink Selection Menu.



# MACHINE PROGRAMMING MAINTENANCE MENU



Software & firmware versions listed in 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 or firmware versions.

## 1. Software Version

Indicates the version of software that the brewer tablet is running.

### Board Version

Indicates the version of software that the main board is running.

## 2. Water Filter Remaining Gal

Displays the remaining water filter gallons left before the filter needs to be changed.

## 3. Water Filter Reset

Select this after changing filters to reset water filter countdown. This field will only display when a water filter size is set in the Setup Menu.

## 4. Whipper Seal Remaining

Displays the remaining number of powdered drink cycles until the Whipper Seal needs to be replaced. Whipper seal must be replaced after 5000 uses!

## 5. Whipper Seal Reset

Tap to reset the Whipper Seal Remaining count to 5000 after installing a new whipper seal.

See pg. 21 for Whipper Maintenance Instructions

## 6. Clean Pumps / Prime Pumps

Tap to access the Cleaning & Priming menu.

See pg. 12 for instructions on cleaning the pumps

# MACHINE PROGRAMMING

## SETUP MENU

### To Edit a Setting:

Tap desired field to highlight, then use the (+) or (-) to adjust value. Press “Exit Setup Mode” when finished to save changes.

Setup			
Water Temperature	180	Powder Tracking	ON
Energy Save Mode	OFF	Energy Save Time	4.0
Chocolate Bin Size	2130	Milk Bin Size	1440
Cup Light	DISPENSE ONLY	Global Ratio 1	30
Water Filter Size	OFF	Global Ratio 2	30
Call for Service Number	1-800-556-3982		
Touchless	OFF		
Touchless Delay (seconds)	5		
+		-	
Drink Selection Menu			
Restore Factory Settings			
Exit Setup Mode			

### 1. Water Temperature

Displays the set temperature of water in the hot water tank.

**Range: 140°F – 205°F**

**Default: 180°F**

### 2. Energy Save Mode

**OFF:** The brewer will continuously maintain the set temperature of the water in the hot water tank.

**SEMI:** The set point of water in the hot water tank is reduced to 180°F until interaction is detected.

**FULL:** The heater in the hot water tank is disabled until the brewer detects any interaction.

### 3. Chocolate Bin Size

Use to input the weight of powder product loaded into the chocolate hopper (*in grams.*)

This setting is only accessible when Powder Tracking is set to **ON**.

### 4. Cup Light

**OFF:** The cup light is disabled.

**DISPENSE ONLY:** The cup light will only turn on when the brewer is actively dispensing a beverage.

**ALWAYS ON:** The cup light is always on.

### 5. Water Filter Size

Turn water filter tracking on/off. If water filter size is set, the Water Filter Remaining count is viewable in the Maintenance Menu.

**Range: 500 gal – 3000 gal, OFF**

See pg. 14 for more information on the Maintenance Menu.

### 6. Call for Service Number

Enter the contact number for your brewer service/maintenance provider. This number will display whenever the brewer displays an error message.

### 7. Powder Tracking

Set to **ON** to have brewer track amount of product currently in the milk/chocolate powder hoppers. The powder remaining count is viewable in the Maintenance Menu.

See pg. 14 for more information on the Maintenance Menu.

### 8. Energy Save Time

Use to adjust the amount of time (from last dispense) until the brewer enters the chosen Energy Save Mode.

**Note:** This setting will not take effect if Energy Save Mode is set to **OFF**.

### 9. Milk Bin Size

Use to input the weight of powder product loaded into the milk hopper (*in grams.*)

This setting is only accessible when Powder Tracking is set to **ON**.

### 10. Drink Selection Menu

Tap to enter the Drink Selection Menu. See pg. 16 for more information.

# MACHINE PROGRAMMING

## SETUP MENU

### Drink Selection Menu

#### Drink Selection Menu

Small Cup Config	<b>8 oz</b>	Mild Drink Enabled	ON						
Medium Cup Config	10 oz	Regular Drink Enabled	ON						
Large Cup Config	12 oz	Bold Drink Enabled	ON						
Iced Coffee Enabled	ON	Default Cup Size	MED						
Espresso Enabled	ON								
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Roast 1</td> <td style="width: 20%; text-align: center;">Coffee</td> <td style="width: 60%;">Roast 1 Custom Name</td> </tr> <tr> <td>Roast 2</td> <td style="text-align: center;">Decaf</td> <td>Roast 2 Custom Name</td> </tr> </table>				Roast 1	Coffee	Roast 1 Custom Name	Roast 2	Decaf	Roast 2 Custom Name
Roast 1	Coffee	Roast 1 Custom Name							
Roast 2	Decaf	Roast 2 Custom Name							
+		-							
Exit Drink Selection Menu									

#### 1. [SMALL] [MEDIUM] [LARGE] Cup Config

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

#### 2. [MILD] [REGULAR] [BOLD] Drink Enabled

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

#### 3. Iced Coffee Enabled

Set to **OFF** to disable all Iced Coffee drink selections. When disabled, the Iced Coffee icon will no longer display on the Main Beverage Selection Screen.

#### 4. Espresso Enabled

Set to **OFF** to disable the 'Espresso' option. When disabled, the Espresso icon will no longer display on the Main Beverage Selection Screen.

#### 5. 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.

#### 6. Roast 1 / Roast 2

Use to set the coffee type installed for Pump 1 / Pump 2 (*Regular or Decaf.*)

Tap the field next to 'Roast 1 / 2 Custom Name' to input a custom name.

**PUMP 1: Bottom Coffee BIB Tray, Left Side Coffee Inlet**

**PUMP 2: Top Coffee BIB Tray, Right Side Coffee Inlet**

# MACHINE PROGRAMMING

## STATISTICS MENU

Statistics	
Total Run Cycles	1
Total Water Usage (Gal)	0
Chocolate Grams Remain	2130
Milk Grams Remaining	1440
<input type="button" value="Exit Statistics Mode"/>	

### 1. Total Run Cycles

Displays the total number of drinks dispensed by the brewer

### 2. Total Water Usage (Gal)

Displays the total amount of water dispensed by the brewer (*in gallons*)

### 3. Chocolate Grams Remain

Displays the current amount of product in the chocolate powder hopper (*in grams*)

Powder tracking must be enabled in the Setup Menu for brewer to track this value.

See pg. 15 for more information on the Setup Menu.

### 4. Milk Grams Remain

Displays the current amount of product in the milk powder hopper (*in grams*)

Powder tracking must be enabled in the Setup Menu for brewer to track this value.

See pg. 15 for more information on the Setup Menu.

## LOCAL SETUP

### 1. Sleep Timeout

Displays the amount of time (*in minutes*) that the main brewer display will stay up between interactions. When the time limit is reached, the display will change to a sleep screen.

### 2. Brewing Screen

Set to **DFLT** to display Newco standard slates.

### 3. Network Setup

For future use.

Local Setup	
Sleep Timeout	2m
Brewing Screen	DFLT
<input type="button" value="+"/> <input type="button" value="-"/>	
<input type="button" value="Network Setup"/>	
<input type="button" value="Exit Local Setup Mode"/>	

# MACHINE PROGRAMMING

## RECIPE ENTRY

### Recipe Entry

Recipe Name	Mochaccino 6oz Tpl		
Recipe Number	95	Recipe Type	5
Peri Pretime	46	Water Vol	13
Coffee Delay		Pump Strength	80
Mixing Bowl Vol	23		
Choc Gms/Oz	51	Milk Gms/Oz	43

+

-

Save Recipe

Exit Recipe Entry

### 1. Recipe Name / Recipe Number / Recipe Type

Touch the **Recipe Number** field to highlight. Use the **(+)** or **(-)** to scroll through pre-programmed recipes.

### 2. Peri Pretime

Sets the length of time that the pump runs when pulling product from the coffee BIBs.

**Range: 0 - 200**

### 3. Water Volume

Sets the amount of water to be mixed with the BIB coffee concentrate for a recipe.

Adjusting this setting affects the Coffee to Water Ratio / brew strength.

**Range: 5 - 200**

### 4. Pump Strength

Sets the DC pump strength for a specific recipe.

**Range: 10% - 100%**

### 5. Mixing Bowl Volume

Sets the amount of water dispensed into the mixing bowl for mixing powder products.

This setting only affects specialty drinks (*recipes that use milk and/or chocolate powder from the hoppers.*)

**Range: 5 - 200**

### 6. Chocolate / Milk Gms / Oz

Sets the amount of powder product (*in grams*) used for a specific recipe. 0- 80

This setting only affects specialty drinks (*recipes that use milk and/or chocolate powder from the hoppers.*)

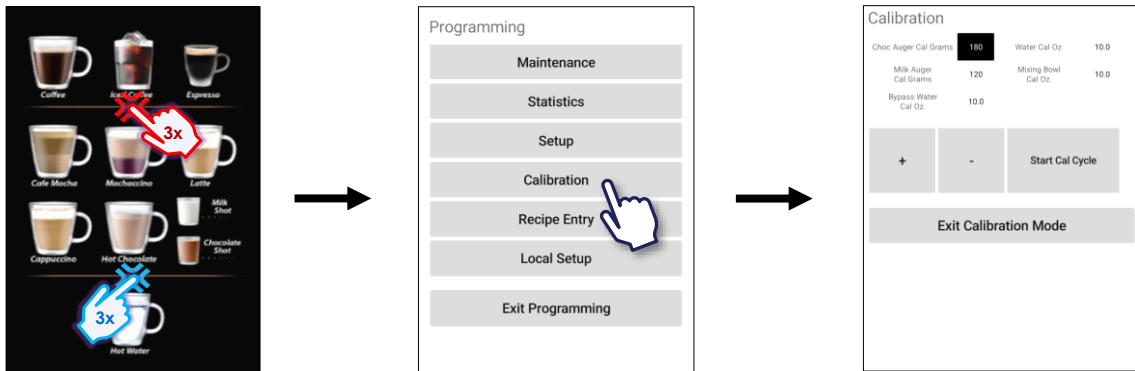
**Range: 0 - 80 grams**

# CALIBRATION INSTRUCTIONS

**WARNING:**  
 Read all instructions thoroughly **BEFORE** servicing brewer!  
 Improper calibration procedures may affect product dispense ratios & negatively impact brewed drink flavor.

## Accessing the Calibration Menu

Enter the Calibration Menu by accessing **Upper Level Programming** and selecting '**Calibration**'.  
 (see pg. 13 for more information on accessing upper level programming)



Tap **3x** in the center of the top line, then **3x** in the center of the bottom line to access Upper Level Programming

## 1. Auger Calibration (Chocolate / Milk)

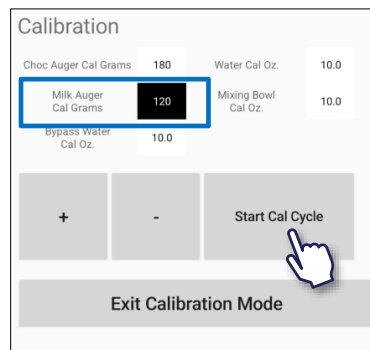
### Required Supplies:

- Food Scale
- 12 oz. cup

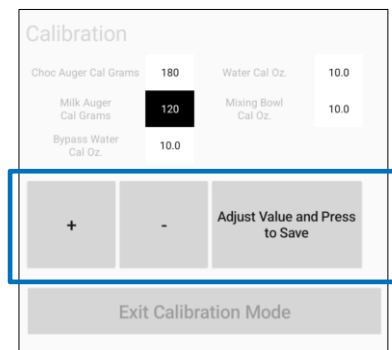
- Place 12oz cup centered on a food scale and tare (*grams*.)
- Ensure both hoppers are full of powder product.
- Rotate both hopper elbows up.
- Remove the whipper chamber from brewer & set aside.  
 See pg. 22 for whipper disassembly instructions
- Select the field for the intended auger to calibrate (Chocolate or Milk.)
- Rotate the intended hopper elbow down (for the auger being calibrated)
- Hold the 12oz cup below the selected hopper elbow.
- Tap '**Start Cal Cycle**'. Powder will begin dispensing into cup.
- Once cycle completes, weigh the contents of the cup in grams
- Input weight into highlighted field using the **(+)** and **(-)**. Save value when finished.
- Repeat steps for other auger.



1g.



1h.



1j.

# CALIBRATION INSTRUCTIONS

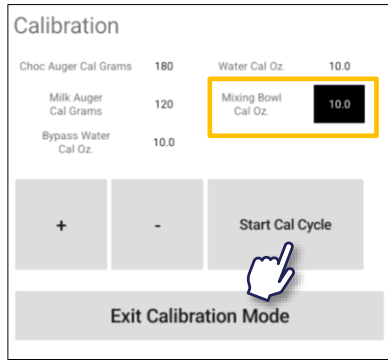
**WARNING:**  
 Read all instructions thoroughly **BEFORE** servicing brewer!  
 Improper calibration procedures may affect product dispense ratios & negatively impact brewed drink flavor.

## 2. Mixing Bowl Calibration

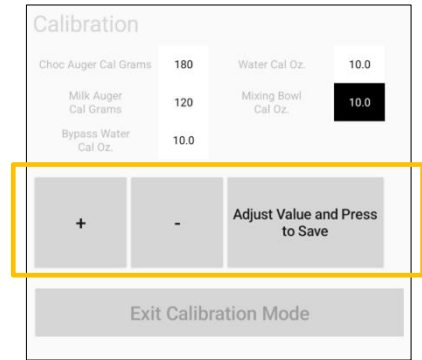
**Required Supplies:**

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

- Place a large pitcher onto a food scale and tare (*ounces*)
- Place the tared pitcher onto brewer below the dispense area.  
**Note:** Remove drip tray if pitcher is too large.
- Tap the **'Mixing Bowl Cal Oz.'** field to highlight.
- Tap **'Start Cal Cycle'**. Water will begin dispensing into pitcher.
- Once cycle completes, weigh the contents of the pitcher in ounces.
- Input weight into highlighted field using the **(+)** and **(-)**. Save value when finished.



2c. & 2d.



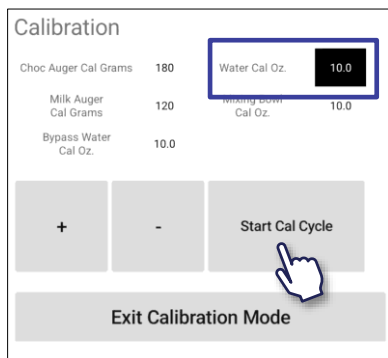
2f.

## 3. Water Calibration

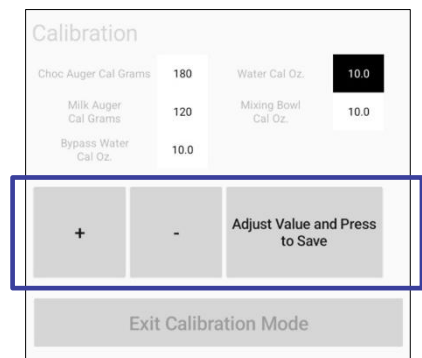
**Required Supplies:**

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

- Place a large pitcher onto a food scale and tare (*ounces*)
- Place the tared pitcher onto brewer below the dispense area.  
**Note:** Remove drip tray if pitcher is too large.
- Tap the **'Water Cal Oz.'** field to highlight.
- Tap **'Start Cal Cycle'**. Water will begin dispensing into pitcher.
- Once cycle completes, weigh the contents of the pitcher in ounces.
- Input weight into highlighted field using the **(+)** and **(-)**. Save value when finished.



3c. & 3d.



3f

# WHIPPER MAINTENANCE INSTRUCTIONS

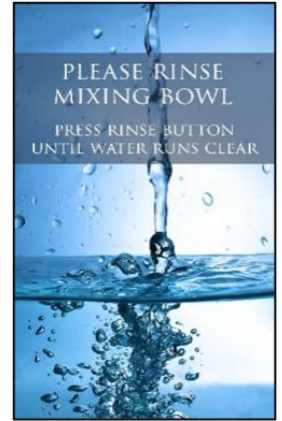
## For Bistro Touch Large Capacity

### Daily Cleaning

A rinse of the whipper should be performed multiple times a day. Additionally, whenever the hoppers of the machine are put back into place after removal, the machine display will prompt a rinse cycle to be run.

### Rinse Cycle Procedure

1. Open the door to the brewer & place a cup under the dispense nozzle.
2. Press the **RINSE** button located to the side of the whipper.
3. Hold the **RINSE** button until the water dispensed from the nozzle runs clear.
4. Discard the water dispensed during the rinse cycle.



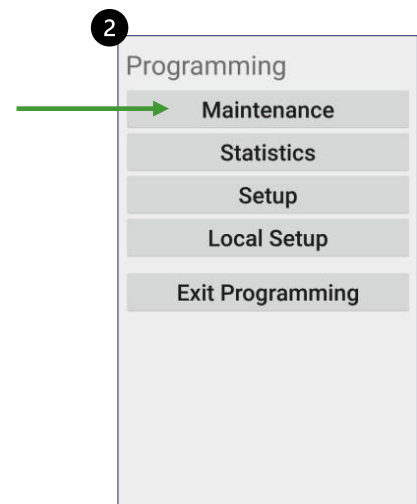
### Whipper Seal Cycle Count

Before beginning the physical maintenance of the whipper, it is important to check the status of the whipper seal cycle count in the Machine Programming → Maintenance menu.

The whipper seal needs to be replaced every **5000 cycles**.

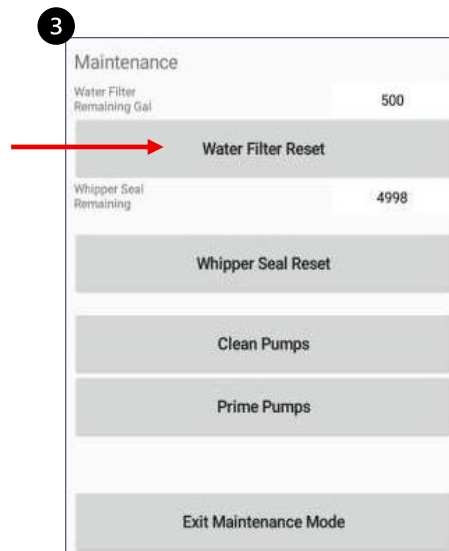


Tap where circled three times to enter the Programming Menu.



Select "**Maintenance**"

Do not press "**Whipper Seal Reset**" unless you are replacing the Whipper Seal!



**NOTE:** You must press "**Exit Maintenance Mode**" then "**Exit Programming**" before turning off machine power!

# WHIPPER MAINTENANCE INSTRUCTIONS

## For Bistro Touch Large Capacity

### To Remove the Whipper Parts from the Machine



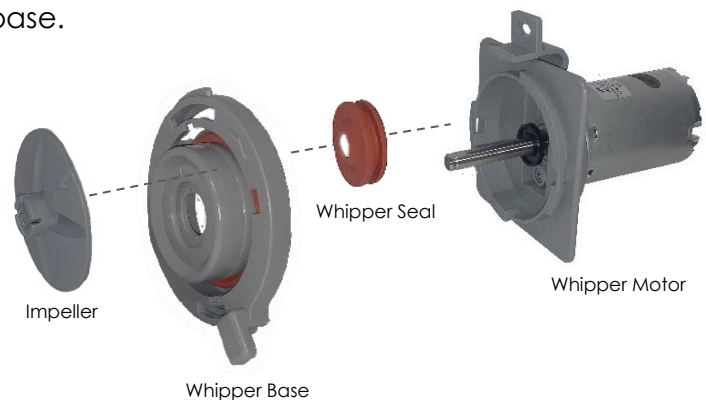
#### **WARNING:**

Disconnect brewer from power before servicing or installing machine components!

1. Run a rinse cycle to remove any powder from the whipper bowl.
2. Turn machine power **OFF** & disconnect brewer from power.
3. Turn hopper elbows upwards.
4. Disconnect dispense nozzle from whipper & remove the whipper cap.
5. While holding onto the whipper bowl, turn the knob of the base counterclockwise from the 6 o'clock position to the 5 o'clock position.
6. Pull whipper bowl away from the machine.



7. Remove the impeller from the motor shaft.  
**Note:** The impeller is set securely in place. You may need a bit of force to remove it.
8. Turn the knob on the base counterclockwise from the 5 o'clock position to the 4 o'clock position to unlock it from the motor. You may need to wiggle the base to remove it from the motor shaft.
9. Push the whipper seal out of the whipper base.



### Cleaning the Whipper Assembly

Wash all whipper components with warm soapy water & thoroughly rinse. Wipe down the motor shaft with warm soapy water to remove all old lubrication. Ensure all components are completely dry before reassembly.

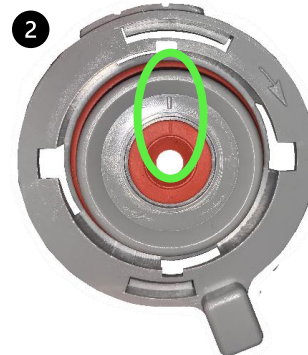
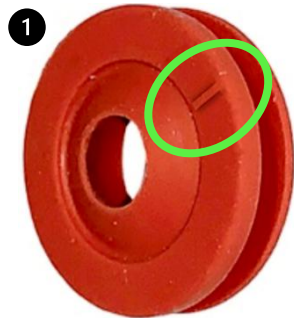
# WHIPPER MAINTENANCE INSTRUCTIONS

## For Bistro Touch Large Capacity

### Reinstalling the Whipper Assembly

#### STEP ONE: SET THE WHIPPER SEAL INTO THE WHIPPER BASE

1. Locate the small, raised line on the whipper seal and the whipper base.
2. With the raised indicators aligned, press the conical side of the whipper seal into the back of the whipper base. See images below.

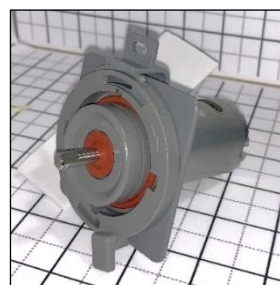
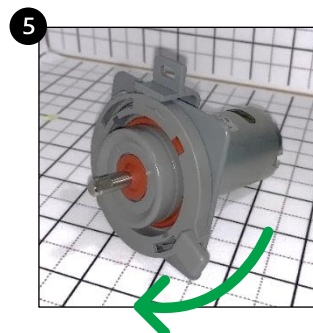
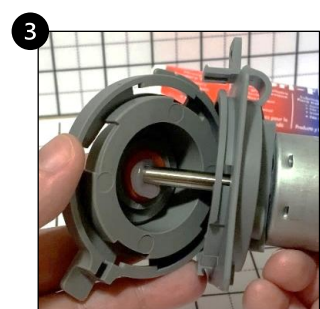


#### **WARNING**

If the indicator marks are not aligned properly, whipper seal will not be fully seated on the whipper base. **Whipper seal will become misshapen, impacting the performance & lifespan of the entire brewer.**

#### STEP TWO: LUBRICATE WHIPPER SEAL & INSTALL WHIPPER BASE ONTO WHIPPER MOTOR SHAFT

1. Cover the hole in the whipper seal with one finger.
2. Fill the seal with food grade lubricant (**PN 900039**)
3. Slide the base & seal onto the motor shaft.
4. Turn the whipper base so that the notch is in the 5 o'clock position.



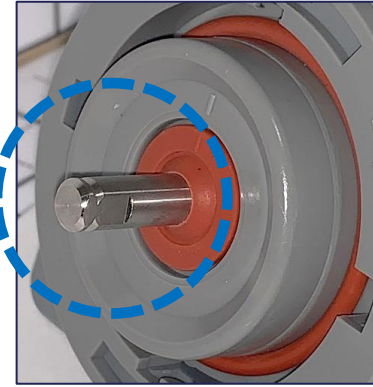
# WHIPPER MAINTENANCE INSTRUCTIONS

## For Bistro Touch Large Capacity

### Reinstalling the Whipper Assembly *(continued)*

#### STEP THREE: INSTALL THE IMPELLER ONTO THE MOTOR SHAFT

1. Locate the arrow on the impeller & the flat section on the motor shaft.
2. With the front of the impeller (shown below) facing away from the motor, align the arrow indicator with the flat section of the motor shaft.



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



Not far enough



Proper placement



Too far

# WHIPPER MAINTENANCE INSTRUCTIONS

## For Bistro Touch Large Capacity

### Reinstalling the Whipper Assembly *(continued)*

#### STEP FOUR: INSTALL THE WHIPPER BOWL ONTO THE WHIPPER ASSEMBLY

1. Place whipper bowl into the groove of the whipper base.
2. Turn the knob of the whipper base clockwise from the 5 o'clock position to the 6 o'clock position.



#### STEP FIVE: REPLACE CAP & NOZZLE ONTO THE WHIPPER BOWL

1. Attach cap & nozzle to the whipper bowl.
2. Connect to appropriate parts in the brewer.



# SERVICING THE MACHINE

Always unplug brewer from power and water sources, and allow hot water tank to cool, before servicing the machine!

## ACCESS POINTS



### FRONT PANEL ACCESS

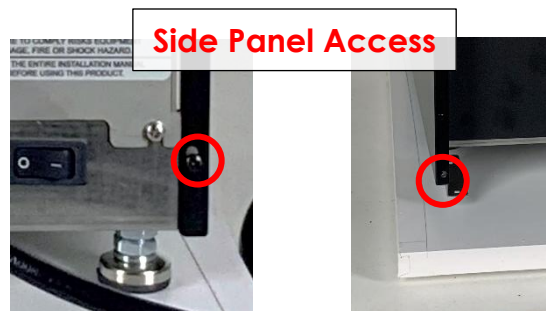
Loosen 3 screws, circled. Provides access to pumps.

### BACK PANEL ACCESS

Remove 4 screws, circled. Provides access to most components in the machine, side panels may be removed for easier access.

### SIDE PANEL ACCESS

Remove 2 screws, circled. Left and right side panels are mirrored, image shows screws for left side panel.



# SERVICING THE MACHINE

## DRAINING THE HOT WATER TANK



### **WARNING:**

Disconnect brewer from power & allow hot water to cool completely before attempting to drain water tank!

1. Disconnect brewer from power & allow hot water tank to cool completely.
2. Once the brewer has cooled, locate the drain plug on the back panel next to the water inlet valve assembly.
3. Fully extend the drain tube by gently pulling the plug and tube assembly outward.
4. Firmly pull the drain plug from the end of the drain tube to remove.
5. Direct drain tube into a container or drain. Ensure your hands are away from the end of the tube.
6. Slide the tube clamp to release the water.
7. Once the water has finished draining, slide the clamp back to close off the drain tube.
8. Insert the drain plug onto the end of the drain tube.

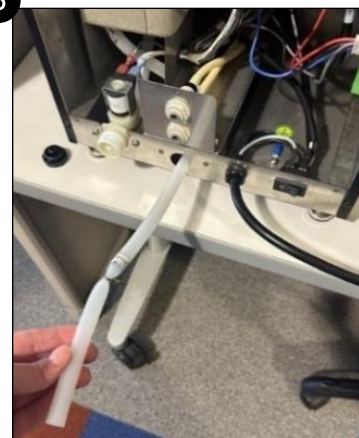
3



4



6



Direct tube into a container or drain **BEFORE** sliding tube clamp!

## ERROR MESSAGES

### BREWER ERRORS

#### FILL TIME OUT

Check all water line connections. Check if water line is weak or shut off. If all connections are secure, and water line is good and stable, you may need to replace the Inlet Solenoid Valve Assembly (PN 120378), or the Control Board (call your servicer).

**Call  
For Service**

Fill Time Out Error

#### THERMISTOR ERRORS

Check thermistor connections. If all connections are secure, replace thermistor (PN 151677). If this error returns after replacing the thermistor, then there is a possibility of a control board failure.

**Call  
For Service**

Thermistor Error Short

**Call  
For Service**

Thermistor Error Open

#### HEATER ERROR

Water is not heating up at expected rate- at least 1°F rise in temperature over 4 minutes, or heater has been running continuously for 30 minutes. Check Hi Limit Thermostat (PN 111593), then check heating element (PN 120928), lastly check heater relay (PN 110958).

**Call  
For Service**

Heater Error

#### OVERHEAT ERROR

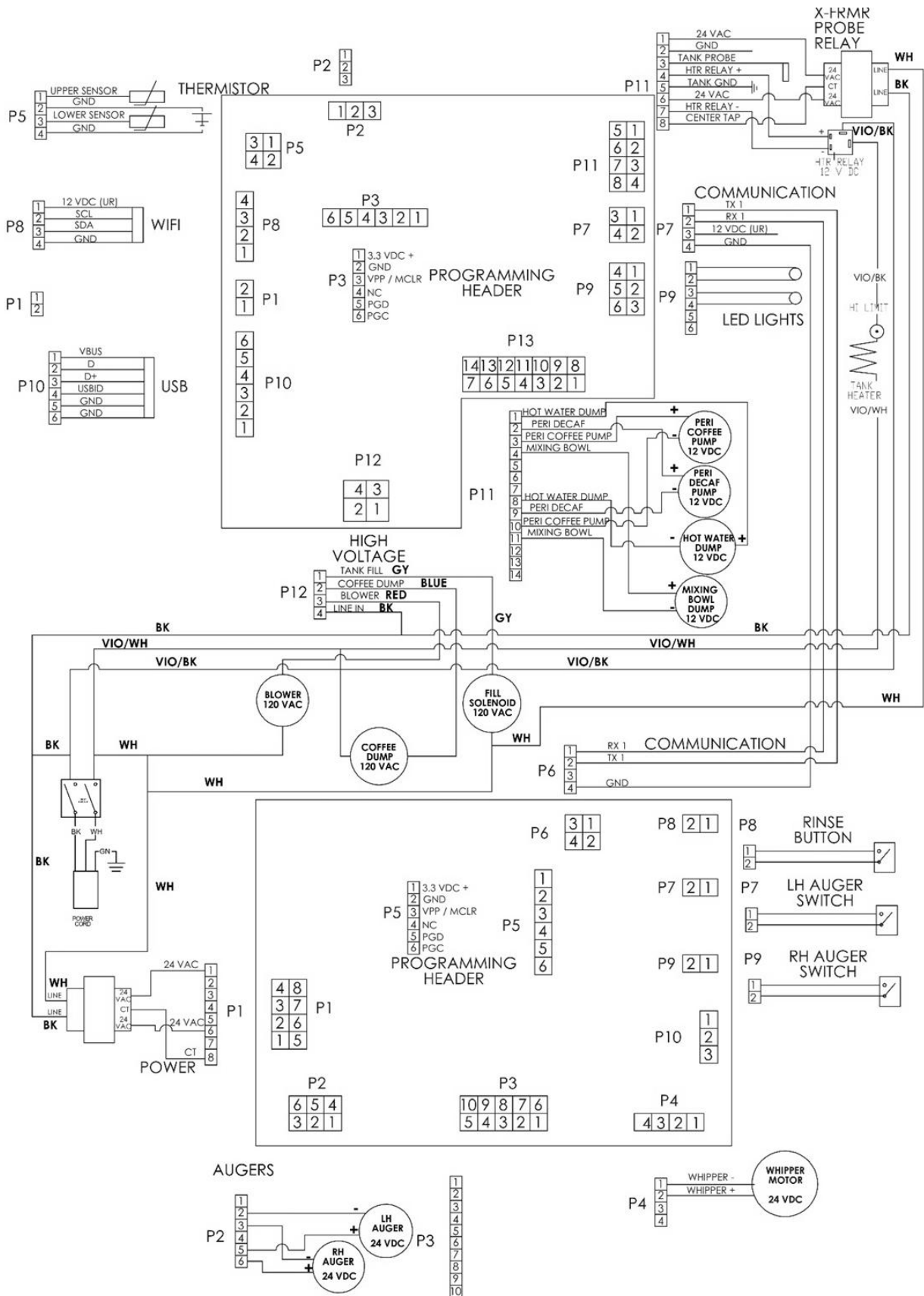
Temperature in the tank has reached 214°F or higher. Possible relay failure (PN 110958).

**Call  
For Service**

Overheat Error

# WIRING DIAGRAM

Wire colors subject to change based on availability.



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