

LAVAZZA

— ITALIAN COFFEENESS —
ON THE *Move*



COFFEE
Essence

OPERATOR MANUAL

General Information

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Operator Assets QR Codes

Scan the QR codes to access:

How to



Daily
cleaning



Weekly
cleaning



Syrup
cleaning



Descaling

Coffee, Milk and Others



Stock
Replenishment



Alerts
management



Bean
replenishment



Hot chocolate
replenishment



Milk
replenishment



Syrup
replenishment



Coffee brewer
cleaning balls
replenishment



Milk
cleaning liquid
replenishment



Changing
the receipt
replenishment

Product Replenishment



Replenishment Top Tips



1. When refilling the coffee hopper, spread the beans evenly, ensure the bean sensor is covered.
 - Open the coffee bean bag carefully, using clean scissors to prevent spillage.
 - Only remove lid to one hopper at a time when replenishing.



2. Take extra care not to spill beans between the hoppers.
 - Beans lodged between the hoppers can cause misalignment, resulting in 'beans empty errors'.
 - Ensure beans do not fall towards the chocolate hopper, mixing bowl or drip tray



3. The coffee hopper should not be removed.
 - Re-attach lid and lock it.



4. Take care not to overfill chocolate powder to avoid compaction.
 - Do not fill above the grill.



5. When replenishing the syrup bottles, ensure the syphon weight reaches the base of the bottle.



6. · Remove the milk container from the fridge
 - Cleaning the milk container
 - Replenish the milk

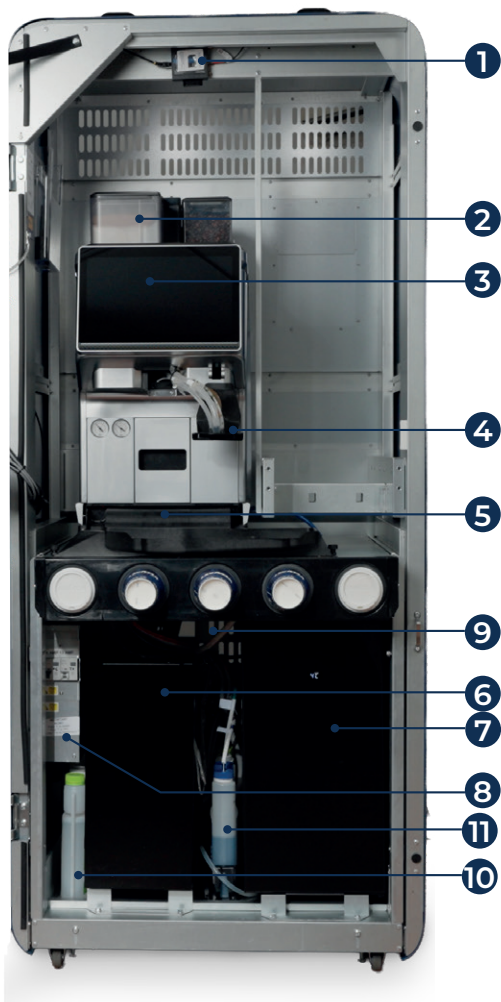
1. Machine overview

1.1.1 Key External Components of the LAVAZZA On The Move Machine



- ❶ Canister Beans (display only)
- ❷ Touchscreen
- ❸ Organizer ancillaries
- ❹ Cup & Lids
- ❺ Thermal printer
- ❻ Cup station with cup sensor
- ❼ Door lock

1.1.2 Key Internal Components of the LAVAZZA On The Move Machine



- 1 Router
- 2 Hoppers (in the middle cleaning balls)
- 3 Coffee machine
- 4 Dispense nozzle
- 5 Drip tray
- 6 Syrup station
- 7 Milk fridge
- 8 Machine Electrical Isolators
- 9 Water isolator tap
- 10 Acid cleaner (Cafetto - MFC Green) bottle
- 11 Acid cleaner (Cafetto - MFC Blue) bottle



- 1.2 Machine guidance
- 1.2.1 Opening and closing the machine safely
 - Unlock the door
 - Keep hands and fingers clear of any areas where they could get trapped.

Cleaning



2. Cleaning

2.1 Health & Safety Reminder

2.1.1 Before you clean

Whenever you do anything with your LAVAZZA On The Move Machine, always think...

Safety:

Always approach every task from a safety point of view.

Think:

Do you need to carry out a site specific risk assessment to perform the task safely?

Observe:

Look at the task and the area in which it will be carried out.

Process:

Once all the safety measures are in place to ensure risk free operations, carry out the task.

2.2.1 Always & Never

Always follow the below points when cleaning the machine:

- Always take care when handling hot liquids.
- Always wash your hands before and after performing any replenishment and cleaning.
- Do not place any parts of the machine (e.g. milk containers), food ingredients (e.g. coffee beans or hot chocolate) or consumables (e.g. cups, stirrers directly on the floor at any time.
- Always use your Personal Protective Equipment (PPE) – gloves and goggles – when carrying out a chemical clean.
- Never leave the machine unattended when performing any cleaning tasks.
- Always use a fresh, clean disposable paper towel after cleaning each individual part of the machine. Discard the towels immediately after use.”



We are committed to reducing our impact on the environment. When operating your LAVAZZA On The Move Machine, consider how you can reduce and recycle your waste.

2.2 Hand washing

2.2.1 Suggested hand washing procedure

Step 1:

Wet your hands
Use clean, running water and make sure both hands are fully wet.

Step 2:

Apply soap
Apply enough soap to cover all surfaces of your hands.

Step 3:

Rub hands (sec: 20)
Rub palms, backs, between fingers, thumbs, fingertips, and wrists.

Step 4:

Rinse hands
Rinse thoroughly under clean, running water.

Step 5:

Dry hands
Use a clean towel, paper towel, or air dryer.



Extra Tips!

Use alcohol-based hand sanitiser ($\geq 60\%$ alcohol) if soap isn't available.
Avoid touching your face with unwashed hands.

2.3 Cleaning equipment

2.3.1 Items required for cleaning

Provided by Site

Personal Protective Equipment (PPE)

Wear protective gloves and goggles during cleaning.

Do not share PPE between colleagues.

Employer must provide adequate PPE.

Refer to Safety Data Sheets for chemical handling.

LAVAZZA Approved Sanitiser

Dilute according to manufacturer's instructions.

Follow required contact time.

Dedicated Sink

Must be in a food-safe environment.

Large enough for milk container cleaning.

Use hand-hot, potable water.

Ice Cleaning Brush (where ice maker fitted)

Use designated brush for ice cleaning only.

Disposable Paper Towels

Use a fresh, clean towel for each step.

Washing Up Liquid

Use appropriate amount for effective cleaning.

Disposable Cleaning Cloths

1 for chocolate bowl cleaning

1 for milk container cleaning

1 for ice chute cleaning

Provided by LAVAZZA

Coffee brewer cleaning tablets

- 1 x Cafetto - E29 (balls) 1 x auto-dosed per clean

Milk cleaning liquids

- Cafetto - MFC Blue (Daily) auto-dosed per clean.
- Cafetto - MFC Green (Weekly) auto-dosed per clean.

Syrup cleaning sachets

- Cafetto - Chill (powder chlorine) 2 g per clean.

Descal sachet

- Cafetto Renew Descaler 10 hot water system cleaning powder sachet per clean.

Personal Protective Equipment (PPE)

Wear protective gloves and goggles during cleaning.

Do not share PPE between colleagues.

Employer must provide adequate PPE.

Refer to Safety Data Sheets for chemical handling.

Provided by LAVAZZA

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Descal sachet

- Cafetto Renew Descaler 10 x hot water system cleaning powder sachet per clean.
- Always take care when handling hot liquids.
- Always wash your hands before and after performing any replenishment and cleaning.
- Do not place any parts of the machine (e.g. milk containers), food ingredients (e.g. coffee beans or hot chocolate) or consumables (e.g. cups, stirrers directly on the floor at any time.
- Always use your Personal Protective Equipment (PPE) – gloves and goggles – when carrying out a chemical clean.
- Never leave the machine unattended when performing any cleaning tasks.
- Always use a fresh, clean disposable paper towel after cleaning each individual part of the machine. Discard the towels immediately after use.

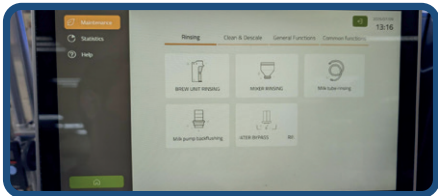


- Always use a fresh, clean paper towel for each cleaning step.
- Dispose of the paper towel immediately after use.
- This prevents cross contamination.

2.4 Daily cleaning cycle

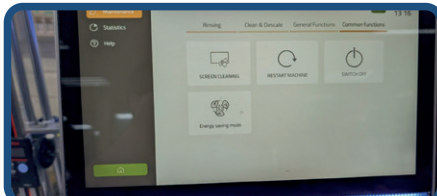
2.4.1 Daily Rinsing

Step 1:



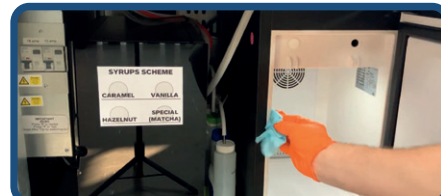
Starting the Brewer rinsing cleaning cycle followed by the Milk Frother Rinsing Internal Pipe Rinsing Mixer Rinsing

Step 2:



Cleaning the internal machine screen select "SCREEN CLEAN"

Step 3:



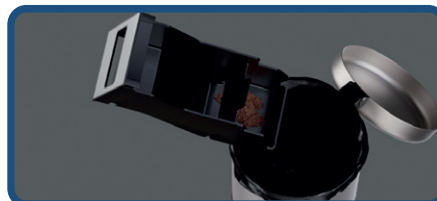
Empty and clean the milk container and fridge surfaces.

Step 4:



Clean the internal machine drip tray and surrounding surfaces.

Step 5:



Empty and clean Grounds waste container.

Step 6:



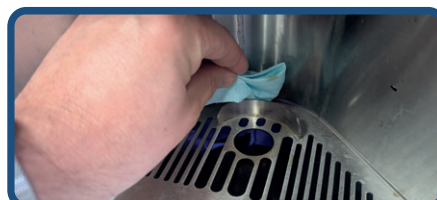
Cleaning the milk container.

Step 7:



Finishing the cleaning cycle

Step 8:



Clean, external machine surfaces and screen shelf, grill, splashback, cups & condiments area, front door and touchscreen, side panels & floor and fridge base & door.



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Safely open the machine door to start the cleaning process on the Internal screen.

- Always use a fresh, clean paper towel for each cleaning step.
- Dispose of the paper towel immediately after use.
- This prevents cross contamination.

2.5 Weekly cleaning cycle

2.5.1 How to complete the weekly cleaning cycle

**ALL
DAILY
TASKS
And
the
following
weekly...**

Step 1:



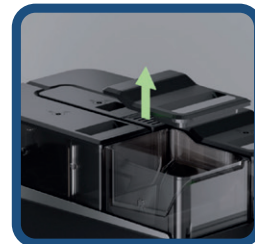
Clean the dispense nozzles.

Step 2:



Remove and clean the bean canister
- manual

Step 3:



Remove and clean the chocolate powder hopper
- manual.

Step 4:



Remove and clean the chocolate whipper bowl
- manual.

Step 5:



Remove and clean milk container, fridge base, door and door seals.

Step 6:



Remove and clean the syrup lines and syrup cabinet
- automatic / manual



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Safely open the machine door to start the cleaning process on the Internal screen.

- Always use a fresh, clean paper towel for each cleaning step.
- Dispose of the paper towel immediately after use.
- This prevents cross contamination. Correct positioning of the nozzles of the hot circuit, supported by a diagram.
- The beverage spout should be manually cleaned weekly.
- Provide operators with clear guidance for removing and refilling.
- Lock canister lid before refitting and secure the key in the Tower.

2.6 Syrup system cleaning

2.6.1 How to perform syrup cleaning

The message **"Syrup system cleaning"** appears automatically after reaching pre setting cleaning cycles.

• Harm of uncleanness of syrup system

Clogging the pipe

The growth of bacterial microorganisms

Fermentation and stink

Cause digestive tract and other diseases

Affect the flavor and quality of beverage

• Cleaning intervals

The cleaning cycle of syrup system is defined by user according to the working status.

We recommend cleaning once a week.

• Usage of CAFETTO CHILL cleaning powder

Cleaning powder comes in a plastic container that weighs 500g.

2 grams powder with 300ml clean water for each cleaning cycle of syrup system.

The user can start the syrup cleaning program in the maintenance menu

Please follow the instructions on the display to complete cleaning.



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2.7 Descaling

2.7.1 How to perform descaling

Descale if displayed

The water hardness, water flow, and whether a water filter is used determine the schedule for descaling.

Descaling frequency is calculated by the Z series and displayed.

A message 'boiler descaling' will appear on the screen when the machine system needs to be descaled with descaling powder or liquid.

Step 1: Access to 'Cleaning & Descaling'

Step 2: Select 'Descaling' button menu

Step 3: Touch 'confirm' to start the descaling

Step 4: Perform every step according to the message displayed on the screen

Step 5: ALWAYS place hot water splash guard in dispense station to avoid splashes and scalding.



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WARNING
DO NOT REMOVE
Cleaning in Progress



Please operate strictly according to messages displayed on the screen.

Use 10 x 25g Cafetto Renew Descaler sachets

Follow safety data sheet for handling hazardous substances

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Stock Replenishment



3. Stock Replenishment

3.1 Stock replenishment

- Cups, lids and condiment stock levels in the machine must be a minimum of 50% at all times.
- All ingredients must be stocked and replenished in line with customer usage.

Large & Regular cups
Ice cups
Hot & Cold Cup lids
Coffee Beans
Hot Chocolate powder
Fresh Semi Skimmed milk
Syrup flavours
Stirrers
Sugar & Sweetener sachets
Printer roll
Coffee detaning balls
Milk cleaning fluid



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3.2 Bean replenishment

Always open the coffee bean bag carefully, using clean scissors.
Fill one hopper at a time, only removing the lid of the hopper to be replenished.

- When refilling the coffee hopper take extra care not to spill beans between the hoppers as this can cause misalignment of the hoppers, resulting in 'beans empty error'.
- Spread the beans evenly and level, ensure the bean sensor is covered.
- Ensure beans do not fall towards the chocolate hopper, mixing bowl or drip tray.

If there are any beans left over after replenishing, carefully roll down the top of the bag and use the tape to secure. Beans can only be kept for 48 hours once opened. Discard after this time.



Always check the expiry date on the new bag of beans before replenishing.

The coffee hopper should not be removed!



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3.3 Chocolate powder replenishment

Always open the chocolate bag carefully, using clean scissors.

Fill one hopper at a time, only removing the lid of the hopper to be replenished.

- When refilling the chocolate hopper take extra care not to spill the powder between the hoppers as this can cause misalignment of the hoppers
- Spread the chocolate evenly and level
- Ensure chocolate do not fall towards the beans hopper, mixing bowl or drip tray.

If there are any chocolate left over after replenishing, carefully roll down the top of the bag and use the tape to secure. Chocolate can only be kept for 48 hours once opened. Discard after this time.



Always check the expiry date on the new bag of chocolate powder before replenishing.

The chocolate hopper should not be removed!



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3.4 Milk replenishment

Fresh milk is essential for delivering consistent, high-quality drinks in Lavazza On The Move machines. Only fresh, semi-skimmed, pasteurised and homogenised milk should be used.
About the Milk

Pasteurised: Heated to remove harmful bacteria and extend shelf life.

Homogenised: Fat is evenly dispersed to prevent separation and ensure smooth, consistent texture.

Fresh milk must always be kept refrigerated. Unopened shelf life is typically 5–7 days.

Milk Requirements

Fresh semi-skimmed pasteurised and homogenised milk must be:

The freshest available

From a recognised, compliant food-safe supplier

Supplied in opaque or non-transparent food-grade containers

Stored below 8°C and cooled to 4°C before filling the machine

Daily Requirements

Fresh milk must be used every day.

As part of the daily cleaning routine:

Empty all milk containers

Thoroughly wash and sanitise them

Refill only with fresh milk



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3.4 Milk replenishment Cont.



Key Points

Use milk with the longest remaining shelf life. Milk close to its use-by date is more acidic and may not foam correctly, reducing drink quality.

Only use trusted suppliers. Low-quality milk often has reduced protein levels, resulting in poor foam performance.

Milk must be cooled to 4°C prior to machine use. Higher temperatures negatively affect drink temperature and foam quality.

Keep milk refrigerated at or below 4°C during transport and storage. Store only in a clean fridge."

3.5 Syrups replenishment

- The syrup bottles are positioned and numbered 1-4 from left to right:
- When replenishing the syrup, position the bottles facing upwards to avoid syrup spillage.
- Unscrew the cap from the old bottle and discard.
- Replace with a new bottle taking care to avoid any drips.



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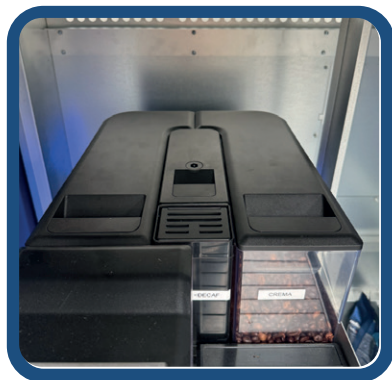


Syrups must go in the correct order at all times to comply with allergen.

When replenishing flavours, check expiry dates & ensure the flavours are replaced in the correct order.

3.6 Coffee brewer cleaning balls replenishment

Before refilling, ensure the lids for ALL other cannisters are in place! Carefully lift and remove cleaning balls hopper, unlock and remove lid. Refill hopper (approximately 60 balls), replace and lock hopper lid. Refit hopper.



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1 x Cafetto - E29 (balls)
1 x auto-dosed per clean

3.7 Milk cleaning liquid replenishment

Remove and refill/replace cleaning liquid solution.



Wearing PPE...

Milk cleaning liquids

- Cafetto - MFC Blue (Daily) auto-dosed per clean.
- Cafetto - MFC Green (Weekly) auto-dosed per clean.



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3.8 Changing the printer receipt paper

Step by step instructions on how to change the printer paper

Step 1: Open the Printer Cover

Step 2: Unclip and open Printer Head

Step 3: Check orientation of existing paper, Unclip and remove empty roll.

Step 4: Insert the New Roll. Place the roll inside the compartment, making sure the paper feeds from the top of the roll and out toward the front of the printer.

Step 5: Pull a Small Section of Paper Out. Leave about 2–3 inches of paper sticking out before closing the cover. This ensures the printer can grab and feed the paper smoothly.

Step 6: Close the Printer Head. Snap the Head back into place. You should hear a light click when it's locked. The paper should now be visible and ready to print.

Step 7: Close the Printer Cover

Step 8: Run a Test Print (Optional but Recommended)

If your printer has a “Feed” or “Test” button, press it to confirm the paper is loaded correctly and the thermal side is printing as expected.



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Stock Management



4. Stock Management

4.1 Goods Received & Date Control

As a site vending operator, it is essential to check all deliveries to ensure product quality and compliance for your LAVAZZA On The Move machine.

Ensure all food products (e.g. coffee beans, hot chocolate) have valid 'Use By' or 'Best Before' dates at the time of delivery.

For items without individual date markings (e.g. sugar sachets, toppings), retain stock in original packaging to reference date information.

Only accept deliveries where all packaging is clean, dry, and in good condition.

Reject or safely dispose of any products with damaged or compromised packaging.



Following these checks helps maintain product quality, safety, and consistent performance of your LAVAZZA On The Move machine.

4.2 Storing LAVAZZA On The Move products

“As a site vending operator, effective stock management is essential to keep your LAVAZZA On The Move machine performing at its best and generating consistent sales.

General Storage

Store all LAVAZZA On The Move products neatly in a designated, cool, and dry storeroom area.

Keep all stock off the floor and place heavier boxes in safe, easy-to-reach positions. Retain products in their original packaging to support organisation and quick identification of key information.

Do not store any excess stock inside the machine.

Always operate a First In, First Out (FIFO) system to ensure older stock is used first.

Coffee Bean Storage

Store beans in a cool, dry environment (11°C–30°C, max. 60% humidity), away from sunlight and moisture.

Unopened beans have a shelf life of up to 12 months.

Once opened, beans should be used within 48 hours for optimal quality.

Reseal opened bags tightly, removing as much air as possible.

Milk Storage

Keep milk refrigerated below 8°C at all times, including during transport.

Ensure milk is chilled to approximately 4°C before use to maintain machine performance and drink quality.

Hot Chocolate Powder Storage

Store powder in a cool, dry place (11°C–25°C, max. 70% humidity), away from heat and moisture.

Unopened powder has a shelf life of up to 18 months.

Reseal opened bags securely, minimising air exposure.

Syrup bottle Storage

Store syrup bottles in a cool, dry environment (10°C–18°C, max. 70% humidity).

Keep bottles sealed until installation and open only during machine replenishment.

Always follow the stated shelf life on each product.

Maintaining proper storage and stock control ensures your LAVAZZA On The Move machine delivers consistent quality, remains compliant with standards, and maximises sales opportunities.”



After receiving your delivery, confirm that all steps within the goods received procedure have been completed.

4.3 Required products

4.3.1 Product

Chocolate Powder

Coffee Beans

Cups

Coffee Beans:

Disposable Paper Towels

Syrup bottles: Vanilla, Hazelnut, Caramel

Cup Lids

Machine Cleaning Tablets: Coffee & Milk

Stirrers

Sugar Bags - White

Sugar Sachets - Brown

Sweetener Sachets"



Please note:

Amounts may vary depending on site

4.3 Milk requirements

4.4.1 Managing milk

Maintain sufficient stock of fresh, semi-skimmed milk at all times.

Use your daily sales forecast to calculate required volumes.

Factor in order lead times—plan for 3–4 days' usage where necessary.

The milk container holds up to 10 litres at full capacity.



This table is for guidance only and will vary by market.

DAILY DRINK SALES FORECAST (CPD)	LITRES OF MILK REQUIRED PER DAY
20	4
30	6
40	8
50	10
60	12
70	14
75	16
80	18
90	20
100	26
110	26
120	28
130	30
140	37
150	39
160	42

How to guides



5. How to guides

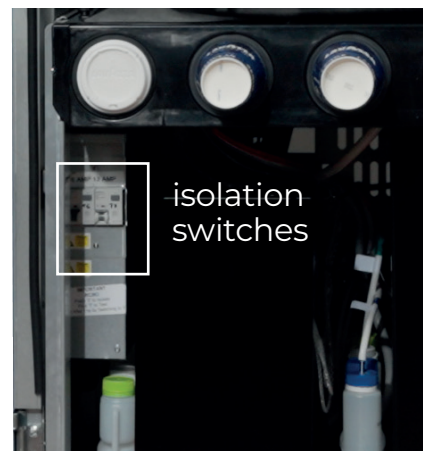
5.1 Power isolation

In case of emergency or if instructed by a LAVAZZA On The Move representative, follow these steps to switch off the machine.

Step 1: Open door of machine

Step 2: Locate 16amp & 13amp isolation switches

Step 3: Press both switches down to the 0 position to isolate.



The Lavazza on the Move Machine should be left turned ON at all times.

IMPORTANT: RCBO

Press T to isolate

Press T to Test

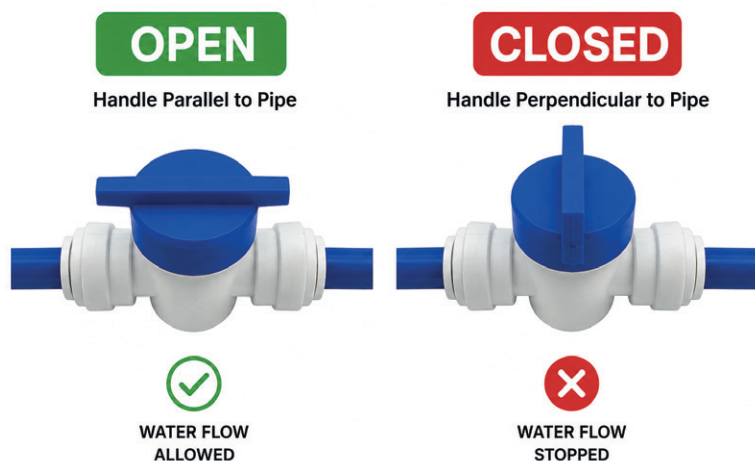
Reset After Trip by switching to I

5.2 Water isolation

Operating the Tap

Step 1: Shut off water: Turn the T-handle 90 degrees (a quarter turn) until it sits perpendicular (across) the line of the pipe.

Step 2: Turn on water: Turn the handle back so it aligns parallel (in line) with the pipe.



5.3 Operational messages

When an important operational message is generated, the machine will emit an audible alarm. The alarm will continue until the required action has been completed.

Step 1: Touch and hold the bottom-right corner of the Tower external display for 3 seconds. A pop-up window will appear showing the active operational message.

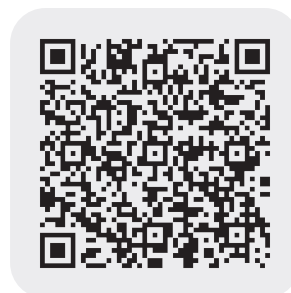
Step 2: Open the machine door and tap the red triangle in the upper-right corner of the operation panel on the internal display. Tap the symbol to view additional information about the message.

Step 3: Perform the action indicated on the display. Once completed, close the machine door.

Step 4: 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.

For a complete list of operational messages and the corresponding actions required, refer to the Operational Messages Annex at the end of this Operator Manual.



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5.4 Error messages

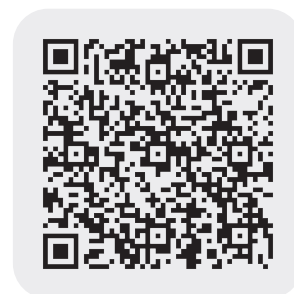
The error message will appear automatically when the entire system is affected by an error. Restart the machine if serious problems appear.

Step 1: Switch off the machine by main switch when restarting the machine

Step 2: Please contact service technician if the machine cannot be started or if you are unable to fix error.

Step 3: 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."



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5.4.1 Error message

Error code	Error description	Possible solutions
E1	Main PCB error	1. Try to restart the machine 2. If error message is still remaining after restarting, please switch off the machine and contact customer service.
E2	Boiler temperature too high	
E3	Steam boiler temperature too high	
E4	Boiler temperature too low	
E5	Steam boiler temperature too low	
E6	Boiler heating too fast	
E7	Steam boiler heating too fast	
E8	Boiler heating too slow	
E9	Steam boiler heating too low	1. Try to restart the machine 2. If error message is still remaining after restarting, please switch off the machine and contact customer service.
E10	Boiler heating error	
E11	Steam boiler heating error	
E12	Water tank detected error	
E13	Water mixing valve error	
E400	Coffee circuit error	
E401	Steam circuit error	
E402	Brew unit error	
E405	Mixer error	
E406	Left powder motor error	
E90	Steam boiler level sensor error	

Sales data

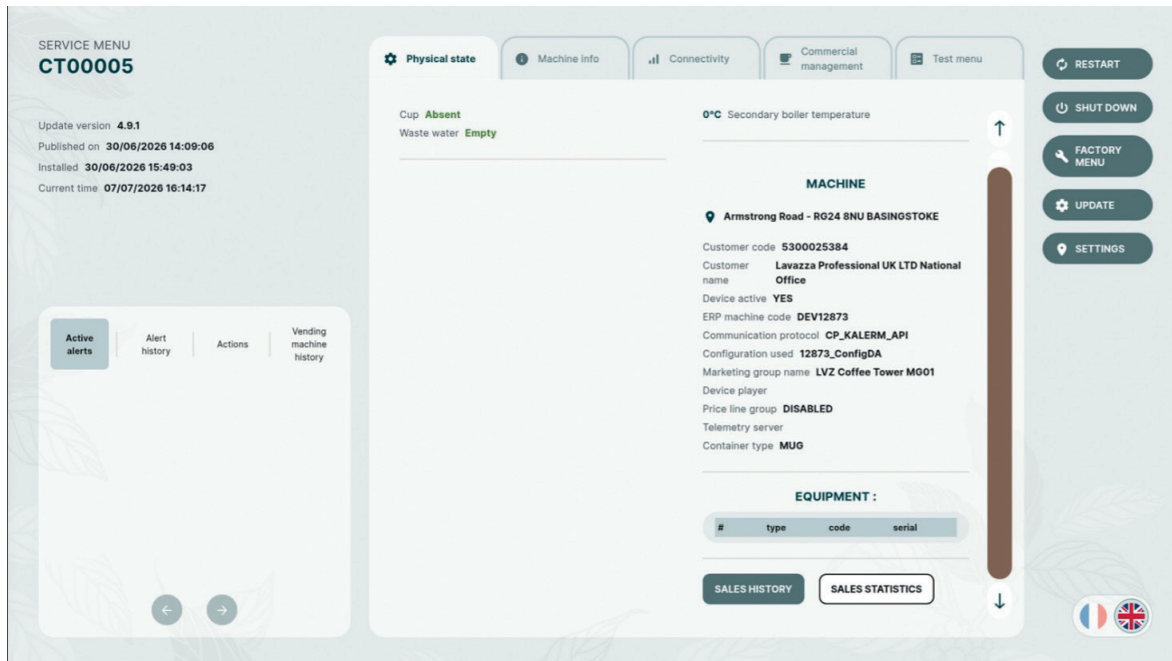


6. Sales data

6.1 Sales data collection

How to collect data from your machine

The Sales Data section can be accessed from the Service Menu and provides two options at the bottom-right page:



Sales History

Displays the machine sales history, including beverage sales records and related operational data.

Sales Statistics

Displays sales volume and sales value for predefined reporting periods. Available periods include:

- Last 24 Hours,
- Last 48 Hours,
- Last 7 Days,
- Last 30 Days
- Last 90 Days.

Data is displayed in a fixed format and cannot be customized.

Health & Safety



7. Health & Safety

7.1 Safety Reminder

Safety During Cleaning & Replenishment

- Always isolate the machine from operation before cleaning or replenishing ingredients.
- Take care around hot surfaces, moving parts and dispensing areas.
- Follow approved hygiene procedures when handling fresh milk, coffee beans, syrups and chocolate products to prevent contamination.
- Clean spillages immediately to avoid slip hazards and ensure all waste containers, milk lines and mixing areas are sanitised regularly.
- Only use approved cleaning chemicals and wear appropriate PPE where required.

7.2 Health & Safety guide

Activity	Control Measures	Recommended Company Actions
Training & Competence	Only personnel trained by a Lavazza On the Move representative or authorised site trainer should operate, clean or replenish the machine.	Arrange refresher training where required, including induction training for new employees and additional coaching following incidents or poor operating practices.
Machine Cleaning	Never leave the machine unattended during cleaning. Restrict access to the area where necessary to protect staff and customers.	Complete a site-specific risk assessment covering safe access and segregation during cleaning activities.
	Use only approved cleaning products recommended for the machine. Unapproved chemicals may damage components or affect drink quality and food safety.	Ensure COSHH assessments and Safety Data Sheets are available and accessible near the machine.
	Staff should be trained in the safe use of cleaning chemicals and approved cleaning procedures.	Refer to your company Health & Safety procedures for chemical handling guidance.
	Suitable PPE, including protective gloves and eye protection, should be worn when handling cleaning chemicals.	Ensure PPE availability and staff compliance.
	If access equipment is required to clean upper machine areas, safe working at height procedures must be followed.	Refer to company working at height assessments and procedures.
	Use a food-safe antibacterial cleaner for external surfaces only. Avoid spraying directly into dispensing nozzles or ingredient outlets.	Ensure operators follow the approved cleaning process detailed within the operator guide.
Slips, Trips & Spillages	Operators should identify and clean spillages immediately and use warning signage where appropriate.	Follow company procedures for managing slips, trips and falls.
Electrical Safety	Ensure hands are dry before switching the machine on or off. Only authorised service engineers should carry out repairs or maintenance.	Ensure all staff know how to report faults promptly to the approved support provider.
Manual Handling	Operators should be trained in the safe handling of coffee beans, chocolate powder, syrups and milk containers during replenishment.	Complete a site-specific manual handling assessment covering all replenishment tasks.
	The machine must remain in its installed position and should never be moved by site staff.	Ensure safe access is maintained around the machine at all times.
	Take care when removing milk containers, as liquid movement can affect stability and increase lifting risk.	Encourage safe lifting techniques and team lifting where required.
Preventing Cuts & Abrasions	Take care when emptying waste containers as sharp objects or broken materials may be present. Avoid compressing waste by hand.	Refer to company waste disposal procedures.
	Use scissors or approved safety cutters when opening ingredient packaging.	Avoid using knives where possible to reduce injury risk.
Burn & Scald Prevention	Only trained personnel should operate or clean the machine.	Refer to company burn prevention procedures and risk assessments.
	Be aware that automatic rinse or milk flush cycles may release hot water or steam. Follow on-screen warnings at all times.	Ensure staff understand machine warning messages and safe operating distances.
Food Safety & Cross Contamination	Keep ingredient hopper lids closed to protect coffee beans and powdered ingredients from contamination.	Provide staff with basic food hygiene training appropriate to their role.
	Do not store excess stock inside the machine. Incorrect storage conditions may reduce product quality.	Maintain suitable stock rotation and storage procedures.
	Always check use-by and best-before dates before replenishing ingredients. Expired products must be disposed of immediately.	Ensure ingredients meet food-safe standards and are used to manufacturer instructions.
	Use approved food-safe sanitising products on machine surfaces only. Avoid spraying directly into dispense areas.	Maintain adequate supplies of paper towels and approved antibacterial cleaner.
	Do not clean or replenish the machine if suffering from sickness or diarrhoea within the previous 48 hours.	Reinforce company illness reporting procedures.
	Wash and sanitise hands thoroughly before cleaning or replenishment activities. Maintain good personal hygiene standards at all times.	Ensure handwashing facilities and sanitising products are available nearby.
	Monitor chilled milk storage temperatures regularly to ensure safe storage conditions are maintained.	Record temperature checks in accordance with company food safety procedures.
	Ensure the surrounding cleaning area, sink and drying space are clean and organised before starting work. Keep items off the floor around the machine.	Maintain a clean working environment to minimise contamination risks.

7.3 COSHH Safety Data Sheets

Location: Development Centre

Risk assessment for: Connecting / Job name: Tower Build

COSHH ASSESSMENT REPORT

Cafetto MFC Blue liquid

THE HAZARD **3** High

THE RISK **0** Minimum

Controls Adopted

Control: None Required

Respiratory Protection Factor: 4

INGREDIENTS	CAS NO	%	8HR OEL	15 MIN OEL
dodecyl dimethylbenzylammonium chloride	139-07-1	1-10	—	—
EDTA tetrasodium salt	64-02-8	1-10	—	—
sodium metasilicate, pentahydrate	10213-79-3	1-10	—	—

Warning - Dangerous in contact with skin and/or eyes

Chemwatch Hazard Ratings

	Min	Max	
Flammability	1		0 = Minimum
Toxicity	2		1 = Low
Body Contact	4		2 = Moderate
Reactivity	1		3 = High
Chronic	2		4 = Extreme

Hazard statement(s):

- Causes severe skin burns and eye damage.
- Contains . May produce an allergic reaction.

Persons Potentially At Risk are:

- Those with eye complaints
- Those with respiratory complaints (such as asthma), skin conditions (such as dermatitis) and eye conditions

PERSONAL PROTECTIVE EQUIPMENT



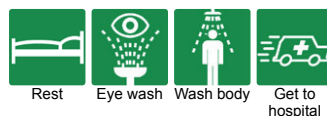
EMERGENCY



HEALTH HAZARDS



FIRST AID



Corrosive



DG
Corrosive
Substance
placard

Precautionary statement(s): Prevention

- Do not breathe mist/vapours/spray.
- Wash all exposed external body areas thoroughly after handling.
- Wear protective gloves, protective clothing, eye protection and face protection.

Precautionary statement(s): Response

- IF SWALLOWED: Rinse mouth. Do NOT induce vomiting.
- IF ON SKIN (or hair): Take off immediately all contaminated clothing. Rinse skin with water [or shower].
- IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
- Immediately call a POISON CENTER/doctor/physician/first aider.
- Wash contaminated clothing before reuse.
- IF INHALED: Remove person to fresh air and keep comfortable for breathing.

OPERATING TEMPERATURE		VOLATILITY/DUSTINESS		SCALE OF USE		FREQUENCY OF USE	
20 C°		medium		millilitres		weekly, <30min	
Code:	N/A	Last Modification:	29/01/2026 14:18:11	Assessed By:	angie.poynter	Approved By:	
Job name:	Tower Build	By User:	angie.poynter	Signed:		Signed:	
Date:	20/01/2026	Version number:	6				
Reassess:	26/01/2029	CW No.:	89-1363				
No. Persons Exposed:	2-5	RA ID:	000238				

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OPERATING PROCEDURE: Lid is removed from a 1 litre bottle. A tube is placed into a container from the fridge & the system daily cleans the fridge lines. Bottle is left in situ behind closed machine door. Bottle is replaced monthly.

COSHH ASSESSMENT REPORT

Chill solid

THE HAZARD 3 High

THE RISK 0 Minimum

Controls Adopted
Control: None Required

Respiratory Protection Factor: 4

INGREDIENTS	CAS NO	%	8HR OEL	15 MIN OEL
sodium carbonate	497-19-8	10-30	—	—
sodium metasilicate, pentahydrate	10213-79-3	<5	—	—
sodium dichloroisocyanurate	2893-78-9	<2.5	—	—
potassium permanganate	7722-64-7	<1	0.2 mg/m3	—

Warning - Dangerous in contact with skin and/or eyes

Chemwatch Hazard Ratings

	Min	Max	
Flammability	0		0 = Minimum
Toxicity	0		1 = Low
Body Contact	3		2 = Moderate
Reactivity	0		3 = High
Chronic	0		4 = Extreme

Hazard statement(s):

- May be corrosive to metals.
- Causes skin irritation.
- Causes serious eye damage.
- May cause respiratory irritation.
- Harmful to aquatic life with long lasting effects.

PERSONAL PROTECTIVE EQUIPMENT

EMERGENCY

HEALTH HAZARDS

FIRST AID

Corrosive Harmful/Irritant

Persons Potentially At Risk are:

- Those with respiratory complaints
- Those with skin conditions including dermatitis
- Those with eye complaints

Precautionary statement(s): Prevention

- Use only outdoors or in a well-ventilated area.
- Wear protective gloves, protective clothing, eye protection and face protection.
- Keep only in original packaging.
- Avoid breathing dust/fumes.
- Avoid release to the environment.
- Wash all exposed external body areas thoroughly after handling.

Precautionary statement(s): Response

- IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
- Immediately call a POISON CENTER/doctor/physician/first aider.
- Absorb spillage to prevent material damage.
- IF ON SKIN: Wash with plenty of water and soap.
- IF INHALED: Remove person to fresh air and keep comfortable for breathing.
- If skin irritation occurs: Get medical advice/attention.
- Take off contaminated clothing and wash it before reuse.

OPERATING TEMPERATURE		VOLATILITY/DUSTINESS	SCALE OF USE	FREQUENCY OF USE
20 C°		powder	grams	weekly, <30min
Code:	N/A	Last Modification:	30/03/2027 15:25:21	Assessed By: angie.poynter
Job name:	Cleaning syrup stations & lines	By User:	angie.poynter	Approved By:
Date:	30/03/2026	Version number:	2	Signed:
Reassess:	30/03/2027	CW No.:	6566766	
No. Persons Exposed:	2	RA ID:	000271	

OPERATING PROCEDURE: 2 scoops are added to 1 litre of warm water to form a pink solution. This is left in the machine for 2 minutes.

COSHH ASSESSMENT REPORT

E29 Espresso Machine Cleaning Tablets *solid*

THE HAZARD **3** High

THE RISK **0** Minimum

Controls Adopted

Control: None Required

Respiratory Protection Factor: 4

INGREDIENTS	CAS NO	%	8HR OEL	15 MIN OEL
sodium percarbonate	15630-89-4	10-30	—	—
tartaric acid	87-69-4	10-30	—	—
sodium lauryl sulfate	151-21-3	1-10	—	—

Warning - Dangerous in contact with skin and/or eyes

Chemwatch Hazard Ratings

	Min	Max	
Flammability	0		
Toxicity	0		0 = Minimum
Body Contact	3		1 = Low
Reactivity	0		2 = Moderate
Chronic	0		3 = High
			4 = Extreme

Hazard statement(s):

- Causes serious eye damage.

Persons Potentially At Risk are:

- Those with eye complaints

PERSONAL PROTECTIVE EQUIPMENT



EMERGENCY

HEALTH HAZARDS FIRST AID



Serious Eye damage



Corrosive

Precautionary statement(s): Prevention

- Wear protective gloves, protective clothing, eye protection and face protection.

Precautionary statement(s): Response

- IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
- Immediately call a POISON CENTER/doctor/physician/first aider.

OPERATING TEMPERATURE		VOLATILITY/DUSTINESS		SCALE OF USE	FREQUENCY OF USE
20 C°		powder		grams	monthly, <30min
Code:	N/A	Last Modification:	29/01/2026 08:13:45	Assessed By:	Approved By:
Job name:	Tower Build	By User:	angie.poynter	Signed:	Signed:
Date:	29/01/2026	Version number:	1		
Reassess:	29/01/2029	CW No.:	6837-888		
No. Persons Exposed:	2-5	RA ID:	5f99c2e0-4cd7-4385-9ff9-9be179ee882b		

OPERATING PROCEDURE: Tablets are poured every 30 days into a hopper. 1 ball is automatically dispensed to clean coffee machines

COSHH ASSESSMENT REPORT

MFC Green liquid

THE HAZARD **1** Low

THE RISK **0** Minimum

Controls Adopted

Control: None Required

Respiratory Protection Factor: 0

INGREDIENTS	CAS NO	%	8HR OEL	15 MIN OEL
citric acid	77-92-9	10-30	—	—
tartaric acid	87-69-4	1-10	—	—
Anionic surfactants		<1	—	—

Warning - Dangerous in contact with skin and/or eyes

Chemwatch Hazard Ratings

	Min	Max
Flammability	0	
Toxicity	0	
Body Contact	2	
Reactivity	0	
Chronic	0	

0 = Minimum
1 = Low
2 = Moderate
3 = High
4 = Extreme

Hazard statement(s):

- Causes skin irritation.
- Causes serious eye irritation.

Persons Potentially At Risk are:

- Those with skin conditions including dermatitis
- Those with eye complaints

PERSONAL PROTECTIVE EQUIPMENT



EMERGENCY

HEALTH HAZARDS



FIRST AID



Harmful/Irritant

Precautionary statement(s): Prevention

- Wear protective gloves/protective clothing/eye protection/face protection/hearing protection.
- Wash ... thoroughly after handling.

Precautionary statement(s): Response

- Take off contaminated clothing and wash it before reuse.
- If eye irritation persists: Get medical advice/attention.
- If skin irritation occurs: Get medical advice/attention.
- IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
- IF ON SKIN: Wash with plenty of water/...

OPERATING TEMPERATURE		VOLATILITY/DUSTINESS		SCALE OF USE	FREQUENCY OF USE
20 C°		medium		millilitres	weekly, <30min
Code:	N/A	Last Modification: 29/01/2026 14:18:48		Assessed By:	Approved By:
Job name:	Tower Build	By User: angie.poynter		Signed:	Signed:
Date:	29/01/2026	Version number: 2			
Reassess:	29/01/2029	CW No.: 89-1371			
No. Persons Exposed:	2-5	RA ID: 000252			

OPERATING PROCEDURE: Lid is removed from a 1 litre bottle. A tube is placed into a container from the fridge & the system daily cleans the fridge lines. Bottle is left in situ behind closed machine door. Bottle is replaced monthly.

COSHH ASSESSMENT REPORT

Renew Descaler *solid*

THE HAZARD **1** Low

THE RISK **0** Minimum

Controls Adopted

Control: None Required

Respiratory Protection Factor: 0

INGREDIENTS	CAS NO	%	8HR OEL	15 MIN OEL
citric acid	77-92-9	>60	—	—
tartaric acid	87-69-4	1-10	—	—

Warning - Dangerous in contact with skin and/or eyes

Chemwatch Hazard Ratings

	Min	Max	
Flammability	0		0 = Minimum
Toxicity	0		1 = Low
Body Contact	2		2 = Moderate
Reactivity	0		3 = High
Chronic	0		4 = Extreme

Hazard statement(s):

- Causes serious eye irritation.

Persons Potentially At Risk are:

- Those with eye complaints

Respirator is always a last resort!

PERSONAL PROTECTIVE EQUIPMENT



EMERGENCY

HEALTH HAZARDS FIRST AID



Precautionary statement(s): Prevention

- Wear protective gloves, protective clothing, eye protection and face protection.
- Wash all exposed external body areas thoroughly after handling.

Precautionary statement(s): Response

- IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.
- If eye irritation persists: Get medical advice/attention.

OPERATING TEMPERATURE		VOLATILITY/DUSTINESS	SCALE OF USE	FREQUENCY OF USE
20 C°		powder	grams	weekly, <30min
Code:	N/A	Last Modification:	21/05/2027 13:25:06	Assessed By: angie.poynter
Job name:	Descaling coffee machines & syrup lines	By User:	angie.poynter	Approved By:
Date:	21/05/2026	Version number:	3	Signed:
Reassess:	21/05/2027	CW No.:	3457-781	
No. Persons Exposed: >10		RA ID:	000273	

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OPERATING PROCEDURE: 8x 25g sachets dispensed into cleaning vessel, attached to machine and then put through an automatic cycle. The powder is diluted with water during the cycle.

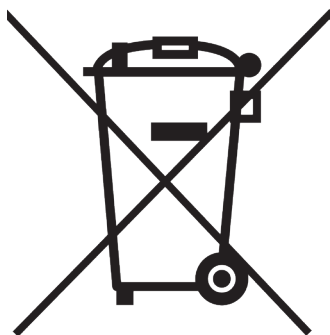
7.4 Refrigerant warnings



Note: The milk cooler unit in this product contains R600a gas and cyclopentane. Service must only be carried out by suitably qualified refrigeration engineer. The unit should be isolated from the electricity supply before removal of covers. Do not damage the refrigerant circuit. Ventilation openings must be clear of obstructions. Where electrical components are replaced, the new components must be of the same type.

WARNING: When positioning the appliance, ensure the supply cord is not trapped or damaged.

WARNING: Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.



Protect the environment and recycle reasonably!

This product uses R600a refrigerant and cyclopentane. Do not discard the equipment as garbage.

Please use separate recycling facilities.

Contact your local government for information on available recycling systems.

If the equipment is discarded at will, harmful substances may pollute the environment.

Training Record



8. Training Record

I have read and understood all sections of the LAVAZZA On The Move Machine Coffee Operator Manual. I have received training from a LAVAZZA On The Move Machine Coffee Representative or LAVAZZA On The Move Machine Ambassador on the following:

- Drinks
- Cleaning
- Replenishment
- Stock Management

- Trouble Shooting
- Sales Data
- Health and Safety
- Material Safety Data Sheets (COSHH) and Allergen Information

It is the responsibility of both the Site Manager and the individual signing this Training Record to ensure that they have read and understood the LAVAZZA On The Move Machine Coffee Operator Manual and received Training from a LAVAZZA On The Move Machine Coffee Representative or LAVAZZA On The Move Machine Ambassador.

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Decommissioning



9. Decommissioning

9.1 Preparing for decommissioning

Step 1: Clean the machine by using all cleaning and rinsing function.

Step 2: Cleaning after emptying bean hopper and powder hopper.

Step 3: Clean beverage spout and milk pipe manually.

Step 4: Clean brew unit manually (Technician only).

Step 5: Clean mixer manually.

Step 6: Clean drip tray and grounds container etc.

9.2 Short-term decommissioning (within one month)

Step 1: Empty coffee circuit (Have your coffee machine drained by your service technician).

Step 2: Disconnect the machine from the power supply.

Step 3: Shut off the water supply.

Step 4: Switch off the add-on units.

Step 5: Clean mixer manually.

9.3 Long-term decommissioning (over one month)

Some components may no longer function as they should if they have been stored or unused for long periods

Coffee machine must be maintained, installed, and cleaned before preparing any drinks.

Step 1: Have your coffee machine drained by your service technician.

Step 2: Remedial maintenance may be required when commissioning the machine again if it has been stored in excess of 6 months. Please contact service personnel for support.

Daily Compliance



Product Traceability

Product traceability ensures that all products available in the machine are in date and fit for purpose.

INGREDIENTS TO BE LOGGED				
				
COFFEE BEANS	HOT CHOCOLATE POWDER	SUGAR / SWEETENER	TEA BAG	FLAVOURED SYRUP

When a new box of ambient stock is opened, the use by/best before date must be recorded in the table below.

PRODUCT	I OPENED THE BOX ON	USE BY/BEST BEFORE DATE
Example - <i>Coffee Beans</i>	dd/mm/yyyy	dd/mm/yyyy

Daily / Weekly Compliance Log

Date:



MILK USAGE RECORDS

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Quantity							
Use By Date							
AM Time							
Quantity							
Use By Date							
PM Time							



FRIDGE TEMPERATURE RECORDS

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
AM Temperature Check							
AM Time							
Initials							
PM Temperature Check							
PM Time							
Initials							



MACHINE & MILK CLEANING

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Time Cleaning Completed							
Initials							
Cups Per Day							

WEEKLY SYRUP CLEAN

Date:

Initials:

WEEKLY COMPLIANCE LOG

Ensure all the above records have been fully completed.



END OF WEEK SIGN OFF

This section must be completed by an on duty supervisor and/or manager

I confirm that the below statements are met.		
The team completing the cleaning cycle & maintaining the Lavazza On The Move machine are competent & fully trained.	The Lavazza On The Move machine adheres to all Health & Safety requirements.	
Name:	Date:	Signature:

LAVAZZA

PROFESSIONAL



**Scan QR code to see
more machine information**

To learn more about the
Lavazza Professional
Vending Machine Range
& Drinks Products

Call **0330 127 0694**
email **uk.customerservice@lavazzapro.com**
or visit **www.lavazzapro.co.uk**