

Exploring Coffee Secrets



C15 Series Coffee machine instructions

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This instruction is for : C15、 C15 Plus

There is difference between picture and products, because of the upgrading of products. Please refer to the actual products.

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1 Introduction

1.1 Welcome

- This model is the latest fully-automatic coffee machine which is also core patented.
- This instruction introduce how to use and clean this machine. We will not responsible for the lost for the damaging, in case of you did now follow up our instructions.If you need to know more details, please contact with our customer service department.
- This instruction show you how to use and clean the machine. Please use the machine under instructions and keep the instructions for further reading.

1.2 About these instructions

- These instructions are included with the equipment.Always keep these instructions in legible condition at the place of use of the product.
- Modifications to these instructions due to technical advancements reserved. Reprints, translations and reproductions in any form, including exrpts, require written approval from the publisher.The copyright is held by the manufacturer.
- This manual applies to models: C15、 C15 Plus

1.3 Machine Description

- This fully automatic coffee machine is used to make black coffee, milk coffee, flat milk. To make sure it meet the demand of large quantity daily cups, the machine is used for the restaurant, office and other commercial sites.
- The following products can be dispensed depending on the machine equipment: Coffee, milk coffee and milky products.

- The housing consists of aluminum and high quality plastic. The design of this machine and all accessories permits the following operator requirements to be observed:
 - HACCP hygiene regulations.
 - Accident prevention regulations for electrical safety in the commercial area ;
- The machine has a touch screen for operation.

1.4 Manufacture information

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Hotline : 400-8977-711

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2 Safety

Safety is one of our most important features. To make sure that safety device remains useful, you must follow up with the instruction.

2.1 Purpose

This machine and all accessories are intended for the following operating modes:

- Usage of the personnel authorized by the manufacturer;
- Supervised self-service operation (self-service);
- With fixed water connection;
- Pressure-free operation via freshwater and barrel water;
- Permanent installation within dry, enclosed room.

This machine and all accessories are not intended for the following operating modes:

- Areas with high percentage humidity (flash steam area) or outdoors.
- On board of vehicles or in mobile applications (please check with the manufacturer).

2.2 Safety Instructions

2.2.1 Customer's risk



You may get hurt if instructions are not well followed up. Please must observe the following points:

- Please read the instructions carefully before you using it;
- Don't operate it, if the machine is not running normal or damage;
- Changing the safety device is not permitted;
- Touching the high temperature components is not permitted;

- This equipment can be used by children of 8 years and above, and by persons with reduced physical, sensory or mental abilities or of a lesser level of experience and knowledge when they are supervised or have been trained in the safe use of the equipment;
- Children are not allowed to play with the equipment, Children are not permitted to cleaning and maintenance machine;
- Machine is installed at obvious site;
- Self-service use and operation should be supervised by trained personnel. To ensure compliance with maintenance regulations and to resolve usage issue at any time.



Incorrect using the electronic device can lead to shocking. Please read the following points:

- Electrical equipment should only be carried out by trained personnel;
- The machine must be connected with fuse-protected circuit (Connection by selective leakage protection);
- Observe the corresponding low voltage and local and regional safety regulations;
- The connection must obey the regulation to avoid the electronic;
- The supply voltage must match the details on the nameplate;
- Don't touch live parts.



Warning: It must disconnect power supply before repairing.



Warning: Replacing a power cord not provided by our company may present a risk of fire or electric shock.



Warning: Be careful with the drinks additives and residues case allergies.

Please must observe the following points:

- Check the additives in case of allergy listed on the display under self-service operation;

- In self-service applications, look for allergy-causing add-on products that professionals may use.



Scalding Hazard: Risk of scalding in areas where beverages, hot water and steam are made. Do not put your hands under the spout during preparation or cleaning.



Scalding Hazard: High temperature may be present at the spout and the brewing unit. Only allow access to handles pre-designed for production. Clean the brewing unit only after the machine has cooled down.



Crush Caution: There is a risk of crushing by touching any moving parts. Do not reach into the coffee bean hopper, powder hopper or opening of the brewing unit when the machine is switched on.

2.2.2 Hazards to Machines



WARNING: Incorrect use of the coffee machine may result in damage or contamination of the machine.
Please observe the following points:

- Install a limescale filter if the carbonate hardness in the water exceeds 8°dKH, otherwise the coffee machine will be damaged by calcification;
- For safety reasons, always pay attention to closing the main water valve (coffee machine with a fixed water connection) after shutting down and turning off the main switch or pulling out the plug;
- Please abide by the relevant low-voltage directives and/or national and local safety rules and regulations;
- Please ensure that the water source is normal before starting the machine, otherwise the pump will be idling;
- Dr. Coffee recommends (at the time of delivery and installation) to install a check valve in the water pipe to avoid water seepage hazard when the hose is ruptured;
- The coffee machine must be cleaned and then restarted after a prolonged shutdown (such as a corporate vacation);

- Protect the coffee machine from weather (frost, humidity, etc.)
- Troubleshooting can only be done by professional technicians;
- Please use original accessories from Dr. Ka company;
- For external visible damage or leakage, please contact customer service immediately for replacement or repair;
- Do not rinse the machine with water or use steam cleaners;
- Do not place the machine on surfaces that may be sprayed with water;
- Only coffee beans can be placed in the coffee bean bin;
- Freeze-dried coffee must not be used, as this will cause the brewing unit to stick;
- If the coffee machine and its accessories are transported at a temperature below 10°C, the coffee machine and its accessories must be left at room temperature for three hours after transport before they are plugged in and turned on. Failure to observe this may result in a risk of short circuits due to condensation or damage to electrical components;
- Always use a new hose set (drinking water/wastewater hose) supplied with the machine, never use an old hose.

2.2.3 Dangers of cleaning agents



Use: Danger of poisoning by ingesting cleaning agents!
Please observe the following points:

- Cleaner storage should be kept away from children and unauthorized persons.
- Cleaning agents should not be ingested.
- Do not mix cleaners with other chemicals or acids.
- Never add cleaning agents to the drinking water tank.
- Cleaners and decalcifiers should only be used for their intended purpose (see label).
- Do not eat or drink while using the cleaner.

- Good ventilation and exhaust must be ensured when using cleaning agents.
- Wear protective gloves when working with cleaning agents.
- Wash hands thoroughly and immediately after using cleanser.



Storage: Be sure to observe the following points:

- Store out of the reach of children and unauthorized persons.
- When storing, pay attention to heat, light and moisture.
- Separated from acidic substances.
- Store only in original packaging.
- Keep cleaning agents separate.
- Do not store with food or drink.



Exhaust Disposal: If the product is not available, the cleaning agent and its receptacle must be disposed of in accordance with local laws.



Emergency Advice: Ask the cleaning agent manufacturer (see detergent label) for the telephone number of the Emergency Advice (Toxicology Advice Center).

2.2.4 Health rules



Water: Improper use of water can be a health hazard!
Please observe the following points:

- Only clean water.
- Corrosive water is not allowed to be poured in the machine.
- Total Hardness: 5-8°dH; TDS: 70-200PPM.
- Total hardness must be always higher than the carbonate hardness.
- Minimum carbonate hardness between 5 °dKH or 8.9 °fKH.
- Chlorine cont should be less than 100mg/L.

- PH should between 6.5 – 7.
- Use the machine with the water tank (Inside/outside).
 - Fill the water tank with clean water everyday.
 - Clean the water tank before filling.
 - Hardness of water < 80ppm.
 - When unlocking and locking the tank cover, use a special lock adjustment wrench.



Coffee: Incorrect use of coffee can be detrimental to your health!
Be sure to observe the following points:

- Check for damage before unpacking.
- Do not add more than one day's worth of coffee beans.
- Close the coffee bean compartment cover immediately after adding coffee beans.
- Coffee should be stored in a dry, cool and dark place.
- Coffee should be stored separately from detergents.
- The oldest product purchased should be used first ("early in, early out" principle).
- Please use it up within the warranty period.
- The package should be well sealed after opening to keep the product in the package fresh and prevent it from contamination.
- When unlocking and locking the outer cover of the coffee bean warehouse, a special lock adjustment wrench must be used.



Milk: It will harmful for the healthy with incorrect operation of milk!
Be sure to observe the following points:

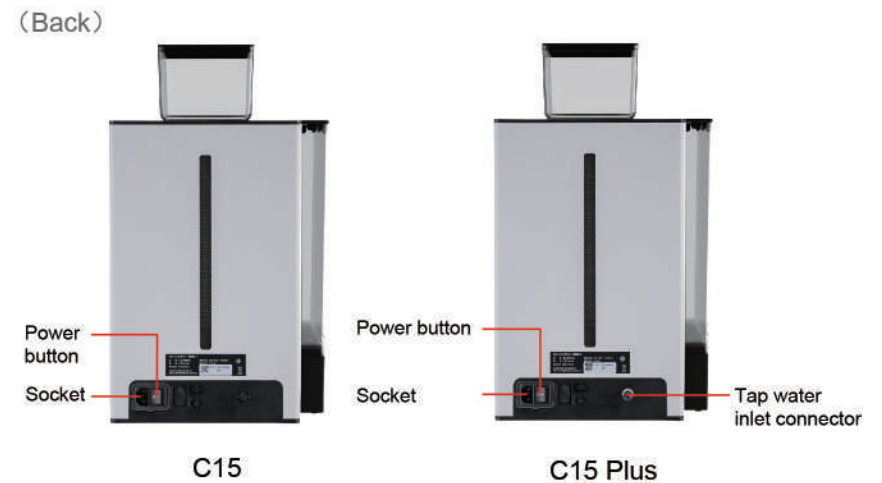
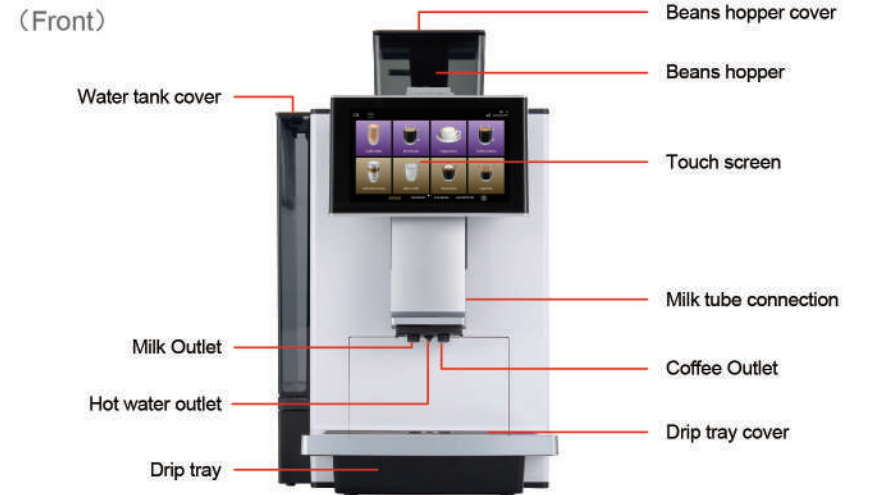
- Don't use raw milk.
- Only pasteurized and heat treated milk.
- Only homogenize milk.
- Please use the cold milk which temperature is around 3-5 °C.

- Wear gloves during milk treatment.
- Only milk from original package.
- Filling milk into original package is not permitted. Clean the milk container before filling.
- Check the package.
- The filling capacity of milk is no more than the daily usage.
- Close the cover of milk container and cooler after filling (Inside / Outside) .
- Keep the milk in dry, cold and enclosed room.(Highest temperature 7℃)
- Use fresh milk.
- Use beans during the shelf-life.
- Seal package after opening it, to prevent it from pollution.

3 Machine description

3.1 Machine introductions

3.1.1 C15 / C15 Plus



3.2 Technical Parameters

3.2.1 Output capacity

Cups per hour based on DIN18873-2:

Advised daily output		30 cups
Hourly output	Espresso (M: 50ml)	70
	Americano (M: 240ml)	50
	Cappuccino (M: 200ml)	50
Hourly hot water output		15L
Water tank capacity		4L
Beans hopper capacity		800g
Grounds container capacity		About 15 Pcs (Base on 10g / pc)

3.2.2 Technical sheet

	C15	C15 Plus
Coffee machine	220-240V~50/60Hz 1450W	
Connection tube set	/	PE pipe 1.5m long
Connection water pressure	/	Max.0.6MPa
Coffee machine W*D*H	310*480*520mm	
Machine N.W	<15kg	

3.3 Accessories

3.3.1 Accessories supplied

This model supply the spare parts as follows:

Name	Picture	C15	C15 Plus
Cable		x1	x1
Key		x1	x1
Milk tube		x1	x1
Inlet PE pipe		/	x1
Quick start guide		x1	x1

3.3.2 Accessories and device options

Optional component name	Picture	Description
Electronic refrigerator		Electronic refrigerator; Light, quiet; Store milk box or container directly.
Compressor cooler		Compressor cooler; Light, quiet; Store milk or container directly.
Filter		It can effectively filter impurities in water, reduce heavy metals, soften water quality, reduce scale formation, protect waterway and heating system of coffee machine.
Espresso machine cleaner		For coffee machine brewing system deep clean, eliminate the coffee grease inside the brewer, non-toxic and tasteless.
Milk system coffee machine cleaner		For deep cleaning of milk bottle and milk system, eliminate the residue of milk scale inside the milk froth, non-toxic and tasteless.
Descaling powder		For descaling, remove limescale from the coffee machine container to ensure the pure taste of coffee.

4 Installation and testing

➤ Professionally trained personnel can perform the following operations.

4.1 Placement requirements

4.1.1 location

! The following conditions are suitable for placing the coffee machine. Failure to guarantee these conditions could damage the machine. Be sure to abide by the following conditions:

- The installation surface must be stable and flat, and will not deform under the condition of bearing the weight of the coffee machine;
- Do not place it near a hot surface or heat source;
- The coffee machine is located so that trained personnel can look after it at all times;
- The distance between the energy interface specified on the site installation drawing and the machine location shall not exceed 1m.
- Reserve some space for maintenance work and operation:
 - Leave enough space above to fill the coffee beans;
 - Keep a minimum distance of 5cm between the back of the device and the wall (air circulation);
 - Observe valid regulations on local cooking techniques.

4.1.2 Climate conditions

! The following climatic conditions are suitable for placing the coffee machine. Failure to guarantee these conditions may damage the machine. Be sure to abide by the following conditions:

- Ambient temperature maintained at +10°C to +40°C (50°F to 104°F)
- Relative air humidity up to 80 % rF;
- The coffee machine is designed for indoor use only. Do not use outdoors, protected from weather (rain, snow, frost)!



Low temperature storage requirements:

- If the coffee machine in normal use needs to be stored or transported, when the ambient temperature is lower than 0°C, the waterway must be emptied first.

4.1.3 Power conditions

- The electrical connection must be made in accordance with the relevant regulations of the country in which it is used. The voltage at the installation site must match the voltage given on the nameplate.



Warning electric shock: Danger of electric shock! Be sure to observe the following points:

- It must be protected by a fuse with the amperage value stated on the nameplate!
- All phases of the equipment must be able to be disconnected from the power grid, and the lines connected to the power line must be reliably grounded;
- The electrical equipment on site must be connected according to IEC 364 (DIN VDE 0100).
- Do not operate the machine with a damaged power cord. Immediately replace damaged power cords or plugs by professional technical service personnel;
- Dr. Coffee recommends that you do not use extension cables! If an extension cable must be used (minimum cross-section: 1.5 mm²), please observe the manufacturer's data (instruction manual) for the power cord and local regulations;
- Route the power cord so that people cannot trip over it. Do not let the power cord pass through sharp corners or hang in the air, and do not pinch cables. In addition, the cables must not be placed over high temperature objects and must be protected from oils and aggressive cleaning agents;
- Do not lift or pull on the device by the power cord. Do not pull the plug out of the socket by pulling on the power cord. Never touch the power cord or plug with wet hands! Never insert wet plugs into sockets!

4.1.4 Water conditions



Poor quality raw materials and poor water quality can damage the machine. Be sure to observe the following points:

- The water must be clean and contain no more than 100 mg of chlorine per liter;
 - Do not add corrosive water to the coffee machine;
 - Carbonate hardness must not exceed 5~6°dKH (German carbonate hardness) or 8.9~10.7°fKH (French carbonate hardness) and the total hardness value must always be higher than the carbonate hardness.
 - Minimum carbonate hardness is 5°dKH or 8.9°fKH. pH must be between 6.5~7;
 - Be sure to use the new hose kit (clean water/waste hose) supplied with the machine.
- The water supply must be connected in accordance with the current regulations and the regulations of the country in which it is used. If the machine is connected to a newly installed water line, the water line and inlet hose must be rinsed thoroughly to prevent stains from entering the machine.
 - The coffee machine must be connected to a drinking water line with a throttle valve installed. Fit it to the pressure reducer on the tap (adjusted to 0.3 MPa (3 bar)) via the installed pressure hose and threaded connection G 3/8".

4.2 Install

4.2.1 Coffee Machine

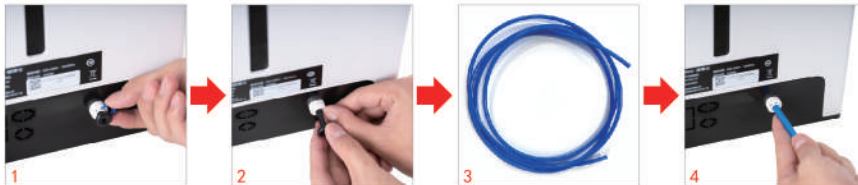
- Open the carton box, take out machine and spare parts. The machine and all accessory units are only permitted to be installed and stored in frost-free locations.

4.3 Connection

4.3.1 Connect the water inlet pipe - PE pipe

➤ Models with directly link system: C15 Plus

Step 1: Remove the cir-clip from the water inlet assembly on the back of the machine, press down on the black connector and pull out the plunger at the same time, and then insert the PE pipe.



Step 2: Place the other end of the PE pipe into the barreled water or connect it to tap water.



✓ PE pipe connection is complete.

4.4 Power

4.4.1 Coffee machine power

Step 1: Plug into socket of machine.



Step 2: Plug into socket of power.



✓ Power connection is complete.

5 First run

➤ Professionally trained personnel can perform the following operations.

5.1 Filling

5.1.1 Fill coffee bean

Step 1: Open the coffee bean container lid, add coffee beans and install the lid.



✓ Beans' filling is complete.

5.1.2 Water filling

Step 1: Open the lid, take out the water tank, and clean the inside of the water tank. Then add pure water to the water tank until it is 80% full, and finally put it back and close the lid.



✓ Water filling is complete.

5.2 Coffee machine power on

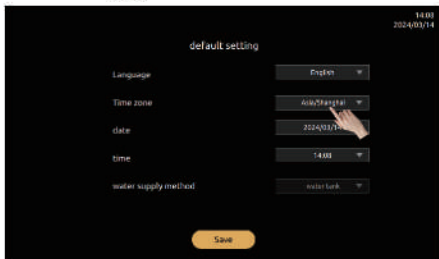
Step 1: Press the power switch on the back of the machine as shown, and the coffee machine is connected to the power supply. Starts the machine and the screen displays the boot interface, it is ready to make drinks.



✓ Coffee machine power on is complete.

5.3 Default setting

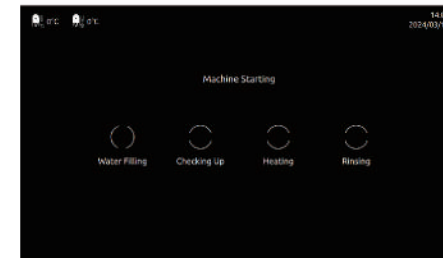
Step 1: Touch the menu button on the screen, input the parameter accordingly;



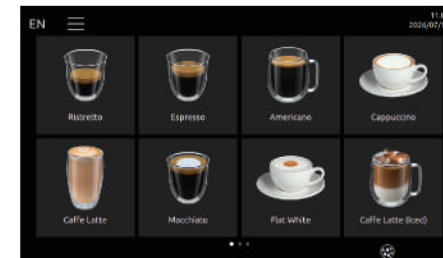
Step 2: Click “Save” to the next step.



Step 3: Machine starting.....;



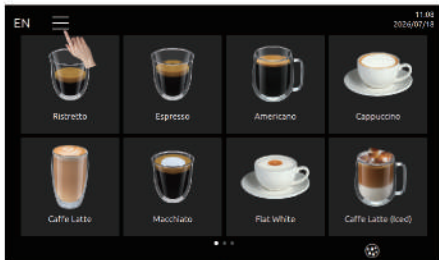
Step 4: Power on complete, machine is ready for coffee.



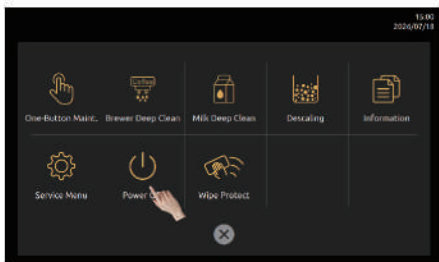
✓ Default setting is complete.

5.4 Power off machine

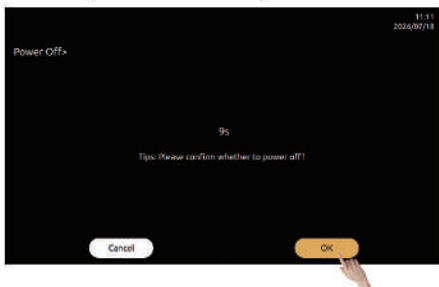
Step 1: Click the icon and shortcut at the top of the screen, then into the menu.



Step 2: Click the option "Power Off" at the bottom of display.



Step 3: The screen pop-up prompts: Are you "power off", click "Yes" machine turns to power off mode, click "No" to cancel this operation, the screen is off but light is still on (press the screen more than 3 seconds to wake up the machine)



Step 4: In the soft shutdown state, press the power switch on the back of the machine to completely cut off the power of the machine. (Caution: Do not power off directly when the machine is turned on, otherwise it may cause damage to the machine)



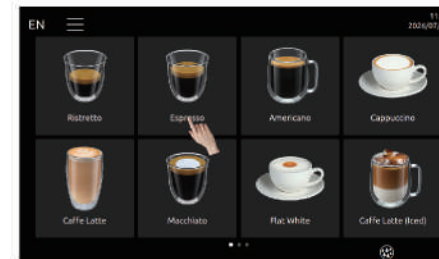
✓ Machine power off is complete.

6 Beverage making

6.1 Coffee

➤ For example: make a cup of Espresso.

Step 1: Click "Espresso" then coffee under processing.



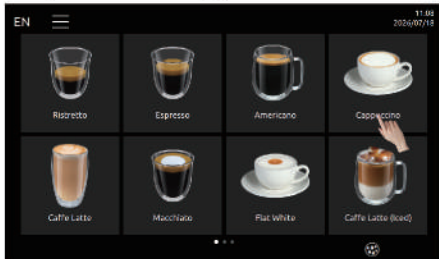
Step 2: During the process of making the drink..., click "Cancel" to stop the making immediately.



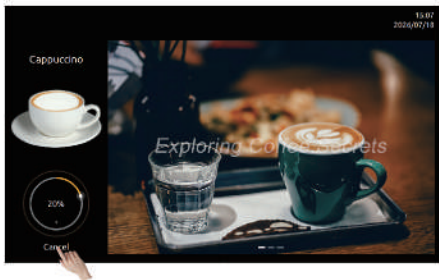
6.2 Milk Beverage

For example: make a cup of Cappuccino.

Step 1: Click "Cappuccino" then coffee under processing.



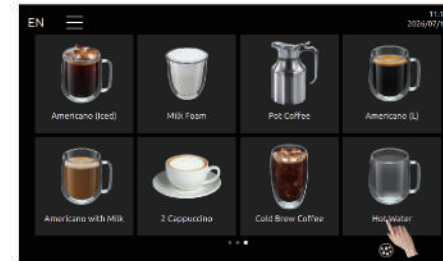
Step 2: During the process of making the drink..., click "Cancel" to stop the making immediately.



6.3 Hot water

For example: make a cup of hot water.

Step 1: Click "hot water" then coffee under processing.



Step 2: During the process of making the drink..., click "Cancel" to stop the making immediately.



7 Rinse and maintenance

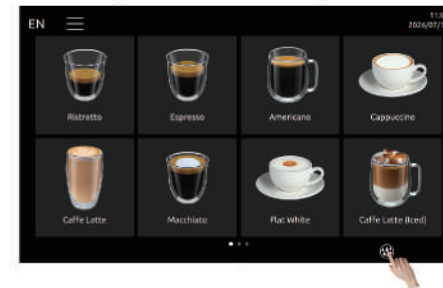
7.1 Cleaning schedule

Dr.coffee commercial coffee machine cleaning schedule							
	Daily	Weekly	Demand	Required	Mandatory	Item	Info
Deep clean	☺		☺			System warm up	► P29 (7. 2. 1)
	☺		☺			Automatic quick clean	► P30 (7. 2. 2)
	☺		☺			Removing and cleaning the milk foam unit	► P31 (7. 2. 3)
Manul clean	☺			☺	●	Brewer deep clean	► P32 (7. 3. 1)
	☺			☺	●	Milk deep clean	► P32 (7. 3. 2)
					●	Descaling	► P33 (7. 3. 3)
			☺		●	One-button maint	► P34 (7. 3. 4)
	☺					Water draining	► P34 (7. 3. 5)
	☺					Coffee beans ground setting	► P35 (7. 3. 6)
Interpretation							
Daily	Clean at least once per day, possibly more often if needed						
Weekly	Clean at least once per week, possibly more often if needed						
Demand	Clean if required or dirty if required						
Required	When the machine shows prompts for cleaning						
Mandatory	After the machine jumps out of the prompt, it must be cleaned strictly accordance with the requirements to avoid irreversible machine damage.						

7.2 Daily cleaning

7.2.1 System warm-up

Step 1: Click the Warm-up shortcut icon in the bottom right corner of the screen (when the warm-up shortcut switch is on).



Step 2: Click "Confirm" (or the device will start automatically when the timer runs out);



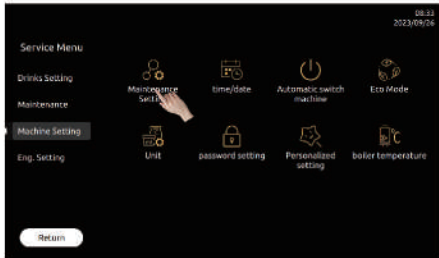
Step 3: The system is warming up, please wait...



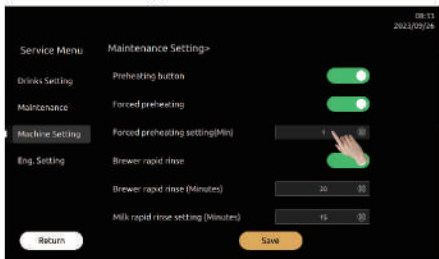
✓ Warm-up completed.

7.2.2 Automatic Quick cleaning Setting

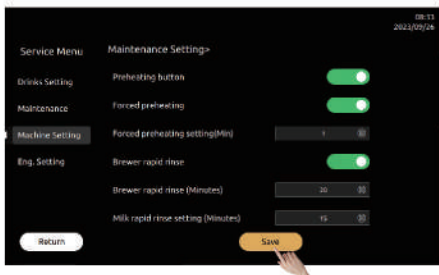
Step 1: Go to: "Quick Menu" - "Service Menu" - "Machine Settings" - "Maintenance Settings";



Step 2: Set the interval of the desired quick rinse items (corresponding to the set time after the system is out of use). (i.e. rapid rinsing is carried out automatically) "Confirm";



Step 3: Click "Save" button to finish saving the above settings;



✓ Rapid rinsing setup complete.

7.2.3 Milk frother disassembly and cleaning

Step 1: Remove the milk tube as shown.



Step 2: Pinch the clips on both sides of the milk frother with your fingers, and then pull down the milk frother firmly.



Step 3: Disassemble the coffee outlet, milk frother, connector and other components, and take them under the faucet for cleaning.



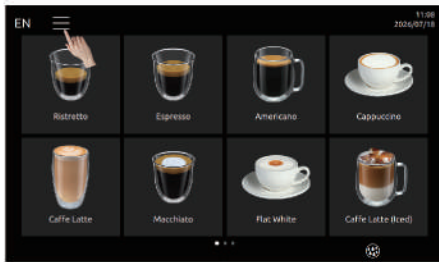
Step 4: Put the rinsed milk frother part back into the coffee machine as shown in the picture.



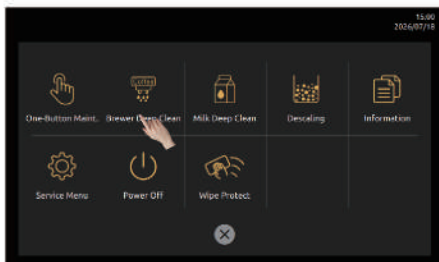
7.3 Deep cleaning

7.3.1 Brewer deep clean

Step 1: Click the shortcut menu icon at the top left of the screen to enter the Service Menu screen;

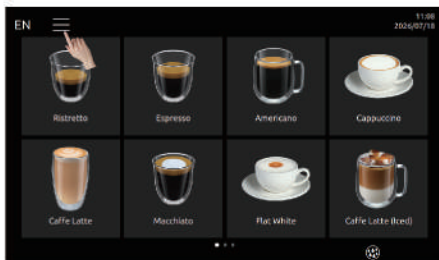


Step 2: Click on the screen " Deep Cleaning", then follow the prompts.

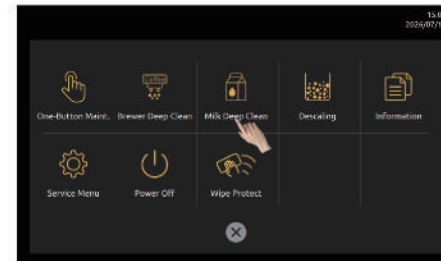


7.3.2 Milk deep clean

Step 1: Click the shortcut menu icon at the top left of the screen to enter the Service Menu screen;

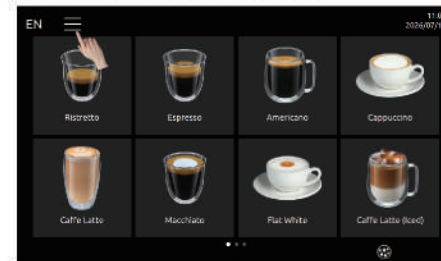


Step 2: Click on the screen " Milk System Deep Cleaning", then follow the prompts.

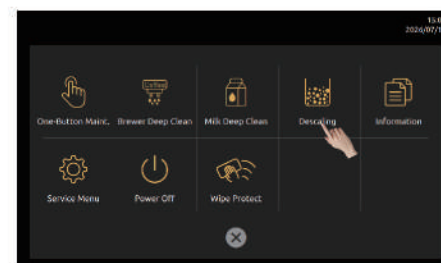


7.3.3 Descaling

Step 1: Click the shortcut menu icon at the top left of the screen to enter the Service Menu screen;

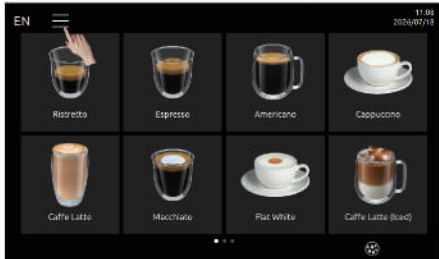


Step 2: Click on the screen " Descaling", then follow the prompts.

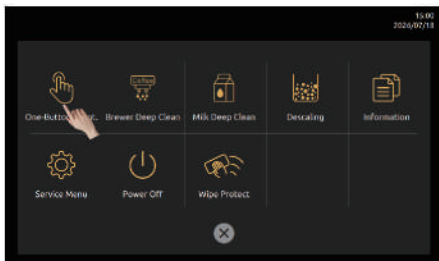


7.3.4 One-button maint

Step 1: Click the shortcut menu icon at the top left of the screen to enter the Service Menu screen;

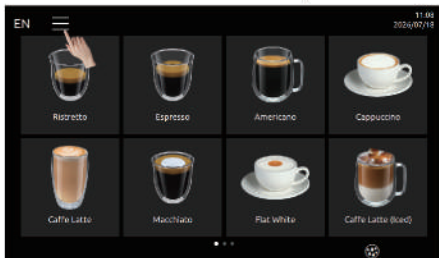


Step 2: Click on the screen " One-button maint ", then follow the prompts.

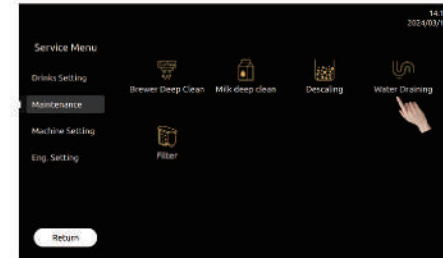


7.3.5 Water draining

Step 1: Click the shortcut menu icon at the top left of the screen to enter the Service Menu screen;



Step 2: Click "Service Menu" input password, Click "Maintenance", click "Water Draining", then follow up the instructions.



7.3.6 Grinding adjustment

Step 1: Take out the bean hopper, you can see the adjusting gear under the bean hopper (the value of the adjusting gear: the bigger the icon means the coarser, the smaller means the finer).



Step 2: Turn the adjusting gear, adjust to the suitable gear can be.



✓ Coffee beans ground setting is complete.

8 Liability and Warranty

8.1 User Responsibilities

- The user must ensure that the safety device is regularly maintained and inspected by Dr. Coffee's technical service personnel, its authorized personnel or other authorized personnel.
- Quality defects must be notified in writing to Dr. Coffee within 30 days. For hidden defects, this period is extended to 12 months after installation (work report, handover record).
- Parts involving safety, such as safety valves, safety thermostats, water boilers, etc., are not allowed to be repaired. Said parts must be replaced!
- These measures are carried out by the customer service technicians of Dr. Coffee or by the service partner when maintenance is performed.

8.2 Warranty and liability

- If personal injury or property damage is caused due to the following reasons, our company will not be liable for warranty and compensation:
 - The machine is not being used correctly as specified.
 - Incorrect installation, commissioning, operation, cleaning and maintenance and associated optional equipment.
 - Maintenance intervals not respected.
 - Continue to use this machine if safety devices and guards are damaged, incorrectly installed, or failed.
 - Failure to comply with the instructions in the instruction manual regarding the preservation, installation, operation, use and maintenance of the machine Safety Instructions.
 - The machine is not being used under normal conditions.
 - Repairs are not performed correctly.

- Not use genuine parts from Dr. Coffee.
- Use a cleaner not recommended by Dr. Coffee.
- Damage caused by foreign objects, accident, vandalism and force majeure.
- Insert foreign objects into the machine or open the machine casing with foreign objects.
- The manufacturer assumes all possible liability for damages only if the prescribed service and maintenance intervals are observed and original spare parts ordered from the manufacturer or authorized suppliers are used.
- Dr.coffee's "General Terms of Business" apply.

9 Precautions for daily use and maintenance

- Please do not add water to the coffee bean hopper;
- During the operation of the coffee machine, please do not open the door of the coffee machine forcibly, take out the grounds box, drip tray, water tank and other components;
- The external water tank can only be filled with pure water at room temperature, please do not add hot water or ice water;
- It is recommended to use coffee beans with medium roast or medium dark roast and not too oily. It is not recommended to use dark roasted or charcoal roasted and very oily coffee beans;
- When the beverage flows out, please do not put your hand at the outlet of the coffee machine to avoid burns;
- When cleaning the machine, please do not use a brush or cleaning agent, so as not to damage the appearance of the coffee machine, please wipe it with a soft cloth dampened with water;
- When filling beans or water, please do not exceed the MAX line. If there is no MAX line, fill it with 8 points.

- During the coffee making process, self-checking and resetting process, and automatic cleaning process, please do not cut off the power supply;
- According to the height of the coffee cup, adjust the height of the coffee outlet appropriately to avoid the splashing of beverages such as coffee and hot water;
- When shutting down, please follow the correct steps: please enter the shutdown interface of the screen, click "Power off", and follow the instructions on the screen. After the screen is off, press the power switch of the coffee machine to turn off the power. Do not directly press the power switch or pull out the power plug;
- Every day after the machine is turned off and stopped for use, please empty the coffee grounds and waste water in the machine and clean it;
- In order to ensure the quality of coffee, it is recommended to clean the water tank and replace the water in the water tank every day.
- This product cannot be immersed in water for cleaning.

10 Trouble shooting and Handling

Error	Solutions
Water Tank Is Empty	1、 The water in the tank is already below the detection level; The water tank is not installed correctly and too far from the sensor; Water level sensor is broken; 2、 Take out the tank and add water, make sure the water is not higher than the "Max" line marked on the tank; Check and reinstall the water tank; Replace a new sensor.
Grounds Container Is Full Up	1、 The grounds count in the grounds container reaches 15 pieces or is already full; 2、 Pull out the drip tray, take out the grounds container, and empty the container.
Bean Hopper Empty	1、 Coffee bean hopper is empty; Beans sticks together; 2、 Fill coffee beans to the bean box; Stir the beans in the hopper until they are loose.
Drip Tray Is Not In Place	1、 Not well fixed; Sensor broken ; Magnet losing or broken; 2、 Replace the drip tray; Replace new sensor; Replace new magnet.
Drip tray is full up	1、 The waste water in the tray is full; Sensor is dirty; 2、 Pull out and empty the tray; Check and clean up the sensor.
Coffee Thermo-Block Over-heated	1、 Temperature is over 160 °C; 2、 Wait, as the tips in the Screen "The hot water thermo-block is cooling down, please wait ..."; While the thermo-block is cooling down, no beverage could be made..
Steam Thermo-Block heating over time	1、 Temperature is over 160 °C; 2、 While the steam thermo-block is cooling down, no beverage could be made.
Diverted Valve checking	1、 The valve is in the wrong position after multiple self-tests; 2、 Tap "checking " to do self-checking; Switch off, 5 seconds later reboot the machine.
Environment Temp. Is Too Low	1、 The temperature of the environment is 0 °C or lower; 2、 Please power on the machine when the temperature of environment is 10 °C ~ 40 °C.
Lack of Water	1、 The inlet of tank is blocked. The tank is unfixed; The strainer of Brewer is blocked; The Flowmeter damages; 2、 Check the way of water supply and tap "Fill Water"; Check the tank outlet and reinstall it in place; clean the strainer, reinstall and push the tank to the end ; Clean the strainer by Brewer Deep Clean with tablets or by disassembling; Replace a new Flowmeter; Switch off and restart the machine;

Error	Solutions
Pressure Overloaded	1、 The pipe or strainer of Brewer is blocked;Coffee Grounds from Grinder are too fine; The amount Coffee Grounds from Grinder are over the max capacity of Brewer;Air is coming into the Pump while coffee making; 2、 Tap "Rinse" to rinse Brewer;Adjust the gear position of the coffee machine to clockwise. The bigger number represents coarser. Clean the Inlet of tank.
Grinder Calibration	1、 After a certain cups of coffee made, it will alarm;It will alarm at the 2000th cup, 7000 th cup, 17000th cup, 27000th cup... and so on. (every 10 thousand cups); 2、 Follow the tips and enter service manual to do finish calibration; Follow the instruction of service manual.
Brewer Check Up	1、 The Brewer is not in a right position; The Brewer damaged; The drive motor of brewer damaged; 2、 Tap "Check Up";Replace a new Brewer;Replace new drive motor.
Brewer Unit Deep Clean Required	1、 Reach the set value, it will alarm. Set in manual; The settled valve can be changed in the service manual; 2、 Follow the tips and enter service manual to do deep clean; Follow the instructions of service manual.
Milk System Deep Clean Required	1、 Reach the set value, it will alarm. Set in manual; The settled valve can be changed in the service manual; 2、 Follow the tips and enter service manual to do deep clean; Follow the instructions of service manual.
Descaling Required	1、 Reach the set value, it will alarm. Set in manual; The settled valve can be changed in the service manual; 2、 Follow the tips and enter service manual to do deep clean; Follow the instructions of service manual.
Water Leakage	1、 Water leaking inside the machine; 2、 Disassemble the appearance of the machine and check the specific leaking location; replace the accessories at the leaking location.
No Coffee	1、 The coffee grounds are too fine;The amount coffee grounds from grinder are over the max capacity of brewer;The pipe or strainer of Brewer is blocked;The Brewer damages;The Strainer of inlet valve is blocked; 2、 Adjust the gear position of the coffee machine to clockwise. The bigger number represents coarser;Do grounds calibration;Do brewer deep rinse with tablets;Re-fix the Brewer, or replace a new Brewer; Clean Strainer or replace a new one;
Brewer System Error	1、 Tap three times "brewer self-checking", prompts brewer system error; The brewer is blocked is stuck;The motor doesn't work; The brewer damages; Control Board damages; 2、 Switch off the machine and restart;Disassemble the brewer , check and clean;Replace a new motor; Replace a new Brewer;Replace a new Control Board;

Error	Solutions
HMI Communication Error	1、 Main board and display board connection loose or damaged; Control software doesn't match with the HMI software;HMI PCB damages; Main Board damages; 2、 Check the plugs on HMI PCB and reconnect;Upgrade Control software and HMI Software;Replace a new HMI PCB;Replace a new Main Board.
Coffee Thermo-block NTC Error	1、 Electronic fault between sensor and master;The temperature of the thermo-block exceeds 180℃; 2、 Replace the connectors of thermo-block;Replace the NTC sensor; Switch off and restart after 30 minutes;Replace thermo-block group.
Steam Thermo-block NTC Error	1、 Electronic fault between sensor and master;The temperature of the thermo-block exceeds 180℃; 2、 Replace the connectors of thermo-block;Replace the NTC sensor; Switch off and restart after 30 minutes; Replace thermos-block group.
Coffee Thermo-block Heating Overtime	1、 The temperature of the thermo-block exceeds settled value and fuse burn outsensor damage; Thermo-block damage; 2、 Replace the fuse of thermo-block; Replace the NTC sensor; Replace thermo-block group.
Steam Thermo-block Heating Overtime	1、 The temperature of the thermo-block exceeds settled value and fuse burn outsensor damage; Thermo-block damage; 2、 Replace the fuse of thermo-block; Replace the NTC sensor; Replace thermo-block group.
Diverted Valve Error	1、 The valve is still in the wrong position after multiple self-tests; Valve damage; 2、 Switch off , 5seconds later reboot the machine change valve.
Fail to switching on	1、 No power ;Voltage isn't high enough; Not Switched on; Power PCB damages; The fuse of Main Power is blown; 2、 Check if the machine is connected with power; Connect the machine with acceptable power;Check if the machine is switched on; Replace a new Power PCB;Replace a new fuse.
Crash	1、 System stops unexpectedly; 2、 Turn off the machine, wait for about 5 seconds, then turn it on again; upgrade the system program of the coffee machine.
No Milk	1、 The milk box is empty; The pipe or outlet of steam is blocked; The pipe of steam is broken; The number of Air Intake is set too high. The Milk Frother is blocked; 2、 Refill milk to the milk box;Do milk deep Rinse;Dissemble the cover of machine, check the pipe of steam;Set the number of Air Intake lower; Dissemble and clean the milk frother ;replace a new milk frother.
No Milk Foam, Warm Milk Only	1、 The inlet of Air Intake Valve is blocked;The pipe of Air Intake Valve is blocked;The Air Intake Valve damages; 2、 Check the inlet and the pipe of Air Intake Replace a new Air Intake Valve.