

# Schaerer Coffee Art Plus 20BTN

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**SAP Material #**  
1340900012



**schaerer**

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Note that the pictures and display messages shown inside are only examples; your machine and display messages may vary.

# Cautions & Warnings

## USE CAUTION WHILE OPERATING AND CLEANING THE COFFEE ART PLUS MACHINE



**WARNING:**

TO PREVENT ELECTRICAL SHOCK, DO NOT REMOVE SIDE OR BACK PANELS FROM THIS MACHINE. NO USER SERVICE-ABLE PARTS INSIDE. REFER SERVICING TO AUTHORIZED SERVICE PERSONNEL ONLY.



**WARNING:**

IF WATER OR SMOKE IS COMING FROM INSIDE THE MACHINE, TURN OFF MACHINE IMMEDIATELY. UNPLUG THE MACHINE, TURN OFF WATER SUPPLY, AND CONTACT AN AUTHORIZED SERVICE AGENT.



**WARNING:**

DO NOT MOVE MACHINE WHILE IT IS STILL CONNECTED TO UTILITIES.



**CAUTION:**

ALL DISPENSED PRODUCTS ARE EXTREMELY HOT! USE CAUTION WHILE OPERATING ALL FUNCTIONS. KEEP HANDS AWAY FROM FOAMER HEAD/COFFEE SPOUT/SPLITTER WHILE DISPENSING OR CLEANING (EXTREMELY HOT).



**CAUTION:**

DO NOT PLACE HANDS INSIDE MACHINE WHILE OPERATING, EXCEPT WHEN FOLLOWING CLEANING PROCEDURES.



**CAUTION:**

DO NOT TILT MACHINE TO EITHER SIDE (VERY HEAVY).



**CAUTION:**

DO NOT PLACE LIQUID CONTAINERS (SYRUPS, MILK, ETC.) ON TOP OF THIS EQUIPMENT.

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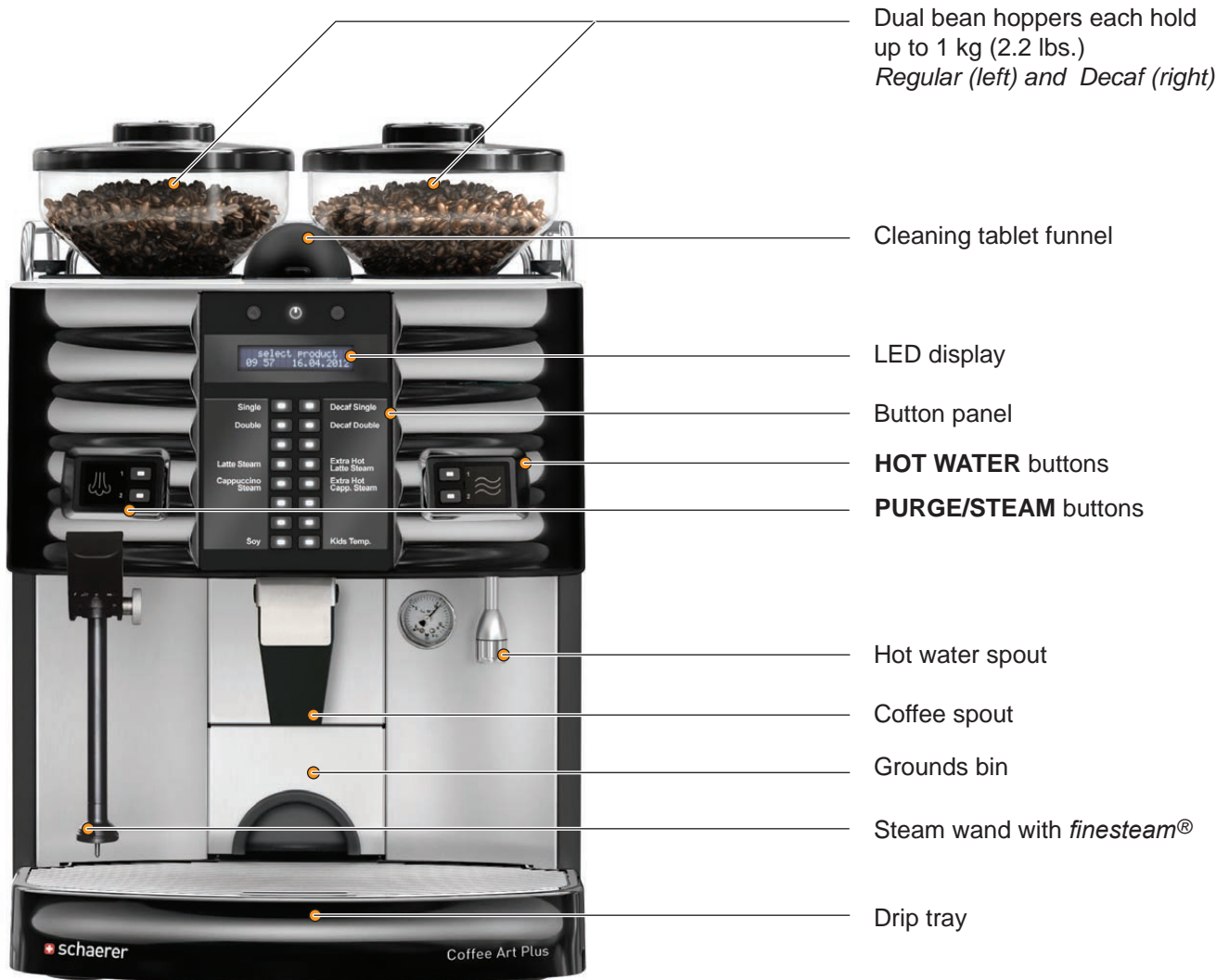
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# Machine Overview





# Machine Description

## Button Panel



The ☹ and “-” button begins the cleaning procedure.

The ⏻ button controls the power to the machine. To turn the machine off, press and hold the button for 2 seconds. To turn it on, just the press the button.

Press the ⊖ and “+” button to stop or cancel a drink.

Press the **SINGLE** button for drinks requiring one espresso shot.

Press the **DECAF SINGLE** button for drinks requiring one decaf-feinated espresso shot.

Press the **DOUBLE** button for drinks requiring two espresso shots.

Press the **DECAF DOUBLE** button for drinks requiring two decaf-feinated espresso shot.

Press the **LATTE STEAM** button to steam latte milk.

Press the **EXTRA HOT LATTE STEAM** button to steam extra hot latte milk.

Press the **EXTRA HOT CAPP STEAM** button to steam extra hot cappuccino milk.

Press the **CAPPUCCINO STEAM** button to steam cappuccino milk.

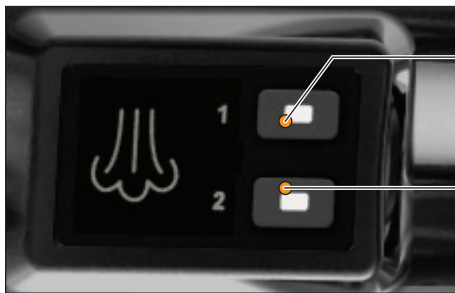
Press the **SOY** button to steam soy milk.

Press the **KIDS TEMP** button to steam milk for hot chocolate or other kid’s beverages.



Button panel configuration may vary.

### Purge/Steam Buttons

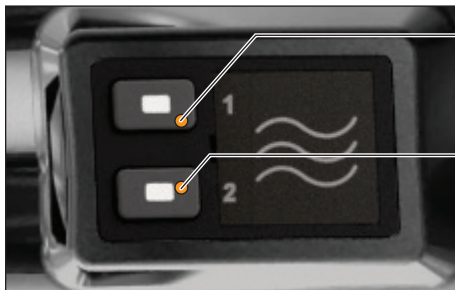


To purge the steam wand after each use, press purge button **1**. It will purge for two seconds and stop automatically. Or, press the button again to stop manually.

The purge button **2** is an open programmable button. Currently it is deactivated.

**Programming may vary.**

### Hot Water Buttons



To dispense hot water from the machine, press hot water button **1**. It will dispense for five seconds and stop automatically. Or, press the button again to stop manually.

The hot water button **2** is an open programmable button. Currently it is deactivated.

**Programming may vary.**

### Bean Hoppers



Fill the hoppers on top of the machine with whole beans only. The machine grinds the beans freshly for each shot.

The left hopper is intended for regular espresso beans.

The right hopper is intended for decaffeinated espresso beans.

### Bean Hopper Slides



The bean hopper slides are used for locking the hoppers into position. To release the hoppers for weekly cleaning, push the slides inward and then lift up. Refer to page 22 for instructions.



### Cleaning Tablet Funnel



The cleaning tablet funnel is located between the two bean hoppers. Only Schaerer Cleaning Tablets should be dropped into this funnel during the daily cleaning procedure. Refer to pages 19-20 for daily cleaning instructions.



**Use only Coffee Pure Cleaning Tablets (Item # 9610000116) for the daily cleaning procedure.** Refer to page 11 for reordering cleaning tablets.

### Steam Wand with *finesteam*®



The steam wand is movable and has a hard plastic handle for handling when it is hot.

The PEEK steam wand material dramatically lowers the wand's surface temperature. Unlike standard stainless steel wands, milk doesn't bake onto the wand. Milk residue easily wipes clean, even later on after steaming. The PEEK steam wand is also much safer to touch right after steaming.

Steam wand with proprietary air injection and auto shut-off guarantees consistent milk texture and temperature while allowing users the freedom to multitask.

### Hot Water Spout and Coffee Spout



The hot water outlet is used for tea water, ceramic cup pre-heating and quick rinsing of utensils.

The coffee spout swivels back and forth to accommodate tall cups. The spout is removable for cleaning. Refer to page 21 for instructions.

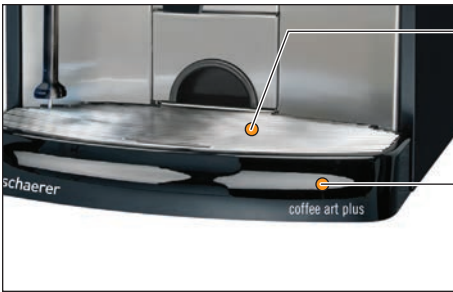
The spout is in essence a splitter. To pour two cups at once, place them next to each other with the rims at the center of the spout.

### Grounds Bin



The grounds bin is located below and behind the coffee spout. It holds the used grounds which are disposed of after each espresso shot is brewed. The bin slides straight out from the machine and must be emptied periodically or when prompted on the display.

### Drip Tray Grill and Drip Tray



The drip tray grill is removable for easy cleaning and access to the inside of the drip tray.

The drip tray is connected to a flexible hose which should be connected to a fixed drain line. The purpose of this 'basin' is to funnel any spilled liquids down the drain. To prevent blockage, we recommend that you avoid flushing large quantities of milk and/or used coffee grounds down the drain.

### Card Reader



For use by manufacturer authorized service agent.

# Machine Accessories



User Manual



Daily Cleaning Instructions



Steam Wand Cleaner (Item # 9610000114)



Coffee Pure Cleaning Tablet (Item #9610000116)

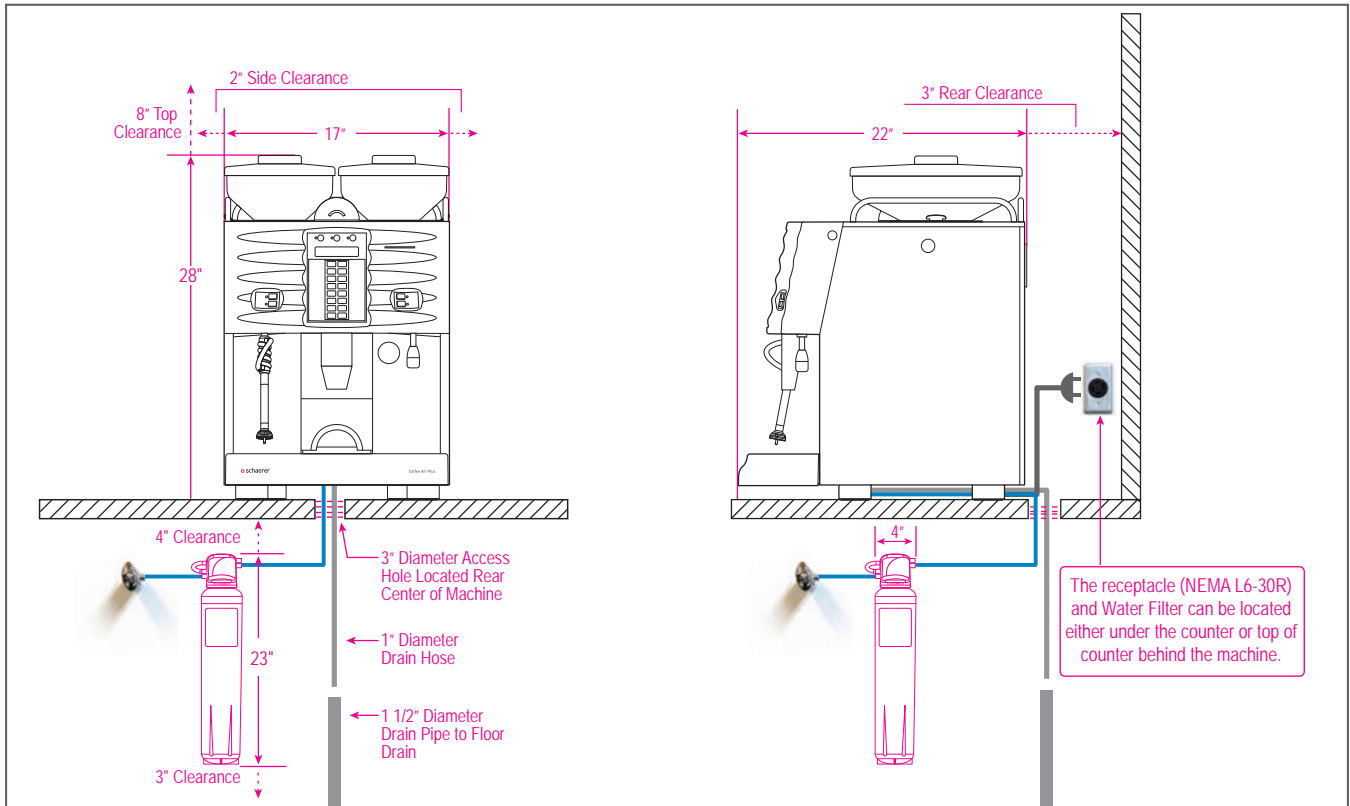


Large Cleaning Brush (Item #3370067409)



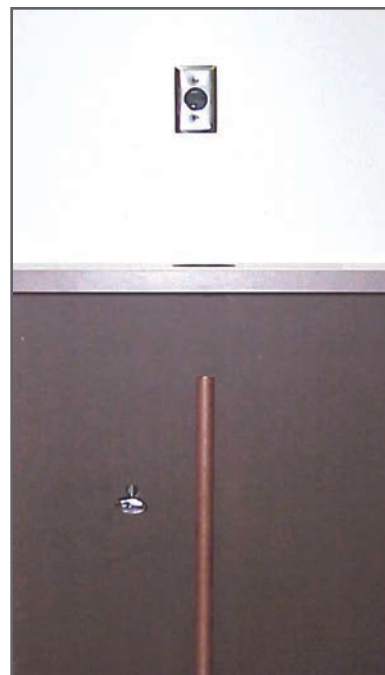
To order cleaning supplies please call Parts Town 888.957.1518 or visit <https://www.partstown.com>

# Utility Hook-Up Requirements



## POWER, WATER SUPPLY, AND ACCESS REQUIREMENTS

	<ul style="list-style-type: none"> <li>• Receptacle type: NEMA L6-30R.</li> <li>• 3 Prong twist-lock.</li> <li>• Breaker panel: 30 Amp dedicated 220V single phase circuit.</li> <li>• Actual maximum load: 24 Amps.</li> </ul>
	<ul style="list-style-type: none"> <li>• Access hole with collar (no sharp edges).</li> <li>• Located centrally under machine for water and drain hose.</li> <li>• Diameter: Minimum 3" (80mm).</li> </ul>
	<ul style="list-style-type: none"> <li>• Water shut-off valve with 3/8" (9.5mm) compression fitting.</li> <li>• Back flow preventer in accordance with local requirements.</li> </ul>
	<ul style="list-style-type: none"> <li>• Drain pipe to floor drain.</li> <li>• Copper or PVC in accordance with local health codes and regulations.</li> <li>• Diameter: 1.5" (38mm) or larger.</li> </ul>



The receptacle, water shut-off valve and drain pipe must be within 3 feet (36") of the center of the location (footprint) of the machine.

Ideal under counter space for softener: 30" (minimum requirement: 26 inches).

**Notes:** Access hole is only required if any of the utility hook-ups are located under the counter. Drain pipe is only necessary if the drain line from the drain tray is mounted fixed. A removable drain tray does not require a drain pipe since it will be emptied by the operator.

## General Operation

### Introduction

This chapter describes the basic functions of the espresso machine. Read the instructions carefully to ensure smooth routine operation.

### Filling Bean Hoppers



Only use whole beans in the bean hoppers!



**Never reach with your hands into the bean hoppers when the machine is switched on. When refilling the bean hoppers, do not reach into the grinder and do not press any of the product buttons!**

1. Remove the lid from the bean hopper.
2. Fill with whole beans maximum 1 kg (2.2 lbs) and close the lid.



A well-closed lid prevents loss of aroma.

### Preparing the Machine for Operation

Prior to switching on the machine, check the following:

- The fresh water supply is open.
- The hoppers are filled (see above).
- The grounds bin is empty.
- The machine is connected to the power supply.
- Check whether the bean hopper slides are open.

### Switching On the Espresso Machine

Switch on the espresso machine by pressing the  button.



If the machine has been switched off for a long period of time, the message “heating” appears on the display.


select product  
12:00 01.10.2008

A product selection can be made when the message “select product” appears on the display.


## Switching Off the Espresso Machine

If the espresso machine is not used for longer periods, i.e. overnight, it can be switched to standby mode. In this mode, the boiler is not heated and no beverages are available.

<< Standby >>

1. Press the  button until the message "<< Standby >>" appears on the display.

## Extended Idle Time

1. Perform the daily cleaning:  
(See section "Daily Cleaning" on pages 19-20).
2. Switch the machine to "<< Standby >>" (Press the .
3. Close the shut-off valve from the fresh water supply.
4. Disconnect the machine from the power supply.
5. Vacuum the coffee beans from the bean hoppers.
6. Store the machine in a dry and clean location. On premises where temperatures can drop below zero, the boiler has to be emptied. To empty the boiler, contact a manufacturer-authorized service agent for assistance.

## Removal / Relocation / Disassembly



Contact a manufacturer-authorized customer service agent.

# Beverage Output

## Foamed and Steamed Milk



**Steam wand is extremely hot!**

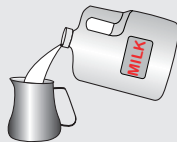


**Always wipe steam wand with a thick, clean, damp cloth and purge after each use. Refer to page 21 for details.**



### Foamed Milk

1. Portion milk into steaming pitcher.



2. Submerge steam wand into pitcher and make sure wand points straight down. Press the **CAPPUCCINO STEAM** or **EXTRA HOT CAPP. STEAM** button.



### Steamed Milk

1. Portion milk into steaming pitcher.



2. Submerge steam wand into pitcher and make sure wand points straight down. Press the **LATTE STEAM** or **EXTRA HOT LATTE STEAM** button.



## Espresso and Decaf Espresso Shot



All beverages dispensed by the machine are extremely hot!



### Espresso Shot

1. Place cup under coffee spout and press the **SINGLE OR DOUBLE** button.



### Decaf Espresso Shot

1. Place cup under coffee spout and press the **DECAF SINGLE OR DECAF DOUBLE** button.



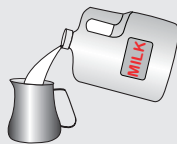


### Cappuccino and Latte



#### Cappuccino

1. Portion milk into steaming pitcher.



2. Submerge steam wand into pitcher and make sure wand points straight down. Press the **CAPPUCCINO STEAM** or **EXTRA HOT CAPP. STEAM** button.



3. Place cup under coffee spout and press **SINGLE OR DOUBLE**.

#### For Decaf

Place cup under coffee spout and press **DECAF SINGLE OR DECAF DOUBLE**.

4. Fill cup to top with foamed milk.



#### Latte

1. Portion milk into steaming pitcher.



2. Submerge steam wand into pitcher and make sure wand points straight down. Press the **LATTE STEAM** or **EXTRA HOT LATTE STEAM** button.



3. Place cup under coffee spout and press **SINGLE OR DOUBLE**.

#### For Decaf

Place cup under coffee spout and press **DECAF SINGLE OR DECAF DOUBLE**.

4. Fill cup to top with steamed milk.



## Tips During Operation



Always run the daily cleaning procedure when prompted by the machine display. Refer to page 19-20 for details.



Always wipe steam wand with a thick, clean, damp cloth and purge after each use. Refer to page 21 for details.



Empty the grounds bin regularly and when prompted by the display. Rinsing it nightly will prevent caked-up grounds from forming.



Periodically wipe the machine exterior thoroughly with a clean, damp cloth to remove residue from steamed milk and espresso shots.



When making two 16oz drinks at a time, steam 32oz of milk.



When making two drinks at a time, place cups next to each other with the rims at the center of the splitter.

# Daily Cleaning



Read and follow the instructions carefully before you begin the daily cleaning procedure. This procedure should be performed on a daily basis or when prompted by the machine display.

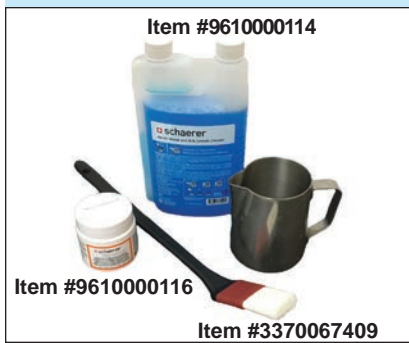


Never reach into the machine or under the coffee spout during the automatic cleaning cycle!



The status of the cleaning and some cleaning steps are shown in the display.

## 1.



• Use only Schaerer cleaning supplies for this procedure.

## 2.



• Fill large steaming pitcher with 16oz of water and mix in (1oz/30ml) Schaerer Steam Wand Cleaner.

## 3.



• Point steam wand toward drip tray. Press the button 1 to purge steam wand.


## 4.



• Submerge steam wand into steaming pitcher and press the **LATTE STEAM** button to heat solution. After steam wand shuts off automatically then let it soak for 5 minutes.

## 5.



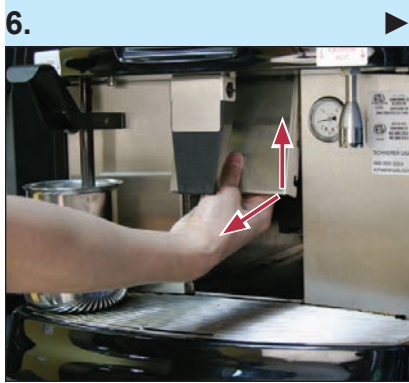
• While steam wand is soaking, **press and hold** the  button until display reads "cleaning program empty gr. container."  
• Immediately remove grounds bin **within 6 seconds**. Empty coffee grounds into trash can. Wash, rinse, sanitize bin and set aside.



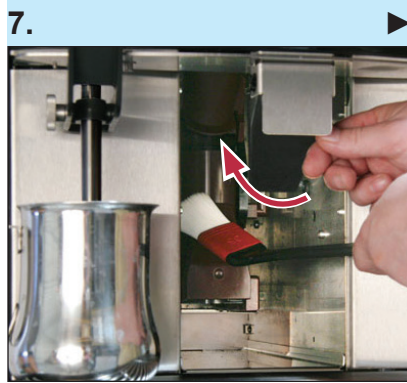
While steam wand is soaking, continue to next step.



If grounds bin is not removed within 6 seconds, the machine will return to normal operating mode. If this happens, repeat step 5.



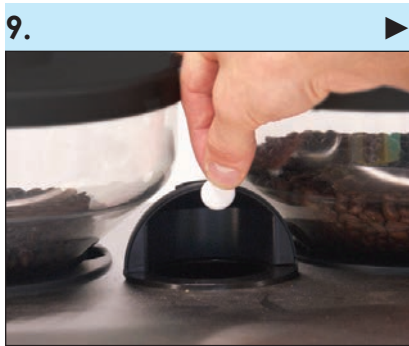
- Remove metal shield above grounds bin and set aside.



- Use large cleaning brush to wipe coffee grounds from brew unit and surrounding areas into drip tray. Do not touch brew unit or any other parts of inside area with your hands.





- Put back metal shield and slide coffee grounds bin back into place.

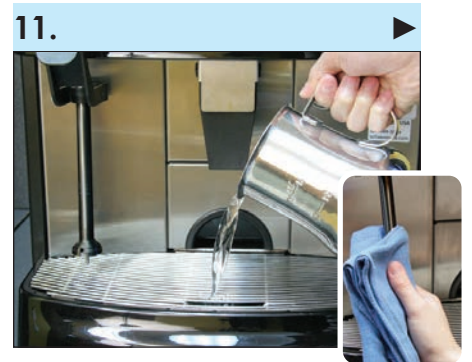


- Wait until display reads “cleaning program insert tablet.”
- Lift dome lid located between the two bean hoppers and drop in one Schaefer cleaning tablet. Close lid after dropping tablet.

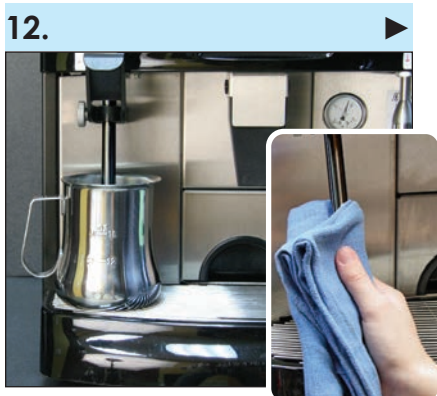


- Press (**do not hold**) the blinking  button to activate cleaning cycle (this takes about 4:30 minutes). All beverage selection buttons will be locked during this time.

 Cleaning runs (4:33 min.)



- After 5 minutes or when automated cleaning cycle is complete, empty pitcher into drip tray. Wipe steam wand with a thick, clean, damp cloth. **Be careful, wand will be very hot!**



- Submerge steam wand into cold water once to rinse, then discard water. Wipe steam wand with a clean, damp cloth.

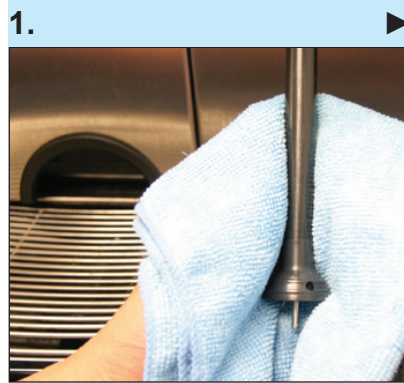


- After wiping off wand, point it toward drip tray and purge by pressing the button 1.

## Cleaning the Steam Wand After Each Use



Always use a cloth and/or steam wand handle (grip) when cleaning or steaming milk. Direct skin contact with metal may result in burns.



- Once milk steaming has stopped, remove pitcher and immediately wipe steam wand with a thick, clean, damp cloth. **Be careful, wand will be very hot!**



- After wiping off wand, point it toward drip tray.
- Press button **1** to purge steam wand.

# Weekly/As Needed Hopper Cleaning



Read and follow the instructions carefully before you begin the weekly hopper cleaning procedure. This procedure should be performed on a weekly basis.



Do not clean the bean hoppers in the dishwasher.



When refilling the bean hoppers, do not reach into the grinder and do not press any of the product buttons!



If the oil from the bean remains, use non-abrasive dish washing soap.

1. ▶



- Turn machine **OFF**.
- Push the bean slide inward to lock the beans and release the hopper.

2. ▶



- Lift the hopper upward to remove from the machine

3. ▶



- Empty the beans into another container. Use warm water to wash, rinse and sanitize.

4. ▶



- Dry the hoppers thoroughly with a clean, damp cloth.

5. ▶



- Place hopper back on to machine.

6. ■



- Pull the bean slide outward to release the beans and lock the hopper into place. Repeat these steps for the other hopper.
- Turn machine back **ON**.

## Error Messages

Display Message	Cause	Remedy
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     select product                      12:00                      07.09.2010                 </div>	<ul style="list-style-type: none"> <li>• Appears when the machine is ready to operate.</li> </ul> <p><i>Beverages can be dispensed.</i></p>	
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      grounds cont missing                 </div>	<ul style="list-style-type: none"> <li>• The grounds container has been pulled out. (Cleaning program).</li> <li>• The end switch is defective.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ After cleaning the brew chamber, reinsert the grounds container.</li> </ul> <p><b>If the message persists, call for service.</b></p>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      empty gr. container                 </div>	<ul style="list-style-type: none"> <li>• The grounds container is full.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Empty the grounds container and reinsert it.</li> </ul>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     select product                      cleaning program                 </div>	<ul style="list-style-type: none"> <li>• Appears when a programmed number of beverages has been dispensed without the machine being cleaned.</li> </ul>	<ul style="list-style-type: none"> <li>▶ The machine must be cleaned.</li> </ul> <p>Refer to page 19-20 for daily cleaning procedures.</p>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      grinder L no beans                 </div>	<ul style="list-style-type: none"> <li>• Appears when the bean hopper on the left-hand side is empty or when a coffee bean has become stuck.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Refill the bean hopper with coffee beans (max. 1000g.) and push the ☺ button.</li> <li>▶ If jammed, use the stem of the cleaning brush to "stir" the coffee beans around and unclog the grinder. Then press the ☺ button.</li> </ul>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      grinder R no beans                 </div>	<ul style="list-style-type: none"> <li>• Appears when the bean hopper on the right-hand side is empty or when a coffee bean has become stuck.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Refill the bean hopper with coffee beans (max. 1000g.) and push the ☺ button.</li> <li>▶ If jammed, use the stem of the cleaning brush to "stir" the coffee beans around and unclog the grinder. Then press the ☺ button.</li> </ul>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      grinder L overload                 </div>	<ul style="list-style-type: none"> <li>• Appears when the grinder on the left-hand side is overloaded or if the grinder is jammed.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Check the grinder for foreign objects. Press the ☺ button.</li> </ul>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      grinder R overload                 </div>	<ul style="list-style-type: none"> <li>• Appears when the grinder on the right-hand side is overloaded or if the grinder is jammed.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Check the grinder for foreign objects. Press the ☺ button.</li> </ul>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      grinder L blocked                 </div>	<ul style="list-style-type: none"> <li>• An object (such as a stone) has become jammed in the grinder.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Press the ☺ button. If the message persists, switch off the espresso machine and vacuum out coffee beans with a vacuum cleaner.</li> <li>▶ Check if a foreign object has jammed the grinder.</li> </ul>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      grinder R blocked                 </div>	<ul style="list-style-type: none"> <li>• An object (such as a stone) has become jammed in the grinder.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Press the ☺ button. If the message persists, switch off the espresso machine and vacuum out coffee beans with a vacuum cleaner.</li> <li>▶ Check if a foreign object has jammed the grinder.</li> </ul>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      grinder current                 </div>	<ul style="list-style-type: none"> <li>• PCB or electronics are defective.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; text-align: center;">                     selection locked                      brew motor current                 </div>	<ul style="list-style-type: none"> <li>• PCB or electronics are defective.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>

Display Message	Cause	Remedy
selection locked over curr. brewmotor	<ul style="list-style-type: none"> <li>The brew unit has too much electricity (over 4A).</li> <li>Brew unit is jammed.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
select product water flow error	<ul style="list-style-type: none"> <li>No water connection.</li> <li>Defective pump (pump pressure &lt; 7.5 bar).</li> <li>Brew unit blocked.</li> <li>Water system blocked.</li> <li>Grinder mixture too fine.</li> <li>PCB - flowmeter incorrectly connected.</li> <li>Electrical problem.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Open the shut-off valve and press the beverage button again.</li> <li>▶ Check the brew unit.</li> <li>▶ Check the grinder mixture.</li> </ul> <p><b>If the message persists, call for service.</b></p>
select product over temp. brewwater	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and the PCB.</li> <li>Temperature sensor defective.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
select product over temp. tea	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and the PCB.</li> <li>Temperature sensor defective.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
select product over temp. steam	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and the PCB.</li> <li>Temperature sensor defective.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
selection locked heating coffee water	<ul style="list-style-type: none"> <li>The temperature is 10 °C below the programmed temperature.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Wait until the target temperature has been reached.</li> </ul> <p><b>If the message persists, call for service.</b></p>
selection locked heating hot water	<ul style="list-style-type: none"> <li>The temperature is 10 °C below the programmed temperature.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Wait until the target temperature has been reached.</li> </ul> <p><b>If the message persists, call for service.</b></p>
selection locked heating steam	<ul style="list-style-type: none"> <li>The temperature is 10 °C below the programmed temperature.</li> </ul> <p><i>Beverages cannot be dispensed when the temperature is below 110 °C.</i></p>	<ul style="list-style-type: none"> <li>▶ Wait until the target temperature has been reached.</li> </ul> <p><b>If the message persists, call for service.</b></p>
select product timeout coffee heater	<ul style="list-style-type: none"> <li>The programmed temperature of the coffee water boiler was not reached within 4 minutes after the machine was switched on.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Switch the machine off and then back on.</li> </ul> <p><b>If the message persists, call for service.</b></p>
select product timeout HW heater	<ul style="list-style-type: none"> <li>The programmed temperature of the hot water boiler was not reached within 4 minutes after the machine was switched on.</li> </ul> <p><i>Hot water beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Switch the machine off and then back on.</li> </ul> <p><b>If the message persists, call for service.</b></p>
select product timeout steam heater	<ul style="list-style-type: none"> <li>The programmed temperature of the steam boiler was not reached within 4 minutes after the machine was switched on.</li> </ul> <p><i>Steam output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Switch the machine off and then back on.</li> </ul> <p><b>If the message persists, call for service.</b></p>
selection locked coffee sensor def.	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and the PCB.</li> <li>Temperature sensor defective.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
selection locked HW sensor def.	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and the PCB.</li> <li>Temperature sensor defective.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>



Display Message	Cause	Remedy
selection locked steam sensor def.	<ul style="list-style-type: none"> <li>• Electrical problem between the sensor and the PCB.</li> <li>• Temperature sensor defective.</li> </ul> <i>Beverage output is blocked!</i>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
selection locked brew unit time out	<ul style="list-style-type: none"> <li>• The brew unit motor is not running.</li> </ul> <i>Beverage output is blocked!</i>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
selection locked timeout steam suppl.	<ul style="list-style-type: none"> <li>• The level in the steam boiler was not reached.</li> </ul> <i>Beverage output is blocked!</i>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
selection locked exchange filter	<ul style="list-style-type: none"> <li>• The programmed water volume (liters / months) has passed through the filter.</li> </ul> <i>Beverage output is blocked!</i>	<ul style="list-style-type: none"> <li>▶ The water filter must be replaced.</li> <li>▶ Call for service.</li> </ul>
selection locked service request	<ul style="list-style-type: none"> <li>• The programmed number of beverages (cups / month) has been reached. Service is required.</li> </ul> <i>Beverage output is blocked!</i>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
selection locked Initialising	<ul style="list-style-type: none"> <li>• The software and the processor are restarted. The brewer moves into the "Home" position.</li> </ul> <i>Beverage output is blocked.</i>	<ul style="list-style-type: none"> <li>▶ Switch the machine off and then back on.</li> </ul> <b>If the message persists, call for service.</b>

## How to Get Help

### Hours of Business

#### Normal Hours

During normal business hours, a SEB Professional representative will answer your call directly. In case all lines are busy, please leave a message on our voice mail system according to the instructions that you hear on the voice mail.

Monday through Friday: 8:00AM to 5:30PM EST

Weekends: 8:00AM to 4:30PM EST

Messages received during business hours will be returned in the order they were received.

### How to Contact Us (emergencies, machine is not working)

Call our toll free number at 888-989-3004.

- Press “1” for support.
- Press “1” to get service on your coffee machine.
- During normal business hours, a SEB Professional representative will answer your call directly.
- Should you reach voice mail, please leave a message containing the following information:
  1. Your phone number, including the local area code.
  2. Your name.
  3. The store’s contact name and phone number including area code.
  4. The store address.
  5. The machine’s serial number.
  6. A brief description of the problem.

**Please do not use this procedure for general questions or other non-emergency requests!**

## Warranty Information

### General Warranty Program and Policy

SEB Professional North America provides its customers with a one year warranty, including parts and labor, on all new equipment purchased from SEB Professional North America. This warranty document pertains to the Coffee Art Plus machine, hereinafter referred to as “the machine.” The terms and conditions are set forth below.

#### Term

Manufacturer's warranty covers malfunctioning of major components for the 12 month period commencing on the date of installation of the machine. A grace period may be granted for a later warranty start date of up to 30 days from the date of shipment ex-warehouse or the date of installation, whichever occurs first. After this time period of one (1) year, all warranty coverage has expired.

#### General Warranty Coverage

In general, manufacturer's warranty covers malfunctioning of major components. If, during the warranty period (1 year from installation), a component does not work and needs to be replaced or repaired, SEB Professional North America will cover time & materials for the service call.

#### Installation and Staff Training

The date of installation shall be the first day the machine is installed and connected to water, drain and power at the designated installation site specified in advance and in writing by the customer. Upon installation, the Service Vendor will train the manager(s) and store personnel on how to operate and clean the machine.

Installation and training should take place in one visit. Consequently, it is important that the site is ready for installation upon arrival of the Service Vendor. Standby time due to the site not being ready or due to other equipment and/or furniture and fixtures that need to be moved will be charged on a time and materials basis. Any additional installation and/or training visit(s) shall be charged to the customer on a time and material basis.

#### Conditions

Parts damaged and/or replaced and the resulting labor are included in the contract, provided that:

- Repairs are carried out by SEB Professional North America or an authorized Service Vendor.
- The malfunction/damage has not resulted through negligence, misuse, mistreatment, lack of cleaning and/or operator error, however caused.
- The malfunction/damage has not resulted from water quality issues and/or inadequate voltage supply (please refer to more explicit descriptions and examples below).
- Daily cleaning should be performed according to the instructions provided with each machine. Tablets used during the cleaning procedure must be Schaerer Cleaning Tablets. SEB Professional North America reserves the right to rescind warranty coverage in the event that cleaning instructions are not properly followed.

#### Non-warranty Service Calls

If a component malfunctions due to water quality issues, operator abuse, operator error, lack of cleaning, negligence, misuse, irregular voltage or voltage that is too high/low supplied to the machine, the repair is NOT covered under warranty. **Water quality** supplied to the machine is ultimately the sole responsibility of the owner/operator. Please note that with a softener/filter installed and maintained, some solids can still reach the machine. Damage caused by these solids is NOT covered under warranty.

Any damage or malfunction due to irregular voltage, damage caused by lightning strikes or voltage that is too high (>> 240V) or too low (<< 205V) is not covered under warranty. Blown fuses, damage to computer boards, transformers, voltage regulators, coils, wiring or other electrical components caused by voltage supply outside of the 205-240V range are not covered under manufacturer's warranty. Please be reminded that the machine should be hooked up to a single phase 220V circuit with a dedicated 30 amp breaker.

Non-warranty service calls will be invoiced on a time and materials basis to the customer by the Service Vendor. The service technician will make an on-site assessment of whether or not a repair is covered under warranty. If

the customer has questions about warranty coverage or disputes the technician's decision that a service call is not covered under manufacturer's warranty, please contact SEB Professional North America at 888-989-3004 to discuss warranty coverage.

### Customer Care Visit

One optional Customer Care Visit shall be included. This visit shall be scheduled in or near the 2nd quarter and need to take place during normal business hours. SEB Professional North America will coordinate scheduling through its Service Partners. In the event that the store or site does not make itself available for the visit, SEB Professional North America reserves the right to void its obligation toward the visit. The Customer Care Visit is optional SEB Professional North America is under no obligation to full fill the visit unless otherwise specified and agreed upon both parties (the customer and SEB Professional North America).

SEB Professional North America is entitled to utilize customer-initiated service visits to perform the customer care visit inspection, should one occur during or near the respective customer care visit dates.

### Components/Parts Covered Under Warranty

The following major internal components are covered under this contract:

Control Board	PC-Board
Pump Head	Pump Motor
Flow Meter	Brewing Unit (Automat)
Brew Valve	Tea Valve
Steam Valve	Temperature Probe (internal damage)
Water Boiler	Steam Boiler
Grinders	Grinder Motors
Brew Group Drive Motor	Position switches (internal damage)
Transformer	Card Reader
Display (internal damage)	Air Pump

### Warranty Exceptions

Examples of components NOT covered under this contract, excluding manufacturer defects:

Paneling (Shell)	Bean Hopper
Cup Warmer Plate	Drip Tray
O-rings	Product Buttons (external damage)
Temperature Probe (external damage)	Espresso Spout
Steam Wand	Hot Water Spout
Grinder Blades (normal wear and tear)	Display (external)
Chip Cards	

Examples of major component malfunctions NOT covered under manufacturer's warranty:

- Any valve that is clogged or damaged by calcium or other solids/deposits.
- Any sensor is covered with calcium or other solids/deposits.
- Any boiler filled with solids/deposits that needs to be replaced.
- Any damage due to cartridge residue reaching the machine because it was not flushed properly.

Examples of operator error, misuse, abuse, neglect, lack of cleaning, etc., issues that are NOT covered under manufacturer's warranty:

- Clogged brew group/automat due to lack of cleaning.
- Any clogging of the drip tray or cracks in the drip tray.
- Foreign objects (coins, small stones, plastic objects, etc.) in the grinders.
- Position switches, inside the automat/brew group area, bent by the operator.
- Calibration complaints (beverage volume and temperature) based on measurements not following the correct measuring procedure.
- Main waterline being turned off.

The examples listed above do not represent an exhaustive list of the errors that might be encountered. They are examples only. Terms and conditions of this contract are subject to change.



