

Welcome

Welcome, please write your important contact details here...

Machine Model:

Serial No:

Customer Service Tel:

Your Account No:

Web: www.lavazzapro.co.uk

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Please read and save these instructions

1. General Information

Except as permitted under relevant local legislation, no part of this operator's manual may be copied, translated, transmitted or distributed in any form without prior permission of Lavazza Professional. Lavazza Professional reserves the right to change the machine or machine specification at any time. Whilst every effort has been made to ensure that the information in this operator's manual is accurate, Lavazza Professional disclaims any liability for any direct or indirect losses arising from use or reliance on the information included in this operator's manual. For information about the availability of translated versions of this operator's manual, please contact Lavazza Professional.

2. Health and Safety

Please read and save these instructions.

Always ensure the instructions are available to all personnel involved with loading and routine cleaning of this machine. Failure to comply with health and safety guidelines may impair safety.



Health and safety must never be compromised.



WARNING: THIS SYSTEM MUST BE EARTHED

2.1 Safety Precautions

- Safety may be impaired if this machine is modified in any way giving risk of injury to person or malfunction.
- Installation of this machine must be performed by trained Lavazza Professional installation specialists only.
- The recommended ambient temperature operating range for this machine is +5°C to +30°C.
- Always ensure the rear of the machine is easily accessible to allow isolation of the electrical and water supplies when needed.
- This machine is intended for indoor use only. Never place outside or in an environment where freezing is possible. If freezing occurs, contact Lavazza Professional Customer Service department immediately.
- The machine can be used by persons (including children from 8 years) with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the machine in a safe way and understand the hazards involved. Children should be supervised at all times to ensure they do not play with the machine.

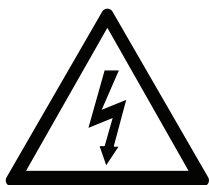
2. Health and Safety Cont.

- Always contact Lavazza Professional Customer Service department or visit www.lavazzapro.co.uk in the event of a breakdown or fault. Under no circumstances should you attempt to service or repair this machine.
- A KLIX® machine power supply unit incorporates IEC power sockets to provide mains power to the heater, chiller and approved systems within the KLIX® machine. These sockets have been designed for this purpose only. The use of these sockets to provide electrical power to any other equipment may result in a hazardous condition and is therefore prohibited. Contact Lavazza Professional Customer Service for additional advice.
- Always contact Lavazza Professional Customer Service department or visit www.lavazzapro.co.uk if you need to move the machine.
- Never attempt to use or replace a damaged cord set. If your cord set is damaged, isolate the electrical supply and contact Lavazza Professional Customer Service department immediately.
- Never power the machine using extension cables.
- This machine must not be cleaned using a pressurised water system.
- This machine must not be installed near a pressurised water system.
- Always ensure the machine is installed on a level surface. Failure to do so could result in injury or damage to machine.
- New hose sets supplied with this machine must be installed and old hose sets must be disposed of. Only approved Lavazza Professional hose set can be used if replacement is required.
- Never attempt to adjust the water volume or water temperature. Factory settings must be maintained at all times.
- Do not reinsert cups into the vend area after a vend has been completed.
- Always check the top of the door for loose objects before opening.
- Never load damaged cups into the machine and ensure correct cup sizes have been loaded into each stack. It is recommended to only use KLIX® branded cups.
- Extra care must be taken when removing and transporting hot beverages. Not observing these precautions may result in injury to person.

- It is not recommended to flash test this machine as part of machine electrical safety. This system is flash tested before it leaves Lavazza Professional UK, repeated flash testing may damage the insulation.
- Electrical safety testing of machine must be performed according to local regulations.
- UK SPECIFIC - Your system is fitted with a 13 Ampere fused mains plug. If replacing, always use an ASTA approved BS1362 13 Ampere cartridge fuse and ensure it is replaced correctly.

2.2 Warning Labels

The following labels are located throughout the machine. Failure to adhere to these warnings could impair the safety of the user.



High Voltage

This symbol indicates the presence of electric shock hazards. Enclosed units marked with this symbol should only be opened by authorized service agents.
WARNING: To avoid risk of injury from electric shock, do not open this enclosed unit.



Caution

This symbol indicates the need to consult the operating instructions provided with the appliance.
WARNING: A potential risk exists, if the operating instructions are not followed.



Hot Surface

This symbol indicates the presence of a hot surface.
WARNING: Hot surface inside, contact may cause burn. Do not touch.

3. Specifications

Specifications	Momentum H*	Momentum HC**	Element H***	Element HC****
Drinks Capacity (based on standard coffee cup)	1280	1280	1328	1328
Voltage (V)	230	230	230	230
Frequency (Hz)	50	50	50	50
Input Power (kW)	2.45	2.65	2.45	2.65
Protection Class	Class I	Class I	Class I	Class I
Operating Ambient (°C)	5 - 30	5 - 30	5 - 30	5 - 30
Water Pressure (MPa)	0.1 - 0.7	0.1 - 0.7	0.1 - 0.7	0.1 - 0.7
Transport Weight (kg)*****	103	134	109	131
Machine Size (W x D x H mm)	630 x 710 x 1830	630 x 710 x 1830	630 x 710 x 1830	630 x 710 x 1830
Operating Temperature °C	5 - 30	5 - 30	5 - 30	5 - 30
Storage Temperature °C	-5 to 50	-5 to 50	-5 to 50	-5 to 50
Ready to Vend from Room Temperature -Start Temperature 20°C (mins)	15	15	15	15
Hot Drink Temperature - in cup (°C)	75 (70-85)	75 (70-85)	75 (70-85)	75 (70-85)
Cold Drink Temperature - in cup (°C)	NA	8 (4-12)	NA	8 (4-12)

* Momentum H - Hot drinks only

** Momentum HC - Hot and cold drinks

*** Element H - Hot drinks only

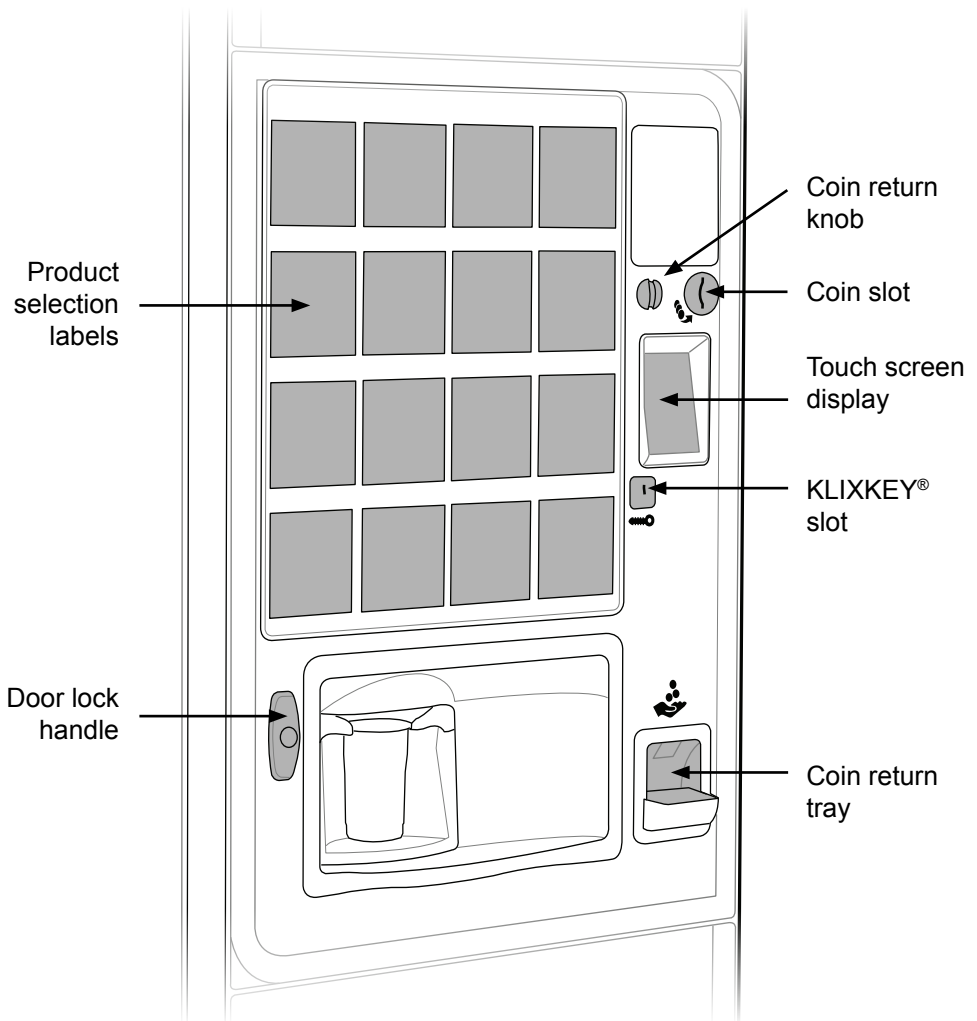
**** Element HC - Hot and cold drinks

***** Including telemetry and coin mechanism

4. Your KLIX® Machine

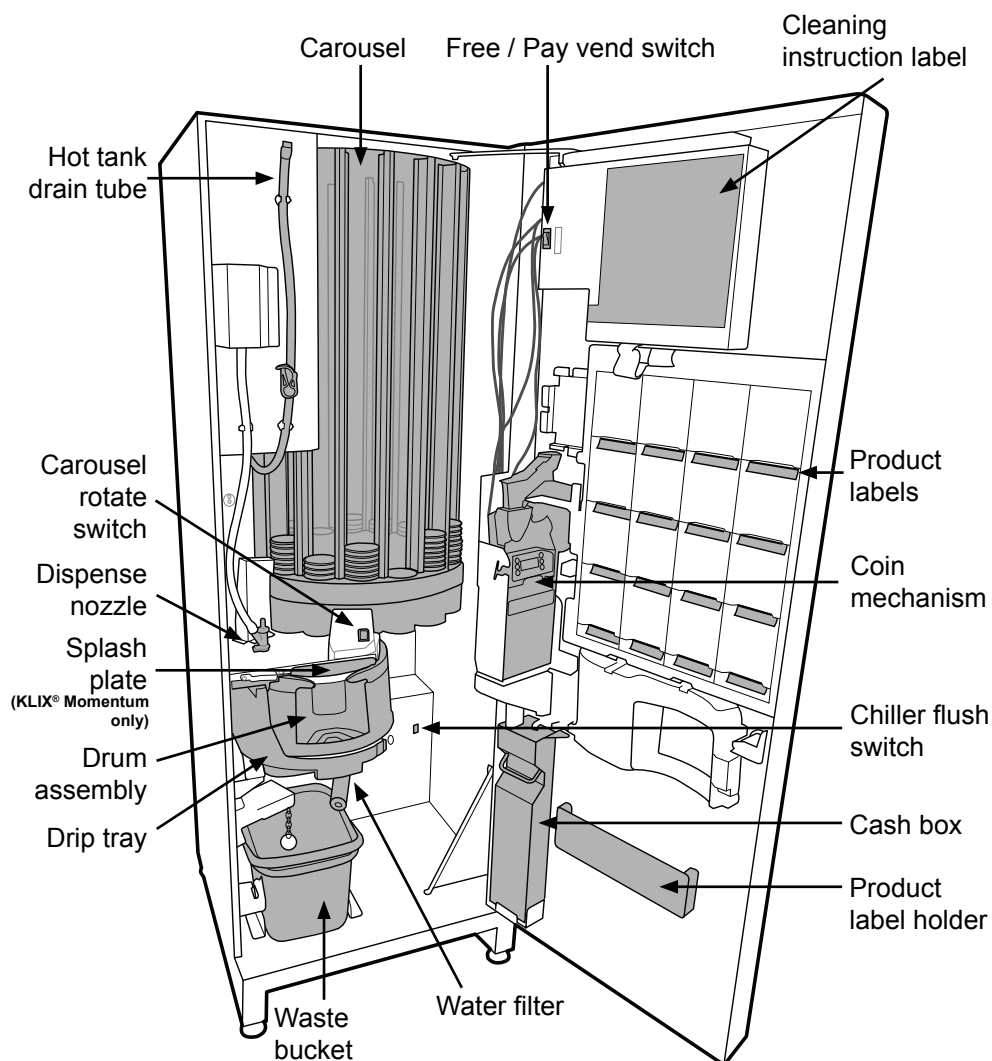
A KLIX® machine is a floor standing, one-touch operation, in-cup vending machine offering great tasting hot and cold drinks. The in-cup system ensures consistent product quality, reliability, simplicity and choice.

Key External Components of the KLIX® Machine



4. Your KLIX® Machine Cont.

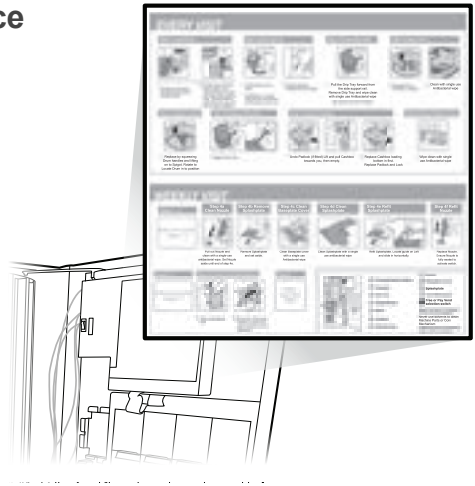
Key Internal Components of the KLIX® Machine



4.1 Cleaning and maintenance

For cleaning and maintenance, please refer to the Cleaning Instruction label (the green and orange instruction label fitted on the inside of the machine door).

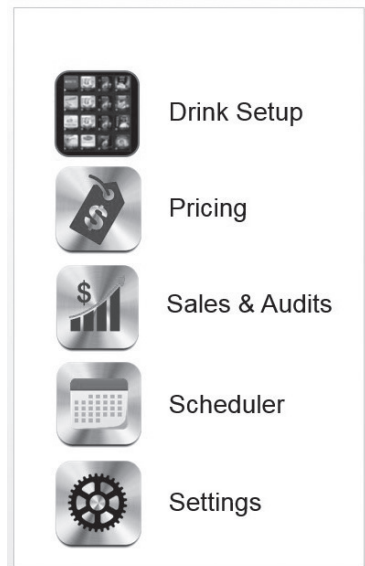
For maximum efficiency, the coin channels should be cleaned weekly. Never use solvents to clean the coin mechanism.



4.2 Operator Menu

In order to view or change any of the drink settings, change prices or view the machine audits you will need to use the 'Operator Menu'. This menu is designed to give a user-friendly interface for your KLIX® machine.

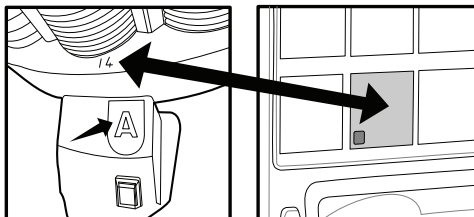
The 'Operator Menu' is displayed on the touch screen automatically when the door of the vending machine is opened.



4. Your KLIX® Machine Cont.

4.3 Product Re-Filling

1. Open the machine door and press the 'carousel rotate' button until the stack that needs filling is directly adjacent to 'A'. It is also possible to rotate the carousel by pressing the required drink selection on the product selection label.

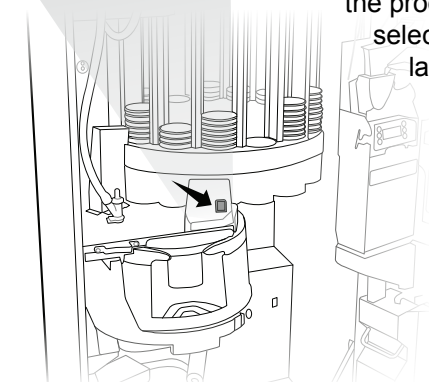


button 14 of
the product
selection
labels

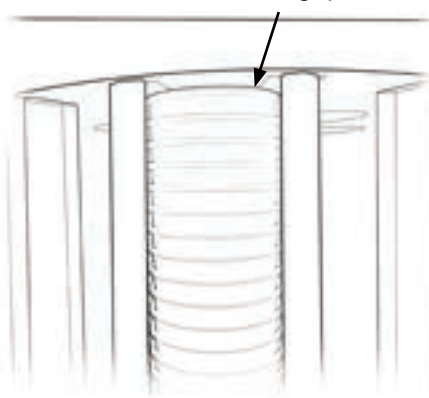
Note: The stack number stamped on the carousel should correspond to the drink selection button, with the same number stamped on the back of the door where the labels are inserted.

2. Check the reference on the new cup stack packaging to ensure the correct drink is being installed. If there are existing cups in the stack, remove the top lid from the existing stack of cups and add the new stack.

Note: When filling with new cup stacks, always leave an approximate 1cm gap between the top of the stack and the carousel. This avoids damaging cups and jamming caused by overfilling.



1cm gap



4.3 Product Re-Filling Cont.

- Once product has been loaded into stack, please ensure lid in top cup is securely fitted.

Note: Please do not push down excessively when fitting the lid as the cups will compact and jam the carousel.

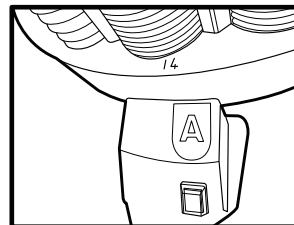
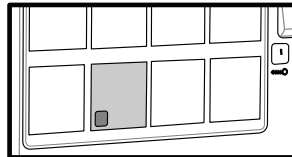
- Upon closing and locking the door, the carousel will automatically revolve to check the stock level in each stack. Labels will be illuminated on every drink selection that has sufficient product available.



NOTE: When finishing loading, check all stacks to ensure that the cups are pushed back and free to drop.

4.4 Changing a Drink

- With the door open, press the selection button of the drink you want to change. When you press the button the selection will be lit and the carousel will rotate to bring that selection's stack around to the filling point "A" inside the machine.
- Remove any old product from this stack that may still be in the machine.



4. Your KLIX® Machine Cont.

4.4 Changing a Drink Cont.

3. Remove the old drink label from the door (if fitted).
4. Remove the green drink name sticker from the cup stack holder if fitted.
5. The Touch Screen Display will be showing the current drink settings for the button selected.
6. On the Touch Screen Display press the 'SKU' option. The display will show a list of all available drink codes in alphabetical order. Scroll through the list and select the 'SKU' code that matches the code on the new drink label.

Selection 16

Nescafe Gold Blend
White With Sugar

SKU:	▲	
	KN01	
Price:	KN02	
	LL01	
Water:	LC11	
	DK04	
Linked St	SC13	
13,14,15,16	▼	

Cancel

OK

7. The code will be a 4 character code printed on the back of the label next to the drink name.




8. The display will change to show the new drink. Make sure the drink name and drink water options match the label.
9. If the price of the drink needs to change, select 'Price' and enter the new price.
10. Remember to ensure that the new drink label has the correct price sticker attached to the label before inserting the label in the door.

Selection 16


Maxwell House Latte

SKU: DK62

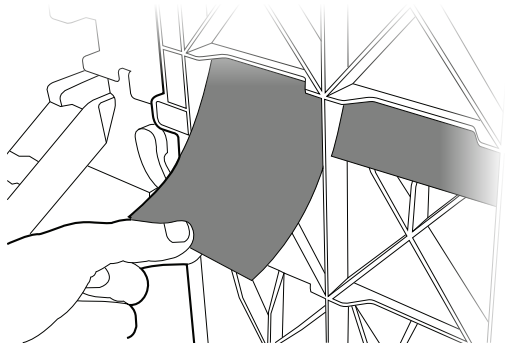
Price: 0.75

Water: 

Linked Stacks:

Cancel

OK

11. Always ensure the new product label is inserted into the correct slot on the back of the door panel. The selection number should correspond to the carousel number of the drink you are changing. Remember to price the label before inserting.





12. A green pre-printed sticker with the drink name should be affixed to the outside of the black plastic cup stack holder in the machine. This will help you and everyone else filling up the machine to know which product has to be filled in which stack. To keep this information up to date, please remove the older sticker before fitting the new one.

4. Your KLIX® Machine Cont.

4.4 Changing a Drink Cont.

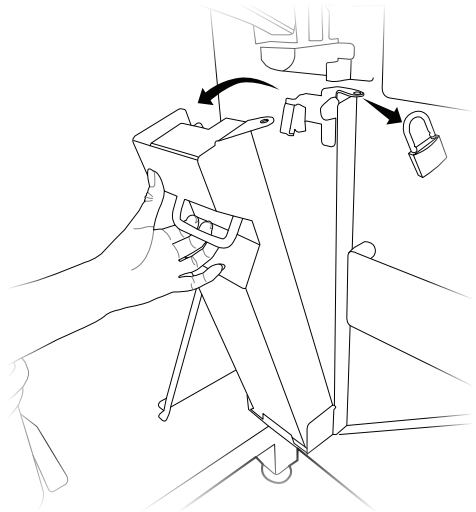
13. Information about Linked Stacks: The machine will automatically detect if the machine has been configured to have 2 or more stacks of the same product. If a drink is present in more than one position then the machine will “Link” the stacks and vend from these stacks in rotation when any of the linked selection buttons are vended from. This maintains the maximum freshness of the product by using stacks of identical product evenly. When there are linked stacks these will be shown on the drinks setup screen when a drink with linked stacks is selected. In the example below SC17 is in all buttons on the bottom row, positions 13,14,15 & 16.

Selection 16	
Nescafe Gold Blend White With Sugar	
SKU:	SC14
Price:	0.75
Water:	
Linked Stacks: 13,14,15,16	
Cancel	 OK

4.5 Emptying the Cash Box

To empty the cash box (if fitted), open the machine door. Unlock and lift the cash box towards you, then empty. Please refer to 'Key Internal Components of a KLIX® Machine' diagram for cash box location. Replace cash box.

Note: Machine will not operate if cash box is full.



4.6 Moving the Machine

The KLIX® machine must not be moved from its installed position prior to contacting and consulting Lavazza Professional Customer Service or visiting www.lavazzapro.co.uk. Failure to consult with Lavazza Professional Customer Service or visiting www.lavazzapro.co.uk prior to moving may damage the machine and void any warranty claims.

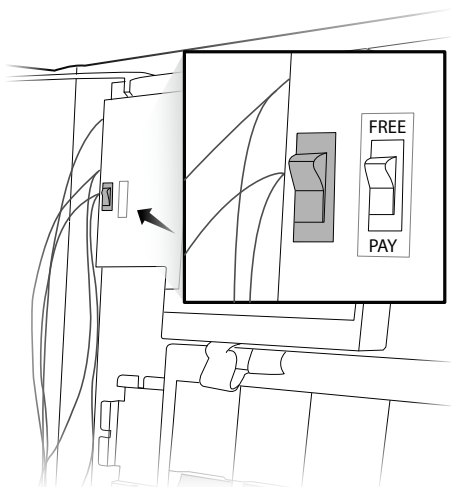
4.7 Machine Storage

Lavazza Professional UK recommends that KLIX® vending machines are left continuously switched on, however if machines are offline for storage or offline for prolonged periods, it is recommended to consult with Lavazza Professional Customer Service or visit www.lavazzapro.co.uk for recommissioning of machine.

5. Setting the 'Free Vend' or 'Pay Vend'

A KLIX® machine is set to 'Free Vend' or 'Pay Vend' using the switch located to the left of the cleaning instruction poster inside the door; see illustration to the right. To set the machine to 'Free Vend' or 'Pay Vend' simply put the switch in the orientation shown.

Note: The Free/Pay vend switch can be disabled by altering the configuration settings. Call Lavazza Professional Customer Service or visit www.lavazzapro.co.uk for further advice and assistance.



6. Payment Systems

A KLIX® machine can be fitted with one of the following payment systems; no payment, coin operated, KLIXKEY® cashless system and a range of cashless systems. Please contact Lavazza Professional Customer Services or visit www.lavazzapro.co.uk for advice on what payment system would suit your needs.

7. Changing a Drink's Price

Individual drinks

With the door of the machine open, press the product selection label of the drink for which you want to change the price.

Select the Price setting on the Touch Screen Display and enter the new drink price. Remember to press 'OK' to save the new setting.

A pre-printed price label must be placed on the front of the selection label showing the correct price. If possible remove the old price before affixing a new one.



Single machine price

You can set the price of a drink via the drink setup screen for each drink or through the Price Setting menu if you want to change multiple prices.

To set the prices of drinks without selecting each drink in turn, open the door and select the "Pricing" option from the main screen.



Pricing

The screen will change to show the prices of all 16 drinks. You can set the price of any drink by simply selecting the price and changing it. If you want to set all the drinks to the same price, set the price for selection #1 and then press the “All to Btn 1” option. All the prices will now be set the same as Button 1.

Remember to update the price stickers. A pre-printed price label must be placed on the front of the selection label showing the correct price, if possible remove the old price before affixing a new one.

Pricing

Standard Prices

All to Btn 1

Btn 1: 0.10	Btn 1: 0.10
Btn 1: 0.15	Btn 1: 0.10
Btn 1: 0.10	Btn 1: 0.15
Btn 1: 0.20	Btn 1: 0.10
Btn 1: 0.10	Btn 1: 0.10
Btn 1: 0.10	Btn 1: 0.20
Btn 1: 0.10	Btn 1: 0.10
Btn 1: 0.10	Btn 1: 0.10

Cancel



OK

8. Round Buying

The KLIX® machine range and system allows for flexibility in how you choose to select for your range of drinks. Round buying is a feature of the KLIX® system which allows for flexibility in how you choose to select your range of drinks. The consumer does not need to wait for a vend to complete before choosing another drink; queuing drinks up in a 'round'.

If the machine is a pay machine and change will be dispensed to the customer, then the change will automatically be dispensed after the last queued up drink is vended. If only one drink is selected, i.e. no drinks are queued up, then the change will be paid out when the first drink is vended.

If Round Buying mode is not required then this can be changed in the Settings... Operating Modes menu - Please contact Lavazza Professional Customer Services for help with this.

9. Machine Audits

To view the machine's audits, please open the door and select the "Sales & Audits" option from the main menu.



Sales & Audits

Running audits

These audit totals reflect the number of vends since the machine was first installed and cannot be zeroed.

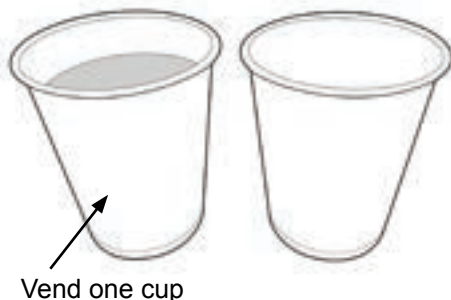
Interim audits

These audit totals can be zeroed and the vales shown are the values since the audits were last zeroed.

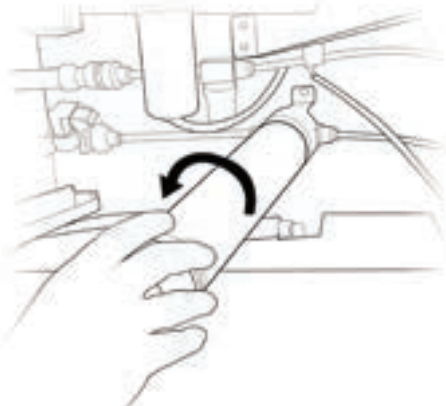
10. Water Filter

In order to maintain the filtered water quality, your filter (if fitted) must be changed every 6 months or as indicated by the display warning. Under no circumstances should a filter be left in the machine for over 12 months. Replacement filters should be ordered through Lavazza Professional Customer Service or visit www.lavazzapro.co.uk. Filters **MUST** be replaced and discarded before they are a year old and fitted according to instructions outlined below - failure to replace the filter as advised will result in only standard water permitted to be dispensed from the machine.

1. Cold machines only – vend a cold drink and set to one side. This will be used to compare and test the water levels once a new filter is fitted.



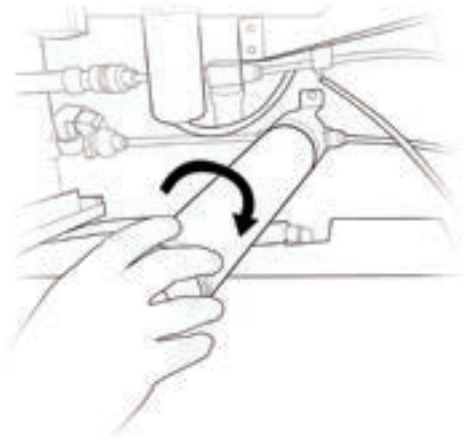
2. Open the machine door and remove the old filter. This is done by turning the filter in an anti-clockwise direction. Take care as the filter will be full of water. Empty the filter into the bucket and discard according to local regulations.



3. Remove the packaging from the new filter. Remove the yellow plastic cap in the top of the filter.

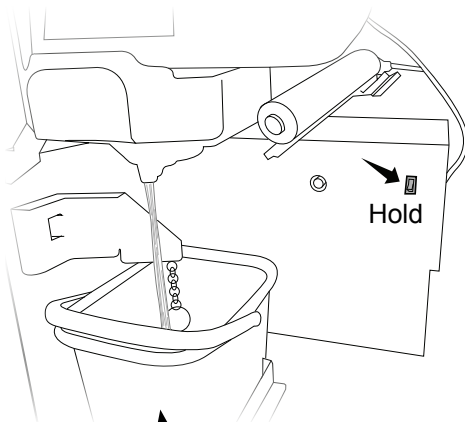


4. Insert the filter in the filter head and twist in a clockwise direction until the filter is screwed in tightly.



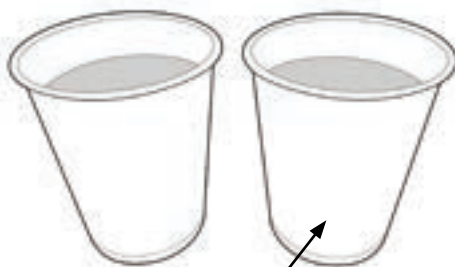
10. Water Filter Cont.

5. For Hot Drinks only machine this completes your filter installation.
6. For Cold Drinks, flush 2 buckets of water through the filter, this removes trapped air in the filter. In order to do this, press the Flush Switch on the unit in bursts of 45 seconds until the bucket is full. Empty the bucket and repeat the flush for a second time. The flush may have an automatic 'time out'. This will occur if the Flush Button is held for longer than one minute. If this happens, shut the door of the machine. This re-sets the machine and the Flush Procedure can be resumed.



x2 buckets full

7. Vend another cold drinks as in Step 1. Check the water levels are consistent. If the levels are different, check the filter is screwed in tightly to filter head. Repeat step 6 onwards.
8. If the cold drink water level consistency cannot be achieved within two flush cycles, please call Lavazza Professional Customer Service department.



Vend another cup

11. Troubleshooting

11.1 General

Product label light is not illuminated.	<ul style="list-style-type: none"> • Check the relevant stack is not empty of cups. • If the stack of cups is full, check that the cups are not damaged. Remove any damaged cups and replace in stack. • See 'water heating fault' and follow instructions. • Machine may be in 'Power Save Mode', press any product label to reactive machine.
Machine not accepting coins.	<ul style="list-style-type: none"> • Clean coin mechanism. Follow the instructions found on the Cleaning instruction label inside the machine door. • Check for obstructions around the cash box. • Check that cash box is not full. (See section 4.5 Emptying the cash box). • Machine may be set in Free mode. Check the Free/Pay mode switch (refer to Key Internal Components of the Momentum / Element diagram for switch location) is on Pay. • Contact Lavazza Professional Customer Service department.

11.2 Message on Display

Sorry, Machine out of order.	Check message on display - see table 11.3 Additional messages may be shown when the door is opened.
'Please take your drink' or 'Please remove cup'.	Remove cup or other obstruction from delivery drum.
Water heating.	If the machine has just been switched on, wait for approximately 20 minutes for the water to reach its correct temperature. For hot and cold drink machines, only cold drinks will be available during heat up and therefore only cold drink labels will be lit up.

11. Troubleshooting Cont.

11.3 Error Message on Front Panel Display

Coin box full.	Empty the cash box (see section 4.5 Emptying the cash box). Please be careful as a cash box filled with coins can be heavy.
Carousel Jammed - Check Stack X.	Remove cups from stack. Check for and discard any damaged cups. Refill with undamaged cups. Always ensure that the stack is not overfilled and lid is on.
Check Drip Tray, Bucket and Dispense Nozzle.	Open Machine door and confirm all parts are fitted. Identify parts using Cleaning and Maintenance instruction label. Check Drip tray, (Splashplate and Nozzle are fully inserted, KLIX® Momentum Only). Ensure Bucket is fitted correctly between the brackets and check bucket is not full of water. Close the door.
Hot Tank Not Filling - Check Water is On.	Check if water supply to machine is on and that adequate water pressure is present.
Drum Jammed - Remove Drum and Clear Cups.	Remove drum and clear any obstructions. Replace the drum by following the instructions on the Cleaning instruction label.
Replace Drum and Close Door.	Refit the drum as shown on the Cleaning instruction label. Close the door.

If after taking remedial action you are unable to resolve the problem, we are happy to help and can assist resolving many problems over the phone. Please contact Lavazza Professional Customer Service or visit www.lavazzapro.co.uk for further advice and assistance.

12. Contact Details

Country	Email	Contact No.	Address
United Kingdom	uk.customerservice@lavazzapro.com	0800 0323 444	Lavazza Professional UK Limited Armstrong Road Basingstoke Hampshire RG24 8NU
France	fr.serviceclient@lavazzapro.com	01 41 84 51 07	Lavazza Professional France, ROISSYTECH 2, RUE DU CERCLE BP 11484 95708 ROISSY CDG CEDEX
Germany	de.kundenservice@lavazzapro.com	04231 779 4100	Lavazza Professional Germany GmbH MAX-PLANCK-STRASSE 79 27283 VERDEN DEUTSCHLAND

This image shows a single page of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

