



JAC-38A Series Coffee Machine

User Manual



Please read the manual carefully before use and
keep it safe.

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1 Introduction

1.1 Welcome to use

This user manual (hereinafter referred to as the manual) introduces the JL38 series product information and usage methods. If the coffee machine is not used in accordance with the relevant instructions in this manual, the manufacturer shall not be liable for any resulting losses. For guidance not covered in the user manual, please contact our customer service.

Before first use of the product, please read the manual carefully.

Keep the manual properly for easy access at any time.

This manual applies to models: JAC-38A, JL38B, JL38C, JL38D, JL38E, JL38F, JL38G, JL38G-FM.

Wish you a pleasant use!



According to Waste of Electrical and Electronic Equipment (WEEE) directive, WEEE should be separately collected and treated. If at any time in future you need to dispose of this product please do NOT dispose of this product with household waste. Please send this product to WEEE collecting points where available.

1.2 Symbols and Signs



Also see the 'General Safety Instructions' section.

The following symbols and signs are used in this user manual to indicate hazards and special matters:



Danger

- Direct danger situation, which may cause severe injury or death due to electric shock.
- Always follow the measures to prevent such hazards.



WARNING

- General danger situation, which may cause serious injury.
- Always follow the measures to prevent such hazards.



CAUTION

- General danger situation, which may cause minor injury.
- Always follow the measures to prevent such hazards.



NOTE

- Situation that may cause machine damage.

- Always follow the measures to prevent such hazards.
-

**WARNING**

- Fire hazard/flammable materials.
 - Beware of fire.
-

**CAUTION**

- Hot liquid. Danger situation that may cause scalding. Hazard exists at the outlet position.
 - Always follow the measures to prevent such hazards.
-

**CAUTION**

- Hot steam. Danger situation that may cause scalding. This hazard occurs at the water outlet position.
 - Always follow the measures to prevent such hazards.
-

**CAUTION**



- Hot surface. Danger situation that may cause burns. At the outlet position.
- Position (optional accessory) produces such hazard. Only the symbol is used for identification in the following text.
- Always follow the measures to prevent such hazards.



⚠ CAUTION

- Crushing hazard. Danger situation that may cause pinching. Only the symbol is used for identification in the following text.
- Always follow the measures to prevent such hazards.



⚠ WARNING

- Poisoning hazard. General danger situation that may cause injury due to poisoning. In the following text,
Only the symbol is used for identification.
- Always follow the measures to prevent such dangers.



2 General Safety Tips

2.1 Dangers to the User



CAUTION

Incorrect use of the coffee machine can lead to minor injuries.

Please read the instructions carefully before use and be sure to observe the following points:

- Only allow professional maintenance personnel to access the maintenance areas of the machine.
- Do not use the coffee machine if it is not functioning properly or is damaged.
- Modification of built-in devices is strictly prohibited.
- Do not touch the hot parts of the machine.
- Do not allow children to play with the machine. Do not allow children to perform cleaning and user maintenance tasks. Only persons familiar with the device and with relevant experience may perform such tasks, especially those involving safety and hygiene.
- Install the coffee machine in a location where it can be monitored and maintained at all times.
- Self-service use and operation should be supervised by trained personnel to ensure compliance with maintenance regulations and to resolve usage issues promptly.
- Only coffee beans should be placed in the coffee bean container; cleaning tablets may only be added to the manual input during cleaning.

**⚠ Danger**

Risk of electric shock. Incorrect use of electrical equipment can lead to electric shock.



Always observe the following points:

- Work on electrical equipment may only be carried out by qualified electricians.
- This machine must be connected to a circuit protected by a fuse (it is recommended to wire it through a residual current device).
- Comply with relevant low-voltage directives and national or local safety regulations.
- During connection, grounding must be provided as specified and protection against electric shock ensured.
- The voltage must match the specifications on the device's nameplate.
- Do not touch live parts.
- Always turn off the main switch and disconnect the device from the power supply before performing maintenance tasks.
- All connections of the device must be disconnectable from the power grid. The disconnected connections must be visible at the device's operating location at all times, or power-off must be ensured by locking.
- Only qualified technical service personnel may replace the power cord.

**⚠ WARNING**

Failure to follow safety instructions may lead to hazards to people and the environment due to negligence during normal use!

- Ensure adequate ventilation around the machine or in built-in structures, with no obstructions blocking airflow.
 - Keep flammable materials away from the machine.
 - Do not use mechanical devices or other methods to accelerate defrosting, except as recommended by the manufacturer.
-



CAUTION

Beverages with additives or residues may cause allergies.

Always observe the following points:

- In self-service applications, clearly indicate on the machine's display panel any additives used that may cause allergies.
 - In staff-served applications, trained personnel should inform users about any additives used that may cause allergies.
-



WARNING

Ingestion of cleaning agents poses a poisoning hazard.

Always observe the following points:

- Store cleaning agents away from children and unauthorized persons.
- Do not ingest cleaning agents.
- Do not mix cleaning agents with other chemicals or acidic substances.
- It is strictly forbidden to add cleaning agents to cups.
- It is strictly forbidden to add cleaning agents to the drinking water tank (internal/external).
- Cleaning agents and descaling agents may only be used for their intended purposes (see label).
- Do not eat or drink while using the cleaning agent.
- Ensure good ventilation and exhaust when using the cleaning agent.
- Wear protective gloves when using the cleaning agent.
- Wear safety goggles when using the descaling agent.
- Wash hands thoroughly immediately after using the cleaning agent.



Read the instructions on the packaging carefully before using the cleaning agent. If a safety data sheet is not provided, you can request it from the dealer (see the cleaning agent's packaging).



⚠ CAUTION

High-temperature liquids. There is a risk of burns in the area of beverage, hot water, and steam outlets.

Do not place hands under the outlet during dispensing or cleaning.



CAUTION

Hot surfaces. The outlet area, brewer, and boiler are hot.

- Only touch handles designed for dispensing.
 - Only clean the brewer after the coffee machine has cooled down.
-



CAUTION

Crushing/pinching hazard. Contact with any moving parts poses a risk of injury.

- Only touch handles designed for dispensing.
 - Do not put hands into the coffee bean container or brewer after the coffee machine is started.
 - The blades on the grinder burrs are sharp; be careful during cleaning.
-

2.2 Hazards to the machine



NOTE

Improper use of the coffee machine may cause damage or contamination.

Always observe the following points:

- If the carbonate hardness of the water exceeds 5°DKH, install a scale filter; otherwise, calcification may damage the coffee machine.
- For safety reasons, note that after shutdown, the main water valve (for coffee machines with a tap water connection) must be closed, and the main power switch turned off or the plug disconnected.
- Comply with relevant low-voltage directives and/or national and local safety regulations and standards.
- Do not turn on the machine if water cannot be injected. Otherwise, the water boiler cannot be filled, and the water pump will run dry.
- It is recommended to install a ball valve in the water line when connecting to drinking water to prevent water damage in case of hose rupture.
- After prolonged shutdown (e.g., company holidays), the coffee machine must first be cleaned before being restarted.
- Protect the coffee machine from weather conditions—empty the water tank (frost, humidity, etc.).
- Troubleshooting may only be performed by technical service personnel.
- Use only original spare parts for repairs.
- In case of visible external damage or leaks, immediately contact a service partner for replacement or repair.
- Do not rinse the machine with water or clean it with a steam cleaner.
- Do not place the machine where it may be sprayed with water.
-  Protective grounding.
- If the machine will not be used for a long time, it is recommended to use up all coffee beans in the bean hopper; otherwise, residual beans may absorb moisture from the air, causing grinder clogging during subsequent grinding.

- If the boiler is not descaled regularly, the following effects may occur: slower heating speed and insufficient temperature; abnormal coffee taste; boiler damage.



NOTE

Incorrect use of the coffee machine may cause damage or contamination.

Always observe the following points:

- Only coffee beans should be placed in the coffee bean container; the manual feed opening (top window of the machine) should only be used to add cleaning tablets during cleaning.
- Do not use freeze-dried coffee, as it may cause the brewer chamber to stick together, leading to machine damage.
- If the coffee machine and its accessories are transported at temperatures below 10°C, they must be left at room temperature for three hours after transport before connecting to power and starting. Failure to comply may result in short-circuit hazards due to condensation or damage to electrical components.
- Use new or machine-supplied hose kits (drinking water/waste water hoses). Do not use old hose kits.



NOTE

Incorrect use of the coffee machine can cause damage;

It is strictly forbidden to climb on top of the machine.

3 Product Description

3.1 Welcome to use

JL38 is used to make and dispense various types of coffee beverages into cups, and can add sugar and milk beverages. This device is suitable for commercial use in the hotel industry, catering industry, or similar establishments. The device is intended for self-service and does not require constant supervision, and can be operated by non-professionals or guests themselves. User maintenance can only be performed by trained external operators. If installation conditions are always met, the device can also be used in public places such as train stations, gas station stores, or similar locations. The machine is not designed for outdoor installation or use.

Children and individuals with physical, sensory, or intellectual impairments, or those lacking experience and knowledge, may only use the device under continuous supervision after learning how to operate it safely and understanding the resulting hazards. Children should not play with the machine. Cleaning and user maintenance tasks must not be performed by children. Only persons familiar with the device and having relevant experience are permitted to carry out such tasks, especially those involving safety and hygiene.



Additionally, when using the coffee machine, refer to the manufacturer's terms and conditions and this user manual. Any other or excessive use is

considered improper. The manufacturer is not liable for any resulting losses.



NOTE

- Hazards to the machine.
- Incorrect operation of the coffee machine may lead to equipment damage; use the original machine recipes, and do not use other recipes.

3.2 Technical Data

Name	Parameter
Model	JAC-38A
Dimension	312(W)*670(H)*608(D)mm
Weight (Net)	29kg
Display Screen	10.1" Touchscreen
Rated voltage/frequency	AC220V~240V 50 Hz /60Hz 15A AU plug
Rated power	3100W
Standby power	<100W

Beverage Spout Height	80-180mm
Coffee machine operating temperature/humidity	5°C-40°C / 10%RH-85%RH
Water Source	Bottle water; Direct water; 8L Water tank
Inlet water pressure of Drinking water	0.5~10 Bar
Wireless Technical Specific	Frequency: 2400-2483.5 MHz; WIFI Max transmitted power: ≤20dBm
Capacity of instant canister	2L x 2, lockable
Capacity of bean hopper	1200g x 2, lockable
Capacity of waste water	1.5L, with full water detection function
Capacity of waste bucket	70 cakes, opt. direct slagging off
Capacity of cup bucket	D70 :600pcs (6Oz,D70mm ,H80MM)
Cup lid capacity	Optional External Cup Lid dispenser
Boiler capacity	700CC+350ml
Coffee bean detection function	Yes

Vibration level :	<2.5m/s ²
Payment Method	Opt. QR code, MDB device
Internet Connection	Opt. 2.4GWIFI
Daily Output	200 Cups/Daily
Vibration level :	<2.5m/ s ²
Noise level	< 70db

3.3 Installation and Debugging



The machine should be installed in accordance with the current electrical and hygiene regulations of each country or locality. This includes taking adequate backflow protection measures.



CAUTION

Sharp edges of packaging materials may cause injury.

Cutting nylon cable ties may cause

eye injury. When removing the machine packaging, please wear gloves and protective goggles.



**CAUTION**

Contaminated inlet water may pose health risks. Cleaning must be performed after installation, commissioning, or re-commissioning.

Before the first beverage output, perform cleaning following the display-guided cleaning procedure.

Refer to "Cleaning" - "Daily Machine Cleaning" - "Display-Guided Cleaning Procedure".

3.4 Placement

3.4.1 Location

**NOTE**

Hazards to the machine. The following conditions are suitable for placing the coffee machine. Failure to ensure these conditions may damage the machine.

- Do not invert, lay flat, or shake the machine during transport; the tilt angle during transport should not exceed 45°.
- Before installation, the machine with a fresh milk refrigerator must be ensured to have been placed upright for at least 24 hours.
- The placement surface must be stable, flat, and not deform under the weight of the coffee machine.

- The distance between the required energy interfaces set according to the on-site installation drawing and the machine position must not exceed 1 m.

3.4.2 Climate Conditions



NOTE

Hazards to the machine. The following climate conditions are suitable for placing the coffee machine. Failure to ensure these conditions may damage the machine. The following conditions must be observed:

- Ambient temperature should be maintained between 5°C and 40°C.
- Maximum relative air humidity is 10%RH to 80%RH.
- The coffee machine is designed for indoor use only. Do not use outdoors to prevent exposure to weather conditions (rain, snow, frost)!



NOTE

Hazards to the machine. Low-temperature storage requirements:

- For normal-use coffee machines requiring storage or transport, when the ambient temperature is below 0°C, the water circuit must first be emptied.

3.5 Power Supply

3.5.1 Conditions

Electrical connection must be performed according to the regulations of the respective country. The voltage at the installation site must match the voltage indicated on the nameplate.



Danger

Risk of electric shock! Directly hazardous situation that may cause severe injury or death due to electric shock.

The following points must be observed:

- Before touching the terminals, all power supply circuits must be switched off!
- Leakage protection devices must be protected with fuses of the ampere value specified on the nameplate!
- All connections of the equipment must be disconnectable from the power grid.
- JL38 series models can only be connected to a power supply with a system impedance not exceeding 0.119 ohms. If necessary, consult your system impedance information provider for authority.
- Do not operate the machine if the power cord is damaged. Replace damaged power cords or plugs immediately by qualified technical service personnel.

- It is recommended not to use extension cords! If an extension cord must be used (minimum cross-section: 2.5 mm²), follow the manufacturer's data (instruction manual) for the power cord and local regulations.
 - When routing the power cord, ensure it does not cause tripping hazards. Do not drag the cord over sharp corners or edges, pinch it, or let it hang in the air. Additionally, the cord must not be placed above hot objects and must be protected from oil and corrosive cleaning agents.
 - Do not lift or pull the equipment by the power cord. Do not unplug the plug from the socket by pulling the cord. Do not touch the power cord or plug with wet hands! Do not insert a wet plug into a socket!
-

3.5.2 Power Connection Cable



Danger

Hazards to the user. If the power connection cable is damaged or non-original, there is a risk of electric shock and fire!

Use the original power connection cable.

- Measures to prevent such hazards must be observed:

Country-specific original power connection cables can be purchased through service partners.

Fixed power connection cables should be replaced by technical service personnel.

- "This appliance JL38A-S3-ALN can be connected only to a supply with system impedance no

more than 0.119ohm. in case necessary, please consult your supply authority for system impedance information."

3.6 Water Connection / Drainage

3.6.1 Conditions



NOTE

Poor-quality materials and poor water quality may damage the machine. Measures to prevent such hazards must be observed.

The following points must be observed:

- The water used must be clean and free from contamination, with chlorine content not exceeding 50 mg per liter.
- Do not add reverse osmosis water or other corrosive water to the coffee machine.
- Carbonate hardness must not exceed 5 – 6°DKH (German carbonate hardness) or 8.9 – 10.7°FKH (French carbonate hardness).
- Minimum carbonate hardness is 5 °DKH or 8.9 °FKH. pH value between 6.5 – 7.
- Use the new hose kit provided with the machine (inlet/waste water hose).
- Water connection must comply with current regulations and those of the country of installation. If connected to newly installed pipes, thoroughly flush pipes and inlet hose to prevent dirt from entering the machine.

- The machine is directly connected to an external drinking water tank or waste water tank. Corresponding level monitoring is possible.

3.6.2 Water inlet conditions

Potable water

Water pressure	Recommended 0.5 - 10 bar	
Inlet water temperature	Minimum	Greater than 0°C
	Maximum	30°C

3.7 Installation

3.7.1 Unpack the machine



Before starting installation, carefully read the 'Installation' and 'Power Supply' sections!

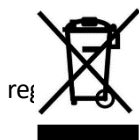
Note the included installation instructions!

- Unpack the machine.
- Check if the included accessories remain in the packaging.
- Remove the provided accessories.



Automatic commissioning procedure runs automatically upon first startup. It will explain all installation items. Service technicians can start the commissioning procedure at any time.

3.8 Disassembly and disposal



The coffee machine must be disposed of correctly according to local

► Please contact the service partner.

4 Operation



⚠ CAUTION

Do not place hands under the beverage outlet or inside the machine during liquid dispensing.



⚠ CAUTION

Hot steam. Risk of burns in the steam nozzle outlet area.

Do not place hands under the steam nozzle during dispensing.



⚠ CAUTION

Hot surfaces. Risk of burns may occur. Beverage outlets and boilers present such hazards.

Do not grip beverage outlets or touch heated boiler surfaces.



NOTE

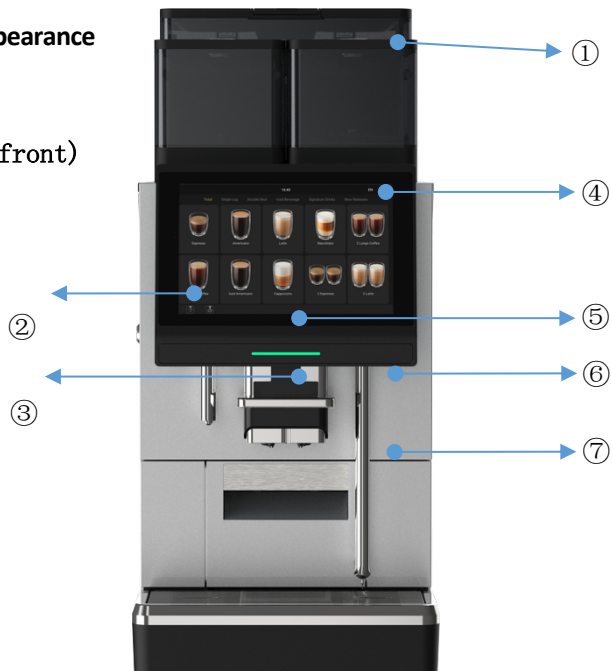
Hazards to the machine. Incorrect operation may damage the touchscreen.

Do not press the display with excessive force, high pressure, or sharp objects.

4.1

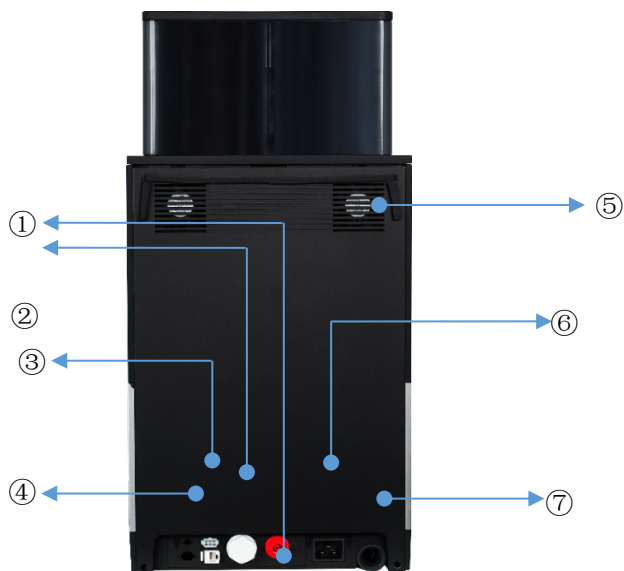
4.1.1 Equipment appearance

Coffee machine (front)



① Ingredient box (coffee bean box*2, milk powder*1, cocoa*1), ② Hot water outlet, ③ Waste residue box, ④ Touch + display screen, ⑤ Beverage outlet, ⑥ Steam wand, ⑦ Drip tray.

Coffee machine

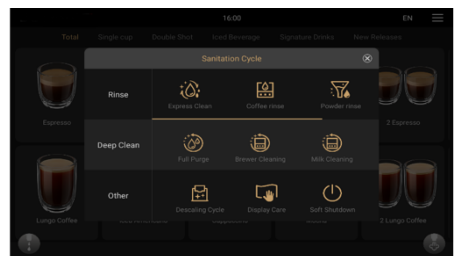


- ① Bottled water and built-in water tank switching knob, also the bottled water inlet;
② Direct drinking water interface; ③ MDB device interface; ④ Network cable interface;
⑤ Heat dissipation fan; ⑥ Power interface; ⑦ Drip tray wastewater discharge interface.

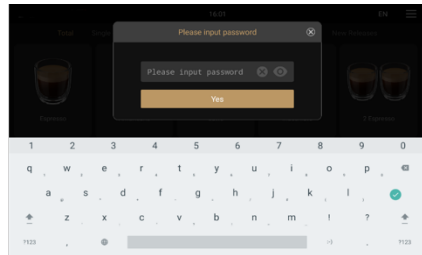


Quick menu interface

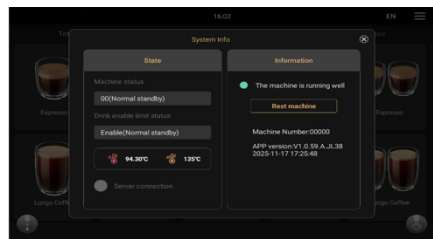
The quick menu has the following functions: Cleaning and maintenance, Service menu, Information, Statistics, Help.



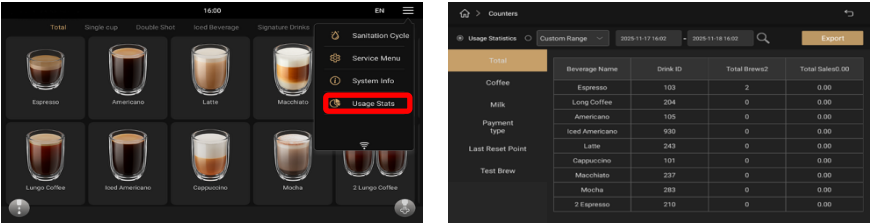
Cleaning and maintenance: Includes rinsing (one-touch cleaning, brewer rinsing, stirrer rinsing), deep cleaning (full machine cleaning, brewer cleaning, milk circuit cleaning), and others (boiler descaling, screen wiping, soft shutdown), functions.



Service menu: Click the service menu, enter the password in the pop-up dialog box, click 'OK' to access the machine backend.



Information: Refers to the current machine status and prompts; click Information, the pop-up dialog displays machine status, steam boiler and hot water boiler temperatures, service connection status, machine number, APP version; click 'Machine Reset' button, the machine will self-check and display current machine status after completion.



Statistics: Also called counter, records the number of beverages made by the machine; Statistics includes two methods: total statistics and custom.

4.1.2 Accessories

Random Accessories

The fully automatic coffee machine provides the following accessories upon supply:

Illustration	Product Name	Function Specification	Product Parameters
	User Manual	For coffee machine usage reference	210mmx291mm
	Coffee machine, consumable material kit (sealing rings, filters, etc.)	For daily consumable replacement of the coffee machine	Conventional

	Small	Used when cleaning the milk frother	Bristle diameter 3mm*Total length 21cm Bristle diameter 6mm*Total length 21cm
	Water tank, bean container, grind adjustment, key	Tool	Conventional
	Power cord	For special function installation and use of the coffee machine	Three-pin plug (10A)
	Water pipe	For connecting to bottled water	Conventional
	Coffee machine installation accessories (drip tray external drainage pipe)	For special function installation and use of the coffee machine	Inner diameter 20mm, outer diameter 23mm
	External drainage pipe elbow	Installed on the drainage pipe to prevent the hose	/

		from lifting or bending	
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Optional accessories

Illustration	Product Name	Function Specification	Product Parameters
	Milk refrigerator box	For refrigerating fresh milk	External dimensions (width*depth*height): 220mmx400.5mmx400mm
	Fresh milk carton	Container for holding fresh milk	Food grade, 5L
	Coffee system cleaning pills	For cleaning coffee machine brewers	2g/piece, 100 pieces/can, 12 cans/box
	Coffee machine milk system cleaning tablets	For cleaning milk systems	4g/piece, 120 pieces/bottle, 12 bottles/box

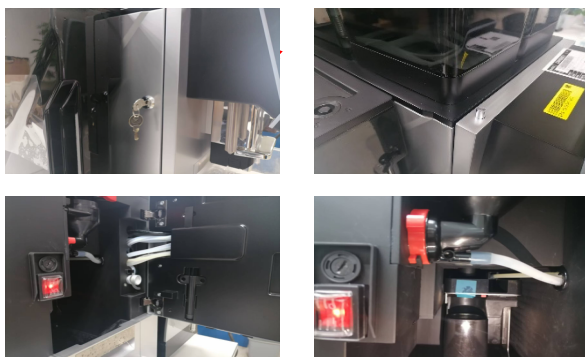
5 Machine installation

5.1 Unpacking



After receiving the machine, cut the nylon straps, pull the cardboard box upward; remove the foam, uncover the PE bag, place the machine on a flat desktop.

5.2 Remove the tape under the grinder



Insert the key and rotate, press the locking post downward on the machine top, open the machine door. Remove the tape on the brewer. The machine was tested before

leaving the factory, so there may be a small amount of coffee grounds, please use with confidence.

5.3 Pre-startup check

Before starting the coffee machine, check if the following prerequisites are met.

- Main water valve is open or water is filled in the tank.
- Coffee grounds container is emptied and correctly inserted.
- Waste water outlet is correctly set / drip tray is properly placed.
- Power cord is connected to power supply.

5.4 Adding and connecting



Pay special attention when adding materials, the maximum fill level should not contact the container lid.

5.4.1 Connect water source



NOTE

Water source quality affects human health! Water source must meet drinking water hygiene standards

- Pay attention to the hygiene condition of water pipes.
- Clean related components.
- The water source connected to the machine should be easy to

operate.

- For direct drinking water, tighten the connector to prevent
- leakage.

1. External water source



Unscrew the cap, take out the connector from inside the machine, install the connector onto the water inlet valve interface by rotating clockwise, insert the water inlet pipe into the interface, snap on the blue clip.



NOTE

Running the water pump without water may damage the machine.

Ensure the main water valve is open before starting up.



When shutting down, ensure the main water valve is closed.

2. Internal water source



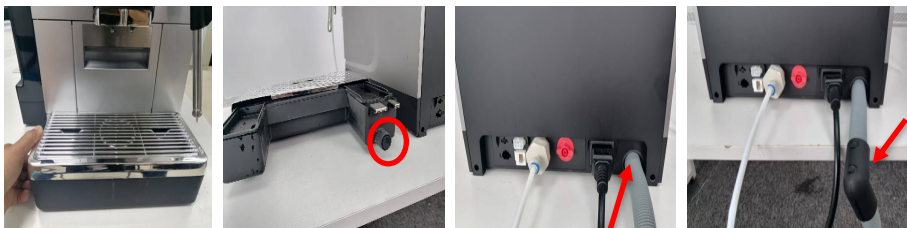
Pull out the drip tray, take out the key, insert the key into the water tank cover lock hole and rotate clockwise; open the water tank cover, lift out the water tank, fill the tank with clean water, reinstall the water tank into the machine. The machine has a water level detection board, low water level will be indicated on the screen.

3. Bottled water



Open the switch knob between bottled water and built-in water tank -> point the arrow to bottled water, take out the white pipe from inside the machine, insert the pipe into the interface until it reaches the bottom. Place the other end into the bottled water.

5.4.2 Connect waste water discharge pipe



As shown in the figure above, lift upward and pull outward to remove the drip tray, take off the grid, remove the drip tray plug; insert the waste water pipe into the interface at the back of the machine. Insert the discharge pipe into the elbow, snap the clip on.

If using the drip tray directly, this step can be ignored.

5.4.3 Connect refrigerator



Insert the female end of the refrigerator power cord into the machine's socket; plug the male end of the power cord into the power supply socket; open the refrigerator door, remove the rubber plug, insert the milk pipe into the interface on the left side of the refrigerator, straighten the milk pipe, close the refrigerator door.

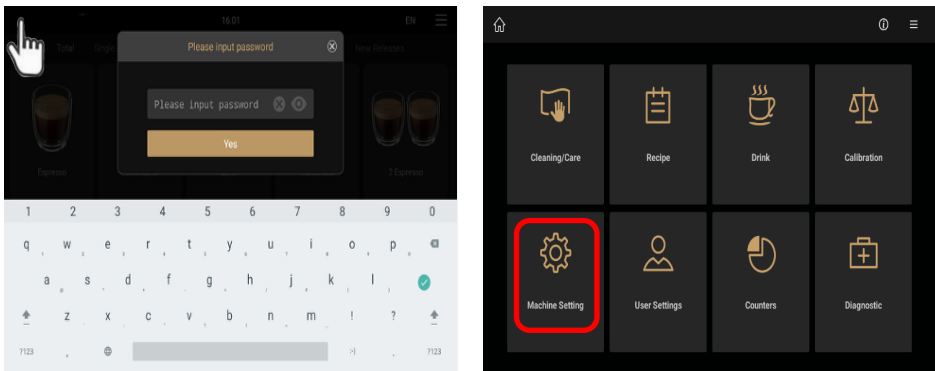
5.5 Power on

5.5.1 Coffee machine



Insert the female plug of the machine's power cord into the machine's socket; insert the male plug at the other end of the power cord into the power outlet; check the machine's power connection, open the door, and press the power switch. The machine starts up, displays the main interface, and begins heating. Once the desired temperature is reached, the machine is ready.

5.5.2 Machine settings



Long press the top left corner of the screen, enter the password: test9527 in the pop-up dialog box, click 'OK', then click 'Machine Settings'.

Machine settings include: General, Payment Methods, Fresh Milk Options, IO Commands.

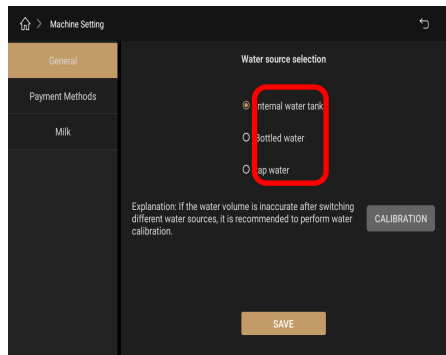
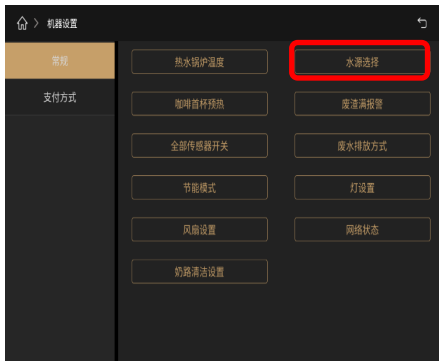
General: includes the following functions: Hot water boiler temperature, Water source selection, Coffee first cup preheating, Waste grounds full alarm, All sensors on/off, Waste water drainage method, Energy saving mode, Light settings, Fan settings, Network status, Milk circuit cleaning settings.

Payment methods: Free, QR code payment, Cash, MDB card swipe.

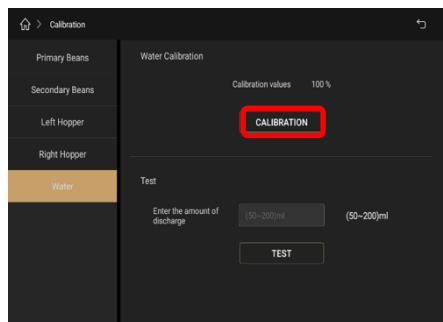
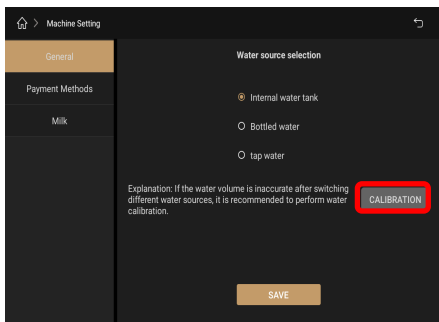
Fresh milk: Fresh milk system settings, preset at the factory.

IO Commands: Normal status query, Set status query, Machine operation, Set parameters, Component testing, and other functions.

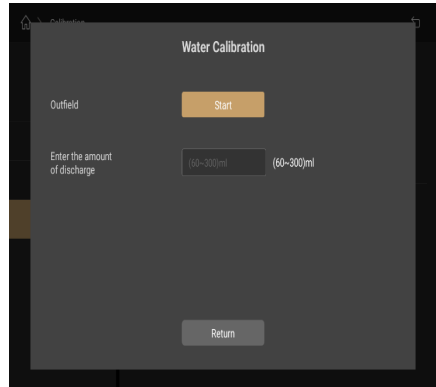
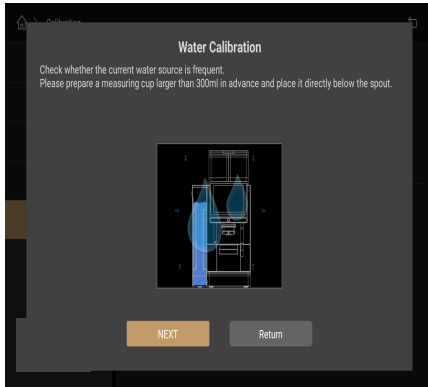
5.5.3 Confirm water source method and calibrate



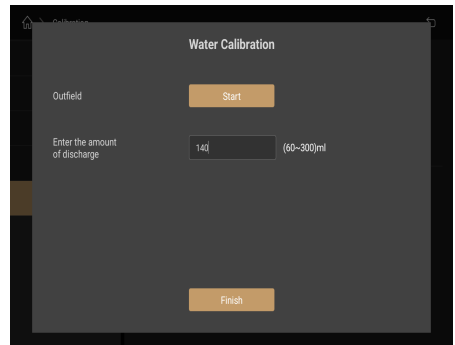
In the pop-up interface, select 'General', click 'Water source selection', and choose the correct water supply method (corresponding to the actual connected water source).



When using different water sources, water source calibration is required. Click the 'Calibrate' button, select 'Clear water' in the pop-up calibration interface, and click the 'Calibrate' button.



Take an empty measuring cup (larger than 300ml) and place it under the hot water outlet, click 'Next'; in the pop-up interface, click the 'Start' button.



After the water has finished dispensing, remove the measuring cup containing water, read the value of the hot water in the measuring cup at eye level. Enter the read value into the blank space after 'Input discharge amount' on the screen, and click 'Finish'.

Water Calibration

Calibration values 107 %

CALIBRATION

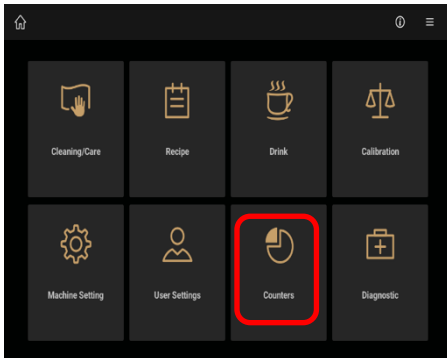
Test

Enter the amount of discharge 150 (50-200)ml

TEST

Empty the water in the measuring cup, place the measuring cup back under the hot water outlet, enter the water amount to be tested (e.g., enter 150ml) in the 'Test' section below 'Input discharge amount -> 50-200ml' on the screen, click the 'Test' button. After the water has finished dispensing, remove the measuring cup, read the value of the hot water in the measuring cup at eye level and compare it with the tested water amount value. If it is close to the test value, it means the error is small and the water amount has been calibrated. Otherwise, if the error is large, please redo the water amount calibration.

5.5.4 Count



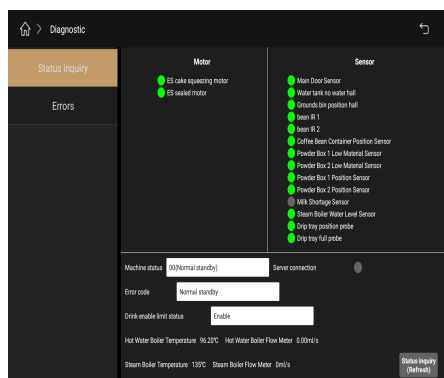
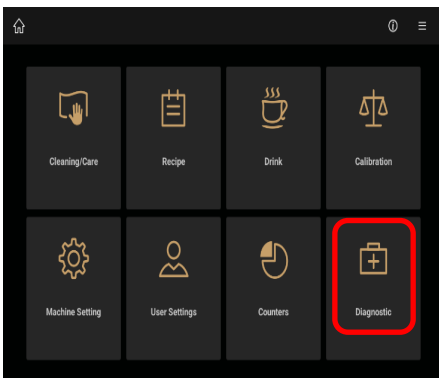
The 'Counters' interface displays usage statistics for the period from 2025-11-17 16:07 to 2025-11-18 16:07. It includes a table with beverage data.

Custom Range	Drink (ID)	Total Brews2	Total Sales0.00
Past 24 Hours	103	2	0.00
Past Week	204	0	0.00
Past Month	105	0	0.00
Past 6 Months	930	0	0.00
Past Year	243	0	0.00
Latte	101	0	0.00
Cappuccino	237	0	0.00
Macchiato	283	0	0.00
Mocha	210	0	0.00
2 Espresso			

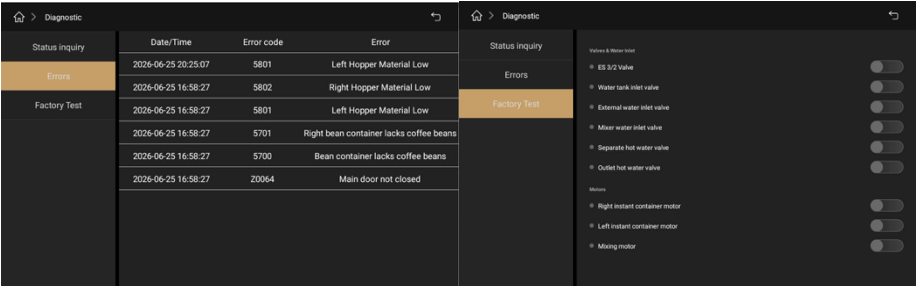
Enter the machine backend, click 'Counter', in the pop-up interface there are 'Total statistics, Custom' functions, which can query the number of beverages made by the machine.

5.5.5 Diagnosis

Long press the top left corner of the screen, enter the password: test9527 in the pop-up dialog box, click 'OK'.

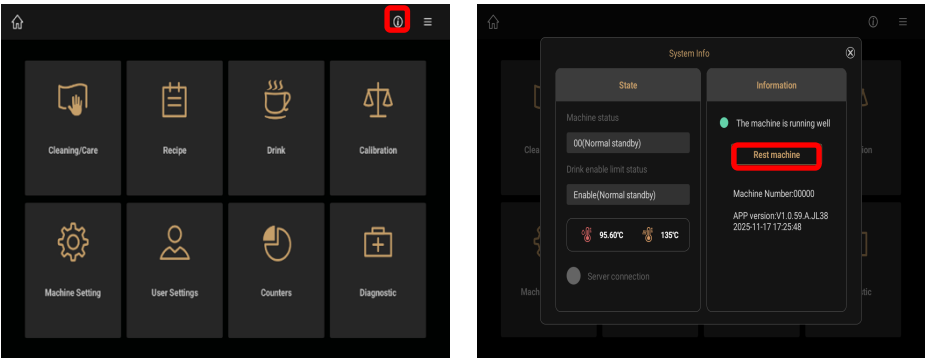


Enter the backend management interface, click 'Diagnosis', the diagnosis function includes 'Status query, Faults, Testing'. Status query: Users can check the status of all components of the machine here;



Faults - Current fault list: Users can query current faults; Testing -> One-click test, mainly used for one-click testing function before factory testing, including sensor testing, beverage making testing, water source testing, cleaning testing, etc.

5.5.6 Machine status

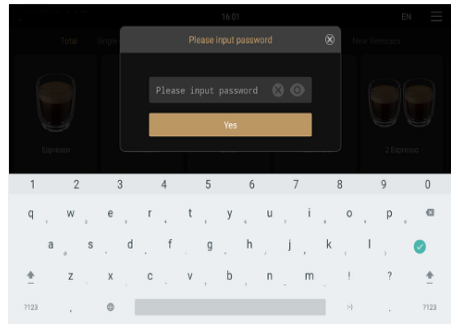


In the machine backend, click the information icon to enter 'Status details', handle according to the prompts on the machine; click the 'Machine reset' button, the machine will automatically re-detect.

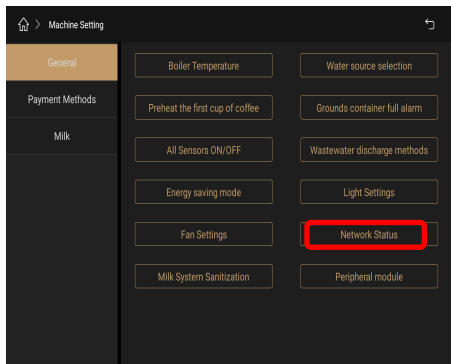
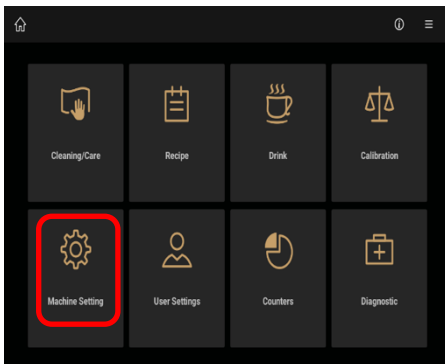
6 First run

6.1 Connect to Wi-Fi

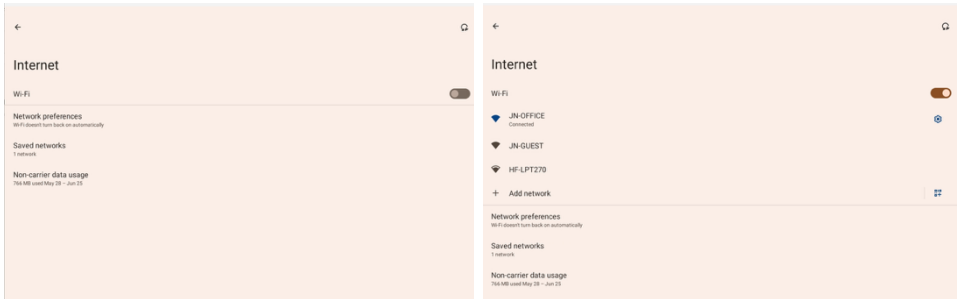
The machine is configured with a router and an IoT card, this step can be ignored.



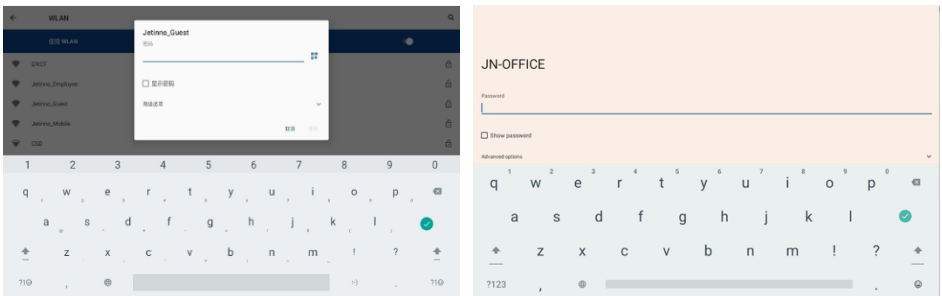
Long press the top left corner of the screen, enter the password: test9527 in the pop-up dialog box, click 'OK'.



Enter the machine backend, click 'Machine Settings', select 'General' in the pop-up interface, click the 'Network status' button.



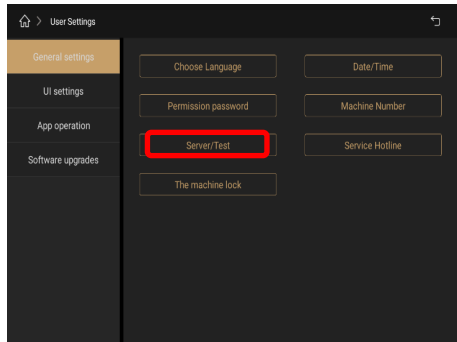
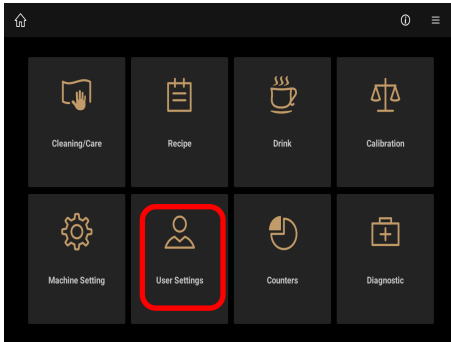
In the pop-up interface, select 'WLAN', turn on the switch, the machine will automatically search for Wi-Fi.



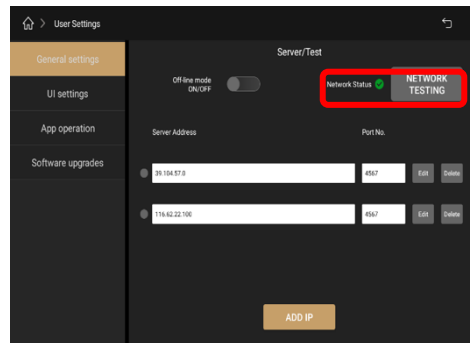
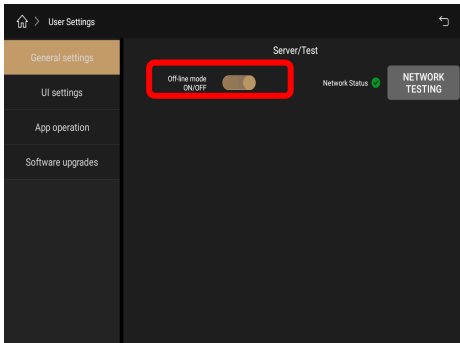
Click the name of the Wi-Fi to be connected, enter the password in the pop-up dialog box, click 'Connect'. After successful connection, click the arrow in the top left corner of the screen to return to the machine management backend.

Note: When using an IoT card, turn on Ethernet and turn off Wi-Fi; when using Wi-Fi, turn off Ethernet; the two switches cannot be turned on at the same time.

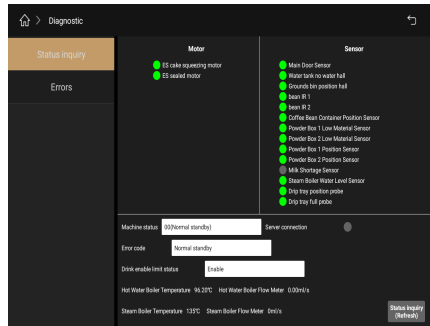
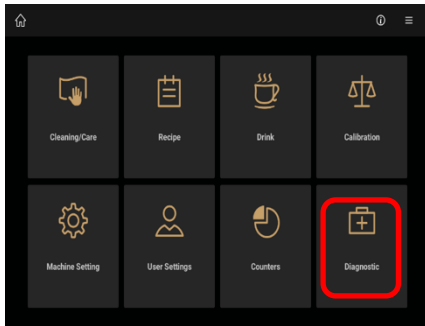
6.2 Connect to server



Click 'User Settings' -> 'General Settings', click the 'Server/Telemetry' button.



In the interface, click 'Offline mode on/off' to turn off offline mode, the server address and port number will be displayed. Confirm if the IP address and port are correct, or add a new IP address and port number. Click the return button in the top right corner of the screen to return to the previous menu.



Click 'Diagnosis' -> 'Status query', check: Service connection status; if the service connection status displays green , it means the connection to the server is successful; if the service connection status displays gray , it means the connection to the server has failed; if the connection to the server fails, contact the local operator or agent to confirm if the machine has been registered on the server.

Note: When using the machine standalone, it is not necessary to connect to the server, this step can be ignored.

6.3 Fill the ingredient box

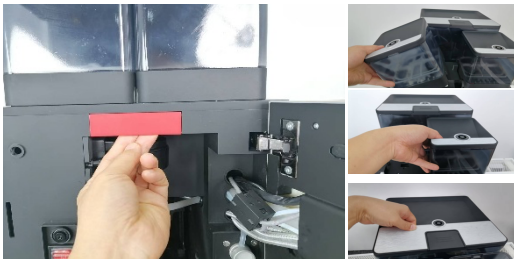
Method one, use the key to open the ingredient box lid and add materials.



- 1) Wear a mask and disposable food-grade gloves;

- 2) Open the machine door, take out the key, insert the key into the lock on the hopper lid, and turn to unlock;
- 3) After unlocking, remove the hopper lid, and add coffee beans and powder to the corresponding hopper;
- 4) After adding coffee beans and powder, put the lid back on, turn the key to lock the hopper, and pull out the key.

Method 2: Remove the hopper to add materials



Pull the hopper latch outward to unlock, remove the powder hopper; use the key to open the hopper lids separately, and add the corresponding materials inside the hopper. After adding materials, reinstall the hopper into the machine.

When installing after removing the hopper for refilling or cleaning, note:

When inserting the hopper into the machine, align it and press down firmly to ensure the gears fully engage, then push the latch back to prevent skipping teeth, no powder dispensing, or the rear of the hopper lifting due to improper installation.

Coffee beans



WARNING

The rotating grinding discs of the grinder can cause injury.

Do not put your hand into the coffee bean hopper when the coffee machine is turned on.

**NOTE**

Adding foreign objects may cause grinder clogging or damage to the grinding equipment!

Do not put any items other than coffee beans into the coffee bean hopper.

6.4 Refill milk in the milk container inside the refrigerator

**WARNING**

Contamination of the milk tube may pose health risks.

Cleaning must be performed after installation, adjustment, or before operation again.

Open the refrigerator door, pull out the milk tube, disconnect the milk tube connector, remove the milk tube and milk container, rinse under the tap, dry, and reinstall into the machine.

Open the refrigerator door, pull out the milk container, open the lid, pour milk into the milk container, place the milk container back into the refrigerator, and close the refrigerator door; if necessary, pour pre-cooled milk into the milk container.

Note: The liquid level of fresh milk added to the milk container should be lower than the height of the outlet nozzle.

If fresh milk is not used, skip this step.

6.5 Adjustment and Calibration

Grinder Calibration



NOTE

Before adjusting the grinder, prepare a (low-range) electronic scale!

Grinder Coarseness Adjustment

For initial calibration, empty the coffee beans (clear residual powder from the grinder before adjusting).

6.5.1 Adjusting the Grinder's Grind Coarseness

Method 1



Open the door, take out the key, insert the key into the bean hopper lid and turn the key to remove the lid; insert the key into the adjustment knob, press down fully and rotate, clockwise to make coarser, counterclockwise to make finer.

It is recommended to first turn the knob counterclockwise to the point where the discs are in contact (until it cannot be turned under normal torque) without beans, then rotate the knob to the middle position as a baseline coarseness setting, and fine-tune later during calibration based on the grind fineness.

Method 2



Open the door, take out the key, pull the latch outward, remove the bean hopper, insert the key into the adjustment knob, press down fully and rotate, the larger the number aligned with the bump, the coarser the grind, conversely, the smaller the number aligned with the notch, the finer the grind.

It is recommended to first turn the knob counterclockwise to the point where the discs are in contact (until it cannot be turned under normal torque) without beans,

then rotate the knob to between 7-9 as a baseline coarseness setting, and fine-tune later during calibration based on the grind fineness (adjust one position at a time).

6.5.2 Grinder Calibration

Calibration is software-based for the physical characteristics of the coffee bean hopper and coffee beans, coffee bean roast level, etc. Before calibration, prepare an electronic scale and a cup.



CAUTION

Not performing calibration will cause abnormal powder dispensing from the machine!

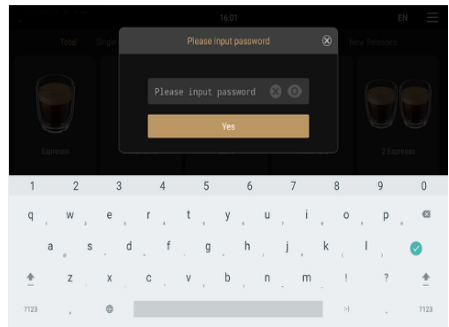
Before calibration, dispense once to fill the grinder's outlet; an unfilled outlet will lead to inaccurate calibration.



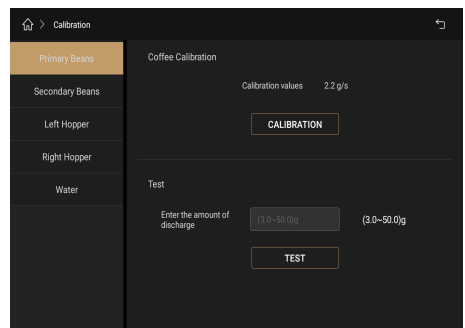
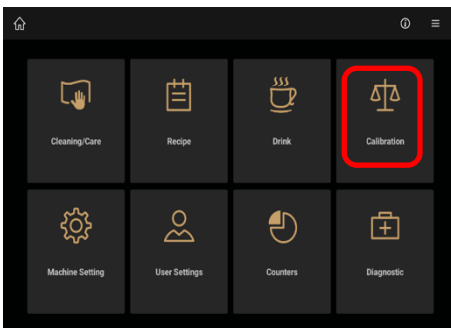
NOTE

Because each component or material has different physical characteristics, recalibration is needed each time the hopper, motor, or coffee beans from a different supplier are changed. During calibration, the material amount in the hopper should be more than 1/3 of the hopper volume.

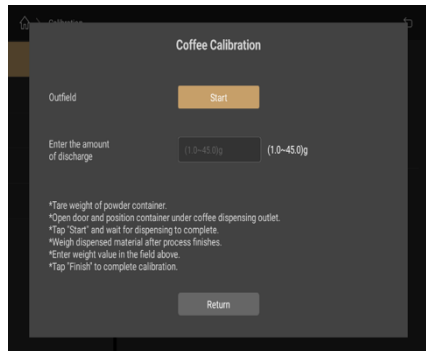
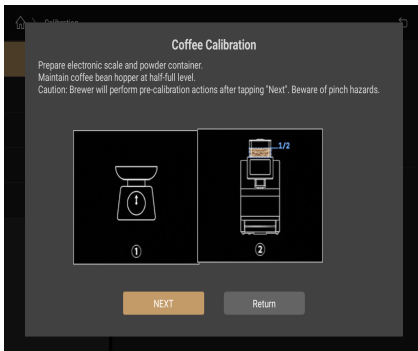
Grinder Calibration Steps:



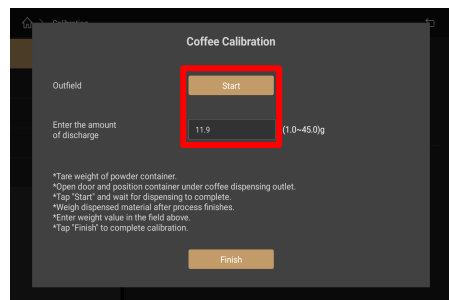
Long press the upper left corner of the screen, enter the password: test9527 in the pop-up dialog box, click 'OK'



Enter the machine management backend. Click the 'Calibration' menu, click the 'Left Coffee Beans' and 'Right Coffee Beans' options respectively, click the 'Calibrate' button.



Follow the on-screen instructions, prepare an electronic scale and a powder container, keep the coffee bean hopper at half-full level, click the 'Next' button, and follow the prompts in the pop-up interface:



- *Tare the weight of the powder container.
- *Open the door and place the powder container directly under the coffee powder outlet.
- *Click 'Start' and wait for the powder dispensing to complete.

*After dispensing is finished, weigh it and enter the weight value into the input box above.

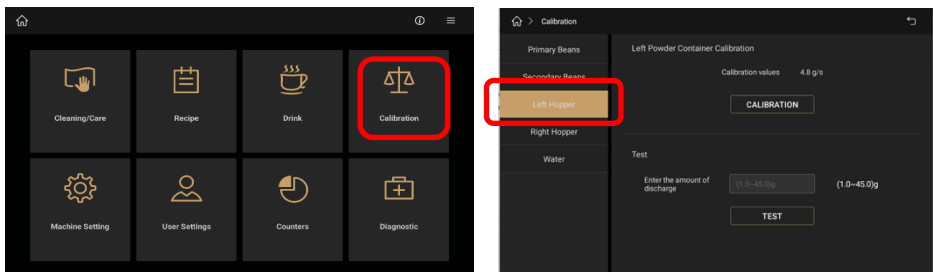
*Click 'Complete' to finish the calibration.

Note: The calibration method for the right coffee bean is the same as for the left coffee bean and will not be elaborated on one by one.

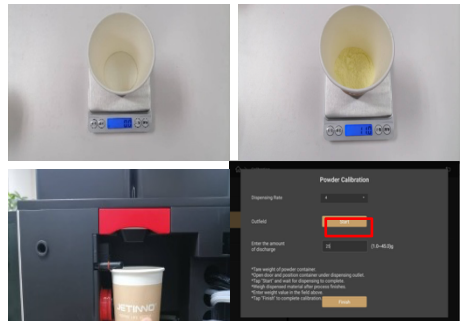
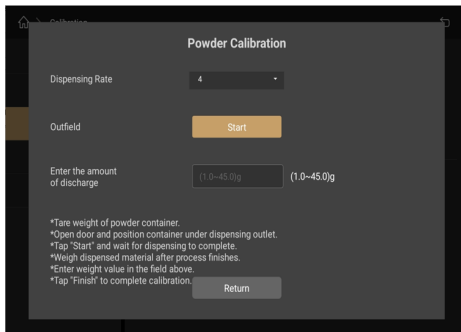
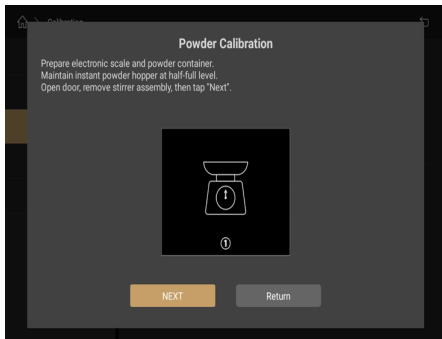
6.5.3 Powder material calibration

Because powder materials have physical characteristics, different densities and processes, calibration is needed. During calibration, the amount of powder in the material box should be more than half of the box's volume.

Powder material box calibration steps:



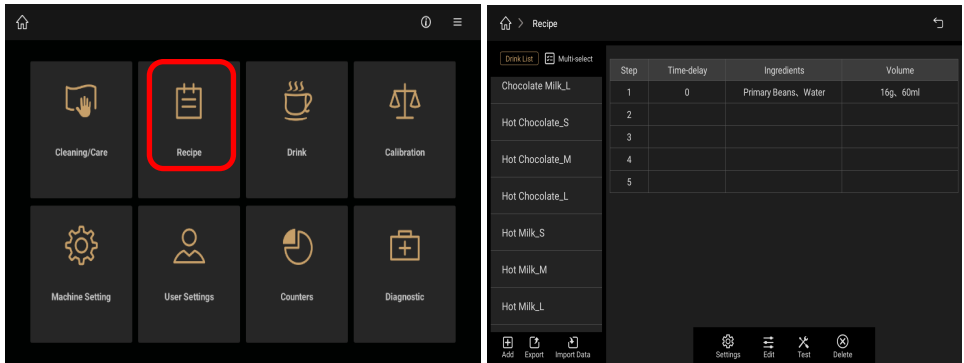
Enter the machine management backend. Click 'Calibration', select 'Left material box or Right material box'. Click the 'Calibrate' button.



*Tare the weight of the powder container. *Open the door and place the powder container directly under the powder outlet, *Click 'Start' and wait for the powder dispensing to complete. *After dispensing is finished, weigh it and enter the weight value into the input box above. *Click 'Complete' to finish the calibration.

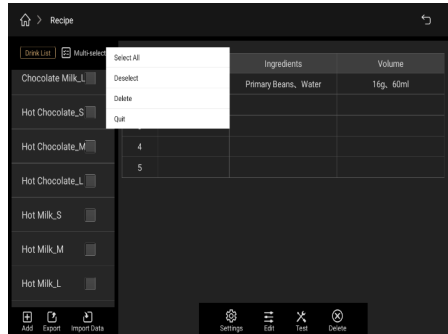
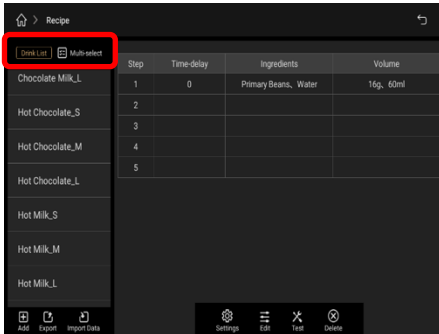
Note: The calibration method for the right material box is the same as for the left material box and will not be elaborated on one by one.

6.6 Product testing and adjustment



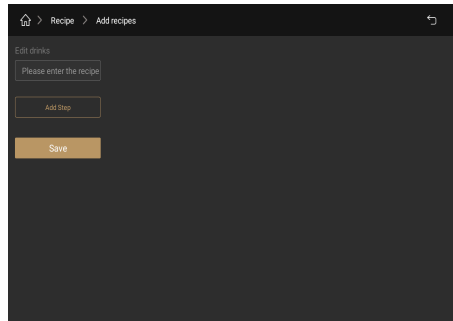
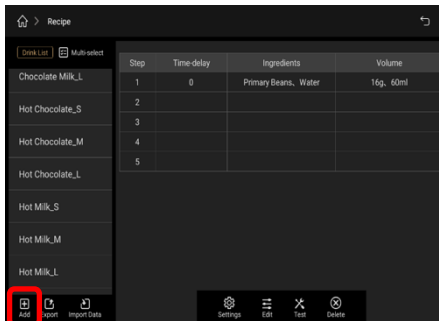
Click 'Recipe', the pop-up interface contains the machine's default factory recipes; selecting the corresponding beverage will play its recipe, click 'Test' to directly test the beverage; the recipe interface includes 'Selection List', 'Add Recipe', 'Export Recipe', 'Import Recipe', 'Recipe Edit', 'Test', 'Recipe Delete' functions. Enter the recipe interface, select the product, click 'Edit', you can adjust the beverage's water amount (ml), material amount (g), hot milk, milk foam, and dispensing time (s). After modification, click 'Save', you can directly click 'Test', click 'Settings', a pop-up 'Advanced Settings' appears with functions: coffee bean selection, coffee concentration, coffee pot, optional coffee powder, concentration level difference, production multiple.

6.6.1 Selection List

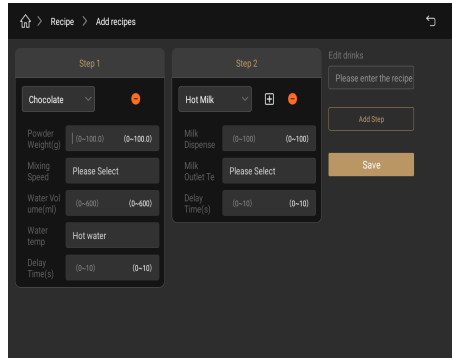
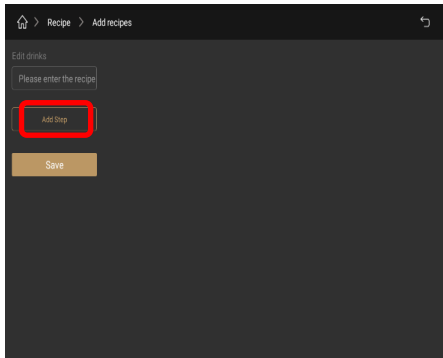


Selection List includes: Select All, Deselect, Delete, Exit buttons; you can delete recipes in the recipe list.

6.6.2 Add Recipe

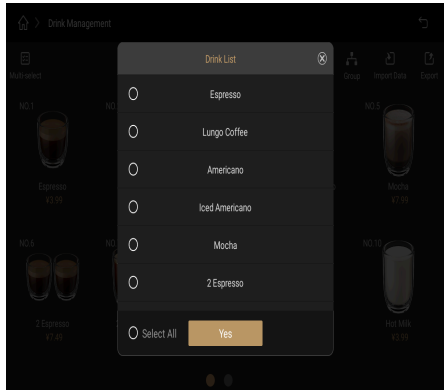
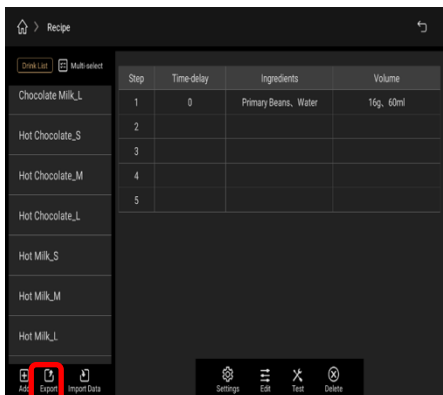


Enter the recipe interface, click the 'Add Recipe' button, enter the recipe name in the pop-up dialog box.



Click 'Add Step', enter the corresponding parameters in the pop-up dialog box, water-to-powder ratio, after confirming the recipe is complete, click the 'Save' button, select the newly created recipe in the recipe interface, then click the 'Test' button, after the product is made, taste it, if OK then it's done, otherwise you can continue to modify the water-to-powder ratio and test again until you get satisfactory coffee.

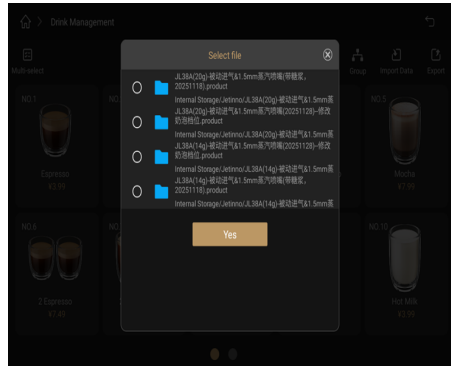
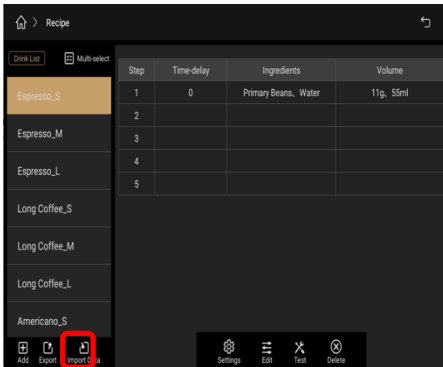
6.6.3 Export Recipe



Click the 'Export Recipe' button, in the pop-up dialog box select the recipes to export (can be single, multiple, or all), then click the 'OK' button, the exported recipes are

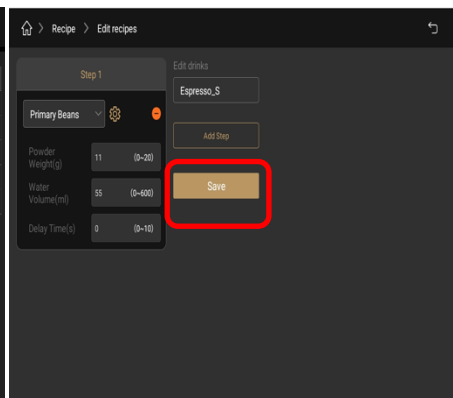
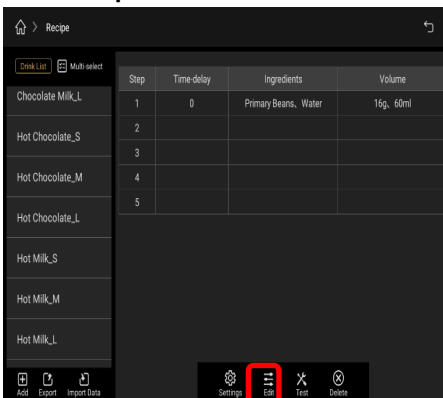
stored inside the machine, named with the current machine time, such as year month hour minute.Recipe format.

6.6.4 Import Recipe



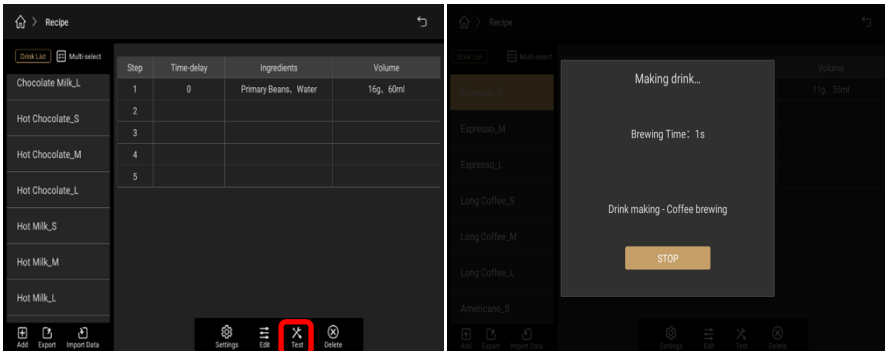
Click the 'Import Recipe' button, in the pop-up dialog box select the recipe file to import—choose the corresponding recipe based on the machine's configured brewer (14g brewer/20g brewer), then click the 'OK' button.

6.6.5 Recipe Edit



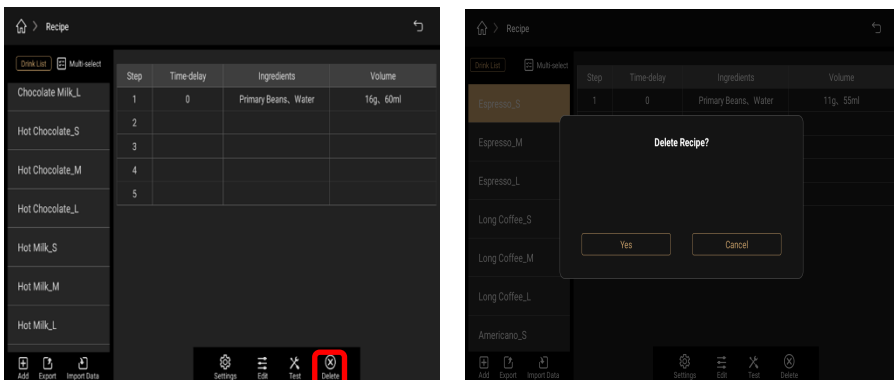
Click the 'Recipe Edit' button, in the pop-up interface, you can adjust the water amount and material amount, after modifying the parameters click the 'Save' button.

6.6.6 Recipe Test



Click the 'Test' button to make the beverage.

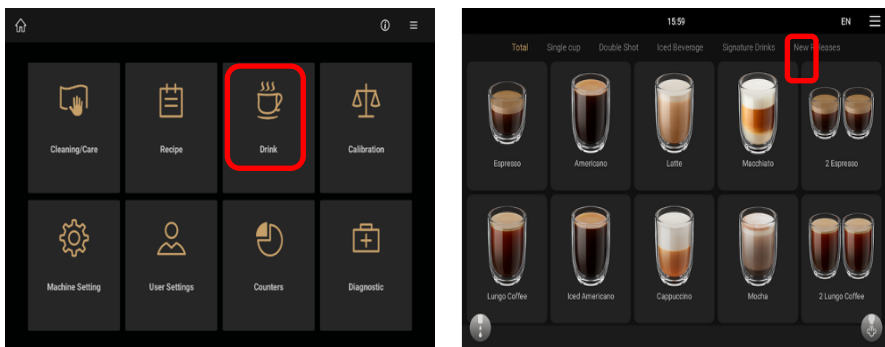
6.6.7 Recipe Delete



Click the 'Recipe Delete' button, in the pop-up interface, click the 'OK' button, all beverage recipes will be deleted, all beverages will no longer exist, the backend 'Beverage' management interface and UI (ordering) interface will be blank.

Tip: If you accidentally delete recipes, you can import random recipes.

6.6.8 Add Beverage



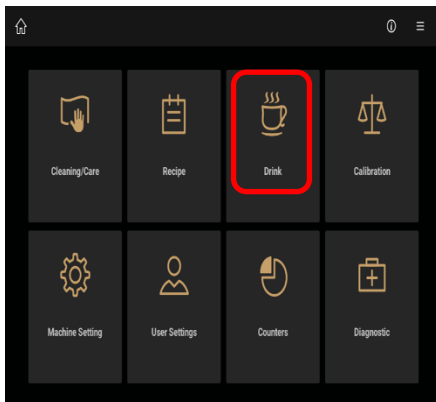
Click the 'Beverage' button, then click 'Add Beverage' on the pop-up interface.

The screenshot shows the 'Add drink' form in the TEVERA interface. The form is titled 'Drink Management > Add drink'. It contains the following fields and controls:

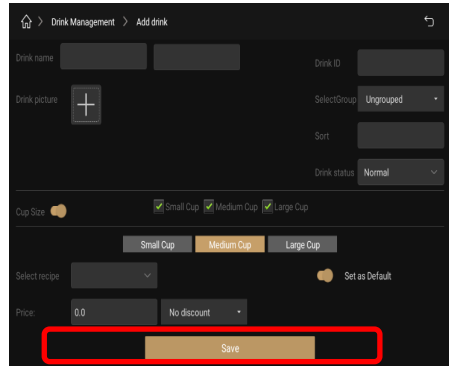
- Drink name:** A text input field.
- Drink picture:** A placeholder icon with a plus sign.
- Drink ID:** A text input field.
- Select Group:** A dropdown menu set to 'Ungrouped'.
- Sort:** A text input field.
- Drink status:** A dropdown menu set to 'Normal'.
- Cup Size:** A section with three checkboxes: 'Small Cup' (checked), 'Medium Cup' (checked), and 'Large Cup' (checked). Below these are three buttons: 'Small Cup', 'Medium Cup' (highlighted), and 'Large Cup'.
- Select recipe:** A dropdown menu.
- Price:** A text input field set to '0.0'.
- No discount:** A dropdown menu.
- Set as Default:** A toggle switch.
- Save:** A large orange button at the bottom.

On the pop-up interface, enter the beverage name, beverage ID (beverage ID and name can be obtained by searching in the network management backend - reference materials; when the machine is used standalone and sales data does not need to be counted, the beverage ID and name can be customized). Select the recipe, enter the price, sorting order, choose the beverage image, group, beverage status, small/medium/large cup, then click the 'Save' button after confirmation. The newly added beverage will be displayed in the beverage management interface; click the top-left corner of the screen to return to the sales interface, where the new beverage will be shown.

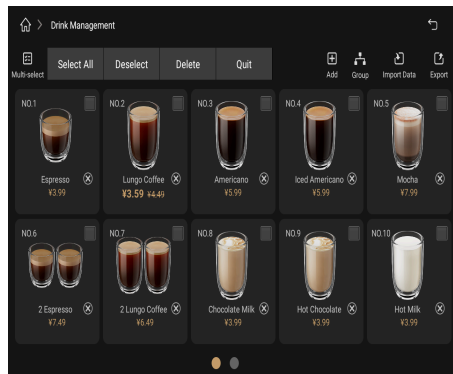
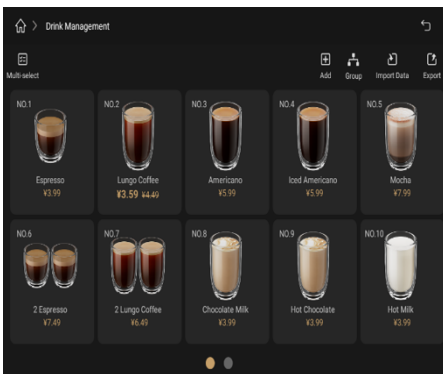
6.7 Beverage



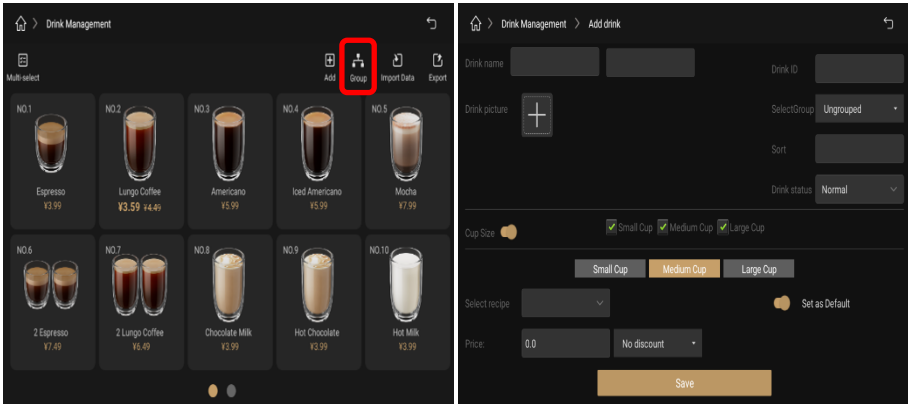
Enter the machine backend, click the 'Beverage' button to open the beverage management interface. Beverage management includes: selection list, add beverage, beverage price, beverage grouping, import products, export products, edit beverage.



Click the 'Beverage' button, and on the pop-up interface, you can edit beverages, modify the name, price, discount, group, sorting order, and set to normal/off-shelf. If a beverage is set to off-shelf, it will not be displayed on the sales interface.

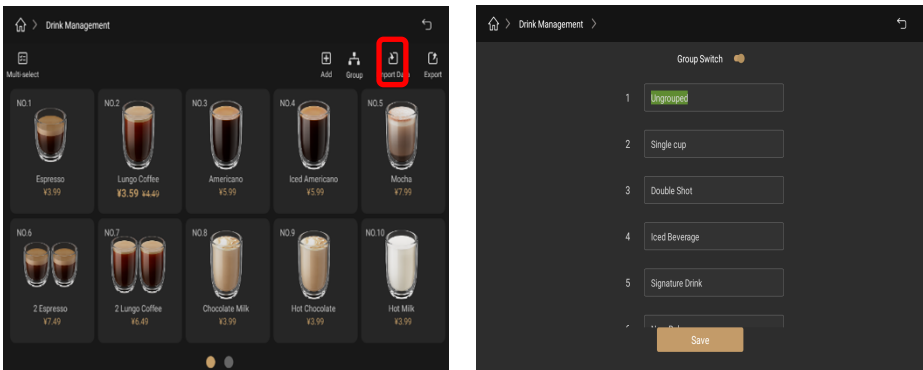


Click 'Selection List', and the pop-up dialog contains buttons for select all, deselect, delete, and exit; select beverages to delete them from the beverage list.

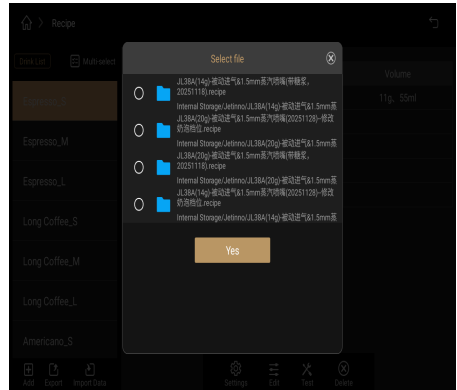
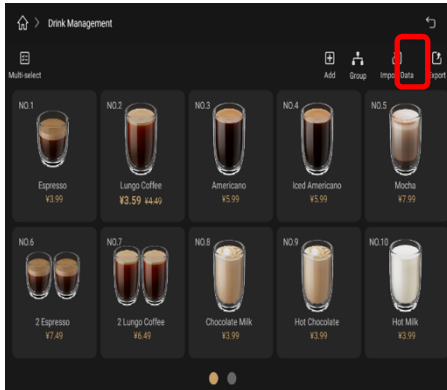


Click the 'Add Beverage' button, select the corresponding recipe, and enter the beverage name, beverage ID, beverage preparation time, price, sorting order, choose the beverage image, beverage status, small/medium/large cup, then click the 'Save' button after confirmation to complete adding the beverage.

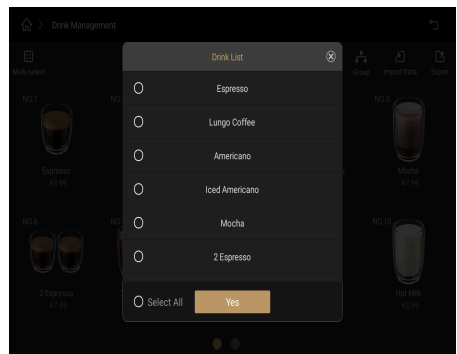
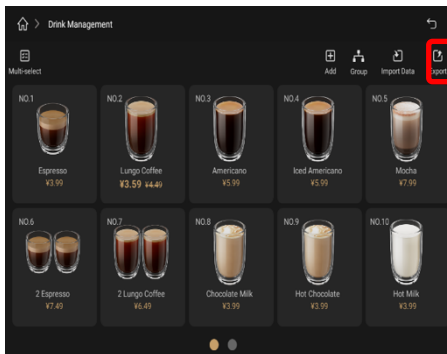
Tip: When adding a new beverage, first create the recipe for the new beverage in the recipe section.



Click the 'Group' button, turn on the grouping switch, and on the pop-up interface, you can group beverages, then click the 'Save' button after grouping.



Click the 'Import Beverage' button, select the beverages to import in the pop-up dialog, then click the 'OK' button. Importing beverages allows selecting new beverage files from the configuration file to import a new beverage list.



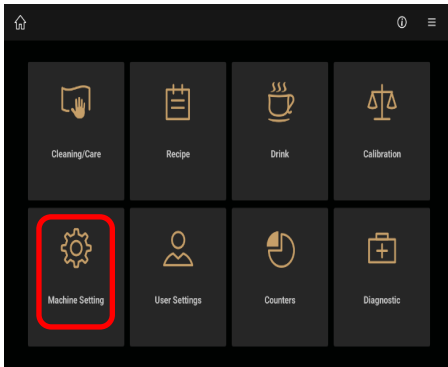
Click the 'Export Beverage' button, select the beverages to export (can be single, multiple, or all) in the pop-up dialog, then click the 'OK' button. The exported beverages are stored inside the machine, named with the current machine time in the format year-month-day-hour-minute.product.

When using the 'Export' button, it is recommended to export both recipes and beverages simultaneously; export recipes first, then beverages. When using the 'Import' button, first copy from internal storage to a USB drive, then insert the USB into another machine's USB port, enter machine management, and import recipes first, then beverages.

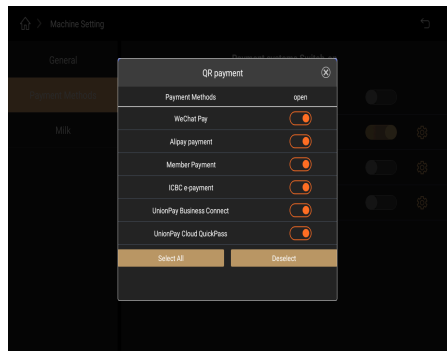
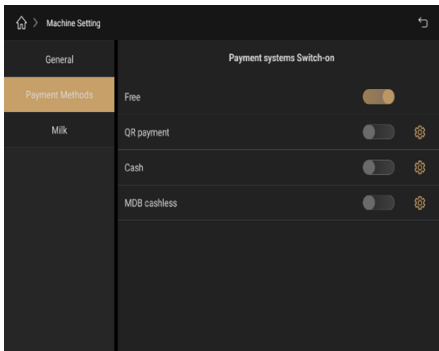
6.8 Set Sales Mode



Free mode sales interface – no product prices Payment mode sales interface – with product prices



Enter the machine backend, click 'Machine Settings', then click the 'Payment Method' option on the pop-up interface.



Click the 'Free' switch to enable, indicating free mode is on, no payment required; click the 'QR Code Payment' switch, select the payment method (WeChat Pay, Alipay Pay) in the pop-up dialog, and turn on the switch; when an external payment device is connected, click the 'Cash, MDB Card Swipe' switch to turn it on, indicating payment mode is on, and the machine will only make the product after successful payment upon ordering.

Offline mode switch: In free mode, turn on offline mode; in payment mode, turn off offline mode to ensure normal network connection. Refer to the previous section 6.2 for connecting to the server.

6.9 Beverage Making

Place the cup under the nozzle, select a beverage on the display screen;

Adjust the flavor and cup size on the touchscreen, then confirm;

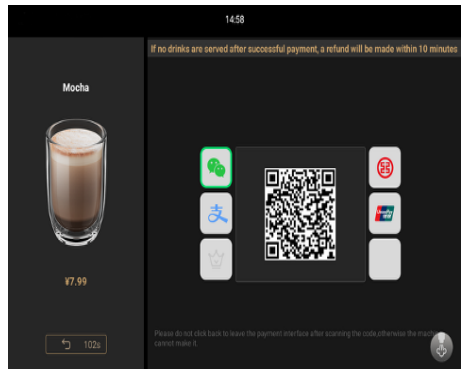
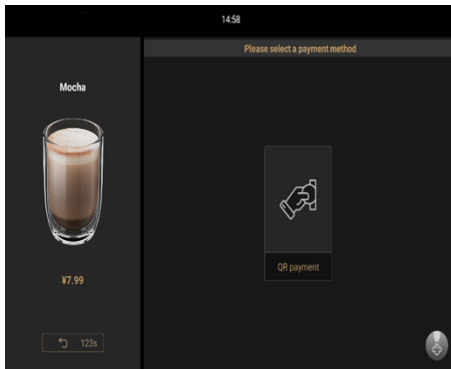
In free mode or when set to 0 (CNY/EUR/USD..), the machine directly dispenses the beverage; in payment mode, the machine will show several payment methods (WeChat Pay, Alipay Pay, card payment, cash payment);

After successful payment, the machine automatically starts making the beverage;

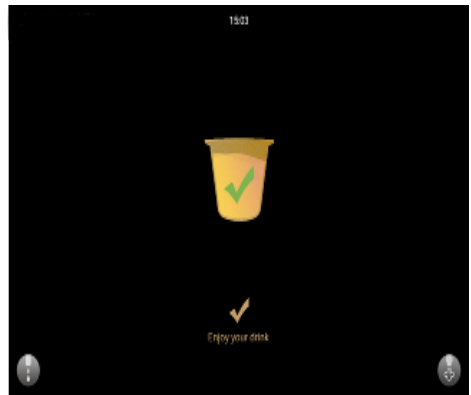
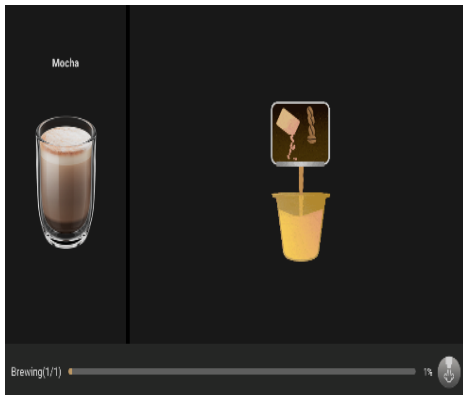
After the beverage is made, the touchscreen interface will display a completion message;



1. Product list page, displays all currently sold beverages. 2. Concentration and cup size adjustment, users can freely adjust, then click OK after adjustment.



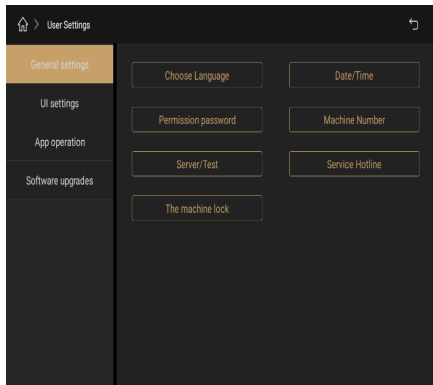
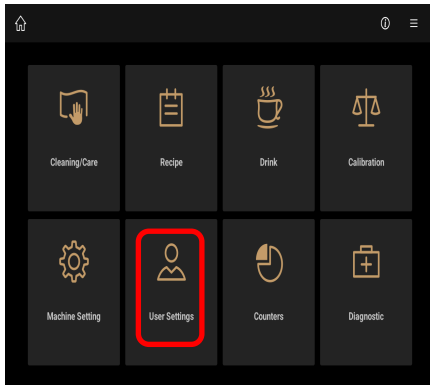
3. Payment page, QR code, cash, MDB card payment; click QR code payment, and scan the QR code with a mobile phone on the pop-up interface to pay.



4. Product making page, after payment is completed, enter the product making animation interface; when the beverage is made, the interface will prompt 'Making completed, please enjoy'.

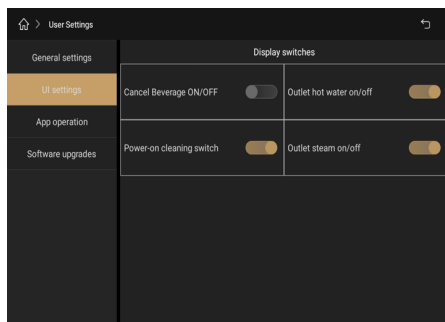
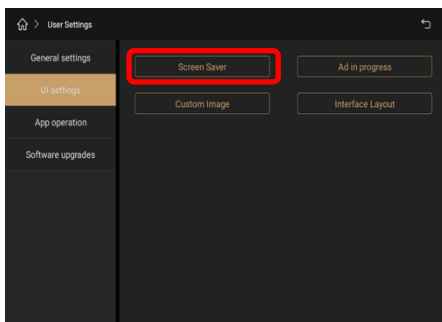
6.10 User Settings

User settings include: general settings, UI settings, APP operations, software upgrade options.

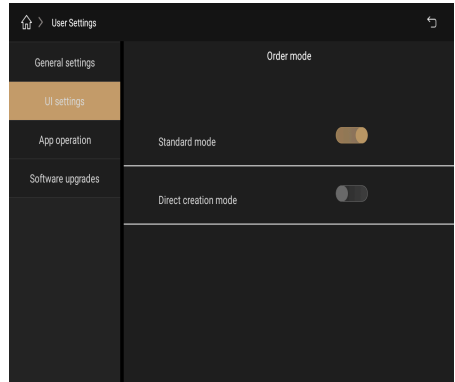
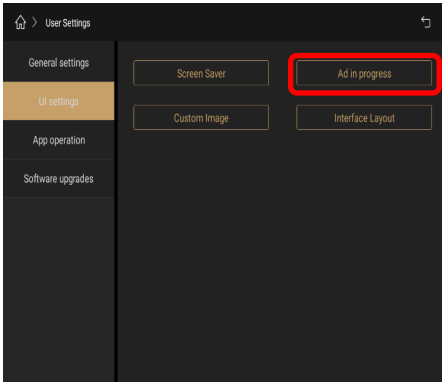


General settings: can set machine language, date/time, user permissions, machine number, server/telemetry, service hotline, machine lock.

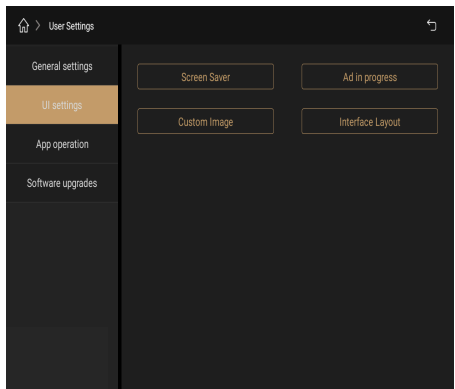
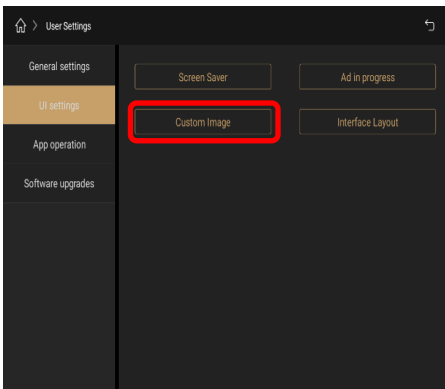
UI settings: display switches, ordering mode, custom UI, quick menu settings.



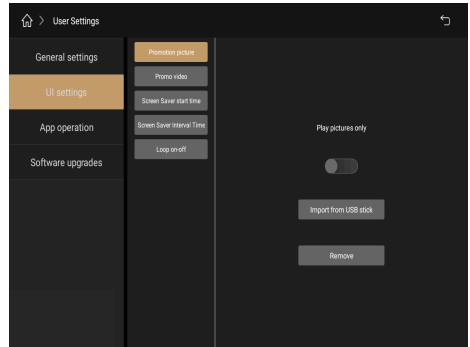
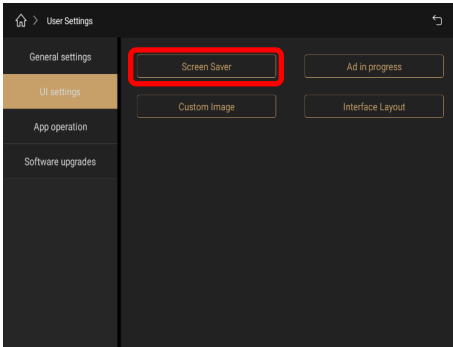
Display switches include: cancel beverage making on/off, dispense hot water on/off, startup cleaning on/off, dispense steam on/off.



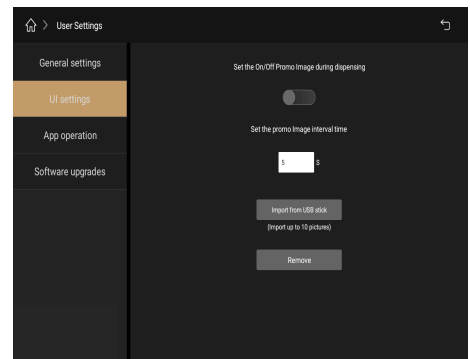
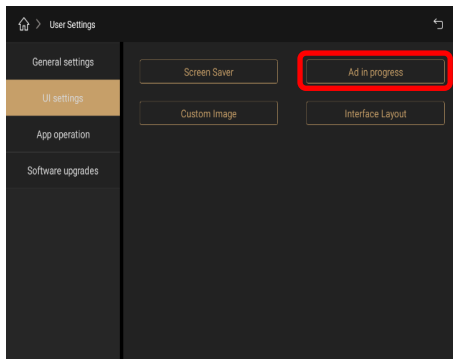
Ordering mode: standard mode, direct making mode.



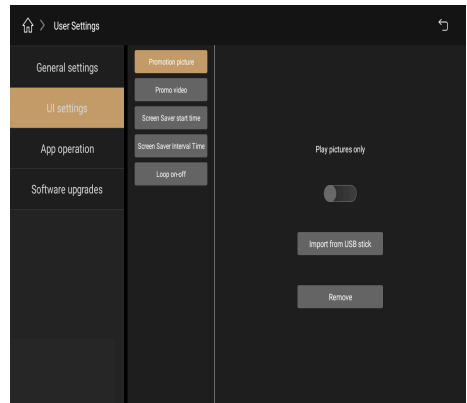
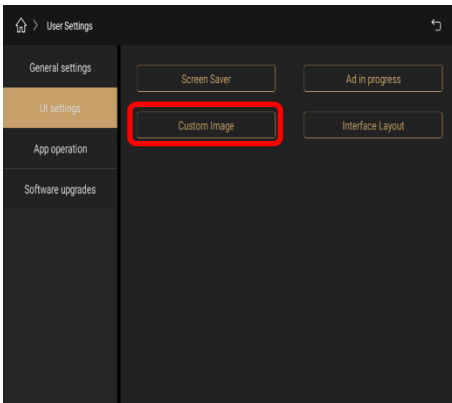
Custom UI: screensaver, making advertisement, general images.



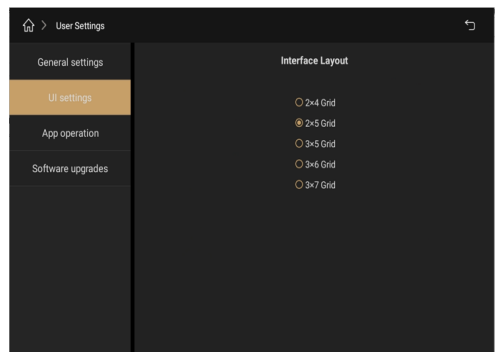
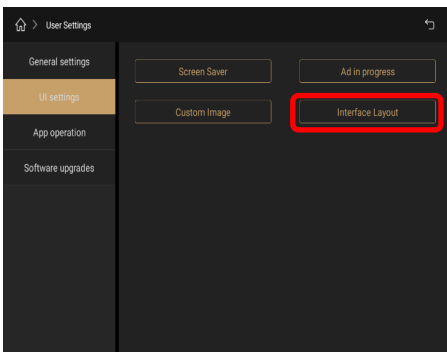
Screensaver: promotional images, advertisement videos, screensaver start time, screensaver rotation interval, rotation switch, import, remove functions.



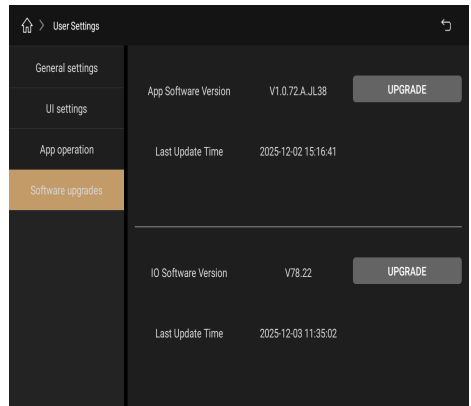
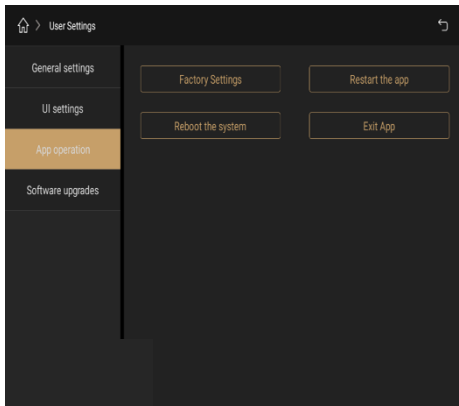
Making advertisement: set making advertisement image switch, set making advertisement image, rotation interval time, import, remove buttons.



General images: application logo image, startup image, background image, beverage image, making end image, making image; create images according to the screen's specified size and format, copy them to a USB drive, insert the USB into the USB port on the right side of the display screen, and click the import from USB button on the interface.



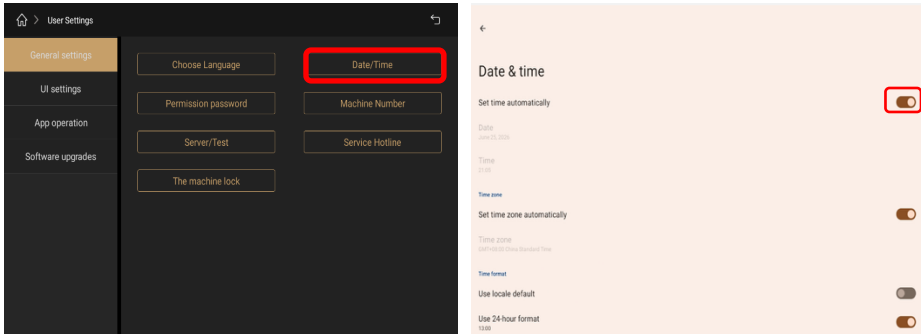
Homepage layout modes: two rows four columns, two rows five columns, three rows five columns, three rows six columns, three rows seven columns.



APP operations: restart APP, restart system, exit APP; Software upgrade: APP upgrade, IO software upgrade, copy the upgrade package to a USB drive, insert the USB into the USB port on the right side of the display screen, click the upgrade button, select the upgrade package, click the OK button, and wait for the upgrade to complete.

6.11 Set Date/Time

When the user connects the machine to the network, the machine system time will automatically update to synchronize with the local time; when used standalone without network connection, the system time cannot update to synchronize with the local time, and the local time needs to be set manually. The specific method is as follows:



Enter the machine backend, click 'User Settings -> General Settings -> Date & Time', in the pop-up interface, turn on the 'Use network-provided time' switch, and the system time will automatically update and synchronize with local time.

For standalone use without network connection, turn off the 'Use network-provided time' switch, manually 'Set Date', 'Set Time', 'Select Time Zone'. Click the shortcut key to return to the Android interface, click the 'Coffee' icon to re-enter the APP. 

6.12 Empty

6.12.1 Coffee grounds container



NOTE

High temperature may cause damage.

Do not clean the grounds container with dishwasher detergent.

- ▶ Remove the coffee grounds container from the machine.
- ▶ Empty the coffee grounds container and clean it.
- ▶ Air dry or wipe dry the grounds container, then push it back into the machine until it reaches the innermost position.

Machine is ready for operation.

6.12.2 Drip tray



NOTE

Push the spout upward to the highest position

Pull the drip tray outward.

Before removing the drip tray, ensure no beverage output will occur.

6.13 Transportation conditions



CAUTION

Improper transportation of the coffee machine may cause injury.

Pay attention to general health and safety instructions.

- ▶ Before changing position, always disconnect the water source and power supply, drain the water circuit, refer to section 7.7.
- ▶ Before changing position, check the ground for obstacles and unevenness.



NOTE

When transporting the machine using stacking, improper handling may cause machine damage.

When using a trolley to change the machine's position, the following points must be noted:

- For safety reasons, do not push the trolley when changing position, only pull it.

- Only pull the trolley, do not pull the machine.

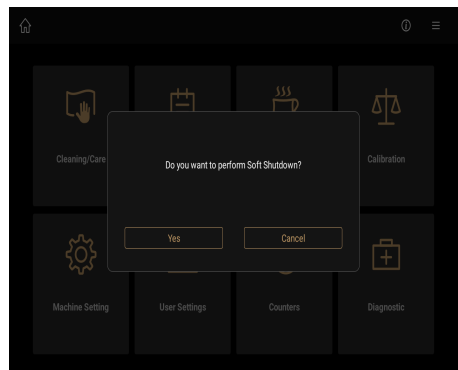
The manufacturer assumes no liability for damages caused by misuse of the trolley



or failure to follow the user manual instructions.

6.14 Shutdown

6.14.1 Operation ended



Click the 'Quick Maintenance Menu Key' button on the screen, in the pop-up interface, click the 'Soft Shutdown' button, the pop-up interface shows whether to perform 'Soft Shutdown?', click the 'Yes' button, the machine will automatically flush and then shut down, at this time, the APP program exits, and the display screen turns black. When needing to power on, long-press the screen to restart the APP.



Danger

In standby mode, the machine is still powered on.



Do not disassemble the machine casing.

Before performing maintenance work, disconnect the machine from power.

- ▶ If not already started, initiate machine cleaning in the machine backend management (cleaning will begin).
- ▶ Perform daily and weekly cleaning as needed.
- ▶ Empty and clean the drip tray.



Refer to the 'Cleaning' chapter for specific data.



After automatic cleaning is completed, close the machine's large door and small door, and unplug the power plug.

6.14.2 Extended downtime (over 1 week)



In case of extended downtime such as company holidays, the coffee machine and other auxiliary equipment must be shut down.

- ▶ Perform 'Milk System Cleaning' as described in the 'Cleaning' chapter;
 - ▶ Unplug the power plug or turn off the switch on the device to disconnect the machine from power.

7 APP usage

For APP usage, please refer to the "JAC-38A APP V1.0.0 User Manual version.

8 Cleaning

Thorough cleaning and maintenance are basic requirements for achieving food hygiene conditions. Only with regular (twice a week or increased frequency based on specific usage) maintenance, cleaning, and upkeep can the machine provide superior-tasting beverages and satisfy customers.

8.1 Cleaning Interval

Cleaning Interval						
Daily	Weekly	As Needed	As Needed			
Rinse						
X				Full Machine Rinse		8.3.1
X				Brewer Rinse		8.3.2
X				Stirrer Rinse		8.3.3
X				Manual Milk Rinse		8.3.4
X				Quick Milk Rinse		8.3.5
Deep Cleaning						
X			X	Full Machine Cleaning		8.4.3
X			X	Brewer Cleaning		8.4.4
X			X	Milk Circuit Cleaning		8.4.5
			X	Timed Cleaning (Scheduled Cleaning)		8.4.7
Manual Cleaning						
X				Clean the touchscreen		8.4.6
X				Clean the coffee grounds container		8.4.8
X				Clean the drip tray		8.4.9
X				Deep clean the stirrer		8.4.10

X			Clean the coffee bean container	8.5.1
		X	Disassemble and clean the brewer	8.6.1
Legend				
Daily:			Perform at least once daily, increase frequency as needed.	
Weekly:			Perform at least once weekly, increase frequency as needed.	
As needed:			As needed (when contamination occurs).	
As needed:			As needed (when contamination occurs).	

8.2 Cleaning Schedule

The following two cleaning schedules are available for technical service personnel to configure:

- "Jinno Smart Default" (standard) cleaning schedule.
- "Manual" cleaning schedule.



NOTE



The cleaning intervals described in this chapter comply with the "Jinno Smart Default" cleaning schedule. These settings meet the "Hygiene Management Standards for Automatic Vending Machines Selling Freshly Made Products".

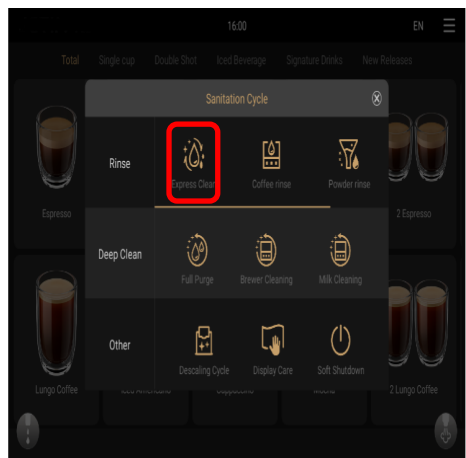
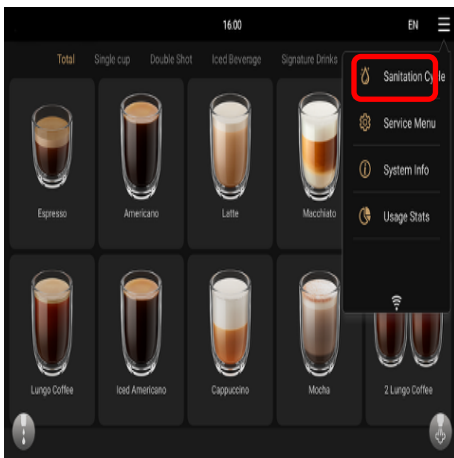
When the cleaning level is set to "None", the operator is responsible for performing necessary cleaning tasks.

The screen displays messages about pending or completed cleaning, which vary depending on the selected configuration in the cleaning schedule.

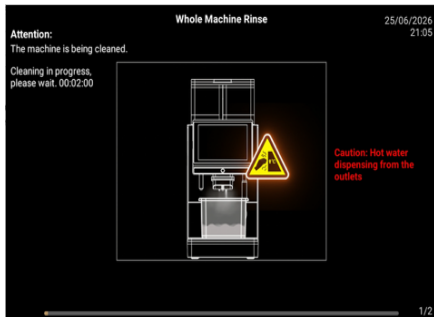
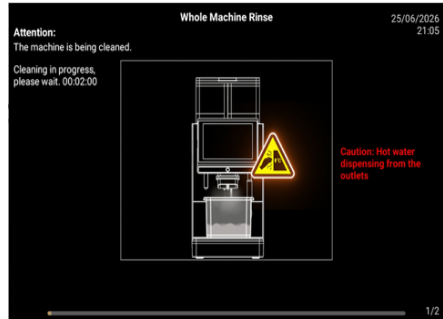
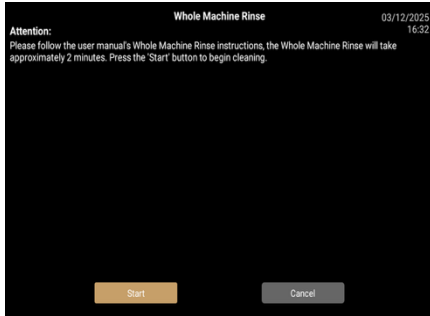
8.3 Daily Flush

8.3.1 Full Machine Flush

Full machine flush involves flushing the entire water system of the machine, including the brewer module flush and milk circuit module flush; a full machine flush takes approximately 2 minutes.



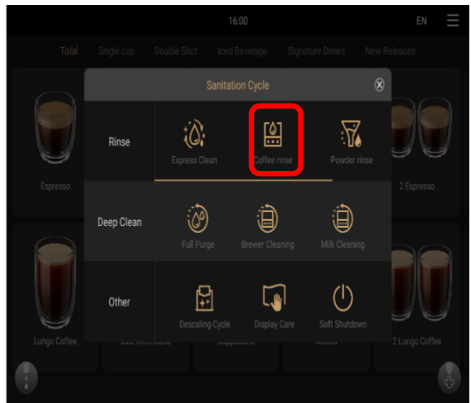
Click the "Quick Maintenance Menu Key" button, then click the "Full Machine Flush" option in the pop-up interface.



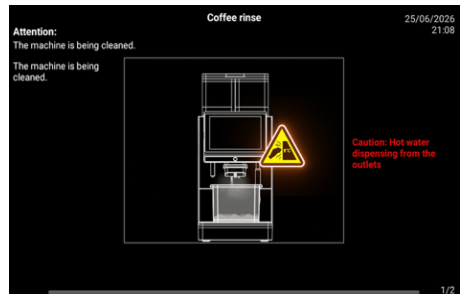
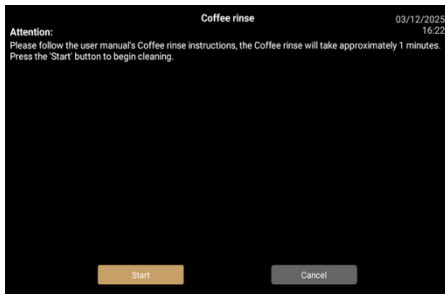
Click the "Start" button to execute the flushing procedure, click the "Cancel" button to return to the previous level; follow the on-screen prompt to click the "Start" button, the machine is performing cleaning, please wait... After the progress is complete, the interface prompts: System cleaning completed. Click "OK" to return to the order interface.

Friendly reminder: For customized or special function models - with a steam wand, the steam wand does not emit steam when the machine is performing a full flush to avoid burns.

8.3.2 Brewer Flush

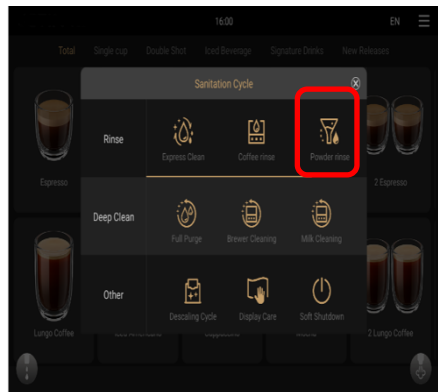


Click the "Quick Maintenance Menu Key" button, then click the "Brewer Flush" option in the pop-up interface.

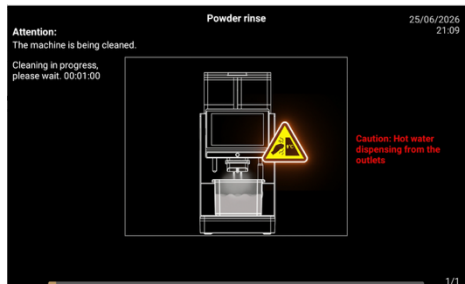
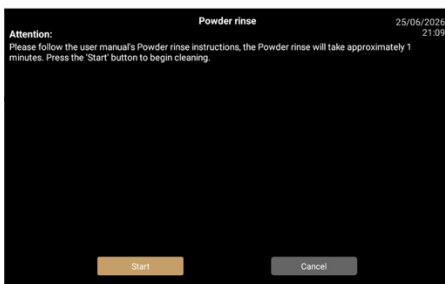


In the pop-up dialog, there are two buttons: "OK" or "Cancel". Click "OK" to execute the flushing procedure, click "Cancel" to return to the previous level; click the "OK" button, the machine is performing cleaning, please wait... After completion, the interface prompts: Cleaning completed, click "OK" to return to the order interface.

8.3.3 Stirrer Flush



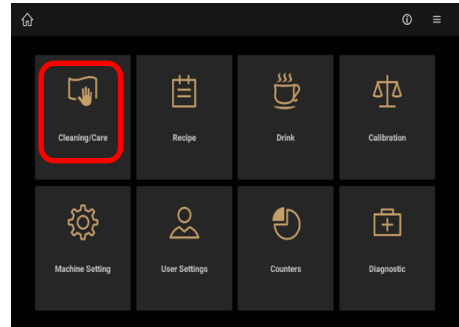
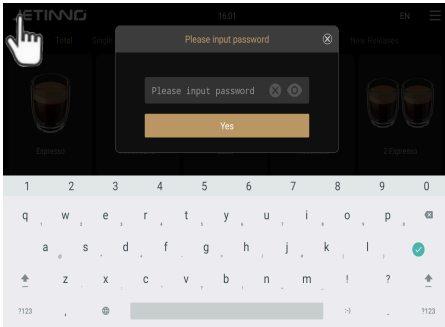
Click the "Quick Maintenance Menu Key" button, then select and click "Stirrer Flush" in the pop-up interface.



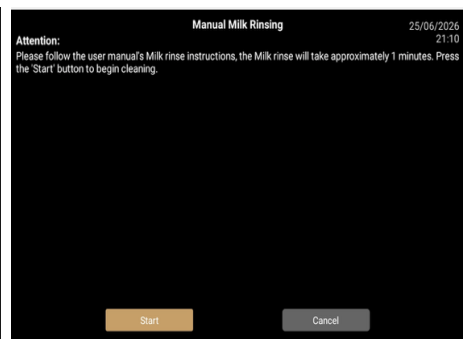
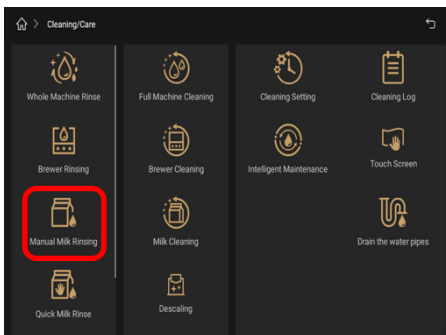
In the pop-up dialog, there are two buttons: "OK" or "Cancel". Click "OK" to execute the flushing procedure, click "Cancel" to return to the previous level; click the "OK"

button, the machine is performing cleaning, please wait... After completion, the interface displays: Cleaning completed, click "OK" to return to the order interface.

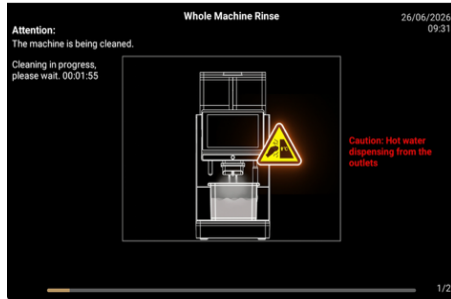
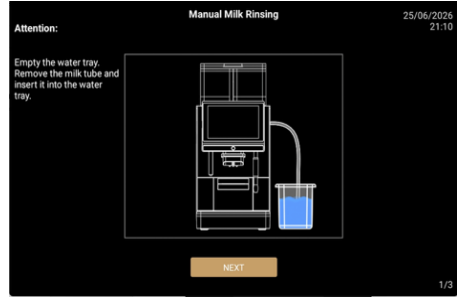
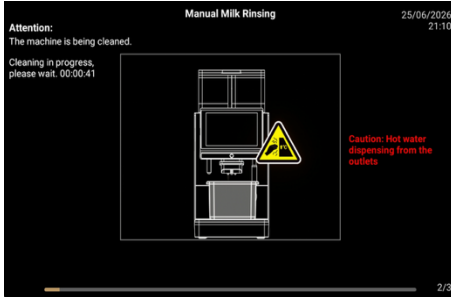
8.3.4 Manual Milk Flush



Long press the upper left corner of the screen, enter the password in the pop-up dialog, click the "OK" button to enter the machine backend, then click the "Cleaning/Maintenance" menu.

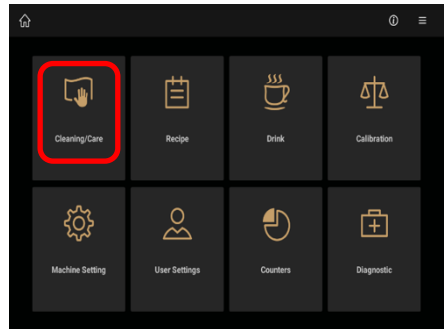
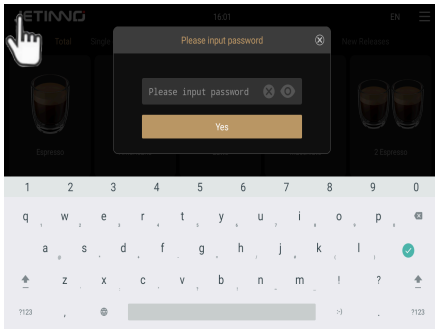


Click the "Manual Milk Flush" button, then click "Start" in the pop-up interface.

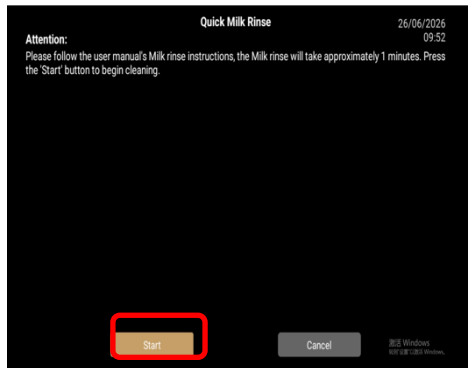
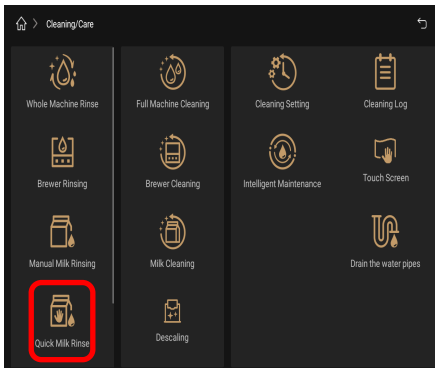


In the pop-up dialog, follow the on-screen prompt: "Pull out the milk tube, insert it into a container with 100ml of water", click the "Next" button, the machine is performing cleaning, please wait... After completion, the interface displays: Cleaning completed. Please return the milk tube to the milk container, click "OK" to exit.

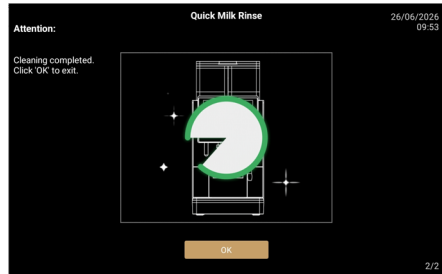
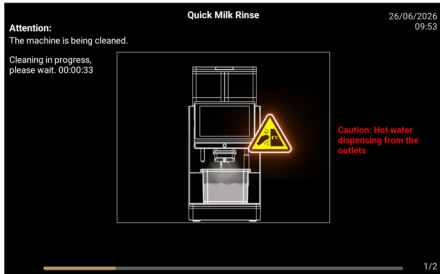
8.3.5 Quick Milk Flush



Long press the upper left corner of the screen, enter the password in the pop-up dialog, click the "OK" button to enter the machine backend, then click the "Cleaning/Maintenance" menu.



Click the "Manual Milk Flush" button, then click "Start" in the pop-up interface.



The machine is performing cleaning, please wait... After completion, the interface displays: Cleaning completed. Click "OK" to exit.

8.4 Daily Cleaning

8.4.1 Cleaning Agent



WARNING

Cleaning agent can cause poisoning!

Only use cleaning agents recommended by the equipment manufacturer.



Cleaning agents should be stored away from children.

Do not ingest or touch cleaning agents directly with hands.



Before using the cleaning agent, carefully read the instructions and safety data sheet on the packaging. If a safety data sheet is not provided, request it from the distributor.



NOTE

Using the wrong cleaning agent may damage the machine!



Only use manufacturer-recommended cleaning agents for daily and weekly cleaning.

Brewer Cleaning Tablet

Information		
	Purpose	Coffee machine system cleaning
	Cleaning Objective	Remove oil residue inside the coffee system
	Usage Interval	For daily production of 30 cups of coffee, it is recommended to use one tablet every two days; if producing over 100 cups daily, it is recommended to use one tablet daily
Information		
	Purpose	Milk system cleaning

	Cleaning Objective	Remove residue inside the milk system
	Usage Interval	Daily (recommended to clean half an hour before closing)

Milk stain cleaning tablets: Dissolve quickly in warm or cold water. Contains cationic surfactants to enhance cleaning safety and effectiveness. Ratio: 1 tablet to 250 ml of water.



CAUTION

Risk of scalding exists. During machine rinsing, hot water is dispensed from the beverage outlet.

Do not place your hand under the beverage outlet during machine rinsing.

8.4.2 Display screen guides the cleaning program.

Preparation - Tools needed for cleaning.

Brewer cleaning tablet [1 tablet].

Milk stain cleaning tablet [1 tablet].

Household detergent.

Clean kitchen cleaning towels [2 pieces].

Collection container.

Start cleaning procedure

**WARNING**

Cleaning agents can cause poisoning. When cleaned machine parts are contaminated with cleaning agents, it may cause harm to the body

It is harmful to health.

Please wear gloves during the cleaning procedure.

**CAUTION**

High-temperature liquid will be discharged during the cleaning procedure. Do not put your hand near the outlet during cleaning.

Below, otherwise there is a risk of burns.

**NOTE**

Obstructed wastewater drainage will cause the drip tray to overflow.

Check the wastewater drainage outlet of the drip tray before starting the cleaning procedure.

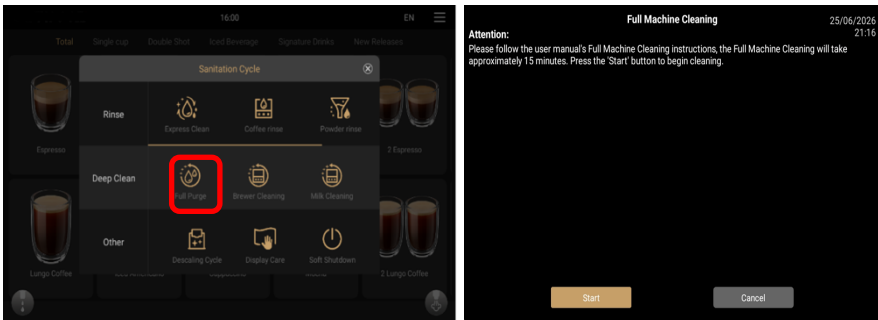


The cleaning procedure can be interrupted at any time. After interruption, the coffee machine is not in a ready-to-operate state. The cleaning procedure is forcibly terminated. Restart the interrupted cleaning procedure as soon as possible.

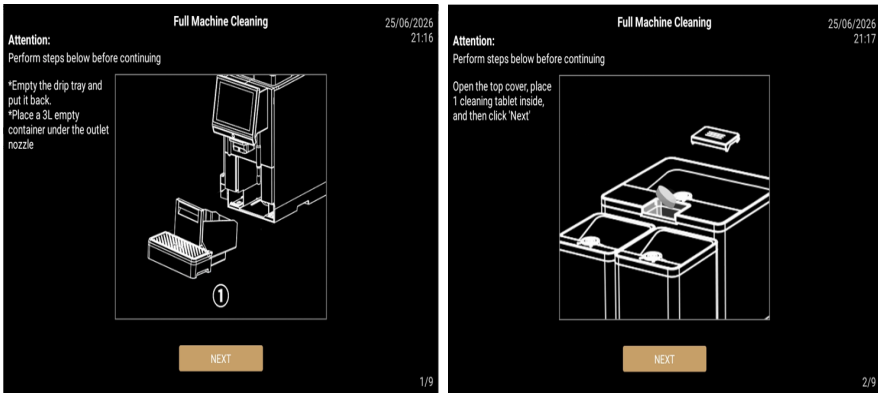
Start the cleaning procedure in the maintenance menu. The touchscreen will guide the user through all necessary steps.

8.4.3 Full machine cleaning

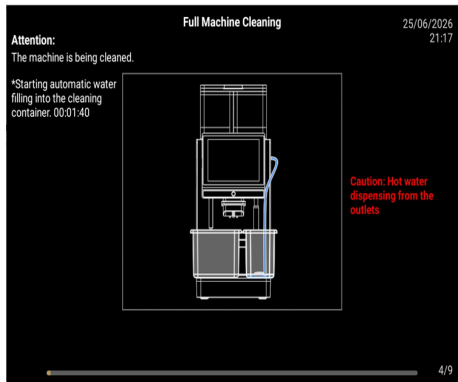
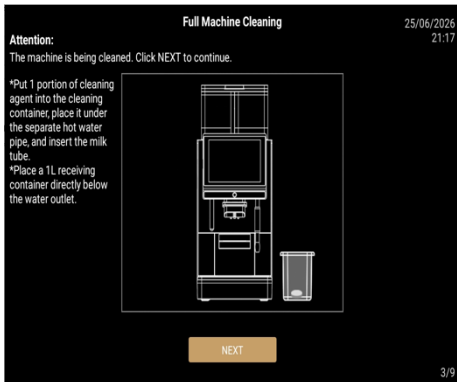
Full machine cleaning includes the coffee system and milk circuit system cleaning.



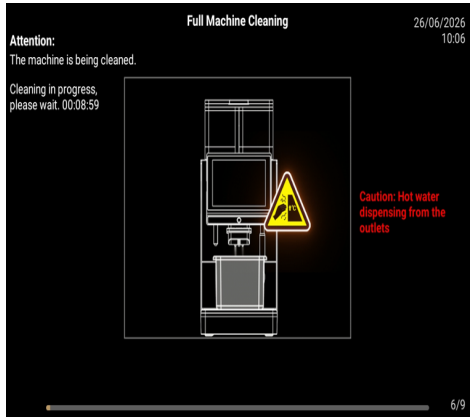
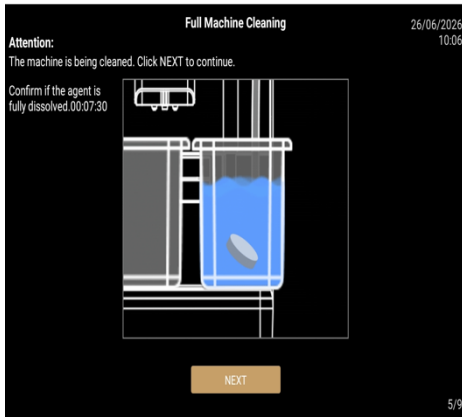
Click the 'Quick Maintenance Menu Key' button, select 'Full Machine Cleaning' in the pop-up interface. Click 'Start' in the dialog box to proceed to the next step.



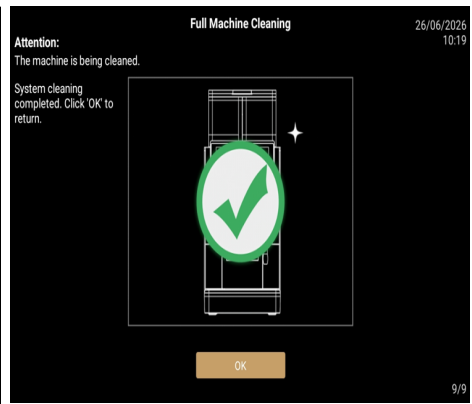
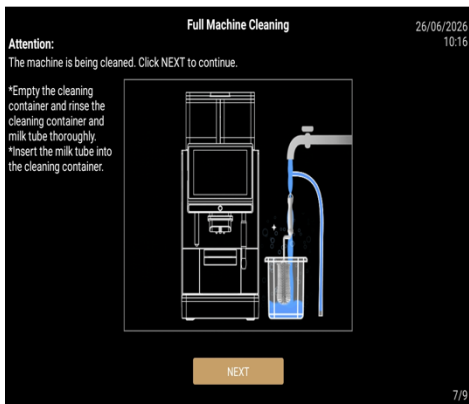
Follow the on-screen instructions: 'Please fill the water tank to the maximum level (this step can be skipped if the machine is connected to bottled water or purified water), pull out the drip tray, empty it and reinstall it, place a 2L empty container under the spout', then click the 'Next' button. Open the top small cover, put in 1 cleaning tablet, then click the 'Next' button



Follow the on-screen instructions, pour 500ml warm water (about 40°C) and 1 portion of milk cleaning agent into the cleaning container, stir until fully dissolved, then insert the milk tube. Place a 1L water container directly under the beverage spout. Click the 'Next' button. The machine is cleaning, please wait... When the progress is complete, a new interface will pop up.



Follow the on-screen instructions: rinse the cleaning container and milk tube with clean water; add 500ml clean water to the cleaning container again, and insert the milk tube. Click 'Next'. The machine is cleaning, please wait... When the progress is complete, a new interface will pop up.

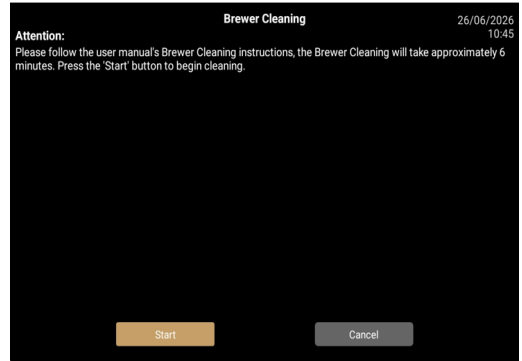
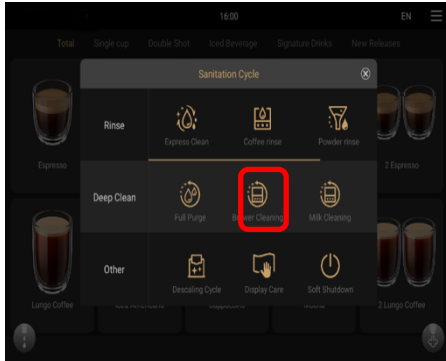


System cleaning completed, click the 'OK' button to return to the upper menu.

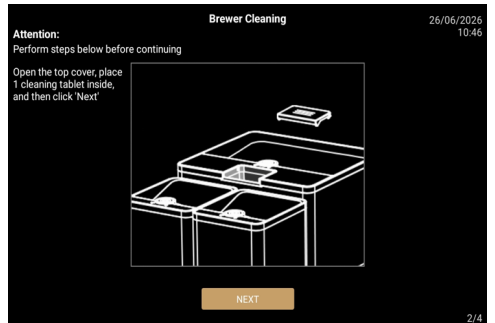
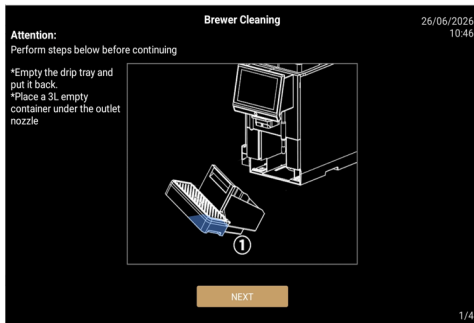
Note: If the machine undergoes full machine cleaning, there is no need to separately perform brewer cleaning or milk circuit cleaning. You can also

perform brewer cleaning and milk circuit cleaning separately based on usage.

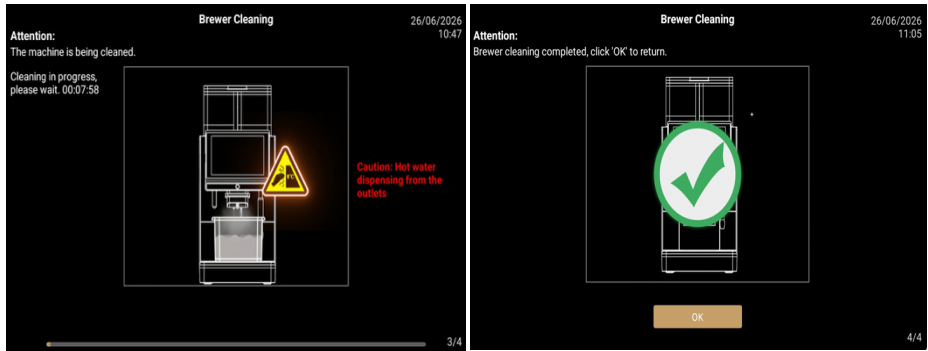
8.4.4 Brewer cleaning



Click the 'Quick Maintenance Menu Key' button, select 'Brewer Cleaning' in the pop-up interface. In the dialog box, select [OK] to proceed to the next step, select [Cancel] to return to the previous menu; click [OK] to proceed.

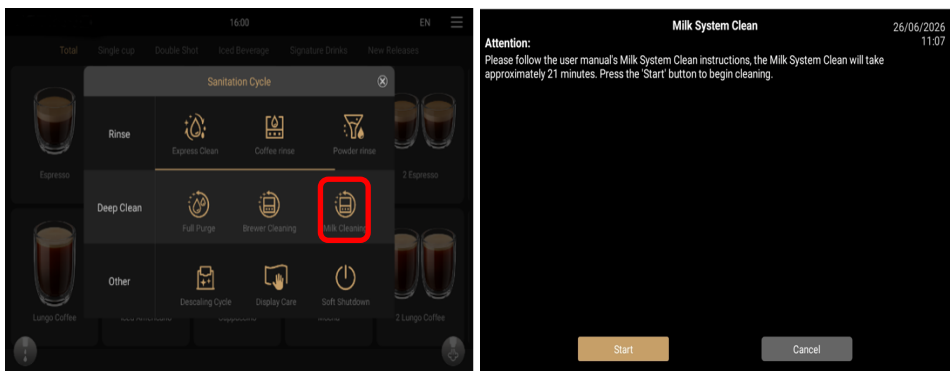


Follow the on-screen instructions: 'Please fill the water tank to the maximum level (this step can be skipped if the machine is connected to bottled water or purified water), pull out the drip tray, empty it and reinstall it, place a 2L empty container under the spout', then click the 'Next' button. Open the top small cover, put in 1 cleaning tablet, then click the 'Next' button.

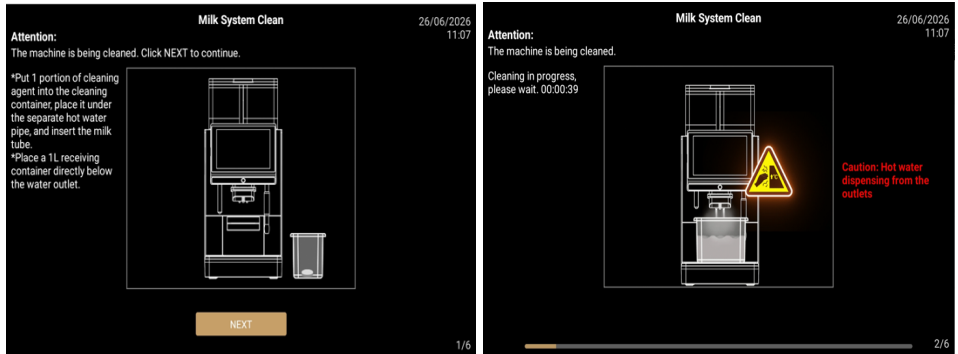


The machine executes the brewer cleaning program. Brewer cleaning takes a few minutes, please wait patiently until the program ends. The interface prompts: Brewer cleaning completed, click 'OK' to return to the beverage interface.

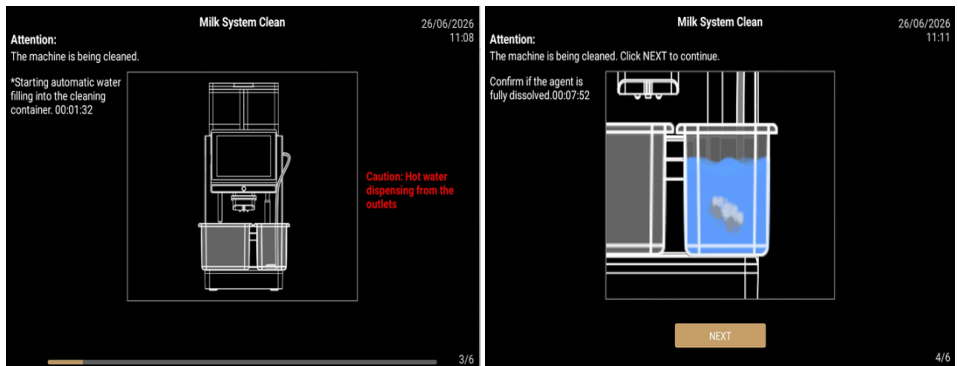
8.4.5 Milk circuit cleaning



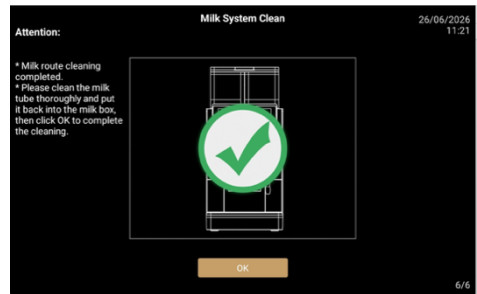
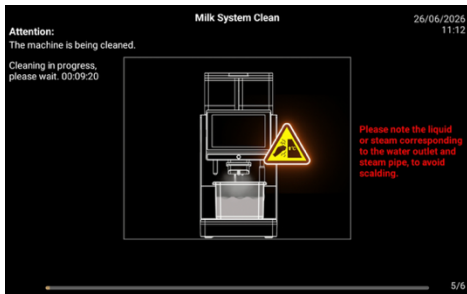
Click the 'Quick Maintenance Menu Key' button, select 'Milk Circuit Cleaning' in the pop-up interface. In the dialog box, select 'Start' to proceed to the next step, select 'Cancel' to return to the previous menu; click 'Start' to proceed.



Follow the on-screen instructions, pour 500ml warm water (about 40°C) and 1 portion of milk cleaning agent into the cleaning container, stir until fully dissolved, then insert the milk tube. Place a 1L water container directly under the beverage spout. Click the 'Next' button. Confirm again if the agent is fully dissolved, click 'Next'.



The machine executes the milk circuit cleaning program, please wait patiently until the program ends. The interface prompts: rinse the cleaning container and milk tube with clean water; add 500ml clean water to the cleaning container again, and insert the milk tube. Click 'Next'. The machine is cleaning, please wait... When the progress is complete, a new interface will pop up.



Milk circuit cleaning completed. After cleaning the milk tube, return it to the milk box, click 'OK' to complete the cleaning.

8.4.6 Cleaning the touchscreen



CAUTION

Accidental beverage output during cleaning may cause burns.

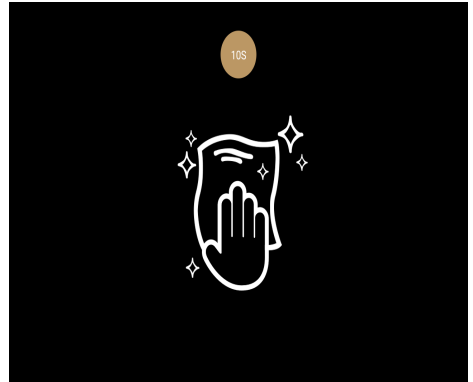
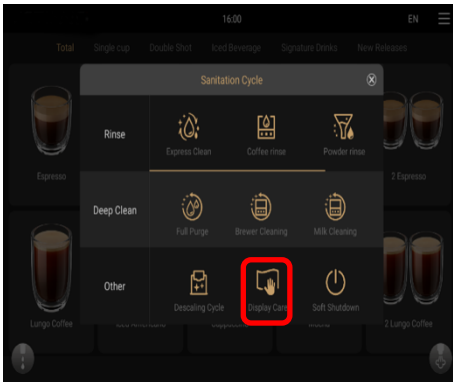
Before cleaning, lock the screen; click the 'Touchscreen' button.

NOTE



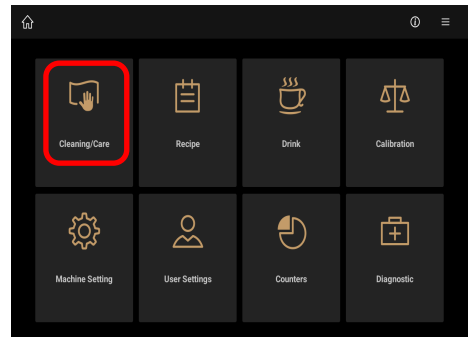
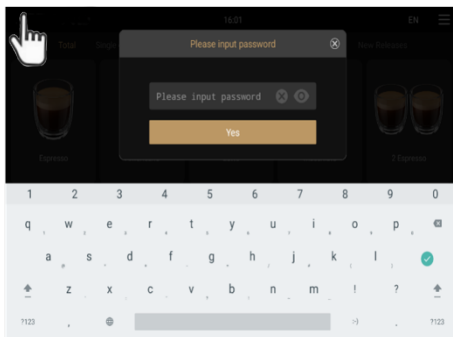
Damage to the touchscreen during the cleaning process.

Do not use abrasive methods to remove stains. Avoid applying excessive force, heavy pressure, or pressing the display with sharp objects.

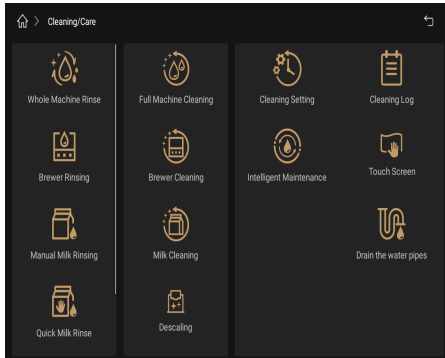


Click the 'Quick Maintenance Menu Key' button, then select the 'Touchscreen' option in the pop-up interface. Lock the screen and wipe it with a soft cloth.

8.4.7 Automatic cleaning settings



Long press the upper left corner of the screen, enter the password (Tester: test9527) in the pop-up dialog box, and click 'OK'. Then click 'Cleaning/Maintenance'.



Click 'Cleaning Settings', in the pop-up interface, toggle the 'Scheduled Cleaning' on/off, and set the automatic cleaning time. You can set automatic cleaning for any time period from Monday to Sunday.

Whole machine cleaning, milk circuit cleaning, select one of the on/off options;

Forced on/off: When turned on, and the set automatic cleaning time arrives, a prompt will appear on the interface: 'Cleaning time has arrived, please proceed with cleaning.' Click the 'OK' button. Follow the on-screen instructions; the machine can only be used normally after cleaning is completed.

Forced on/off: When turned off, and the set automatic rinsing time arrives, a prompt will appear on the interface: 'Cleaning time has arrived, please proceed with cleaning.' In the pop-up dialog, there are two buttons: 'OK' or 'Cancel'. Click 'OK' to execute the rinsing program, or click 'Cancel' to return to the UI interface, and the machine can be used normally.

8.4.8 Clean the coffee grounds container



CAUTION

Coffee grounds in the container can easily lead to mold formation. If mold spreads to the machine, the coffee may become contaminated.

Therefore, the coffee grounds container must be cleaned daily.



NOTE

High temperatures may cause damage.

Do not clean the coffee grounds container in a dishwasher.

Coffee grounds container cleaning method:



Push the spout upward to the top, pull the drip tray out of the machine, remove the coffee grounds container, discard the coffee grounds, and thoroughly clean the container with water and household detergent. Dry with a clean towel and reinstall the coffee grounds container into the machine.

8.4.9 Clean the drip tray



WARNING



Sediment and bacteria can contaminate the wastewater container.

Rinse and clean the wastewater container daily.

Drip tray cleaning method:



Grab both sides of the drip tray with both hands, lift slightly upward, and pull outward to remove it from the machine. Take out the grid, wastewater splash guard, and drip tray, rinse thoroughly under a faucet with a brush, dry with a towel, and reinstall the dried drip tray components into the machine, ensuring they are properly seated.

8.4.10 Deep clean the mixer

Recommended cleaning frequency: Clean the mixer upper cover 2-3 times per week, the mixer body and mixer steam inlet upper/lower covers once a week, and inspect the V-seal, gland, and mixing impeller every 3 months for damage.



Open the machine door; pull the lower mixer upper cover upward; rotate the handle on the fixed base clockwise to release the lock; pull the mixer body outward, being careful not to lose the O-seal on the spout when removing the mixer body; pull the steam cover outward; use both index fingers to pull out the mixing impeller; remove the V-seal; rotate the gland clockwise and pull it outward; wipe the mixer fixed base with a towel or a wet wipe containing 75% alcohol; clean the mixer body, gland, V and O-seals, mixing impeller, and mixer steam inlet upper and lower covers; regularly inspect the V and O-seals for damage and replace if necessary. After cleaning, reassemble the mixer in the reverse order of disassembly, which will not be described again.

8.5 Weekly cleaning

8.5.1 Clean the coffee bean container



CAUTION

The rotating grinding blades of the grinder and the opening blade of the coffee bean container are very sharp and can cause injury.



Do not put your hand into the coffee bean container when the coffee machine is turned on. Wear gloves when cleaning.



NOTE

Scratches on the coffee bean container.

Do not use abrasive cleaning agents.



Open the door, remove the key, insert the key into the hopper lid and turn it to remove the lid; pull the lock to unlock, then lift and remove the hopper, rinse under running water, let it dry, and reinstall it back into the machine.

8.6 Monthly cleaning

8.6.1 Deep clean the brewer



CAUTION

Coffee residue in the brewer can easily lead to mold formation. If mold spreads to the machine,

the coffee may become contaminated.



Depending on the operating time, regularly inspect the brewer and clean it as needed using the method below.

Wear gloves when cleaning.

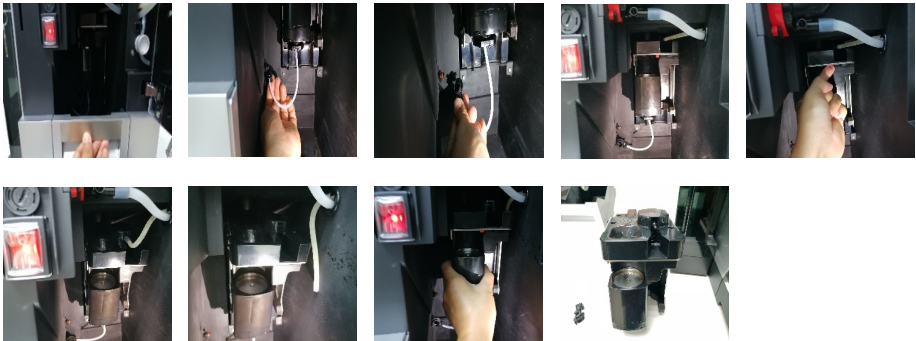


NOTE

High temperatures may cause injury.

Do not clean the brewer in a dishwasher.

Replace the filter screen:



As shown in the figure above: Use the key to open the machine door and remove the waste residue box; Rotate the brewer water inlet pipe connector clockwise and remove it; Pull the red lock forward to unlock, tilt outward, and pull out the coffee outlet pipe; Remove the brewer, clean coffee grounds with a brush or rinse under tap water, and wipe with a cloth.



Take the upper/lower filter screens and O-ring seals from the random accessories (consumables kit). Use a cross-head screwdriver to remove the screw at the center of the lower plunger filter screen, take out the filter screen and black plastic piece, and check if the mesh holes are clogged. Severe clogging may cause the machine to report a fault (coffee brewing water flow rate too low).

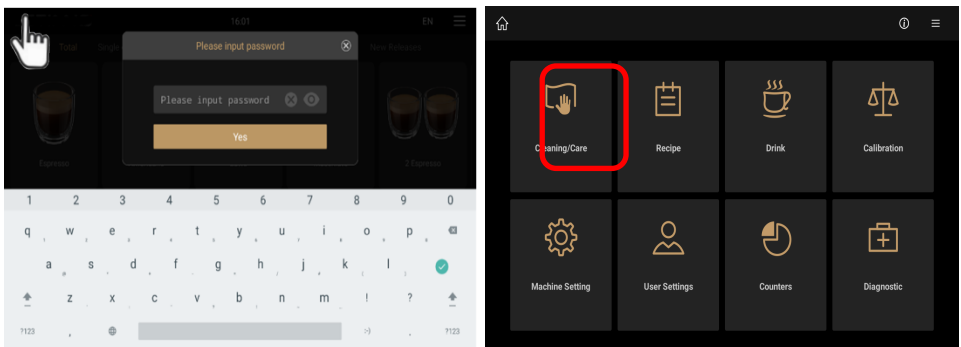
Clean the lower plunger head and black plastic piece, replace the lower filter screen; Use a screwdriver to remove the screw at the center of the upper plunger filter screen, clean the upper plunger head, and replace the upper filter screen; Check the O-ring seal on the upper plunger for aging and replace it promptly if necessary.

Note: Soak the replaced filter screens in cleaning solvent for a period of time; they can be reused after cleaning.

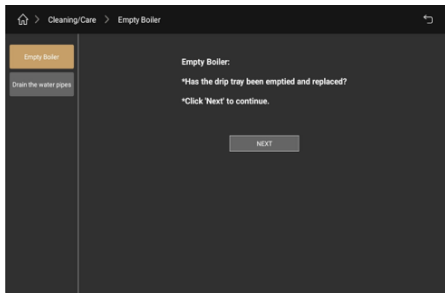
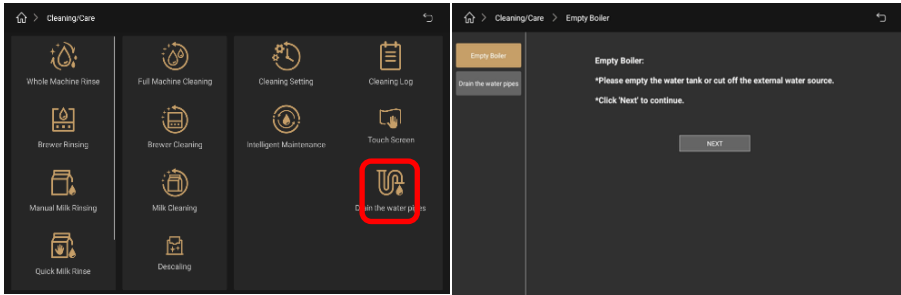
8.7 Drain the water system

8.7.1 Transport antifreeze protection for the heating block

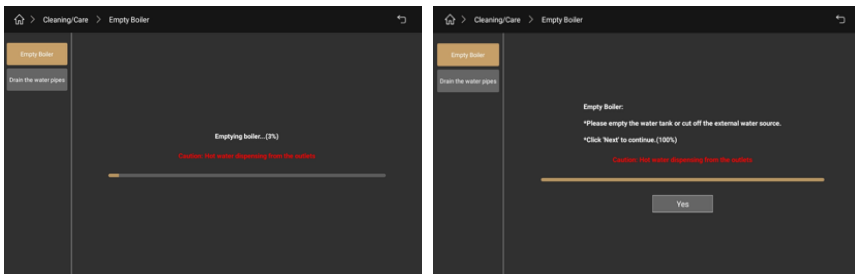
When transporting over long distances below 0°C, the water system must be emptied. The specific method is as follows:



Long press, on the top left corner of the screen, enter the password: test9527 in the pop-up dialog box, and click 'OK'. Select 'Cleaning/Maintenance' and click.

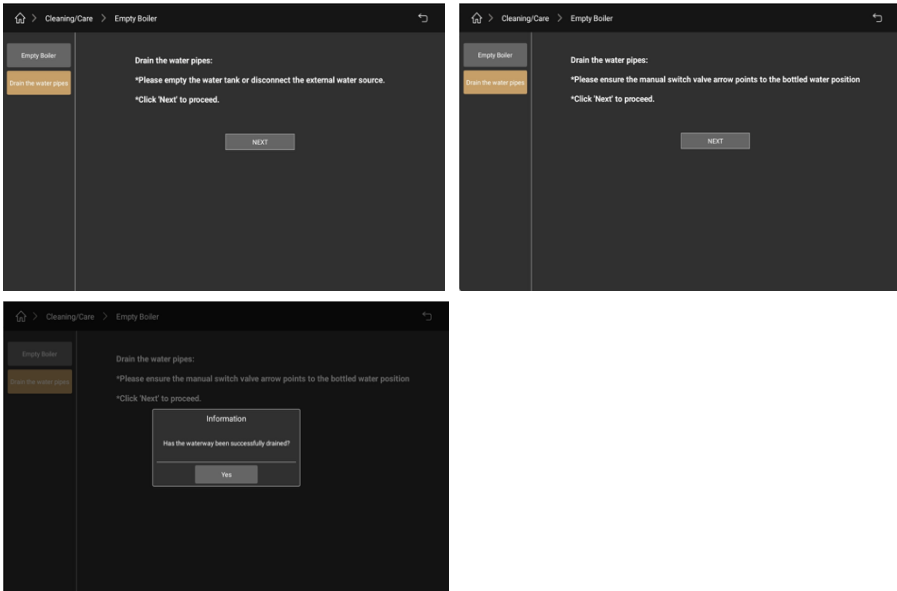


In the pop-up interface, click 'Drain Water System', select and click the 'Boiler Transport Antifreeze Protection' button, and follow the on-screen prompts: Empty the water tank or cut off the external water source, then click 'Next'. Click the 'Next' button, and in the pop-up interface, follow the prompts: Is the drip tray emptied and reinstalled? Click the 'Next' button.



Water system draining begins, with a progress bar in the interface. When the progress is complete, the interface prompts: 'Boiler emptying completed 100%', click the 'Confirm' button.

8.7.2 Drain the water system

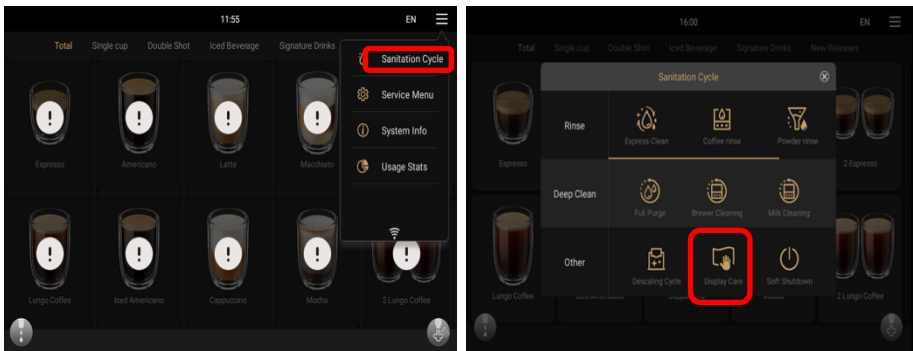


In the pop-up interface, click 'Drain Water System', and follow the on-screen prompts: Empty the water tank or cut off the external water source, then click 'Next' to continue.

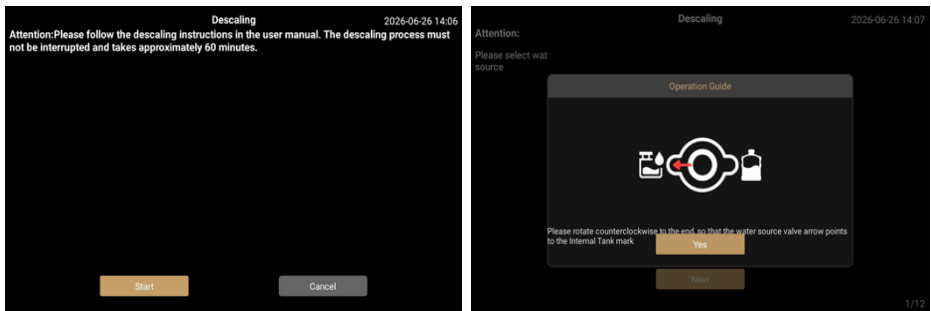
Follow the on-screen prompt: 'Please confirm the manual switch valve arrow points to the bottled water position', click 'Next' to continue. When the water is drained, a prompt appears on the screen: Is the water system draining complete? Confirm completion and click the 'OK' button.

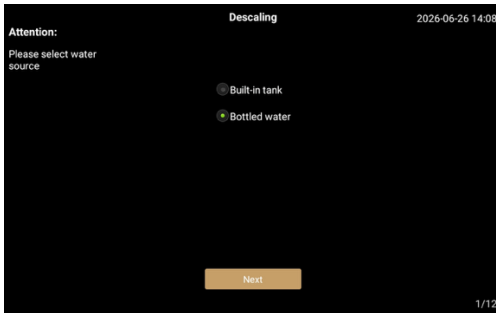
8.8 Descaling

It is recommended to descale once a month. Click the 'Quick Maintenance Menu' button, click the 'Descaling' button, or when the descaling prompt appears on the interface, follow the instructions on the display.

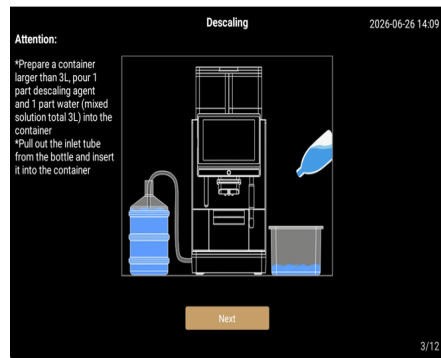
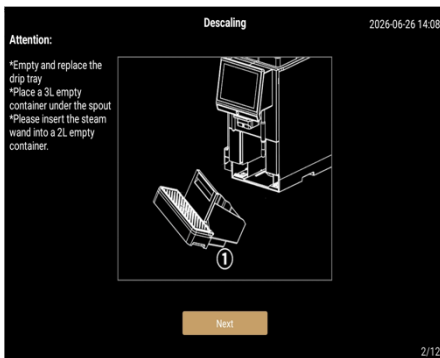


Click the 'Quick Maintenance Menu' button, select 'Cleaning Maintenance' in the pop-up dialog box. Click 'Boiler Descaling'.

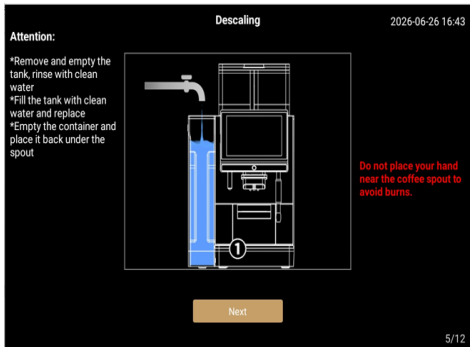




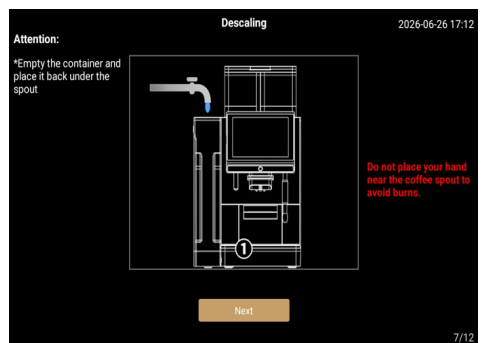
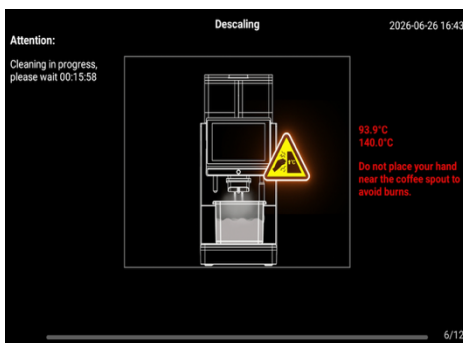
The pop-up interface prompts: Descaling cannot be interrupted during the process; descaling takes about 60 minutes. Click 'Start' to proceed to the next step; Click 'Cancel' to cancel descaling. Click 'Start' to enter the next interface; The screen prompts 'Empty the drip tray and reinstall it, place a 2L empty container under the spout'; After completing the prompted actions, click 'Next' to jump to the next interface.



Remove and empty the water tank, remove the water filter; Add one-third water to the tank, pour in about 60g of descaling powder, stir to dissolve fully, then reinstall into the machine, click 'Next' to jump to the next interface. The screen displays 'The water system is cooling down, please wait' (command issued to lower the boiler temperature to 60°C). When the progress is complete, jump to the next interface.

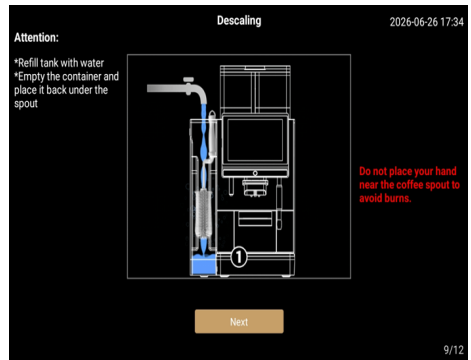
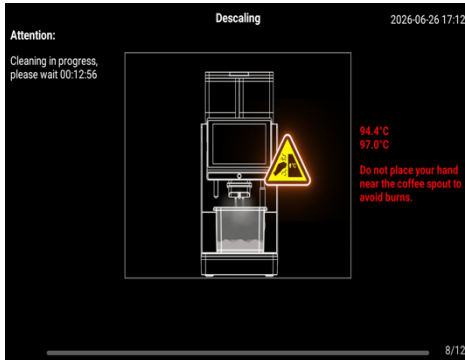


The screen displays 'The machine is descaling, please wait...', a progress bar appears at the bottom. When the progress is complete, it automatically jumps to the next interface. The screen displays 'Remove and empty the water tank, rinse the tank with clean water', follow the screen prompts: Remove and empty the water tank, rinse with clean water, fill the tank with water and reinstall; Empty the water collection container and place it back under the spout, click 'Next' to jump to the next interface.

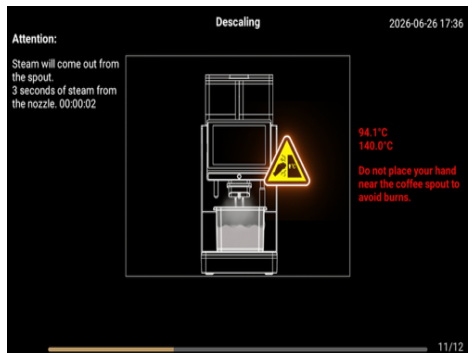
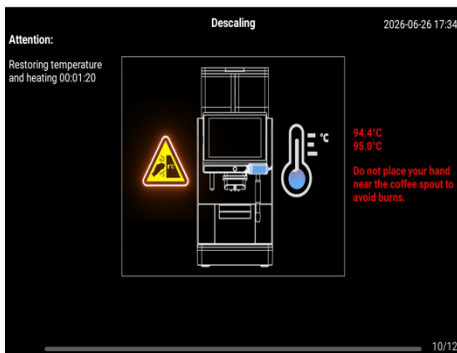


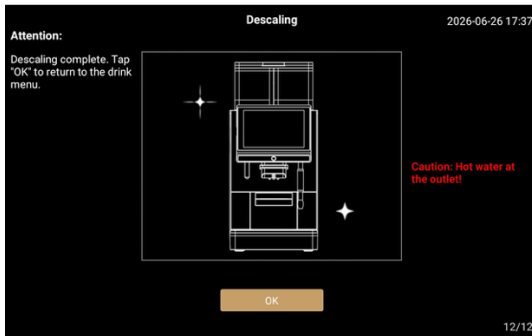
The screen displays 'The machine is descaling, please wait...', a progress bar appears at the bottom. When the progress is complete, it automatically jumps to the next

interface. The screen displays: Fill the water tank with clean water and reinstall; Empty the water collection container and place it back under the spout. After completing the prompted actions, click 'Next' to jump to the next interface.



The screen displays 'The machine is descaling, please wait...', a progress bar appears at the bottom. When the progress is complete, it automatically jumps to the next interface. The screen displays: Fill the water tank with clean water and reinstall; Empty the water collection container and place it back under the spout. After completing the prompted actions, click 'Next' to jump to the next interface.





The screen displays 'The machine is descaling, please wait', a progress bar appears at the bottom. When the progress is complete, it automatically jumps to the next interface. The screen jumps to the completion interface, displaying 'Descaling completed', click 'OK' to return to the beverage interface.

Note:

- (1) There is no cancel button during descaling; the process must be fully completed as per the procedure.
- (2) If descaling is interrupted due to human factors or other reasons such as power failure, the next restart prompt must complete descaling or restart descaling; otherwise, the machine will lock and cannot make any beverages, because the boiler is filled with chemicals during descaling and cannot be used for beverage preparation.

9 Preventive Measures

9.1 Cleaning Agent

9.1.1 Usage



Ingestion of cleaning agent poses a poisoning hazard.

Please strictly adhere to the following points:

- Store cleaning agents away from children and unauthorized personnel.
 - Do not ingest cleaning agents.
 - Do not mix cleaning agents with other chemicals or acidic substances.
 - Never add cleaning agents to cups.
 - Never add cleaning agents to the drinking water tank (internal/external).
 - Cleaning agents and descaling agents should only be used for their intended purposes (refer to the label).
 - Do not eat or drink while using cleaning agents.
 - Ensure good ventilation and exhaust when using cleaning agents.
 - Wear protective gloves when using cleaning agents.
 - Wear safety goggles when using descaling agents.
 - Wash hands thoroughly immediately after using the cleaning agent.
-

Read the instructions on the packaging carefully before using the



cleaning agent. If a safety data sheet is not provided, you can request one from the dealer (see the cleaning agent's packaging).

9.1.2 Storage

Always observe the following points:

- Store in a place inaccessible to children and unauthorized persons.

- Store away from heat, light, and moisture.
- Store separately from acidic substances.
- Store only in the original packaging.
- Store cleaning agents separately.
- Do not store with food or beverages.
- Comply with local laws and regulations regarding the storage of chemicals (cleaning agents).

9.1.3 Disposal

If recycling is not possible, the cleaning agent and its packaging must be disposed of in accordance with local regulations.

9.2 Hygiene Regulations

9.2.1 Water



CAUTION

Improper use of water may pose health risks!

The water source must meet drinking water hygiene standards.

Always observe the following points:

Water must be clean and free from contamination.

- Do not add backflow water or other corrosive water to the coffee machine.
- Carbonate hardness must not exceed 5-6 °dH (German carbonate hardness) or 2-3 °fH (French carbonate hardness).

- Total hardness must always be higher than carbonate hardness.
 - Minimum carbonate hardness is 5 °dH or 2 °fH.
 - Maximum chlorine content is 50 mg per liter.
 - pH value 6-7 (pH neutral).
 - Equipped with filtration devices (internal & external).
-

9.2.2 Coffee



CAUTION

Improper use of coffee may harm your health!

Always observe the following points:

- Check the package for damage before filling.
 - Close the coffee bean container lid immediately after adding coffee beans.
 - Coffee should be stored in a dry, cool, and dark place.
 - Coffee should be stored separately from cleaning agents.
 - Use the oldest products first ("first in, first out" principle).
 - After opening, the packaging should be properly sealed to maintain product freshness and prevent contamination.
-

10 Safety and Warranty

The manufacturer is not liable for any damage to the coffee machine if the user fails to follow the operating and installation instructions.

Pay attention to and follow the usage instructions.

The installation location should be dry and waterproof; do not use the machine outdoors; the machine is only intended for specified ingredient packages; other ingredients are considered improper use, and the manufacturer is not liable for resulting damage.

Whether the buyer is entitled to warranty rights and the specific content of any warranty rights depend on the agreement between the buyer and seller. Failure to comply with the operating instructions voids the warranty.

The following situations are not covered by the warranty:

1. Natural wear and tear occurring on all components.
2. Machine defects caused by failure to comply with operating, cleaning, and maintenance regulations (such as operating instructions and cleaning maintenance).
3. Defects caused by not using manufacturer's original accessories or third-party parts, incorrect installation of the machine, or careless use of the machine.
4. Machine defects caused by improper or unauthorized modifications or repairs to the machine by the user or a third party.
5. Machine defects caused by improper or incorrect use.

11 Common issues list

Problems	Possible causes	Solutions
Coffee outlet flow rate is too slow	Coffee grounds are ground too fine	Adjust the grinder, rotate towards the larger number
	Dosage is much larger than expected	Recalibrate the grinder
	Filter screen is blocked	Clean the brewer with a tablet or replace the filter screen
	Leakage (lower plunger damaged)	Replace the plunger or brewer
	Brewer O-ring seal leaking	Replace the seal ring
Drip tray contaminated	Not cleaned for a long time	Clean the drip tray
	Spout installed incorrectly	Check and reinstall
Coffee flow rate is too fast	Coffee grounds are ground too coarse	Adjust the grinder
	Dosage is far less than expected	Recalibrate or check recipe settings
Waste box is full	The cumulative count of coffee pucks has reached 70 since the last emptying	Pull out the drip tray, remove the coffee waste box, and empty the waste box
Boiler filling failure	Machine has been shut down for a long time (water valve not open)	Open the water valve and restart the machine
	First use of the machine, air in the water system	Power off and try again to vent
Lack of coffee beans	The coffee beans in the hopper have been used up	Add an appropriate amount of coffee beans into the coffee bean container

	Coffee bean oils are excessive and cause clumping	Stir the coffee beans in the container
Drip tray not installed	Drip tray not properly installed	Reinstall the drip tray
	Drip tray sensor damaged\magnet missing or damaged	Replace sensor\magnet
Drip tray full	Water in the drip tray is full	Pull out the drip tray and empty the wastewater
	Drip tray water level monitoring metal sheet is dirty	Clean the monitoring metal sheet and dry it
Unable to draw milk	Milk container is empty	Check if the milk box is filled with milk
	Steam pipe or steam outlet is clogged	Perform a deep cleaning of the milk system using cleaning solution
	Steam pipe is damaged	Disassemble the steam pipe or outlet, inspect and replace
	Milk frother temperature adjustment knob is set too tight	Loosen the milk frother temperature adjustment knob to a suitable position
	Milk frother is clogged	Remove the milk frother, inspect all holes and clean; replace with a new milk frother
Coffee machine needs descaling	Coffee machine has reached the set water volume or cup count, prompting the need for descaling; the threshold value can be modified in the machine's background menu	Click the prompt button to descale, refer to the manual for specific operation methods



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Return completed forms to:

FEDERAL HOSPITALITY EQUIPMENT Pty Ltd

PO BOX: 382 Moorebank 2170 (For AU)

PO BOX: 13833 Onehunga Auckland 1643 (For NZ)

Email: service@fedservices.com.au



For your convenience, please scan the QR code and complete the product registration online.

Product Registration

To register your product for warranty with Federal Hospitality Equipment, please fill out this form.

Person Details			
Contact Name:			
Email:			
Contact Number 1:		Contact Number 2:	
The equipment is for	☐ Business Use	Business Name:	
	☐ Residential Use		

Product Details			
Where the equipment is located			
Street Address:			
Suburb:		State:	
Postcode:		Country:	
Purchase From:			
Purchase Date:			
Invoice Number from Whom You Purchased the Equipment:			

Please attach a copy of your invoice with this form.

Model Number		Serial Number	
Model Number		Serial Number	
Model Number		Serial Number	
Model Number		Serial Number	
Model Number		Serial Number	

If you have purchased gas units, please supply certificate of compliance and provide the fully licenced gas fitter details below:

Gas equipment warranty will not be valid until your commissioning certification has been submitted.

Was the gas equipment installed by a certified gas fitter/Plumber?

☐ Yes ☐ No

Please attach the gas commission certification with the form if any.