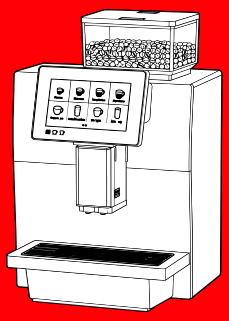
CONTENDER

STEP UP TO THE PLATE



CONTENDER BEAN TO CUP DIGITAL COFFEE MACHINE

BCM033



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I. INTRODUCTION

I.I. WELCOME

THIS INSTRUCTION MANUAL GIVES YOU INFORMATION ON THE CONTENDER BCM033 100 CUP BEAN TO CUP DIGITAL COFFEE MACHINE AND HOW TO USE IT. IF THE MACHINE IS NOT USED ACCORDING TO THE RELEVANT INSTRUCTIONS IN THIS MANUAL, RG DISTRIBUTORS LIMITED DOES NOT ASSUME ANY RESPONSIBILITY FOR LOSS CAUSED AS A RESULT. NOT EVERY INTENDED USE MAY BE COVERED BY THIS MANUAL. FOR FURTHER INFORMATION, PLEASE CONTACT OUR CUSTOMER SERVICE TEAM.

EQUIPMENT PERFORMANCE DEPENDS ON PROPER MAINTENANCE AND USE. PLEASE READ THIS INSTRUCTION MANUAL CAREFULLY BEFORE FIRST USE AND KEEP IT SAFE FOR EASY REFERENCE.

THIS MANUAL APPLIES TO: CONTENDER BCM033.

WE WISH YOU A HAPPY AND PRODUCTIVE USE OF YOUR MACHINE.

I.2. LABELS AND SYMBOLS

THE FOLLOWING SIGNS AND SYMBOLS ARE USED THROUGHOUT THIS INSTRUCTION MANUAL TO INDICATE HAZARDS AND POINTS OF SPECIAL NOTE. PLEASE FAMILIARISE YOURSELF WITH THEM BEFORE USE.

DANGER	IMMEDIATE DANGER SITUATIONS WHICH MAY RESULT IN SERIOUS INJURY OR DEATH DUE TO ELECTRIC SHOCK. PRECAUTIONS MUST ALWAYS BE FOLLOWED TO PREVENT SUCH HAZARDS.
WARNING	A GENERAL HAZARDOUS SITUATION THAT CAN CAUSE SERIOUS INJURY. PRECAUTIONS MUST ALWAYS BE FOLLOWED TO PREVENT SUCH HAZARDS.
CAUTION	A GENERAL HAZARDOUS CONDITION THAT CAN CAUSE MINOR INJURY, INCLUDING HOT LIQUIDS, HOT STEAM, HOT SURFACES, OR CRUSH/PINCH HAZARDS. PRECAUTIONS MUST ALWAYS BE FOLLOWED TO PREVENT SUCH HAZARDS.
NOTE	CONDITIONS THAT COULD CAUSE DAMAGE TO THE MACHINE, OR OTHER INFORMATION OF SPECIAL NOTE. PRECAUTIONS MUST ALWAYS BE FOLLOWED TO PREVENT SUCH HAZARDS.

2. GENERAL SAFETY INFORMATION

2.I. DANGER TO USERS

IMPROPER USE OF THE COFFEE MACHINE CAN RESULT IN INJURY. PLEASE OBSERVE THE FOLLOWING AT ALL TIMES:

- READ THESE INSTRUCTIONS CAREFULLY BEFORE USE.
- ONLY ALLOW TRAINED TECHNICAL SERVICE PERSONNEL TO ENTER THE MAINTENANCE AREA OF THE MACHINE.
- DO NOT USE THE COFFEE MACHINE IF IT IS NOT WORKING PROPERLY OR IS DAMAGED.
- DO NOT TAMPER WITH OR BYPASS THE BUILT-IN SAFETY DEVICES.
- DO NOT TOUCH HOT MACHINE PARTS.
- CHILDREN OVER 8 YEARS OF AGE, AND PERSONS WITH REDUCED PHYSICAL, SENSORY OR MENTAL CAPABILITIES OR LACK OF EXPERIENCE AND KNOWLEDGE, SHOULD ONLY USE THE APPLIANCE UNDER SUPERVISION, HAVING BEEN GIVEN INSTRUCTION ON SAFE USE AND UNDERSTANDING THE HAZARDS INVOLVED.
- DO NOT ALLOW CHILDREN TO PLAY WITH OR TAMPER WITH THE MACHINE. CLEANING AND USER MAINTENANCE MUST NOT BE CARRIED OUT BY CHILDREN.
- INSTALL THE COFFEE MACHINE IN A LOCATION WHERE IT CAN BE SUPERVISED AND MAINTAINED AT ALL TIMES.
- SELF-SERVICE OPERATION SHOULD BE SUPERVISED BY TRAINED PERSONNEL TO ENSURE MAINTENANCE REGULATIONS ARE FOLLOWED AND ANY ISSUES RESOLVED PROMPTLY.
- ONLY WHOLE COFFEE BEANS SHOULD BE FILLED INTO THE COFFEE BEAN HOPPER. ONLY GROUND COFFEE SHOULD BE ADDED VIA THE MANUAL DOSING PORT (OR CLEANING TABLETS DURING CLEANING CYCLES).

DANGER

ELECTRIC SHOCK HAZARD. INCORRECT USE OF ELECTRICAL EQUIPMENT CAN RESULT IN ELECTRIC SHOCK. WORK ON ELECTRICAL EQUIPMENT MUST ONLY BE CARRIED OUT BY A QUALIFIED ELECTRICIAN. THE MACHINE MUST BE CONNECTED TO A CIRCUIT WITH FUSE PROTECTION (AN RCD/LEAKAGE PROTECTION DEVICE IS RECOMMENDED). COMPLY WITH ALL RELEVANT LOWVOLTAGE DIRECTIVES AND NATIONAL/LOCAL SAFETY REGULATIONS. CONNECTIONS MUST BE EARTHED IN ACCORDANCE WITH REGULATIONS. THE SUPPLY VOLTAGE MUST MATCH THE MACHINE'S RATING PLATE. DO NOT TOUCH LIVE PARTS. ALWAYS ISOLATE THE MACHINE FROM THE POWER SUPPLY BEFORE CARRYING OUT MAINTENANCE. ONLY QUALIFIED TECHNICAL PERSONNEL MAY REPLACE THE POWER CABLE.

WARNING

FAILURE TO FOLLOW THESE SAFETY INSTRUCTIONS MAY RESULT IN HARM TO PERSONS OR THE SURROUNDING ENVIRONMENT. ENSURE VENTILATION AROUND THE MACHINE IS NOT OBSTRUCTED. KEEP THE MACHINE AWAY FROM FLAMMABLE MATERIALS. DO NOT USE METHODS TO ACCELERATE DEFROSTING OTHER THAN THOSE RECOMMENDED BY THE MANUFACTURER. DO NOT DAMAGE THE REFRIGERATION CIRCUIT (FRESH MILK UNIT).

DRINKS CONTAINING ADDITIVES OR DAIRY RESIDUES MAY CAUSE ALLERGIC REACTIONS. IN SELF-SERVICE APPLICATIONS, POSSIBLE ALLERGENS SHOULD BE DISPLAYED VIA THE MACHINE'S PROMPT SCREEN; WHERE A TRAINED OPERATOR SERVES DRINKS, THEY SHOULD INFORM THE CUSTOMER OF POSSIBLE ALLERGENS.

WARNING

DANGER OF POISONING FROM INGESTION OF CLEANING AGENTS. KEEP CLEANING AGENTS AWAY FROM CHILDREN AND UNAUTHORISED PERSONS. DO NOT INGEST CLEANING AGENTS. DO NOT MIX CLEANING AGENTS WITH OTHER CHEMICALS OR ACIDS. DO NOT ADD CLEANING AGENT TO A DRINKING CUP OR TO THE WATER TANK (INSIDE OR OUTSIDE). USE CLEANING AND DESCALING AGENTS ONLY FOR THEIR STATED PURPOSE. DO NOT EAT OR DRINK WHILE USING CLEANING AGENTS. ENSURE GOOD VENTILATION. WEAR PROTECTIVE GLOVES AND SAFETY GOGGLES WHEN USING CLEANING AGENTS, AND WASH HANDS THOROUGHLY AFTERWARDS. ALWAYS READ THE PRODUCT PACKAGING AND SAFETY DATA SHEET BEFORE USE.

CAUTION

HOT LIQUID AND HOT STEAM. RISK OF BURNS AT THE BEVERAGE, HOT WATER AND STEAM OUTLETS. DO NOT PLACE YOUR HAND UNDER ANY OUTLET DURING DISPENSING OR CLEANING. HOT SURFACES EXIST AT THE OUTLET, BREW UNIT AND BOILER — ONLY TOUCH DESIGNATED HANDLES, AND ALLOW THE BREW UNIT TO COOL BEFORE CLEANING.

CAUTION

CRUSH AND PINCH HAZARD FROM MOVING PARTS. ONLY TOUCH HANDLES DESIGNED FOR OUTPUT. DO NOT REACH INTO THE COFFEE BEAN HOPPER, POWDER HOPPER, OR BREW UNIT OPENING WHILE THE MACHINE IS SWITCHED ON. THE GRINDER DISC AND HOPPER-OPENER BLADES ARE SHARP — TAKE CARE WHEN CLEANING.

2.2. HAZARD TO THE MACHINE

IMPROPER USE OF THE COFFEE MACHINE CAN CAUSE DAMAGE OR CONTAMINATION. PLEASE OBSERVE THE FOLLOWING:

- IF THE WATER CARBONATE HARDNESS EXCEEDS 5°DKH, FIT A SCALE FILTER, OTHERWISE CALCIFICATION MAY DAMAGE THE MACHINE.
- TURN OFF THE MAIN WATER VALVE, MAIN SWITCH, AND/OR UNPLUG THE MACHINE AFTER SHUTDOWN, FOR SAFETY.
- COMPLY WITH RELEVANT LOW-VOLTAGE DIRECTIVES AND NATIONAL/LOCAL SAFETY REGULATIONS.
- DO NOT SWITCH ON THE MACHINE IF WATER INJECTION IS NOT POSSIBLE — THIS WILL CAUSE THE PUMP TO RUN DRY.
- FIT A BALL VALVE IN THE WATER SUPPLY LINE WHEN CONNECTING TO MAINS WATER, TO AVOID LEAKS IF THE HOSE FAILS.
- AFTER AN EXTENDED SHUTDOWN (E.G. HOLIDAY PERIOD), THE MACHINE MUST BE CLEANED BEFORE BEING SWITCHED BACK ON.
- PROTECT THE MACHINE FROM FROST AND MOISTURE — EMPTY ALL TANKS IF THE MACHINE MAY BE EXPOSED TO FREEZING CONDITIONS.
- TROUBLESHOOTING SHOULD ONLY BE CARRIED OUT BY A QUALIFIED TECHNICAL SERVICE PERSON, USING GENUINE PARTS.
- DO NOT RINSE THE MACHINE WITH WATER OR CLEAN IT WITH A STEAM CLEANER. DO NOT INSTALL IT WHERE IT MAY BE SPRAYED WITH WATER.
- IF THE MACHINE IS NOT TO BE USED FOR AN EXTENDED PERIOD, USE UP ALL BEANS IN THE HOPPER — RESIDUAL BEANS CAN ABSORB MOISTURE AND BLOCK THE GRINDER.
- IF THE BOILER IS NOT DESCALED REGULARLY, HEATING WILL SLOW, TEMPERATURE WILL BE INSUFFICIENT, AND COFFEE TASTE AND BOILER CONDITION WILL BE AFFECTED.
- ONLY WHOLE COFFEE BEANS MAY GO IN THE BEAN HOPPER, ONLY APPROVED BEVERAGE POWDER IN THE POWDER HOPPER, AND ONLY GROUND COFFEE VIA THE MANUAL DOSING PORT (OR CLEANING TABLETS WHEN CLEANING).
- DO NOT USE FREEZE-DRIED COFFEE — THIS CAN CAUSE THE BREW UNIT TO STICK.
- IF THE MACHINE OR ITS ACCESSORIES ARE TRANSPORTED AT A TEMPERATURE BELOW 10°C, ALLOW THEM TO STAND AT ROOM TEMPERATURE FOR AT LEAST THREE HOURS BEFORE CONNECTING TO POWER, TO AVOID CONDENSATION DAMAGE.
- ALWAYS USE THE DRINKING-WATER/WASTEWATER HOSE KIT SUPPLIED WITH THE MACHINE — DO NOT REUSE OLD HOSE KITS.
- CLIMBING ON TOP OF THE MACHINE IS STRICTLY PROHIBITED.

3. PRODUCT DESCRIPTION & TECHNICAL DATA

3.1. INTENDED USE

THE CONTENDER BCM033 IS USED TO PREPARE AND DISPENSE A RANGE OF COFFEE AND MILK-BASED BEVERAGES WITH SYRUP. THE MACHINE IS DESIGNED FOR COMMERCIAL USE IN HOSPITALITY, CATERING AND SIMILAR ESTABLISHMENTS. IT IS INTENDED FOR SELF-SERVICE, UNATTENDED OPERATION AND CAN BE USED BY TRAINED STAFF OR BY GUESTS THEMSELVES. USER MAINTENANCE SHOULD ONLY BE CARRIED OUT BY TRAINED OPERATORS. PROVIDED INSTALLATION CONDITIONS CAN BE MET, THE MACHINE MAY ALSO BE USED IN LOCATIONS SUCH AS TRAIN STATIONS OR FORECOURT SHOPS. THE MACHINE IS NOT DESIGNED FOR OUTDOOR INSTALLATION OR USE.

CHILDREN OVER 8 YEARS OF AGE AND PERSONS WITH REDUCED PHYSICAL, SENSORY OR MENTAL CAPABILITIES SHOULD ONLY USE THE EQUIPMENT UNDER CONSTANT SUPERVISION, HAVING RECEIVED INSTRUCTION ON SAFE OPERATION. CHILDREN MUST NOT BE PERMITTED TO TAMPER WITH THE MACHINE, AND CLEANING OR USER MAINTENANCE MUST NOT BE CARRIED OUT BY CHILDREN.

NOTE

INCORRECT OPERATION OF THE COFFEE MACHINE MAY CAUSE DAMAGE TO THE EQUIPMENT. ALWAYS USE THE MANUFACTURER'S ORIGINAL RECIPE FORMULAS — DO NOT SUBSTITUTE OTHER FORMULAS.

3.2. TECHNICAL DATA

MODEL NUMBER	BCM033
DIMENSIONS (W X H X D)	300 X 440 X 490 MM
WEIGHT	14 KG
RATED VOLTAGE / FREQUENCY	AC 220–240V / 50HZ (AC 110–120V / 60HZ VARIANT AVAILABLE)
RATED POWER	1550 W (REFER TO APPLIANCE RATING PLATE)
RATED CURRENT	10 A (REFER TO APPLIANCE RATING PLATE)
EXPOSED POWER CORD LENGTH	GREATER THAN 1.5 M
OPERATING TEMPERATURE / HUMIDITY	5–35°C, RELATIVE HUMIDITY BELOW 80%
RATED WATER PRESSURE	0.6 MPA
COMMUNICATION INTERFACE	USB; WI-FI; 4G
DISPLAY	10.1" CAPACITIVE TOUCHSCREEN
COFFEE BEAN HOPPER CAPACITY	500 G
WASTEWATER TANK VOLUME	1.2 L (OPTIONAL EXTERNAL DRAIN)
COFFEE GROUNDS BOX CAPACITY	20 PUCKS
HOT WATER / STEAM BOILER	THERMAL BLOCK, 1400 W X 2
HOT WATER DISPENSE HEIGHT ADJUSTMENT	80–160 MM
FRESH MILK MODULE	YES
FRESH MILK REFRIGERATOR	OPTIONAL ACCESSORY
WATER SUPPLY	STANDARD: 2 L BUILT-IN TANK OR BARRELLED WATER. OPTIONAL: 8 L BUILT-IN TANK; DIRECT MAINS WATER CONNECTION
PAYMENT SYSTEM	OPTIONAL CASHLESS PAYMENT (WECHAT PAY / ALIPAY) OR MDB COMPATIBLE CASHLESS DEVICE
OPERATING SYSTEM	ANDROID
WATERPROOF RATING	IPX1

3.3. RECOMMENDED DAILY SERVING CAPACITY

BEVERAGE	RECOMMENDED DAILY SERVINGS	CUPS PER HOUR
ESPRESSO (ITALIAN)	60	90
AMERICANO	30	65
LONG COFFEE	60	65
MILK COFFEE	60	65
HOT WATER	60	120

4. INSTALLATION

INSTALLATION AND COMMISSIONING MUST BE CARRIED OUT IN ACCORDANCE WITH THE ELECTRICAL AND HYGIENE REGULATIONS IN FORCE IN YOUR COUNTRY OR LOCALITY, INCLUDING ADEQUATE BACKFLOW PROTECTION MEASURES.

CAUTION

SHARP EDGES OF PACKAGING MATERIALS CAN CAUSE INJURY, AND CUTTING CABLE TIES MAY CAUSE EYE INJURY. WEAR GLOVES AND SAFETY GOGGLES WHEN UNPACKING THE MACHINE.

4.1. LOCATION

NOTE

THE FOLLOWING CONDITIONS ARE REQUIRED WHEN SITING THE MACHINE. FAILURE TO OBSERVE THEM MAY DAMAGE THE MACHINE.

- DO NOT TURN THE MACHINE UPSIDE DOWN, LAY IT HORIZONTALLY, OR SUBJECT IT TO VIBRATION DURING HANDLING. DO NOT TILT THE MACHINE MORE THAN 45°.
- IF FITTED WITH A FRESH MILK REFRIGERATOR, ENSURE THE UNIT HAS STOOD UPRIGHT FOR AT LEAST 24 HOURS BEFORE INSTALLATION.
- THE MOUNTING SURFACE MUST BE STABLE, FLAT, AND ABLE TO SUPPORT THE WEIGHT OF THE MACHINE WITHOUT DEFORMING.
- THE NEAREST UTILITY CONNECTION POINT MUST BE WITHIN 1 M OF THE MACHINE'S FINAL POSITION.

4.2. CLIMATIC CONDITIONS

- AMBIENT TEMPERATURE SHOULD BE MAINTAINED BETWEEN 5°C AND 40°C.
- MAXIMUM RELATIVE HUMIDITY: 10%–90% RH.
- THE MACHINE IS DESIGNED FOR INDOOR USE ONLY AND MUST BE PROTECTED FROM RAIN, SNOW AND FROST.

4.3. POWER SUPPLY

ELECTRICAL CONNECTIONS MUST BE MADE IN ACCORDANCE WITH THE RELEVANT REGULATIONS OF THE COUNTRY OF INSTALLATION. THE VOLTAGE AT THE INSTALLATION SITE MUST MATCH THE RATING PLATE.

DANGER

ELECTRIC SHOCK HAZARD. ALL POWER CIRCUITS MUST BE ISOLATED BEFORE TOUCHING ANY TERMINAL. FIT FUSE/LEAKAGE PROTECTION MATCHING THE RATING PLATE AMPERAGE. ALL CONNECTORS MUST BE ABLE TO DISCONNECT FROM THE SUPPLY. THE BCM033 MUST ONLY BE CONNECTED TO A SUPPLY WITH SYSTEM IMPEDANCE OF 0.293 OHMS OR LESS. DO NOT OPERATE THE MACHINE IF THE POWER CORD IS DAMAGED — HAVE IT REPLACED IMMEDIATELY BY A QUALIFIED TECHNICIAN. EXTENSION CABLES ARE NOT RECOMMENDED; IF ONE MUST BE USED, IT SHOULD HAVE A MINIMUM CROSSSECTION OF 1.5MM^2 AND COMPLY WITH LOCAL REGULATIONS. ROUTE CABLES SO THEY CANNOT BE TRIPPED OVER, DRAGGED ACROSS SHARP EDGES, PINCHED, OR EXPOSED TO HEAT, OIL OR CORROSIVE CLEANERS. NEVER LIFT OR UNPLUG THE MACHINE BY PULLING THE CABLE, AND NEVER HANDLE THE PLUG OR CABLE WITH WET HANDS.

4.4. WATER INTERFACE / DRAINAGE

POOR WATER QUALITY CAN DAMAGE THE MACHINE — PLEASE OBSERVE THE FOLLOWING:

- WATER MUST BE CLEAN AND POLLUTION-FREE, WITH NO MORE THAN 50 MG OF CHLORINE PER LITRE.
- DO NOT USE REVERSE-OSMOSIS OR OTHER CORROSIVE WATER IN THE MACHINE.
- CARBONATE HARDNESS SHOULD NOT EXCEED 5–6°DKH (8.9–10.7°FKH), AND SHOULD NOT BE LOWER THAN 5°DKH (8.9°FKH). PH SHOULD BE BETWEEN 6.5 AND 7.
- ALWAYS USE THE NEW HOSE KIT SUPPLIED WITH THE MACHINE.
- THE WATER SOURCE MUST BE CONNECTED IN ACCORDANCE WITH CURRENT NATIONAL/LOCAL REGULATIONS. IF CONNECTING TO NEWLY INSTALLED PIPEWORK, FLUSH THOROUGHLY BEFORE CONNECTION.

WATER PRESSURE	0.1–0.6 MPA (1–6 BAR) RECOMMENDED
MINIMUM INLET TEMPERATURE	GREATER THAN 0°C
MAXIMUM INLET TEMPERATURE	30°C

4.5. UNPACKING

- READ THE INSTALLATION AND POWER SUPPLY SECTIONS CAREFULLY BEFORE STARTING.
- FOLLOW ANY INSTALLATION INSTRUCTIONS SUPPLIED WITH THE UNIT.
- UNPACK THE MACHINE AND CHECK THE PACKAGING FOR ANY ACCESSORIES.
- REMOVE ALL ACCESSORIES SUPPLIED WITH THE PACKAGING.

NOTE

AN AUTOMATIC SET-UP WIZARD RUNS THE FIRST TIME THE MACHINE IS SWITCHED ON, GUIDING YOU THROUGH ALL INSTALLATION STEPS. A TECHNICAL SERVICE ENGINEER CAN RESTART THIS WIZARD AT ANY TIME.

4.6. DISPOSAL

THE COFFEE MACHINE MUST BE DISPOSED OF IN ACCORDANCE WITH LOCAL REGULATIONS AT THE END OF ITS SERVICE LIFE. PLEASE CONTACT RG DISTRIBUTORS LIMITED OR YOUR LOCAL WASTE AUTHORITY FOR GUIDANCE.

5. OPERATION & CONTROLS

CAUTION

THE MACHINE DISPENSES HOT LIQUIDS AND HOT STEAM. DO NOT PLACE YOUR HAND UNDER ANY OUTLET OR REACH INTO THE MACHINE DURING DISPENSING. HIGH-TEMPERATURE SURFACES EXIST AT THE BEVERAGE OUTLET AND BREW UNIT.

NOTE

INCORRECT OPERATION MAY DAMAGE THE TOUCHSCREEN. DO NOT PRESS THE DISPLAY WITH EXCESSIVE FORCE, OR WITH SHARP OR HARD OBJECTS.

NOTE

DEFAULT MACHINE PASSWORD: THE FACTORY DEFAULT PASSWORD IS test9527. TO ACCESS THE SETTINGS MENU, PRESS AND HOLD THE TOP-LEFT CORNER OF THE TOUCHSCREEN, THEN ENTER THE PASSWORD WHEN PROMPTED.

5.1. MACHINE OVERVIEW

THE EXTERNAL OPERATING UNIT OF THE MACHINE COMPRISES: (1) COFFEE BEAN HOPPER, (2) BEVERAGE OUTLET, (3) BUILT-IN WATER TANK, (4) TOUCH DISPLAY SCREEN, AND (5) WATER/DRIP TRAY.

5.2. REAR PANEL



THE REAR PANEL HOUSES: THE BARRELLED-WATER/BUILT-IN-TANK SWITCH (ALSO THE BARRELLED WATER INLET), THE MAIN POWER SWITCH, THE POWER CABLE CONNECTOR, THE MDB DEVICE INTERFACE, MACHINE VENTILATION, THE DIRECT MAINS WATER INLET, AND THE DRIP-TRAY WASTEWATER OUTLET.

< REAR PANEL: VENTILATION, POWER SWITCH AND INLET, MAINS/DIRECT-WATER CONNECTION.

5.3. PRODUCT / TOUCH INTERFACE

THE TOUCHSCREEN DISPLAYS THE COMPANY LOGO, CURRENT DATE AND TIME, HOT WATER AND STEAM BOILER TEMPERATURES, BREW UNIT FLUSH AND MILK SYSTEM STATUS ICONS, THE BEVERAGE SELECTION GRID WITH PAGE-TURN CONTROLS, AND A LANGUAGE SWITCH AND SINGLE/DOUBLE CUP TOGGLE ALONG THE BOTTOM EDGE.

5.4. CHECKS BEFORE SWITCHING ON

- THE MAIN WATER VALVE IS OPEN, OR THE BUILT-IN TANK IS FILLED WITH WATER.
- THE WASTEWATER OUTLET IS CORRECTLY SET UP AND THE WATER TRAY IS PROPERLY SEATED.
- THE COFFEE BEAN HOPPER IS FILLED.
- THE COFFEE GROUNDS BOX IS EMPTY AND CORRECTLY INSERTED.
- THE POWER CORD IS CONNECTED TO THE MAINS SUPPLY.

5.5. CONNECTING THE WATER SOURCE

NOTE

WATER QUALITY AFFECTS HEALTH — THE WATER SOURCE MUST MEET DRINKING-WATER SANITARY STANDARDS. ENSURE WATER PIPES ARE HYGIENIC AND THAT CONNECTIONS ARE EASY TO ACCESS. TIGHTEN MAINS-WATER FITTINGS SECURELY TO AVOID LEAKS.



EXTERNAL / MAINS WATER SOURCE

REMOVE THE COVER SHOWN, TAKE OUT THE INTERNAL CONNECTOR, ROTATE CLOCKWISE TO FIT THE INLET VALVE INTERFACE, THEN INSERT THE WATER INLET PIPE INTO THE CONNECTION.



INTERNAL WATER TANK

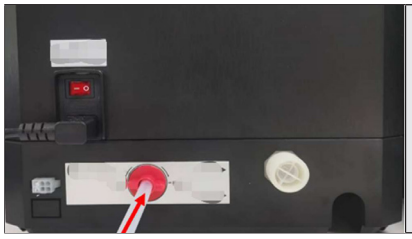
OPEN THE TANK LID, LIFT THE TANK OUT, FILL IT WITH CLEAN WATER AND REFIT IT INTO THE MACHINE. THE TANK WATER LEVEL IS MONITORED AUTOMATICALLY, AND A LOW-WATER PROMPT WILL APPEAR ON SCREEN IF NEEDED.



BARRELLED WATER

OTURN THE SWITCH KNOB BETWEEN BARRELLED WATER AND THE BUILT-IN TANK TO THE BARRELLED-WATER POSITION. TAKE THE WHITE TUBE FROM THE MACHINE AND INSERT IT FULLY INTO THE CONNECTION, PLACING THE OTHER END INTO THE WATER BARREL.

5.6. CONNECTING THE WASTEWATER PIPE



TO USE EXTERNAL DRAINAGE, TAKE THE WASTEWATER PIPE, INSERT IT INTO THE CONNECTION AT THE BASE OF THE MACHINE AND SECURE IT WITH THE LOCKING RING.

5.7. SWITCHING ON



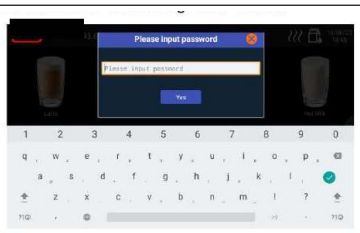


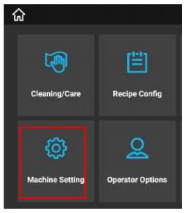
1. INSERT THE MACHINE'S POWER CORD INTO THE SOCKET ON THE MACHINE, THEN CONNECT THE OTHER END TO THE MAINS SUPPLY.

2. CHECK THE CONNECTION AND SWITCH ON THE POWER SWITCH ON THE REAR PANEL, HIGHLIGHTED BELOW.

THE MACHINE STARTS UP, RUNS A SELF-CHECK, AND HEATS THE BOILER. ONCE READY, THE BEVERAGE SELECTION SCREEN IS DISPLAYED.

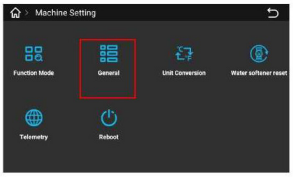
5.8. CONFIRMING THE WATER SUPPLY MODE

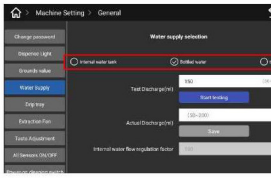




PRESS AND HOLD THE TOP-LEFT CORNER OF THE SCREEN, INDICATED OPPOSITE, AND ENTER THE DEFAULT PASSWORD test9527 WHEN PROMPTED.

SELECT MACHINE SETTING.





PLACE AN EMPTY MEASURING CUP UNDER THE OUTLET, RUN THE TEST DISPENSE, READ THE ACTUAL VOLUME PRODUCED, AND ENTER IT AGAINST "ACTUAL DISCHARGE" BEFORE SAVING.

THEN GENERAL > WATER SUPPLY, AND CHOOSE THE OPTION MATCHING HOW THE MACHINE IS ACTUALLY CONNECTED — INTERNAL TANK, BOTTLED WATER, OR MAINS.

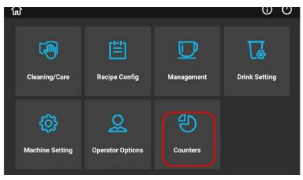
5.9. COUNTING (BEVERAGE COUNTERS)

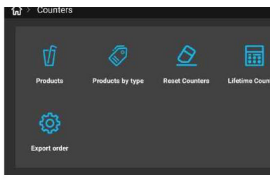




THE MACHINE KEEPS A RUNNING COUNT OF EVERY BEVERAGE SOLD, WHICH CAN BE REVIEWED, BROKEN DOWN AND RESET FROM THE ADMIN MENU.

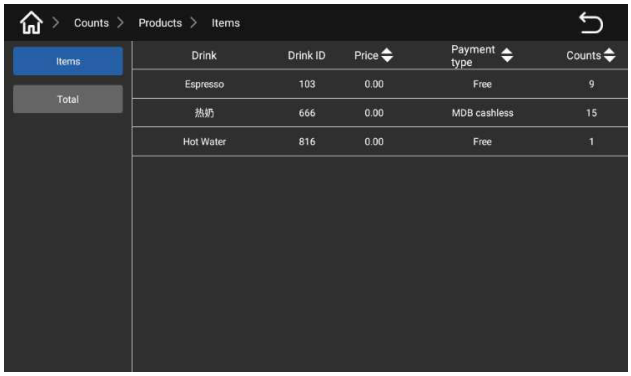
PRESS AND HOLD THE TOP-LEFT CORNER OF THE SCREEN AND ENTER THE PASSWORD.

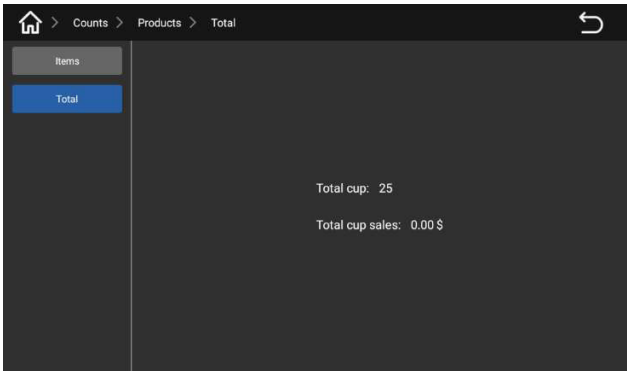




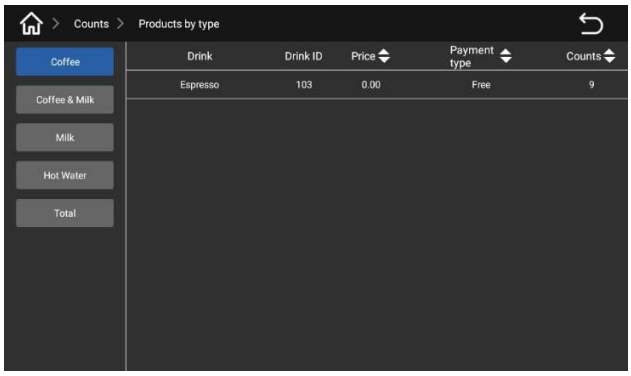
THEN SELECT COUNTERS FROM THE ADMIN MENU.

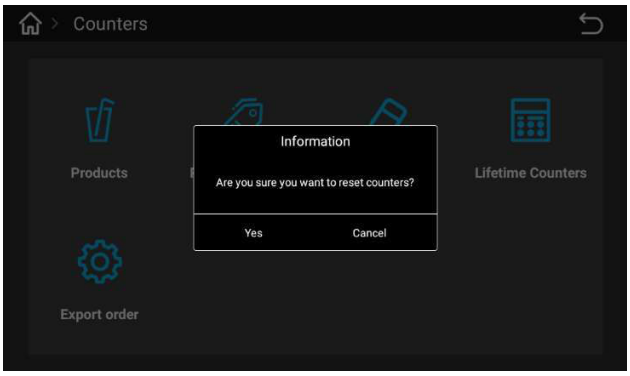
THE COUNTERS SCREEN OFFERS FOUR VIEWS: PRODUCTS (COUNTS BY INDIVIDUAL DRINK), PRODUCTS BY TYPE (COUNTS GROUPED BY CATEGORY), RESET COUNTERS, AND LIFETIME COUNTERS, PLUS AN EXPORT ORDER FUNCTION.



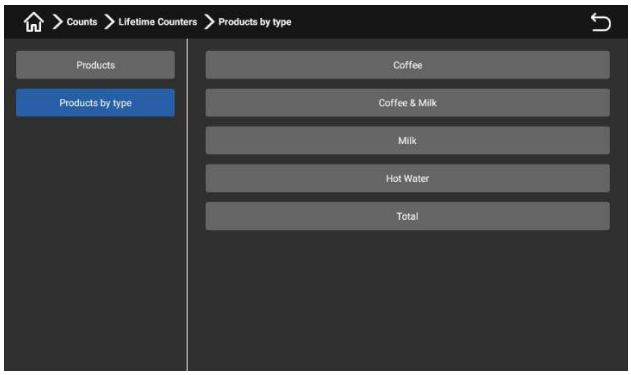


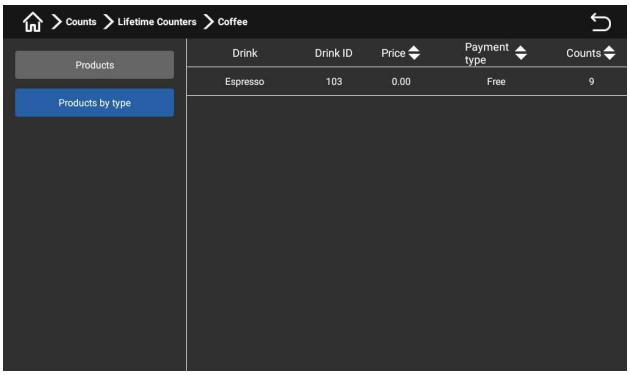
PRODUCTS — ITEMS VIEW, SHOWING EACH DRINK SOLD WITH ITS PRICE, PAYMENT TYPE AND COUNT (LEFT); PRODUCTS — TOTAL VIEW, SHOWING TOTAL CUPS AND TOTAL SALES VALUE (RIGHT).





PRODUCTS BY TYPE, GROUPING COUNTS UNDER COFFEE, COFFEE & MILK, MILK, HOT WATER AND TOTAL (LEFT); CONFIRM TO RESET ALL COUNTERS BACK TO ZERO (RIGHT).





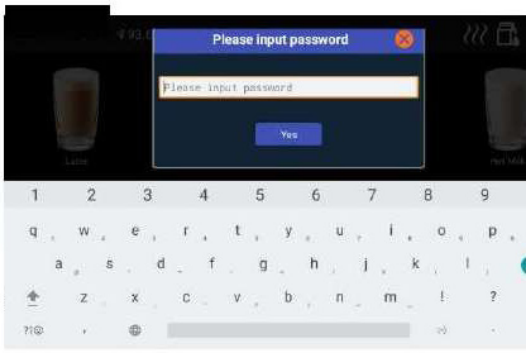
LIFETIME COUNTERS — PRODUCTS BY TYPE, SHOWING RUNNING TOTALS SINCE THE MACHINE WAS FIRST COMMISSIONED (LEFT), DRILLING DOWN INTO AN INDIVIDUAL CATEGORY (RIGHT).

EXPORT ORDER ALLOWS SALES DATA TO BE EXPORTED VIA USB FOR RECORD-KEEPING OR ACCOUNTING PURPOSES.

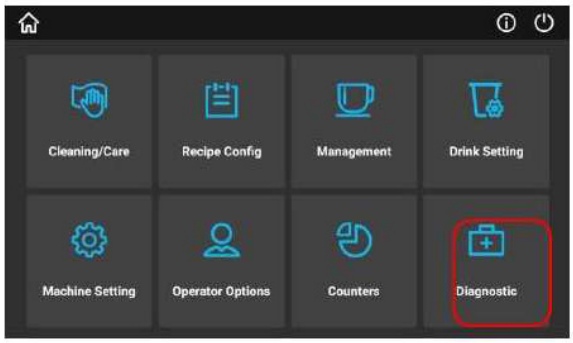
5.10. DIAGNOSTICS

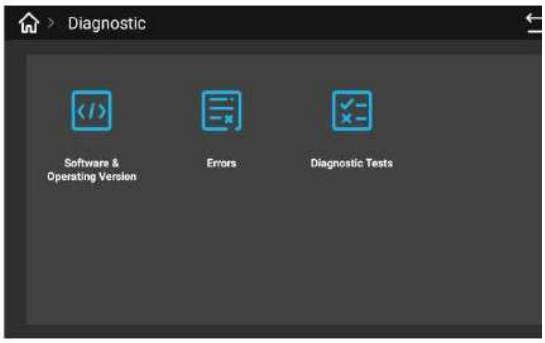
THE DIAGNOSTIC MENU GIVES ACCESS TO THE MACHINE'S SOFTWARE AND HARDWARE INFORMATION, ERROR HISTORY, AND A SET OF LIVE COMPONENT TESTS — USEFUL BOTH FOR DAY-TO-DAY CHECKS AND WHEN SPEAKING TO RG DISTRIBUTORS LIMITED SUPPORT.





PRESS AND HOLD THE TOP-LEFT CORNER OF THE SCREEN AND ENTER THE PASSWORD.

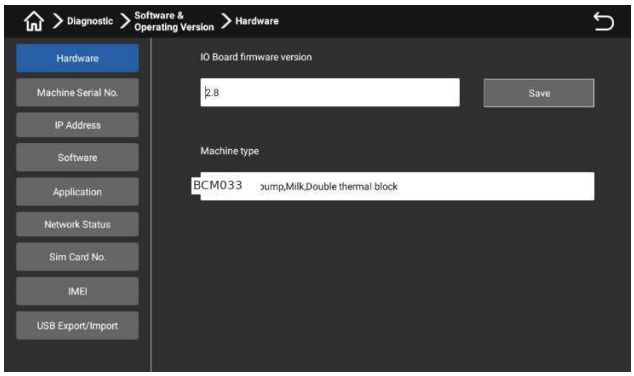


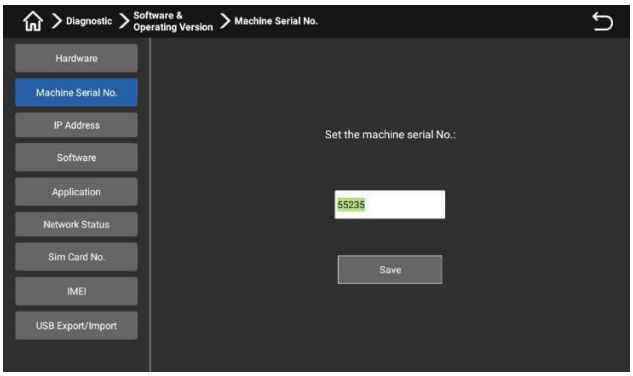


THEN SELECT DIAGNOSTIC FROM THE ADMIN MENU.

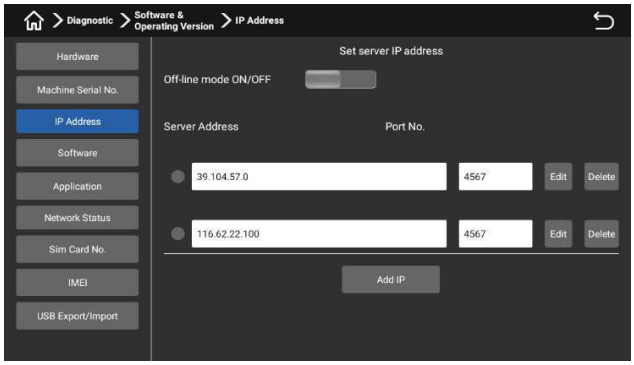
DIAGNOSTIC SPLITS INTO THREE AREAS: SOFTWARE & OPERATING VERSION, ERRORS, AND DIAGNOSTIC TESTS.

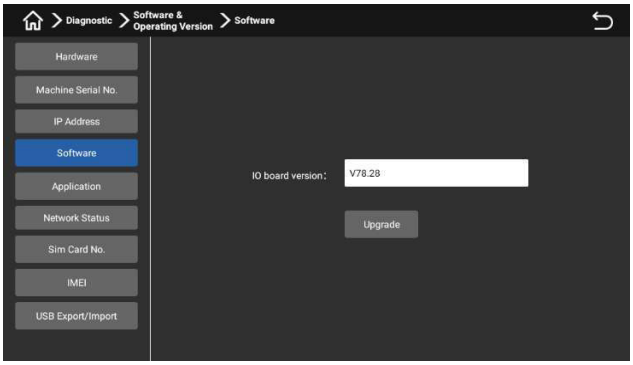
SOFTWARE & OPERATING VERSION



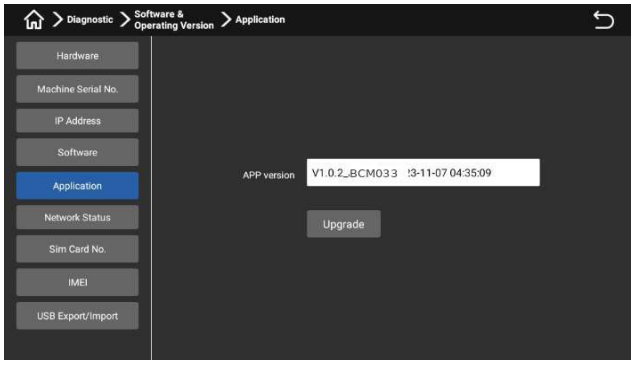


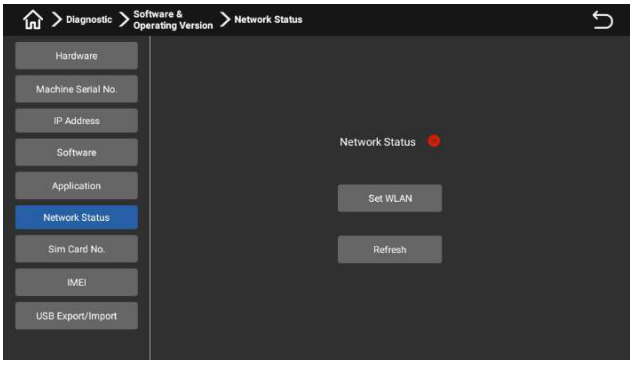
HARDWARE — VIEW THE IO BOARD FIRMWARE VERSION AND MACHINE TYPE (LEFT); MACHINE SERIAL NO. — SET THE MACHINE'S SERIAL NUMBER (RIGHT).



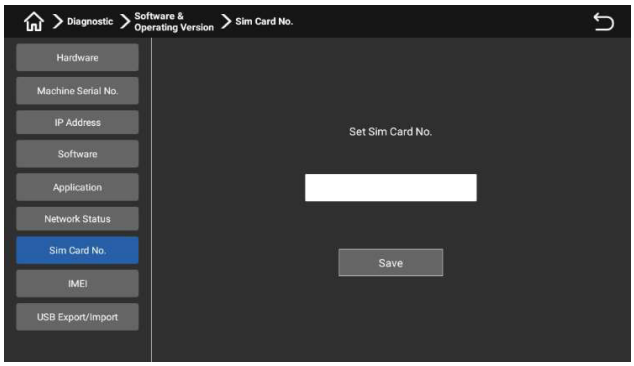


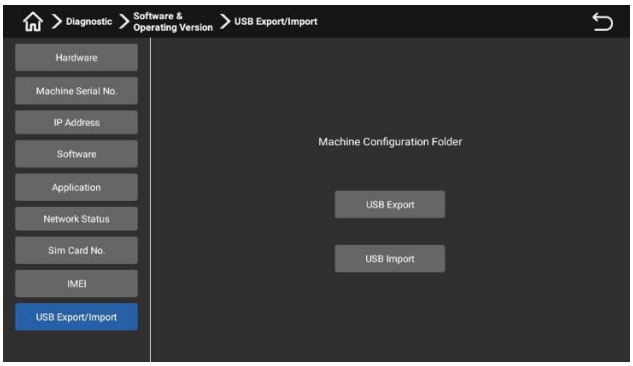
IP ADDRESS — TOGGLE OFFLINE MODE AND SET THE SERVER ADDRESS AND PORT (LEFT); SOFTWARE — CHECK AND UPGRADE THE IO BOARD FIRMWARE (RIGHT).





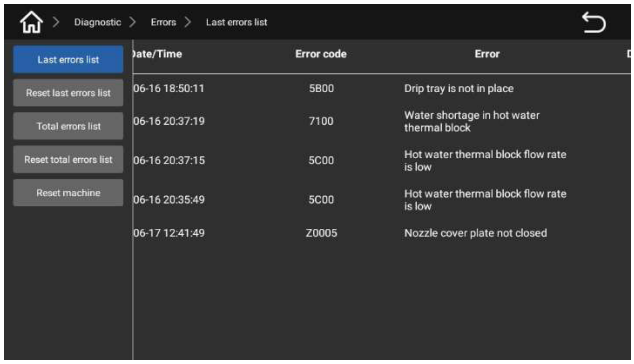
APPLICATION — CHECK AND UPGRADE THE APP VERSION (LEFT); NETWORK STATUS — VIEW CONNECTION STATUS AND CONFIGURE WI-FI (RIGHT).

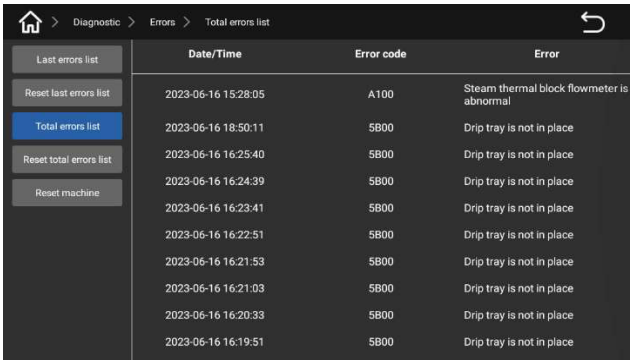




SIM CARD NO. AND IMEI — FOR MACHINES FITTED WITH 4G HARDWARE (LEFT); USB EXPORT/IMPORT — BACK UP OR RESTORE THE MACHINE CONFIGURATION (RIGHT).

ERRORS

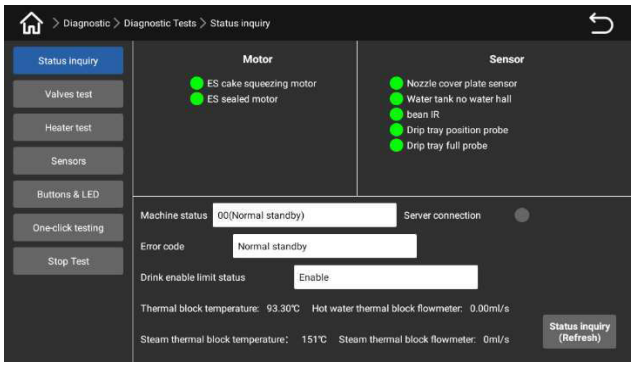


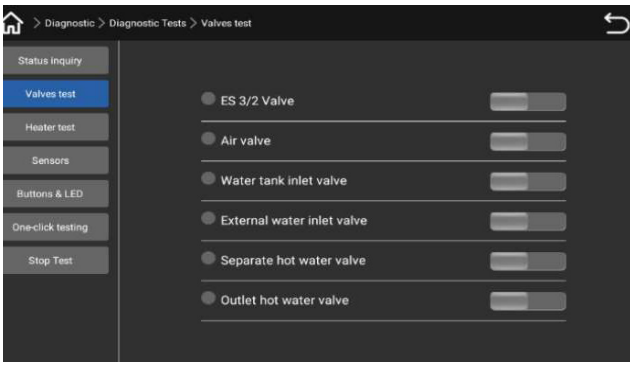


LAST ERRORS LIST, SHOWING RECENT FAULT CODES WITH DATE AND TIME (LEFT); TOTAL ERRORS LIST, THE COMPLETE FAULT HISTORY (RIGHT). BOTH LISTS CAN BE RESET FROM THIS SCREEN.

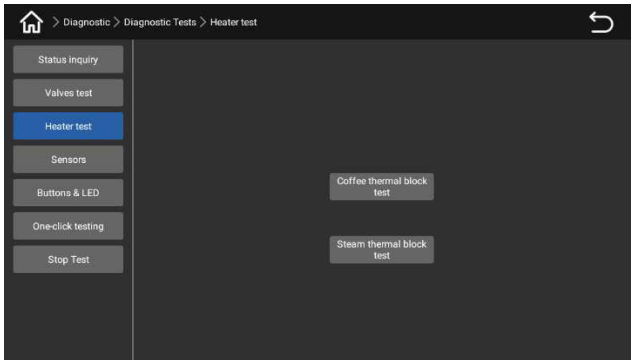
DIAGNOSTIC TESTS

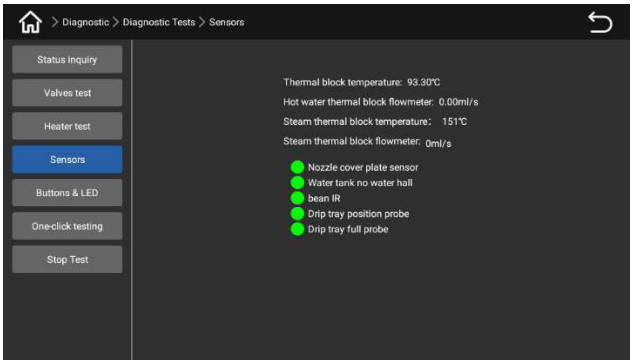
THIS AREA ALLOWS EVERY VALVE, HEATER AND SENSOR IN THE MACHINE TO BE TESTED INDIVIDUALLY — USEFUL FOR FAULT-FINDING.





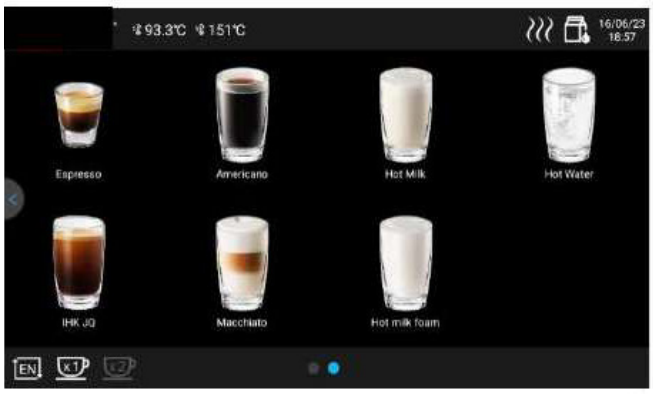
STATUS INQUIRY — LIVE OVERVIEW OF MOTORS, SENSORS, MACHINE STATUS AND BOILER TEMPERATURES (LEFT); VALVES TEST — FIRE EACH VALVE INDIVIDUALLY (RIGHT).

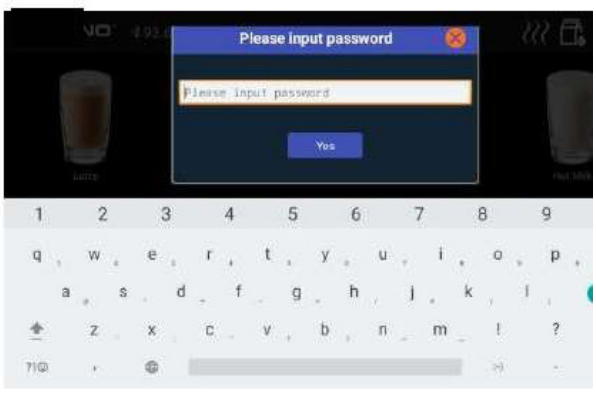




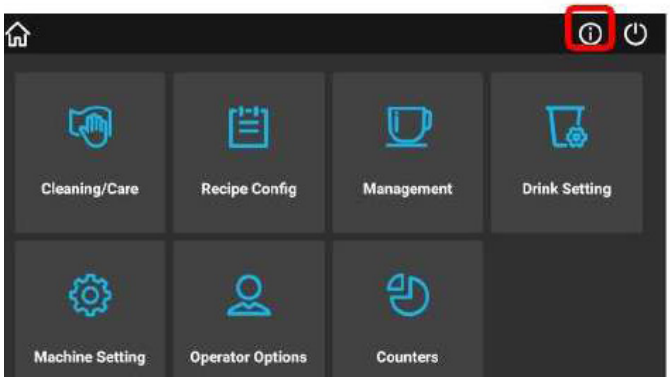
HEATER TEST — RUN THE COFFEE OR STEAM THERMAL BLOCK ON DEMAND (LEFT); SENSORS — LIVE READOUT OF EVERY SENSOR IN THE MACHINE (RIGHT).

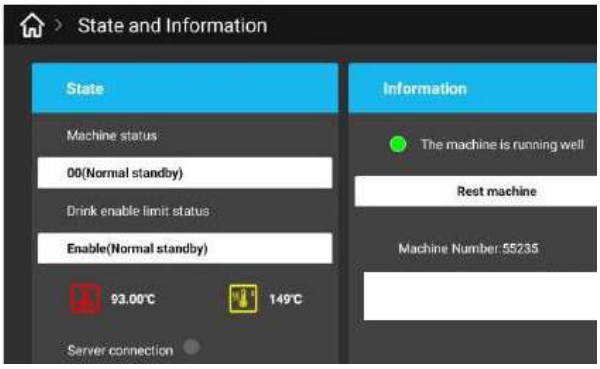
5.II. MACHINE STATUS





PRESS AND HOLD THE TOP-LEFT CORNER OF THE SCREEN AND ENTER THE PASSWORD.





THEN TAP THE INFO ICON, HIGHLIGHTED TOP-RIGHT OF THE ADMIN MENU, TO OPEN STATE AND INFORMATION.

THE STATE PANEL SHOWS THE CURRENT MACHINE STATUS, DRINK-ENABLE STATUS AND LIVE BOILER TEMPERATURES. THE INFORMATION PANEL CONFIRMS THE MACHINE IS RUNNING NORMALLY, SHOWS THE MACHINE NUMBER AND APP VERSION, AND PROVIDES A RESET MACHINE BUTTON. WHERE A FAULT IS SHOWN, FOLLOW THE ON-SCREEN PROMPT, THEN USE RESET MACHINE TO HAVE THE MACHINE RE-CHECK ITSELF.

6. FIRST RUN SET-UP

6.1. MACHINE CONFIGURATION

PRESS AND HOLD THE TOP-LEFT CORNER OF THE SCREEN, ENTER THE ENGINEER PASSWORD, THEN SELECT MACHINE SETTING > FUNCTION MODE. CHOOSE THE CORRECT CONFIGURATION FOR YOUR MACHINE AND, WHERE FITTED, SWITCH ON THE FRESH MILK FUNCTION.

6.2. CONNECTING TO WI-FI

FIT THE SUPPLIED WI-FI SIGNAL RECEIVER INTO THE USB PORT BENEATH THE DISPLAY, THEN ALLOW THE MACHINE TO RESTART. ONCE RESTARTED, GO TO MACHINE SETTING > TELEMETRY, ENABLE WI-FI, SELECT YOUR NETWORK, ENTER THE PASSWORD AND CONNECT.

NOTE

IF OPERATING AS A STANDALONE SINGLE MACHINE, A NETWORK CONNECTION IS NOT REQUIRED AND THIS STEP CAN BE SKIPPED.

6.3. CONNECTING TO A SERVER

IN DIAGNOSTIC > SOFTWARE & OPERATING VERSION > IP ADDRESS, SWITCH OFF OFFLINE MODE AND ENTER THE SERVER ADDRESS IF REQUIRED FOR REMOTE MONITORING OR CASHLESS PAYMENT. CONFIRM SERVER CONNECTION STATUS UNDER DIAGNOSTIC > DIAGNOSTIC TESTS > STATUS INQUIRY. IF THE SERVER CANNOT BE REACHED, CONTACT YOUR NETWORK PROVIDER OR RG DISTRIBUTORS LIMITED FOR SUPPORT.

NOTE

IF OPERATING AS A STANDALONE SINGLE MACHINE, A SERVER CONNECTION IS NOT REQUIRED AND THIS STEP CAN BE SKIPPED.

6.4. FILLING THE BEAN HOPPER

WARNING

THE ROTATING GRINDER DISC CAN CAUSE INJURY. NEVER PUT YOUR HAND INTO THE COFFEE BEAN HOPPER WHILE THE MACHINE IS SWITCHED ON.

NOTE

FOREIGN OBJECTS IN THE HOPPER CAN CLOG OR DAMAGE THE GRINDER. ONLY WHOLE COFFEE BEANS SHOULD BE ADDED — NEVER ANY OTHER ITEM.

WEARING A MASK AND FOOD-SAFE DISPOSABLE GLOVES, REMOVE THE HOPPER LID, ADD COFFEE BEANS, AND REFIT THE LID SECURELY.

6.5. FILLING THE FRESH MILK REFRIGERATOR (IF FITTED)

NOTE

CONTAMINATED MILK TUBING IS A HEALTH HAZARD. RUN THE DISPLAY-GUIDED CLEANING PROGRAMME BEFORE THE FIRST BEVERAGE IS DISPENSED.

1. INSERT THE REFRIGERATOR DOOR KEY AND TURN CLOCKWISE TO OPEN THE DOOR.
2. REMOVE THE MILK CARTON, POUR IN FRESH MILK, REPLACE THE CARTON AND CLOSE THE DOOR.
3. CONFIRM THE THERMOSTAT IS SET TO 3–5°C, ADJUSTING IF NECESSARY. USE PRE-CHILLED MILK WHERE POSSIBLE.

6.6. COMMISSIONING AND CALIBRATION

GRINDER THICKNESS ADJUSTMENT

NOTE

PREPARE A LOW-TOLERANCE ELECTRONIC SCALE BEFORE ADJUSTING THE GRINDER. EMPTY THE GRINDER OF ANY RESIDUE BEFORE THE FIRST CALIBRATION.

1. OPEN THE BEAN HOPPER AND LOCATE THE GRINDER COARSENESS ADJUSTMENT KNOB.
2. RAISE THE BEVERAGE OUTLET TO ITS HIGHEST POSITION AND REMOVE THE WATER TRAY.
3. USING THE SUPPLIED GRINDER ADJUSTMENT TOOL, PRESS DOWN ONTO THE KNOB AND TURN. WITH NO BEANS LOADED, FIRST TURN ANTICLOCKWISE TO THE DISC-CONTACT POINT, THEN TURN CLOCKWISE TO A REFERENCE POSITION OF 5–6 (TYPICAL ESPRESSO GRIND), FINE-TUNING FURTHER BASED ON GRIND RESULTS DURING CALIBRATION — CLOCKWISE FOR COARSER, ANTICLOCKWISE FOR FINER.

HOT MILK AND MILK FOAM TEMPERATURE

PRESS AND HOLD THE LATCHES ON BOTH SIDES OF THE BEVERAGE OUTLET AND REMOVE IT TO REVEAL THE TEMPERATURE ADJUSTMENT KNOB. TURNING IT CLOCKWISE INCREASES HOT MILK/FOAM TEMPERATURE; TURNING ANTICLOCKWISE DECREASES IT. ADJUST IN SMALL INCREMENTS.

GRINDER CALIBRATION

NOTE

CALIBRATION COMPENSATES FOR THE PHYSICAL CHARACTERISTICS OF THE BEANS AND ROAST IN USE. RECALIBRATE WHENEVER THE BEANS, HOPPER OR MOTOR CHANGE, AND ENSURE THE HOPPER IS AT LEAST ONE THIRD FULL WHEN CALIBRATING.

1. RAISE THE BEVERAGE OUTLET TO ITS HIGHEST POSITION, REMOVE THE WATER TRAY, THEN REMOVE THE COFFEE GROUNDS BOX AND PLACE IT INSIDE THE MACHINE.
2. IN THE ADMIN MENU, GO TO DRINK SETTING > COFFEE > GRINDER CALIBRATION AND PRESS START. THE GRINDER DISPENSES A DOSE OF GROUND COFFEE INTO THE GROUNDS BOX.
3. REMOVE THE GROUNDS BOX, ZERO IT ON THE ELECTRONIC SCALE, REFIT IT AND PRESS START AGAIN TO REPEAT THE DOSE.
4. REMOVE AND WEIGH THE GROUNDS BOX ON THE SCALE, ENTER THE RESULTING WEIGHT AGAINST “INPUT POWDER GRAMS” AND PRESS SAVE.

FRESH MILK CALIBRATION

DIFFERENT MILK SOURCES VARY IN CONCENTRATION, SO FRESH MILK SHOULD BE CALIBRATED WITH THE SOURCE YOU INTEND TO USE, ENSURING AN ADEQUATE SUPPLY IS AVAILABLE.

1. PLACE AN EMPTY MEASURING CUP UNDER THE OUTLET AND LOWER IT TO ITS LOWEST POSITION.
2. IN THE ADMIN MENU, GO TO DRINK SETTING > MILK.
3. SELECT MILK FOAM CALIBRATION OR HOT MILK CALIBRATION AND PRESS START TO DISCARD THE INITIAL DISPENSE, THEN REPLACE THE CUP AND PRESS START AGAIN.
4. READ THE MEASURED VOLUME AT EYE LEVEL, ENTER IT AGAINST THE RELEVANT FIELD, AND PRESS SAVE.

6.7. PRODUCT TESTING AND RECIPE CONFIGURATION

UNDER RECIPE CONFIG YOU WILL FIND THE FACTORY-DEFAULT RECIPE FOR EACH BEVERAGE. SELECTING A DRINK DISPLAYS ITS RECIPE, AND PRESSING TEST WILL DISPENSE IT DIRECTLY FOR EVALUATION. THE RECIPE SCREEN ALSO OFFERS IMPORT RECIPE, EXPORT RECIPE, ADD RECIPE, DELETE RECIPE, EDIT AND DELETE FUNCTIONS. SELECTING EDIT FOR A GIVEN PRODUCT ALLOWS THE WATER VOLUME, INGREDIENT DOSING, AND HOT MILK/FOAM DISPENSE TIME (WHICH DETERMINES MILK QUANTITY) TO BE ADJUSTED; SAVE YOUR CHANGES, THEN PRESS TEST TO CONFIRM THE RESULT.

6.8. BEVERAGE MANAGEMENT

UNDER MANAGEMENT YOU CAN CHOOSE SINGLE OR DOUBLE CUP PORTIONS, ADD NEW PRODUCTS, CARRY OUT BATCH OPERATIONS, AND IMPORT OR EXPORT THE PRODUCT LIST. SELECTING ADD DRINK LETS YOU SET THE PRODUCT ID (WHICH MUST MATCH ANY ID USED ON A CONNECTED SERVER), NAME, RECIPE, PREPARATION TIME, PRICE, SORT ORDER, DISPLAY STATUS, AND SINGLE/DOUBLE CUP SETTING. BATCH OPERATION ALLOWS YOU TO SELECT MULTIPLE PRODUCTS TO DELETE OR REPRICE IN ONE ACTION.

6.9. SETTING THE SALES MODE

GO TO MACHINE SETTING > FUNCTION MODE > PAYMENT SYSTEMS. WITH FREE MODE ENABLED, DRINKS ARE DISPENSED AT NO CHARGE. TO TAKE PAYMENT, DISABLE FREE MODE AND ENABLE THE REQUIRED OPTION(S): QR CODE PAYMENT (WECHAT PAY / ALIPAY), CASH, OR MDB CASHLESS. THE MACHINE WILL ONLY DISPENSE ONCE PAYMENT HAS BEEN CONFIRMED.

NOTE

IN FREE MODE, OFFLINE MODE SHOULD BE ENABLED. IN A PAID MODE, OFFLINE MODE SHOULD BE DISABLED TO MAINTAIN A LIVE NETWORK CONNECTION — SEE SECTION 6.3.

6.10. MAKING A BEVERAGE

1. PLACE A CUP UNDER THE OUTLET AND SELECT THE REQUIRED DRINK FROM THE DISPLAY.
2. ADJUST STRENGTH/TASTE ON SCREEN IF OFFERED (FIVE LEVELS), THEN CONFIRM.
3. IN FREE MODE, OR WHERE THE PRICE IS SET TO ZERO, THE MACHINE BEGINS DISPENSING IMMEDIATELY. IN PAID MODE, COMPLETE PAYMENT FIRST.
4. THE MACHINE DISPENSES THE BEVERAGE AUTOMATICALLY; THE SCREEN CONFIRMS WHEN THE DRINK IS READY.

6.11. SETTING THE DATE AND TIME

WHEN CONNECTED TO A NETWORK, THE SYSTEM CLOCK UPDATES AUTOMATICALLY. FOR A STANDALONE MACHINE, GO TO OPERATOR OPTIONS > DATE & TIME, SWITCH OFF “USE NETWORK-PROVIDED TIME”, AND SET THE DATE, TIME AND TIME ZONE MANUALLY.

6.12. OPERATOR OPTIONS

THIS MENU COVERS LANGUAGE SELECTION, CANCELLING A BEVERAGE IN PROGRESS, SCREENSAVER TIMING AND PROMOTIONAL IMAGE/VIDEO LOOPING, CUSTOM LOGO, START-UP, BACKGROUND AND PRODUCT IMAGES, DATE/TIME, AUTO-STANDBY, ECO MODE, AND DIRECT-DRINK SETTINGS. CUSTOM IMAGES (LOGO, START-UP SCREEN, BACKGROUND, DRINK IMAGES) CAN BE IMPORTED VIA USB IN THE FILE SIZE/FORMAT SPECIFIED ON SCREEN.

6.13. EMPTYING

COFFEE GROUNDS BOX

NOTE

DO NOT CLEAN THE COFFEE GROUNDS BOX IN A DISHWASHER — HEAT MAY CAUSE DAMAGE.

1. REMOVE THE COFFEE GROUNDS BOX FROM THE MACHINE.
2. EMPTY AND CLEAN IT THOROUGHLY.
3. DRY THE BOX AND PUSH IT FULLY BACK INTO THE MACHINE.



WATER TRAY

RAISE THE BEVERAGE OUTLET TO ITS HIGHEST POSITION, THEN PULL THE WATER TRAY OUTWARDS TO REMOVE IT. ENSURE NO BEVERAGE IS BEING DISPENSED BEFORE REMOVING THE TRAY.

6.14. TRANSPORT CONDITIONS

CAUTION

IMPROPER TRANSPORT OF THE MACHINE CAN RESULT IN INJURY OR DAMAGE. ALWAYS DISCONNECT THE WATER SOURCE AND POWER SUPPLY, AND EMPTY THE BUILT-IN WATER TANK, BEFORE MOVING THE MACHINE. CHECK THE FLOOR FOR OBSTRUCTIONS BEFOREHAND.

- IF USING A TROLLEY, DRAG IT RATHER THAN PUSHING IT, FOR SAFETY.
- ONLY PULL THE TROLLEY ITSELF, NEVER THE MACHINE.

RG DISTRIBUTORS LIMITED IS NOT LIABLE FOR DAMAGE CAUSED BY MISUSE OF A TRANSPORT TROLLEY OR FAILURE TO FOLLOW THESE INSTRUCTIONS.

6.15. SHUTDOWN

END OF SERVICE

DANGER

THE MACHINE REMAINS POWERED IN STANDBY MODE. DO NOT DISASSEMBLE THE CASING. ALWAYS ISOLATE THE MACHINE FROM THE POWER SUPPLY BEFORE CARRYING OUT REPAIR WORK.

- RUN THE MACHINE CLEANING CYCLE IF IT HAS NOT ALREADY STARTED.
- CARRY OUT DAILY AND WEEKLY CLEANING AS REQUIRED (SEE SECTION 7).
- EMPTY AND CLEAN THE WATER TRAY.
- ONCE CLEANING IS COMPLETE, CLOSE ALL DOORS AND UNPLUG THE MACHINE.

EXTENDED DOWNTIME (MORE THAN 1 WEEK)

CARRY OUT A FULL FRESH-MILK SYSTEM CLEAN (SECTION 7), THEN ISOLATE THE MACHINE BY UNPLUGGING IT OR SWITCHING OFF THE MAIN ISOLATOR.

7. CLEANING & MAINTENANCE

THOROUGH CLEANING AND MAINTENANCE ARE ESSENTIAL TO FOOD HYGIENE. REGULAR CLEANING — AT LEAST TWICE A WEEK, OR MORE OFTEN DEPENDING ON USE — ENSURES THE MACHINE CONTINUES TO PROVIDE EXCELLENT-TASTING DRINKS.

7.1. CLEANING INTERVALS

FREQUENCY	TASK
DAILY	HOT WATER RINSE (SYSTEM RINSE); TIMED AUTOMATIC CLEANING
DAILY / AS NEEDED	SYSTEM FLUSH; COFFEE SYSTEM RINSE; MILK SYSTEM FLUSH
DAILY	CLEAN COFFEE GROUNDS BOX, WATER TRAY, CUP HOLDER, TOUCHSCREEN, BEVERAGE OUTLET, MILK CARTON
WEEKLY	CLEAN COFFEE BEAN HOPPER, COFFEE GROUNDS BUCKET, EXTERIOR OF MACHINE AND REFRIGERATOR
AS NEEDED	CLEAN THE WATER TANK
ON DEMAND	CLEAN THE BREW UNIT

WHERE A CLEANING STAGE IS SET TO "NONE" IN THE MACHINE CONFIGURATION, THE OPERATOR IS RESPONSIBLE FOR CARRYING OUT THE NECESSARY CLEANING MANUALLY.

7.2. DAILY RINSE

BREW UNIT FLUSH

GO TO CLEANING/CARE > BREWER RINSING, CONFIRM TO BEGIN, AND ALLOW THE AUTOMATIC FLUSH TO COMPLETE.

MILK LINE FLUSH

GO TO CLEANING/CARE > MILK RINSING, CONFIRM TO BEGIN, AND ALLOW THE AUTOMATIC FLUSH TO COMPLETE.

AUTOMATIC FLUSHING SCHEDULE

UNDER CLEANING/CARE > CLEANING SETTING, A DAILY AUTOMATIC CLEANING TIME CAN BE SET FOR EACH DAY OF THE WEEK.

7.3. CLEANING AGENTS

WARNING

CLEANING AGENTS CAN CAUSE POISONING. USE ONLY CLEANERS RECOMMENDED BY RG DISTRIBUTORS LIMITED. KEEP AWAY FROM CHILDREN. DO NOT EAT, DRINK OR TOUCH CLEANING AGENTS WITH BARE HANDS. READ THE PRODUCT PACKAGING AND SAFETY DATA SHEET CAREFULLY BEFORE USE.

NOTE

USING AN INCORRECT CLEANER CAN DAMAGE THE MACHINE. USE ONLY MANUFACTURER-RECOMMENDED CLEANERS FOR DAILY AND WEEKLY CLEANING.

COFFEE SYSTEM CLEANING TABLETS	REMOVES GREASE RESIDUE FROM THE COFFEE SYSTEM. FOR DAILY USE, 1 TABLET PER CYCLE.
MILK SYSTEM CLEANING TABLETS	MILK-STAIN CLEANING TABLETS, DISSOLVE QUICKLY IN WARM OR COLD WATER. RATIO: 1 TABLET TO 250ML WATER.



MILK SYSTEM CLEANING TABLETS IN THE DOSING BOX.

7.4. DAILY MACHINE CLEANING

WARNING

CLEANING AGENTS CAN CAUSE HARM IF HANDLED INCORRECTLY. WEAR GLOVES THROUGHOUT THE CLEANING PROCEDURE. HIGH-TEMPERATURE LIQUID IS DISPENSED DURING CLEANING — DO NOT PLACE YOUR HAND UNDER ANY OUTLET. CHECK THE WASTEWATER DRAIN BEFORE STARTING, TO PREVENT TRAY OVERFLOW.

PREPARATION: 1 COFFEE-SYSTEM CLEANING TABLET, HOUSEHOLD DETERGENT, TWO CLEAN CLEANING CLOTHS, AND A COLLECTION CONTAINER. START THE GUIDED CLEANING PROGRAMME FROM CLEANING/CARE > SYSTEM CLEANING AND FOLLOW THE ON-SCREEN PROMPTS — THE DISPLAY WILL GUIDE YOU THROUGH EMPTYING THE DRIP TRAY AND GROUNDS BOX, DISSOLVING THE CLEANING TABLET, RUNNING THE AUTOMATIC CLEANING CYCLE, AND RINSING.

NOTE

THE CLEANING CYCLE CAN BE PAUSED AT ANY TIME, BUT THE MACHINE WILL NOT BE READY FOR SERVICE UNTIL IT IS COMPLETED. RESTART AN INTERRUPTED CYCLE AS SOON AS POSSIBLE.

BREW UNIT CLEANING

GO TO CLEANING/CARE > BREWER CLEANING AND FOLLOW THE ON-SCREEN PROMPTS: EMPTY THE DRIP TRAY, FILL THE WATER TANK, FIT THE CLEANING TABLET IN THE BREW CHAMBER, AND CONFIRM. THE CYCLE TAKES APPROXIMATELY 15 MINUTES.

MILK PATH CLEANING

GO TO CLEANING/CARE > MILK CLEANING. DISSOLVE 1–2 MILK-CLEANING TABLETS IN THE CLEANING BOX WITH THE APPROPRIATE VOLUME OF WATER, PLACE THE BOX IN THE REFRIGERATOR, INSERT THE MILK TUBE, AND FOLLOW THE ONSCREEN PROMPTS TO RUN THE AUTOMATIC CLEANING AND RINSE CYCLES. THIS SHOULD BE CARRIED OUT AT LEAST ONCE DAILY WHERE A FRESH MILK SYSTEM IS FITTED.

CLEANING THE COFFEE GROUNDS BOX

CAUTION

MOULD CAN FORM IN A DIRTY COFFEE GROUNDS BOX, WHICH MAY CONTAMINATE THE MACHINE. CLEAN IT DAILY, AND NEVER IN A DISHWASHER.

REMOVE THE WATER TRAY, TAKE OUT THE COFFEE GROUNDS BOX, EMPTY IT, WASH THOROUGHLY WITH CLEAN WATER AND HOUSEHOLD CLEANER, RINSE, DRY AND REFIT.

CLEANING THE WATER TRAY

WARNING

SEDIMENT AND BACTERIA CAN CONTAMINATE THE WASTEWATER TRAY. RINSE AND CLEAN IT DAILY, WEARING GLOVES.

REMOVE THE TRAY, CLEAN THOROUGHLY WITH WATER AND HOUSEHOLD CLEANER, RINSE, DRY, AND REFIT — CHECKING IT IS PUSHED FULLY HOME.

CLEANING THE BEVERAGE OUTLET

REMOVE THE MILK TUBE, PRESS THE LATCHES ON BOTH SIDES OF THE OUTLET AND PULL DOWN TO RELEASE THE STEAM NOZZLE, FRESH-MILK HEATING CHAMBER, FRESH-MILK OUTLET SEAL, FRESH-MILK SPOUT AND COFFEE SPOUT. RINSE EACH PART WITH WATER, REFIT SECURELY, AND RECONNECT THE MILK TUBE.



BEVERAGE OUTLET ASSEMBLY — REMOVE FOR CLEANING AS SHOWN.

CLEANING THE TOUCHSCREEN

CAUTION

UNINTENDED DISPENSING DURING CLEANING CAN CAUSE BURNS — LOCK THE SCREEN, OR SWITCH OFF THE MACHINE, BEFORE CLEANING THE PANEL.

NOTE

STAINS CANNOT BE REMOVED BY ABRASIVE SCRUBBING. DO NOT PRESS THE DISPLAY WITH EXCESSIVE FORCE, OR WITH HARD OR SHARP OBJECTS.

7.5. WEEKLY CLEANING — COFFEE BEAN HOPPER

CAUTION

THE GRINDER'S ROTATING BLADE AND THE HOPPER-OPENER BLADE ARE SHARP. NEVER PUT YOUR HAND INTO THE HOPPER WHILE THE MACHINE IS SWITCHED ON. WEAR GLOVES WHEN CLEANING.

NOTE

DO NOT USE ABRASIVE CLEANING PRODUCTS ON THE HOPPER, AS THIS MAY CAUSE SCRATCHING.

7.6. EMPTYING THE WATERWAY (ANTI-FREEZE PROTECTION)

GO TO MACHINE SETTING > REBOOT > BOILERS TRANSPORT ANTI-FREEZE PROTECTION AND FOLLOW THE ON-SCREEN PROMPTS TO EMPTY THE TANK OR ISOLATE THE MAINS WATER, EMPTY THE DRIP TRAY, AND PLACE A CONTAINER OF AT LEAST I LITRE UNDER THE OUTLET BEFORE STARTING THE AUTOMATIC BOILER-EMPTY CYCLE.

8. PREVENTIVE MEASURES & HEALTH REGULATIONS

8.I. CLEANING AGENTS

USE

WARNING

CLEANING AGENTS CAN CAUSE POISONING. KEEP AWAY FROM CHILDREN AND UNAUTHORISED PERSONS. DO NOT INGEST, AND DO NOT MIX WITH OTHER CHEMICALS OR ACIDS. DO NOT ADD CLEANING AGENT TO A DRINKING CUP OR TANK. USE ONLY FOR THE STATED PURPOSE SHOWN ON THE LABEL. DO NOT EAT OR DRINK WHILE USING CLEANING AGENTS. ENSURE GOOD VENTILATION, WEAR PROTECTIVE GLOVES AND SAFETY GOGGLES, AND WASH HANDS THOROUGHLY AFTER USE. ALWAYS READ THE PACKAGING AND SAFETY DATA SHEET BEFORE USE.

STORAGE

- KEEP OUT OF REACH OF CHILDREN AND UNAUTHORISED PERSONS.
- KEEP AWAY FROM HEAT, LIGHT AND MOISTURE.
- STORE SEPARATELY FROM ACIDIC SUBSTANCES AND AWAY FROM FOOD OR DRINK.
- STORE ONLY IN ORIGINAL PACKAGING, AND IN ACCORDANCE WITH LOCAL CHEMICAL STORAGE REGULATIONS.

DISPOSAL

IF RECYCLING IS NOT POSSIBLE, DISPOSE OF CLEANING AGENTS AND THEIR PACKAGING IN ACCORDANCE WITH LOCAL REGULATIONS.

8.2. HEALTH REGULATIONS

WATER

CAUTION

IMPROPER WATER USE CAN POSE A HEALTH HAZARD. THE WATER SOURCE MUST MEET DRINKING-WATER SANITARY STANDARDS.

- WATER MUST BE CLEAN AND POLLUTION-FREE.
- DO NOT USE REVERSE-OSMOSIS OR OTHER CORROSIVE WATER.
- CARBONATE HARDNESS: 5–6°DKH (8.9–10.7°FKH); TOTAL HARDNESS MUST ALWAYS EXCEED CARBONATE HARDNESS.
- MAXIMUM CHLORINE CONTENT: 50 MG PER LITRE.
- PH SHOULD BE NEUTRAL, 6.5–7.
- FIT INTERNAL AND/OR EXTERNAL FILTRATION AS REQUIRED.

COFFEE

CAUTION

IMPROPER HANDLING OF COFFEE CAN AFFECT FOOD SAFETY.

- CHECK BAGS FOR DAMAGE BEFORE FILLING THE HOPPER.
- CLOSE THE HOPPER LID IMMEDIATELY AFTER ADDING BEANS.
- STORE COFFEE IN A DRY, COOL, DARK PLACE, SEPARATE FROM CLEANING AGENTS.
- USE STOCK ON A FIRST-IN, FIRST-OUT BASIS.
- RESEAL PACKAGING PROPERLY AFTER OPENING TO MAINTAIN FRESHNESS AND PREVENT CONTAMINATION.

9. TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	SOLUTION
COFFEE DISPENSES TOO SLOWLY	GRIND TOO FINE	ADJUST THE GRINDER COARSER
	DOSE SET LARGER THAN INTENDED	RECALIBRATE THE GRINDER
	STRAINER BLOCKED	RUN A BREW-UNIT CLEANING TABLET CYCLE, OR REPLACE THE STRAINER
	LEAK (LOWER PLUNGER DAMAGED)	REPLACE THE PLUNGER OR BREW UNIT
	BREW UNIT O-RING LEAKING	REPLACE THE SEAL RING
CONTAMINATED WATER TRAY	NOT CLEANED FOR SOME TIME	CLEAN THE WATER TRAY
	OUTLET SPOUT INCORRECTLY FITTED	CHECK AND REFIT CORRECTLY
COFFEE DISPENSES TOO FAST	GRIND TOO COARSE	ADJUST THE GRINDER FINER
	DOSE SET SMALLER THAN INTENDED	RECALIBRATE, OR CHECK RECIPE SETTINGS

PROBLEM	POSSIBLE CAUSE	SOLUTION
BEVERAGE / INGREDIENT UNAVAILABLE	BEAN HOPPER FEED GATE CLOSED	CHECK AND OPEN THE FEED GATE
	OUT OF COFFEE BEANS	REFILL THE BEAN HOPPER
	RELATED INGREDIENT MISSING (E.G. FRESH MILK)	CHECK AND TOP UP INGREDIENTS
BOILER FAILS TO FILL	EXTENDED SHUTDOWN, WATER VALVE CLOSED	OPEN THE WATER VALVE AND RESTART THE MACHINE
	AIR IN THE WATERWAY (FIRST USE)	POWER OFF, THEN RESTART TO PURGE AIR FROM THE SYSTEM
MACHINE WILL NOT GENERATE A QR PAYMENT CODE	POOR NETWORK SIGNAL	CHECK THE SIGNAL CONNECTION; VERIFY THE MACHINE IS ONLINE AND CONNECTED TO THE SERVER IN THE BACKGROUND
	ANTENNA NOT CONNECTED	CONTACT YOUR NETWORK PROVIDER OR RG DISTRIBUTORS LIMITED

10. WARRANTY

10.1. COVERAGE

THE CONTENDER BCM033 IS SUPPLIED WITH A 24-MONTH PARTS WARRANTY FROM THE DATE OF PURCHASE, IN ACCORDANCE WITH THE TERMS AGREED BETWEEN RG DISTRIBUTORS LIMITED AND THE BUYER. FAILURE TO COMPLY WITH THE OPERATING, CLEANING AND MAINTENANCE INSTRUCTIONS IN THIS MANUAL MAY AFFECT YOUR WARRANTY ENTITLEMENT.

10.2. WARRANTY VALID CONDITIONS

- THE APPLIANCE MUST BE INSTALLED AND OPERATED AS DESCRIBED IN THIS MANUAL
- THE RATING PLATE MUST REMAIN LEGIBLE AND INTACT
- REPAIRS MUST BE CARRIED OUT BY AUTHORIZED TECHNICIANS
- PROOF OF PURCHASE MUST BE PROVIDED FOR WARRANTY CLAIMS
- THE MACHINE MUST BE USED FOR ITS INTENDED COMMERCIAL PURPOSE ONLY
- ALL SAFETY GUIDELINES MUST HAVE BEEN FOLLOWED

10.3. WARRANTY EXCLUSIONS

THE WARRANTY DOES NOT COVER:

- DAMAGE CAUSED BY IMPROPER INSTALLATION OR INAPPROPRIATE USE
- MISUSE, ABUSE, OR FAILURE TO FOLLOW OPERATING INSTRUCTIONS
- WEAR AND TEAR FROM NORMAL COMMERCIAL USE
- UNAUTHORISED REPAIRS OR MODIFICATIONS
- DAMAGE FROM FAILURE TO FOLLOW MAINTENANCE AND LUBRICATION INSTRUCTIONS
- ELECTRICAL DAMAGE FROM INCORRECT VOLTAGE, PHASE, OR POWER ISSUES
- DAMAGE CAUSED BY OVERLOADING BEYOND SPECIFIED CAPACITY OR EXCEEDING MAXIMUM OPERATING TIMES
- USE OF NON-APPROVED REPLACEMENT PARTS OR ACCESSORIES
- DAMAGE FROM WATER PENETRATION DUE TO IMPROPER CLEANING METHODS
- GEAR BOX DAMAGE CAUSED BY CHANGING SPEEDS WHILE THE MACHINE IS RUNNING

10.4. SERVICE & SUPPORT

IF THE APPLIANCE FAILS TO OPERATE CORRECTLY:

1. STOP USING THE APPLIANCE IMMEDIATELY AND UNPLUG FROM POWER SUPPLY
2. DO NOT ATTEMPT SELF-REPAIR AS THIS WILL VOID THE WARRANTY
3. CONTACT YOUR AUTHORIZED DISTRIBUTOR OR SERVICE PROVIDER
4. PROVIDE PROOF OF PURCHASE AND THE MODEL NUMBER (MXP004 OR MXP005) FROM THE RATING PLATE
5. DESCRIBE THE PROBLEM IN DETAIL, INCLUDING WHEN IT STARTED AND ANY ERROR SYMPTOMS
6. FOLLOW GUIDANCE FROM THE AUTHORISED SERVICE REPRESENTATIVE
7. ONLY USE REPLACEMENT PARTS SUPPLIED OR APPROVED BY THE MANUFACTURER

USE ONLY AS INTENDED. OPERATE SAFELY. MAINTAIN REGULARLY.

II. CERTIFICATION & COMPLIANCE

THE CONTENDER BCM033 MEETS THE REQUIREMENTS OF THE FOLLOWING STANDARDS:

- IEC 60335-1:2010 + A1:2013 + A2:2016
- IEC 60335-2-75:2012 + A1:2015 + A2:2018
- EN 60335-1:2012 + A11:2014 + A13:2017 + A1:2019 + A14:2019 + A2:2019 + A15:2021
- EN 60335-2-75:2004 + A1:2005 + A11:2006 + A2:2008 + A12:2010
- EN 62233:2008
- EN IEC 61000-6-1:2019
- EN IEC 61000-6-3 / EN 301489-1 / EN 301489-17 / EN 300328
- EN IEC 62311:2020
- IEC 62368-1:2014
- EN 62368-1:2014 + A11:2017

FULL TEST DOCUMENTATION AND FOOD-CONTACT COMPLIANCE REPORTS FOR THE BCM033 ARE AVAILABLE FROM RG DISTRIBUTORS LIMITED ON REQUEST.

NOTE

THIS MANUAL HAS BEEN PRODUCED BY RG DISTRIBUTORS LIMITED FOR THE CONTENDER BCM033. SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE. FOR SERVICING, SPARE PARTS OR FURTHER SUPPORT, PLEASE CONTACT RG DISTRIBUTORS LIMITED.

PLEASE SAVE THIS USER MANUAL FOR FUTURE REFERENCE

CONTENDER

STEP UP TO THE PLATE

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