



Promesso User manual

Version 1.4 - December 2020



Introduction

The Promesso is a two bag-in-box (bib) hot/cold beverage dispenser designed to serve premium coffee and milk based drinks (like cappuccino, latte macchiato, etc.), with maximized convenience, hygiene, and variety.

The dispenser contains two chilled bag-in-box packs (bib) with concentrated ingredients; optionally two 1.4 liter coffee bib's or one coffee bib and one concentrated milk bib (available in 0.75 liter /1.4 liter size).

It offers capacity and variety in a wide range of situations; from household-like environments, e.g. staff kitchens in shops, offices, and other small businesses, or for use by guests at bed and breakfast/hotel establishments in hospitality and health & care centres.

Product manufactured by Bravilor Bonamat BV for:

Jacobs Douwe Egberts
P.O. Box 1753, 1000 BT Amsterdam
The Netherlands

This document contains the original user instructions applicable to the Promesso coffee machine.

(PRMSS-001/PRMSS-002/PRMSS-003/PRMSS-004/PRMSS005)

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1. SAFETY

GENERAL

IMPORTANT. Operation, filling and cleaning of the dispenser must be restricted to authorized and trained persons. Take care that new staff reads the operator manual before they operate the dispenser and understand the safety and hygiene aspects.

- This device can be used by children aged 8 years and above, and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been supervised or given instructions concerning the safe use of the device and understood the resulting risks.
- Children are not allowed to play with this device. Cleaning and user maintenance should not be carried out by children without supervision.
- Installation, relocation (fixed water version), service and programming of the dispenser is restricted to authorized service technicians. The service area is restricted to persons having knowledge and practical experience of the appliance, in particular as far as safety and hygiene are concerned.

CAUTION. The products delivered by the dispenser are very hot! In order to prevent scalds, keep your hands and other parts of the body away from the delivery area before pressing a delivery button.

WARNING. Never touch the power supply or power supply plug when your hands or the power cord or plug are wet. If the power cord of the dispenser is damaged, switch off the dispenser and contact your system supplier for replacement.

INSTALLATION / PLACEMENT

- Shield the dispenser from running water, splashes, spray or steam, heat or heavy dust.
- The dispenser is designed for indoor installation on a stable horizontal surface such as a table or a counter.
- The A-weighted sound level of the machine is less than 70 dB.
- The dispenser is designed for operation between 5 °C ~ 32 °C at a relative humidity of 10 % ~ < 90 % (non condensing).
- Shield the dispenser from direct sunlight, frost and rain/water jet.
- Make sure that there is sufficient space around the dispenser for ventilation, and front/back sides are accessible for service.
- Only use water hoses and connections in compliance with EN61770. (models with fixed water connection)
- Connect the dispenser to the drinking water line in compliance with local regulations. In case of cold drink options, test the quality of the water supply to ensure delivery of safe cold drinks according to local regulations. (models with fixed water connection)
- When connected to a wall outlet power supply, use a grounded safety plug socket in compliance with local regulations. Ensure that the electric circuit is secured by means of a fault current safety switch and that the power supply plug remains accessible after installation.

CLEANING

- For cleaning use a milk system cleaning agent, use the prescribed cleaning tablets.
- Perform the descaling procedure with sulfamic acid based descaling agents. The descaling procedure of this dispenser is optimized for Renegite Decalc.(TM) Always read the instructions prior to usage and apply personal protection.
- **Always stay with the dispenser during the cleaning or descaling procedure as descaling/cleaning agents are being used and hot very water flows out in the process.**

The following safety related symbols are used in this user manual:



Use safety goggles / glasses



Use protective gloves



Hot surface / liquid

2. HYGIENE AND PACK HANDLING



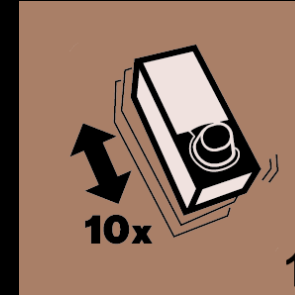
Always observe basic and personal hygiene:
Wash hands before handling ingredients.



- Use only food-grade cleaning agents for the coffee dispenser.
- Clean the dispenser exterior parts with a clean, damp cloth.
- Do not use any aggressive or abrasive cleaning agents.
- Never use a water hose or a high pressure jet for cleaning of the machine exterior.

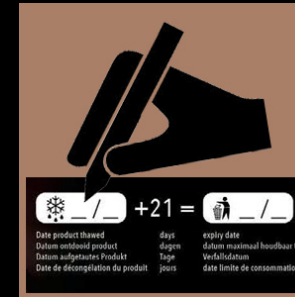


If your coffee machine features a water tank:
if the machine is not often used, refresh the water inside the tank before operation with fresh drinking water.



1. Shake the pack at least 10 times.

Ensure that the pack is completely thawed. The coffee quality will be affected when the coffee is still partly frozen.



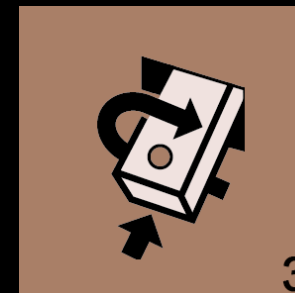
NOTE

Write dates (thawing and expiration date) in the designated fields on the pack.



2. Pull the perforated strip from the pack and remove the protective cap.

- Do not touch the doser (= the transparent outlet of the product pack) for optimal hygiene.
- After placement in the machine the doser tip will be flushed with very hot water for hygienic reasons.



3. Reverse the pack with the doser downwards.

- Open the machine door.
- Place the pack in the machine and lift the orange handle to lock the pack in place

3. INGREDIENT PACK (RE)PLACEMENT

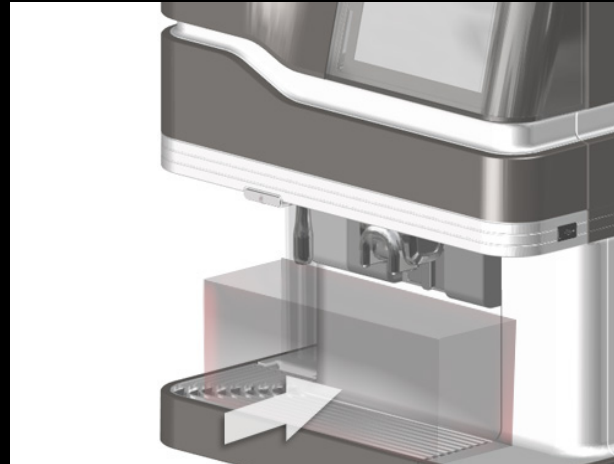


The empty pack icon appears in the display indicating that a product pack is empty or not present.

Depending on the product pack a different icon is shown;

1. The milk pack is empty
2. Both packs are empty (no products can be dispensed)
3. The coffee pack is empty.

Click on an icon for more information as shown in the illustration



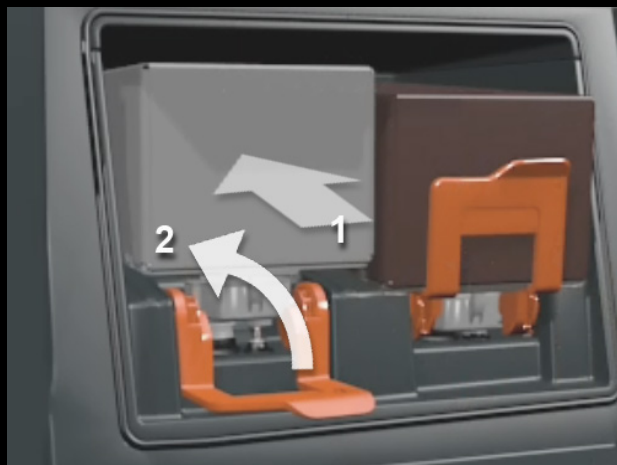
1. Place the included container under the coffee outlet.
- The dispenser requires flushing after a product pack has been replaced.



2. Open the door.



3. Remove the ingredient pack.
- Move the orange pack retaining lever down (1).
 - Lift the pack upwards and take the empty pack(s) out of the cooling compartment (2).



4. Install a new pack. Handling instructions are printed on the carton. (see also page 5)

- Place the pack and press it down.
- Move the orange lever up.
- Close the machine door.



5 Press the icon to start flush. The milk and coffee lines are now flushed with very hot water. (duration = approx. 1 minutes)

Remark : The machine prompts for cleaning when the packs are placed for the first time after installation.



- Empty the container after completion of the flushing procedure.
- The machine is now ready to use.

WARNING : VERY HOT WATER

4. DAILY OPERATION



4.1 BREWING COFFEE

- Place your cup on the tray beneath the coffee outlet
- You can move the coffee outlet up /down depending on the size of your cup or mug.
NOTE : Move the outlet just above your cup for the best result.
- Select one of the user mode tabs in the display (right hand side) of your screen.

NOTE

You can remove or add user modes in the operator programming mode.

Language selection

The machine can feature multiple languages. Press the globe-icon in the upper left corner (1) and select the language of your choice. (Languages shown here can be set in the operator mode)

DRINKS: Deliver drinks from a predefined selection

- Press on the predefined available drinks shown in the display.
- The drink is highlighted and shows a **start** button. Press the button to start brewing.
- Press the **stop** button (shown in the display) to cancel delivery.

NOTE

You can program the settings of the various drinks in the operator programming mode.

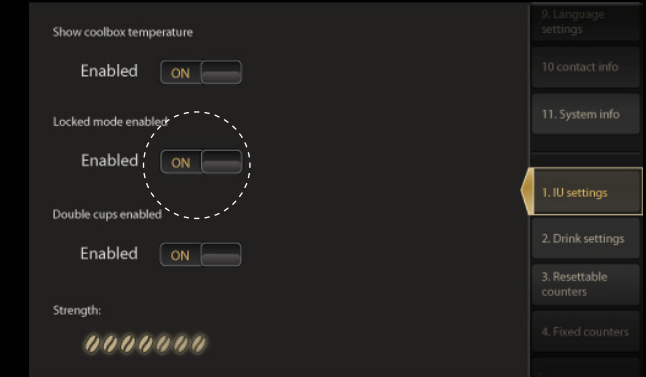
MAKE YOUR OWN: Customize your drink

- Slide to select the drink that you want to start with.

- Select the cup size; small, medium or large (1)
- Select a single or double drink delivery (2)

The drink is shown with a marker (button):

- Slide the button to the left for milder coffee or to the right for stronger coffee. The number of beans in the upper right corner will also increase/decrease accordingly. (3)
- (it is also possible by selecting more or less beans in the upper right corner of the screen)
- For milk based drinks : slide the button up or down to change the amount of milk in your drink. (4)
- Press the **start** button to start brewing.
- Press the **stop** button (shown in the display) to cancel delivery.



USERS:

Delivery of a drink that you have previously stored

- Scroll the list to select your profile name
- Enter the password if you have set one.

The display shows the drink that you have selected for that specific period of the day.

It is possible to change the drink(s) that you have previously selected:
(See 4.3: How to edit / add a drink to my profile)

- Press start to **start** delivery.
- Press the **stop** button (shown in the display) to cancel delivery.

4.2 HOW TO LOCK MACHINE ACCESS

It is possible to lock access / block drink delivery for non-authorized persons. (a lock icon is visible in the left hand side of the display)

The dispenser can in the lock mode only be used by inserting the 'nurse' USB key.
When the key is removed, the dispenser is once more locked.

To activate the lock mode:

- Insert the operator USB key.

- Scroll down in the **UI settings** menu to enable the lock mode
- Slide the button to ON.
- Remove the operator key. The lock mode is now active.

To de-activate the lock mode:

- Insert the operator USB key.
- Scroll down in the UI settings menu to the item 'lock mode enabled'.
- Slide the button to OFF. The lock mode is disabled when the operator key is removed.



4.3 USER PROFILES CREATION AND EDITING

This procedure shows you how to create a profile.

NOTE

User profiles can be deleted in the operator programming mode.

1. Press the users tab
2. Press the add person icon



3. Enter your name and enter a password if desired (optional step)

- Press 'done'

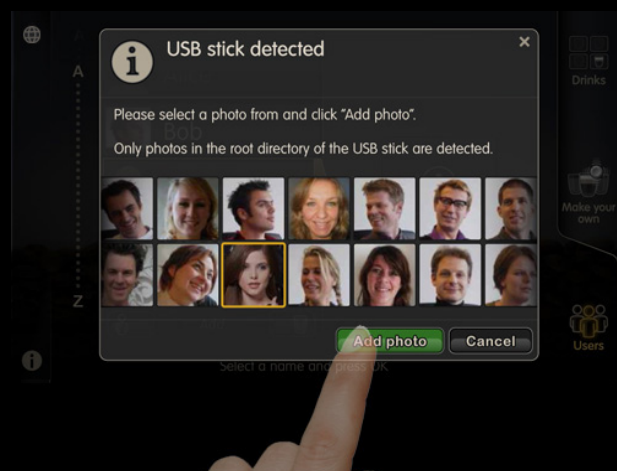


The display shows an **add photo** field.

4. Press the field to proceed or click on the name in the list or done to skip.

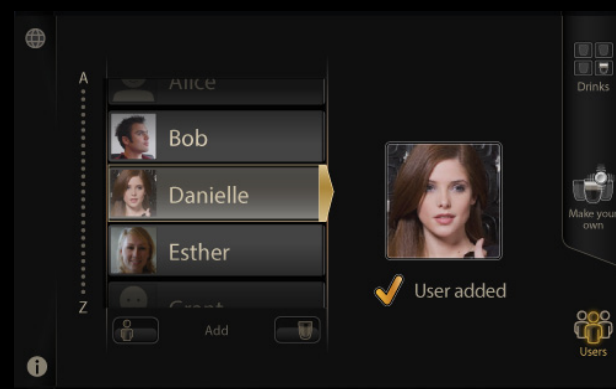


5. Insert a USB stick with the intended image (you will be prompted to insert a USB key if not already present)



6. Select the image stored on the USB key.

- The image must be stored in the root of the USB key, sub-folders are not read.
- The following image extensions can be used : BMP, JPG,PNG.



Your profile has been created.



How to add a (customized) drink to a profile:

- Select your profile name in the list (you have to enter the passcode if you have set one)
- Press the add drink icon.



- Select the drink of your choice and customize it if necessary.



The display shows a timeline in which you can insert up to 3 drinks of your choice in 3 time slots over 1 day.

- You can move the markers in the timeline to change the start- and stop-times of these time slots. (in steps of 0,5 hr)



- Drag and drop the drink onto the timeline in the time slot of your choice.



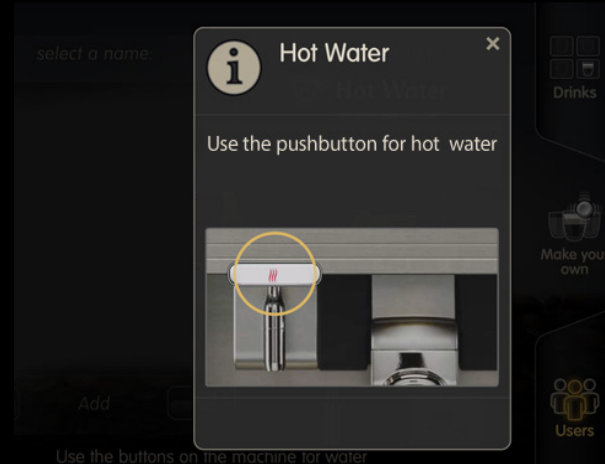
- Press **done** to close the screen or **add more** to select another drink.

If you select another drink, you can drag and drop the drink in another time slot, or a time slot for which you already selected a drink. It will replace that drink.



When you access your profile you will see your drink of choice for that particular time of the day.

- Press start to deliver this drink. You can also choose to select another drink in one of the other drink modes.)



4.4 DISPENSING A CUP OF HOT WATER

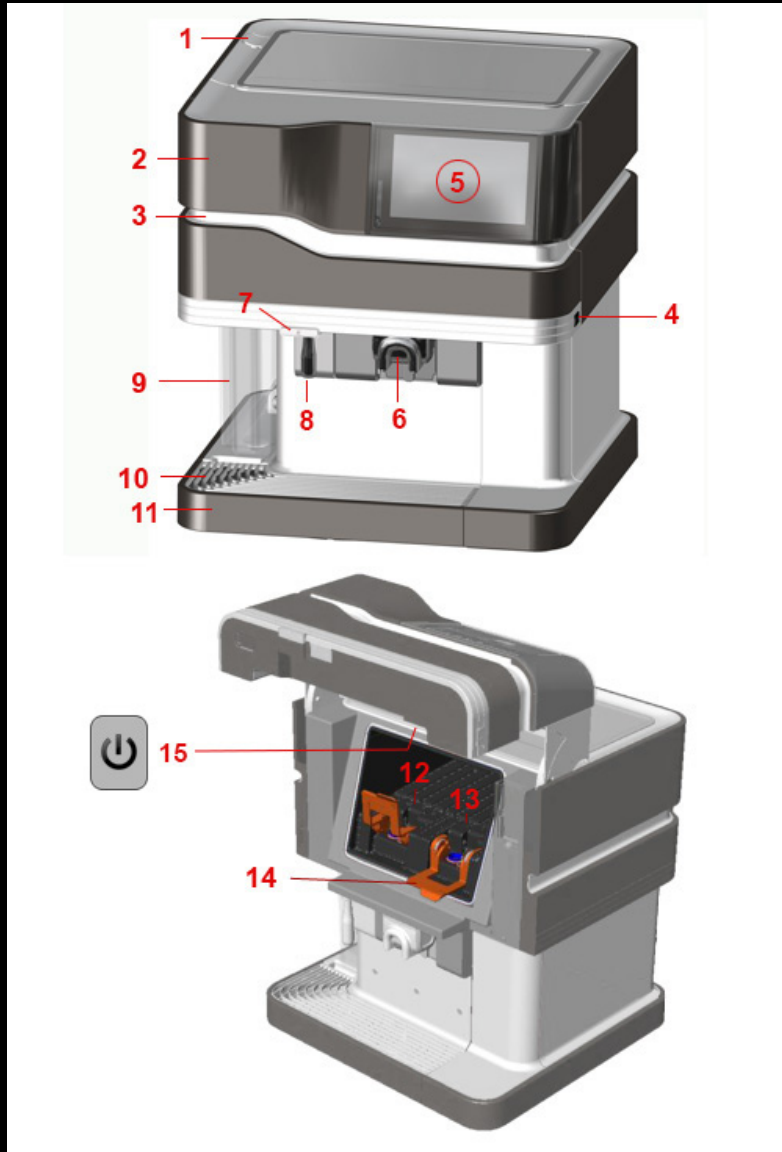
- Place your cup beneath the hot water outlet and press the hot water button.
- Depending on the drink setting hot water is dispensed as long as you press the button (free flow), or a fixed amount of hot water is dispensed (portion control).

Notes

- The dispensing mode (free flow / portion control) and desired amount of water for portion control can be set in the operator mode in drink settings.
(the default setting is free flow)

When you select hot water the display will show you instructions as how to dispense hot water.

5. PART OVERVIEW DESCRIPTION



1. Cover for descaling agent
2. Machine door
3. LED bar
4. USB port
5. Touch display
6. Coffee/milk drinks outlet
7. Hot water button
8. Hot water outlet
9. Water tank (only on models with removable watertank)
10. Cup grid
11. Cup tray
12. Product pack - milk
13. Product pack - coffee
14. Pack retaining lever
15. On/ Stand-by button

6. USER PROGRAMMING



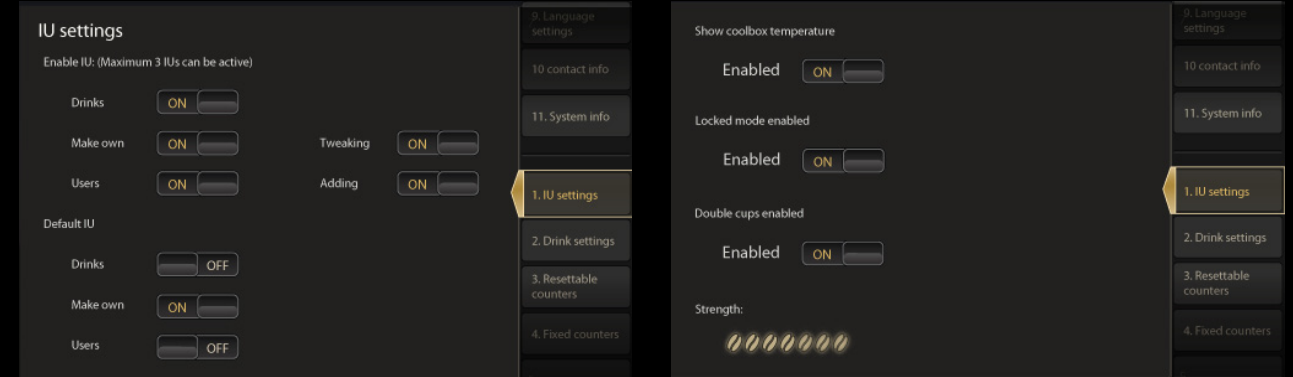
The dispenser has an operator menu in which you can change machine settings and functions (NOTE: some functions or settings can be enabled/disabled in this menu by a service technician)

Access and basic operation

- To access the operator programming mode, insert the included operator USB key;
- Browse the list to select the desired sub-menu / items.
- Changes are saved when you remove the USB key.

The following sub-menus are available;

1. User interface (UI) settings (enable/disable drink modes)
2. Drink settings (adjust volume and strength)
3. Resettable counters
4. Fixed counters
5. Machine settings (change LED bar color / start descaling or cleaning)
6. Date/time
7. Cleaning day
8. ECO settings (energy save mode)
9. Language settings
10. Contact info (enter operator name and phone number)
11. System info

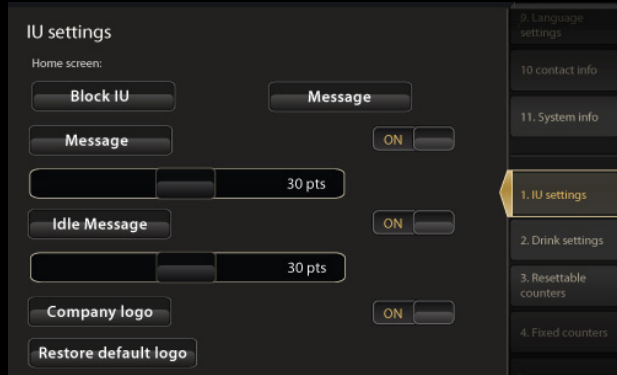


1. UI settings

This menu allows you to :

- enable / disable the drink modes; drinks / make own / users (Enable UI)
- enable / disable the possibility to tweak the drink (make own mode)
- enable / disable the possibility to add user profiles (users mode)
- enable / disable highlight for drink modes in the start screen

- Use your finger to scroll down. The following settings will be shown in the screen:
- Show cooling box temperature (Show the actual cooling temperature in the display of the machine)
- Locked mode enabled
- Double cups enabled (The user can also select double drinks delivery)
- Strength (the user can change the coffee strength by selecting more or less coffee bean icons in the upper right corner of the screen - you can set here the default)



Use your finger to scroll further down.
The following settings will be shown in the screen:

- Home screen:
 - Block the display (a service icon is shown) and enter a service message, if desired.
 - Home message (Click to enter a text line) This text is shown in the home screen.
 - Idle message (Click to enter a text line). This text line is shown in the stand-by /or ECO mode.

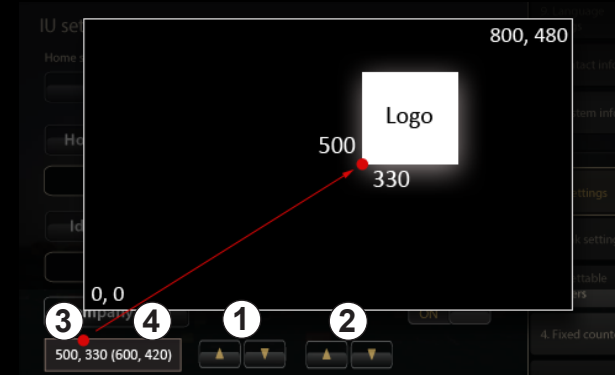
NOTE When creating a home or idle message; Press [shift] in the text pad to enter multiple text lines, special characters or capital letters.

To enter multiple text lines: Press [enter] and a '¶' symbol is inserted. All text after this symbol is placed on a new line.



Use your finger to scroll further down.
The following settings will be shown in the screen:

- Company logo On/off: Select to show or hide a logo in the display; Click on the button to upload an image from USB.
- Restore default logo: Reload the (Promesso) brand logo
- Company logo positioning box / keys. Change the logo image position with the up/down arrows. (relative to the lower left corner of the screen)
- Brand logo on/off: Select to show or hide the (Promesso) brand logo in the display.



About logo image handling:

After uploading your logo image you can place it in any position in the display with the up/down keys.

NOTE The display measures 800 x 480 pixels. For practical reasons it is not recommended to upload an image with a larger pixel size.

1. With the left keys you can set move the logo from left to right (0 = left / 800 = right)
2. With the left keys you can set move the logo from bottom to top (0 = bottom / 480 = top)
3. The logo position is shown in the box. The first digits indicate the position of the lower left corner of your logo.
4. The digits between brackets show the position of the upper right corner of your logo.



Use your finger to scroll further down.
The following settings will be shown in the screen:

- Sounds: Select which sounds/chimes must be audible
- Backlight intensity setting
- Delete users : You can delete all or specific user profiles.
 - Use the up/down keys to select the profile and press delete user to remove the user profile.

2. Drink settings

This menu contains a list of standard drinks. For each drink the coffee strength and volume (small medium and large pre-selection) can be adjusted by means of sliders.

- Coffee strength range : -10% to +20%
- Volume (small) range : Off, 50 to 150 ml
- Volume (medium) range : 62 to 187 ml
- Volume (large) range : Off, 100 to 300 ml

3. Resettable counters

This menu contains a list of counters per available drinks. The counter of a specific drink is shown for small, medium and large. The total numbers are shown in the bottom of the screen.

If you want to reset specific drinks :

- Press the tick box to select, scroll to the bottom of the screen.
- Press the [selected] button to reset the counter to '0'
- Press the [all] button to rest all counters.

4. Fixed counters

This menu shows the total throughput counter in liters;

- It is possible to enter a number of liters after which the machine is blocked (Exceed volume).
- It also allows you to enable/disable the dispenser block and/or to reset the block

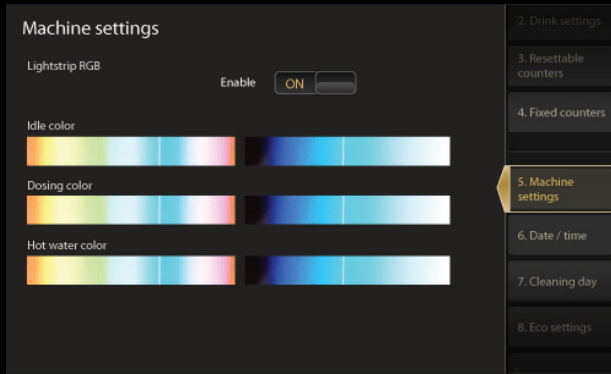
5. Machine settings

In this menu you can manually start:

- The descaling procedure, the cleaning procedure and flushing procedure
- You can in this menu enable (ON) the 'almost empty' warnings (for coffee).

With the slider you can set two remaining volume settings

Volume setting 1 (pack 2/3 empty message)
Volume setting 2 (pack is almost empty message)

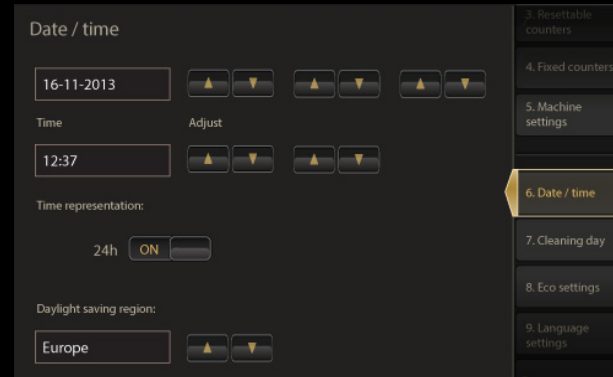


You can also set/change here the color of the illuminated bar that runs along the door cover. (Lightstrip RGB).

- Select a color in the left bar. In the right bar you can set the color brightness. The change of color is directly applied.

You can set a color for 3 situations: idle, dosing (coffee is being delivered), hot water and cold water.

When you scroll further down you can also press the button 'Descale' to manually start the descaling procedure. (See also page 29)



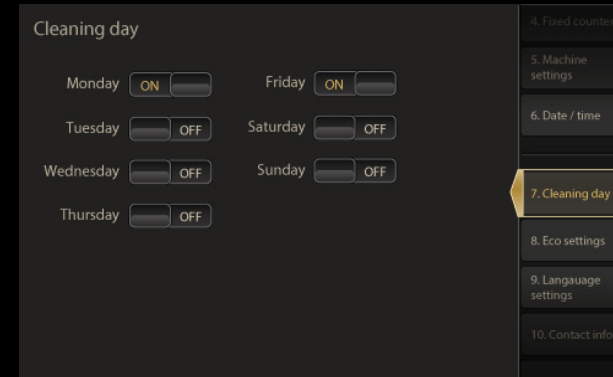
6. Date /time

This menu allows you to change:

- The date and time setting.
- The time representation (24hours) ON/OFF, for example : ON = 16:31 / OFF = 4:31 PM

You can also select the daylight setting region;

- Press the up/down keys to select the larger area
- Select the capital/city/country of choice. The daylight saving time will automatically shift on the correct day and time.

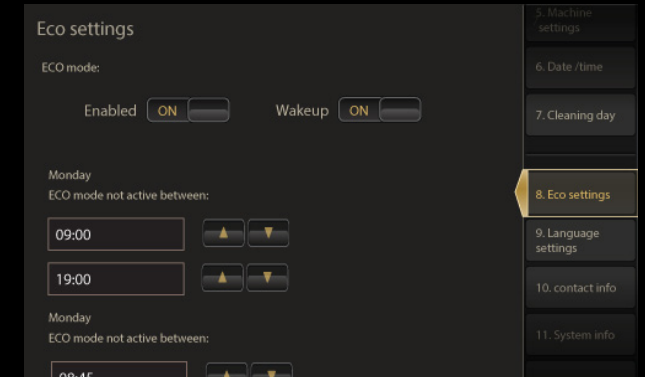


7. Cleaning day

For each day of the week you can enable or disable the mandatory cleaning procedure.

Note

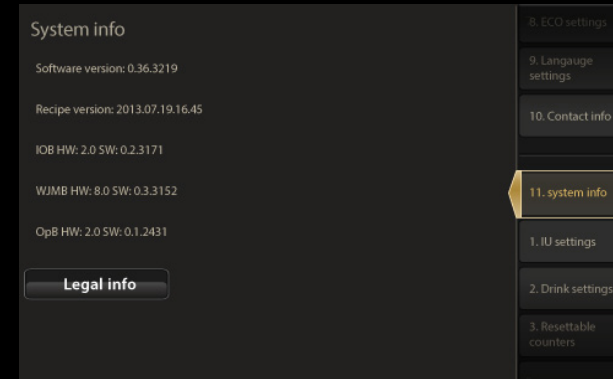
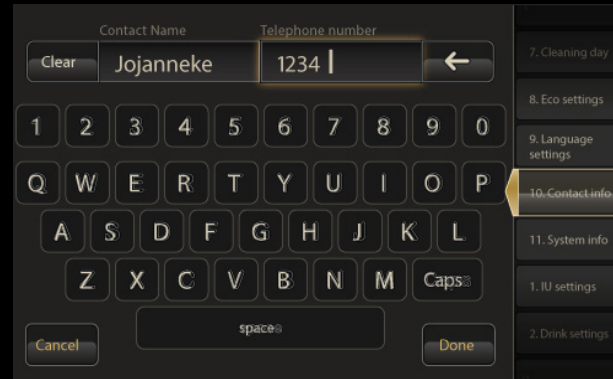
If no day is selected, the machine will prompt for cleaning 7 days after the last cleaning procedure has been executed.



8. ECO settings

The ECO menu allows you enable/disable an energy save mode and change the time settings of the mode

- You can enter for each day of the week the start and end time of the period in which the energy save mode is not active, i.e. the period of normal use.
- You can disable/enable the **'Wake-up'** function: when activated it allows the ECO mode to be interrupted to deliver a drink. The machine will thereafter return to the ECO mode after a preset amount of time. (standard = 30 minutes)



9. Language settings

- Select the language(s) that you want to appear in the display.
 - The first language in the list will become the default language.
 - The languages appear in the display in the order that you enter them here.
- **Please note** that also various languages can be selected for the operator mode. Scroll down to [operator mode] and select the language of your choice.

10. Contact info

In this menu you can enter the operator name and phone number. This name and number is shown as the contact person in user information messages.

11. System info

This screen shows the current software versions.

Legal info shows applicable legal/copyright notices.

7. CLEANING



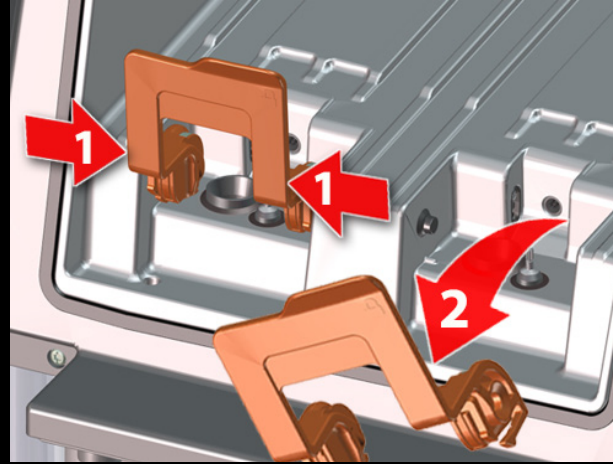
7.1 ABOUT CLEANING

To ensure maximum hygiene and drink quality it is recommended to check and clean a few specific items on a daily basis.

In addition the dispenser features automatic cleaning procedures to ensure a high hygiene standard:

- **Cleaning** : full cleaning procedure at least once per week (approx. 7 minutes)
- **Flushing** : rinsing the tip of the doser and outlet with hot water of the when placing a new pack (approx. 1 minutes)
- **Clean-shot** : a small shot of hot water to flush the outlet 30 minutes after the last milk drink (approx. 6 seconds)

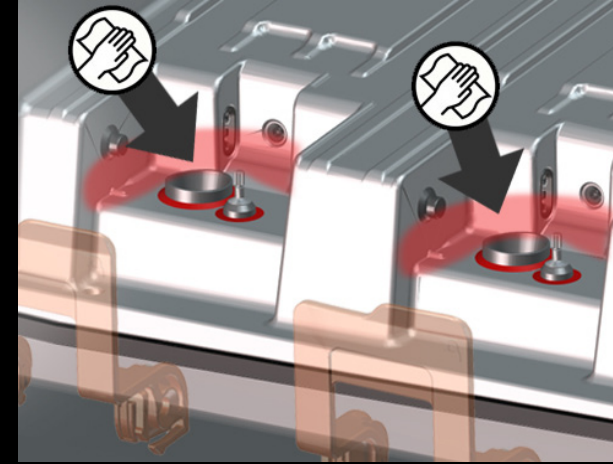
The steps that you have to perform are shown in the machine display.



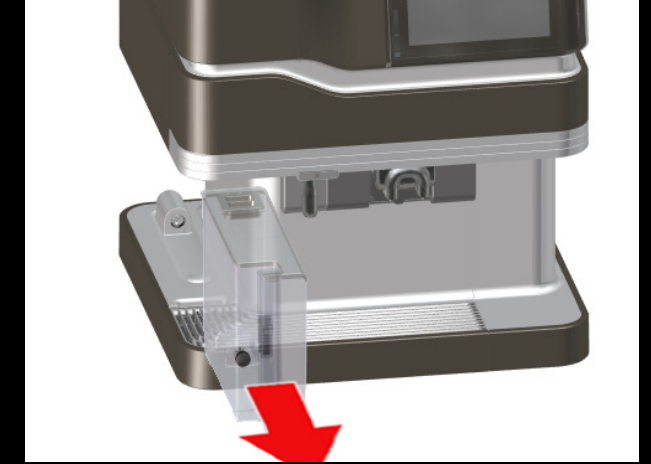
7.2 CLEANING OF THE COOLING BOX INTERIOR

It may sometimes be necessary to remove the levers as shown above to reach areas inside the cooling box for cleaning;

1. press both sides of the lever inwards to release the part.
2. you can now take the lever out.



Should ingredient (coffee, milk) leak or get spilled inside the cooling box: Clean the indicated areas thoroughly.



7.3 CLEANING OF THE WATER TANK INTERIOR / LID (water tank versions only)

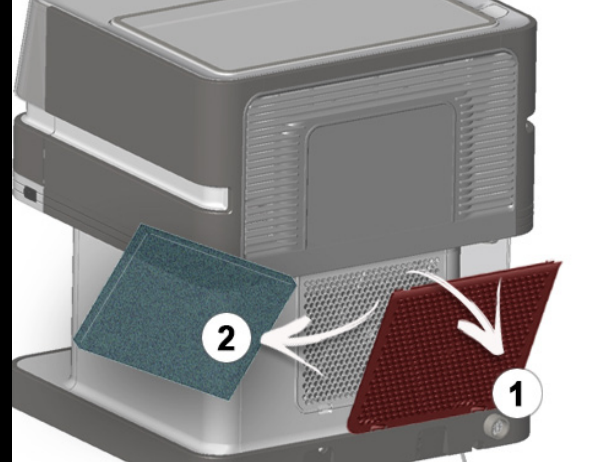
Clean the inside of the water tank periodically.

- Take out the water tank.



- Clean the inside of the tank and the lid of the tank with a (dish) brush and (dish washing cleaning agent).

NOTE Rinse the tank thoroughly after cleaning. If the cleaning agent is not fully rinsed out, it may affect the quality of the drinks negatively.



7.4 PERIODICAL USER MAINTENANCE

Clean the cooling filter (2) located at the machine rear side periodically. (once every 3 months) or at shorter intervals if the machine is installed in a dusty environment.

- Remove the cooling cover.



- Take out the filter, clean under a running tap, dry and reinstall.

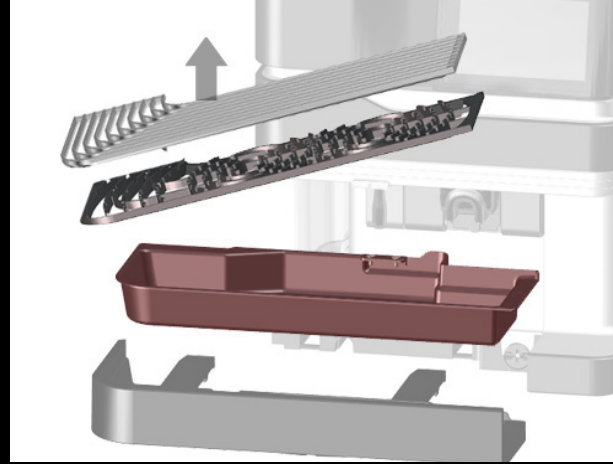


7.5 DAILY CLEANING

It is recommended for hygienic reasons to perform the following actions on a daily base.

- Clean the machine exterior with a clean moist cloth.

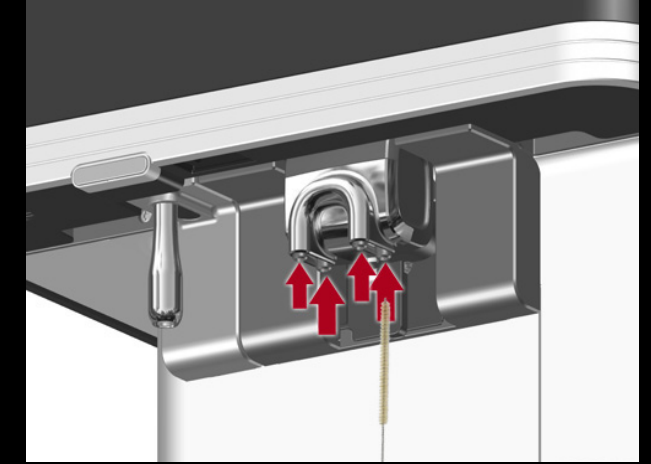
IMPORTANT Only use food grade cleaning agents. Never use aggressive or abbrasive cleaning products.



- Empty/clean the drip tray and grid



- Clean the coffee/milk outlet with the included brush. Clean thereafter with a clean moist cloth.



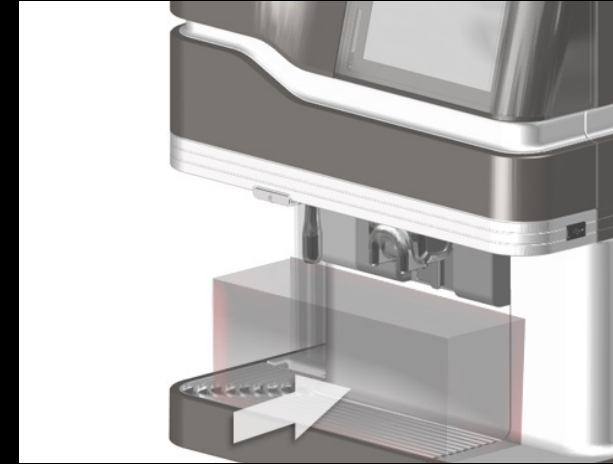
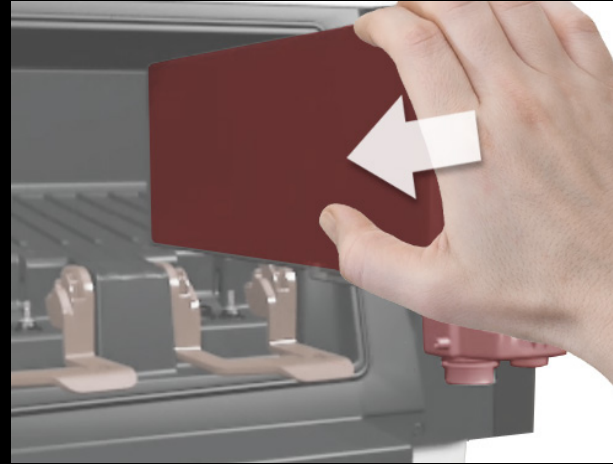
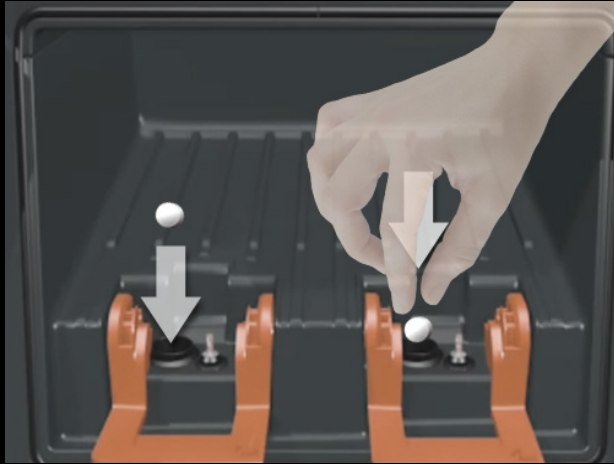
- Clean the outlet tubes with the included cleaning brush.



7.6 CLEANING PROCEDURE

- Press the [cleaning icon] in the display. An information prompt will appear.
- Press the [clean] button to start.
- Open the machine door.
- Press the retaining levers down and remove the product packs.
- Clean the interior of the cooling compartment with a clean moist cloth.
- Wipe the cooling compartment dry with a clean dry (paper) cloth

IMPORTANT First lift the packs, and then pull out!



- Put a cleaning tablet in the 2 mixing chambers.
- Place the product packs back and close the machine door.
- Place a container (included with the machine) on the cup tray under the product outlets.
- Press [Clean] in the display: the machine starts to flush with hot water.

- Fill the water tank to the maximum. (water tank version only)

CAUTION Hot water flows out of the coffee outlet.















CAUTION If the cleaning procedure is not completed or if you execute the cleaning procedure once more - **empty the container first.** (The container capacity is max 2 liters)

This completes the cleaning procedure.

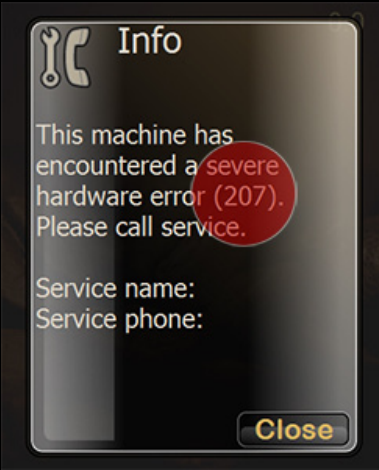
- Empty the drip tray and clean the outlet & machine exterior if applicable.

8. TROUBLESHOOTING

8.1 DISPLAY SYMBOLS

Symbol	When does it appear?	Action	Symbol	When does it appear?	Action	Symbol	When does it appear?
	The water softener needs to be exchanged.	Contact your service provider for water softener replacement		The drip tray is full.	Empty the drip tray.		Coffee almost empty. There are two instances that can be set :
	The cleaning or flushing procedure needs to be executed. If the icon is not highlighted, cleaning must be executed within in xx hours/days.	Flush or Clean the machine (= Execute the automated cleaning program)		The machine needs to be descaled.	Execute the descaling procedure.		1. Coffee pack is 2/3 empty Message is: Please make sure to thaw a new pack in time. Take into account 2 to 3 days of thawing.
	The coffee pack is empty	Check / Replace the coffee pack		The machine is heating up, e.g. during the ECO mode.	Wait until the machine has reached its operational temperature.		2. Coffee pack is almost empty Message is: Please note, coffee is almost empty. Make sure a thawed chilled pack of coffee is ready.
	The milk pack is empty	Check / Replace the milk pack		The water tank is empty (only applicable for machines with a detachable water tank)	(Re)fill the water tank.		
	The machine is locked by the operator and cannot be used for drink delivery.	Contact the operator to unlock the machine.		No water line or water supply error (machines with fixed water connection only)	Check the water supply. (water tap, and/or filter)		An error has occurred. Click the icon for more information.
	The drip tray is not present or not fully inserted.	Place the drip tray and/or check if the tray is well connected to the machine.		No drink delivery / delivery is blocked	This icon will normally be accompanied by additional icons and information (packs empty, no water, etc.)		See the following page for more information

8.2 ERROR CODES



Should an error occur you will see the error symbol (wrench with phone).

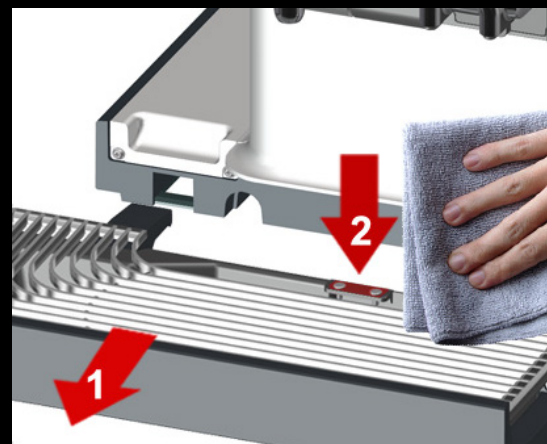
- When you press info icon in the display additional information will be shown (as shown here)

The actual error is given by means of an error number. (red area)

Depending on this error code number there are actions you can take yourself to resolve the error.

Error	Cause	Action
Error code (11/12/19)	The internal boiler is not filled in the designated time	Check the water supply. Is the tap still open? In case a water filter is installed: Is the lever of the filter fully opened? Contact your service provider if the error remains.
Error code (18)	Water passed through the outlet valve in stand-by	Close the water supply (or remove the water tank). Contact your service provider.
Error code (21)	The operational boiler temperature is not reached in time.	Reset the machine : Unplug the power cord for 10 seconds Contact your service provider if the error remains.
Error code(24)	The operational boiler temperature has not yet been reached	Please wait until the operational temperature has been reached. Contact your service provider if the error remains.
Error code(26)	Scale deposit is affecting the water system	Execute the descaling procedure. Contact your service provider if the error remains thereafter.
Error code (27)	Drip tray is not detected	Check if the drip tray is correctly placed.
Error code (30/31)	Cooling temperature too high	Check if the cooling compartment door is properly closed / there is enough ventilation space (> 12 cm) behind the machine. Reset the machine : Unplug the power cord for 10 seconds. It may take some time to reach the correct cooling temperature. Check / clean the cooling filter. See page 20. Contact your service provider if the error remains.
Error code (32)	Incorrect cooling temperature	Contact your service provider.
Error code (60)	The water tank is not (correctly place or detected	Check if the water tank is present. Remove and place back if necessary.
Error code (61/63/64)	Internal valve error	Reset the machine : Unplug the power cord for 10 seconds Contact your service provider if the error remains.

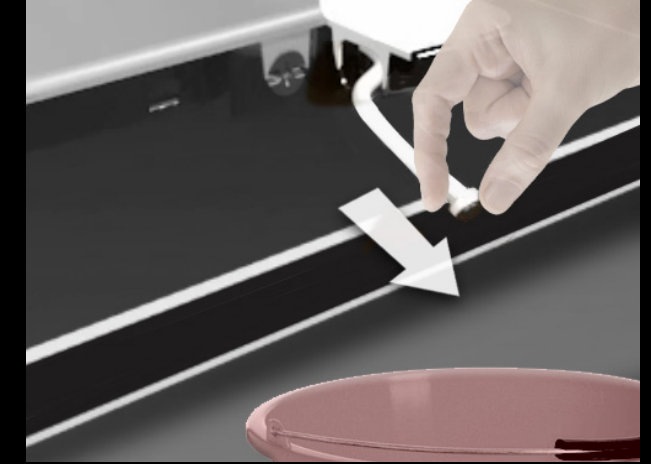
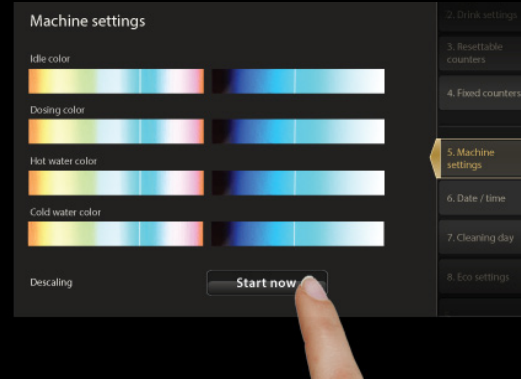
Error	Cause	Action
Error code (71)	Flushing procedure not executed in time	Please execute the flushing procedure.
Error code (73)	Cleaning procedure not executed in time	Please execute the cleaning procedure.
Error code (74)	The water counter set in the operator mode has been exceeded	Enter the operator mode and reset the counter.
Error code (97)	Hot water push button is stuck/ not released	Check if the hot water button is stuck, correct if possible.
Error code (25/81/95/ /216-219)	Internal error	Reset the machine : Unplug the power cord for 10 seconds Contact your service provider if the error remains.
Error code (202)	The descaling procedure was not completed	Execute and/or complete the descaling procedure. Contact your service provider if the error remains thereafter.
Error code (203)	Drip tray full	Empty the drip tray. Remove the drip tray (1) and clean the drip tray level detection sensor contacts (2). Contact your service provider if the error remains.



Error	Cause	Action
Error code (205)	No ingredient detected	<p>Check if the ingredient pack is correctly installed.</p> <p>Remove the ingredient pack, shake it and place the pack back.</p> <p>Clean the doser (the transparent part of the pack) with a dry cloth. ></p> <p>Place a new ingredient pack.</p>
Error code (206)	Water flow error	<p>Check the water supply. Is the tap still open?</p> <p>In case a water filter is installed: Is the lever of the filter fully opened?</p> <p>Contact your service provider if the error remains thereafter.</p>
Door open (208)	The door is not completely closed	Please close the cooling compartment door completely.
ECO mode active (209)	The energy save mode (ECO) is active	Make your selection and wait until the machine has reached the operational temperature for drink delivery.
Machine locked (210)	The machine is locked	Unlock the machine by inserting the operator USB key.
Error code (211)	Clean-shot (short flush after a milk drink) could not be executed	<p>Check/empty the drip tray.</p> <p>Clean the drip tray sensor contacts. (see page 26)</p> <p>Reset the machine : Unplug the power cord for 10 seconds</p> <p>Contact your service provider if the error remains thereafter.</p>
Error code (214)	Water passed through the outlet valve in stand-by	Close the water supply (or remove the water tank). Contact your service provider.
The coffee strength varies from cup to cup and is unsatisfactory	The coffee pack is not correctly placed and/or The pack is not well shaken.	Check the coffee pack: Shake the pack at least 10 times.
	The coffee pack is not fully thawed / partly frozen.	<p>Allow the pack to fully thaw and/or place a fully thawed pack.</p> <p>Always ensure that the pack content is fully thawed.</p>
The position of display buttons do not fully align with the touch screen areas		Unplug the power cord and switch the machine on again; the machine will automatically calibrate the display.



9. DESCALING



Before you start descaling

- Read the instruction label of the Renegite(TM) descaling agent. Use protective measures if applicable.

How to start the descaling procedure

After a preset water throughput (set during installation) an icon appears in the display.

- Click on the descaling icon and follow the instructions on the screen to start the descaling procedure.
You can start at any given time the descaling procedure in the operator programming mode.
- Place the USB key in the connector (machine right side)

To start descaling in the operator programming mode:

IMPORTANT: This procedure takes approx. 45 minutes to complete and cannot be canceled or interrupted after you have started.

- Select 'Machine settings' > 'Descaling'
- Press [start now]

Descaling procedure: step by step

- Remove the drip tray and pull the drain hose out.

- Place drain hose over a 10L bucket.
- Remove the cap from the hose.

NOTE : the hose contains a small amount of cold water that flows out when the cap is removed.



- Turn the drain valve counterclockwise to open.

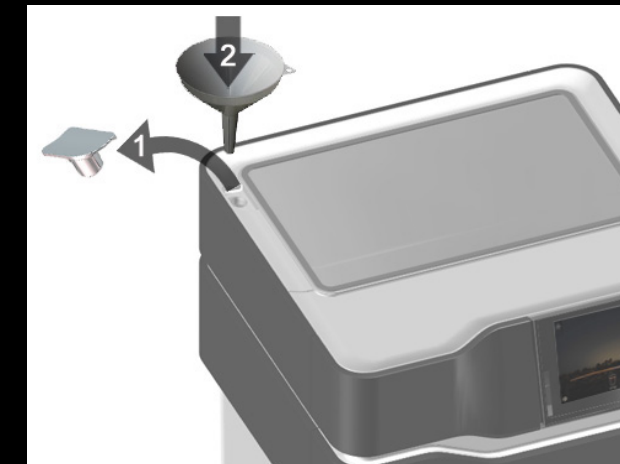


About 2 litres of hot water will be drained from the water system.

CAUTION : hot water

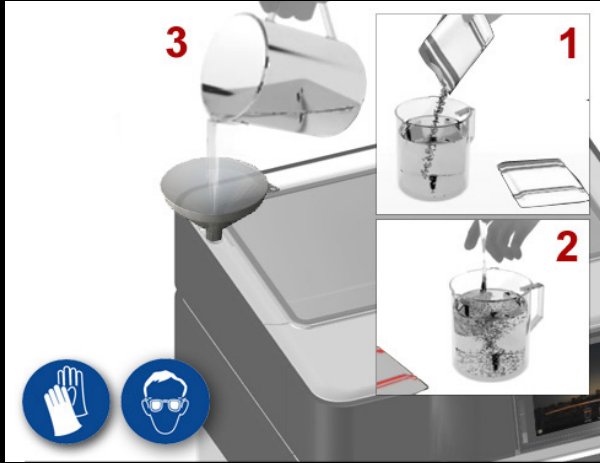


- Turn the drain valve clockwise to close.
- Reinstall the cap onto the hose
- Put the drain hose back in the machine.
- Reinstall the drip tray
- Press [continue]
- Press [continue] in the touch screen to proceed.



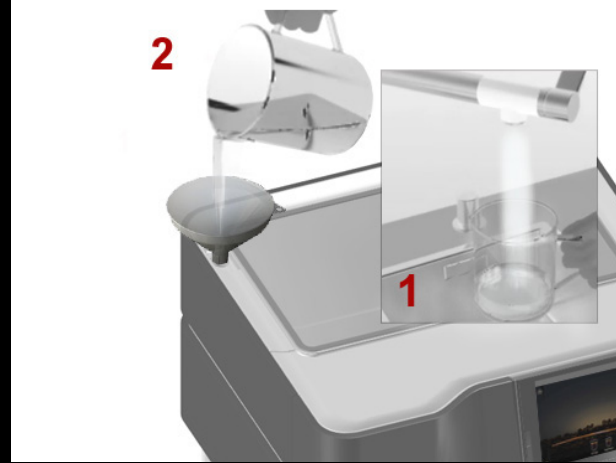
- Remove the cap from the descale opening.
- Place the funnel (included with the machine) in the descale opening.

- Fill the water tank to the maximum. (watertank version only)



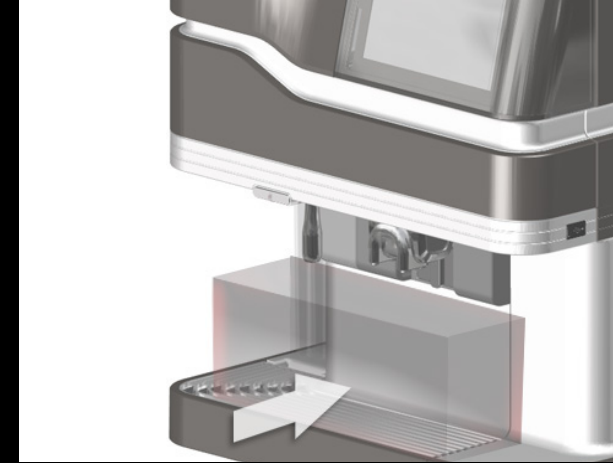
CAUTION : Use gloves and Safety glasses for the following actions

1. Dissolve in the measuring cup 100 gram of Renegite (descaling agent) in 500 ml lukewarm water ($\pm 40^{\circ}\text{C}$).
2. Stir well to completely dissolve the Renegite.
3. Pour this solution into the funnel.



1. Rinse the measuring cup with clean water.
2. Pour 100 ml clean water in the descale opening.

This serves to clean the descale tube inside the machine.



- Place the included container on the cup tray under the drink outlet.
- Press [continue] in the touch screen to proceed.

The machine fills the boiler and heats up. When it reaches the correct temperature, it begins to flush through the outlets.

The total amount of flush water is max .3 liters.



- Remove and empty the container when the display shows the message 'EMPTY FLUSH BIN'

CAUTION : Very hot water

- Press [continue] in the touch screen to proceed. Flushing will continue.
- Remove and empty the flush bin when the flow of water has stopped.

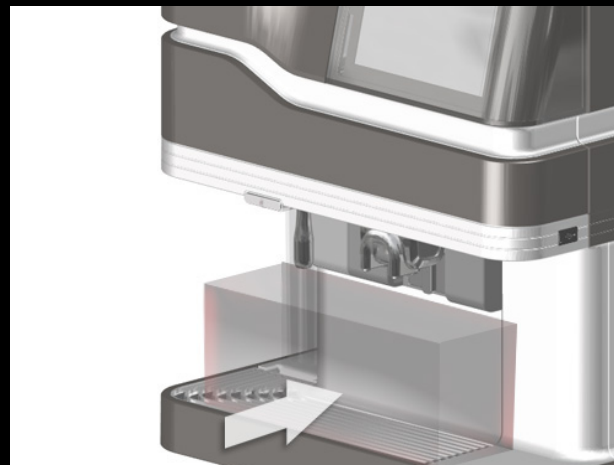
The draining and flushing procedure is now repeated two times. Instructions are shown in the machine display.

- See also the next page for information



Repeat the boiler draining steps:

- Remove the drip tray and pull the drain hose out.
- Place drain hose over a 10L bucket.
- Remove the cap from the hose.
- Turn the drain valve counterclockwise to open.
- Close the drain valve clockwise to close when the water has stopped to flow out of the hose.
- Reinstall the cap to the hose.
- Put the drain hose back and reinstall the drip tray.



Repeat the flushing procedure:

- Place the included container on the cup tray under the drink outlet.
- Press [continue] in the touch screen to proceed.
- Remove and empty the container when the display shows the message 'EMPTY FLUSH BIN'
- Press [continue] in the touch screen to proceed. Flushing will continue.
- Remove and empty the flush bin when the flow of water has stopped.



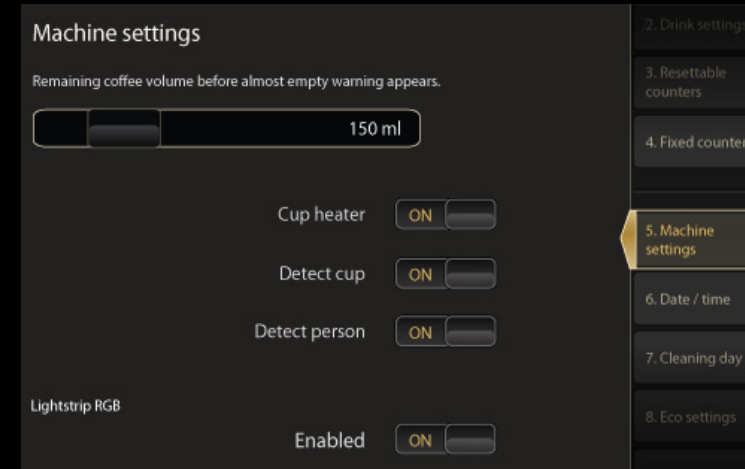
To complete the descaling procedure hereafter:

- Remove the funnel from the descale opening.
- Place the cap over descale opening
- Remove the operator USB key
- Refill the water tank (watertank version only)

10. TECHNICAL DATA

Dimensions	Water tank version	(H) 480 mm x (W) 450 mm x (D) 430 mm
	Fixed water version	(H) 480 mm x (W) 450 mm x (D) 450 mm
	Gross space requirements	(H) 680 mm x (W) 550 mm x (D) 570 mm (120 mm ventilation space behind machine and 50 mm at both sides)
Weight	empty	24,1 kg
	operational	29 kg / 31,2 kg (with separate water tank)
Available drinks		Café creme, Cappuccino, Espresso, Ristretto, Café au lait, Latte, Latte macchiato, Doppio , Hot milk Hot water
Cup sizes	max height	145 mm (for coffee outlet) / 125 mm (for hot water outlet)
Power supply		230 V 50 / 60 Hz
	Power consumption rated	2,1 kW
	stand-by	83 W
Capacity	Maximum	130 cups per hour (125 ml cups)
	Peak	10 cups (125 ml cups)
Environment	temperature	5 °C – 32 °C for operation / storage
	humidity	10 % - 90% RH
Cooling compartment	capacity	2 ingredient packs
	temperature	2 °C – 5 °C
Ingredient packs	coffee	1,4 liter
	milk	0,75 or 1,4 liter
Boiler volume		1,7 liter
Cold water supply		Removable cold water tank, capacity 2,2 liter or a fixed water connection (water pressure : 1 - 10 bar / 100 - 1000 kPa)

11. LUX VERSION - FEATURES



The Promesso Lux version features additional functions:

Cup heater.

The cup heater is a heated stainless steel plate on top of the machine that serves to keep (ceramic) cups dry and warm. The cup heater can be switched off in the operator mode.

Cup sensor and Proximity sensor.

- When a cup is placed onto the cup tray, the cup sensor will detect the cup, and the outlet area will be illuminated.
- The proximity sensor detects an approaching person, and switches the user interface on. The sensor itself is located in the splash panel. (1)

How to disable or enable Lux functions

- Insert the operator USB.
- Select [5. Machine settings]
- Scroll to [Cup heater], [Detect cup], or [Detect person], and switch [ON] or [OFF]

12. PAYMENT SYSTEM SETTINGS (OPTION)

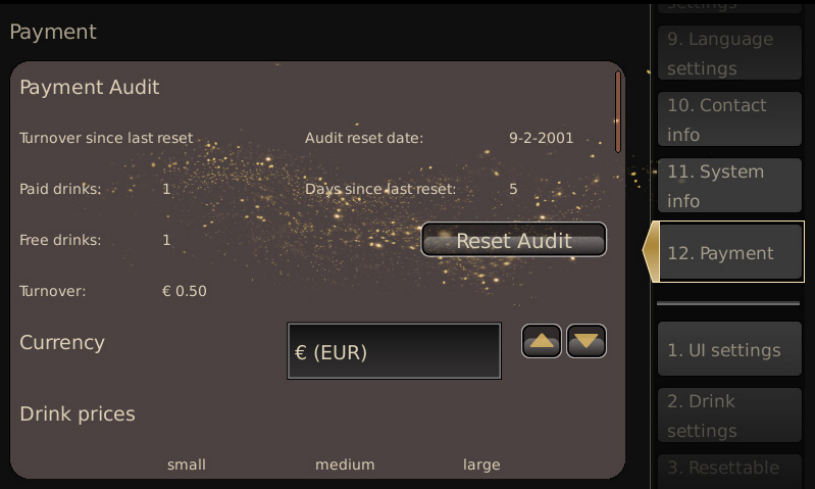


The Promesso coffee machine can be equipped with a cashless payment system.

1. Select a drink, and press start in the display.
2. The display shows: “follow instructions at the payment terminal”: Pay with your card at the payment module.
3. A tick mark appears next to the price of the selected drink.
Press the [start] button to dispense your drink.

Remarks

- When you press the [Stop] button, the dispensing process is interrupted: payment will not be refunded.
- The **users menu should be disabled** in combination with Payment, as no prices are shown in this menu.
(operator mode > IU settings)



If a payment system has been installed and enabled, the operator mode features an additional menu [12. Payment] in which you can set the following items:

- Payment audit (View paid drinks turn-over, and reset audit)
- Currency (View and change currency for small, medium and large drinks)
 - The default currency is € (EUR). Other available selections are: £ (GBP), Fr (CHF), Kr (DKK), Kr (NOK), Kr (ISK) and Kr (SEK).
- Drink prices (View and change drink prices)
 - Press a price box in the screen to enter the price value.
- ‘Happy hour’ (Set up to 3 time periods in which drinks are free or at a discount)



How to set ‘Happy hours’

During ‘happy hour’ time periods drink prices are shown, and drinks are dispensed at the set discount.

1. Set the start time and stop time: Press the [from] and [to] boxes in the screen, and enter the time. (in steps of 15 minutes).
 2. Tick the boxes of the weekdays in which this periods should be active.
 3. Select [free drinks] or the discount percentage (in steps of 5%, a 100% discount equals free drinks) If you tick the [free drinks] box, you cannot enter a discount value.
- The discount percentage applies to all available (S/M/L) drinks, you cannot select an individual drink or selection of drinks.
 - If multiple happy hour periods overlap, the highest discount percentage applies to drink prices (and shown in the display).

