

KLIX[®]

OUTLOOK[™] OPERATOR'S GUIDE

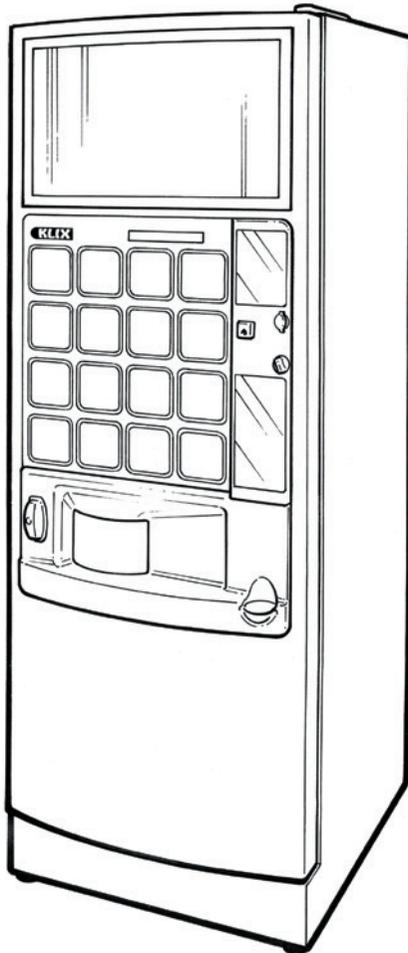


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1. Getting Started

Cleaning & Maintenance

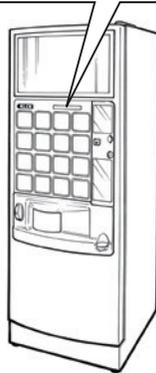
For cleaning and regular maintenance, please refer to the green/orange instruction poster inside the machine, on the back of the door.

General Guide

Welcome to your KLIX® machine:

This guide explains features not included in the green/orange instruction poster inside the machine.

In order to view or change any of the drinks settings or to view the machine audits you will need to use the 'Operator Menu'. This menu is designed to give an easy to use interface for your KLIX® machine. The operator menu is controlled using the buttons on either side of the display, as shown in the illustration below.



The 'Operator Menu' is automatically active when the door of the vending machine is open. By pressing any of the drink labels you can view/change the drink's settings, which are its Price, Drink Type, Stack Linking and Sales Information.

By pressing the **(i)** button you can view the machine audit summaries.

Pressing the **(?)** button will give you help and information at any time.

2. Viewing the Machine Audits

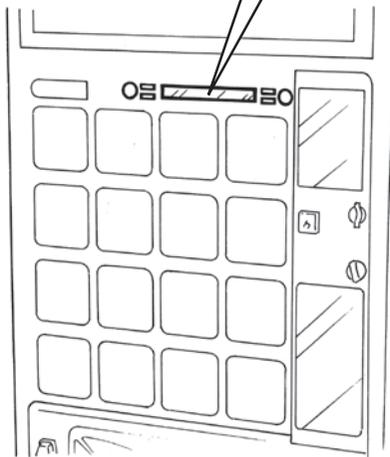
The machine shows two different types of audits,

Interim Audits – these can be reset to zero

Running Audits – total number since the vending machine installation and these cannot be reset.

To view the number of drinks sold on each button

With the door of the machine open, press the drink label for the selection for which you require audit information, then choose the 'Sales' button.



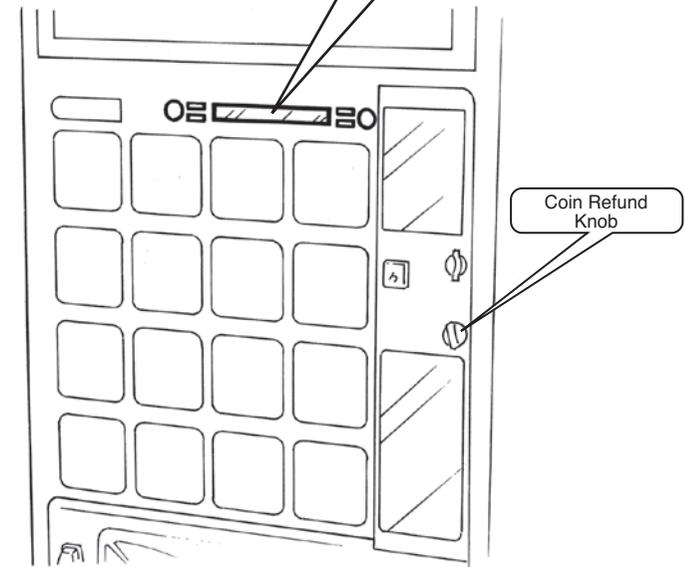
This displays the total number of drinks sold from this selection. By choosing 'Interim' you can view the total number sold since the last interim audit reset.

Viewing the Machine Audits

To view other machine audits

With the door of the machine open, press the **i** button; you then have the choice to view either the Running or interim audits. Follow the onscreen instructions to view the audit information. The interim audits can be reset to zero (if no other audit device is enabled).

If at any stage you require help, press the **?** button.



Coin Mechanism Information

With the door of the machine open, twist the 'Coin Refund Knob'. This will display information detailing the change available in the Coin Mechanism.

The machine keeps an audit of the following information

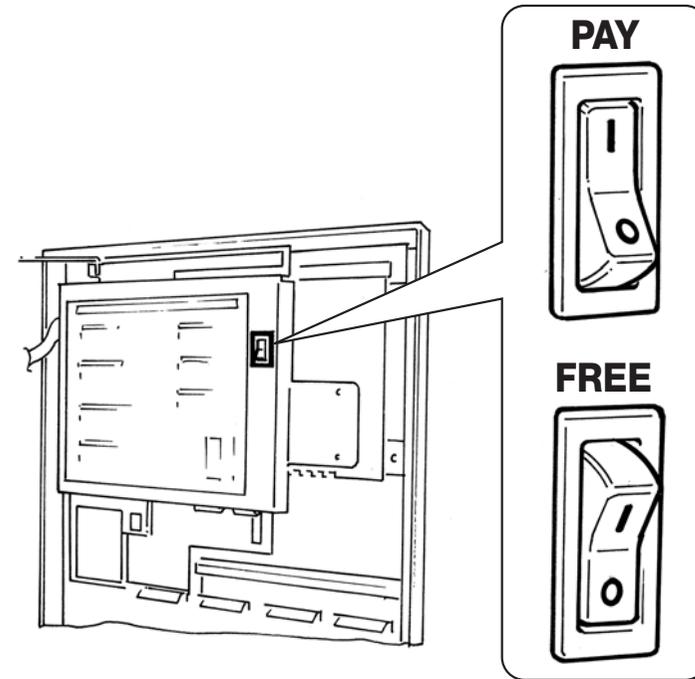
Total number of vends	Total number of drinks sold
Vends per week	Average number of vends per week
Vends per year	Number of vends per year, (E) Estimated
Value of all vends	Value of all drink sales
Number of Free Vends	Number of vends while switched to free vend
Value of Free Vends	Value of all free vend sales
Value added to KLIXKEY®	Value added to all KLIXKEY®
Value taken from KLIXKEY®	Value taken from all KLIXKEY®

If your machine has a coin mechanism fitted then the following audits are also kept:

Total Cash in	Total amount of cash inserted into machine
Cash into Cashbox	Amount of cash routed into the cash box
Cash into Change Tubes	Amount of cash routed into the change tubes
Change Paid Out	Amount of change paid out to customers
Change taken by Operator	Amount of change collected from coinmech by an operator
Non-Refunded Change	Total amount of change that could not be paid back to customer

3. Setting the Machine to 'Free Vend' or 'Pay Vend'

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

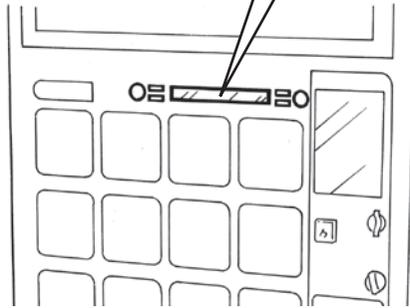


Note: The Free/Pay switch can be disabled by configuration setting. Call Lavazza Customer Services or your Service Agent for further advice and assistance.

4. Changing a Drink's Price

Changing an individual drinks price

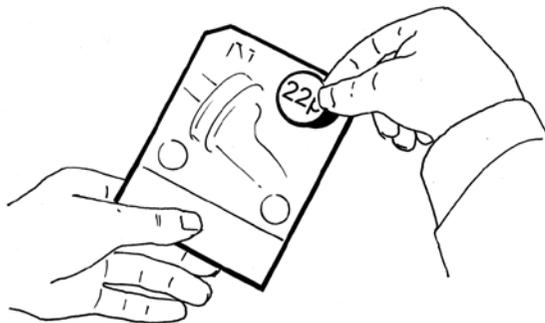
With the door of the machine open, press the selection label of the drink price you want to change. Select the price option and follow the onscreen instructions. If at any stage you need help press the (?) button.



Single machine price

Once you have confirmed the price change to a drink, you will be asked if you want to set 'Single machine price'. If you select 'Yes' this will set the price of every drink in the machine to this drink's price.

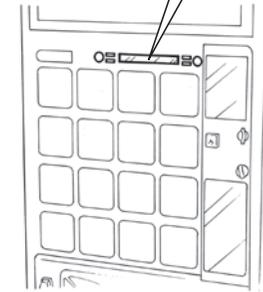
A pre-printed price label must be placed on the front of the selection label showing the correct price, remove the old price before affixing a new one.



5. Changing a Drink

Step 1

With the door open press the label of the drink you want to change.

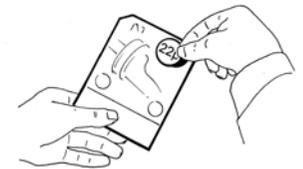


Step 2

Select the 'Drink Type' option. The display will show the current 'Drink Type'. When you press the 'Change Button' you will be asked if you would like help with the 'Changing a drink' process. If you accept 'Yes' it will guide you through step by step. You can press the (?) button at any time for further help.

Remember to

Remove the old drink selection label.



A pre-printed price label must be placed on the front of the new selection label showing the correct price. Insert the new drink selection label.



A green pre-printed sticker with the drink name should be affixed to the outside of the black plastic cup stack holder. Remove the old sticker before fitting the new one.

6. Linking Stacks

The advantage of linking stacks that have the same drinks is that the machine will alternate vends between the stacks irrespective of which linked button is pressed. This means that all the linked stacks are used at the same rate so the freshness of the drinks is maximised.

Step 1

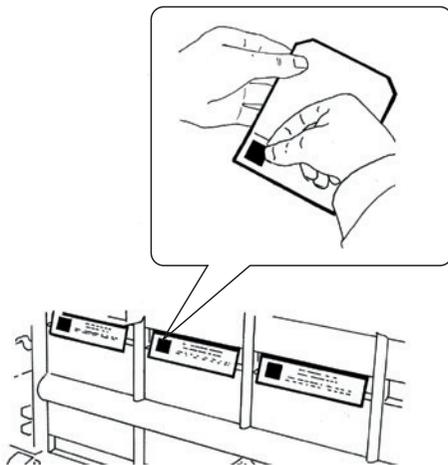
With the door of the machine open press the selection label of the first drink that you want to link. An already linked selection will be shown as 'Button (n)+' on the 'Operator Menu' display, its selection light will be on and the stacks it's linked to will have their selection lights flashing. From the menu choose 'Linked Stacks' and follow the onscreen prompts. If at any stage you need further help press the (?) button.

Step 2

Once you have linked the stacks ensure all linked buttons have the same drink and price labels and that the stacks for these buttons have the same cups and drink description stickers.

Step 3

Place a 'Linked Stack' pre-printed sticker on the back of the drink label on the marked square.



7. BRITA® Filter

If your machine is fitted with a BRITA® filter, it will need to be replaced every 6 months. Replacement filters should be ordered through your normal service provider. Filters MUST be replaced or removed and discarded before they are a year old. Under no circumstance should filters be left in the machine for over a year.

Replacing a BRITA® Filter

Step 1

Cold machines only, vend a cold drink and set to one side.

Step 2

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 dispose.

Step 3

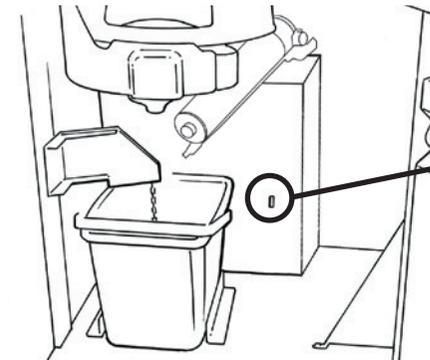
Remove the packaging from the new filter, taking care to ensure you remove the yellow plastic cap in the top of the filter.

Step 4

Insert new filter into the filter head and twist in a clockwise direction, until the filter is screwed in tightly.

Step 5

For 'Hot Only' machines this completes your BRITA® Filter installation.



For 'Cold' machines, flush 2 buckets of water through the filter, this removes trapped air in the filter.

Press the Flush Switch on the Chiller unit in bursts of 45 seconds, until the bucket is full. Empty the bucket and repeat the flush again.

The Flush Switch has 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 vending machine, this re-sets the machine and the Flush Procedure can be resumed.

Step 6

Vend a second cold drink. Check the water levels are the same. If the water level is lower in the second cup, the filter hasn't been fully screwed in. Repeat step 4 onwards.

8. Electrical Connection



WARNING: THIS SYSTEM MUST BE EARTHED



- If the plug is damaged it should be removed from the voltage supply, cut off and disposed of safely. NEVER ATTEMPT TO RE-USE.
- If the mains cord is damaged, never attempt to replace; contact Lavazza Customer Services or your Service Agent. Replacement requires the use of special tools.
- Never attempt to plug in a cut-off plug into a mains socket. Such action may present a shock hazard.
- The wires in the mains lead are colour coded in accordance with the following code:

Green/yellow	Earth
Blue	Neutral
Brown	Live
- If you fit your own plug, the colours of the wires in the mains lead of your system may not correspond with the markings identifying the terminals in your plug. Proceed as follows:

13 Ampere U.K plug type

- Connect the green/yellow (earth) wire to the terminal in the plug which is marked with the letter E or the earth symbol or coloured green, or green/yellow.
- Connect the blue (neutral) wire to the terminal in the plug which is marked with the letter N or coloured black.
- Connect the brown (live) wire to the terminal in the plug which is marked with the letter L or coloured red.

U.K. Specific Requirements

- Your system is supplied with a moulded 13 Ampere fused plug. If the fuse needs replacing only use an ASTA approved BS1362 13 Ampere cartridge fuse.
- Always re-fit the fuse cover.
- If the fuse cover is lost or damaged fit a new plug, as previously described.
- Never attempt to use the plug without the fuse cover being fitted.

U.K. ELECTRICITY AT WORK REGULATIONS 1989

- 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 0.5 Ohm (including mains lead)
Insulation Resistance	Greater than 2Meg Ohm.

- 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 Lavazza Customer Services or your Service Agent immediately.

9. Safety

These warnings are provided in the interests of safety. Please read them carefully and ensure anyone who is involved with routine cleaning and loading also reads them.

- **WARNING**
This is a class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.
- This system is for indoor use only. Never place outside, or allow to freeze. If freezing occurs contact Lavazza Customer Services or your Service Agent.
- It is dangerous to change the specification or modify the system in any way.
- Ensure access to the rear of the system 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 this system. Inexperienced persons may cause injury or malfunction. Always call Lavazza Customer Services or your Service Agent.
- Do not immerse system in water.
- Only clean in specified areas as instructed.
- Supervision is required if the system is to be used by young children, aged, or infirm persons.

- This system contains electronic circuits. Do not flash test.
- Observe recommendations relating to regular inspection and testing of system under the “U.K. Electricity at Work” section.
- An ambient temperature range of +5°C to +30°C is recommended for system location.

Warnings & Guidance

- Do not adjust the water volume.
- Do not adjust the water temperature.
- Only Lavazza approved cups to be used.
- Only Lavazza approved lids to be used.
- Only Lavazza approved cup holders should be used.
- Only Lavazza approved tray holders should be used.
- Take care when removing your drink - it is hot.
- Take care when walking with your drink - it is hot.
- Check the top of the door for any objects before opening.
- Do not load any damaged cups into the machine.
- Check that the correct cups have been loaded in the correct stack, in particular when changing the set up of the drink.
- Ensure top lid is fully inserted and no objects placed on top of lid, failure to do so may result in scalding.

IMPORTANT NOTE: Do not Flash Test this system

- The system is flash tested before it leaves the manufacturing premises. Repeated flash testing can damage insulation. This system contains electronic components.
- Other tests that are available on portable appliance testers are:
 - Load Test
 - Earth Leakage Test
 - Output TestThese tests are not required.

10. Moving the Machine

- Should you wish to move the machine to another location please contact Lavazza Customer Services for the requirements the new location must meet (electrical and water supply) and to arrange the actual move and re-installation. This MUST be carried out by qualified personnel.

11. Help With Machine Faults

You are able to deal with the following problems yourself. However, if after taking the action recommended here, you are unable to resolve the problem, call your Lavazza Customer Services or your Service Agent for further advice and assistance.

PROBLEM	REMEDY
No lights on the machine, the display is not lit.	Check the mains lead is plugged into the socket and it is switched on. Check there is an electrical supply to the socket
Drink availability light on the door is not illuminated.	Refill the unlit selection with cups. If stack is full, check that the cups aren't damaged. Remove any damaged cups and replace in stack.
Machine not accepting coins.	Clean coin mechanism - see the instruction poster.
Drum slow or juddering	Clean drum and baseplate cover - see the instruction poster.
MESSAGE ON DISPLAY:	REMEDY
PLEASE CALL OPERATOR	Open door and check error message on display - see next page for further help.
PLEASE TAKE YOUR DRINK	Check the cup station and the area in front of it for cup or any other obstruction. Remove it.
WATER HEATING	If the machine has just been switched on after being off for a period, then wait approximately 20 minutes for it to reach its correct working temperature.

The following fault messages may be displayed on the front of the machine and you can remedy these. If after following the remedial action, the problem is not resolved, call Lavazza Customer Services for further advice and assistance. If any error message not listed here is displayed, call your Customer Services for advice, it is likely you will be able to correct the problem.

ERROR MESSAGE ON FRONT PANEL DISPLAY	REMEDY
COINBOX FULL	Empty the coinbox - Beware this will be heavy!
CHECK DRIP TRAY AND BUCKET	Check that the bucket is in place and empty. Check that the drip tray is in place.
CAROUSEL JAMMED - CHECK STACK (n)	Remove cups from stack [n]. Check and discard any damaged cups which may foul carousel. Refill with undamaged cups.
TANK NOT FULL - CHECK WATER IS ON	Check if water supply to machine is on. If it is on, then water pressure could be very low.
REMOVE DRUM, CLEAR JAMMED CUPS	Remove drum and clear any obstructions. Replace drum - see the instruction poster.
REPLACE DRUM AND CLOSE DOOR	Refit the drum as shown on the instruction poster and close the door.

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Version 06

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