

FLAVIA® CREATION 600

USER GUIDE





TABLE OF CONTENTS

Safety and installation guidelines	4
Brewer technical data for installation	9
Introducing the FLAVIA C600 system	10
FLAVIA C600 brewer layout	12
Setting up your brewer	15
Selecting compatible cups to use	17
Preparing a coffee, tea, or hot chocolate	19
Preparing a cappuccino, latte, mocha or flat white	21
Daily care	23
Weekly care general cleaning	27
Longer term care	29
Troubleshooting	32

SAFETY AND INSTALLATION GUIDELINES

SAFETY NOTICE

This document contains important safety instructions. Please ensure to read and keep this document in a safe place.

GENERAL USE

In order to prevent harm or injury to those using the brewer or to any other persons and/or property, please be sure to read and keep the following safety instructions. Not observing these precautions may cause burns, electric shock and other injury:

- Place on a solid weight bearing level surface out of the reach of children.
- This brewer can be used by children aged from 8 years and above and persons 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 appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- The brewer is for indoor use only. Never use it in a damp, wet, or hot location.
- Do not load the brewer with anything other than FLAVIA Freshpacks.
- Never attempt to change the specification or modify the brewer in any way. Any attempt to do so may result in fire or injury. If in need of assistance, please contact your beverage distributor.
- Ensure access to the rear of the brewer can be achieved easily to allow isolation of the electrical and water supply.
- Under no circumstances should you attempt to perform any servicing or repairs on the brewer. Inexperienced persons may get injured or cause malfunction. Always call your beverage distributor.
- Do not immerse in water.
- Only clean specified areas with appropriate materials as instructed. Do not use abrasive product to clean the brewer. Although the FLAVIA



CREATION 600 is designed to prevent taste and allergen transfer between drinks, in the event spillage occurs, please ensure to promptly follow the cleaning instructions in this guide.

- The brewer contains an internal barcode reader to read the Freshpacks and provide a great consumer experience. Do not look directly into the barcode reader to avoid harm to the eyes.
- Do not install where a water jet could be used.
- Never use without placing a cup beneath the Freshpack door. Always use with a cup either on the drip tray or with removed drip tray (e.g., to fit travel mugs).
- Never use with cups, mugs, or travel mugs with lids on, in order to prevent hot water from getting caught in the lid and drip tray, causing burns.
- Keep upright for transportation and storage. All water must be drained from the brewer (and from the FLAVIA REFILL, if used) if it is to be stored or transported where it could be subjected to temperatures of 0°C (+32°F) or below. If the equipment has been subjected to temperatures of 0°C (+32°F) or below, the brewer should be left at room temperature for no less than 2 hours before powering on. Water freezing inside the brewer or running the equipment with frozen water could cause damage to the brewer causing leaks, which could result in electric shock.
- To ensure optimal functionality of the brewer, an ambient temperature range of 5°C (+41°F) to 30°C (+86°F) is recommended for the location that the brewer is installed in.
- The brewer is flash tested before it leaves the manufacturing premises. Repeated flash testing could damage insulation.
- The A-weighted sound pressure level is below 70 dBA.
- This appliance is intended to be used in household and similar applications such as:
 - Staff kitchen areas in shops, offices and other working environments.
 - Farm houses.
 - By clients in hotels, motels and other residential type environments.
 - Bed and breakfast type environments.

SAFETY AND INSTALLATION GUIDELINES CONT.

ELECTRICAL SUPPLY AND CORD

- Never do anything that might cause damage to the cord or plug (such as modifying, bending, stretching, twisting, or placing hot or heavy objects on them). If the brewer is used when the cord or plug are damaged, electrical short circuit or fire may result. If in need of repair, please contact your beverage distributor.
- Do not use a damaged power cord, mains plug, or power socket. Failure to do so may result in electric shock, injury, or malfunction.
- After switching off the brewer itself and unplugging the unit, clean the plug from dust regularly using a clean cloth. A build-up of dust on the plug will attract condensation, which could cause cable damage resulting in fire.
- The brewer must be earthed by connecting to a ground fault circuit interrupter receptacle. Failure to do so may result in electric shock.
- Make sure the plug is correctly inserted into the power socket. An unsafe plug may cause electric shock or generate heat resulting in fire.
- Never plug or unplug the brewer with wet hands. This may result in electric shock.

PLUMBED SYSTEMS

When connecting the brewer to the mains drinking water supply, a water filter is required to allow for optimum product life and beverage taste. For best results, use a filter that reduces scale from calcium carbonate and any taste and odour issues, such as an Ion Exchange Carbon Activated water filter. The brewer should not be descaled. In addition, the following requirements must be met:

- A stopcock with a 3/4 inch BSP male outlet.
- Water pressure must be between a maximum of 100 psi/6.8 bar (0.68 Mpa) and a minimum of 15 psi/1 bar (0.1 Mpa).
- Flow rate of at least 250ml/minute (8.45 oz/minute).

- Water to be cold drinking water and sodium-free. Sodium-free water is especially important in buildings using sodium-softened water.
- Install in accordance with local plumbing regulations.
- Jointing compound should not be used in the water supply to the brewer, as this will affect the drink flavor. Only use PTFE tape.
- Do not locate the water supply above the mains power socket.

REGULATORY COMPLIANCE

This brewer has been designed and manufactured in compliance with the relevant regulatory compliance requirements for your market.

PORTABLE APPLIANCE TESTING

We recommend that the following tests are performed on the system on an annual basis by a suitably trained person using a Portable Appliance Tester following the manufacturer's instructions.

TEST:	RECOMMENDED LEVEL:
Earth Bond Test	Less than 0.1Ω (including mains lead)
Insulation Resistance	Greater than 2MΩ

WARNING

- The mains plug lead and socket should be checked weekly for any signs of damage.
- All test results should be recorded and retained for future reference including the date performed, who performed them and the next test date.
- If any test or inspection fails do not connect the system. Call customer service or your local FLAVIA® supplier immediately.

SAFETY AND INSTALLATION GUIDELINES CONT.

WARNING LABELS

The following symbols can be found on the appliance:



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.



HIGH VOLTAGE

This symbol indicates the presence of electric shock hazards. Enclosed units marked with this symbol should only be opened by an authorised and qualified service technician, appointed by your account manager.

WARNING

To avoid risk of injury from electric shock, do not open this enclosed unit.



DO NOT DISPOSE WITH GENERAL WASTE

This marking indicates that this appliance should not be disposed of with other waste. To prevent possible harm to the environment or personal health from uncontrolled waste disposal this appliance should be recycled according to local regulations.

If you wish to return this appliance, please contact your account manager to coordinate removal of this appliance.

For further instruction on correct disposal, your account manager should contact their Lavazza Professional representative.

BREWER TECHNICAL DATA FOR INSTALLATION

HEIGHT	435 mm (17.1")
WIDTH	308 mm (12.1")
DEPTH	511 mm (20.1")
INSTALLED DISTANCE FROM WALL	A gap of 76 mm (3") is required behind the brewer for plumbing, electrical connection and access peripheral connections.
OUT OF BOX WEIGHT	14.5 kg (32.0 lb)
WEIGHT WITH FULL WATER TANKS	15.5 kg (34.2 lb)
RATED VOLTAGE	230V
RATED FREQUENCY	50 Hz
INPUT POWER	1550W
AMBIENT TEMPERATURE RANGE	5°C (+41°F) to 30°C (+86°F)
MAXIMUM RECOMMENDED ALTITUDE	610 m (2000 ft)

Ensure that the brewer is placed on a stable level surface capable of safely supporting the weight noted above.

RADIO EQUIPMENT DIRECTIVE.

THE FOLLOWING INFORMATION SUPPORTS THIS:

Frequency Band (MHz)	Max RF power (dBm)
3G FDD Band I: 1920 – 1980	24 +1/-3
3G FDD Band VIII: 880 – 915	24 +1/-3
LTE FDD Band 1: 1920 – 1980	23 +/-2
LTE FDD Band 3: 1710 – 1785	23 +/-2
LTE FDD Band 7: 2500 – 2570	23 +/-2
LTE FDD Band 8: 880 – 915	23 +/-2
LTE FDD Band 20: 832 – 862	23 +/-2
2.4 GHz Wi-Fi: 2400 – 2483.5	16.66 max

BREWER TECHNICAL DATA FOR INSTALLATION CONT.

Ensure that the brewer is placed on a stable level surface capable of safely supporting the weight noted above.

ELECTRICAL SUPPLY FOR INSTALLATION

It is important to have a power supply ready for an efficient brewer installation.

A suitably rated and protected (i.e., via RCD and/or MCB) incoming supply is required. The brewer must be connected to the supply via an earthed/grounded wall socket/outlet, ideally incorporating a switch.

Please refer to the rating label on the back of the brewer for details of the supply voltage, frequency, and power rating required to operate the brewer. Use only one brewer per socket/outlet and ensure it is earthed/grounded. The brewer is fitted or comes supplied with a mains lead that is a minimum of 1.75 m (5'9") in length. Only this lead should be used. No old leads should be re-used.

Note: If unsure about any installation requirements, consult an electrician and/or a plumber.

INTRODUCING THE FLAVIA CREATION 600 SYSTEM

The one brewer that satisfies your entire office. We know that as an office manager, you have to deal with hassles on a regular basis. We set out to change that. Introducing the new FLAVIA C600. It's a connected beverage system designed to take more work off your plate — and put more variety into your coworkers' cups,

- Unmatched selection of coffees, teas, hot chocolate & specialty drinks.
- Flexibility to add features as your needs change.



**FLAVIA®
REFILL**
Module



**FLAVIA®
CREATION 600**
Brewer

Finally, one brewer for everyone

- 14 types of hot beverages, including coffees, teas, lattes.
- Plumbed in or jug fill when paired with FLAVIA REFILL.
- 7" high-resolution touch screen with interactive content.
- Patented in-cup frothing with milk and non-dairy alternatives.
- Pure taste guarantee - designed for no taste or allergen transfer between drinks.

FLAVIA C600 BREWER LAYOUT

7" High-resolution touch screen

Freshpack door

Freshpack bin /
Freshpack funnel*

Cup height sensors

Automatic cup stand

Drip tray



* Features dependant upon individual brewer configuration.

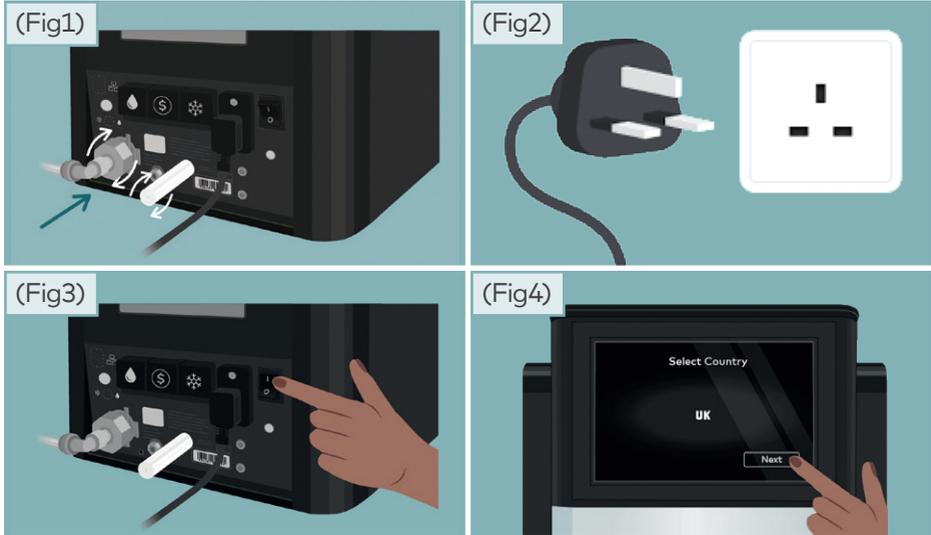
This brewer is designed for use with all WHITE nozzle Freshpacks.

Please ensure to use this brewer with FLAVIA Freshpacks that have a barcode on both sides of the pack.



SETTING UP YOUR BREWER

(If you are also installing the optional modules, see page 10, please refer to user guide supplied with those products before setting up brewer).



- 1 Switch off the water supply, connect the in-line water filter, then connect the brewer to the water line as illustrated (Fig1). Connect the supplied power cord into the back of the brewer and screw the buffer bar onto the threaded stud (Fig1).
- 2 Plug the brewer into the mains using the supplied power cable (Fig2).
- 3 Switch on using ON/OFF switch at back (Fig3).
- 4 Follow the on-screen instructions for priming and setting the brewer up. Input all required fields on the screen, such as Office Size, Industry, and Brewer location. (Fig4).
- 5 Ensure to accept the End User Licensing Agreement on the screen.
- 6 After the on-screen guided setup, ensure the brewer is connected.



FLUSHING THE BREWER

On first set up of the brewer or if the hot tanks have been drained and the machine needs to be re-primed, water will need to be flushed through internal workings. After switching on the brewer at install, please refer to the on-screen instructions in order to do a flush. You can also perform a flush at any point from the Operator menu. Consider flushing the brewer if it has been switched off for 5 days or more.

The basic steps of flushing the brewer are as follows:

- 1 Remove the drip tray.
- 2 Partly slide out the Freshpack bin far enough to capture the water, which will be dispensed as illustrated.
- 3 Follow the on-screen instructions in order to complete the flush.
- 4 After the flush, empty any water from the Freshpack bin, clean the bin, fully install it back into the brewer and replace the drip tray.
- 5 The brewer will then require 2 minutes to heat the water before it can produce its first hot drink. Please note that the volume of the first 5 drinks may be variable as the brewer calibrates itself.



SETTING UP YOUR BREWER CONT.

BIN FUNNEL

Per the "FLAVIA C600 BREWER LAYOUT" section, the brewer can be fitted with an external Freshpack funnel that directs used Freshpacks into a larger waste bin located externally, beneath the brewer's installed surface or cabinet. This will require a hole to be professionally cut into the cabinet top or installed surface. Please speak to your account manager for more information.

PLUMBING OPTIONS

The FLAVIA C600 requires a mains plumbed in water supply in order to be used. However, the FLAVIA REFILL module can be attached to the brewer and serves as a jug fill feature when no water line is available. Please contact your account manager for more information.

SETTINGS AND OPERATOR MENU

To access the settings and the Operator menu, use the hidden button on the main menu. Tap with your finger the upper left corner of the screen and hold for several seconds until the "Settings" screen is displayed. This screen shows some useful information such as the software version and the total vend counter.





To access the Operator menu, please use the default password 3333. Brewer settings can be changed here.



ENERGY SAVING MODE

The FLAVIA C600 is designed to be highly energy-efficient. In order to conserve even more energy, the brewer is configured to switch into standby mode after 4 hours (or 240 min) of inactivity. To configure the energy saving mode:

- 1 Enter the Operator menu (see above).
- 2 Navigate to the "Energy saving" screen.
- 3 Set time period for brewer to enter standby in minutes by using the dropdown menu.
- 4 Exit the menu to save the settings.

If the brewer is in standby mode the heaters will be switched off and the display will have low contrast. Pressing any area on the screen will re-activate the brewer. It will take approximately 2 minutes for the brewer to be able to brew the first hot drink.

OPERATING LANGUAGES

As part of the installation, the default language is set on the brewer. In addition, users can temporarily change the language for each vend using the top right corner of the brewer home screen.

SELECTING COMPATIBLE CUPS TO USE

A new feature implemented into this brewer is the automatic cup stand, allowing cups of many sizes to be used. Most 12 oz cups (375 ml) and some travel mugs will be compatible with the FLAVIA C600 brewer.

The brewer can also be used without the drip tray if a user prefers to use a travel mug or a larger vessel. Due to enhanced cup sensors, many clear glass cups and mugs may also be used with the brewer.

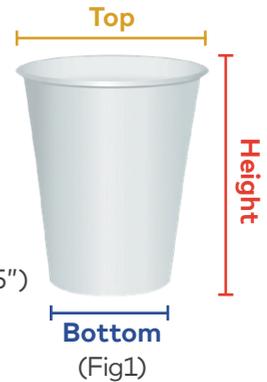
Please check the compatibility of any glass cups or mugs with the brewer's sensors before use.

CUP SIZES

A variety of commonly available cup sizes are compatible with the brewer. See below for a range of recommended cup dimensions.

Top*	= 62 mm – 89 mm (2.4" – 3.5")
Bottom*	= 44 mm – 64 mm (1.7" – 2.5")
Height* with drip tray	= 62 mm – 115 mm (2.4" – 4.5")
without drip tray	= max. 165 mm (6.5")

*Mugs and cups of sizes outside of these values may be used, providing they are of similar shape and proportions to the figure above (Please consult your account manager for cup compatibility).



Note: Please ensure that the cup you are using is appropriate for the size of drink you select when preparing a beverage. Maximum cup weight recommended is approximately 330 g (11.6 oz).

Use of cups that do not meet the recommended criteria may result in overflow or mess creation. Mugs and cups with a fully round bottom or bowl shape should not be used with the brewer (Fig2).



(Fig2)



OTHER FACTORS TO CONSIDER

There are a few other factors to consider when selecting a cup to use with the brewer:

- Hexagonal shape or faceted cups may cause the cup detection system not to operate.
- Be aware that the brewer will adjust the cup stand height automatically during the brewing process to minimise cleaning required. Avoid interacting with the cup once it is placed on the drip tray.
- If vending into lighter weight cups, such as some disposable cups, use FLAVIA hot or cold cups, or ensure cups have a maximum difference between the base and rim diameter of 16 mm (0.63") for stability when vending.

For further advice on cups and mugs suitable for use with your brewer, please contact your account manager.

AUTOMATIC CUP STAND

Before the vending process starts, the cup stand will adjust the height of the stand based on the height of the cup put on the stand. **PLEASE ENSURE HANDS ARE KEPT AWAY from the cup and cup stand while the cup stand is moving to ensure safety while brewing.** Do not adjust the position of the cup, as doing so may interfere with cup stand operation.

To avoid damage to the mechanism, please do not turn off the brewer while the cup stand is in motion.

PREPARING A COFFEE, TEA, OR HOT CHOCOLATE

The clever design of the FLAVIA C600 allows multiple ways of brewing a drink, using its new barcode scanning technology.

Users can either select their favorite drink from the drinks carousel on the home screen, or use the quick "TOUCH TO INSERT PACK" option, which then recommends preparation for best taste experience.

THE QUICK BREW PROCESS

If a desired drink is already in mind, quicken the brewing process by using the "TOUCH TO INSERT PACK" option on the home screen. If compatible drinks are available (for instance, for hot chocolate), the brewer will suggest those drinks and recommend ideal preparation of the drink selected, otherwise it will recommend preparation for best taste experience.

SELECTING A DRINK FROM THE DRINKS CAROUSEL

This method of brewing lets users browse all the available drink options before making a choice of the desired type of drink:



- 1 Place a cup on the cup stand and center align it on the metal plate.



- 2 From the menu, select a drink on the carousel or through the "TOUCH TO INSERT PACK" option.



3 The brewer will open the Freshpack door and the on-screen instructions will ask for the appropriate Freshpack. Once inserted, follow the on-screen instructions. If the incorrect Freshpack is inserted, the brewer will ask whether to continue, see compatible options for the inserted Freshpack, or go back to the home screen.



Select the desired drink size and strength. The cup sizes options will differ, depending on the Freshpack inserted. The outline shows the recommended setting for best taste experience. Please always bear in mind the size of cup used to avoid overfilling.



The brewer will now prepare the selected drink. The brewing process can be cancelled by pressing the "X" button. Once brewing is complete, the brewer screen will notify the user. Take care when handling, as the drink may be hot.

PREPARING A CAPPUCCINO, LATTE, MOCHA OR FLAT WHITE

With the FLAVIA C600, you can offer even more drink variety to your co-workers and guests. This new system can now not only prepare cappuccinos, lattes, mochas and flat whites using the Real Milk Froth Freshpack and our Single-Pack Indulgence Freshpacks, but can also serve delicious drinks using a variety of liquid milk and non-dairy options. You will be able to choose from two options that will be available to you at install, please let your account manager know, and they will change the brewer settings accordingly.

THE QUICK BREW PROCESS FOR CAPPUCCINO, LATTE, FLAT WHITE OR MOCHA

TIP: Try the previously described process and insert a Real Milk Froth Freshpack or a Hot Chocolate. The brewer will suggest compatible drinks. Please note that the liquid milk option is not available through the quick brew process. The user will first need to go through the drink carousel to select the drink for this feature.

SELECTING A DRINK FROM THE DRINKS CAROUSEL

Some of these steps are covered in more detail in the previous drink preparation section.

Note: Depending on the brewer's configuration you will either have **Single-Pack Indulgence** (and liquid milk) or **Real Milk Froth** (and liquid milk) option.

- 1 From the menu, swipe left and right to find the desired cappuccino, latte, mocha, flat white or chocolate latte.



2 If liquid milk and **Single-Pack Indulgence / Real Milk Froth** Freshpacks are available to users, the on-screen instructions will ask for the preferred brewing method and will help the user prepare the drink with either method. If the liquid milk option is selected, the milk will be frothed in the cup. For best froth results, whole milk is recommended. However, any dairy or non-dairy milk can be used.

3 After the froth is prepared (either from a Real Milk Froth Freshpack or liquid milk), the brewer door will open and the on-screen instructions will then ask for the second pack, indicating "Pack 2 of 2" on-screen.

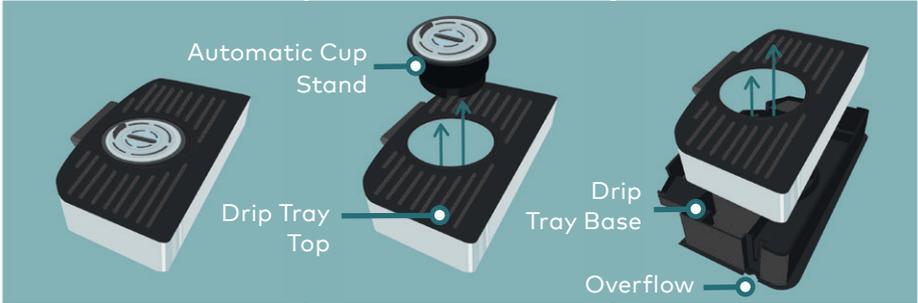
4 Follow the on-screen instructions and close the door. The second Freshpack will then vend into the cup. Once complete, take care when handling cup, as the drink may be hot.



DAILY CARE

EMPTYING AND CLEANING THE DRIP TRAY

The drip tray is a 3-piece design with the lower part used to collect spillages or overflows with a spout to make emptying it easy. If the drip tray is full, spillages will leak from the highlighted area in the next section. To avoid overflow, please check the drip tray regularly.



- 1 Lift out and empty drip tray. **CAUTION - CONTENTS MAY BE HOT.**
- 2 Lift out the automatic cup stand.
- 3 Separate all parts of the drip tray and cup stand (Fig1 Page 25 in "RE-ASSEMBLING THE CUP STAND" section and reverse the procedure).
- 4 Hand wash all parts in warm soapy water.
- 5 Wipe the area underneath and around the drip tray.
- 6 Reassemble the top and bottom halves of the drip tray.
- 7 Re-assemble the cup stand (Fig1) and ensuring it is in its lowest position (Fig2), drop the cup stand into the drip tray.
- 8 Once reassembled, drop the drip tray back into the base of the brewer and push it gently towards the brewer. Magnets will help lock it in place. The cup stand will automatically be lifted up and down. The brewer will then be ready to vend drinks again.

RE-ASSEMBLING THE CUP STAND

In order to prevent permanent damage to the cup stand when dropped, it has been designed to come apart and can be re-assembled by following the below steps:



(Fig1)

RESETTING THE CUP STAND TO ITS LOWEST POSITION AFTER CLEANING

After disassembly of the drip tray, the cup stand may occasionally become extended. Do not force it flat into its lower position, as doing so may damage the part. To return the cup stand to its lowest position, simply follow the steps below:



(Fig2)

- 1 Hold the outer part of the cup stand and turn it upside down.
- 2 The inner part should then slide inside on its own.
- 3 Turn the cup stand right side up again to keep the stand in its lowest state.

DAILY CARE CONT.

EMPTYING THE FRESHPACK BIN

If the brewer is used with an internal Freshpack bin rather than the funnel, it should be emptied and cleaned when full. Follow instructions on the screen or below to empty the bin once the maximum number of allowable packs has been vended. Animations will indicate the process. Since removing the bin resets the bin counter, ensure to always empty the bin and not put it back partly full.

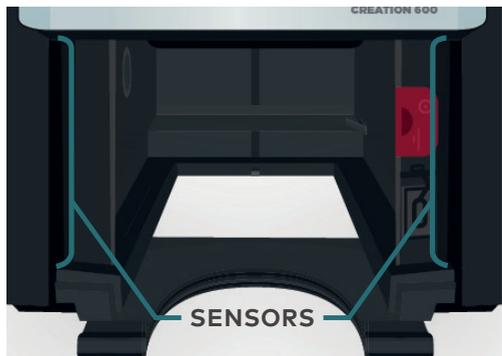
- 1 Remove the drip tray.
- 2 Pull bin towards you and empty the bin using a suitable receptacle.
- 3 Clean bin and bin front in warm, soapy water.
- 4 Return bin to its original position in the brewer.
- 5 Return the drip tray to its original position.



CLEANING THE CUP DETECT SENSORS

In order to guarantee a great user experience and avoid cup not being recognised, please make sure to clean the cup detect sensors:

- 1 Remove Freshpack bin and drip tray to access to cup detect sensors.
- 2 Clean cup detect sensors.
- 3 Dry any moisture from the sensors after cleaning to prevent streaks being left behind.





If you are interested in joining our recycling program, please let your account manager know.

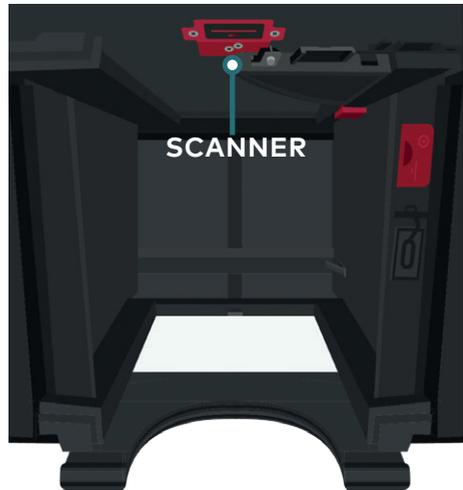
CLEANING THE BARCODE SCANNER

On the rare occurrence that the barcode scanner becomes dirty and doesn't scan Freshpacks, it will need to be cleaned.

To test whether the barcode is being read, press "TOUCH TO INSERT PACK". Insert a Freshpack (e.g., Hot Chocolate or Real Milk Froth). If the next screen does not show a shortlist of compatible drinks, the scanner has not read the pack.

1 Access the barcode scanner by removing the drip tray, Freshpack bin, and the Freshpack door (See section "REMOVING AND CLEANING THE FRESHPACK DOOR AND AIR DUCT" Page 28). The barcode scanner is located inside the brewer, at the top, towards the back of the brewer.

2 Clean the barcode scanner with a clean, moist, lint-free cloth or lens cleaner cloth. For best results, dry any moisture from the lens after cleaning to prevent streaks from being left behind.



WEEKLY CARE

GENERAL CLEANING

Use a clean damp cloth to wipe the outside surfaces and exposed areas inside. Do not use strong detergents or abrasive products as they may damage or tarnish the finish of the brewer.

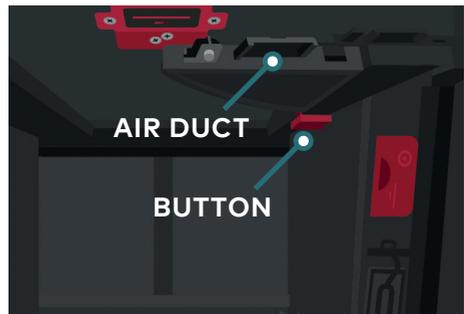
If spillage occurs, please perform this cleaning method immediately to prevent potential product taste cross contamination or allergen transfer.

REMOVING AND CLEANING THE FRESHPACK DOOR AND AIR DUCT

- 1 Select the "TOUCH TO INSERT PACK" button from the main menu and the Freshpack door will open. On the left side of the door, there is a red lever. Move the lever down to release the door to its horizontal position on the hinge.

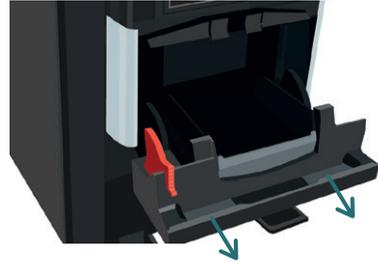


If the brewer is without power, the Freshpack door can still be opened by removing the drip tray and the Freshpack bin, then pressing the red button on the chassis inside the brewer.





- 2 Once the Freshpack door is in a horizontal position, it should be parallel to the counter. Pull the door out towards you while keeping it parallel to the counter to release it from the brewer.



- 3 Wash in warm soapy water and rinse thoroughly. Wipe the sides of the area where door was within the brewer. Do not wash the Freshpack door in the dishwasher to prevent damage.

- 4 Clean the chassis internals - including the bin shelf features and the roof of the vending area.



- 5 Clean air duct and underside the air duct housing. After cleaning, sanitise surfaces with a non-chlorine based anti-bacterial wipe or solution. Avoid scented products, as they will affect drink taste.
- 6 Put the door back into the brewer by completing Step 2 in reverse.
- 7 Push the door to fully close it and replace the Freshpack bin and drip tray if they were removed in Step 1.
- 8 Run 1 cup of hot water through the system to provide a final rinse and discard.

LONGER TERM CARE

CHANGING A FILTER

The brewer comes fitted with a required internal particle filter that your beverage distributor can access through the top of the brewer. In addition, the brewer must also be used with an in-line water filter to prevent the brewer from being damaged over time. Both filters should be changed in line with the filter manufacturer's guidelines to ensure optimal filtration and protection of the brewer. Contact your beverage distributor for support.

INTERNAL FLUSHING

From the Operator menu, a flush of the brewer can be performed. This is the same process that is used to flush the brewer during a setup (detailed in the previous "Setting up your brewer" section). However, it is advised to empty the drip tray and Freshpack bin before doing a flush.

A flush should always be performed before and after a long-term storage. It is also advisable to flush the brewer after relocation to ensure a quality vend. Do not add detergent through the filter hole.



SOFTWARE UPDATES

Newer software versions will become available occasionally for the FLAVIA C600, offering improvements or updates to the brewer.

To ensure your brewer is updated with the latest software we will call you to arrange a convenient date and time for one of our technicians to visit and make the update.

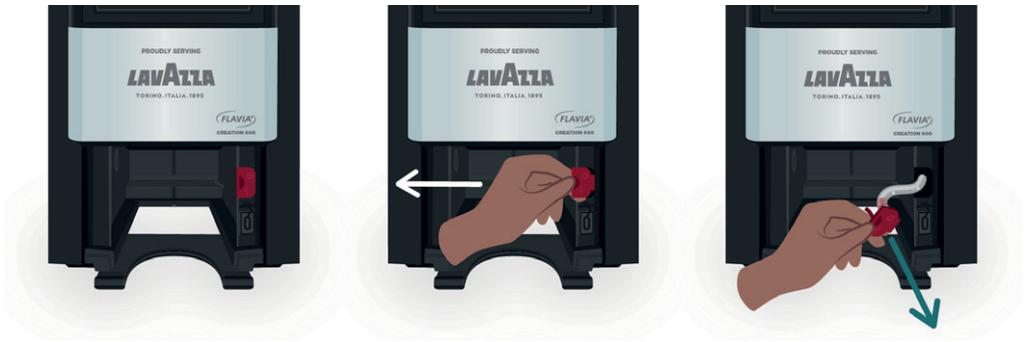
DRAINING YOUR BREWER

The cold tank drain hose is accessible from the front of the brewer.

It is recommended that the cold tank is drained before attempting to move the brewer.

Make sure that the brewer is turned off and unplugged from the mains power socket before any draining. Ensure the brewer is stored in the recommended ambient conditions when not in use to prevent damage to the brewer.

LONGER TERM CARE CONT.



DRAINING THE COLD TANK

- 1 Remove the drip tray and Freshpack bin in order to uncover the drain plug location.
- 2 Look for the drain plug to the right side of the brewer, where it would typically be covered by the Freshpack bin.
- 3 Remove drain plug by pulling the red plug cover to the left to dislodge the cover.
- 4 Pull the cover outwards. The drain tube will be connected to the plug and proceeds to come out of the brewer. Do not pull the drain tube with force to avoid damaging the tube.
- 5 Use the empty Freshpack bin or a suitable wastewater receptacle to put under the drain tube before removing the drain plug.
- 6 Remove the drain plug. Allow all water to drain out. Caution - Water may be hot.
- 7 Plug the red drain plug back into the tube. Push drain tube back into place and click the drain plug cover back into place.
- 8 Replace Freshpack bin and drip tray.

DRAINING THE HOT TANK

Before storing or transporting the brewer long distances, please contact your account manager for support to drain the hot tank.

TROUBLESHOOTING

The design of the FLAVIA C600 brewer makes it very unlikely that anything will go wrong. However, if errors do occur, you can quickly resolve many of them yourself, as noted in the chart below. On-screen animations and instructions will help.

PROBLEM	REASON	SOLUTION
"Please empty pack bin" message displayed	Freshpack bin is full	Empty Freshpack bin, please see "Daily care" instructions (Ref. page 26). Animations on the brewer screen will also help
"Check pack bin" message displayed	Freshpack bin has not been inserted properly	Make sure Freshpack bin is inserted fully and properly. Follow on-screen instructions
"Please wait while the tank fills up" message displayed	The internal cold water tank of the brewer is filling up	If the message persists for more than 20 seconds, check that the water supply is turned on, and that the delivery pipe is not kinked
"Please check that the water is turned on, then press 'Retry'" message displayed	The internal cold water tank of the brewer is attempting to fill up	Check that the water supply is turned on and that the delivery pipe is not kinked. Then press the "Retry" button
"Please wait while the water heats up" message displayed	The water is heating up	If message stays on for more than 20 minutes, please switch off brewer and contact your beverage distributor Message may stay on for more than 20 minutes only after first installation
"Prime the hot water system" message displayed	The hot water system needs to be primed	Please refer to "Setting up your brewer" (Ref. page 14)
Spillage around the brewer	A drip tray may have overflowed	Remove, empty and replace drip tray (Ref. page 24) Caution - Water may be hot

Mug or cup does not fit	Mug or cup is too tall	The drip tray can be removed to accommodate larger mugs and cups (Ref. page 19)
Freshpack not recognised	<p>There is no barcode on the pack</p> <p>Barcode on Freshpack is covered, dirty or not printed properly</p> <p>Barcode scanner needs cleaning</p> <p>Software update needed</p>	<p>Examine the inserted Freshpack to ensure the barcode is printed correctly and not covered with any debris</p> <p>Clean the barcode scanner (Ref. page 27)</p>
Freshpack door will not close easily	<p>Freshpack door not reassembled properly after cleaning</p> <p>Bin has overfilled (this can happen when bin is removed and NOT emptied)</p> <p>Red nozzle Freshpack was inserted. Do not force the door closed to avoid jamming the brewer</p>	<p>Remove and replace Freshpack door (see "General Care" for instructions on how to clean Freshpack door)</p> <p>Remove drip tray and pack bin and empty it. Freshpacks may have backed up into door area so door should be removed to ensure all packs are cleared out. (Ref. pages 26,28 and 29)</p> <p>If the Freshpack door is jammed, open it per instructions on "Removing and cleaning the Freshpack door and air duct" (Ref. page 28) and check if a Freshpack is stuck in the pack guide rail. Caution - Pack may be hot</p>
Screen has low contrast	Brewer is in energy saving mode	Touch screen to exit standby mode. Display will turn on automatically
No messages or images on display	<p>Brewer has been switched off at the back</p> <p>Brewer disconnected at socket</p>	<p>Switch brewer on using the ON/OFF switch at the back. (Ref. page 14)</p> <p>Put plug back into socket and switch on at socket</p>

TROUBLESHOOTING CONT.

<p>Cup stand will not adjust to the correct height</p> <p>OR</p> <p>"ERROR 341 : CUP STAND ERROR"</p>	<p>The cup height sensors are dirty or blocked</p>	<p>Check that the sides of the brewer around the cup are not dirty or have condensation. If so, clean the areas to remove any dirt or condensation. See daily care section 'Cleaning the cup detect sensors' (Ref. page 28)</p>
<p>Clicking noise or unusual sound happening while the cup stand tries to raise</p> <p>OR</p> <p>"ERROR 341 : CUP STAND ERROR"</p>	<p>Blockage in the cup stand</p> <p>Cup stand mechanism jammed</p>	<p>Remove the drip tray and automatic cup-stand. Ensure nothing is lodged inside or underneath, check there are no obstructions in the travel mug area and refit onto the brewer. If the issue persists, follow the cleaning instructions (Ref. pages 24-25)</p>
<p>"Error 360 : PACK DOOR TIMEOUT"</p>		<p>Manually check if the Freshpack door is stuck shut or dislocated from its hinges by opening the door manually (Ref. page 28)</p>
<p>"Error 321 : PACK INJECT TIMEOUT"</p> <p>"Error 328 : PACK EJECT TIMEOUT"</p>		<p>Empty the Freshpack bin (Ref. page 26), remove the Freshpack door (Ref. page 28) and check if a Freshpack is stuck in the pack guide rail</p> <p>Caution - Pack may be hot</p>
<p>The door is slow to open or does not fully open</p>	<p>Mess around door pivots</p>	<p>Remove the door using the door release lever and clean the hinge points on the door and the hinge points on the C600 body. See section "Removing and cleaning the Freshpack door" (Ref. pages 28-29)</p>

If errors persist, or any other errors occur, please contact your account manager.

ENJOY MANY
DELICIOUS MOMENTS
WITH YOUR FLAVIA C600



FLAVIA[®]
CREATION 600

Lavazza Professional UK Limited
Armstrong Rd,
Basingstoke
RG24 8NU, UK.
TEL: 0870 600 20 30
lavazapro.co.uk