

# Schaerer Coffee Art Plus Touch

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040381-00090EUS

**SAP Material #**  
1340900024



**schaerer**

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

**schaerer**

# 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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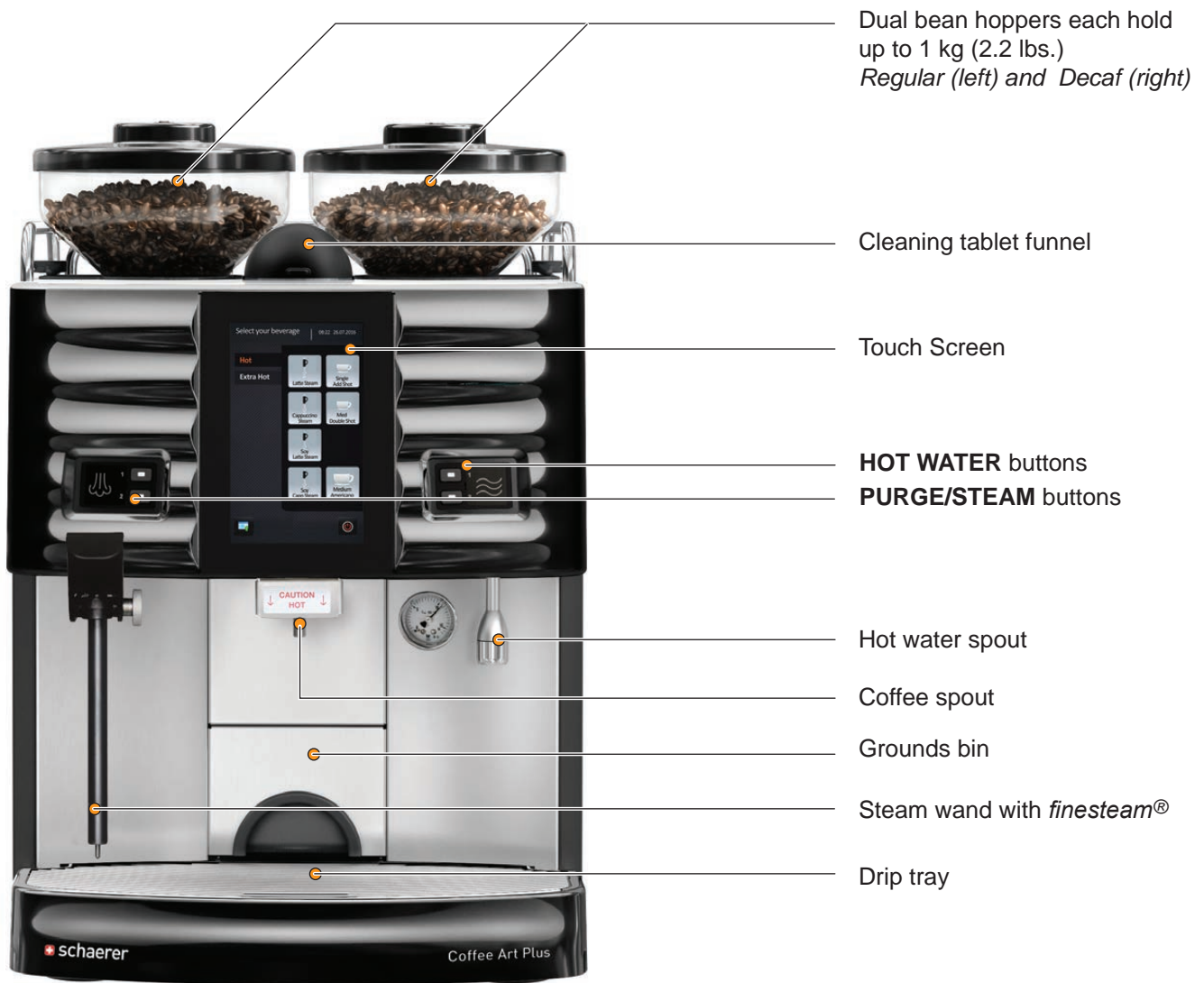
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# Machine Overview





# Machine Description

## Touch Screen User Interface

### Hot Tab





Beverage category selection

Time and date indicator

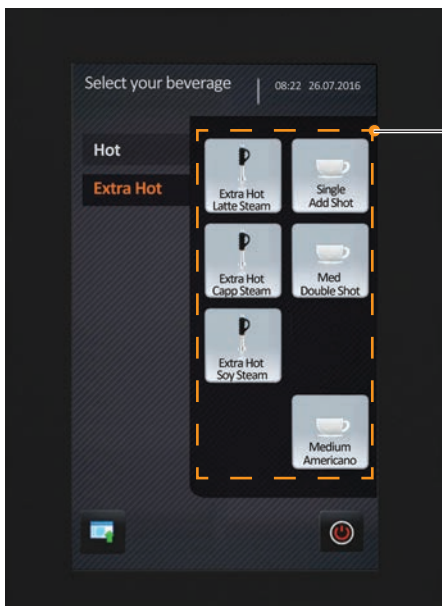
Beverage type selection

- Press the **LATTE STEAM** icon to steam latte milk.
- Press the **CAPPUCCINO STEAM** icon to steam cappuccino milk.
- Press the **SOY LATTE STEAM** icon to soy steam latte milk.
- Press the **SOY CAPPUCCINO STEAM** icon to steam soy cappuccino milk.
- Press the **SINGLE ADD SHOT** icon for drinks requiring one espresso shot.
- Press the **MED DOUBLE SHOT** icon for drinks requiring two espresso shots.
- Press the **MEDIUM AMERICANO** icon for a medium americano.

The  icon controls the power to the machine. To turn the machine off, press and hold the button. To turn it on, just the press the button.

Press the  icon to go into the Service Menu.

### Extra Hot Tab




Notes:

1. This icon may be hidden; press & hold the blank area to bring up the icon.
2. When machine is off, this icon is called Quick Menu.

Beverage type selection

- Press the **EXTRA HOT LATTE STEAM** icon to steam extra hot latte milk.
- Press the **EXTRA HOT CAPPUCCINO STEAM** icon to steam extra hot cappuccino milk.
- Press the **EXTRA HOT SOY STEAM** icon to steam extra hot soy milk.
- Press the **SINGLE ADD SHOT** icon for drinks requiring one espresso shot.
- Press the **MED DOUBLE SHOT** icon for drinks requiring two espresso shots.
- Press the **MEDIUM AMERICANO** icon for a medium americano.

 User interface configuration may vary.

### Purge/Steam Buttons



To purge the steam wand after each use, press purge button **1** or **2**. It will purge for one second (button 1) and two seconds for button 2.

*Programming may vary.*

### Hot Water Buttons



To dispense hot water from the machine, press hot water button **1** or **2**. Button 1 will dispense for 2.5 seconds and stop automatically. Button 2 will dispense for 5 seconds and stop automatically.

*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 Coffee Pure 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 pre-heating ceramic cups and quick rinsing of utensils.

The coffee spout can accommodate tall cups.

### Grounds Bin



The grounds bin is located below 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)

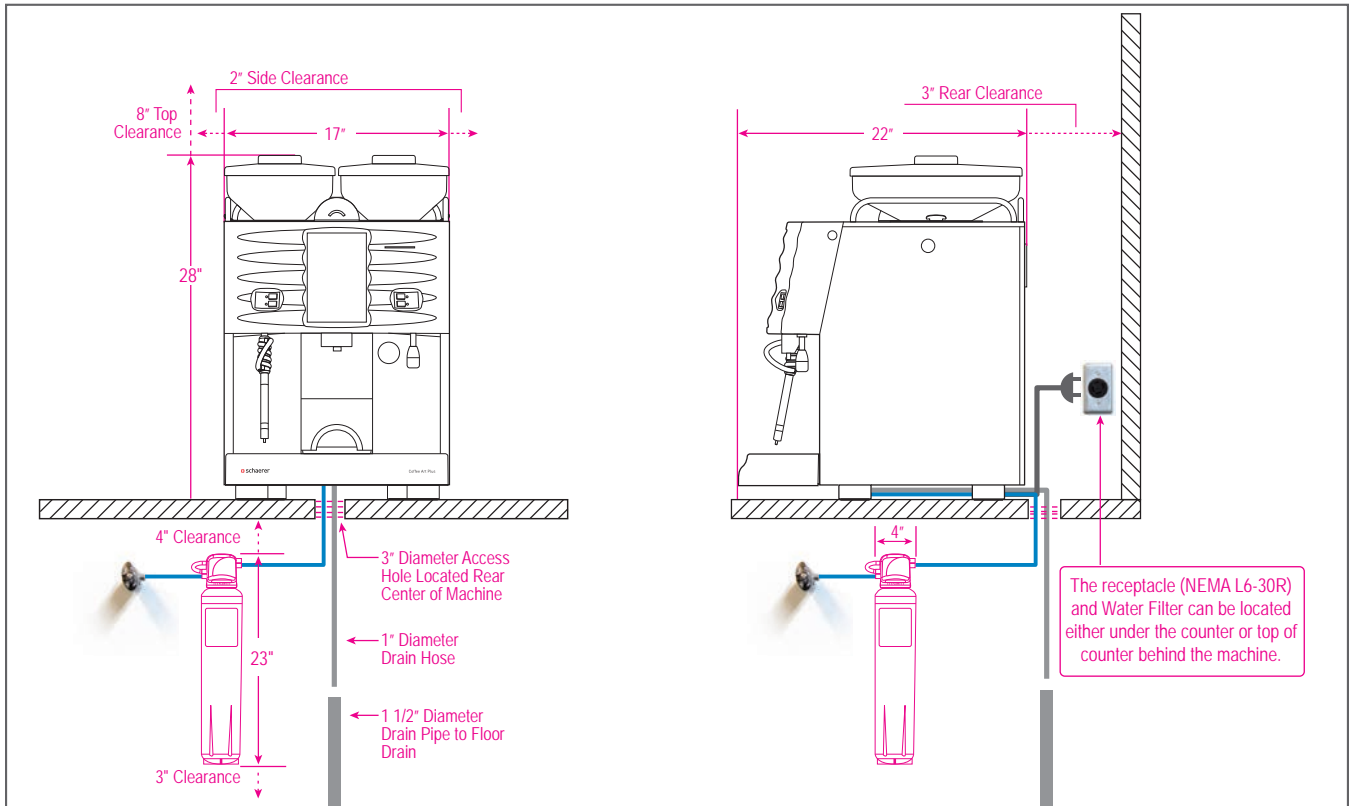


Large Cleaning Brush (Item #3370067409)



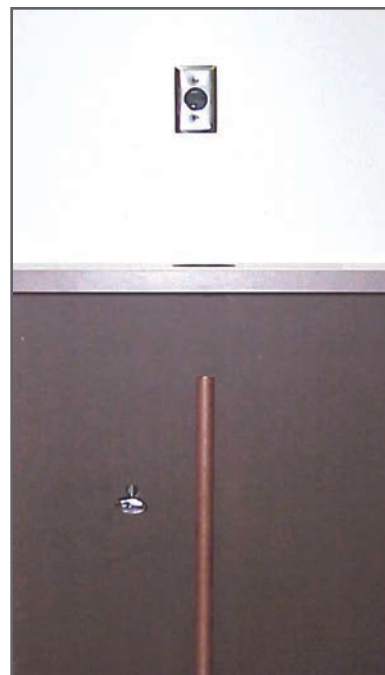
To order cleaning supplies please call Parts Town 888.957.1518 or visit <https://www.partstown.com>

# 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:

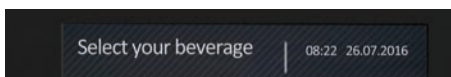
- The fresh water supply is open.
- The hoppers are filled (see above).
- The grounds bin is empty.
- The machine is connected to the power supply.
- Check whether the bean hopper slides are open.

### Switching On the Espresso Machine

Switch on the espresso machine by pressing the  icon.

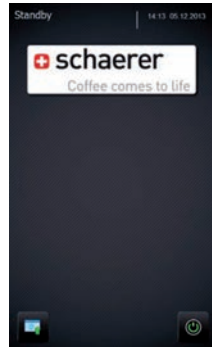


If the machine has been switched off for a long period of time, the message “heating” appears on the display.




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.

1. Press the  icon 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  icon).
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!

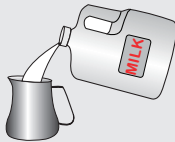


Always wipe steam wand with a thick, clean, damp cloth and purge after each use. Refer to page 21 for details.



### 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 CAPPUCCINO STEAM** icon.

#### For Extra Hot

Press the EXTRA HOT tab first then press the the EXTRA HOT CAPPUCCINO STEAM icon.



### Steamed Milk

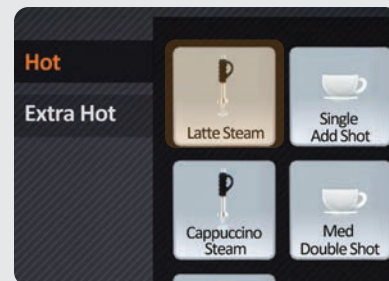
1. Portion milk into steaming pitcher.



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

#### For Extra Hot

Press the EXTRA HOT tab first then press the the EXTRA HOT LATTE STEAM icon.





### Soy Steam and Espresso

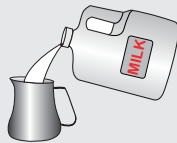


All beverages dispensed by the machine are extremely hot!



#### Soy Steam

1. Portion soy milk into steaming pitcher.



2. Submerge steam wand into pitcher and make sure wand points straight down. Press the **SOY LATTE STEAM** or **SOY CAPPUCCINO STEAM** icon.

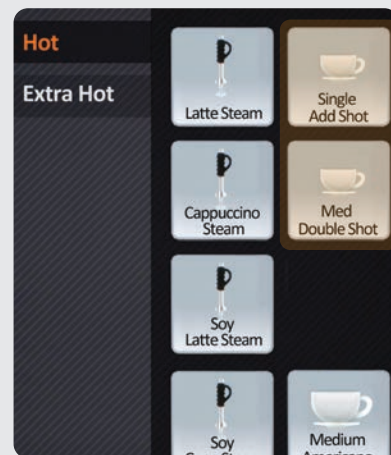
#### For Extra Hot

Press the EXTRA HOT tab first then press the the EXTRA HOT SOY STEAM icon.



#### Espresso Shot

1. Place cup under coffee spout and press the **SINGLE ADD SHOT** or **MED DOUBLE SHOT** icon.



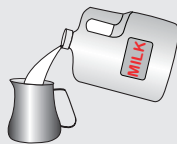


### Cappuccino and Latte



#### 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 CAPPUCCINO STEAM** icon.

#### For Extra Hot

Press the **EXTRA HOT** tab first then press the **EXTRA HOT CAPPUCCINO STEAM** icon.



3. Place cup under coffee spout and press the **SINGLE ADD SHOT** or **MED DOUBLE SHOT** icon.

4. Fill cup to top with foamed milk.



#### Latte

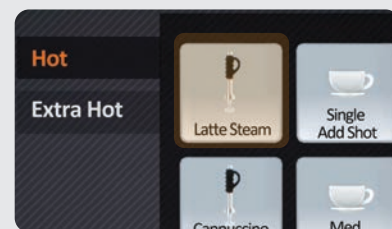
1. Portion milk into steaming pitcher.



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

#### For Extra Hot

Press the **EXTRA HOT** tab first then press the **EXTRA HOT LATTE STEAM** icon.



3. Place cup under coffee spout and press the **SINGLE ADD SHOT** or **MED DOUBLE SHOT** icon.

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.

# 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!



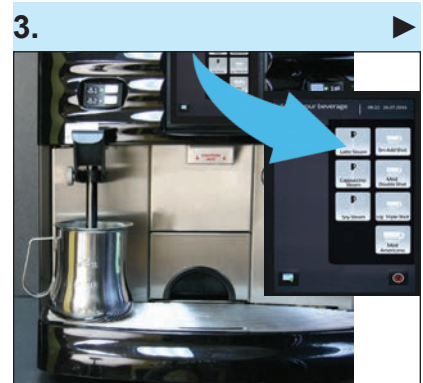
The status of the cleaning and some cleaning steps are shown in the display.



- Use only Schaerer cleaning supplies for this procedure.



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



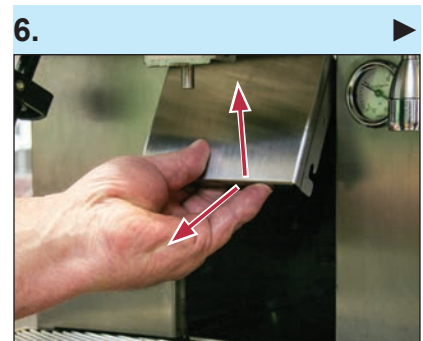
- Submerge steam wand into steaming pitcher and press the **LATTE STEAM** icon to heat solution. After steam wand shuts off automatically then let it soak for 5 minutes.



- Press the  icon to go into the service menu.



- Immediately remove grounds bin **with in 6 seconds**.
- Empty coffee grounds into trash can. Wash, rinse, sanitize bin and set aside.



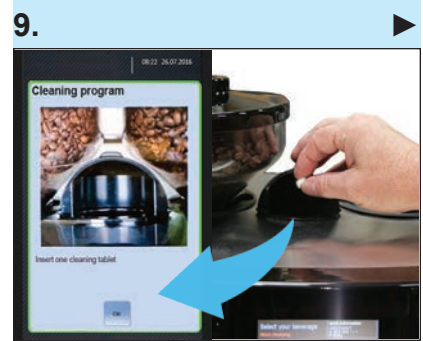
- Remove metal shield above grounds bin and set aside.



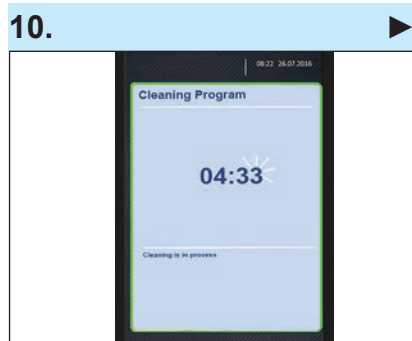
- Use large cleaning brush to wipe coffee grounds from brew unit and surrounding areas into drip tray.



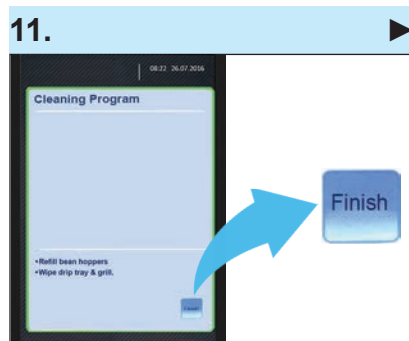
- Reinstall metal shield and insert coffee grounds bin back into place.
- Follow instructions on display.



- Display will read, "Insert one cleaning tablet". Lift lid and drop in one Schaerer cleaning tablet. Close lid.
- Press "OK" on the screen.



- Cleaning process will complete in 4:33 minutes.




- After cleaning program completes.
- Refill beans if necessary.
- Wipe drip tray & grill.
- Press "Finish" to return to normal operating mode.




- 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 press the  button or any steam function.
- Discard water and wipe steam wand with a clean, damp cloth.



- After wiping off wand, point it toward drip tray and purge by pressing the  button or any steam function.



## 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
Grounds container missing	<ul style="list-style-type: none"> <li>The grounds container was removed (cleaning program, emptying, etc.).</li> <li>The limit switch is defective.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Insert grounds container.</li> </ul> <p><b>If the message persists, call for service.</b></p>
Empty grounds container	<ul style="list-style-type: none"> <li>The grounds container is full.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Empty the grounds container and reinsert it.</li> </ul>
Cleaning program	<ul style="list-style-type: none"> <li>A reminder appears daily at a preset time.</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>
Grinder left/right no beans	<ul style="list-style-type: none"> <li>Appears when the bean hopper on the left- or right 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 confirm.</li> <li>▶ Check bean slides.</li> <li>▶ If jammed, use the stem of the cleaning brush to "stir" the coffee beans around and unclog the grinder. Then press confirm.</li> </ul>
Grinder left/right blocked	<ul style="list-style-type: none"> <li>An object (such as a stone) has become jammed in the left or right grinder.</li> </ul> <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> <li>▶ Check grinder for blockage and remove remaining beans with vacuum if necessary. Then press confirm.</li> </ul> <p><b>If the message persists, call for service.</b></p>
Heating coffee water/hot water/steam	<ul style="list-style-type: none"> <li>The temperature is 10° C below the programmed temperature.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Wait until the temperature has been reached.</li> </ul> <p><b>If the message persists, call for service.</b></p>
Grinder current fault	<ul style="list-style-type: none"> <li>PC board defect.</li> <li>Electronics defect.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
Brewing unit current fault	<ul style="list-style-type: none"> <li>PC board defect.</li> <li>Electronics defect.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
Over current brew motor	<ul style="list-style-type: none"> <li>Brewing unit is drawing too much current (over 4A).</li> <li>Brewing unit is jammed.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
Water flow error	<ul style="list-style-type: none"> <li>No water connection.</li> <li>Pump defect. (pump pressure &lt; 7.5bar)</li> <li>Brewer is blocked.</li> <li>Water system is blocked.</li> <li>Grind level is too fine.</li> <li>PC board and flow meter are improperly connected.</li> <li>Electrical problem (e.g. PC board).</li> </ul>	<ul style="list-style-type: none"> <li>▶ Open the stopcock and press the beverage field again.</li> <li>▶ Check the brewing unit.</li> <li>▶ Check the grinder balance.</li> </ul> <p><b>If the message persists, call for service.</b></p>
Crit. coffee temp.	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and PC board.</li> <li>Temperature sensor defect.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
Crit. hot water temp.	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and PC board.</li> <li>Temperature sensor defect.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>
Crit. steam temp.	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and PC board.</li> <li>Temperature sensor defect.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Call for service.</li> </ul>

Display Message	Cause	Remedy
Timeout coffee heater	<ul style="list-style-type: none"> <li>The set temperature of the coffee boiler was not reached within 4 minutes after the machine was switched on.</li> </ul>	<ul style="list-style-type: none"> <li>Switch the machine off and back on.</li> <li>Ensure grounds bin is in place.</li> </ul> <p><b>If the message persists, call for service.</b></p>
Hot water heater timeout	<ul style="list-style-type: none"> <li>The set temperature of the hot water boiler was not reached within 4 minutes of the unit switching on.</li> </ul>	<ul style="list-style-type: none"> <li>Switch the machine off and back on.</li> <li>Ensure grounds bin is in place.</li> </ul> <p><b>If the message persists, call for service.</b></p>
Steam heater timeout	<ul style="list-style-type: none"> <li>The set temperature of the steam boiler was not reached within 4 minutes of the unit switching on.</li> </ul>	<ul style="list-style-type: none"> <li>Switch the machine off and back on.</li> <li>Ensure grounds bin is in place.</li> </ul> <p><b>If the message persists, call for service.</b></p>
Coffee sensor defect	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and PC board.</li> <li>Temperature sensor defect.</li> </ul>	<ul style="list-style-type: none"> <li>Call for service.</li> </ul>
Hot water sensor defect	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and PC board.</li> <li>Temperature sensor defect.</li> </ul>	<ul style="list-style-type: none"> <li>Call for service.</li> </ul>
Steam sensor defect	<ul style="list-style-type: none"> <li>Electrical problem between the sensor and PC board.</li> <li>Temperature sensor defect.</li> </ul>	<ul style="list-style-type: none"> <li>Call for service.</li> </ul>
Brew unit timeout	<ul style="list-style-type: none"> <li>The brewing unit motor does not run.</li> </ul>	<ul style="list-style-type: none"> <li>Call for service.</li> </ul>
Timeout steam supply	<ul style="list-style-type: none"> <li>The level in the steam boiler was not reached.</li> </ul>	<ul style="list-style-type: none"> <li>Call for service.</li> </ul>
Milk system disabled	<ul style="list-style-type: none"> <li>The steam temperature has fallen to 115° C.</li> </ul>	<ul style="list-style-type: none"> <li>Wait until the temperature has been reached again.</li> <li>Switch the machine off and back on.</li> </ul> <p><b>If the message persists, call for service.</b></p>
Initialising	<ul style="list-style-type: none"> <li>The software and processor are being restarted.</li> <li>The brewing unit moves to the initial position.</li> </ul>	<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>
Display dark	<ul style="list-style-type: none"> <li>Machine is not connected to the mains supply.</li> <li>Machine is not switched on.</li> </ul>	<ul style="list-style-type: none"> <li>Check whether the machine is connected to the mains supply.</li> <li>Check whether the machine is switched on.</li> </ul> <p><b>If the message persists, call for service.</b></p>



## 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.



