

# BISTRO TOUCH MANUAL

## LARGE CAPACITY

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



For brewer PN 128280

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

**NEWCO**  
newcocooffee.com

Technical Service: 1-800-556-3926

# 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.

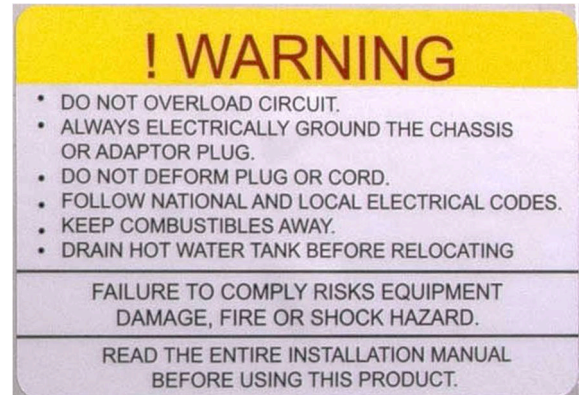
In no event shall Newco be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer's customers, cost of capital, cost of down time, cost of substitute equipment, facilities or services, or any other special, incidental or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

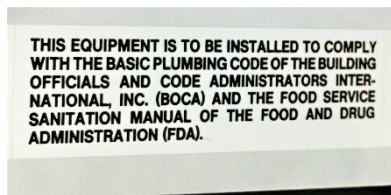
## WARNING LABELS



PN 100821



PN 100817



PN 101012



PN 101025



PN 123062



# SPECIFICATIONS

## TEMPERATURE RANGE

140-205F

## CUP SIZE

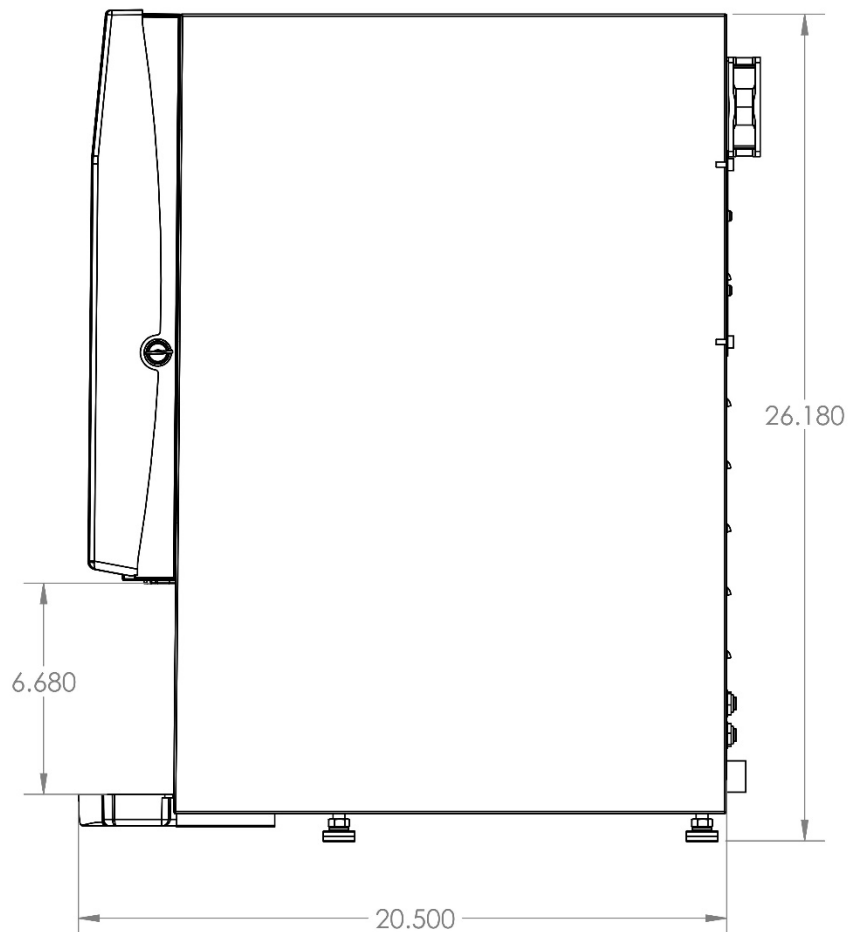
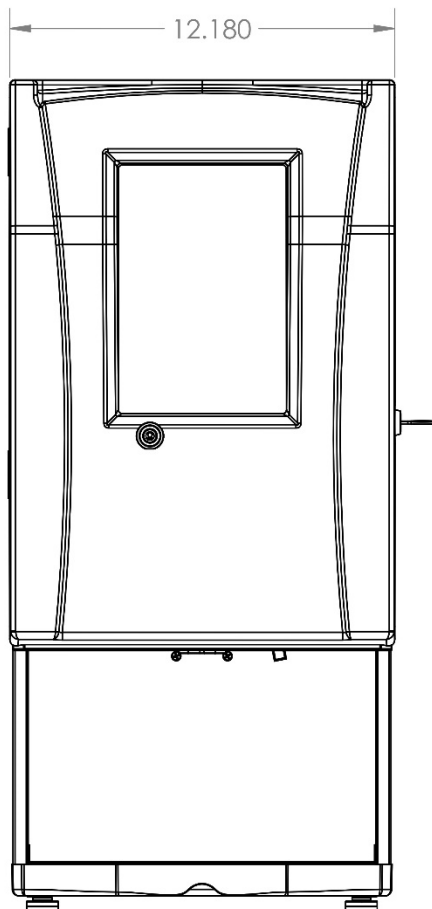
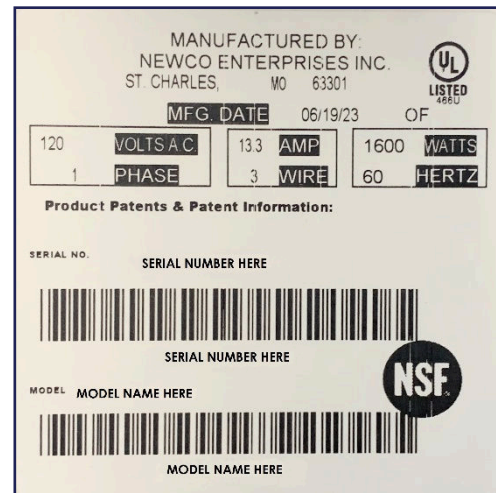
6-20oz

## SHIPPING WT

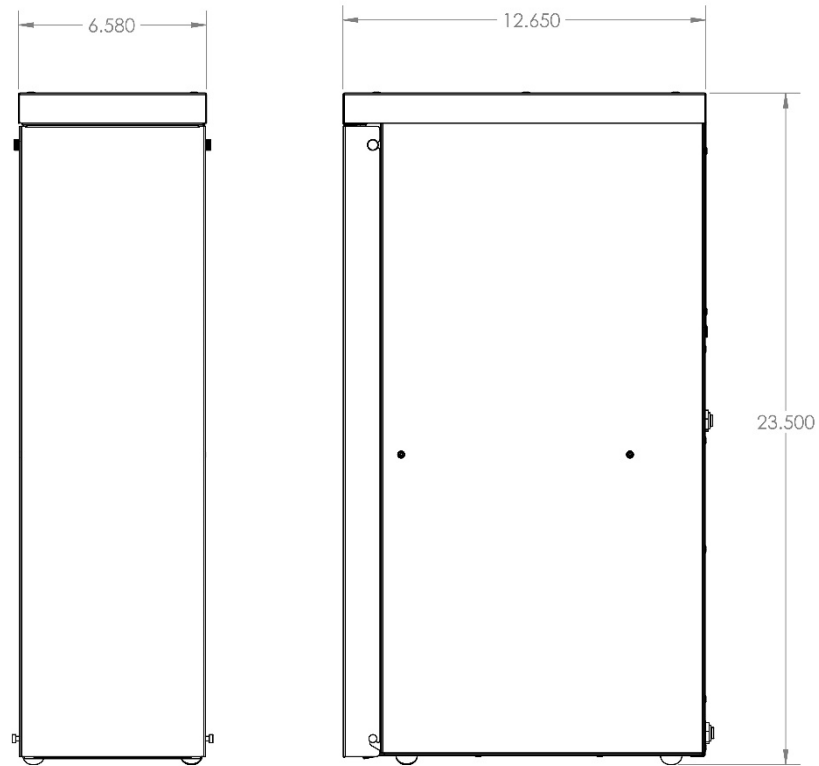
Bistro Touch only: 38 lbs.

Side Car accessory only: 12 lbs.

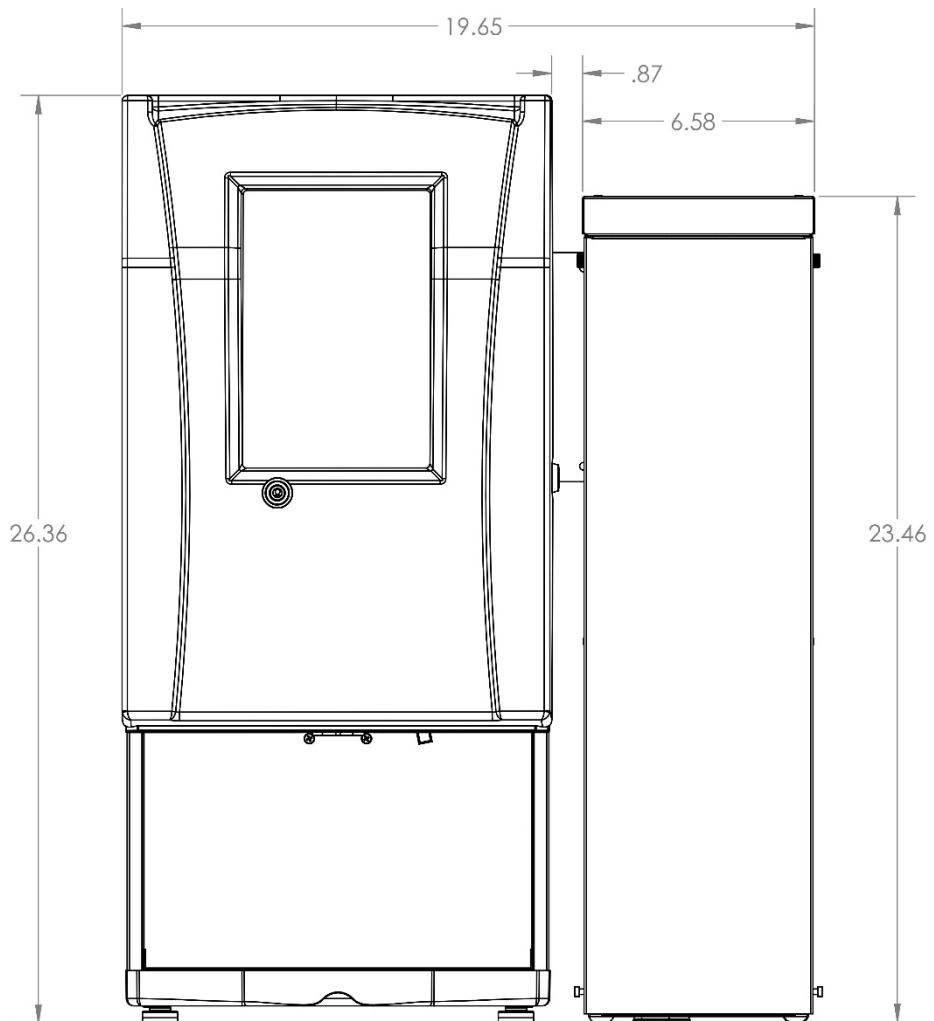
Bistro Touch with Side Car accessory: 50 lbs.



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.

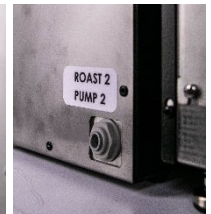
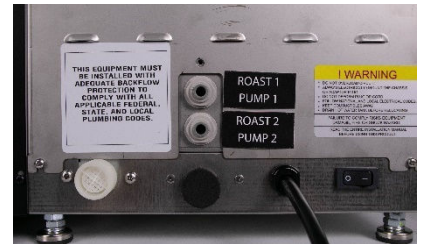
Use the screws from the side car to attach the anti-tip bracket to the brewer. Place the brewer in its desired location, do not plug in or turn on power to the brewer.



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.

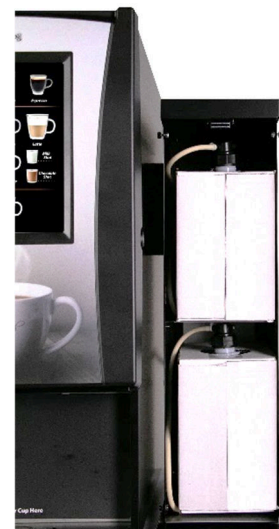
Tighten knurled screws to finish attaching the side car to the brewer.



## 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

## DRINK SELECTION MENU



On brewer



On smart device

## DRINK SUBMENU

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

Roast 1 / Pump 1  
See page 16 for  
settings.

Roast 2 / Pump 2  
See page 16 for  
settings.

Cup Size

Drink Strength

Return to Drink  
Selection Screen

Begin brew cycle



## 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

To access the lower level of machine programming, tap the center of the lower bar three times, circled in red on the image to the right. For the upper level, tap the center of the upper bar (blue circle) three times, then the center of the lower bar (red circle) three times. If a brewing icon is accidentally touched, use the back arrow to return to the drink selection menu.

Tap the lower divider 3 times where circled in red.



Tap the upper divider 3 times where circled in blue, then tap the lower divider 3 times, where circled in red.

## Programming

Maintenance

Statistics

Setup

Local Setup

Exit Programming

## Programming

Maintenance

Statistics

Setup

Calibration

Recipe Entry

Local Setup

Exit Programming

Tap the lower right hand corner 3 times where circled in red.



Tap the upper divider 3 times where circled in blue, then tap the lower divider 3 times, where circled in red.



## MAINTENANCE

Remaining gallons on the filter will only show up if you set your filter size in Programming Setup, page 15. This is a count down to show the number of gallons left before you need to change the water filter.

Reset the Water Filter countdown after changing filters.

The Whipper Seal needs to be changed after 5000 specialty drink cycles.

Reset the Whipper Seal countdown after changing the Whipper Seal.

See page 12 for cleaning and priming instructions.

Exit will take you to the Programming Menu.

Device name: NEWCO 12831  
 Software version: 12825-1 Build: 22122016  
 Board version: No board present  
 Second board version: No board present

### Maintenance

Water Filter Remaining Gal	499
----------------------------	-----

Water Filter Reset

Whipper Seal Remaining	4981
------------------------	------

Whipper Seal Reset

Clean Pumps

Prime Pumps

Exit Maintenance Mode

## STATISTICS

This screen shows the various statistics the Bistro can track. By default, tracking settings are set to Off. See page 15 to enable tracking.

Total run cycles and total water usage will never reset. Chocolate powder tracking and milk powder tracking will reset after the respective hopper is refilled.

Exit will take you to the main Programming Menu.

### Statistics

Total Run Cycles	31
Total Water Usage (Gal)	1

Chocolate Grams Remain	3000
Milk Grams Remaining	1440

Exit Statistics Mode



## SETUP

### WATER TEMPERATURE

Temperature of the hot water tank, has a range of 140°F - 205°F, defaults to 180°F.

### POWDER TRACKING

Turns powder tracking on or off, with a default of off.

### ENERGY SAVE MODE

#### OFF (DEFAULT)

Power stays on, and hot water tank remains at brewing temperature.

#### SEMI

Hot water tank temperature set point is reduced until any interaction is detected.

#### FULL

Hot water tank heater is disabled until any interaction is detected.

*Note: After 72 hours of non-use, the heater will automatically turn off. Any interaction will turn the heater back on.*

### ENERGY SAVE TIME

Allows the user to set the idle time before the selected energy save mode is enabled. The range is 0.5-4.0 hours in 0.5 hour increments.

### CUP LIGHT

Sets when the light in the cup area is on, choosing between Off, Dispense Only (default), or Always On.

### WATER FILTER SIZE

Turns water filter tracking off when set to off (default), and on when set between 500 and 3000 gallons.

### GLOBAL RATIO REGULAR AND DECAF

Sets the water to coffee ratio across all recipes. Ranging from 25:1 to 45:1, with a default of 30:1 for both coffee and decaf

### CALL FOR SERVICE NUMBER

Entry for servicer contact information, shown on "Call for Service" screens.

### PUMP SPEED ADJUST REGULAR AND DECAF

Sets the speed of the pumps, changing the strength of the coffee drink. Using the global ratio as a base, increasing the pump speed will increase the strength of the coffee drink.

Setup			
Water Temperature	180	Powder Tracking	ON
Energy Save Mode	OFF	Energy Save Time	4.0
Chocolate Bin Size	3000	Milk Bin Size	1440
Cup Light	DISPENSE ONLY	Global Ratio 1	30
Water Filter Size	500	Global Ratio 2	30
Call for Service Number			
Touchless	Combined	Pump Speed Adj Reg	0
Touchless Delay (seconds)	2	Pump Speed Adj Decaf	0
+		-	
Drink Selection Menu			
Restore Factory Settings			
Exit Setup Mode			

## DRINK SELECTION MENU

The Drink Selection screen enables you to turn off a drink type, drink strength, or drink size. It also has the option to set the default cup size.

Note: At least one size and one strength must be enabled in order to exit this menu. Default cup size must be a size that is enabled, i.e. if only Medium and Large are enabled, default cup size cannot be Small.

### ROAST 1 AND 2

Set the name for the type of coffee present in the upper (Roast 1) and lower (Roast 2) BIBs of the sidecar.

### Drink Selection Menu

Small Cup Config	8 oz	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	LARGE
Espresso Enabled	ON		
Roast 1	(custom)	Roast 1 Custom Name	choice 1
Roast 2	(custom)	Roast 2 Custom Name	choice 2

+

-

Exit Drink Selection Menu

## CALIBRATION

Please read all instructions before calibrating your machine.

### AUGER CALIBRATIONS

1. Ensure hopper is full of powder product.
2. Highlight which auger you are calibrating, then open the door to view the hoppers.
3. Place a container (at least 12 oz) on scale, and tare.
4. Remove whipper chamber, and then place tared container under the elbow of selected hopper.
5. Press "Start Cal Cycle", powder product will begin dispensing into container.
6. Weigh (in grams) the container of powder product and input into calibration screen.
7. Press "Save" to complete auger calibration. Repeat steps for other auger.

### MIXING BOWL CALIBRATION

1. Place a container (at least 32 oz) on scale and tare.
2. Place tared container on drip tray to collect water from dispense point.
3. Press "Start Cal Cycle", water will begin dispensing into container.
4. Weigh (in ounces) the container of water and input into calibration screen.
5. Press "Save" to complete mixing bowl calibration.

### WATER CALIBRATION

1. Place a container (at least 32 oz) on scale and tare.
  2. Place tared container on drip tray to collect water from dispense point.
  3. Press "Start Cal Cycle", water will begin dispensing into container.
  4. Weigh (in ounces) the container of water and input into calibration screen.
- Press "Save" to complete water calibration.

### BYPASS WATER CALIBRATION

1. Place a container (at least 32 oz) on scale and tare.
  2. Place tared container on drip tray to collect water from dispense point.
  3. Press "Start Cal Cycle", water will begin dispensing into container.
  4. Weigh (in ounces) the container of water and input into calibration screen.
- Press "Save" to complete the bypass water calibration.

Calibration

Choc Auger Cal Grams	120	Water Cal Oz.	11.5
Milk Auger Cal Grams	106	Mixing Bowl Cal Oz.	9.8
Bypass Water Cal Oz.	12.5		

+

-

Start Cal Cycle

Exit Calibration Mode

## RECIPE ENTRY

Recipes were developed for optimal taste preference. It is not recommended to change these settings, as these recipes cannot be restored using factory reset.

*Note: If any changes are made, then "Save Recipe" must be pressed to keep the changes.*

### PERI PRETIME

This parameter sets how long the pump runs to pull product from the BIBs.

### WATER VOLUME

Amount of water to mix the concentrated coffee with, in 0.1 ounce increments.

### COFFEE DELAY

Used for specialty drinks, allows other ingredients to be dispensed before coffee.

### PUMP STRENGTH

In this entry the user may set the DC pump strength in the range of 10% to 100% with the default at 35%.

### MIXING BOWL VOLUME

For specialty drinks, this is the amount of water dispensed into the mixing bowl for powders. This parameter ranges from 5-120, with each increment being 0.1 ounces.

If the current recipe is for a non specialty drink, then this parameter is unavailable.

### CHOCOLATE AND MILK GMS/OZ

Amount of chocolate or milk powder to be used in the recipe.

*Please note that Newco takes time to develop recipes.*

## LOCAL SETUP

### BREWING SCREEN

Display slate screens as a default when a coffee based drink is brewing. For non-coffee based drinks, or if set to logo, a brewer logo is displayed.

Additional features on this screen are for future use.

### Recipe Entry

Recipe Name	Latte 6oz Single		
Recipe Number	36	Recipe Type	4
Peri Pretime	15	Water Vol	7
Coffee Delay	23	Pump Strength	270
Mixing Bowl Vol	32		
Choc Gms/Oz		Milk Gms/Oz	43
+		-	
Save Recipe		Exit Recipe Entry	

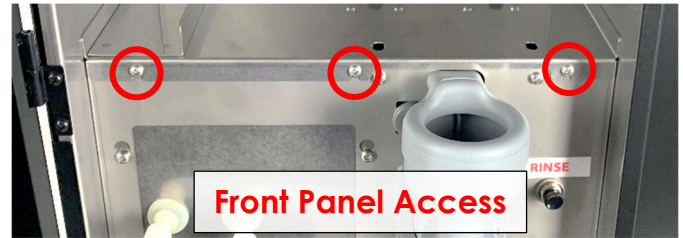
### Local Setup

Primary Server	192.168.1.10
Secondary Server	barista.newcocooffee.com
Sleep Timeout	2m
Brewing Screen	DFLT
+	
-	
Network Setup	
Install Logo	
Load Software Update	
Install Software Update	
Exit Local Setup Mode	

# 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

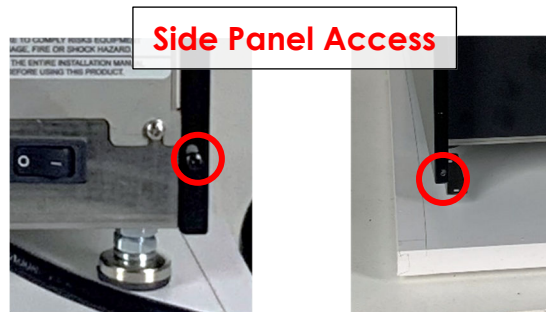
Loosen 3 screws, circled. Provides access to pumps.

### 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.



## DRAINING THE HOT WATER TANK

**CAUTION-** The water is extremely hot and can cause harmful burns, unless the hot water tank is left to cool. Do not store in freezing conditions as residual water may remain in machine.

The drain tube is connected to black plug on rear lower panel of machine. Tank holds approx. 1 US gallon. Remove hose plug from drain hose, and aim into a container or drain. Slide the drain hose clamp to release the water.

Once water has finished draining, slide the drain hose clamp to close off the drain tube. Replace the drain hose plug and tuck the drain hose back into the machine.



# 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 XXXXXX), 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

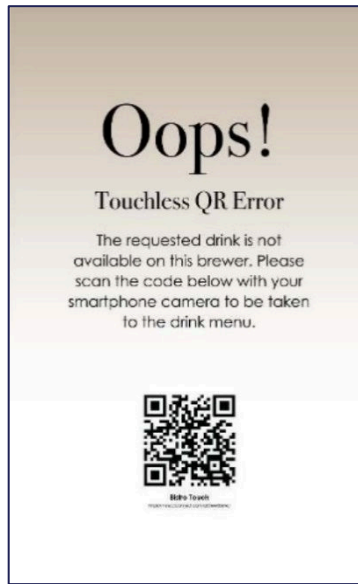


## QR CODE ERRORS

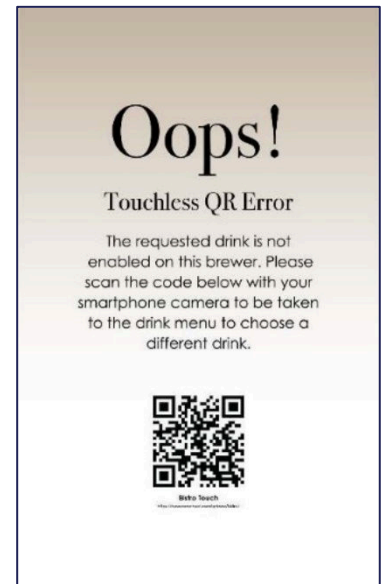
These errors will display briefly, with no Call for Service number. They are only related to QR codes and not the brewer itself.



Invalid QR code.



Drink type not supported.



Drink type not enabled.

*Note: not supported means the drink recipe is invalid, while not enabled means the recipe is turned off in the Drink Selection Menu of the Setup section in the Programming Menu.*



Invalid size and strength combo.



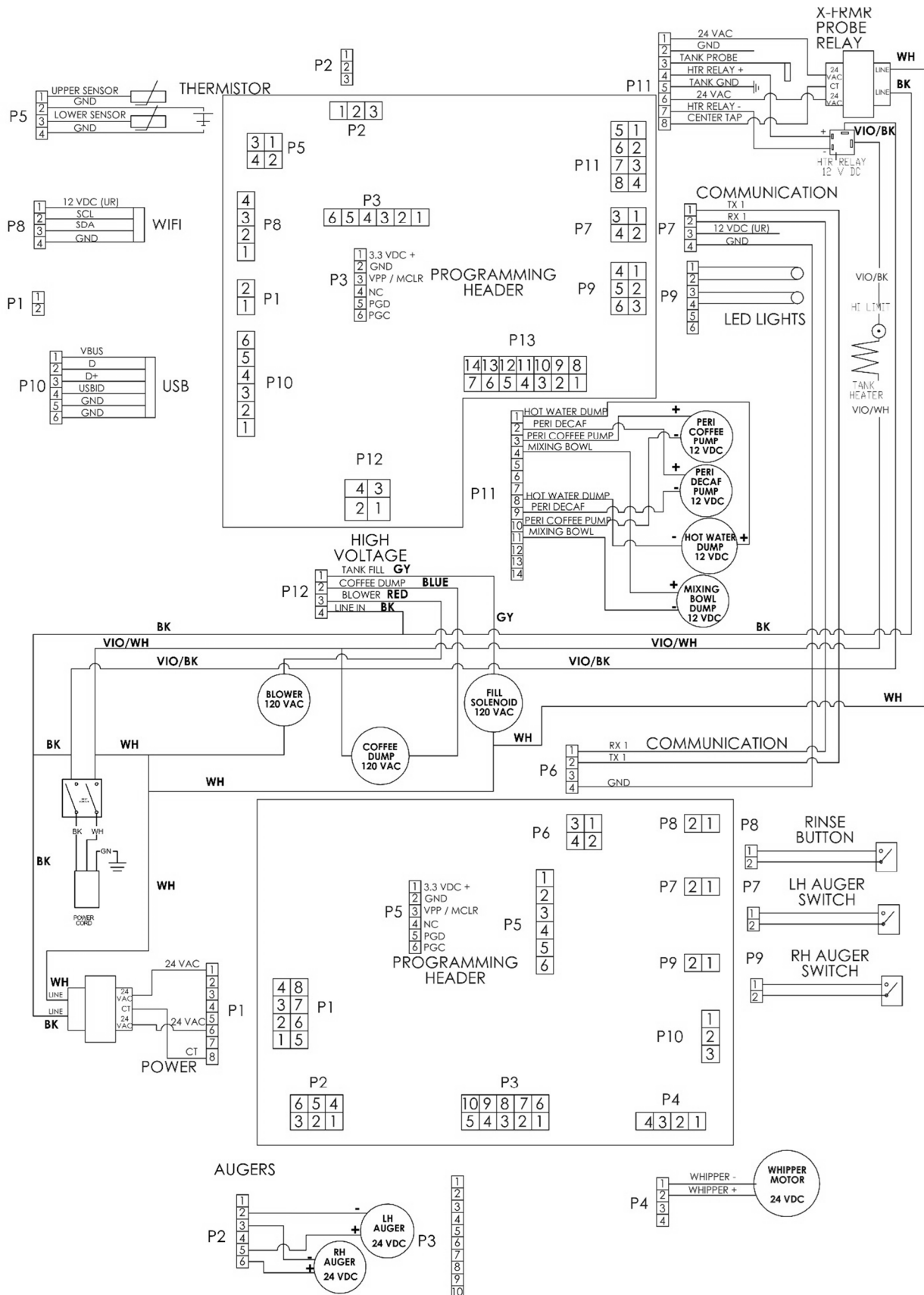
Drink size not enabled.



Drink strength not enabled.

# WIRING DIAGRAM

Wire colors subject to change based on availability.



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