



# LÉGACY

# User Manual

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# Table of Contents

1. For Your Safety .....	7
1.1. Intended use of coffee machines .....	8
1.1.1. ....	8
1.2. Safety introduction .....	9
1.2.1. Importance of the safety instructions .....	9
1.2.2. Disregarding the safety rules .....	9
1.3. Directives .....	10
1.4. General Safety Instructions .....	11
1.5. Information for disposal .....	15
1.6. Decommissioning and disposal .....	16
1.6.1. Packaging material .....	16
1.6.2. Removal of equipment .....	16
1.7. Special safety instructions and signs .....	17
1.7.1. Signs on coffee machines .....	17
1.8. Packaging signs for coffee machines .....	18
2. Description .....	19
2.1. Identification .....	20
2.1.1. Key features of Légacy machines .....	20
2.1.2. Légacy machines range (visuals) .....	21
2.1.3. Correspondence table on machine types and article numbers of Légacy machines .....	21
2.1.4. Rating plate of Légacy machines .....	21
2.2. Overview .....	23
2.2.1. Front view of Légacy machines .....	23
2.2.2. Access to the main switch and the water inlet on Légacy machines .....	24
2.2.3. Touch screen overview (10.1" / 256 mm) .....	24
2.2.4. Top view (bean hopper) of Légacy machines .....	26
2.3. Technical data .....	27
2.3.1. General technical data of Légacy machines .....	27
2.3.2. General technical data of the Légacy powder unit (machine option) .....	28
2.3.3. Performance .....	28
2.3.4. Electrical data and power overview of Légacy machines .....	28
2.3.5. Water specifications of Légacy machines .....	29
2.3.6. Environmental conditions for Eversys coffee machines .....	30
2.4. e'Connect (Telemetry) .....	31
2.5. Coffee process flow .....	32
2.6. Automated cleaning process flow (with Eversys milk cleaning ball™) .....	33
2.6.1. Process (coffee) .....	33
2.6.2. Process (milk) .....	33
2.6.3. Process (choco) .....	33
3. Software .....	35
3.1. Using the touch screen .....	36
3.2. Main screen .....	37
3.2.1. Header strip .....	37
3.2.2. Top layer .....	38
3.2.3. Footer strip .....	38
3.3. Product buttons (default) .....	39
3.4. Grinder button .....	40
3.5. Specific settings .....	41
4. Commissioning .....	43
4.1. Initial commissioning .....	44
4.2. Requirement prior to initial commissioning .....	45
4.2.1. ....	45

5. Operation .....	47
5.1. Daily setup guidelines .....	48
5.2. Switch on a machine .....	49
5.2.1. ....	49
5.2.2. Standby (wake up) .....	49
5.3. Rinse .....	51
5.3.1. Pre-heat rinse .....	52
5.3.2. Auto-rinse .....	52
5.4. Steam purge button .....	53
5.5. Fill the coffee bean hoppers .....	54
5.5.1. ....	54
5.6. Fill a milk tank (machine option) .....	55
5.6.1. ....	55
5.7. Fill the powder containers (machine option) .....	56
5.7.1. ....	56
5.8. Fill the cups storing surface .....	57
5.8.1. ....	57
5.9. Make a drink .....	58
5.9.1. Adjust the coffee spout height .....	58
5.9.2. Dispense a single coffee product .....	58
5.9.3. Dispense a double coffee product .....	59
5.9.4. Dispense a hot water product .....	59
5.9.5. Dispense a product with steam .....	60
5.9.6. Dispense a powder product (e.g. choco) (machine option) .....	60
5.10. Product stop .....	61
5.11. Empty and clean the grounds drawer .....	62
5.11.1. ....	62
5.12. Switch off a machine .....	63
5.12.1. ....	63
5.13. End of the day guidelines .....	64
5.14. Emergency stop .....	65
6. Settings Menu .....	67
6.1. Access to login menu .....	68
6.2. Use of the software menu .....	69
6.3. Statistic / History menu .....	70
6.3.1. Product counter menu .....	70
6.3.2. History menu .....	71
6.4. Product & Keys menu (Manager access) .....	72
6.4.1. Everfoam™ and auto foam products .....	73
6.4.2. Hot water products .....	73
6.5. Display menu .....	75
6.5.1. Set time and date .....	75
6.5.2. Time zone .....	75
6.5.3. Front lighting .....	76
6.5.4. Number of display layers .....	76
6.5.5. Import Screen menu .....	76
6.5.6. Import Language menu .....	76
6.6. Bean & Grinder menu .....	78
6.6.1. Legacy .....	78
6.7. Clean and Standby menu (Super user access) .....	79
6.7.1. Standby after cleaning .....	79
6.7.2. Standby On / Off times .....	79
6.8. Password menu .....	80
6.9. Logout (service engineer) .....	81
7. Care .....	83

7.1. Cleaning and maintenance operations .....	84
7.1.1. Cleaning .....	84
7.1.2. Maintenance .....	84
7.2. Periodic cleaning .....	85
7.2.1. Cleaning plan (options included) .....	85
7.2.2. Overview of cleaning on Legacy machines .....	86
7.3. Cleaning procedures (standard) .....	87
7.3.1. Refill and visual check of the Eversys cleaning ball™ dispensers .....	87
7.3.2. Automatic system cleaning procedure with Eversys milk cleaning ball™ on Legacy machines (milk and powder unit included) .....	87
7.3.3. Clean the coffee outlet (milk outlet and single outlet included) .....	92
7.3.4. Empty and clean the bean hoppers (and powder chute (machine option)) ..	93
7.3.5. Clean the housing .....	93
7.3.6. Clean the display (touch screen) .....	94
7.3.7. Clean the drip tray .....	94
7.4. Cleaning procedures (depending on the model and options of the machine) .....	95
7.4.1. Empty and clean the milk tank and the inside of the fridge (machine option) .....	95
7.4.2. Clean the choco outlet (machine option) .....	96
7.4.3. Empty and clean the powder container(s) (machine option) .....	96
7.4.4. Clean the steam wand .....	97
7.4.5. Clean the steam nozzle .....	97
8. Troubleshooting .....	99
8.1. Error message example .....	100
8.2. Error messages codifications .....	101
8.2.1. Typographies .....	101
8.2.2. Severity levels .....	101
8.2.3. Behaviours .....	101
8.3. Error messages (E-XXX) (User and Super User access) .....	102
8.4. Stop messages (S-XXX) (User and Super User access) .....	105
8.5. Warning messages (W-XXX) (User and Super User access) .....	112
8.6. FAQs .....	127
8.6.1. Bean hoppers unlocked .....	127
8.6.2. No water connected .....	127
8.6.3. No milk dispensed .....	127
8.6.4. Steam wand is clogged .....	127
8.6.5. Cups on the cup heater are not warm enough .....	127
9. Options .....	129
9.1. List of options for Legacy machines .....	130
9.2. Fridges (accessory) .....	131
9.3. 2 milk types option .....	132
9.4. Double coffee outlet option .....	133
9.5. Steam wand with Everfoam™ option .....	134
9.6. Hot water outlet option .....	135
9.7. Grinder(s) option .....	136
9.7.1. 1 x grinder (Position 2) .....	136
9.7.2. 2 x grinders (Position 1 and 2) .....	136
9.7.3. 2 x grinders (Position 2 and 3) .....	136
9.7.4. 3 x grinders .....	137
9.7.5. 4 x grinders .....	137
9.8. Powder unit option .....	138
10. Warranty and Generalities .....	139
10.1. Warranty .....	140
10.2. Warranty limitation .....	141
10.3. Glossary .....	142

10.3.1. Acronyms .....	142
10.3.2. "Persons" .....	142
10.3.3. Injury .....	143
10.3.4. Products .....	143
10.3.5. Coffee terms .....	143
10.4. Typographical Conventions .....	145
10.4.1. Warning .....	145
10.4.2. Note .....	145
10.4.3. Notation .....	145
11. Appendix .....	147
11.1. Equipment list of Legacy machines .....	148
11.2. Spare parts ordering .....	149
11.3. User Rights .....	150
11.3.1. User rights in the Statistic / History menu .....	150
11.3.2. User rights in the Product & Keys menu .....	151
11.3.3. User rights in the Display menu .....	153
11.3.4. User rights in the Beans & Grinder menu on Legacy machines .....	156
11.3.5. User rights in the Clean / Standby menu .....	159
11.3.6. User rights in the Password menu .....	160
11.3.7. Other settings and parameters .....	161

# 1. For Your Safety

This chapter sets out the intended use and safety instructions to ensure safe and trouble-free operation of the machine and its associated software. It also describes handling and storage conditions.



The instructions contained in this manual must be adhered to in particular the safety instructions. Ensure that all ["Persons" \[142\]](#) have access to the manual.

Before carrying out any operation on the machine, it is imperative to read this chapter and fully understand it. In case of any doubt, consult your local service organisation.

## 1.1. Intended use of coffee machines

The coffee machine is exclusively intended to grind, brew and dispense hot coffee, hot water, hot milk, cold milk, steam (depending on model) and powder based products (depending on option). The coffee machine is designed for indoor usage and is intended for commercial use only (e.g. food services, restaurants and hotels).

Do not use this coffee machine to produce any other product or for any other purpose.



To change coffee settings it is necessary to have the appropriate access rights. Please refer to chapter [User Rights \[150\]](#) for more details.

Four Legacy models are available, intended to dispense:

- c; coffee, hot water and powder based products (depending on option).
- m; coffee, hot water, milk and powder based products (depending on option).
- s; coffee, hot water, steam and powder based products (depending on option).
- ms; coffee, hot water, steam, milk and powder based products (depending on option).

# For Your Safety

## 1.2. Safety introduction

### 1.2.1. Importance of the safety instructions

In order to prevent accidents to persons, damage to equipment or pollution of the environment, you must comply with all the safety instructions in the manual and on the machine.

Observe the bylaws and the recognised technical rules which apply in the country of use of the machines.

### 1.2.2. Disregarding the safety rules

Disregarding the safety rules, as well as existing legal and technical regulations, may lead to accidents, damage to property or environmental pollution.

Disregarding the instructions for use given by the manufacturer may reduce the level of protection offered by the machine.

## 1.3. Directives

This machine complies with all applicable European Community Directives and associated harmonised standards.

For more information refer to our Declaration of Conformity (scan the QR code below) or contact your service organisation.



# For Your Safety

## 1.4. General Safety Instructions



Keep the machine away from potential sources of interference.

Do not expose the machine to direct sunlight, heat, dust or excessive humidity (use only in a clean food service environment).



### **RISK OF ELECTROCUTION**

The power plug is the device used for disconnection in case of problems or emergency and it must be easily accessible at all times.

Only use the power cord provided with the machine.

Never use a machine which is damaged or has a defective power cord. With signs of damage, for example if there is a smell of burning or visible insulation damage, unplug the machine, immediately stop using it and contact your local service organisation.

The power cord must only be repaired by a service organisation appointed by the manufacturer.

Make sure that the cable is not near a hot surface.

Be careful to ensure that the power cord is not trapped and does not rub against sharp edges.

Repair, commissioning and service operations must only be performed by a service organisation appointed by the manufacturer.

Never open the machine, nor remove any parts except for the instructions specified in manuals (e.g. User Manual).

Only connect the machine to the electrical power sources specified and a power supply network provided with a protective earth.

Requirement for Australian deviation: disconnection incorporated in the fixed wiring is in accordance with AS/NZS 3000.

Do not immerse the appliance in water.



## **RISK OF BURNS OR SCALDING**

The hot water, steam, milk and coffee dispensed are hot. Avoid direct contact with the skin.

Always place a suitable cup under the outlet before dispensing products.

During automatic cleaning, hot cleaning solution and steam are released several times.

Keep hands and skin away from the outlets.



## **HOT SURFACE**

The cup warmer panel is set to around 90 °C, contact may cause burns in less than a second.



## **IRRITANT PRODUCTS**

Everclean™ and Eversys cleaning ball™ should be considered potentially dangerous. When performing any operation on the machine, local safety regulations must be followed. It is imperative to wear protective gloves and glasses when working with potentially dangerous materials.

For any other materials referred to in manuals (e.g. Everclean™ and Eversys cleaning balls™) corresponding safety data sheets should be consulted before the first use, adequate protective measures should be applied and any applicable regulations should be followed.

Safety data sheets are available under the e'Support center (<https://support.eversys.com/hc/en-us>).



It is imperative to use only the products, accessories, spare parts and software specified in manuals (e.g. User Manual).

# For Your Safety



Except for cups, do not place anything on top or above the machine.

The machine is not suitable for installation in an area where a water jet or water spray might be used.

The machine must not be located on a surface that is sprayed or cleaned with a water hose, steam jets, steam cleaner, or similar equipment.

The machine must be placed and levelled on a horizontal, water-resistant, heat-proof, and sturdy base capable of bearing its weight, see [Technical data \[27\]](#).

For operating, service and safety reasons the machine should be installed with a clearance of not less than 50 mm at the back and sides from the building or non-approved equipment. A minimum working space of 650 mm in front the coffee machine and overhead clearance of at least 250 mm above the bean hoppers are recommended. A clear height of 1000 mm for E'line, Enigma, Shotmaster and accessories, 950 mm for Cameo machines and accessories (with high feet) and 900 mm for Légacy, Cameo machines and accessories (with standard feet) from the top of the installation surface should be ensured. The height of the installation surface above the floor is at least 800 mm. If the coffee machine connections are to be run downwards through the counter, please make space for the lines, which can reduce the usable space below the coffee machine.

The machine is only to be installed in locations where its use and maintenance is restricted to trained personnel. Please refer to ["Persons" \[142\]](#).

Only connect the machine to the mains in accordance with the information on the rating plate, see [Rating plate of Légacy machines \[21\]](#).

Adjustment of the frequency is automatic. No action is required.

The power cord must be in accordance with local regulations.

Voltage/current specifications are as listed in the table [Electrical data and power overview of Légacy machines \[28\]](#).



To connect the machine to the water mains, use only the original supplied hoses.

Any necessary on-site preparatory work for electricity, water and drainage connections at the customer's premises is to be arranged by the machine owner / manager. The work must be carried out by authorised installation technicians in compliance with general, country-specific and local regulations. Eversys service organisations may only connect the machine to existing prepared connection points. Eversys appointed service organisations are neither authorised, nor responsible for carrying out any on-site installation work prior to connection.

The requirement prior to initial commissioning checklist is available under the e'Support center (<https://support.eversys.com/hc/en-us>).



Always switch off the machine at the main switch before undertaking cleaning tasks. Use only a damp cloth and protect the machine against permanent water projections.

Regular cleaning is mandatory in order to ensure problem-free operation of the machine and to ensure optimum coffee quality. Refer to method and frequency under [Care \[83\]](#).

Only use original Eversys cleaning products. Use of products that are not explicitly recommended by Eversys could damage the machine or void warranty.

It is forbidden to clean the machine with a water jet or a water spray.

Make sure to have your machine maintained at regular intervals to ensure safe and efficient performance. Refer to [Maintenance \[84\]](#).

Risk of spoiled food residue: if the machine is not cleaned regularly, milk and coffee residue may accumulate in the machine, clog the outlets or get into drinks. Clean the coffee machine and add-ons according to [Cleaning plan \(options included\) \[85\]](#) and [Overview of cleaning on Legacy machines \[86\]](#).



People, including children, who, because of their physical, sensory or cognitive abilities, or due to their inexperience or lack of knowledge, are not able to use this machine safely, are not allowed to operate it unless under the supervision or on the order of a responsible person.

The machine is not suitable for children under the age of 8 years. Children above the age of 8 or persons who are challenged with respect to physical, sensory or mental abilities must never approach the machine alone and must always be supervised.

Children are not allowed to play with the machine.

Children are not permitted to perform any cleaning on the machine.



Do not put the machine or any of its component parts in the dishwasher.

Never use coffee beans treated with additives or caramelised.

In case of prolonged absence (short-term storage):

# For Your Safety

## 1.5. Information for disposal

The disposal and/or recycling of materials must be performed in accordance with the legislation in force.

This machine and its accessories must be recycled.

Subject to separate collection of electric and electronic equipment and accessories for the purpose of recycling.

Electrical and electronic equipment may contain dangerous substances which constitute health and environmental hazards. The owner must return the device to its dealer or establish direct contact with an approved body for treatment and recovery of this type of equipment.

Symbol	Description
	Separate collection of electric and electronic equipment.  This machine is marked in compliance with European Directive 2012/19/EU, Waste Electrical and Electronic Equipment (WEEE).
	General symbol for recovery/recyclable.

## **1.6. Decommissioning and disposal**

### **1.6.1. Packaging material**

The packaging material (cardboard and PE plastic film) must be recycled or disposed of according to the local regulations.

### **1.6.2. Removal of equipment**

Disconnect the coffee machine from the power supply and water mains. If the coffee machine is hardwired, it must be disconnected by an authorised service agent.

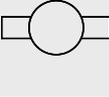
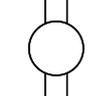
# For Your Safety

## 1.7. Special safety instructions and signs

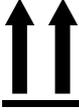
Appropriate safety instructions are mentioned in the specific chapters. They should be observed in the same way as the general safety instructions contained in this chapter.

### 1.7.1. Signs on coffee machines

The following signs can be found on coffee machines. Associated warnings are explained in the table.

Sign	Description	Explanation
	Caution, consult accompanying documents	-
	High voltage - Danger	<b>ELECTROCUTION</b>  During maintenance work, always <a href="#">power off the machine using the main switch [63]</a>
	Burning - Danger	<b>HOT SURFACE</b>  Contact may cause burns  Do not touch!
	Corrosive product	<b>CORROSIVE</b>  Causes severe burns  Avoid contact with skin and eyes
	Main switch	Power ON
	Main switch	Power ON
	Main switch	Power OFF
	Main water inlet	Water tap open
	Main water inlet	Water tap closed
	Protective earthing	-

## 1.8. Packaging signs for coffee machines

Symbol	Description
	Fragile, handle with care
	Keep dry
	Keep upright
	Maximum and minimum humidity limit
	Maximum and minimum temperature limit
	Stacking limit by number Not to be vertically stacked higher than the specified number of items «n»
	Phytosanitary treatment of the pallet
	Serial Number

# 2. Description

This chapter offers a general overview and presentation of the machine.

## 2.1. Identification

The machine is a super automatic coffee machine that automates the entire process of making a perfect Barista coffee drink. The coffee machine has numerous options. An overview of your machine is illustrated in the following chapters. Please note that your coffee machine may look different from the configuration shown in this manual.



The technical specifications, illustrations and dimensions contained in these instructions are given merely as an indication. They shall not give rise to any claim.

For any further information, please consult your local distributor or the manufacturer.

### 2.1.1. Key features of Legacy machines

Legacy model	L'2c	L'2m	L'2s	L'2ms
Products at the same time	Up to 2	Up to 2	Up to 2	Up to 2
Grinders (depending on machine option)	Up to 4	Up to 4	Up to 4	Up to 4
Cold coffee products	✓	✓	✓	✓
Powder products (machine option)	✓	✓	✓	✓
Hot water outlet (machine option)	✓	✓	✓	✓
Adjustable Americano temperature (automatic) (machine option)	✓	✓	✓	✓
Adjustable hot water temperature (automatic) (machine option)	✓	✓	-	-
Manual adjustable hot water temperature (machine option)	-	-	✓	✓
Steam products (steam wand) (machine option)	-	-	✓	✓
Everfoam (e'Foam)	-	-	✓	✓
Electronic Milk Texturing (EMT) (coffee outlet)	-	✓	-	✓
1.5-Step (machine option)	-	✓	-	✓
e'Levelling	✓	✓	✓	✓
Front LED	✓	✓	✓	✓
Bean hopper level alert	✓	✓	✓	✓
CCI / CSI / API Connection	✓	✓	✓	✓
e'Connect (Telemetry)	✓	✓	✓	✓
Tempest (machine option)	✓	✓	✓	✓
Earth (machine option)	✓	✓	✓	✓
Custom colour	✓	✓	✓	✓

# Description

## 2.1.2. Legacy machines range (visuals)

Tempest (is the colour illustrated in this manual)



## Earth



## 2.1.3. Correspondence table on machine types and article numbers of Legacy machines

### Coffee machines

Machine name	Machine type	Article Number (SAP)
L'2c/Classic	COMING SOON	COMING SOON
L'2m/Classic	COMING SOON	COMING SOON
L'2s/Classic	COMING SOON	COMING SOON
L'2ms/Classic	COMING SOON	COMING SOON

## 2.1.4. Rating plate of Legacy machines

The rating plate (type plate) is located on the right foot under the machine.



Please copy the following information from the identification label in the fields below:

## Machine Type



## Serial Number (SN)



Symbol	Description
	Manufacturer's reference (order number)
	Serial Number
	Date of manufacture (week + year)
	Manufacturer
	EC (CE) Mark (European Union)

# Description

## 2.2. Overview

### 2.2.1. Front view of Legacy machines



(1) Bean hoppers and cleaning balls access (see [???](#))

(2) [Touch screen \[35\]](#)

(3) No outlet (other options are available)

(4) Front panel ([Service engineer \[143\]](#) access)

(5) Coffee outlet

(6) Drip tray

(7) Grounds drawer (main power switch access, see [Access to the main switch and the water inlet on Legacy machines \[24\]](#))

(8) Powder unit panel keylock

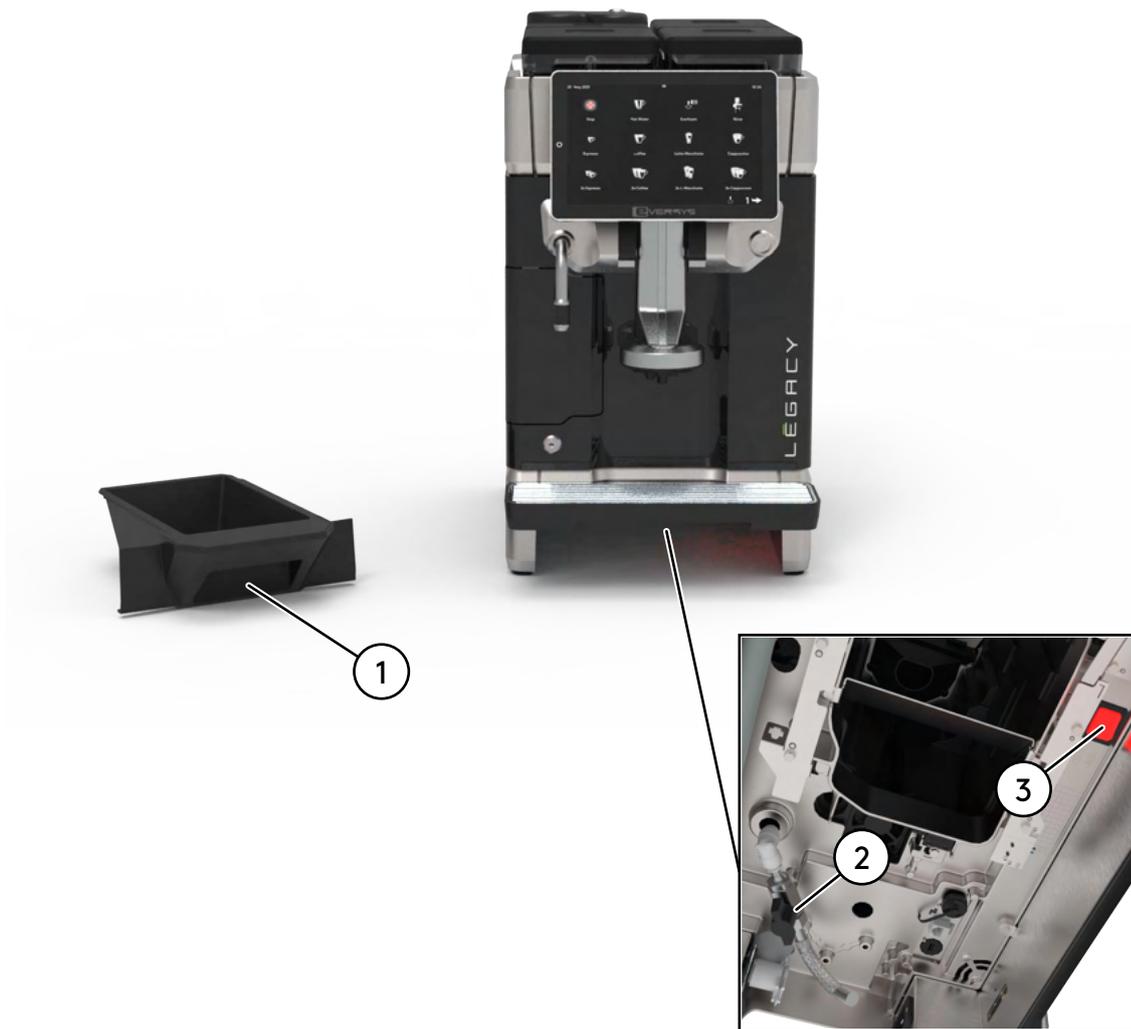
(9) Powder unit access panel

(10) Hot water outlet (other options are available)



For more information about options (e.g. 1.5-Step or red lid for Eversys cleaning balls™), refer to [Options \[129\]](#).

## 2.2.2. Access to the main switch and the water inlet on Legacy machines



(1) Grounds drawer (removed)

(3) Main power switch (see [Switch on a machine \[49\]](#))

(2) Water inlet

## 2.2.3. Touch screen overview (10.1" / 256 mm)



The display of products and buttons depends on the settings.

Illustrations show software V3.17.

Illustrations show monochrome style.

The touch screen and the graphical user interface are touch-sensitive.

# Description



(1) [Stop touch button \[61\]](#)

(3) Graphical User Interface ([GUI \[142\]](#)) (products may vary according to settings and machine model, see [Software \[35\]](#))

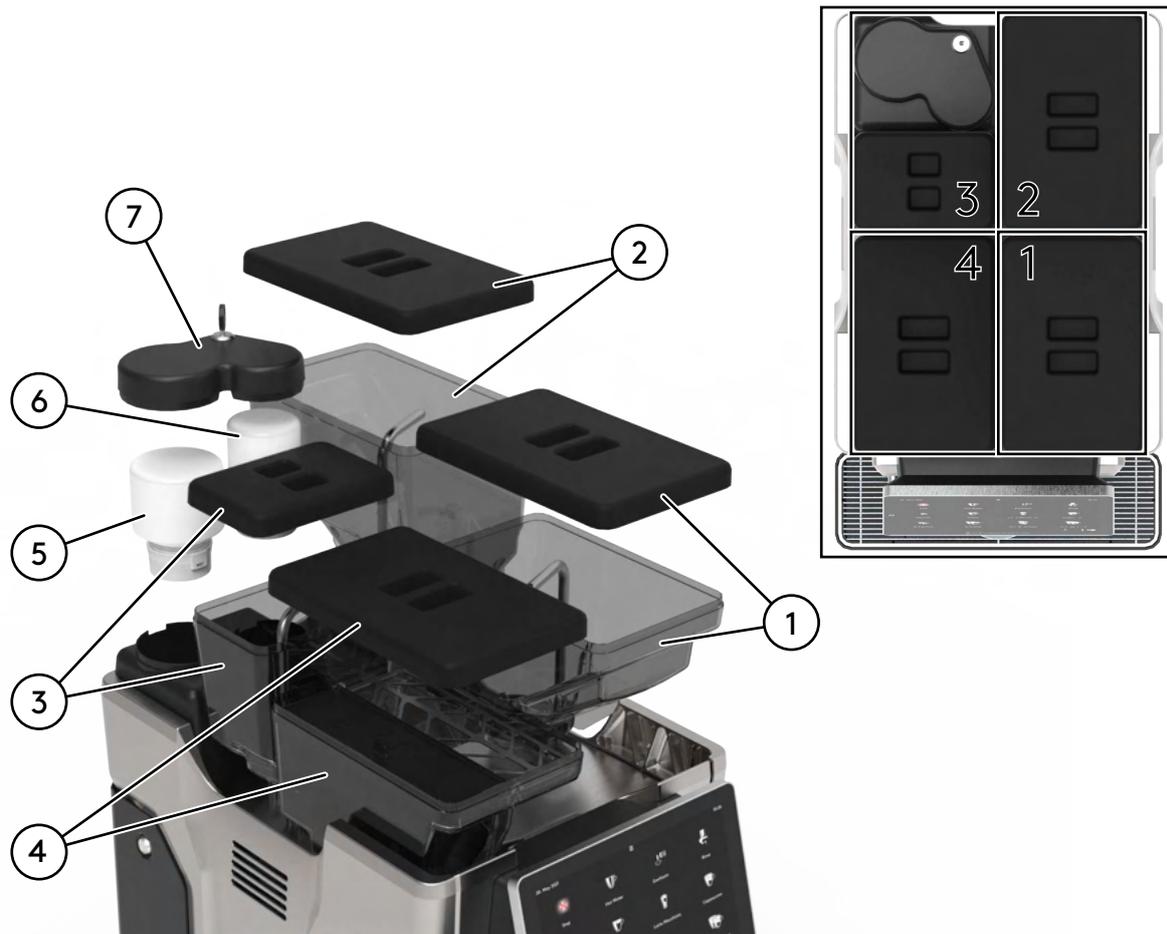
(2) [Standby button \[49\]](#)



Display of the stop and standby buttons also depend on the settings.

For more information, refer to [User Rights \[150\]](#).

## 2.2.4. Top view (bean hopper) of Legacy machines



- |            |  |            |   |
|------------|--|------------|---|
| <b>(1)</b> | Bean hopper with lid (Position 1) (other options are available)                  | <b>(5)</b> | Eversys milk cleaning ball™ container     |
| <b>(2)</b> | Bean hopper with lid (Position 2) (standard)                                     | <b>(6)</b> | Eversys cleaning ball™ container          |
| <b>(3)</b> | Bean hopper with lid (Position 3) (other options are available)                  | <b>(7)</b> | Cleaning module lid (with locking system) |
| <b>(4)</b> | Powder containers with lid (Position 4) (optional) (other options are available) |            |   |

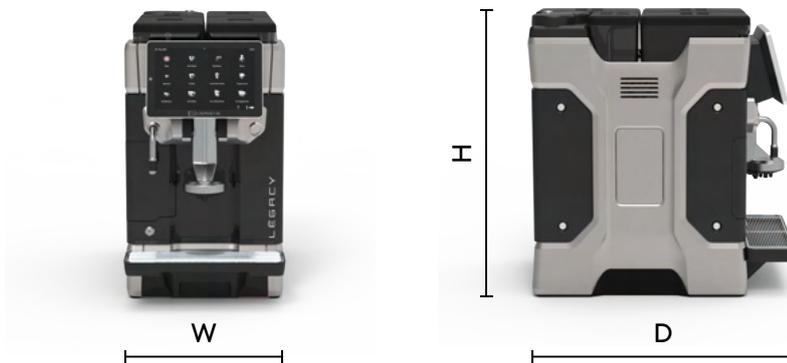


For more information about options (e.g. 1.5-Step or red lid for Eversys cleaning balls™), refer to [Options \[129\]](#).

# Description

## 2.3. Technical data

### 2.3.1. General technical data of Legacy machines



Description	L'2c / L'2m / L'2s / L'2ms
Weight	60 kg (estimation)
Dimensions (W x H x D)	360 x 640 x 600 mm (14.2 x 25.2 x 23.6 in)
Brew chamber	1 x 24 g
Grinder	Up to 4 x Grinders Ceramic burrs - 64 mm
Display	1 x Touch screen 256 mm (10.1") - 1280 x 800 px
Bean hopper	Up to 4 x Bean hoppers 0.6 kg /container - left hand side (Position 3 and 4) 1.2 kg /container - right hand side (Position 1 and 2)
Coffee outlet height*	Max. 190 mm
Hot water outlet height*	190 mm
Interfaces	1 x USB, 1 x Ethernet, 1 x CCI/CSI
Cup heater	Not available
Coffee boiler	0.6 L
Steam boiler	0.8 L
Grounds drawer	400 g

\*measured from the drip tray



For more information about options (e.g. 1.5-Step or red lid for Eversys cleaning balls™), refer to [Options \[129\]](#).

## 2.3.2. General technical data of the Legacy powder unit (machine option)



### Description

### Powder unit (Choco module) (machine option)

Powder containers

2 x 1 kg (incompatible with the use of 4 grinders option)

Door locking system

Key

Installation specifications

For use with Legacy machines only

## 2.3.3. Performance



Performance depends on cup size and machine settings.

## 2.3.4. Electrical data and power overview of Legacy machines



The power cord must be in accordance with local regulations.

Adjustment of the frequency is automatic. No action is required.

## General information

### Description

### L'2c, L'2m, L'2s, L'2ms

Frequency

50/60 Hz

Power consumption (standby mode)

< 2W

# Description

## Power supplies

Asia	L'2c, L'2m, L'2s, L'2ms
2/PE, 200V~, 50/60Hz, 12A - JA	Up to 2300 W (TBC)
1/N/PE, 220V~, 60 Hz, 16A - KO	Up to 2300 W (TBC)
1/N/PE, 220-240V~, 50/60 Hz, 16A - ZH	Up to 2300 W (TBC)
Europe	L'2c, L'2m, L'2s, L'2ms
1/N/PE, 220-240V~, 50/60 Hz, 16A	Up to 2300 W (TBC)
Middle East	L'2c, L'2m, L'2s, L'2ms
1/N/PE, 220-240V~, 50/60 Hz, 16A	Up to 2300 W (TBC)
North America	L'2c, L'2m, L'2s, L'2ms
2/PE, 208V~, 60Hz, 15A	Up to 2300 W (TBC)
Oceania	L'2c, L'2m, L'2s, L'2ms
1/N/PE, 220-240V~, 50/60 Hz, 16A	Up to 2300 W (TBC)
Central and South America	L'2c, L'2m, L'2s, L'2ms
2/PE, 208V~, 60Hz, 15A	Up to 2300 W (TBC)
1/N/PE, 220-240V~, 50/60 Hz, 16A	Up to 2300 W (TBC)

## 2.3.5. Water specifications of Legacy machines

### Technical data

Description	L'2c, L'2m, L'2s, L'2ms
Inlet hose	1 x Inox braided pipe G3/8" female x 2 m
Drain hose	1 x Hose (Ø 22 mm x Ø 16 mm x 2 m)
Flow rate	> 140 L/h
Pressure	2.5 - 4 bars (36.3 - 58 psi)



If the pressure exceeds 4 bars (58 psi), it is necessary to install a pressure reducer.

## Water quality recommendation

Description	L'2c, L'2m, L'2s, L'2ms
Carbonate hardness	max. 6° dKH (107 ppm)

Description	L'2c, L'2m, L'2s, L'2ms
pH value	ideal 7.0 - 7.2
Total hardness	5 - 8° dGH (89-142 ppm)

## 2.3.6. Environmental conditions for Eversys coffee machines



Do not use the machine outside of the defined ranges of environmental conditions.

Description	Coffee machines
Operating temperature	10 to 32 °C
Relative humidity (RH), no condensing (storage, transport and operating)	5 to 80 % RH
Transient over-voltage	Category II

# Description

## 2.4. e'Connect (Telemetry)

This leading-edge telemetry system allows you to track and process live data from anywhere in the world, to control consistency and performance, ensuring transparency, optimise service maintenance and generate statistics. It is possible to provide dashboards to enable you to converge data into simple reporting.

Specific user rights are necessary to access the telemetry system.



Contact your service organisation for more information.

## 2.5. Coffee process flow

Depending on the process/product, the system will take suitable quantities of beans and grind them according to the product needs, supply them to the appropriate brew chamber and tamp according to settings. It will then brew and dispense the product according to your request.



### 1. **Grinding**

Eversys - designed ceramic burrs driven by a powerful yet quiet motor, whose heat is cleverly channelled away from the coffee beans, to maintain their quality, via a set of fans. Electronic control maintains consistency of product throughout the day, ensuring optimal extraction at all times.

### 2. **e'Levelling and tamping**

Automatic levelling is the ability to initiate a movement to the brewing chamber, create a vibration which enables the powder in the chamber to spread more evenly, which leads to a better, more consistent extraction. This movement is a replica of what the barista does-tap the portafilter.

Tamping a 24 gram brewing chamber to facilitate single cycle large beverages is controlled by electronic tamping to guarantee consistent quality.

### 3. **Temperature control**

A dedicated coffee boiler, separated from the water/steam boiler, ensures productivity and temperature control, essential parts of in-cup quality.

### 4. **Brewing**

Reverse gravity extraction vertical infusion optimises powder efficiency as the espresso is produced.

### 5. **Milk frothing**

Milk is frothed with air only in the one-step system, promoting flavour as well as texture, mirroring the Barista experience.

### 6. **Dispensing**

All products are pre-programmed to be dispensed in a consistent and efficient manner, placing seamless productivity and quality at the forefront of the customer experience.

# Description

## 2.6. Automated cleaning process flow (with Eversys milk cleaning ball™)

Eversys coffee machines are designed to be thorough and easy to clean.

During the day, automatic rinsing of the coffee outlets and spouts and brew groups can be programmed as required. E.g. after x minutes not used or after y products.

Daily machine cleaning is also automated and takes around 10 minutes.

The cleaning of the coffee system and that of the milk system are carried out with two specially formulated cleaning agents from Eversys:

- For cleaning the coffee system, Eversys offers Eversys cleaning ball™ containers that can be changed on the machine (no daily manual addition of the balls necessary).
- For cleaning the milk system, Eversys offers Eversys milk cleaning ball™ containers that can also be changed on the machine (no daily manual addition of the ball or detergent necessary). Note that the container for the milk system is bigger than the standard Eversys cleaning ball™.

### 2.6.1. Process (coffee)

1. Start cleaning, press [Rinse \[51\]](#) or as desired.
2. [Empty and clean the grounds drawer \[62\]](#).
3. The system performs a few flush cycles.
4. The system distributes a coffee cleaning ball.
5. The sensor detects the distribution of the cleaning ball.
6. The cleaning ball falls through the ball channel into the brewing chamber.
7. The chamber fills with water - the cleaning ball is dissolved at a certain temperature for a certain time.
8. Cleaning cycles, and wash cycles.
9. Empty grounds drawer (hot water warning).
10. Cleaning finished.

### 2.6.2. Process (milk)

For machines with a milk system, the inlets of the milk hoses must be placed in a cleaning container. The machine then automatically fills the container with cleaning agent diluted with water and runs through an automatic cleaning process including rinsing (see [Automatic system cleaning procedure with Eversys milk cleaning ball™ on Légacy machines \(milk and powder unit included\) \[87\]](#)).

### 2.6.3. Process (choco)

For machines with a choco system, the choco hoses and outlet are automatically rinsed with hot water during automatic cleaning process.

Some parts require cleaning under a water tap on a daily (during automatic cleaning) or weekly basis. (see [Automatic system cleaning procedure with Eversys milk cleaning ball™ on Légacy machines \(milk and powder unit included\) \[87\]](#)).

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## 3. Software

This chapter describes the machine software at a glance.



The display of products and buttons depends on the settings.

Illustrations show software V3.17.

Illustrations show monochrome style.

## 3.1. Using the touch screen

The machine software is operated with a touch screen.

- Press to click.
- Press top (to open the top layer).
- Press and hold to open login or e.g. start automatic cleaning.
- Slide to adjust settings.



Only use your fingers to select a product/press the touch screen.

# Software

## 3.2. Main screen

The main screen offers access to most of the software functions and coffee products.



A blinking button indicates that the user needs to perform an action.

The main screen may also display 15 buttons.



(1) [Product buttons \[39\]](#)

(4) [Rinse button \[51\]](#)

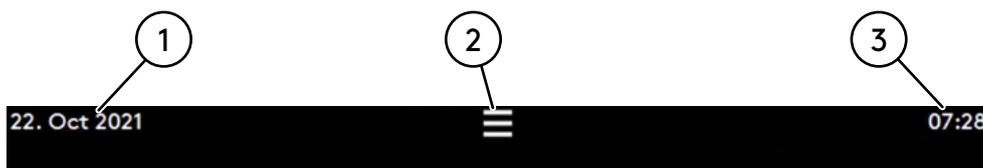
(2) [Product stop button \[61\]](#)

(5) [Footer strip \[38\]](#)

(3) [Header strip \[37\]](#) or [Top layer \[38\]](#)

### 3.2.1. Header strip

The header strip is always visible except when the [Rinse \[51\]](#) top layer is displayed.



(1) Date (day, month and year)

(3) Time

(2) Login access area

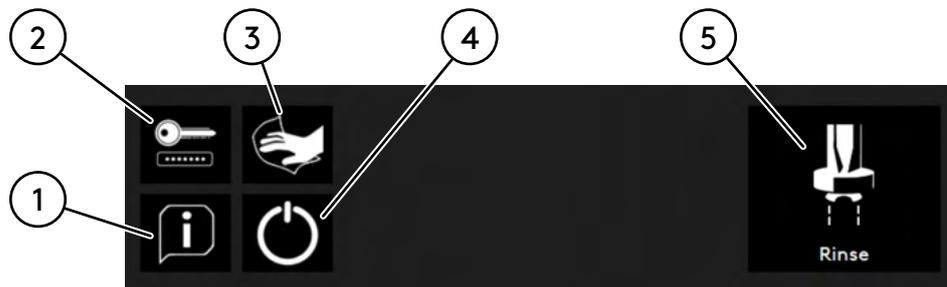
(long press to open, see [Access to login menu \[68\]](#)) or press to open the [Top layer \[38\]](#)



To change the language, time zone and date, please refer to [Display menu \[75\]](#).

### 3.2.2. Top layer

The top layer is not visible except when the login access area is pressed (refer to [Header strip \[37\]](#)).



- |     |  |     |                                   |
|-----|--|-----|-----------------------------------|
| (1) | Info menu                                    | (4) | Eco & Standby modes               |
| (2) | <a href="#">Login access area [68]</a>       | (5) | <a href="#">Rinse button [51]</a> |
| (3) | <a href="#">Clean the screen button [94]</a> |     |                                   |

### 3.2.3. Footer strip

The footer strip is always visible.



- |     |  |     |   |
|-----|--|-----|---|
| (1) | Decaf button                               | (5) | <a href="#">Grinder button [40]</a>                   |
| (2) | Milk two button (press to select milk two) | (6) | <a href="#">Steam purge button [53]</a>               |
| (3) | Extraction time (seconds)                  | (7) | Product layer page # (press to access other products) |
| (4) | <a href="#">Warning message [100]</a>      |     |   |

# Software

## 3.3. Product buttons (default)

Product	Description	Product	Description
	Ristretto		Latte
	2 x Espresso		Cappuccino
	Coffee		Milk foam
	Coffee powder - Decaf (Special product)		Espresso macchiato
	Americano (long black)		Latte macchiato
	Coffee pot		Milk
	Filter coffee		Manual steam
	Hot water (Tea)		Auto steam
	Choco		Everfoam™
			1.5-Step

## 3.4. Grinder button



Display of this button or password access depends on the settings. Default settings are limited to service engineer access (see [User rights in the Display menu \[153\]](#)).

The grinder button opens the **Grinder Adjustment** menu.



For more information about grinder adjustment, refer to [Bean & Grinder menu \[78\]](#).

## 3.5. Specific settings

Settings are done by the Eversys service organisation. If wishing to change factory parameters, make sure to go through the [User Rights \[150\]](#) with your service engineer during commissioning.

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# 4. Commissioning

## 4.1. Initial commissioning



It is imperative to read the [General Safety Instructions \[11\]](#) and understand this manual before commissioning the machine. In case of unclear information, please contact your local service organisation.

Specifications for the electrical connection and the standards quoted apply for connecting the machine in EU countries. It may be necessary to also observe additional country specific regulations. Outside the EU, acceptance of the standards quoted is to be checked by the legal entity or person who wishes to use the machine.



The machine weighs > 50 kg, two people are required to unpack, transport and/or lift it onto a flat stable table capable of bearing its weight.

If using a forklift, hand stacker or any other manual lifting equipment, make sure to use it according to local regulations.



Your service organisation will put your coffee machine in operation for the first time and instruct you on its operation.

Subsequent recommissioning, decommissioning or any service and repair operations will also be undertaken by your service organisation.

# Commissioning

## 4.2. Requirement prior to initial commissioning

A few preparations are necessary before your service engineer can set up your machine. The following preparations must be carried out by a professionally qualified person.

Description	OK	Issue
Flat and clean surface	<input type="checkbox"/>	
Clean environment	<input type="checkbox"/>	
Space above min. 250 mm (11.8 in)	<input type="checkbox"/>	
Stable table capable of bearing up to: <ul style="list-style-type: none"><li>• 70 kg (Cameo, Legacy, E'2c, Shotmaster c)</li><li>• 110 kg (E'2, E'4, Shotmaster s, Shotmaster ms)</li><li>• 140 kg (E'4 x-wide)</li><li>• 170 kg (E'6, Shotmaster s-pro, Shotmaster ms-pro)</li></ul>	<input type="checkbox"/>	
Table height 800 mm (31.5 in)	<input type="checkbox"/>	
Countertop cutout, download here: <a href="https://bit.ly/3xT5TTM">https://bit.ly/3xT5TTM</a>	<input type="checkbox"/>	
Separate electrical lines for each machine	<input type="checkbox"/>	
Electrical mains protected by RCD or RCCB	<input type="checkbox"/>	
Water mains shutoff valve with a non-return valve (type EA or according to local regulation)	<input type="checkbox"/>	
Descaling cartridge or carbon filter as minimum	<input type="checkbox"/>	
Water pressure 2.5 - 4 bars (32.3 - 58 psi) (250 - 400 KPa)	<input type="checkbox"/>	
Pressure reducer (only if pressure is above 4 bars)	<input type="checkbox"/>	
Flow rate above 200 L/h (Enigma, Shotmaster, E'line)	<input type="checkbox"/>	
Flow rate above 150 L/h (E'2c, Shotmaster c)		
Flow rate above 140 L/h (Cameo, Legacy)		
Water inlet 3/8" (AU and JA G 1/2)	<input type="checkbox"/>	
The drain hose must be connected to a siphon (input min. Ø 56 mm (Ø 2.2 in))	<input type="checkbox"/>	
Siphon input min. Ø 56 mm (Ø 2.2 in) according to EN 61770	<input type="checkbox"/>	
Machine installed with adequate back flow protection to comply with applicable federal, state or local plumbing codes	<input type="checkbox"/>	
Total hardness: 5 - 8° dGH (89-142 ppm)	<input type="checkbox"/>	
Carbonate hardness: Max. 6° dKH (107 ppm)	<input type="checkbox"/>	
pH value: ideal 7.0 - 7.2	<input type="checkbox"/>	
Chlorine (Cl) max. 10 mg/l	<input type="checkbox"/>	

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## 5. Operation

This chapter presents how to start, stop and operate the machine.



It is imperative to read the [General Safety Instructions \[11\]](#) and understand this manual before making drinks with this machine. In case of unclear information, please contact your local service organisation.



The quality of the coffee depends on many factors, but it is most important of all to use fresh coffee beans and to regularly clean and service your machine according to [Cleaning and maintenance operations \[84\]](#).

The quality of the coffee depends on many factors, but it is most important of all to use fresh coffee beans and to regularly clean and service your machine according to [Cleaning \[84\]](#) and [Maintenance \[84\]](#).

Depending on machine model and options, features describe in this chapter may not be available. For more information, contact your service organisation.

The display of products and buttons depends on the settings.

Illustrations show software V3.17.

Illustrations show monochrome style.

## 5.1. Daily setup guidelines



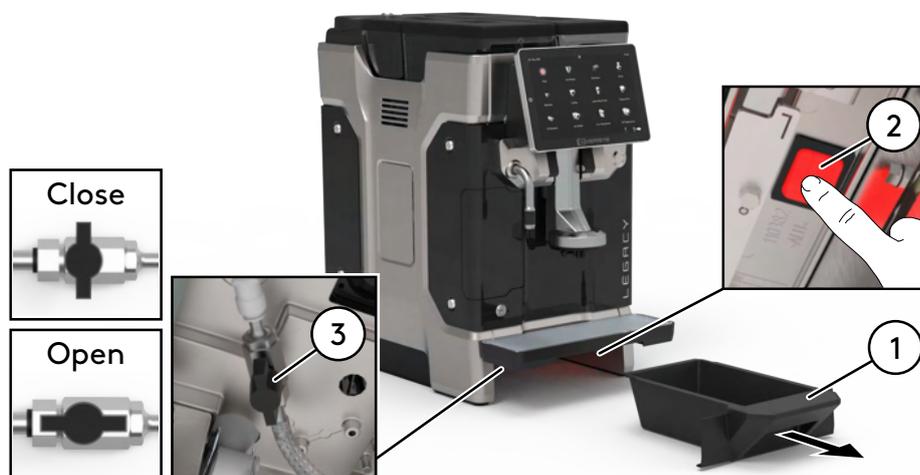
The quality of the coffee depends on many factors, but it is most important of all to use fresh coffee beans and to regularly clean and service your machine according to [Cleaning and maintenance operations \[84\]](#).

1. [Switch on \[49\]](#) at the main power switch.
  - Or [wake up \[49\]](#) with the standby button.
2. If necessary, acknowledge errors (see [Error message example \[100\]](#)).
3. Press [Rinse \[51\]](#) to initialise startup.
4. Press [Steam purge button \[53\]](#) to initialise startup (machine option).
5. [Empty and clean the grounds drawer \[62\]](#).
6. [Fill with fresh coffee bean \[54\]](#).
7. [Fill the powder containers \(machine option\) \[56\]](#).
8. [Fill a milk tank \(machine option\) \[55\]](#).
9. [Fill the cups heating surface with cups \(machine option\) \[57\]](#).
10. If necessary, [fill with Eversys cleaning balls™ \[87\]](#).
11. Enjoy your drink!

# Operation

## 5.2. Switch on a machine

1. Remove the grounds drawer (1).
2. Start the machine at the main power (2), switch to "I" (ON).
3. Check that the main water inlet tap is open (3).
4. Replace the grounds drawer (1).



### 5.2.2. Standby (wake up)



If the machine is already switched on and in standby mode, press and hold (3s) the standby button (1) to power up.

**Figure 1.**





Standby mode switches off all the functions like heating the boiler, the touch screen and the front lighting to save energy. It is possible to use this function to switch off, for instance overnight. Power usage is less than 2W.

# Operation

## 5.3. Rinse



The Rinse button dispenses hot water.

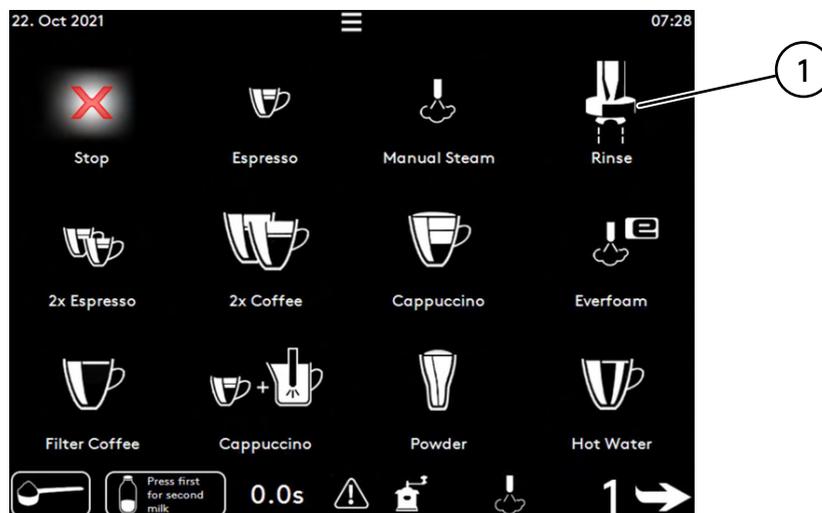


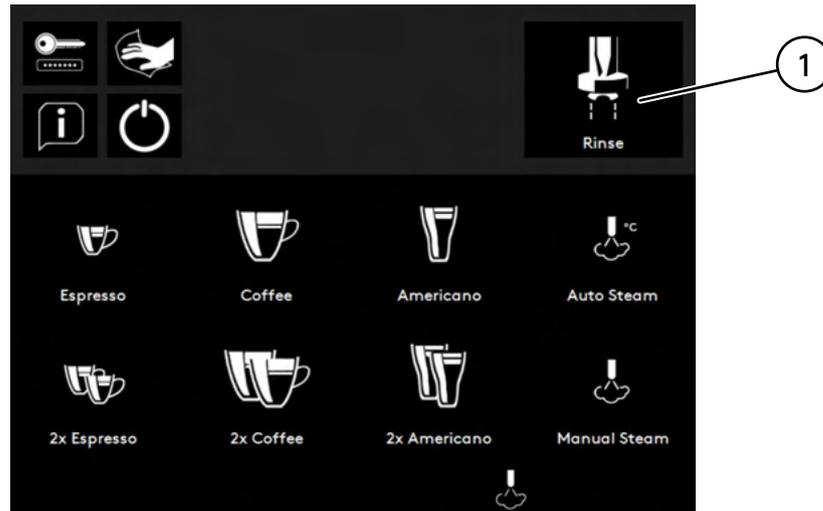
To initialise the coffee machine, it is necessary to rinse after each startup. Each time a rinse is necessary this button will flash.

It is possible to rinse at any time by pressing the Rinse (1) button.



Depending on settings, the Rinse button will display either in the products area or on the [Top layer \[38\]](#). Refer to [User rights in the Display menu \[153\]](#).





## 5.3.1. Pre-heat rinse



After 10 min. idle mode (no drink is being made), a pre-heat rinse is requested by the machine if this function is activated.



To activate or deactivate this function, please contact your local service organisation.

## 5.3.2. Auto-rinse

Rinsing is not a substitute for daily cleaning! Auto-rinsing is necessary to remove residue build-up in the coffee and milk systems.

The coffee machine automatically rinses after certain time intervals as well as when it is switched ON or OFF.

# Operation

## 5.4. Steam purge button



### RISK OF BURNS OR SCALDING

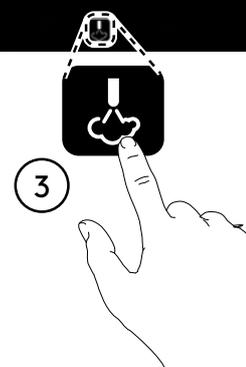
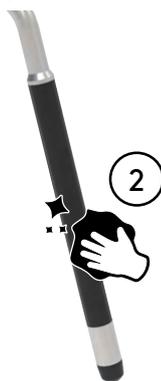
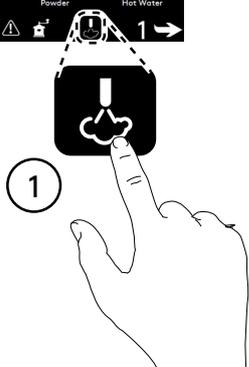
Caution hot steam! Do not touch!



To initialise the coffee machine, it is necessary to press the blinking purge button after each start-up. Each time a purge is necessary this button will flash.

After every use of the steam wand (steam arm) it is necessary to wipe and purge it.

1. Press the blinking **purge** button on the main screen (1).
2. Wipe the steam wand with a damp cloth (2). Change cloths every day.
3. On the screen that displays, press **purge** (3).



## 5.5. Fill the coffee bean hoppers



Never try to reach into the grinder. Grinder burrs are sharp and may cause injury.

Ensure that no foreign object get into the bean hopper(s). The grinder may be blocked or damaged.



Only open bags of coffee beans with as much as you need for the day. Store coffee beans in a cool and dry place.

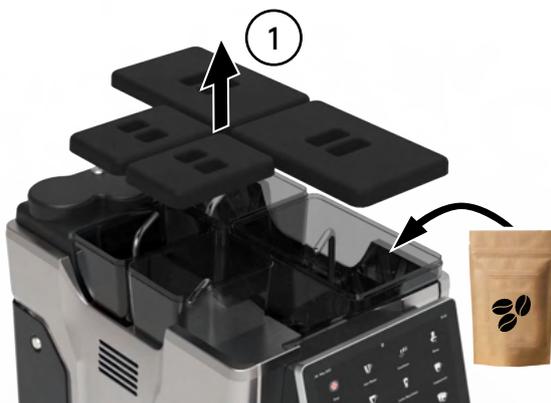
Never use coffee beans treated with additives or caramelised.

1. Remove the bean hopper lids (1).
2. Ensure the bean hoppers are open (locked).



When unlocked the bean hopper is loose, and it will not be possible to grind coffee (closed position).

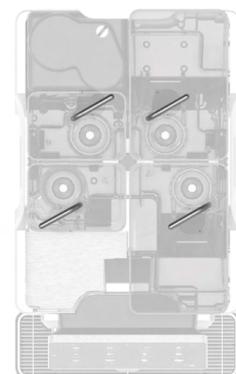
3. Fill with fresh coffee beans.
4. Close the lids (1).



Close



Open



# Operation

## 5.6. Fill a milk tank (machine option)



### RISK OF EXPLOSION

Never store inflammable or explosive goods inside the fridge!

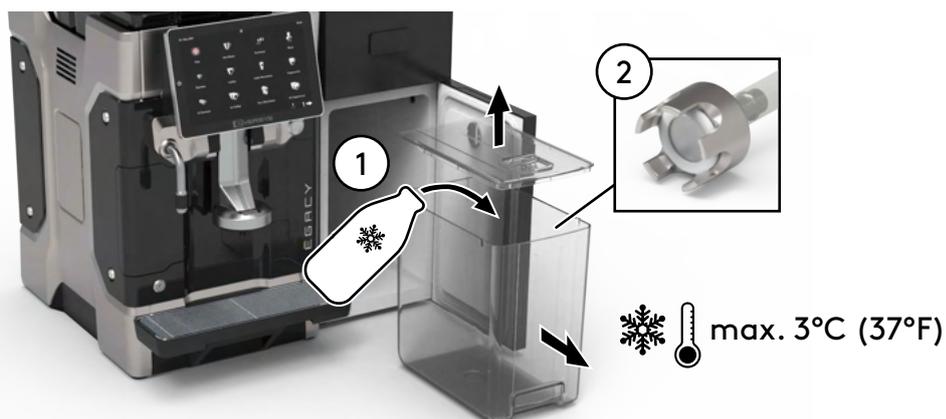


Always clean your hands before refilling milk. Germs can be introduced from dirty hands when opening.

Only use cooled milk (pasteurised, homogenised or UHT).

There are many different refrigerators on the market, so please note that your fridge may look different to the configurations shown below.

1. Open the door.
2. Make sure that the fridge is switched on and operating correctly. Check that the temperature is not higher than 3°C (-16°F).
3. Remove the milk tank.
4. Remove the milk tank lid.
5. Clean the milk tank with soft soap, rinse under running drinking water and dry it.
6. Fill with cold fresh milk (1) and replace the milk container lid.
7. Carefully replace the milk tank in the fridge.
8. Ensure to insert the milk tube (2) inside the milk tank and that it correctly lays on the bottom of the milk tank.
9. Close the door.



## 5.7. Fill the powder containers (machine option)



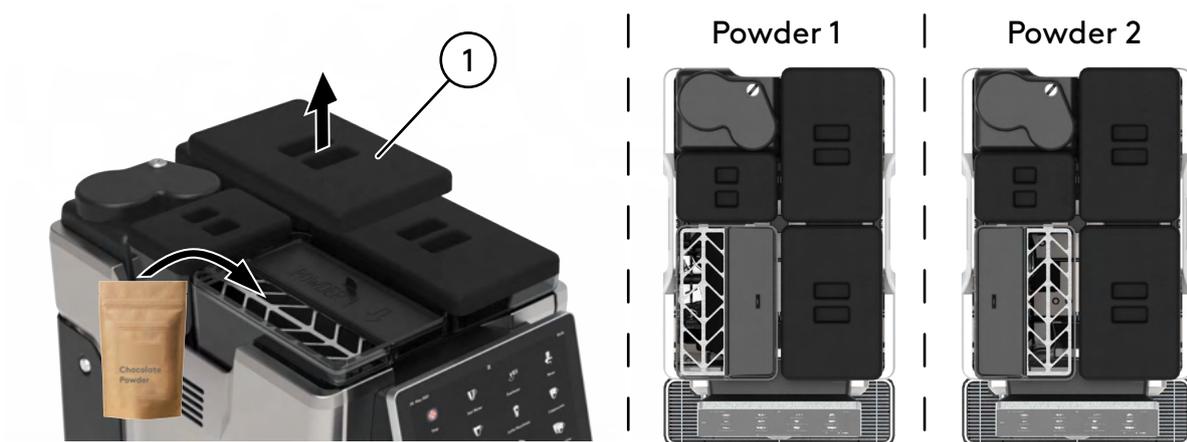
Never try to reach into the mixers. This may cause injury by pinching.



Only use powder suitable for automatic machine.

Ensure that no foreign object gets into the mixers. This may block or damage them.

1. Remove the cover(s) (1).
2. Fill with powder.
3. Replace the cover(s) (1).



# Operation

## 5.8. Fill the cups storing surface

- Fill the cups storing surface with cups.



For more information about options (e.g. 1.5-Step or red lid for Eversys cleaning balls™), refer to [Options \[129\]](#).

## 5.9. Make a drink

It is not possible to outline all drink products in this manual. You can find an overview of the main products in the following chapters.

To change settings or display of the product buttons, refer to [User rights in the Display menu \[153\]](#).



All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

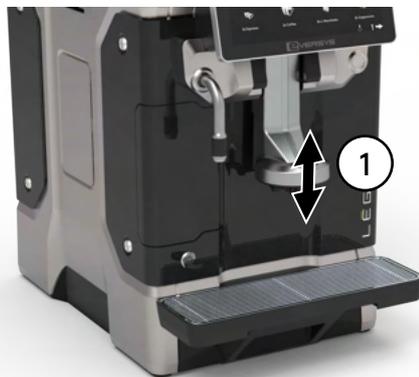
### 5.9.1. Adjust the coffee spout height



Cup height:

- Max. 190 mm

- Move the coffee spout (1) up or down to adjust it according to cup height.



### 5.9.2. Dispense a single coffee product



All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

# Operation

1. [Adjust the coffee spout height \[58\]](#).
2. Place a cup under the coffee outlet.
3. Press one of the single coffee products available (e.g. Espresso).



4. Wait for the product to dispense.

## 5.9.3. Dispense a double coffee product



All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

1. [Adjust the coffee spout height \[58\]](#).
2. Place two cups under the coffee outlet.
3. Press one of the double coffee products available (e.g. 2x Espresso).



4. Wait for the product to dispense.

## 5.9.4. Dispense a hot water product



Depending on machine settings and outputs available, the hot water product will be dispensed through the coffee outlet and/or the hot water outlet. For more information, contact your service organisation.

All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

1. [Adjust the coffee spout height \[58\]](#).
2. Place a cup under the coffee outlet or the hot water outlet.
3. Press the hot water product.



4. Wait for the product to dispense.

## 5.9.5. Dispense a product with steam

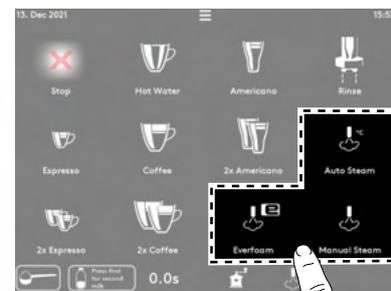


All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

Never leave the steam wand immersed in the pitcher if not used.

1. Before using the steam wand, press the [purge button \[53\]](#) to evacuate air from possible condensation.
2. Insert the steam wand in the milk frothing pitcher (filled to one third with fresh cold milk).
3. Press one of the steam buttons to dispense a steam product (e.g. to make milk foam or coffee art).
4. Wait for the product to dispense.
5. [Purge and wipe the steam wand \[53\]](#).



## 5.9.6. Dispense a powder product (e.g. choco) (machine option)



All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

1. [Adjust the coffee spout height \[58\]](#).
2. Place a cup under the coffee outlet.
3. Press one of the powder product (e.g. Choco).



4. Wait for the product to dispense.

# Operation

## 5.10. Product stop



Depending on settings, the STOP button may not be displayed in the products area. Refer to [User rights in the Display menu \[153\]](#) for more information.

To stop dispensing of all products, press the stop button.



## 5.11. Empty and clean the grounds drawer



### RISK OF BURNS OR SCALDING

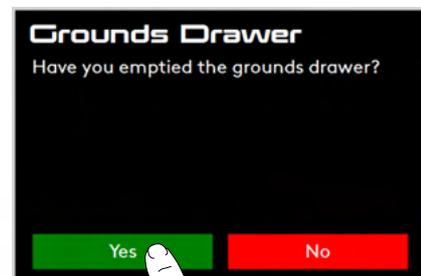
After first startup or during cleaning, the grounds drawer may contain hot water, empty it carefully [Automatic system cleaning procedure with Eversys milk cleaning ball™ on Legacy machines \(milk and powder unit included\) \[87\]](#).



Coffee grounds may be composted or recycled with organic waste.

Once the grounds drawer is full with coffee cakes, empty it according to the following steps and the instructions displayed.

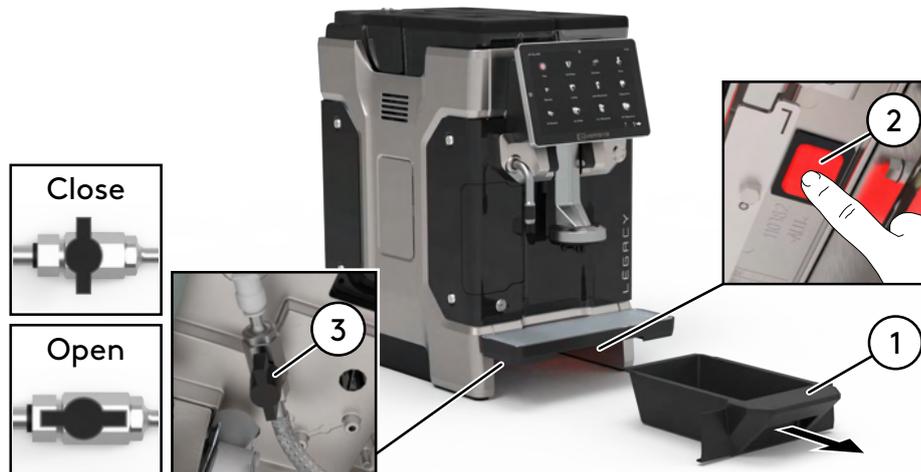
1. Remove the grounds drawer (1).
2. Empty the grounds drawer, clean and dry it.
3. Replace the grounds drawer (1).
4. Press **Yes** to acknowledge emptying of the grounds drawer (or **No** to cancel).



# Operation

## 5.12. Switch off a machine

1. Remove the grounds drawer (1).
2. Shut down the machine at the main power (2), switch to «0» (OFF).
3. Empty the grounds drawer, clean and dry it.
4. On specific conditions (e.g. long term storage, actions on water pump ...), close the main water inlet tap (3).
5. Replace the grounds drawer (1).



## 5.13. End of the day guidelines



To avoid odors and possibly sticky coffee and milk residues (which might also block the machine), make cleaning part of your daily end-of-the-day procedure.

This will ensure top quality coffee and smooth operation.

### Procedure

1. Clean according to the [cleaning plan \[85\]](#).
2. [Switch off \[63\]](#) at the main power switch.
  - a. Or [standby \[49\]](#) with the **standby** button.
  - b. Or set [standby \[79\]](#) programming (with super user access).
3. Have a nice evening ahead!

# Operation

## 5.14. Emergency stop



Perform an emergency stop **ONLY** if the machine is completely stalled and does not respond to any command.

To shut down all functions, either:

- [Switch off \[63\]](#) at the main power switch.
- Unplug the power cord from the mains socket.



The machine must be located in such a manner that the main switch and power cord are accessible at all times.

The mains power socket must be located near the machine and must be easily accessible by the operator.

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# 6. Settings Menu

This chapter outlines User and Super user basic settings, programming and software adjustments.



Never give your password to untrained users. Incorrect entries or changes may reduce the quality of drinks.



The display of these chapters depends on your access level. Please refer to [User Rights \[150\]](#) for more information.

The display of products and buttons depends on the settings.

Illustrations show software V3.17.

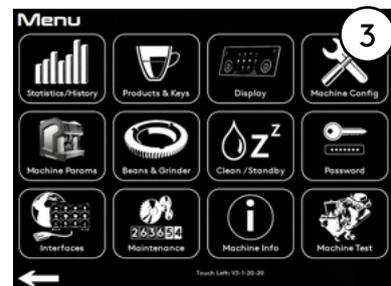
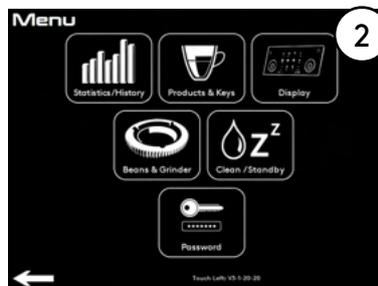
Illustrations show monochrome style.

## 6.1. Access to login menu



If you do not have a password, it is possible to request a temporary password. Press **Get a temporary access** and provide your service organisation with the number displayed.

1. Press and hold the **Login access area** (see [Header strip \[37\]](#)).
2. Type in your password to access the settings menu.



1. **Menu** example with user access.
2. **Menu** example with super user access.
3. **Menu** example with advanced user access.



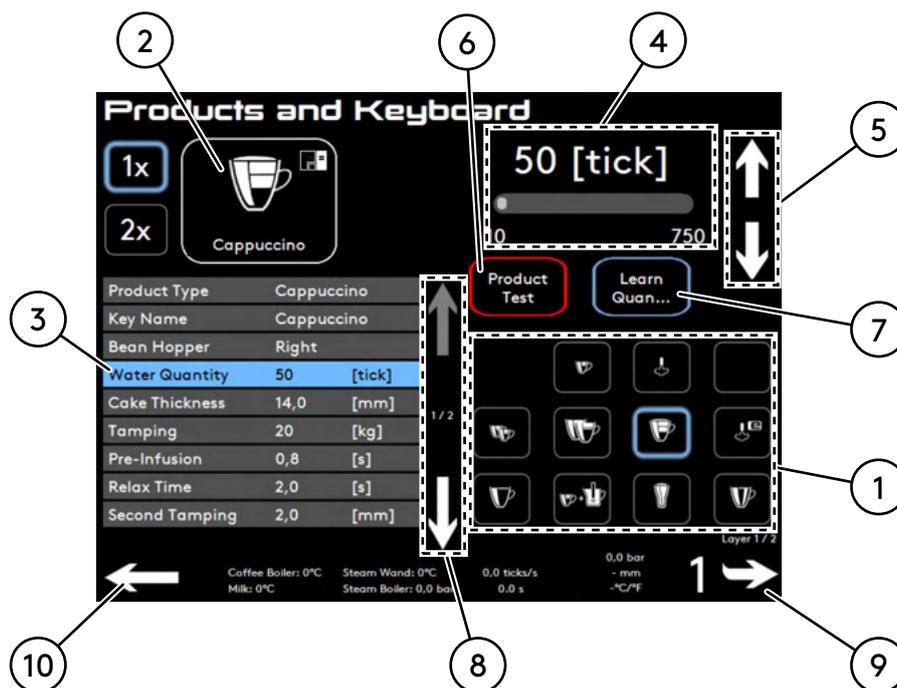
User access lets you view statistics (product counter) and cleaning history.

Super user access is a limited access for product settings, display, statistics and history functions.

Advanced user access is a full access.

# Settings Menu

## 6.2. Use of the software menu

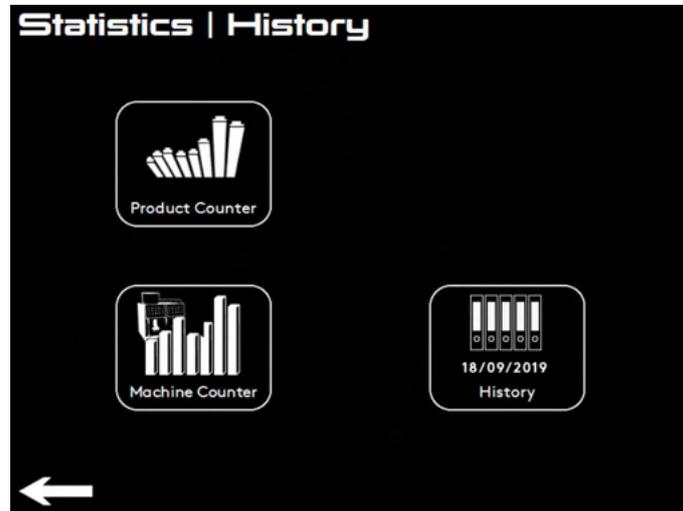


1. Select a product.
2. If needed, select another icon.
3. Press a sub-menu to display its settings.
4. Slider: Slide left or right to adjust settings.
5. Up/down keys: Use these arrows for fine adjustments.
6. **Product Test**, use this button to test the product and avoid going back to the main screen.
7. **Learn Quantity**, use this button to adjust the quantity of water or milk depending on the product.
8. Browse menu.
9. Browse layers.
10. Navigate to previous menu.

## 6.3. Statistic / History menu

This menu allows access to:

- [Product Counter \[70\]](#)
- Machine counter (advanced user access only)
- [History \[71\]](#) (Cleaning history)



It is possible to reset counters if necessary.

### 6.3.1. Product counter menu



# Settings Menu

## Product counter sub menu



## 6.3.2. History menu



## History sub menu



## 6.4. Product & Keys menu (Manager access)

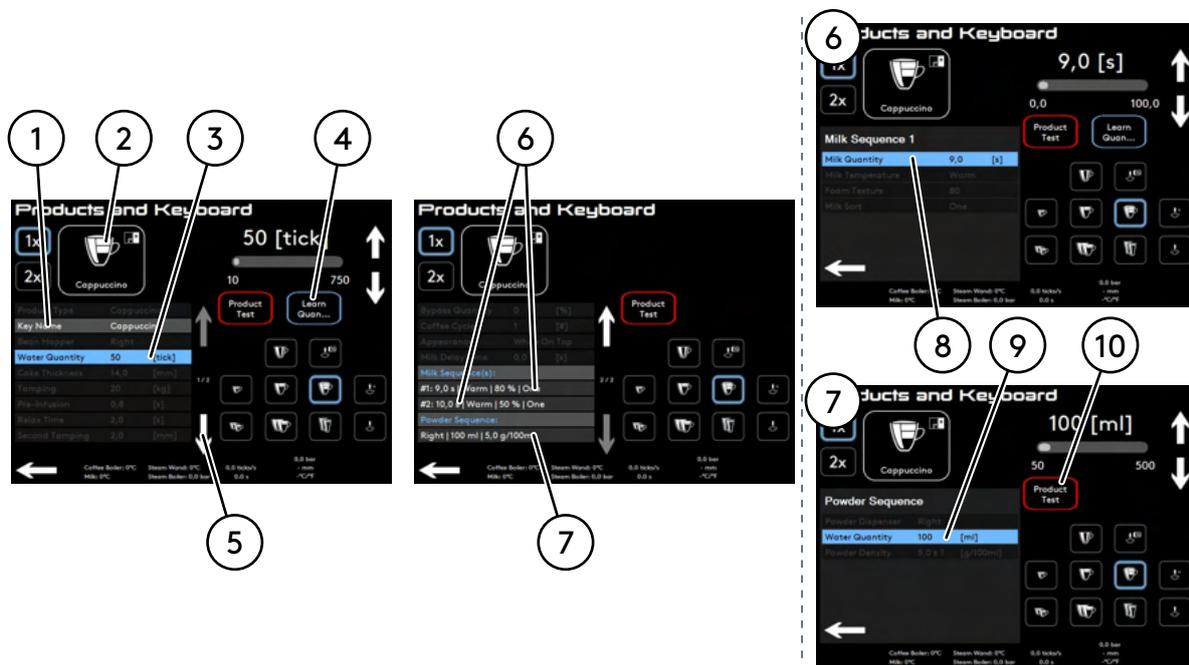


The hot water quantity is set in seconds when dispensed from the steam boiler and in ticks (controlled by the flowmeter) when it is dispensed from the coffee boiler.

Adjustment range is 0 to 1000 ticks. Ticks are approximately equal to ml.

The milk quantity is set in seconds. Adjustment range is 0 to 100 seconds.

With manager access it is possible to modify the following settings.



# Settings Menu

1. **Key Name**, press to type in a new name (maximum 13 characters).
2. **Key Icon**, press to select another product picture.
3. **Water Quantity**, press to modify the number of ticks or seconds (adjust with the slider or up/down keys).
4. **Learn Quantity**:
  - a. Press **Learn Quantity** to dispense a coffee.
  - b. When the desired level is in the cup, press the same button to stop the drink. This memorises the number of ticks (or seconds).
5. Browse to the next menu.
6. Press one of the line under the **Milk sequence** to open available settings (only for milk products and if you have a fridge).
7. Press the line under the **Powder sequence** to open available settings (only for powder products and if you have a choco module or a powder unit).
8. **Milk Quantity** (only for milk products and if you have a fridge), press to modify the numbers of seconds or **Learn Quantity**.
9. **Water Quantity** (only for powder products and if you have a choco module or a powder unit), press to modify the quantity (in ml).
10. **Product test**

Ensure that at least 6 beverages are run using **Product Test** to achieve the desired coffee and extraction time and that the grinder is delivering the correct amount of coffee for the set cake thickness.

To adjust see [Bean & Grinder menu \[78\]](#).

## 6.4.1. Everfoam™ and auto foam products

With these steam products it is possible to control the **Stop Temperature** and **Foam Texture**.



## 6.4.2. Hot water products

With hot water products it is possible to control the **Water Quantity** and **Water Temperature**.

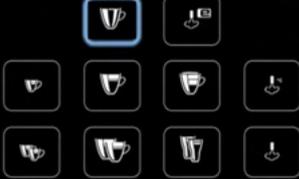
# Settings Menu

## Products and Keyboard

1x  Hot Water

Product Type	Hot Water	
Key Name	Hot Water	
Water Quantity	10,0	[s]
Water Temp.	80	[°C]

**Product Test**



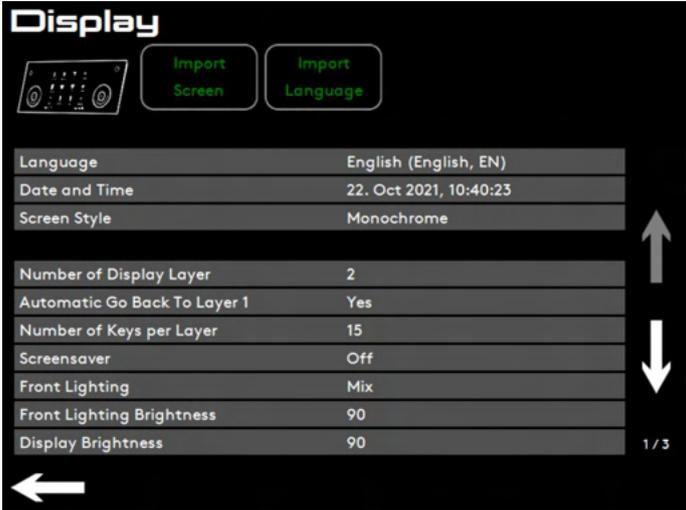
← Coffee Boiler: 0°C Milk: 0°C Steam Wand: 0°C Steam Boiler: 0.0 bar 0.0 ticks/s 0.0 s 0.0 bar - mm -°C/°F

# Settings Menu

## 6.5. Display menu

 If a required language is not available, please contact your service organisation.

With super user access it is possible to import and set a language, import new Screens and set the date, number of display layers, screensaver and front lightning.



### 6.5.1. Set time and date

Follow the screen instruction. Set time and date if needed.

### 6.5.2. Time zone

Choose time zone to get correct daylight saving time.



## 6.5.3. Front lighting

- **Off**: no decorative light under front panel.
- **Select colour**: fixed colour under front panel.
- **Mix**: complete colour spectrum within 3 minutes.

## 6.5.4. Number of display layers

- 1 to 4 layers (up to 15 products per layer depending on settings).
- Maximum 62 product keys.

## 6.5.5. Import Screen menu



Store the ".screen" or ".icons" file in the main directory of the USB drive.

The button **Delete Screen** deletes all user defined icons.

Filetype: JPEG or PNG. Please note that the files must also respect specific conditions. Please contact your service organisation for more information.

Screens can be imported by pressing **Start Import**. Follow the instructions displayed.



## 6.5.6. Import Language menu



Store the ".Language" file in the main directory of the USB drive.

The button **Delete All Languages** removes all languages except for English.

Languages can be imported by pressing **Start Import**. Follow the instructions displayed.

# Settings Menu

**Import Language**

To import languages from the USB stick, please observe the following instructions:

- The ".Language" file must be placed in the main directory of the USB stick



Start Import

Delete All Languages



## 6.6. Bean & Grinder menu



Display of this button of this screen depends on settings. Default settings are limited to service engineer access [User rights in the Display menu \[153\]](#).

From the **Grinder Adjustment** menu it is possible to manually adjust the grind size of the coffee powder by 1/100 mm.

- Press **finer** (-) or **coarser** (+) to adjust the grind size.

### 6.6.1. Legacy

TO BE ADDED



Adjust by setting the grinder either **finer** or **coarser** to increase or decrease the extraction time.

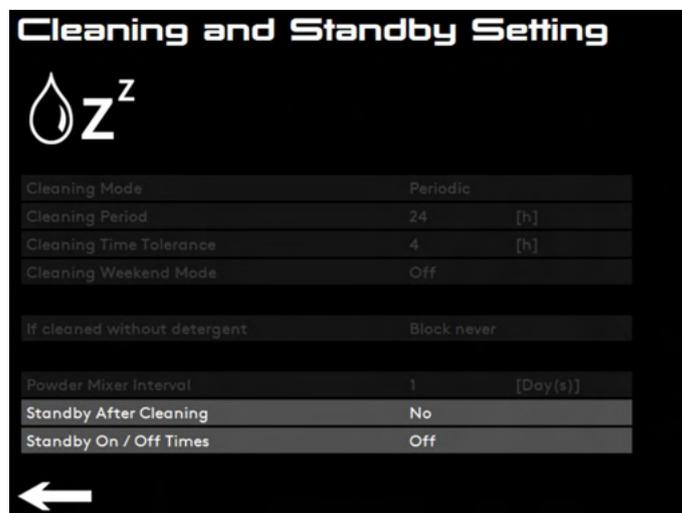
Average extraction time for two espressos at 25 ml each is 21 to 23 seconds.

# Settings Menu

## 6.7. Clean and Standby menu (Super user access)

### 6.7.1. Standby after cleaning

- **No** (machine continues to work after cleaning).
- **Yes** (machine switches to standby mode after cleaning).



### 6.7.2. Standby On / Off times

Set time and choose the days. The machine will automatically switch on, rinse and heat up accordingly.



## 6.8. Password menu



Never give your password to untrained users. Incorrect entries or changes may reduce the quality of drinks.



Make sure to remember the passwords.

Two access levels are available. A password can be defined for each level.



# Settings Menu

## 6.9. Logout (service engineer)

If a service engineer forgot to logout, check that nobody is still working on the machine and press **Logout** (1).



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## 7. Care

This chapter explains in detail how to clean and maintain your machine.



It is imperative to read the [General safety instructions \[11\]](#) and understand this manual before carrying out any cleaning on the machine. In case of unclear information, please contact your local [service organisation \[143\]](#).

Only use original Eversys cleaning products. Use of products that are not explicitly recommended by Eversys could damage the machine or void warranty.

Ensure that no one ever ingests these cleaning solutions.

If any variation of performance is observed or suspected, even after care operations, contact your local service organisation.



Depending on machine model and options, cleaning procedures describe in this chapter may not be possible on your machine. For more information, contact your service organisation.

Do not put the machine or any of its component parts in the dishwasher.

Clean under tap water with soft soap.

Dry the parts well after cleaning them. There must not be any residue from cleaning agents.

The display of products and buttons depends on the settings.

Illustrations show software V3.17.

Illustrations show monochrome style.

## 7.1. Cleaning and maintenance operations

### 7.1.1. Cleaning

Regular cleaning is mandatory in order to ensure problem-free operation of the machine and to ensure optimum coffee quality. Refer to method and frequency under [Care \[83\]](#).

It is imperative to ensure that persons are not subject to any health hazards as a consequence of the consumption of the food items dispensed by the machine.

If care and cleaning of the machine is not carried out properly, dispensing milk beverages will constitute a food hygiene hazard point.

All automatic cleaning operations are logged.

For more information on the cleaning intervals, see [Periodic cleaning \[85\]](#).

### 7.1.2. Maintenance



Repair, commissioning and service operations must only be performed by a service organisation appointed by the manufacturer.

The service of Eversys coffee machines depends on the number of brewing chambers:

- Legacy range: **12 months** or every **50'000 products**.

Please contact your local service organisation for any maintenance tasks.

# Care

## 7.2. Periodic cleaning

### 7.2.1. Cleaning plan (options included)

#### Standard

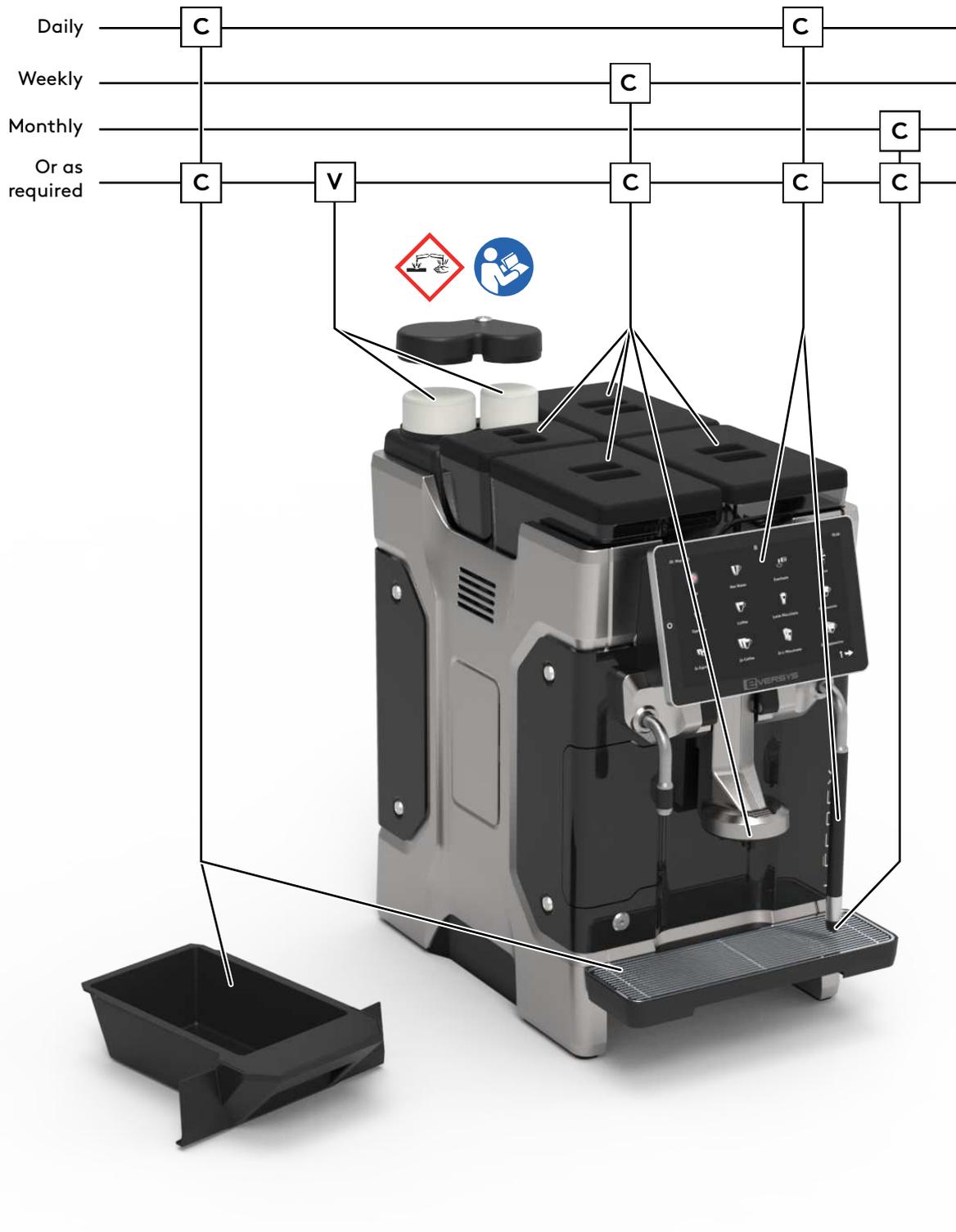
Description	Daily (auto)	Weekly	Monthly	Or as required
<a href="#">Visual inspection cleaning balls dispensers on Legacy [87]</a>	-	-	-	✓
<a href="#">Automatic system rinse [51]</a>	✓	-	-	✓
<a href="#">Automatic system cleaning Eversys cleaning ball™ [87]</a>	✓	-	-	✓
<a href="#">Grounds drawer [62]</a>	✓	-	-	✓
<a href="#">Coffee outlet (included milk outlet and single outlet) [92]</a>	-	✓	-	✓
<a href="#">Bean hoppers [93]</a>	-	✓	-	✓
<a href="#">Housing [93]</a>	✓	-	-	✓
<a href="#">Display / Touch screen [94]</a>	✓	-	-	✓
<a href="#">Drip tray [94]</a>	✓	-	-	✓

#### Depending on the model and options of the machine

Description	Daily (auto)	Weekly	Monthly	Or as required
<a href="#">Milk tank and milk fridge [95]</a> (machine option)	✓	-	-	✓
<a href="#">Choco outlet [96]</a> (machine option)	-	✓	-	✓
<a href="#">Powder containers [96]</a> (machine option)	-	✓	-	✓
<a href="#">Steam wand [97]</a> (machine option)	✓	-	-	✓
<a href="#">Steam wand nozzle [97]</a> (machine option)	-	-	✓	✓

### 7.2.2. Overview of cleaning on Legacy machines

V = Visual inspection, C = Clean



# Care

## 7.3. Cleaning procedures (standard)

### 7.3.1. Refill and visual check of the Eversys cleaning ball™ dispensers



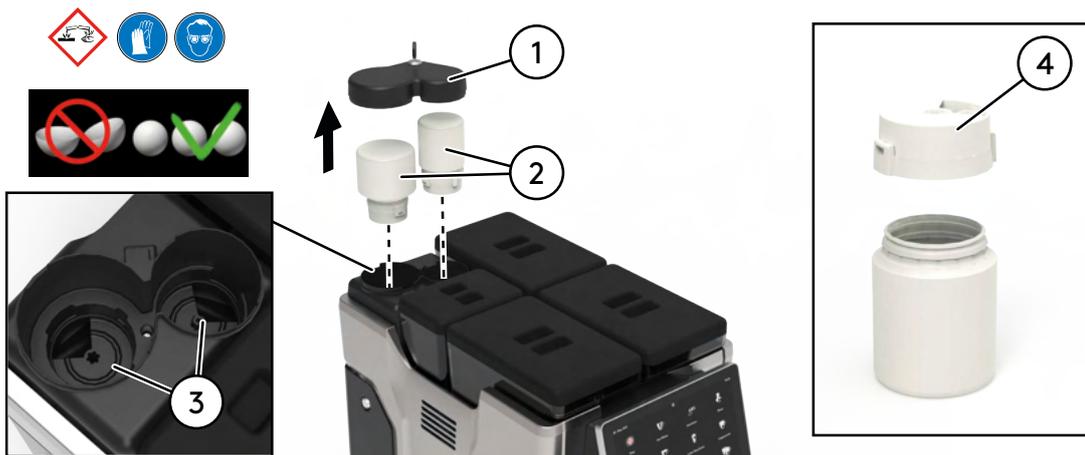
#### IRRITANT PRODUCTS

Everclean™ and Eversys cleaning ball™ should be considered potentially dangerous. When performing any operation on the machine, local safety regulations must be followed. It is imperative to wear protective gloves and glasses when working with potentially dangerous materials.



It is imperative to switch off the machine before carrying any operation on the cleaning balls dispenser. There is a risk of minor injury with moving parts.

1. [Switch off \[63\]](#) at the main power switch.
2. Unlock and remove the cleaning balls lid (1).
3. Remove both Eversys cleaning ball™ containers (2) and clean with a clean cloth each dispenser (3).
4. If necessary, replace new cleaning balls containers. Remove the dispensing system (4) from the old container and replace it on the new one.
5. Replace and lock the cleaning balls lid (1).
6. [Switch on \[49\]](#) at the main power switch.



### 7.3.2. Automatic system cleaning procedure with Eversys milk cleaning ball™ on Legacy machines (milk and powder unit included)

It is possible to run the complete cleaning procedure at any time. Though you must run the cleaning when requested (if cancelled and depending on settings, it will not be possible to make a drink unless cleaning is performed).

1. Press and hold the **rinse** (1) button for 3 s to run automatic cleaning.



2. Press **Yes** (or **No** to cancel).

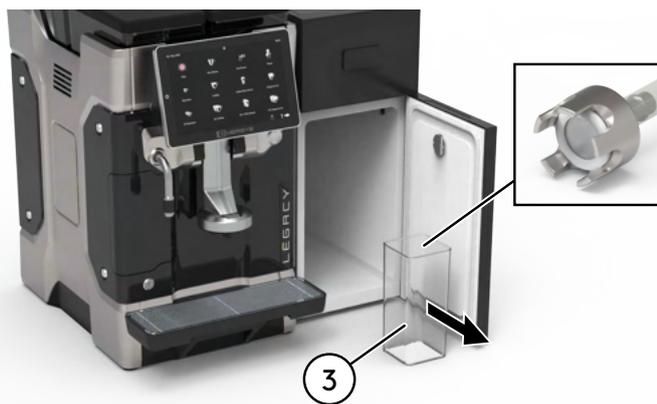


3. [Empty and clean the grounds drawer \[62\]](#)
4. Press **Continue**.
5. **If milk system detected (machine model)**
  - Remove the milk tank (2) and store it in a fridge during the cleaning process.
  - If necessary clean the milk tank with warm water and soft soap. Rinse thoroughly.



- Place the milk tube inside the cleaning tank (3). Ensure that it correctly lays at the bottom of the tank.
- Place the empty cleaning tank inside of the fridge.

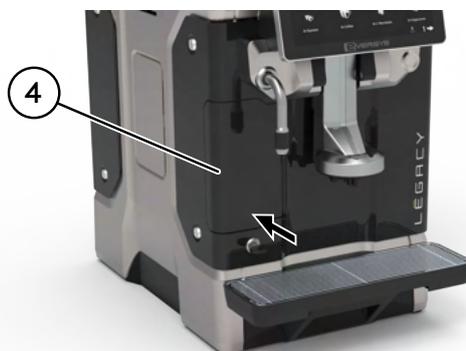
# Care



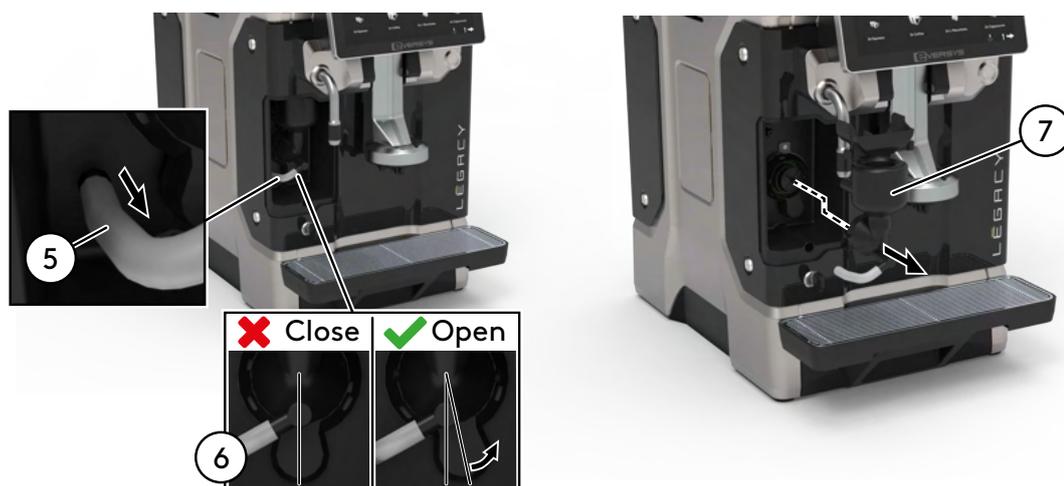
- Press **Continue**.

## 6. If choco module / powder unit (machine option)

- Unlock and push at the bottom of the panel (4) to remove it.



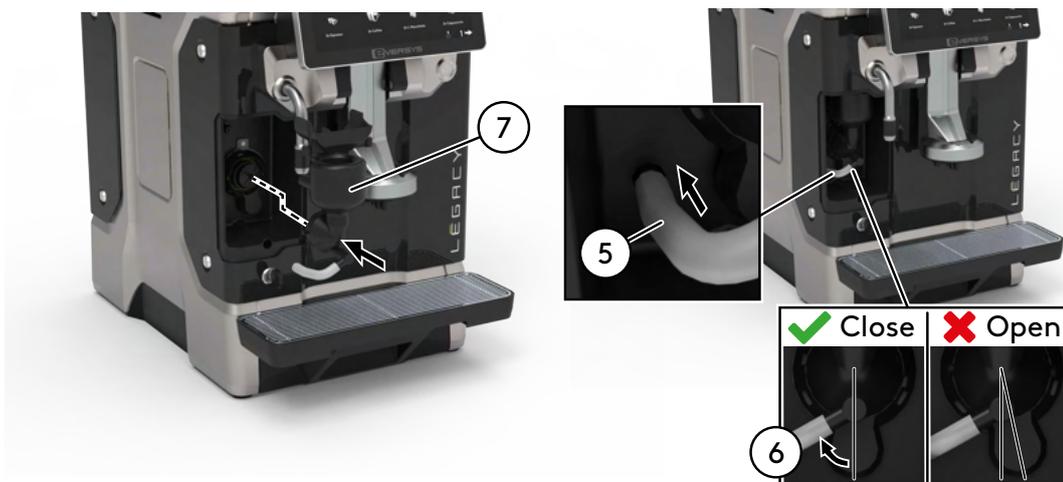
- Unplug the tube (5) from the panel.
- Turn the handle upwards (CCW) (6) to unlock the mixer (7).
- Gently remove the mixer (7).



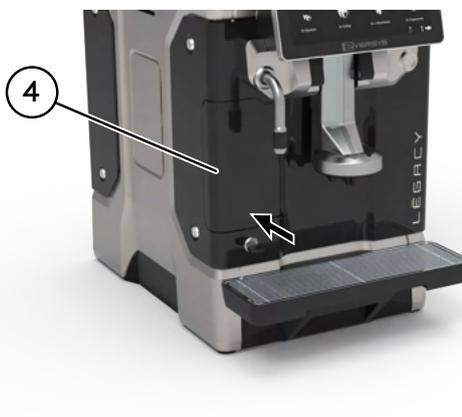
- Separate the mixer (tube (5), powder chanel (8), base (9) and cover (10)).
- Clean all under clean tap water with soft soap. Dry the parts.



- Assemble the mixer (tube (5), cover (8), powder channel (9) and base (10)). Replace it inside the choco module/powder unit.
- Lock the handle (6) and plug the tube (5).



- Replace and lock the panel (4).



- Press **Continue**.

7. Wait for the cleaning to complete.



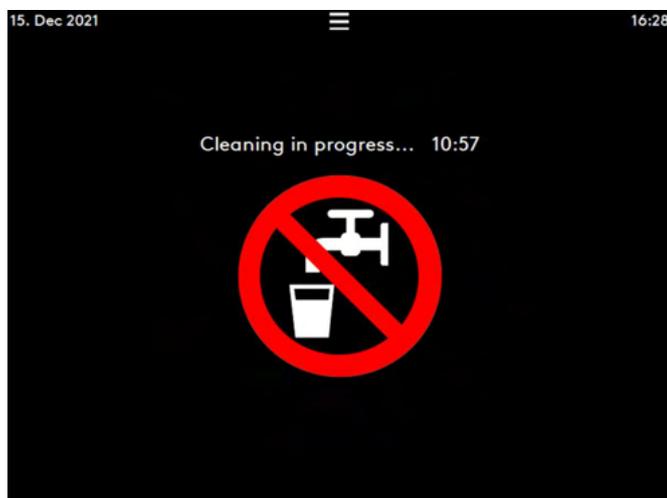
### RISK OF BURNS OR SCALDING

During automatic cleaning, hot cleaning solution and steam are released several times.

Keep hands and skin away from the outlets.



It takes approximately 12 minutes to complete the entire process.

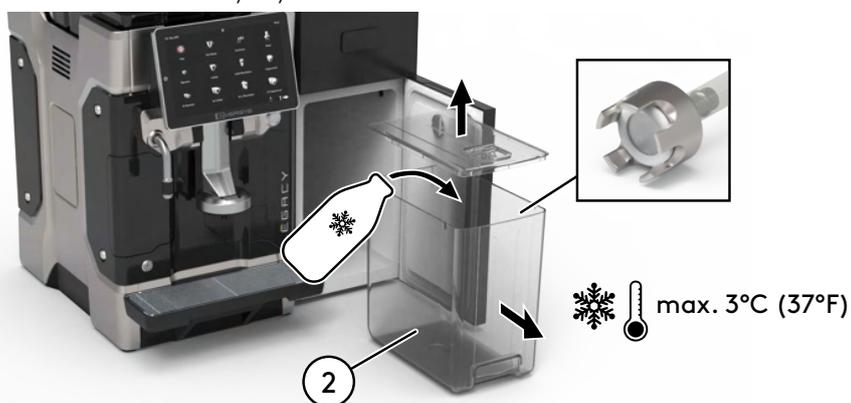


## 8. If milk system detected (machine model)

- When cleaning is finished, remove and clean the cleaning tank (3).
- Empty the cleaning tank in a sink.



- Clean the milk tank tube with a damp single-use cloth and replace the milk tank (2) in the fridge.
- If necessary, [fill the milk tank \[55\]](#).
- Ensure that milk tank tube correctly lays at the bottom of the tank.



- Press **Continue**.
9. Empty the grounds drawer in a sink and clean it with soft soap.

**RISK OF BURNS OR SCALDING**

After first startup or during cleaning, the grounds drawer may contain hot water, empty it carefully [Automatic system cleaning procedure with Eversys milk cleaning ball™ on Legacy machines \(milk and powder unit included\) \[87\]](#).

10. Rinse and dry the grounds drawer.
11. Replace the grounds drawer inside the machine.
12. Press **Yes** to acknowledge emptying of the grounds drawer (or **No** to cancel).



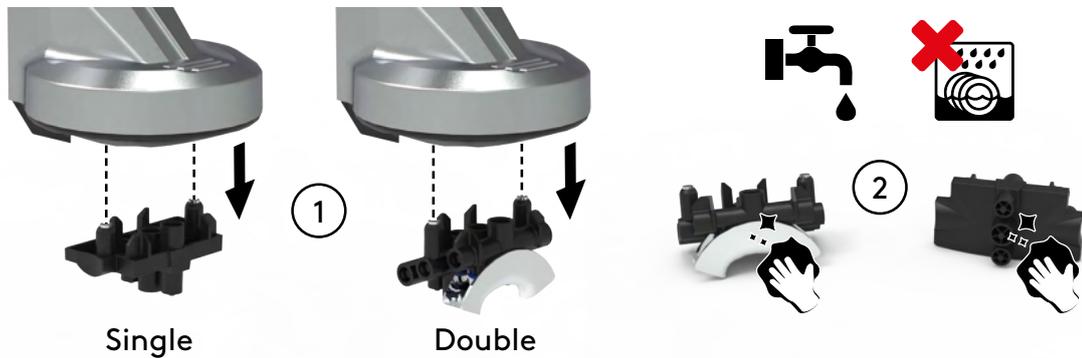
13. Your machine is now clean and ready for use.

**7.3.3. Clean the coffee outlet (milk outlet and single outlet included)**

If you have the optional choco module or powder unit ensure to [Clean the choco outlet \(machine option\) \[96\]](#).

# Care

1. [Switch off \[63\]](#) at the main power switch.
2. Gently pull down (1) to remove the coffee outlet.
3. Clean with soft soap under clean water (2).
4. Gently reassemble in the reverse order.

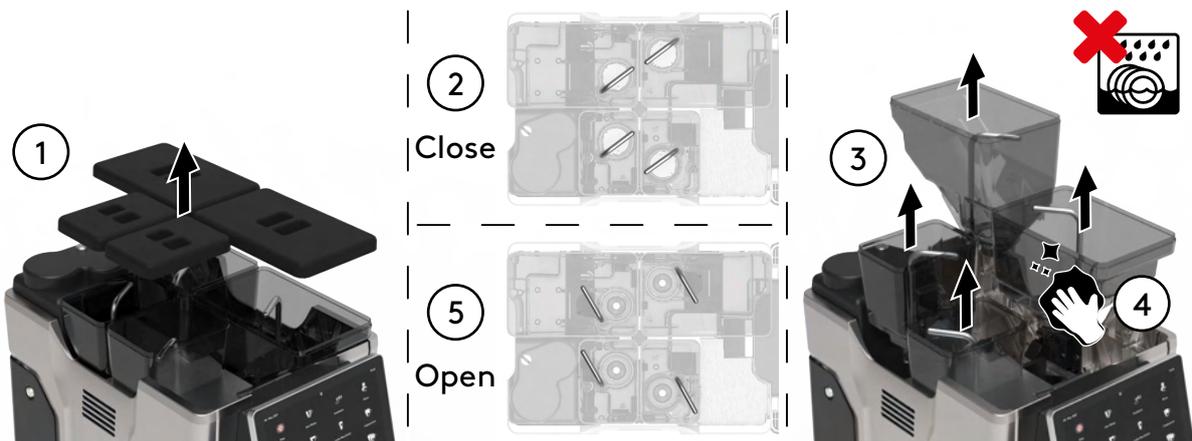


## 7.3.4. Empty and clean the bean hoppers (and powder chute (machine option))

1. [Switch off \[63\]](#) at the main power switch.
2. Remove the bean hopper lids (1).
3. Unlock the bean hoppers (2) (Closed position).
4. Remove the bean hoppers (3) and store the beans for re-use.
5. Clean the bean hoppers (4) with soft soap, rinse with water and dry with a soft cloth.
6. Reassemble in the reverse order and lock the bean hoppers (5) (Open position).
7. [Fill the coffee bean hoppers \[54\]](#).



Make sure that the bean hoppers are perfectly dry before refilling with coffee beans.



## 7.3.5. Clean the housing

1. [Switch off \[63\]](#) at the main power switch.
2. Clean the housing with a damp cloth.

### 7.3.6. Clean the display (touch screen)

1. Press on the top middle of the touch screen (1).
2. Press on the **Clean the screen** button (2).
3. During the countdown, disinfect the screen according to the following recommendation.



Only use commercial disinfectants for hands. Do not use any sanitary disinfectants!

Spray disinfectant on a soft cloth and carefully wipe the surface with the cloth.

**Important! Never spray any liquid directly onto the surface.**

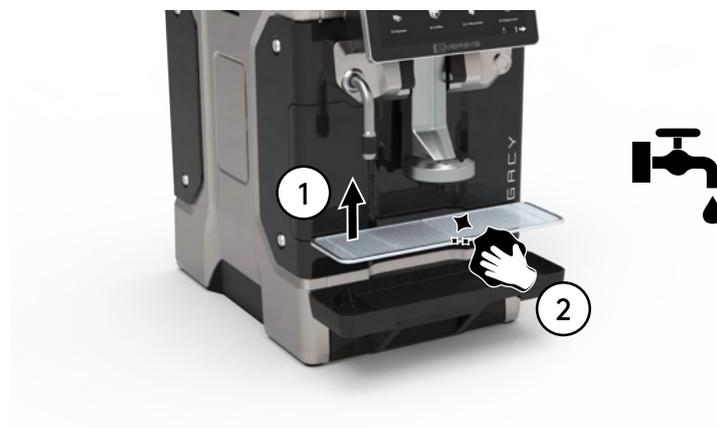


The countdown allows to clean the screen without the risk of starting a product.



### 7.3.7. Clean the drip tray

1. [Switch off \[63\]](#) at the main power switch.
2. Remove the drip tray grid (1).
3. Wash the grid and inside of the drip tray (2) with soft soap and rinse.
4. Replace the drip tray grid (1).



# Care

## 7.4. Cleaning procedures (depending on the model and options of the machine)

### 7.4.1. Empty and clean the milk tank and the inside of the fridge (machine option)



Always clean your hands before refilling milk. Germs can be introduced from dirty hands when opening.

Only use cooled milk (pasteurised, homogenised or UHT).



Depending on machine model and options, this feature may not be available. For more information, contact your service organisation.

There are many different refrigerators on the market, so please note that your fridge may look different to the configurations shown below.

1. Open the door.
2. Remove the milk tank.
3. Remove the milk tank lid.
4. Clean all parts (milk tank tube(s) included) and the inside of the fridge with soft soap, rinse with water and dry with a soft cloth.
5. Reassemble in the reverse order.
6. If necessary, [fill the milk tank \[55\]](#).
7. Close the door.



### 7.4.2. Clean the choco outlet (machine option)



Depending on machine model and options, this feature may not be available. For more information, contact your service organisation.

1. [Switch off \[63\]](#) at the main power switch.
2. Gently pull down (1) to remove the choco outlet.
3. Clean with soft soap under clean water (2).
4. Gently reassemble in the reverse order.



### 7.4.3. Empty and clean the powder container(s) (machine option)



Depending on machine model and options, this feature may not be available. For more information, contact your service organisation.

# Care

1. [Switch off \[63\]](#) at the main power switch.
2. Remove the powder container lid (1).
3. Pull the container and lift to remove it (2).
4. Clean all parts with soft soap, rinse with water and dry with a soft cloth.
5. Reassemble in the reverse order.



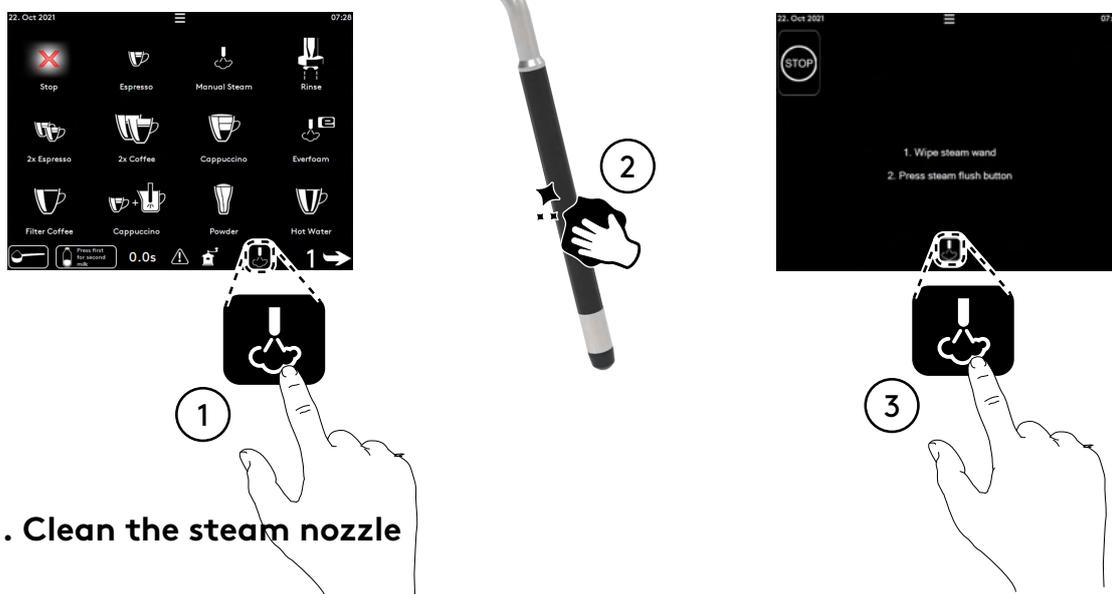
Make sure that the powder containers and powder chutes are perfectly dry before refilling with powder.



## 7.4.4. Clean the steam wand

After every use of the steam wand (steam arm) it is necessary to wipe and purge it.

1. Press the blinking **purge** button on the main screen (1).
2. Wipe the steam wand with a damp cloth (2). Change cloths every day.
3. On the screen that displays, press **purge** (3).



## 7.4.5. Clean the steam nozzle



Depending on machine model and options, this feature may not be available. For more information, contact your service organisation.

Only necessary to clean the nozzle monthly or if required.

1. [Switch off \[63\]](#) at the main power switch.
2. Remove the nozzle (1).
3. Wash the nozzle with soft soap and clean water using a soft brush (2).
4. Tighten the nozzle (3).



## 8. Troubleshooting

This chapter covers all user interface warning messages.



It is imperative to read and understand this manual before carrying out any troubleshooting on the machine. In case of unclear information, please contact your local service organisation.



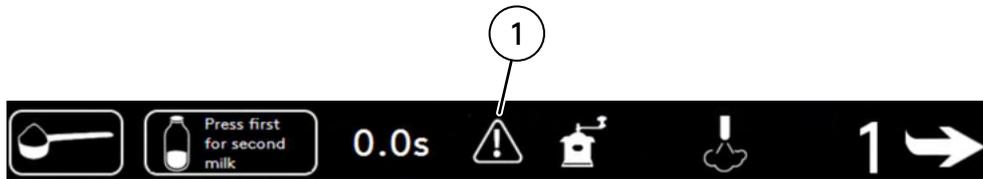
Illustrations show software V3.17.

Illustrations show monochrome style.

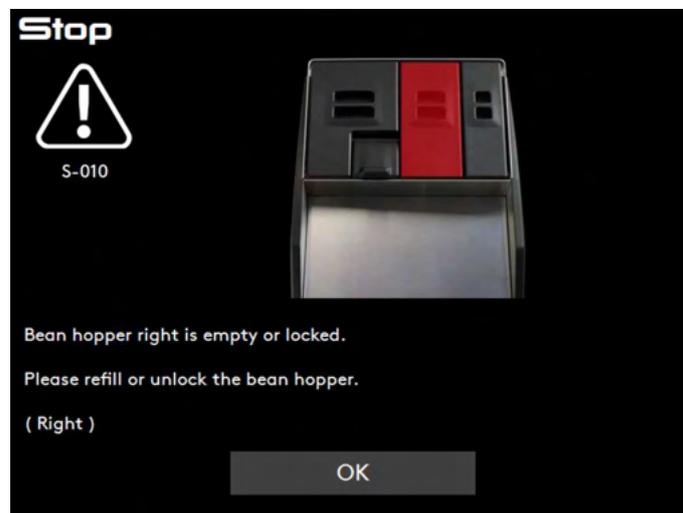
## 8.1. Error message example

All Eversys coffee machines are equipped with an internal troubleshooting and error message system. The following screen shows an example.

If an action of the user is required, the warning sign (1) is displayed.



1. Press the **warning sign** (1) to display the warning message and required action.
2. Follow the display message(s) to solve the problem and press **OK** when done.
3. Repeat the operations until the warning sign disappears.



# Troubleshooting

## 8.2. Error messages codifications

Error messages have a codification according to their typographies (e.g. E-XXX), their severity levels (e.g. yellow colour) and their behaviours (e.g. visible for the user).

Please find below their codifications:

### 8.2.1. Typographies

Typography	Description
E-XXX	Error
S-XXX	Stop
W-XXX	Warning

### 8.2.2. Severity levels

Colour	Severity	Description
	Low	No advanced user needed Can be solved by the user
		
	Medium	Advanced user needed as soon as possible
	Medium	Advanced user needed as soon as possible
	High	Advanced user has to come immediately The machine can still be used but with some restrictions
		
	Critical	Advanced user has to come immediately <b>Machine blocked!</b>

### 8.2.3. Behaviours

Symbol	Description
	Visible for user
	Shown repeatedly
	Logged in the <a href="#">error history [150]</a>

## 8.3. Error messages (E-XXX) (User and Super User access)



For more information about error message codifications, refer to [Error messages codifications \[101\]](#)



If the actions listed below fail to rectify the issue or other problems not listed here occur, contact your local service organisation.

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>E-000</b> 	Bean hopper	Cameo: Bean hopper left missing.  Enigma / Shot-master / E'line: Bean hopper rear missing.	Bean hopper removed during a process (e.g. during cleaning: replace the bean hopper and wait until cleaning is finished).	✓	-	✓
<b>E-001</b> 	Bean hopper	Cameo: Bean hopper right missing.  Enigma / Shot-master / E'line: Bean hopper front missing.	Bean hopper removed during a process (e.g. during cleaning: replace the bean hopper and wait until cleaning is finished).	✓	-	✓
<b>E-010</b> 	CPU	Software too old.  Please start software update.	Contact service organisation.	✓	-	✓
<b>E-011</b> 	Hydraulic module	Hydraulic unit not connected.  Water pump has been switched off.	Contact service organisation.	✓	-	✓
<b>E-012</b> 	Milk module	Milk unit not connected.  Water pump has been switched off.	Contact service organisation.	✓	-	✓
<b>E-013</b> 	Brewing module	Brewing unit not connected.	Contact service organisation.	✓	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>E-014</b> 	Grinder module	Grinder unit not connected.	Contact service organisation.	✓	-	✓
<b>E-016</b> 	Grinder module	Power Configuration is not detected.  Please check connector X5 and Power Box.	Contact service organisation.	✓	-	✓
<b>E-095</b> 	Display / Touch screen	Software update running.  Please wait...	Contact service organisation.	✓	-	-
<b>E-096</b> 	Display / Touch screen	E'4 / E'6 / Shotmaster pro: Right display deactivated.	Contact service organisation.	✓	-	-
<b>E-097</b> 	Display / Touch screen	Please set machine type.	Contact service organisation.	✓	-	-
<b>E-098</b> 	Display / Touch screen	Please start software update.	Contact service organisation.	✓	-	-
<b>E-099</b> 	Display / Touch screen	Communication Error.  Please turn the coffee machine off, wait 10 s and turn it on again.	Communication error.  Switch the machine OFF, wait 10 sec. and turn it back ON.	✓	-	✓
<b>E-100</b> 	Steam module	Pressure Sensor Always Zero.	Contact service organisation.	✓	-	✓
<b>E-102</b> 	Steam module	Steam Boiler Empty Timeout.	Switch the machine OFF, wait 10 sec. and turn it back ON.  If doesn't work, contact service organisation.	✓	-	✓
<b>E-103</b> 	Steam module	Timeout during steam boiler filling.  Please check the water supply and press <b>Continue</b> .	Switch the machine OFF, wait 10 sec. and turn it back ON.  If doesn't work, contact service organisation.	✓	-	✓
<b>E-104</b> 	Steam module	Timeout Steam Heating.	Switch the machine OFF, wait 10 sec. and turn it back ON.  If doesn't work, contact service organisation.	✓	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>E-105</b> 	Steam module	Steam boiler connector missing.	Contact service organisation.	✓	-	✓
<b>E-196</b> 	Display / Touch screen	E'4 / E'6 / Shot-master pro: Right display deactivated.	<b>E-096</b> and <b>E-196</b> are always set together.  For more information, refer to <a href="#">E-096 [103]</a> .	✓	-	-
<b>E-197</b> 	Display / Touch screen	Please set machine type.	<b>E-097</b> and <b>E-197</b> are always set together.  For more information, refer to <a href="#">E-097 [103]</a> .	✓	-	-
<b>E-198</b> 	Display / Touch screen	Please start software update.	<b>E-098</b> and <b>E-198</b> are always set together.  For more information, refer to <a href="#">E-098 [103]</a> .	✓	-	-
<b>E-199</b> 	Display / Touch screen	Communication Error.  Please turn the coffee machine off, wait 10 s and turn it on again.	<b>E-099</b> and <b>E-199</b> are always set together.  For more information, refer to <a href="#">E-099 [103]</a> .	✓	-	-

# Troubleshooting

## 8.4. Stop messages (S-XXX) (User and Super User access)



For more information about error message codifications, refer to [Error messages codifications \[101\]](#)



If the actions listed below fail to rectify the issue or other problems not listed here occur, contact your local service organisation.

Number	Module / Unit	Info Message	Explanations / Remedies			
S-000	Display / Touch screen	Initialise, please wait...	Wait until the initialisation has finished.	✓	-	-
S-001	Hydraulic module	Coffee boiler is heating...	Wait until the coffee boiler has reached its nominal temperature.	✓	-	-
S-002	Bean hopper	Cameo: Bean hopper left missing.  Enigma / Shot-master / E'line: Bean hopper rear missing.	Check if the bean hopper or lid is inserted correctly.	✓	-	-
S-003	Bean hopper	Cameo: Bean hopper right missing.  Enigma / Shot-master / E'line: Bean hopper front missing.	Check if the bean hopper or lid is inserted correctly.	✓	-	-
S-004	Grounds drawer	Please empty the grounds drawer.	<a href="#">The grounds drawer must be emptied before the cleaning can be started [62].</a>	✓	-	-

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
S-005	Grounds drawer	<p>Risk of injury!</p> <p>Please empty the grounds drawer carefully.</p> <p>The grounds drawer was filled with hot water during cleaning.</p>	<p>During the cleaning the grounds drawer is filled with water.</p> <p><a href="#">Empty and clean the grounds drawer [62].</a></p>	✓	-	-
S-006	Grounds drawer	<p>Grounds drawer is full.</p>	<p><a href="#">Empty and clean the grounds drawer [62].</a></p>	✓	-	-
S-007	Grounds drawer	<p>Please insert the grounds drawer.</p>	<p><a href="#">Empty and clean the grounds drawer [62].</a></p>	✓	-	-
S-008	Grounds drawer	<p>Please insert the grounds drawer.</p>	<p>The coffee machine can only continue if the grounds drawer is inserted.</p>	✓	-	-
S-009	Grounds drawer	<p>Grounds drawer missing.</p>	<p>The sensor has detected that the grounds drawer is missing.</p>	✓	-	-
S-010	Bean hopper	<p>Cameo: Bean hopper left is empty or closed.</p> <p>Enigma / Shotmaster / E'line: Bean hopper front is empty or closed.</p> <p>Please refill or open the bean hopper.</p>	<p>The brewing module has detected no coffee powder in the chamber.</p> <p><a href="#">The bean hopper has to be re-filled or open [54].</a></p>	✓	-	-
S-011	Bean hopper	<p>Cameo: Bean hopper right is empty or closed.</p> <p>Enigma / Shotmaster / E'line: Bean hopper rear is empty or closed.</p> <p>Please refill or open the bean hopper.</p>	<p>The brewing module has detected no coffee powder in the chamber.</p> <p><a href="#">The bean hopper has to be re-filled or open [54].</a></p>	✓	-	-

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
S-012 	Bean hopper	Bean hopper is empty or closed.  Please refill or open the bean hopper.	The brewing module has detected no coffee powder in the chamber.  <a href="#">The bean hopper has to be refilled or open [54].</a>	✓	-	-
S-013 	Grinder module	Coffee quantity too high (last product).	Too much powder coffee was used. Use less coffee next time.  Contact service organisation.	✓	-	✓
S-014 	Display / Touch screen	Rinse necessary.  The coffee boiler isn't allowed to heat before the machine is rinsed.	<a href="#">Press the rinse key in the upper right corner [51].</a>  Press the rinse key in the upper right corner.	✓	-	-
S-015 	Cleaning balls dispenser	Check cleaning ball dispenser: <ul style="list-style-type: none"><li>Blocked or broken cleaning balls?</li><li>Light barrier dirty?</li></ul>	The machine has been cleaned 10x without a cleaning ball!  Check if a cleaning ball is blocked or broken.  Contact service organisation.  This stop message can only occur if you have set the parameter <b>If cleaned without detergent to Block after 4 days.</b>  The coffee machine is blocked now until the next cleaning with cleaning balls!	✓	-	✓
S-016 	Cleaning balls dispenser	The coffee machine has been cleaned without cleaning balls. <ul style="list-style-type: none"><li>Cleaning ball dispenser empty?</li><li>Blocked or broken cleaning balls?</li></ul>	<b>Machine blocked!</b>  Contact service organisation.  This stop message can only occur if you have set the parameter <b>If cleaned without detergent to Block after 4 days.</b>  The coffee machine is blocked now until the next cleaning with cleaning balls!	✓	-	✓
S-017 	Display / Touch screen	Cleaning necessary.  Please press <b>Continue</b> to start the cleaning.	Press and hold the rinse key for five seconds to start the cleaning.	✓	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
S-018 	Display / Touch screen	The last cleaning hasn't been finished correctly.  Please press <b>Continue</b> to start the cleaning.	Cleaning cycle has been interrupted.  Please start a new cleaning procedure.	✓	-	✓
S-020 	Brewing module	Brewing unit failure.  The brewing unit is blocked.	Switch the machine OFF, wait 10 sec. and turn it back ON.  If it doesn't work, machine is blocked!  Contact service organisation.	✓	-	✓
S-021 	Grounds drawer	Grounds bin is full.  Please empty the grounds bin and press <b>Continue</b> .	Empty the optional grounds bin and press the button.	✓	-	-
S-022 	Grinder module	Coffee quantity too high (last product).	Too much powder coffee was used. Use less coffee next time.  Contact service organisation.	✓	-	✓
S-023 	Display / Touch screen	Cleaning required. Please wait until all boilers are ready.	No action necessary.	✓	-	-
S-024 	Milk module	Clean the milk tubes with a damp cloth.  Remove and clean the milk cleaning container.	Clean the milk tubes with a damp cloth.  Remove and clean the milk cleaning container.	✓	-	-
S-025 	Grounds drawer	Please wait...	Grounds drawer is full. Please wait until the running product has finished.	✓	-	-
S-026 	Fridge	<ol style="list-style-type: none"> <li>Remove the milk tank.</li> <li>Fill the empty cleaning container with XXml Everclean™ (press pump).</li> <li>Press "<b>Continue</b>".</li> </ol>	<ol style="list-style-type: none"> <li>Remove the milk tank.</li> <li>Fill the empty cleaning tank with:               <ol style="list-style-type: none"> <li>E'4ms / Shotmaster: 50ml Everclean™ (press pump twice).</li> <li>E'2ms / Cameo: 25ml Everclean™ (press pump once).</li> </ol> </li> <li>Press "<b>Continue</b>".</li> </ol>	✓	-	-

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
S-027	CCI/CSI	Interface not detected. All coffee products are locked.  Please check the interface connection and setting.	This message only occurs if you use an external interface (CSI or CCI).	✓	-	-
S-028	Milk module	The milk system has been cleaned without detergent.  The coffee machine is blocked now until the next cleaning with Ever-clean™!	This stop message can only occur if you have set the parameter <b>If cleaned without detergent</b> to <b>Block after 4 days</b> .  The coffee machine is blocked now until the next cleaning with detergent!	✓	-	✓
S-029	Fridge	Milk fridge door open.  Please close the fridge door properly.	This message is only set if monitoring of milk fridge door is activated.  Close the fridge door.	✓	-	-
S-030	Water tank	Source water tank empty.  Please refill source water tank.	Reed switch has detected that the source water tank is empty:  <ul style="list-style-type: none"> <li>• Refill the source water tank.</li> <li>• Check reed switch and cable.</li> </ul>	✓	-	-
S-031	Water tank	Waste water tank full.  Please empty waste water tank.	Reed switch has detected that the waste water tank is full:  <ul style="list-style-type: none"> <li>• Empty the waste water tank.</li> <li>• Check reed switch and cable.</li> </ul>	✓	-	-
S-032	Milk module	Milk unit not connected.  Water pump has been switched off.	Milk products blocked!  Contact service organisation.	✓	-	✓
S-033	Display / Touch screen	Display open.  Please close the display properly.	Milk products blocked!  Contact service organisation.	✓	-	-
S-034	Bean hopper	Bean hopper left is empty or closed.  Please refill or open the bean hopper.	The brewing module has detected no coffee powder in the chamber.  The left bean hopper has to be refilled or open.	✓	-	-

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>S-035</b> 	Bean hopper	Bean hopper right is empty or closed.  Please refill or open the bean hopper.	The brewing module has detected no coffee powder in the chamber.  The right bean hopper has to be refilled or open.	✓	-	-
<b>S-036</b> 	Water tank	Have you refilled the source water tank?	Have you refilled the source water tank?	✓	-	-
<b>S-037</b> 	Water tank	Have you emptied the waste water tank?	Have you emptied the waste water tank?	✓	-	-
<b>S-038</b> 	Water tank	Please empty waste water tank.	Please empty waste water tank.	✓	-	-
<b>S-039</b> 	Grounds drawer	Please replace grounds drawer.	Please replace grounds drawer before cleaning.	✓	-	-
<b>S-040</b> 	Grounds drawer	Please replace grounds drawer.	Please replace grounds drawer after cleaning.	✓	-	-
<b>S-041</b> 	Powder unit	<ol style="list-style-type: none"> <li>1. Open powder unit and remove the mixer (A, B).</li> <li>2. Remove the chutes (C).</li> <li>3. Clean all parts under tap water and dry them.</li> <li>4. Put back the chutes and the mixer (C, B, A).</li> <li>5. Close the powder unit.</li> </ol>	<ol style="list-style-type: none"> <li>1. Open powder unit and remove mixer.</li> <li>2. Clean and dry the mixer.</li> <li>3. Put the mixer back and close powder unit.</li> </ol>	✓	-	-
<b>S-100</b> 	Steam module	Steam boiler is heating...	This message occurs if the steam boiler pressure is below 0.8 bar and the boiler starts to heat to the nominal value (e.g. in the morning after switching on the coffee machine).	✓	-	-
<b>S-101</b> 	Steam module	Please switch off the machine.	<p>This message occurs if the steam boiler has been emptied or depressurized.</p> <p>The coffee machine has to be switched off (main switch).</p>	✓	-	-

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
S-102 	Steam module	Empty steam boiler...	Contact service organisation.	✓	-	✓
S-103 	Steam module	Depressurise steam boiler...	Contact service organisation.	✓	-	✓
S-104 	Steam module	Fill steam boiler...	If the water level is lower than the safety level the steam boiler has to be filled.  Wait until the steam boiler is filled.	✓	-	-
S-105 	Steam module	Rinse necessary.  The steam boiler isn't allowed to heat before the machine is rinsed.	After switching on the coffee machine, the steam boiler has to wait until the rinse button is pressed before it is allowed to heat.  <a href="#">Press the rinse key in the upper right corner [51].</a>  Press the rinse key in the upper right corner.	✓	-	-
S-106 	Steam module	Initialise, please wait...	Wait until the initialisation has finished.	✓	-	-
S-107 	Steam module	Steam boiler security probe problem.	Contact service organisation.	✓	-	✓
S-108 	CCI/CSI	Interface not detected. All steam and hot water products are locked.  Please check the interface connection and setting.	This message only occurs if you use an external interface (CSI or CCI).	✓	-	-
S-109 	Display / Touch screen	Display open.  Please close the display properly.	Contact service organisation.	✓	-	-

## 8.5. Warning messages (W-XXX) (User and Super User access)



For more information about error message codifications, refer to [Error messages codifications \[101\]](#)



If the actions listed below fail to rectify the issue or other problems not listed here occur, contact your local service organisation.

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-002</b> 	Hydraulic module	Cameo: Coffee boiler is heating...  Enigma / Shotmaster / E'line: Coffee boiler left is heating...	If this message remains, contact service organisation.	✓	-	-
<b>W-003</b> 	Hydraulic module	Enigma / Shotmaster / E'line: Coffee boiler right is heating...	Contact service organisation.	✓	-	-
<b>W-004</b> 	Hydraulic module	Water flow left too low.	Contact service organisation.	✓	-	✓
<b>W-005</b> 	Hydraulic module	Water flow right too low.	Contact service organisation.	✓	-	✓
<b>W-006</b> 	Cleaning balls dispenser	Check cleaning ball dispenser.  <ul style="list-style-type: none"> <li>Blocked or broken cleaning balls?</li> <li>Light barrier dirty?</li> </ul>	Contact service organisation.	✓	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-007</b> 	Cleaning balls dispenser	The coffee machine has been cleaned without cleaning balls.  <ul style="list-style-type: none"> <li>• Cleaning ball dispenser empty?</li> <li>• Blocked or broken cleaning balls?</li> </ul>	This warning is set, if no cleaning ball has been detected.  Check if the cleaning ball dispenser is empty. If yes, refill it.  Check if a cleaning ball is blocking the dispenser.  If this message remains, contact service organisation.	✓	-	✓
<b>W-008</b> 	Display / Touch screen	Press <b>Continue</b> to start the cleaning now. If you want to start the cleaning later, push the <b>Cancel</b> button in the upper right corner.	To start cleaning later, press and hold the <b>Rinse</b> key for five seconds to start cleaning.	✓	-	-
<b>W-009</b> 	Cleaning balls dispenser	Cleaning ball dispenser missing.	Contact service organisation.	✓	-	-
<b>W-010</b> 	CPU	Invalid coffee or milk recipe.	No action necessary.  This message disappears with the next successful coffee product.  Normally this message should never appear.	✓	-	✓
<b>W-011</b> 	Brewing module	Brewing unit initialisation failed left.  The left brewing unit is blocked.  => Please check the left brewing unit.	Contact service organisation.	✓	-	✓
<b>W-012</b> 	Brewing module	Brewing unit initialisation failed right.  The right brewing unit is blocked.  => Please check the right brewing unit.	Contact service organisation.	✓	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-013</b> 	Machine	Service necessary. Please contact your service technician.	The machine has reached the predefined number of products or the service date interval has been elapsed.  Please contact your service technician.	-	✓	✓
<b>W-014</b> 	Water supply	Please change the water filter.	Predefined water amount has been reached.  The water filter has to be changed after its life time cycle. Otherwise the boilers will be damaged due to the lime-scale.  Please contact your service technician.	-	✓	✓
<b>W-017</b> 	Grinder module	No grinder turns detected (grinder left).  Cameo: Bean hopper left.  Enigma / Shotmaster / E'line: Bean hopper rear.  The grinder automatically tries to start again.	If this message remains, contact service organisation.	-	-	✓
<b>W-018</b> 	Milk module	Milk tank empty.  Please refill the milk tank.	<a href="#">Refill the milk tank [55]</a> .	✓	-	-
<b>W-019</b> 	Milk module	Steam pressure too low for milk products.	Wait until the steam pressure is high enough to produce a milk product.	✓	-	-
<b>W-020</b> 	Brewing module	Top piston failure left.  The machine tries to unblock the piston automatically.	Contact service organisation.	✓	-	✓
<b>W-021</b> 	Brewing module	Top piston failure right.  The machine tries to unblock the piston automatically.	Contact service organisation.	✓	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-022</b> 	Brewing module	Bottom piston failure left.  The machine tries to unblock the piston automatically.	Contact service organisation.	✓	-	✓
<b>W-023</b> 	Brewing module	Bottom piston failure right.  The machine tries to unblock the piston automatically.	Contact service organisation.	✓	-	✓
<b>W-024</b> 	Milk module	Milk tank empty.  Please refill the milk tank.	<a href="#">Refill the milk tank [55]</a> .	✓	-	-
<b>W-025</b> 	Grinder module	No grinder turns detected (grinder right, bean hopper front).  The grinder automatically tries to start again.	The grinder automatically tries to unblock itself (normally that already solves the problem).  But if it couldn't unblock itself after three times, the grinder is blocked (the warning <a href="#">W-068 [121]</a> is set).  Please contact your service technician.	✓	-	✓
<b>W-027</b> 	Display / Touch screen	Date and time incorrect.  Please adjust the date and time in the display menu and restart the machine.	Turn the coffee machine off (main switch and not standby button!), wait 10 s and turn it on again (mostly that already fixes the problem).  But if the message is still shown after turning off and on the machine login with super user access and:  <ul style="list-style-type: none"> <li>Adjust the date and time at the left display (<b>Menu &gt; Display &gt; Date and Time &gt; Set Date &amp; Time</b>).</li> <li>Check also if the time zone is correct on the display(s).</li> </ul> If the message still appear after manually setting the date and time and restarting the machine, please contact your service technician.	✓	-	✓

Number	Module / Unit	Info Message	Explanations / Remedies			
W-028 	Display / Touch screen	Date and time incorrect.  Please adjust the date and time in the display menu and restart the machine.	Turn the coffee machine off (main switch and not standby button!), wait 10 s and turn it on again (mostly that already fixes the problem).  But if the message is still shown after turning off and on the machine login with super user access and:  <ul style="list-style-type: none"> <li>Adjust the date and time at the left display (<b>Menu &gt; Display &gt; Date and Time &gt; Set Date &amp; Time.</b></li> <li>Check also if the time zone is correct on the display(s).</li> </ul> If the message still appear after manually setting the date and time and restarting the machine, please contact your service technician.	✓	-	✓
W-029 	CPU	Failure of external EEPROM (CPU).	Contact service organisation.	✓	-	✓
W-030 	CPU	Failure during backup to external EEPROM (CPU).	Contact service organisation.	✓	-	✓
W-034 	Bean hopper	No coffee powder detected (left).  Please check the powder chute and press <b>Continue.</b>	Check the powder chute.  Have you inserted enough powder?	✓	-	-
W-035 	Bean hopper	No coffee powder detected (right).  Please check the powder chute and press <b>Continue.</b>	Check the powder chute.  Have you inserted enough powder?	✓	-	-
W-036 	Brewing module	Push brew chamber back and press <b>Continue.</b>	Contact service organisation.	✓	-	-
W-037 	Milk module	The milk system was cleaned without detergent.  Please use Everclean™!	None or not sufficient detergent detected for a proper cleaning of the milk system.	✓	✓	-

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-038</b> 	Hydraulic module	<p>Cameo: Coffee boiler temperature sensor failure.</p> <p>Enigma / Shotmaster / E'line: Coffee boiler temperature sensor failure left.</p> <p>Please check the temperature sensor and cable.</p>	Contact service organisation.	✓	-	✓
<b>W-039</b> 	Hydraulic module	<p>Enigma / Shotmaster / E'line: Coffee boiler temperature sensor failure right.</p> <p>Please check the temperature sensor and cable.</p>	Contact service organisation.	✓	-	✓
<b>W-040</b> 	Milk module	<p>Milk heater temperature sensor failure left.</p> <p>Please check the temperature sensor and cable.</p>	Contact service organisation.	✓	-	✓
<b>W-041</b> 	Milk module	<p>Milk heater temperature sensor failure right.</p> <p>Please check the temperature sensor and cable.</p>	Contact service organisation.	✓	-	✓
<b>W-045</b> 	Milk module	<p>Milk temperature too high (left).</p> <p>Please check the milk system and tubes.</p>	Contact service organisation.	-	-	✓
<b>W-046</b> 	Milk module	<p>Milk temperature too high (right).</p> <p>Please check the milk system and tubes.</p>	Contact service organisation.	-	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-048</b> 	Display / Touch screen	During the weekend all milk products are locked!	Occurs only if you have turned on <b>Cleaning Weekend Mode</b> ( <b>Clean/Standby</b> menu).	✓	-	-
<b>W-049</b> 	Milk module	The left milk temperature could not be adjusted to the nominal value.  Please check the milk system and tubes.	Contact service organisation.	-	-	✓
<b>W-050</b> 	Housing	Fan Front doesn't run.  Check if the fan is plugged in correctly.	Contact service organisation.	✓	-	✓
<b>W-051</b> 	Bean hopper	Fan of left grinder doesn't run.  Cameo: Bean hopper left.  Enigma / Shot-master / E'line: Bean hopper rear.  Check if the fan is dirty or blocked by beans.  Check if the fan is plugged in correctly.	Contact service organisation.	-	-	✓
<b>W-052</b> 	Bean hopper	Fan of right grinder doesn't run.  Cameo: Bean hopper right.  Enigma / Shot-master / E'line: Bean hopper front.  Check if the fan is dirty or blocked by beans.  Check if the fan is dirty or blocked by beans.	Contact service organisation.	-	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-053</b> 	Milk module	The right milk temperature could not be adjusted to the nominal value.  Please check the milk system and tubes.	Contact service organisation.	-	-	✓
<b>W-054</b> 	Milk module	Milk pump left doesn't run.	Contact service organisation.	✓	-	✓
<b>W-055</b> 	Milk module	Milk pump right doesn't run.	Contact service organisation.	✓	-	✓
<b>W-056</b> 	Milk module	Milk input temperature sensor failure left.  Please check the temperature sensor and cable.	Contact service organisation.	✓	-	✓
<b>W-057</b> 	Milk module	Milk input temperature sensor failure right.  Please check the temperature sensor and cable.	Contact service organisation.	✓	-	✓
<b>W-058</b> 	Milk module	Milk tank temperature left too high.  Please fill the milk tank with cold milk.	The temperature of the milk in the fridge is too high.  <a href="#">Use and refill only cooled milk [55]</a> .	✓	-	✓
<b>W-059</b> 	Milk module	Milk tank temperature right too high.  Please fill the milk tank with cold milk.	The temperature of the milk in the fridge is too high.  <a href="#">Use and refill only cooled milk [55]</a> .	✓	-	✓
<b>W-060</b> 	Milk module	Milk unit not connected.	Contact service organisation.	✓	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-061</b> 	Grinder module	The desired number of ticks could not be adjusted by the grinder.  Cameo: Bean hopper left.  Enigma / Shot-master / E'line: Bean hopper rear.	Contact service organisation.	-	-	
<b>W-062</b> 	Grinder module	The desired number of ticks could not be adjusted by the grinder.  Cameo: Bean hopper right.  Enigma / Shot-master / E'line: Bean hopper front.	Contact service organisation.	-	-	
<b>W-063</b> 	Grinder module	The grinder has been opened more than 20 ticks since the last calibration.  Cameo: Bean hopper left.  Enigma / Shot-master / E'line: Bean hopper rear.	Contact service organisation.	-	-	
<b>W-064</b> 	Grinder module	The grinder has been opened more than 20 ticks since the last calibration.  Cameo: Bean hopper right.  Enigma / Shot-master / E'line: Bean hopper front.	Contact service organisation.	-	-	

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
W-065 	Grinder module	Please schedule next service with your service technician.	<p>In the next few weeks a service will be necessary.</p> <p>It's good to plan the next service early enough (no last minute actions).</p> <p>Please contact your service technician.</p>	-	-	-
W-066 	Grinder module	Please schedule water filter change with your service technician.	<p>In the next few weeks a water filter change will be necessary.</p> <p>It's good to plan the next water filter change early enough (no last minute actions).</p> <p>Please contact your service technician.</p>	-	-	-
W-067 	Grinder module	The extraction time is significantly different between the left and right outlet.	Contact service organisation.	-	-	
W-068 	Grinder module	<p>The left grinder is blocked.</p> <p>Cameo: Close the left bean hopper.</p> <p>Enigma / Shotmaster / E'line: Close the rear bean hopper.</p> <p>Press <b>Continue</b> to start automatic grinder unblocking.</p>	Contact service organisation.		-	
W-069 	Grinder module	<p>The right grinder is blocked.</p> <p>Cameo: Close the right bean hopper.</p> <p>Enigma / Shotmaster / E'line: Close the front bean hopper.</p> <p>Press <b>Continue</b> to start automatic grinder unblocking.</p>	Contact service organisation.		-	

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-070</b> 	Milk module	Milk temperature too low left.  Please observe the product history.	Contact service organisation.	-	-	
<b>W-071</b> 	Milk module	Milk temperature too low right.  Please observe the product history.	Contact service organisation.	-	-	
<b>W-072</b> 	Brewing module	The flow rate of left and right side is different.  Consult the rinse history for more information. Check the coffee nozzles and screens of the brewing unit.	Contact service organisation.	-	-	
<b>W-073</b> 	Brewing module	The flow rate during rinse left is too low.  Consult the rinse history for more information. Check the coffee nozzle and screens of the left brewing unit.	Contact service organisation.	-	-	
<b>W-074</b> 	Brewing module	The flow rate during rinse right is too low.  Consult the rinse history for more information. Check the coffee nozzle and screens of the right brewing unit.	Contact service organisation.	-	-	

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
W-075	Brewing module	The extraction time left is too high.  Please press <b>Continue</b> to start a rinse.	The extraction time is more than 15 s too long three times running.  To check if the machine has a problem, a rinse will be performed after pressing <b>Continue</b> .  If the warning doesn't disappear after the rinse, login with super user access:  => Consult the <b>Rinse history</b> for more information.  => Please contact your service technician.	✓	-	✓
W-076	Brewing module	The extraction time right is too high.  Please press <b>Continue</b> to start a rinse.	The extraction time is more than 15 s too long three times running.  To check if the machine has a problem, a rinse will be performed after pressing <b>Continue</b> .  If the warning doesn't disappear after the rinse, login with super user access:  => Consult the <b>Rinse history</b> for more information.  => Please contact your service technician.	✓	-	✓
W-077	Brewing module	The flow rate during rinse left is too high.  Consult the rinse history for more information.	The flow rate during rinse on the left side is higher than 15 ticks/s.  Contact service organisation.	✓	-	✓
W-078	Brewing module	The flow rate during rinse right is too high.  Consult the rinse history for more information.	The flow rate during rinse on the right side is higher than 15 ticks/s.  Contact service organisation.	✓	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-079</b> 	Brewing module	The coffee nozzle was not detected during rinse.  Consult the rinse history for more information.	Contact service organisation.	-	-	
<b>W-080</b> 	Grinder module	The left grinder could not be automatically unblocked.  Press <b>Continue</b> to start automatic grinder unblocking.	Contact service organisation.		-	
<b>W-081</b> 	Grinder module	The right grinder could not be automatically unblocked.  Press <b>Continue</b> to start automatic grinder unblocking.	Contact service organisation.		-	
<b>W-082</b> 	Water pump	Water pump doesn't run.	Contact service organisation.	-	-	
<b>W-083</b> 	Hydraulic module	Coffee boiler outlet temperature sensor failure.  Please check the temperature sensor and cable.	Contact service organisation.	-	-	
<b>W-084</b> 	Bean hopper	Bean level left too low.  Please refill the bean hopper.	Light barrier detected no coffee beans in left hopper.  <a href="#">Refill bean hopper [54]</a> .  If warning remains, please contact your service technician.		-	-
<b>W-085</b> 	Bean hopper	Bean level right too low.  Please refill the bean hopper.	Light barrier detected no coffee beans in right hopper.  <a href="#">Refill bean hopper [54]</a> .  If warning remains, please contact your service technician.		-	-

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-086</b> 	Milk module	Initial rinse of milk system hasn't been performed yet.  Check if you are logged out.	Make sure that you are being logged out so that the init rinse can start.	✓	-	-
<b>W-087</b> 	Brewing module	Top piston zero position failure left.  Please check the left top piston (screen and rod) for coffee residue and clean it.	Contact service organisation.	-	-	✓
<b>W-088</b> 	Brewing module	Top piston zero position failure right.  Please check the right top piston (screen and rod) for coffee residue and clean it.	Contact service organisation.	-	-	✓
<b>W-089</b> 	Water supply	Water line pressure / flow too low.  Please check the water supply.	Contact service organisation.	-	-	✓
<b>W-090</b> 	Powder unit	The fan of the powder unit doesn't run.	Contact service organisation.	-	-	✓
<b>W-091</b> 	Powder unit	The left powder dispenser of the powder unit doesn't run.  Check if it is blocked.	Contact service organisation.	✓	-	✓
<b>W-092</b> 	Powder unit	The right powder dispenser of the powder unit doesn't run.  Check if it is blocked.	Contact service organisation.	✓	-	✓
<b>W-093</b> 	Powder unit	The powder pump of the powder unit doesn't run.	Contact service organisation.	✓	-	✓

# Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
<b>W-099</b> 	Display / Touch screen	The SD card is missing.  Check the SD card or insert a SD card.	Contact service organisation.	-	-	-
<b>W-101</b> 	Steam module	Steam boiler pressure too high.	Contact service organisation.	✓	-	✓
<b>W-103</b> 	Steam module	Steam wand left temperature sensor failure.  Please check the temperature sensor and cable.	Steam or Everfoam™ blocked!  Contact service organisation.	✓	-	✓
<b>W-104</b> 	Steam module	Steam wand right temperature sensor failure.  Please check the temperature sensor and cable.	Steam or Everfoam™ blocked!  Contact service organisation.	✓	-	✓

# Troubleshooting

## 8.6. FAQs

### 8.6.1. Bean hoppers unlocked

The coffee dispensed is watery.

The bean hopper is empty or closed so no beans have access to the grinder.

- Fill or lock the bean hoppers in the open position.

### 8.6.2. No water connected

The main water tap (usually under the counter) or the coffee machine water tap (under the drip tray) are closed.

- Open all the water taps.

### 8.6.3. No milk dispensed

No milk is dispensed, but the milk tank in the refrigerator is not empty.

1. Check that the milk is cold enough (3 °C). Always fill the milk tank with pre-cooled milk.
2. Check that the end of the milk in-take tube lay on the bottom of the filled milk tank.
3. Check that the milk tube is not pinched and in good condition.

### 8.6.4. Steam wand is clogged

- The steam wand needs to be purged before and after every product preparation.



Not using the purge will slowly block the pipe inside. Make purging your regular procedure or refer to [Steam purge button \[53\]](#).

### 8.6.5. Cups on the cup heater are not warm enough

- Cups can be topped up to a maximum of 2 layers to have an effective cup heating function.
- The cup heater is not intended to keep cups warm in a cold air flow (e.g. near an open window or door).
- Contact your service engineer to verify the heating panel settings.

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## 9. Options

This chapter describes machine options.

## 9.1. List of options for Legacy machines

Options	L'2c	L'2m	L'2s	L'2ms
<a href="#">1 x Grinder [136]</a>	Standard	✓	✓	✓
<a href="#">2 x Grinders [136]</a> (Position 1 and 2)	✓	Standard	Standard	Standard
<a href="#">2 x Grinders [136]</a> (Position 2 and 3)	✓	✓	✓	✓
<a href="#">3 x Grinders [136]</a>	✓	✓	✓	✓
<a href="#">4 x Grinders [136]</a>	✓	✓	✓	✓
<a href="#">Powder unit [138]</a>	✓	✓	✓	✓
<a href="#">Steam wand with Everfoam™ [134]</a>	-	-	Standard	✓
<a href="#">Hot water outlet [135]</a>	✓	✓	Standard	✓
<a href="#">2 milk types [132]</a>	-	-	✓	✓
<a href="#">Double coffee outlet [133]</a>	✓	✓	✓	✓

# Options

## 9.2. Fridges (accessory)

Fridges that are used with coffee machines are exclusively intended to store cold beverages for human consumption.

The design of the Vitrifrigo FG20 matches perfectly with the use of Legacy machines.



General public fridges (e.g. fridge placed under the counter) can also be used with Eversys machines.

## 9.3. 2 milk types option



If using e.g. regular milk on milk tank #1 and e.g. soy milk on milk tank #2, it is not possible to guarantee Lactose-Free Milk on milk tank #2.

This option enables the possibility to dispense products with two different types of milk.

# Options

## 9.4. Double coffee outlet option

The double coffee outlet allow you to dispense two products at the same time (e.g. 2 x espresso).



1. Double coffee outlet
2. Double milk outlet
3. Double water outlet
4. Choco/powder outlet (machine option)

## 9.5. Steam wand with Everfoam™ option

The steam wand with the Everfoam™ technology allows to create a perfect foam to make latte art. The sensor controls the temperature to avoid milk to burn.



# Options

## 9.6. Hot water outlet option

The hot water outlet allows you to dispense hot water product through a dedicated outlet.



## 9.7. Grinder(s) option



The installation of the powder unit option reduces the number of grinder option(s).

For more information about powder unit option, refer to [Powder unit option \[138\]](#).

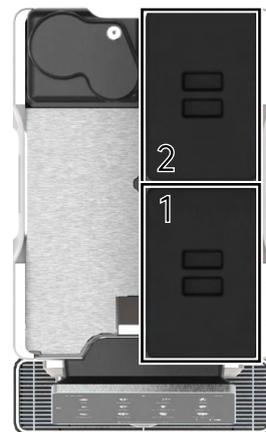
### 9.7.1. 1 x grinder (Position 2)

The 1 x grinder option allows the use of 1 x 1 kg bean hopper and a large cups storage panel.



### 9.7.2. 2 x grinders (Position 1 and 2)

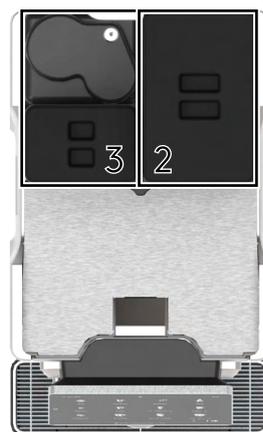
The 2 x grinders option, in this configuration, allows the use of 2 x 1 kg bean hoppers and a cups storage panel.



### 9.7.3. 2 x grinders (Position 2 and 3)

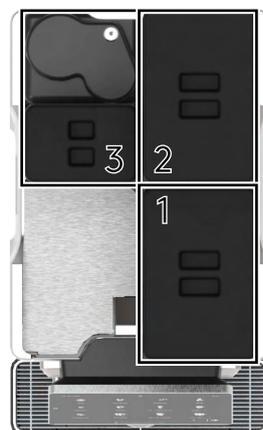
The 2 x grinders option, in this configuration, allows the use of 2 x bean hoppers (1 x 0,5 kg and 1 x 1 kg) and a cups storage panel.

# Options



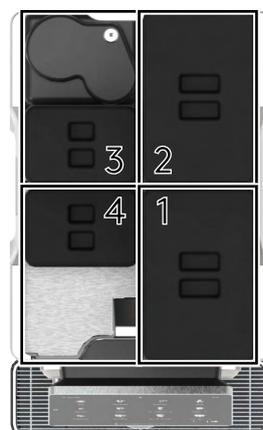
## 9.7.4. 3 x grinders

The 3 x grinders option allows the use of 3 x bean hoppers (1 x 0,5 kg and 2 x 1 kg) and a small cups storage panel.



## 9.7.5. 4 x grinders

The 4 x grinders option allows the use of 4 x bean hoppers (2 x 0,5 kg and 2 x 1 kg) and a very small cups storage panel.



## 9.8. Powder unit option

The powder unit allows to dispense powder products (e.g. Chocolate, Chai latte ...).



# 10. Warranty and Generalities

This chapter describes the warranty limitations and basic information on the machine and the document structure.

# Warranty and Generalities

## 10.1. Warranty

Each Coffee Machine manufactured by Eversys is guaranteed to be free of defects in workmanships and material when leaving the factory. The guarantee is valid for a period of 24 months or 100'000 products per group head (whichever comes first) from the date of installation.

Eversys will repair or replace at its discretion part or all of the product not conforming to this warranty. Eversys' responsibility under this warranty is limited to the repair or replacement of defective parts and not to wear and tear parts and maintenance products. Furthermore, the warranty is not provided if:

- The instructions on how to handle, install or operate the machines or spare parts are disregarded,
- The Coffee Machines have been disassembled or modified or repaired with non-original components by a person and/or company not approved by Eversys,
- The Coffee Machines have been utilised for an application for which it was not intended to be used,
- Installation and regular maintenance have not been done properly and on time and conducted by a person and/or company duly approved by Eversys,
- Water quality does not correspond to Eversys criteria.

Each spare part manufactured by Eversys is guaranteed to be free of defects in workmanships and material when leaving the factory for a period of 12 months valid from date of shipment.

Each refurbished part manufactured by Eversys is guaranteed to be free of defects in workmanships and material when leaving the factory for a period of 6 months valid from date of shipment.

In order to be able to claim against our warranty you have to send us back the completed installation form for each machine. Any Spare Part delivered under warranty will have to be sent to Eversys within 90 days, after which Eversys will be obliged to invoice it.

All cleaning materials used for Eversys machines must have been authorised by the manufacturer. Not using Eversys cleaning materials will make the warranty null and void.

# Warranty and Generalities

## 10.2. Warranty limitation

Eversys S.A. denies any responsibility in case of:

- incorrect use of the coffee machine,
- unauthorised modification (willingly or unwillingly),
- not complying with the instructions contained in the manuals provided with the coffee machine,
- not complying with the safety instructions contained in the manuals,
- damage linked to the use of the machine, in particular any loss of data or any financial loss which might be associated with the use of the software,
- if the machine is used in a manner not specified by the manufacturer, the protection provided by the coffee machine may be impaired.

When the coffee machine is connected to a host, the user takes the entire responsibility for error-less transmission of the results (e.g. hardware, software and firmware) to this system.



Any warranty will be deemed void in the following cases:

- Installation of the machine by unauthorised persons;
- Installation non conforming with our datasheet;
- Misuse causing damage;
- Maintenance by unauthorised persons;
- Mandatory service and maintenance schedule not respected;
- Mandatory daily cleaning not respected;
- Damage due to improper storage;
- Use contrary to the instructions given in this manual or according to information other than the manufacturer's original tips.

Each machine is tested by Eversys S.A. before shipping.

## 10.3. Glossary

The following terms and acronyms are used in this manual.

### 10.3.1. Acronyms

#### General acronyms

##### EMT

Electronic Milk Texturing system with heating/steaming module

##### ETC

Extraction Time Control

##### GUI

Graphical User Interface

##### MAD

Micro Air Dosing system

##### PQC

Powder Quantity Control

##### ST

Super Traditional

#### Machine range acronyms

##### c

Coffee and hot water (Tea)

##### s

Coffee, hot water (Tea) and steam

##### m

Coffee, hot water (Tea) and milk

##### ms

Coffee, hot water (Tea), milk, steam

### 10.3.2. "Persons"

#### Manufacturer

Eversys S.A.

Ecoparc de Daval A 2

CH-3960 Sierre, VS

Switzerland

#### User

The term «user» is the final person, end user, using the coffee machine to dispense coffee or any other product.

#### User Basic

The term User Basic is the owner of a machine both when using it as its owner and when transferring it to a third-party.

# Warranty and Generalities

## **Personnel**

The term «personnel» encompasses persons who have any kind of activity with the machine and who are qualified in accordance with the manufacturer's requirements and are consequently authorised.

## **Manager (Super User)**

The term «Manager» designates duly trained persons who are permitted to perform specific tasks on the machine.

## **Service engineer**

The term «service engineer» designates duly trained persons who are permitted to install, maintain and service the machine.

## **Service organisation**

The term «service organisation» designates the organisation which is permitted to appoint «service engineer» and is your contact from servicing to user training.

## **10.3.3. Injury**

### **Minor Injury**

A reversible injury that does not require medical treatment.

### **Moderate Injury**

A reversible injury that does require medical treatment.

## **10.3.4. Products**

### **Machine**

This is the coffee machine manufactured by Eversys S.A.

### **Everfoam™ (e'Foam)**

The Eversys' improved Foam system provides a 2-step barista solution. This generation of Everfoam™ (e'foam) allows you to texture the milk by product type. This is done through the MAD system controlled electronically.

### **Eversys cleaning ball™**

Coffee brew module cleaning product.

### **Everclean™**

Milk system cleaning product.

## **10.3.5. Coffee terms**

### **General terms**

#### **Barista**

A person who is specially trained in making and serving coffee drinks, as in a coffee bar.

### **Coffee products terms (non-exhaustive list)**

#### **Espresso**

The espresso is the foundation and the most important part to every espresso-based drink.

#### **Ristretto**

A ristretto is an espresso that is extracted with the same amount of coffee but half the amount of water.

#### **Coffee**

A coffee is an espresso that is extracted with the same amount of coffee but the amount of water is doubled.

# Warranty and Generalities

## **Americano (long black)**

An Americano is hot water with an espresso extracted on top of the hot water.

## **Coffee pot**

An American-based (one or two espresso) but sets with multiple cycles in order to fill the pot.

## **Macchiato**

A Macchiato is an espresso but with a dollop of foamed milk on top.

## **Latte macchiato**

Latte macchiato is a 3-layer product with cold milk at the bottom, one espresso in the middle and hot foamed milk on top.

## **Cappuccino**

A cappuccino is a mix of coffee and hot milk with hot foam milk on top.

## **Flat white**

A flat white is a coffee you'll primarily find in Australia and New Zealand. It is a mix of coffee and hot milk with 5 mm hot foam milk on top.

## **Piccolo latte**

A piccolo latte is a caffè latte made in an espresso cup. This means it has a very strong but toned-down espresso taste thanks to the steamed milk and micro foam within it.

## **Decaf**

Decaffeinated coffee.

# Warranty and Generalities

## 10.4. Typographical Conventions

The following styles are used in this manual.

### 10.4.1. Warning



Warning messages are signalled by this symbol and bold type. The main risk appears in capital letters (e.g. RISK OF BURNS). Non-compliance with these messages may result in damage to the machine, causing burns or in having to stop a product.

They are used to designate:

- an imminent and dangerous situation which, if not avoided, may lead to moderate injury of the user;
- or a potentially dangerous situation which, if not avoided may lead to minor injury of the user.

### 10.4.2. Note



Notes are indicated by this symbol.

They indicate a preferred procedure or recommended use and/or a general informative remark.

### 10.4.3. Notation

- Procedures: Text preceded by a number (**1, 2, 3**) indicates a procedure to be carried out step by step.
- Cross-references and links: this style is used as **[bold \[145\]](#)**.
- Software buttons: text in bold style is used (e.g. **OK, Save, Rinse**).
- List of numbers: text linked to an illustration (**1, 2, 3**).

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# 11. Appendix

## 11.1. Equipment list of Legacy machines

Description	Quantity
Légacy machine	1
Eversys cleaning ball™ container (62 pieces)	1
Water inlet hose (3/8" - 3/8", L = 2 m)	1
Hose clamp 16-27 mm	1
Drain hose (Ø22/16 - 2 m)	1
Drain connection	1
Eversys milk cleaning ball™ (machines with milk only)	1
Cleaning container (machines with milk only)	1
General Safety Instructions	1
Quick Start Guide - QRC	1
Cleaning Sheet - QRC	1
LAN cable (3 m)	1

# Appendix

## 11.2. Spare parts ordering

Please contact your local service organisation or connect to the Webshop ([https://webshop.eversys.com/sales\\_ev\(bD1mciZjPTQwMA==\)/index.do](https://webshop.eversys.com/sales_ev(bD1mciZjPTQwMA==)/index.do)).

## 11.3. User Rights

The table below describes the menu user level rights according to the manufacturer's default settings when the machine is shipped.

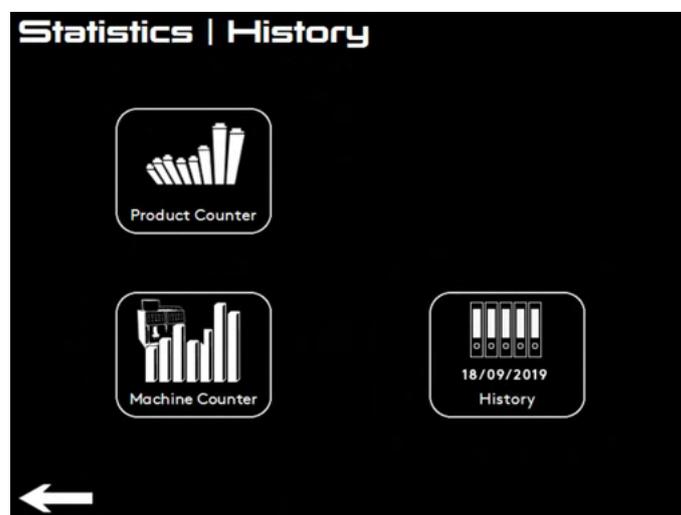
- User (basic user)
- Manager (super user)



Illustrations show software V3.17.

Illustrations show monochrome style.

### 11.3.1. User rights in the Statistic / History menu



Parameter	De- fault	User	Super user	Ad- vanced user	More infor- mation
<b>Product Counter</b>	-	✓	✓	✓	<a href="#">Product counter menu [70]</a>
• Day Counter	-	✓	✓	✓	<a href="#">Product counter menu [70]</a>
• Period Counter	-	✓	✓	✓	<a href="#">Product counter menu [70]</a>
• Total Counter	-	✓	✓	✓	<a href="#">Product counter menu [70]</a>
<b>Machine Counter</b>	-	-	-	✓	-
<b>History</b>	-	-	-	✓	-
• Product History	-	-	-	✓	-
• Error History	-	-	-	✓	-
• Cleaning History	-	✓	✓	✓	-

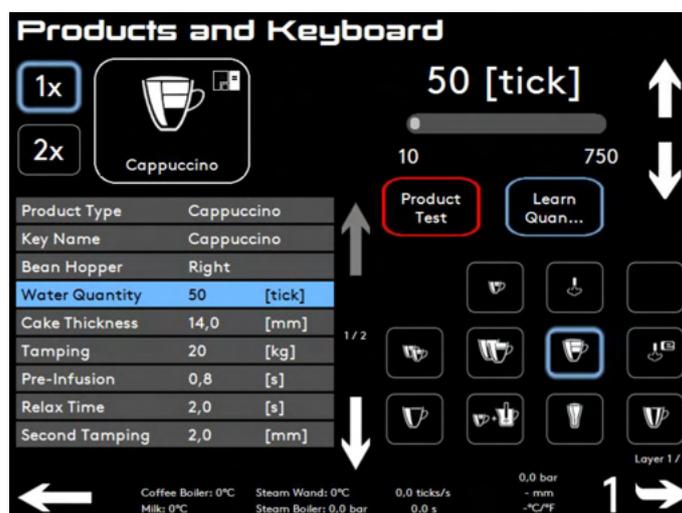
# Appendix

Parameter	De- fault	User	Super user	Ad- vanced user	More infor- mation
• Rinse History	-	-	-	✓	-
• Service History	-	-	-	✓	-

## 11.3.2. User rights in the Product & Keys menu

The tables below describe the default settings for a cappuccino. User level rights are similar for any other products.

### Page 1/2



Parameter	De- fault	User	Super user	Ad- vanced user	More infor- mation
1 x	On	-	✓	✓	Contact service organisation.
2 x	Off	-	✓	✓	Contact service organisation.
Key Icon	Cappuccino	-	✓	✓	Contact service organisation.
Product Type	Cappuccino	-	-	✓	Contact service organisation.
Key Name	Cappuccino	-	✓	✓	<a href="#">Product &amp; Keys menu (Manager access) [72]</a>
Bean Hopper	TBC	-	-	✓	Contact service organisation.
Water Quantity [tick]	50	-	✓	✓	<a href="#">Product &amp; Keys menu (Manager access) [72]</a>
Cake Thickness [mm]	14,0	-	-	✓	Contact service organisation.
Tamping [kg]	20	-	-	✓	Contact service organisation.

Parameter	De-fault	User	Super user	Ad- vanced user	More infor- mation
Pre-infusion [s]	0,8	-	-	✓	Contact service or- ganisation.
Relax Time [s]	2,0	-	-	✓	Contact service or- ganisation.
Second Tamping [mm]	2,0	-	-	✓	Contact service or- ganisation.
Product Test	-	-	✓	✓	<a href="#">Product &amp; Keys menu (Manager access) [72]</a>
Learn Quantity (Press first <b>Water Quantity</b> )	-	-	✓	✓	<a href="#">Product &amp; Keys menu (Manager access) [72]</a>
Powder Test (Press first <b>Cake Thickness</b> )	-	-	-	✓	Contact service or- ganisation.

## Page 2/2



Parameter	De- fault	User	Super user	Ad- vanced user	More infor- mation
Bypass Quantity [%]	0	-	-	✓	Contact service or- ganisation.
Coffee Cycles [#]	1	-	-	✓	Contact service or- ganisation.
Appearance	White on Top	-	-	✓	Contact service or- ganisation.
Milk Delay Time [s]	0,0	-	-	✓	Contact service or- ganisation.
Milk Sequence(s)	-	-	✓	✓	Pop up
Powder Sequence	-	-	✓	✓	Pop up

# Appendix

## Milk sequence popup (Press #1: 9,0 s | Warm | 80%)

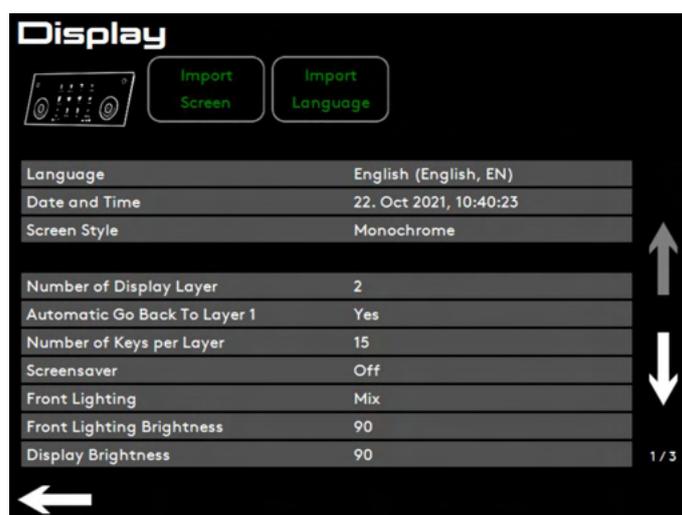
Parameter	De-fault	User	Super user	Ad- vanced user	More infor- mation
Milk Quantity [s]	9,0	-	✓	✓	<a href="#">Product &amp; Keys menu (Manager access) [72]</a>
Milk Temperature	Warm	-	-	✓	Contact service or- ganisation.
Foam Texture	80	-	-	✓	Contact service or- ganisation.
Milk sort	One	-	-	✓	Contact service or- ganisation.
Learn Quantity (Press Milk Quantity)	-	-	✓	✓	<a href="#">Product &amp; Keys menu (Manager access) [72]</a>

## Powder sequence popup (Press and Left | 100 ml | 0,0 g/100ml)

Parameter	De- fault	User	Super user	Ad- vanced user	More infor- mation
Powder Dispenser	Left	-	-	✓	Contact service or- ganisation.
Water Quantity [ml]	100	-	✓	✓	-
Powder Density [g/100ml]	5,0 +/- 1	-	-	✓	Contact service or- ganisation.

### 11.3.3. User rights in the Display menu

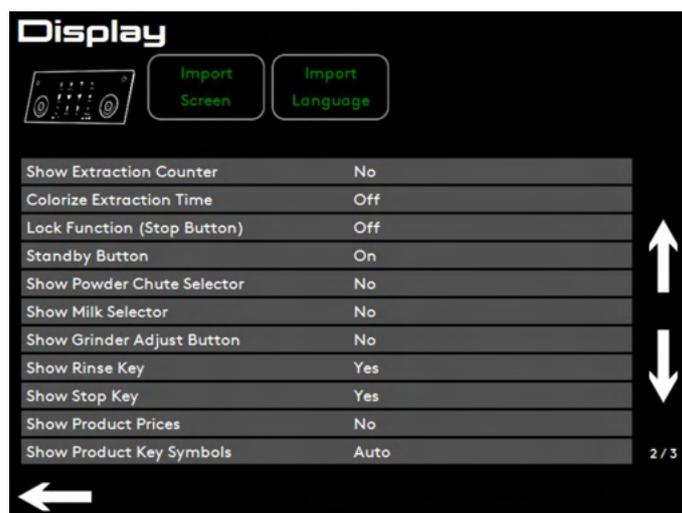
Page 1/3



Parameter	De-fault	User	Super user	Ad- vanced user	More infor- mation
<b>Import Screen</b>	-	-	✓	✓	<a href="#">Import Screen menu [76]</a>
• Start Import	-	-	✓	✓	<a href="#">Import Screen menu [76]</a>
• Delete Screen	-	-	✓	✓	<a href="#">Import Screen menu [76]</a>
<b>Import Language</b>	-	-	✓	✓	<a href="#">Import Language menu [76]</a>
• Start Import	-	-	✓	✓	<a href="#">Import Language menu [76]</a>
• Delete Screen	-	-	✓	✓	<a href="#">Import Language menu [76]</a>
<b>Language</b>	EN	-	✓	✓	<a href="#">Display menu [75]</a>
<b>Date and Time</b>	DD.MM.YY YY	-	✓	✓	<a href="#">Display menu [75]</a>
<b>Screen Style</b>	Mono- chrome	-	-	✓	Contact service or- ganisation.
<b>Frame Color</b>  (if <b>Screen style</b> is set to <b>Standard</b> or <b>App Style</b> )	Blue	-	-	✓	Contact service or- ganisation.
<b>Number of Display Layer</b>	2	-	✓	✓	<a href="#">Display menu [75]</a>
<b>Automatic Go Back To Lay- er 1</b>  (if <b>Number of Display Layer</b> is higher than 1)	Yes	-	-	✓	Contact service or- ganisation.
<b>Number of Keys per Layer</b>	15	-	-	✓	Contact service or- ganisation.
<b>Screensaver</b>	Off	-	✓	✓	<a href="#">Display menu [75]</a>
<b>Front Lighting</b>	Mix	-	✓	✓	<a href="#">Display menu [75]</a>
<b>Front Lighting Brightness</b>	90	-	✓	✓	<a href="#">Display menu [75]</a>
<b>Display Brightness</b>	90	-	-	✓	Contact service or- ganisation.

# Appendix

Page 2/3



Parameter	De- fault	User	Super user	Ad- vanced user	More infor- mation
Show Extraction Counter	No	-	-	✓	Contact service or- ganisation.
Colorize Extraction Time	Off	-	-	✓	Contact service or- ganisation.
Lock Function (Stop But- ton)	Off	-	-	✓	Contact service or- ganisation.
Standby Button	On	-	-	✓	Contact service or- ganisation.
Show Powder Chute Selec- tor	No	-	-	✓	Contact service or- ganisation.
Show Milk Selector	No	-	-	✓	Contact service or- ganisation.
Show Grinder Adjust But- ton	No	-	-	✓	Contact service or- ganisation.
Show Rinse Key	Yes	-	-	✓	Contact service or- ganisation.
Show Stop Key	Yes	-	-	✓	Contact service or- ganisation.
Show Product Prices	No	-	-	✓	Contact service or- ganisation.
Show Product Key Symbols	Auto	-	-	✓	Contact service or- ganisation.

## Page 3/3 (for Cameo machines only)



Parameter	Default	User	Super user	Advanced user	More information
Cameo Stop Button	On	-	-	✓	Contact service organisation.
Cameo Hot Water Button	On	-	-	✓	Contact service organisation.
Cameo Touch Wheel Left	Deactivated	-	-	✓	Contact service organisation.
Cameo Steam Button	On	-	-	✓	Contact service organisation.
Cameo Touch Wheel Right	Deactivated	-	-	✓	Contact service organisation.

## 11.3.4. User rights in the Beans &amp; Grinder menu on Legacy machines



Illustrations show picture of Cameo machines. Legacy machine screens will be based on this philosophy.

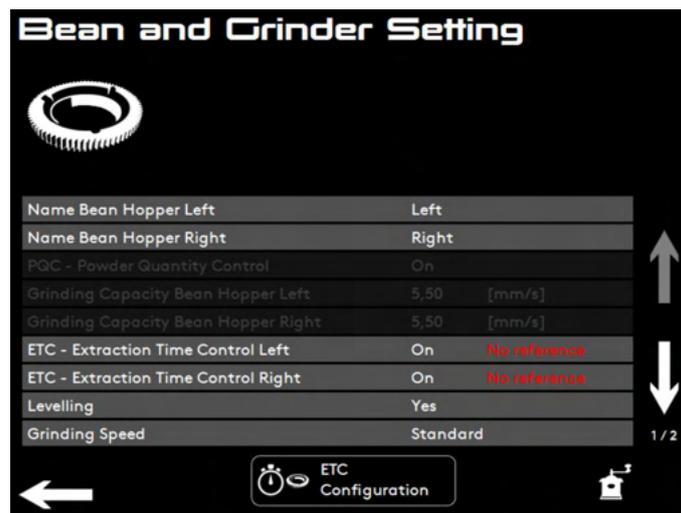
# Appendix

## Grinder Adjustment



Parameter	De- fault	User  (Pass- word pro- tec- ted)	Super user	Ad- vanced user	More infor- mation
<b>Grind Hopper Left</b>	-	✓	✓	✓	<a href="#">Bean &amp; Grinder menu [78]</a>
Finer (-) [1/100 mm]	0	✓	✓	✓	<a href="#">Bean &amp; Grinder menu [78]</a>
Coarser (+) [1/100 mm]	0	✓	✓	✓	<a href="#">Bean &amp; Grinder menu [78]</a>
<b>Grind Hopper Right</b>	-	✓	✓	✓	<a href="#">Bean &amp; Grinder menu [78]</a>
Finer (-) [1/100 mm]	0	✓	✓	✓	<a href="#">Bean &amp; Grinder menu [78]</a>
Coarser (+) [1/100 mm]	0	✓	✓	✓	<a href="#">Bean &amp; Grinder menu [78]</a>

## Advanced user page - Page 1/2



Parameter	De- fault	User  (Pass- word pro- tec- ted)	Super user	Ad- vanced user	More infor- mation
<b>Name Bean Hopper Left</b>	Left	-	-	✓	Contact service or- ganisation.
<b>Name Bean Hopper Right</b>	Right	-	-	✓	Contact service or- ganisation.
<b>PQC - Powder Quantity Control</b>	On	-	-	✓	Contact service or- ganisation.
<b>Grinding Capacity Bean Hopper Left</b> [mm/s]	5,50	-	-	✓	Contact service or- ganisation.
<b>Grinding Capacity Bean Hopper Right</b> [mm/s]	5,50	-	-	✓	Contact service or- ganisation.
<b>ETC - Extraction Time Con- trol Left</b>	Off	-	-	✓	Contact service or- ganisation.
<b>ETC - Extraction Time Con- trol Right</b>	Off	-	-	✓	Contact service or- ganisation.
<b>Levelling</b>	Yes	-	-	✓	Contact service or- ganisation.
<b>Grinding Speed</b>	Standard	-	-	✓	Contact service or- ganisation.
<b>ETC Configuration</b> sub- menu  (if one of the ETC is activated (ON))	-	-	-	✓	Contact service or- ganisation.
<b>Grinder adjustment</b> sub- menu  (standard view for the user and super user)	-	-	-	✓	Contact service or- ganisation.

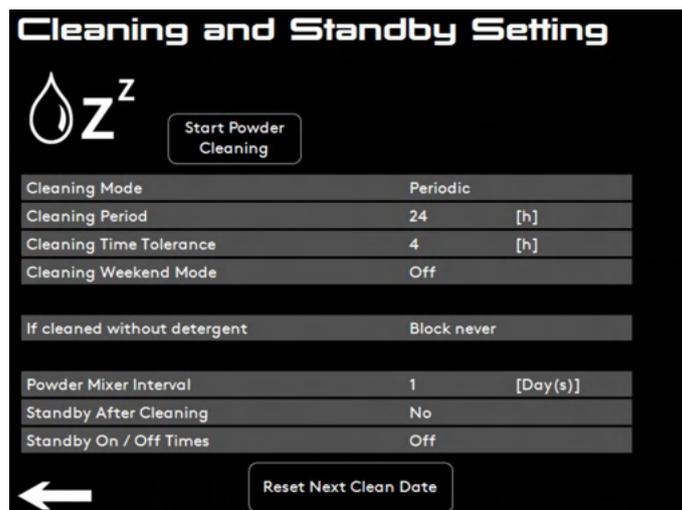
# Appendix

## Advanced user page - Page 2/2



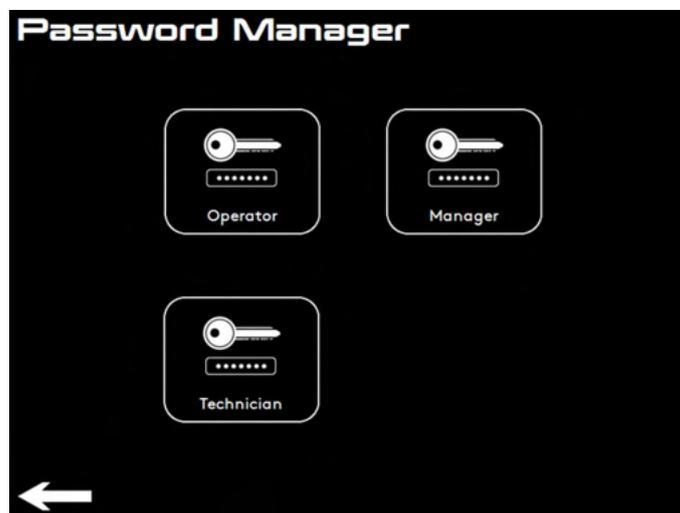
Parameter	De- fault	User  (Pass- word pro- tec- ted)	Super user	Ad- vanced user	More infor- mation
Lower Limit Grinding Ca- pacity Left [mm/s]	1,00	-	-	✓	Contact service or- ganisation.
Lower Limit Grinding Ca- pacity Right [mm/s]	1,00	-	-	✓	Contact service or- ganisation.

### 11.3.5. User rights in the Clean / Standby menu



Parameter	De-fault	User	Super user	Ad- vanced user	More infor- mation
Start Powder Cleaning	-	-	-	✓	Contact service organisation.
Cleaning Mode	Periodic	-	-	✓	Contact service organisation.
Cleaning Period [h]	24	-	-	✓	Contact service organisation.
Cleaning Time Tolerance [h]	4	-	-	✓	Contact service organisation.
Cleaning Weekend Mode	Off	-	-	✓	Contact service organisation.
If cleaned without detergent	Block never	-	-	✓	Contact service organisation.
Powder mixer interval [day(s)]	1	-	-	✓	Contact service organisation.
Standby After Cleaning	No	-	✓	✓	<a href="#">Clean and Standby menu (Super user access) [79]</a>
Standby On / Off times	Off	-	✓	✓	<a href="#">Clean and Standby menu (Super user access) [79]</a>
Reset Next Clean Date	-	-	-	✓	Contact service organisation.

### 11.3.6. User rights in the Password menu



Parameter	De-fault	User	Super user	Ad- vanced user	More infor- mation
<b>Operator</b>	-	-	✓	✓	<a href="#">Password menu [80]</a>
• Change password	-	-	✓	✓	<a href="#">Password menu [80]</a>
<b>Manager</b>	-	-	✓	✓	<a href="#">Password menu [80]</a>

# Appendix

Parameter	De- fault	User	Super user	Ad- vanced user	More infor- mation
• Change password	-	-	✓	✓	<a href="#">Password menu [80]</a>
<b>Technician</b>	-	-	-	✓	<a href="#">Password menu [80]</a>
• Change password	-	-	-	✓	<a href="#">Password menu [80]</a>

## 11.3.7. Other settings and parameters



Contact your service organisation for more information.







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