

LAVAZZA

PROFESSIONAL

KLIX[®] Advanta Operator's Manual

Lavazza Professional, Incorporated 2023, Issue 2



Contents

1. General Information	3
2. Specifications	4
3. Your KLIX® Advanta Machine	5
3.1 Cleaning and maintenance	7
3.2 Operator Menu	7
3.3 Product Re-Filling	8
3.4 Changing a Drink	9
3.5 Emptying the Cash Box	11
3.6 Moving the Machine	12
3.7 Machine Storage	12
4. Setting to 'Free Vend' or 'Pay Vend'	13
5. Payment Systems	14
6. Changing a Drink's Price	15
7. Round Buying	16
8. Machine Audits	17
9. Water Filter	18
10. Troubleshooting	20
11. Contact Details	23

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. Specifications

Specifications	Advanta Machine
Average Cup Capacity (based on standard 7oz coffee cup)	1232
Voltage (V)	230
Frequency (Hz)	50
Input Power (kW)	2.650
Protection Class	Class I
Operating Ambient (°C)	5-30
Recommended Minimum Water Pressure (Bar)	2.0
Maximum Water Pressure (Bar)	7.0
Weight (kg)	153 ***
A-weighted Sound Pressure Level (dB)	<70
Operating Temperature (°C)	5 to 30
Storage Temperature (°C)	-5 to 50
Machine Size (W x D x H)	638 x 727 x 1836
Ready to Vend from room Temperature. Start Temperature 20°C (mins)	15
Hot Drink Temperature – in cup (°C)	75 (70-85)
Cold Drink Temperature – in cup (°C)	8 (4-12)

3. Your KLIX® Advanta Machine

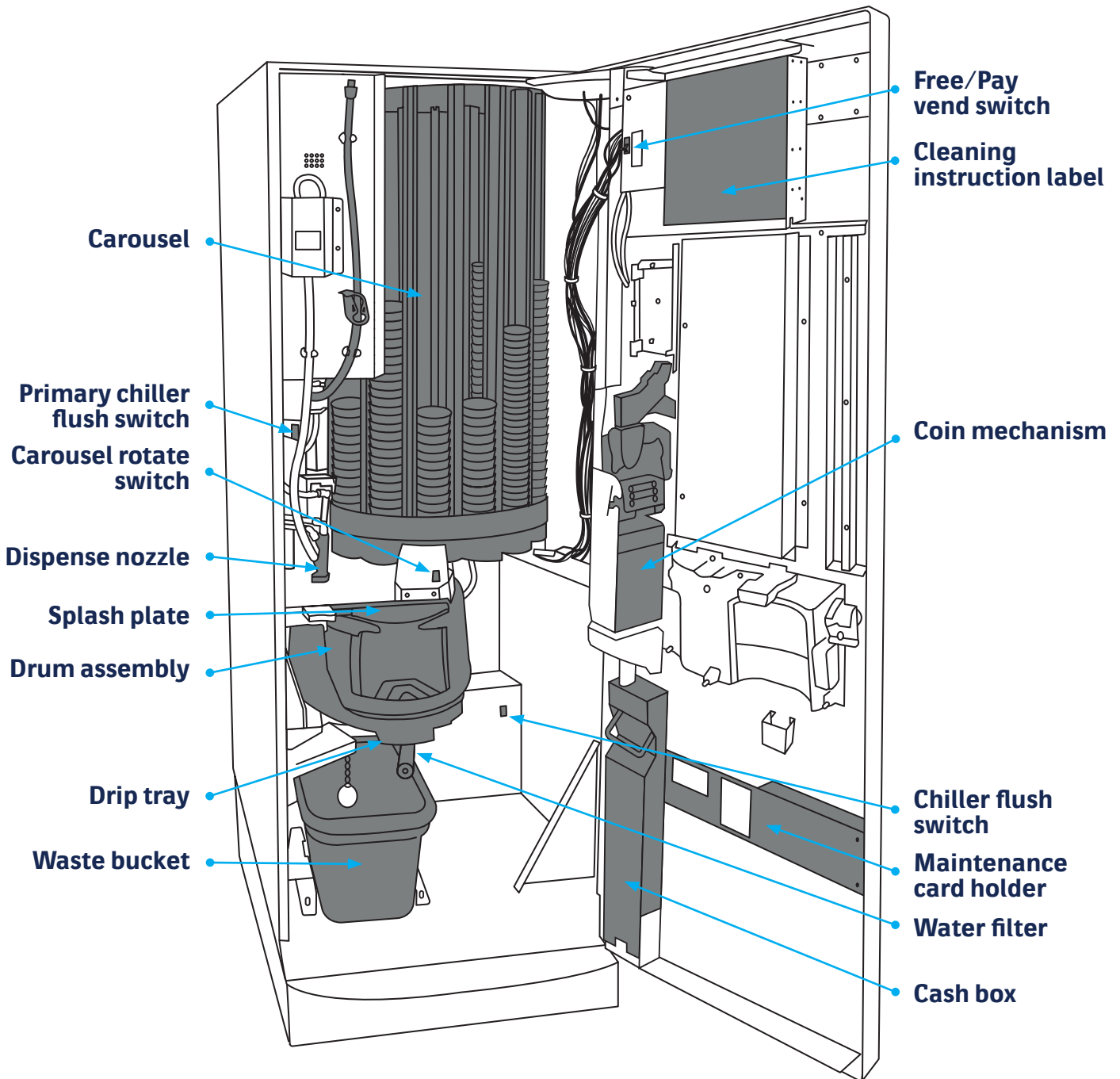
KLIX® Advanta is a floor standing, touch screen operation, in-cup vending machine offering great tasting hot and cold drinks. The in-cup system ensures consistent product quality, reliability, simplicity, and choice.

Key External Components of the KLIX® Advanta



Your KLIX® Advanta Machine Continued

Key Internal Components of the KLIX® Advanta



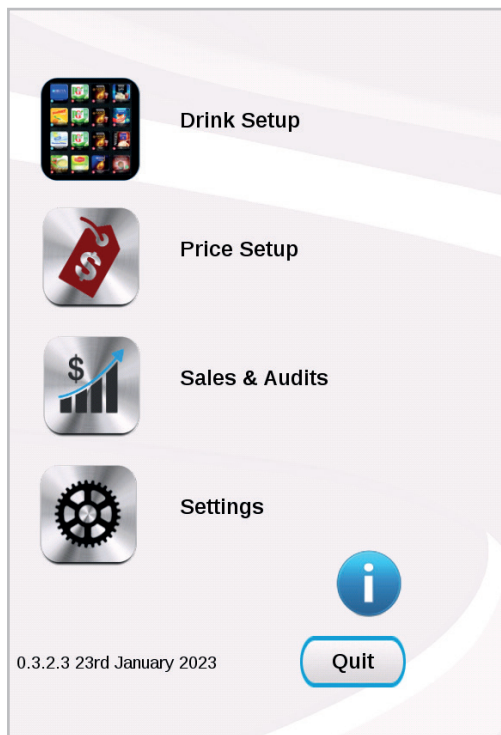
Your KLIX® Advanta Machine Continued

3.1 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.

3.2 Operator Menu



In order to view or change drink setup, 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.

Your KLIX® Advanta Machine Continued

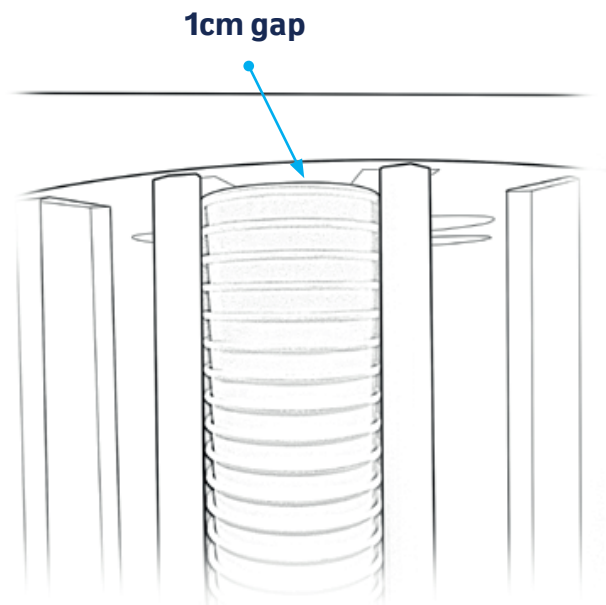
3.3 Product Re-Filling

1. Open the machine door and select the Drink Setup menu. Select the required drink from the list to refill in the carousel. The carousel will rotate and bring the stack for that drink to the Filling Position A.

Note: *The stack number stamped on the carousel should correspond to the drink selection icon on the screen.*

2. Check that the 5-digit Product Code (xxxxx) on the new cup sleeve packaging matches the Product Code and Description shown on the screen for the configured drink. If there are existing cups in the stack, remove the lid from the top cup of the existing stack of cups and add the new stack.

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

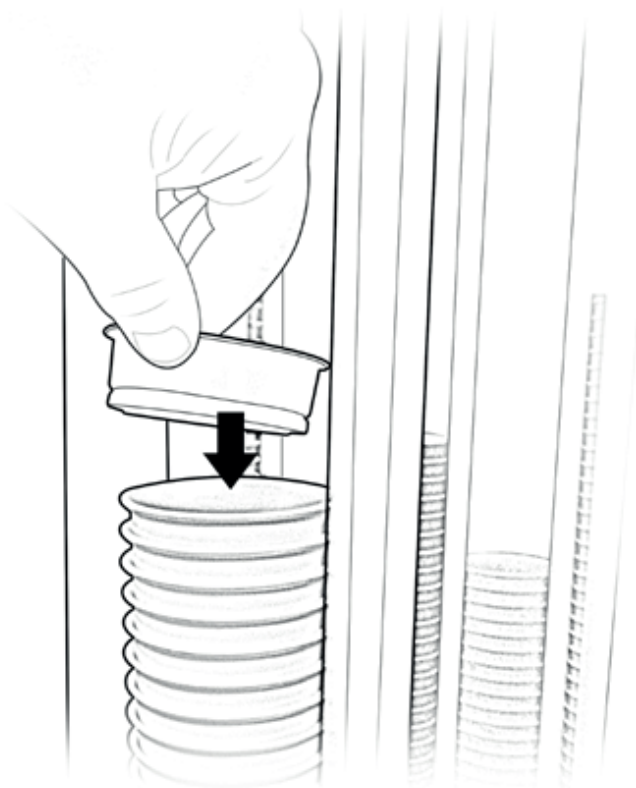


Your KLIX® Advanta Machine Continued

3. 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.

4. Upon closing and locking the door, the carousel will automatically revolve to check the stock level in each stack. Drink icons shown on the screen to the consumer will be illuminated on every drink selection that has sufficient product available.

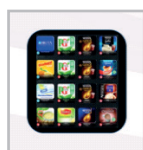


! NOTE: When finishing loading, check all stacks to ensure that the cups are pushed back and free to drop.

3.4 Changing a Drink

1. With the door open, in the Drink Setup menu, select the 'stack' number of the drink you want to change. The carousel will rotate to bring that selection's stack around to the filling point "A" inside the machine.

2. Remove any old product from this stack that may still be in the machine.



Press a button to rotate the carousel to the fill position and show the drink setup

Stack	Product
1	48323 - Lavazza Prontissimo Intenso Coffee White & Sugar
2	48519 - Lavazza Vanilla Latte
3	48518 - Lavazza Latte
4	48516 - Lavazza Caramel Latte

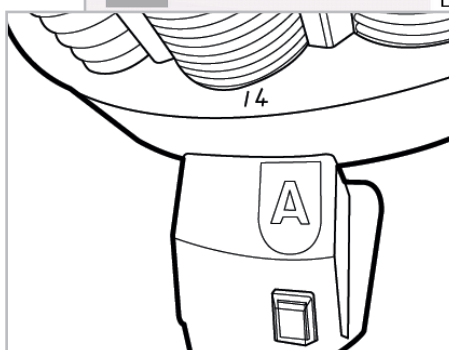
Selection 1
Lavazza Prontissimo Intenso Coffee White & Sugar

Code: 48323

Price: £0.01

Water:

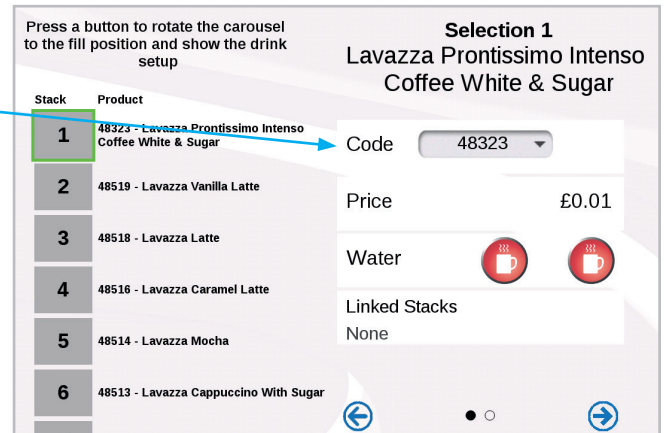
Linked Stacks:



Your KLIX® Advanta Machine Continued

3. The display will be showing the current drink settings for the selected stack; this needs to be updated to the new drink settings.

4. From the setting panel on the right-hand side of the screen select the 'Code' drop down menu. The display will show a list of all available drink SKU codes in numerical order. Scroll through the list and select the drink SKU code that matches the code on the new drink sleeve packaging.

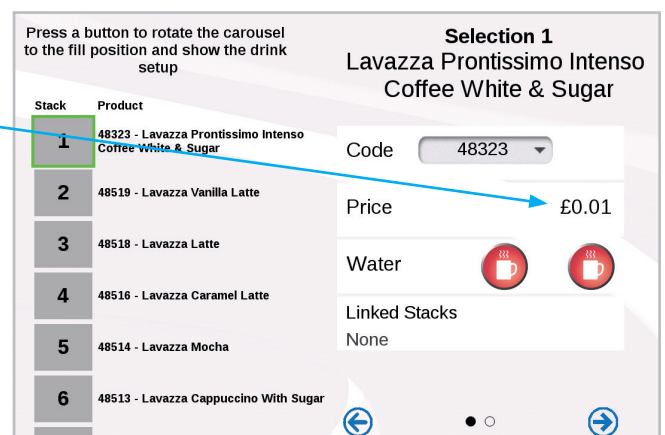


The code will be a 5-character code printed on the cup sleeving above the product name.

5. The machine will display a prompt showing the drink that you are changing and the drink you are changing to. It will ask you to Confirm or Cancel your proposed change. Pressing OK will change the selected drink name and description. Make sure the drink name matches the name on the product sleeving.

6. If the price of the drink needs to change, select 'Price' and enter the new price.

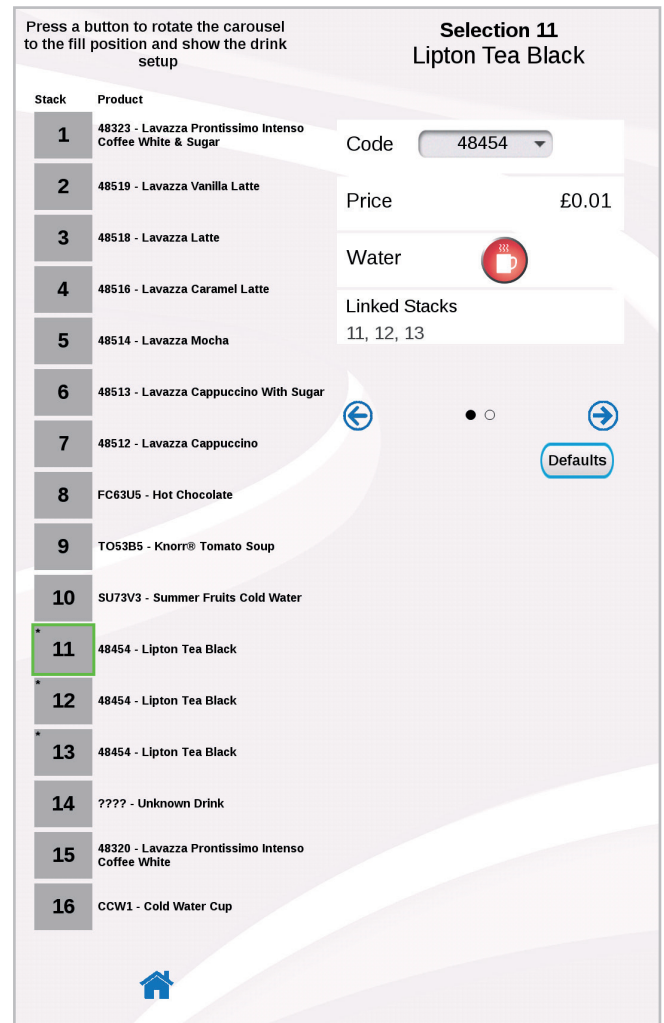
See main section 6 for more information.



Your KLIX® Advanta Machine Continued

7. Information about Linked Stacks:

KLIX will automatically detect if 2 or more stacks in the carousel have the same product. If a drink is present in more than one position, then the machine will “Link” the stacks, (this will be identified by a * in the top left corner of the stack number) this will allow the drinks to 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 drink’s setup screen when a drink with linked stacks is selected. ‘In the example shown, positions 11, 12 and 13 are linked.’

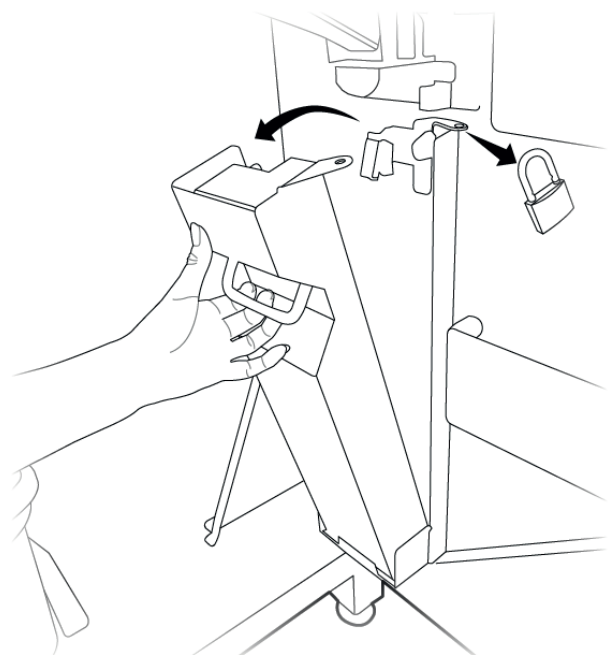


3.5 Emptying the Cash Box

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 the KLIX Advanta ‘ diagram for cash box location.

Replace cash box.

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



Your KLIX® Advanta Machine Continued

3.6 Moving the Machine

The KLIX® machine must not be moved from its installed position. Lavazza Professional must be consulted prior to a machine being moved/relocated. Failure to consult with Lavazza Professional prior to moving the machine will void warranty claims for any damage caused during, or as a result of, the move.

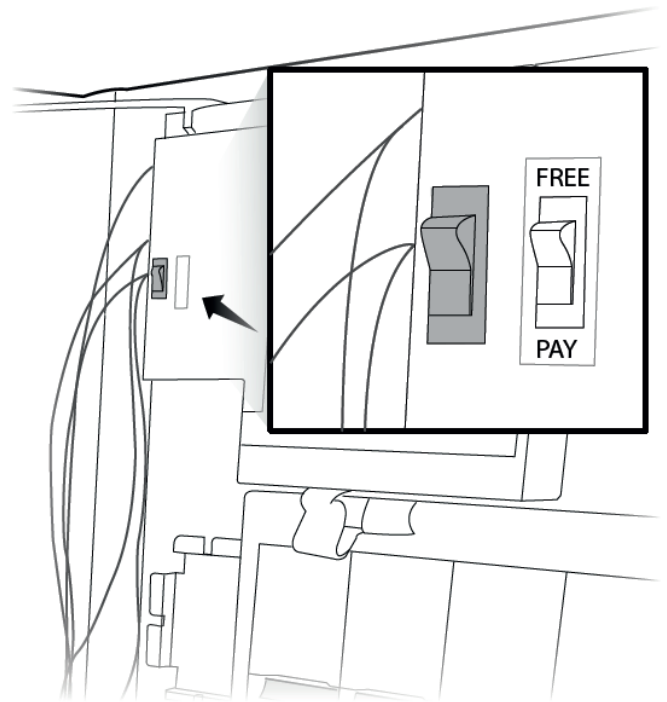
3.7 Machine Storage

Lavazza Professional UK recommends that KLIX® vending machines are left continuously switched on with standby enabled to ensure the chiller remains active. If machines are placed in storage or turned off for prolonged periods, it is recommended to consult with Lavazza Professional Customer Service or visit www.lavazzapro.co.uk for recommissioning and sanitisation of the machine.

4. Setting to 'Free Vend' or 'Pay Vend'

The machine is set to 'Free Vend' or 'Pay Vend' using the switch located to the left of the cleaning instruction poster inside the door. To set the machine to 'Free Vend' or 'Pay Vend' simply put the switch to the required position.

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.*



5. Payment Systems

The KLIX® machine can be configured as free vend or one of the following payment systems such as coin mechanism, KLIXKEY cashless system and a range of card/key cashless systems.

Please contact Lavazza Professional Customer Services or visit www.lavazzapro.co.uk for advice on what payment system would suit your needs.

6. Changing a Drink's Price

Individual drinks

With the door of the machine open, select the Price Setup menu option.

Select the Price of the drink you want to change and enter the new drink price using the keypad. This will save automatically when you navigate way from the keyboard menu.



Price Setup Standard

Product	Price
48323 - Lavazza Prontissimo Intenso Coffee White & Sugar	£0.75
48519 - Lavazza Vanilla Latte	£0.01
48518 - Lavazza Latte	£0.01
48516 - Lavazza Caramel Latte	£0.01
48514 - Lavazza Mocha	£0.01
48513 - Lavazza Cappuccino With Sugar	£0.01
48512 - Lavazza Cappuccino	£0.01
EC63U5 - Hot Chocolate	£0.01
	£0.01
	£0.01
	£0.01
	£0.01

Single machine price

If all drinks prices are to be the same, this can be done by selecting 'All To Price 1'.

Note: This will set all drink prices to the price of the first drink in the list in stack 1.

48320 - Lavazza Prontissimo Intenso Coffee White	£0.01
CCW1 - Cold Water Cup	£0.01
All To Price 1	

7. Round Buying

Round Buying is a feature of the KLIX® system which allows a user to select additional drinks whilst a drink is being prepared, in effect queueing up a drinks order or “Round Buying”.

The consumer does not need to wait for a vend to complete before choosing another drink.

The drinks order queue will be shown along the bottom of the display whilst there are outstanding orders in the queue. Queued up drinks will be delivered in the order they are placed in the queue. Individual Drinks in the queue can be removed by pressing the “X” on the drink icon in the queue.

If the machine is set to pay vend the machine will attempt to charge for each drink in the queue as it is made. If any change is owed to a customer after delivering all the drinks in the queue, this will be dispensed automatically after the last queued up drink is delivered.

Round Buying mode is set as default, however if this is not required this can be disabled in the Settings ... Operating Modes menu - Please contact Lavazza Professional Customer Services for help with this.

8. Machine Audits



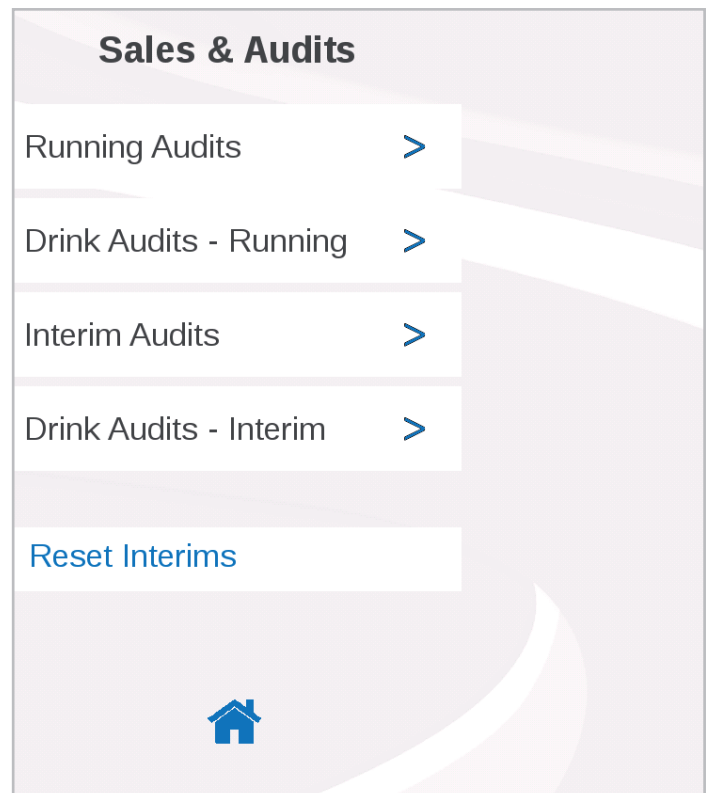
To view the machine's audits, please open the door and select Sales & Audits from the main menu.

Running audits

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

Interim audits

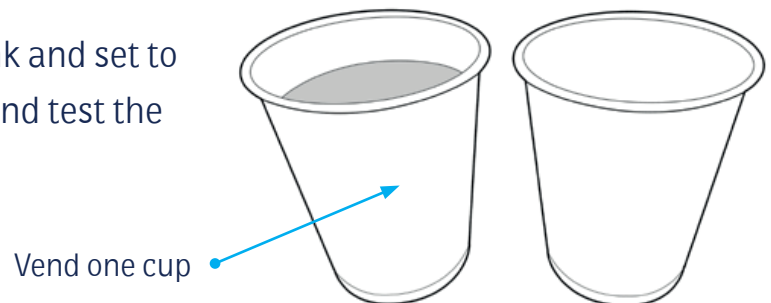
These audit totals can be zeroed, and the values shown are the values since the audits were last zeroed.



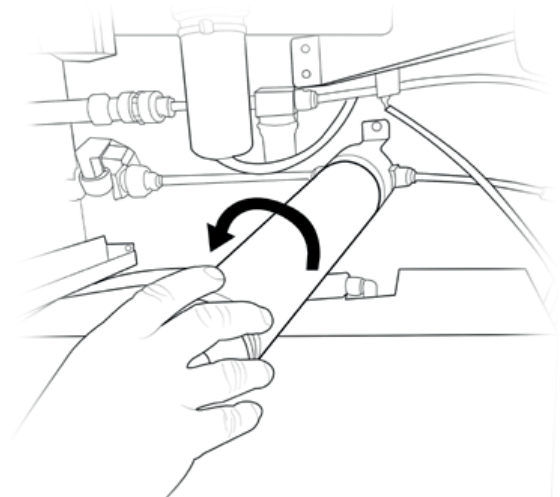
9. Water Filter

In order to maintain the filtered water quality, your filter (if fitted) must be changed every 12 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.

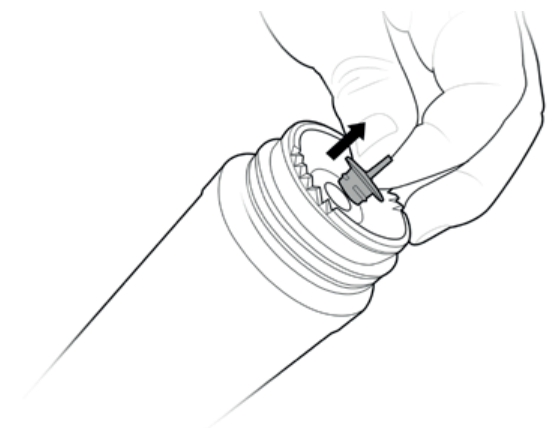
1. Cold machines only - vend a cold drink and set to one side. This will be used to compare and test the water levels once a new filter is fitted.



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.



Water Filter Continued

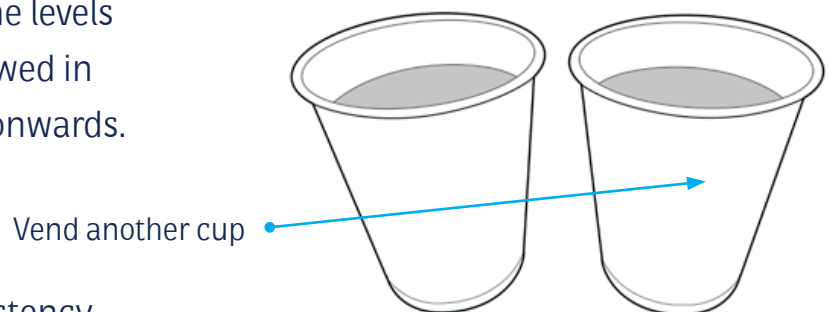
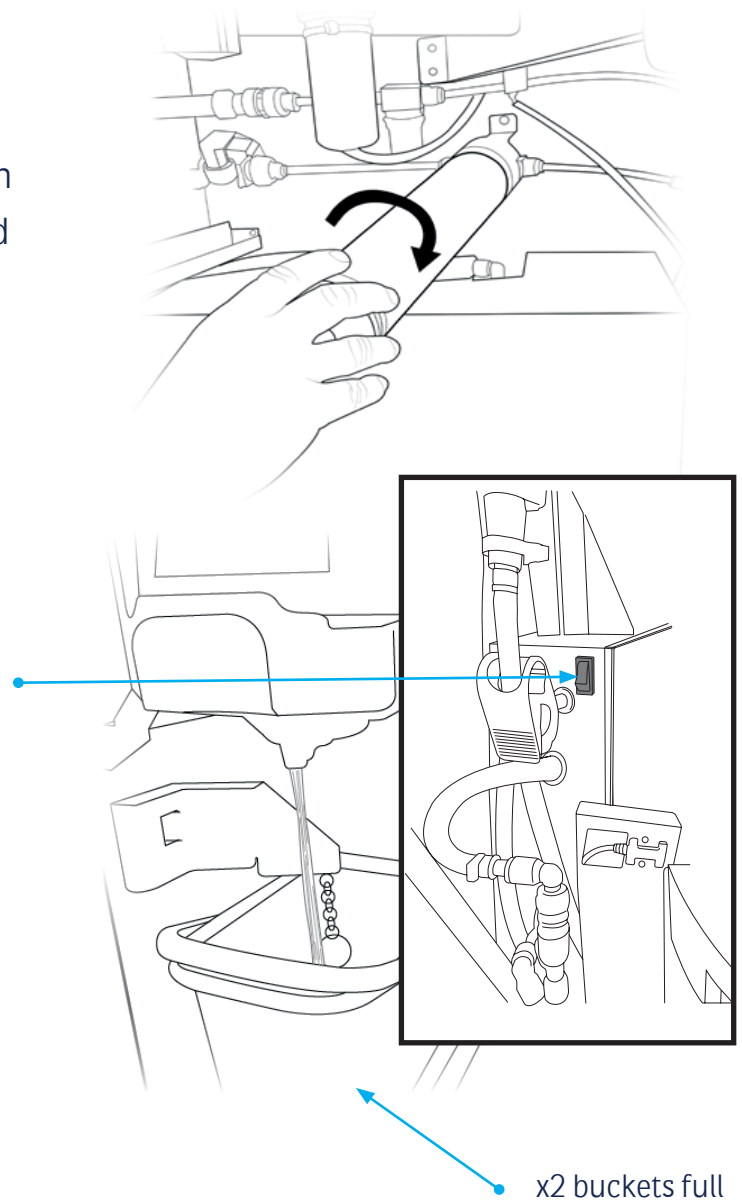
4. Insert the filter in the filter head and twist in a clockwise direction until the filter is screwed in tightly.

5. For Hot Drinks only machines 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 jetting 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.

7. Vend another cold drink 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.



10. Troubleshooting

10.1 General

<p>Drink or drink category icon is not highlighted (greyed out)</p>	<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 undamaged cups in the stack. • See 'water heating fault' and follow instructions. • Machine may be in 'Power Save Mode', tap screen to reactivate machine.
<p>Frothed drinks not highlighted (greyed out)</p>	<ul style="list-style-type: none"> • Check the relevant frothed drink stack contains cups. • Open door and check error message. Closing the door may illuminate jetted drinks again. Vend another jetted drink to confirm if issue is resolved. <p>If jetted drinks are disabled again, please contact Lavazza Professional Customer Service department.</p>
<p>Machine not accepting coins</p>	<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 3.5 Emptying the cash box.) • Machine may be set in Free vend. Check the Free/Pay vend switch (See Section 4 Setting the 'Free vend' or 'Pay Vend') is on Pay Vend. • Contact Lavazza Professional Customer Service department.
<p>No jetted water delivered to cup/low foam in cup for frothed drinks</p>	<ul style="list-style-type: none"> • Open the door and check for any error on screen. • Check the tube clamp in front of the jet box is not clamped over the tube. • Check nozzle is fitted correctly in the baseplate. • Contact Lavazza Professional Customer Service department as jet tube may be scaled.

Troubleshooting Continued

<p>Screen not active</p>	<ul style="list-style-type: none"> • Machine may be in 'Power Save Mode', tap screen to reactivate machine. • Contact Lavazza Professional Customer Service department as touch response may have failed.
<p>Foam too high and contacting base plate on frothed drinks</p>	<ul style="list-style-type: none"> • Check that drink SKU setting is correct. • Check the nozzle is fitted correctly in the baseplate. • Contact Lavazza Professional Customer Service department to adjust foam and calibration settings.

10.2 Message on Display

<p>Sorry Machine out of Order</p>	<p>Check message on display - see Section 10.3. Additional messages may be shown when the door is opened.</p>
<p>'Please take your drink' or 'Please remove cup'</p>	<p>Remove cup or other obstruction from delivery drum.</p>
<p>Water Heating</p>	<p>If the machine has just been switched on, wait for approximately 20 minutes for the water to reach its correct temperature. When resuming from standby, only cold drinks will be available during heat up and therefore only cold drink labels will be lit up.</p>

Troubleshooting Continued

10.3 Error Message on Front Display Screen

Coin box full	Empty the cash box (see section 3.5 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, Splash plate and Dispense Nozzle are fully inserted. 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.

11. Contact Details

UNITED KINGDOM

Email: uk.customerservice@lavazzapro.com

Telephone: 0870 600 20 30

Address: Lavazza Professional UK
Armstrong Road
Daneshill Industrial Estate
Basingstoke
Hampshire
RG24 8NU