SMUCKER'S

FOODSERVICE

www.smuckerfoodservice.com

EXCELLENCE COMPACT

User Manual

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Content

1- Safety instructions 3

2- Technical specifications 6

2.1 Specifications 6

2.2 Dimensions 7

3- Part overview description 8

3.1 Front view 8

3.2 Interior view 8

3.3 Button functions 9

3.4 Display overview 9

4- Dispenser start up & storage 10

4.1 Dispenser start-up 10

4.2 Dispenser storage 10

5- Ingredient pack handling 11

6- Daily operation 12

6.1 Dispensing a cup of coffee or hot water 12

6.2 Dispensing a pot of coffee 12

6.3 Drink delivery with pre-selections 13

6.4 Ingredient pack replacement 14

7- Cleaning 15

7.1 Navigation buttons 15

7.2 Cleaning procedures 15

7.3 Exterior cleaning 15

7.4 Flushing 16

7.5 Cleaning the doser openings 17

7.6 Removing and cleaning the mixing tray 17

7.7 Disassembling the mixing system 18

7.8 Cleaning the mixing system parts 19

7.9 Reassemble mixing system 19

7.10 Replacing product packs and flushing the outlets 20

7.11 Cleaning the foam air filter 21

7.12 Cleaning the water tank 22

8- Troubleshooting 23

1- Safety instructions

1.1 Introduction

The following general safety precautions apply to the operation and maintenance of the machine and must always be observed. Non-compliance with these instructions or any other safety precautions mentioned in this manual could impair the machine's safety features and lead to potentially dangerous situations and machine damage for which the manufacturer cannot be held responsible.

Installation, service and programming of the dispenser is restricted to authorized and trained service technicians.

Hazard intensity levels-

There are three different levels of hazard intensity, identified by the signal words DANGER, WARNING and CAUTION. Observe these statements to ensure safety and prevent injury and product damage.

The level of hazard is determined by the following definitions:

Caution:
Alerts against unsafe practices. Observe these warnings to ensure food safety, to prevent minor personal injury, and/or damage to the dispenser.

Warning:
Indicates a potentially hazardous situation which, if not avoided, could result in serious injury or even death.

Danger:
INDICATES AN IMMINENTLY HAZARDOUS SITUATION WHICH, IF NOT AVOIDED, WILL RESULT IN SERIOUS INJURY OR EVEN DEATH.

Note:
Gives additional information which may be helpful during the service procedures or operation of the dispenser.

1.2 General

- Operation, filling and cleaning of the dispenser is restricted to authorized and trained persons. Take care that new staff reads the operator manual carefully before operating the dispenser, and understands the safety and hygiene aspects involved. For quick reference a printed cleaning instruction label or quick reference guide is included.
- You may only use the dispenser according to the instructions in this operator manual for the delivery of drinks. The manufacturer is not liable for any damage or injury resulting from improper use of the dispenser or from non-compliance with the procedures described in this operator manual.
- This dispenser can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should be supervised to ensure they do not play with the dispenser.
- Cleaning and user maintenance shall not be made by children.
- Installation, relocation (fixed water/drain version), service and programming of the dispenser is restricted to authorized service technicians. The service area is restricted to persons having knowledge and practical

experience of the appliance; in particular as far as safety and hygiene are concerned.

- This dispenser is not suitable for installation where a pressure washer may be used.
- This dispenser must not be cleaned by a pressure washer.
- This dispenser is not suitable for outdoor use.
- Protect the dispenser against running water, splashes, spray or steam, heat and heavy dust.
- The liquids delivered by the dispenser are hot!
- Avoid scalding!
- Keep hands and other body parts away from the dispenser while drinks are being dispensed and during the rinsing program.
- Do not place cups, pots, or containers filled with hot liquids on top of the dispenser.
- There is a risk of being scalded if the cups/pots/containers fall over, take care when handling them.
- Keep sufficient space around the dispenser to get away easily in case of hot liquid splashes.
- Never touch the power supply or power supply plug when your hands and/or the power cord or plug are wet.
- If the power cord of the dispenser is damaged, unplug the power cord and contact your system supplier for replacement.
- The dispenser is designed for indoor installation on a stable flat surface such as a table or a counter. Shield the dispenser from direct sunlight, frost and rain.
- Make sure that there is sufficient space around the dispenser for ventilation, and the front/back/sides are accessible for service.
- Only use water hoses and connections in compliance with local regulations.
- Connect the dispenser to the drinking water line in compliance with local regulations. In case of cold drink options, test the quality of the water supply to ensure delivery of safe cold drinks according to local regulations.
- When connected to a wall outlet power supply, use a grounded safety plug socket in compliance with local regulations. Ensure that the electric circuit is protected by means of a ground fault current safety switch and that the power supply plug remains accessible after installation.

1.3 Transport and storage

- Always store and transport the dispenser in the original packaging.
- Before storing or transporting the dispenser, remove the product packs and place them in a refrigerator, and empty powdered product container and clean (if so equipped)
- Do not leave product packs in the dispenser if you plan to store the machine.
- Clean the dispenser.
- Contact your supplier so that an authorized and trained service technician can drain the water from the boiler and protect the dispenser against freezing damage.

Caution:
The dispenser must not be subjected to freezing temperatures during operation, storage or transport.

1- Safety instructions

1.4 FCC and IC information

FCC Warning:

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

1) this device may not cause harmful interference, and 2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

— Reorient or relocate the receiving antenna.

— Increase the separation between the equipment and receiver.

— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

— Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

IC Note:

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause interference; and

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Information IC:

Cet appareil est conforme aux CNR exemptes de licence d'Industrie Canada . Son fonctionnement est soumis aux deux conditions suivantes :

(1) Ce dispositif ne peut causer d'interférences ; et

(2) Ce dispositif doit accepter toute interférence , y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

2- Technical specifications

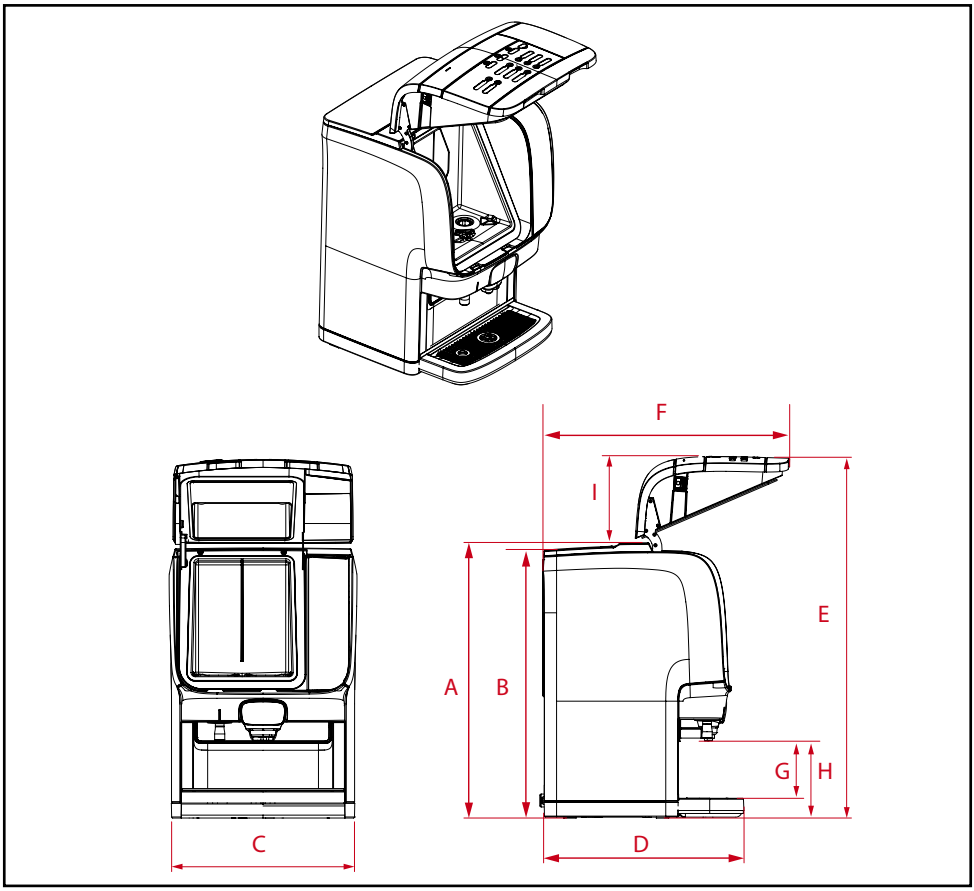
2.1 Specifications

Facts	Description
Weight	48.5 lbs. (Empty) - 52.9 lbs. (Operational)
Cup	Volume: Factory setting = 4.2 fl. oz. adjustable ±10%
Pot	Factory Setting = 30.4 fl oz adjustable ±10% Dispensing time: 110 seconds ±10% Max height: 6.3 in.
Interval between pots	160 seconds (120 V)
Power supply	120V - 60 Hz
Power consumption	1.5 kWh
Capacity	4.9 gal. per hour
Storage and operating environment	Temperature: 34ºF – 90ºF Humidity: Up to 80%
Cooling compartment	Capacity: 2 x 1.25L packs Temperature : 35.6ºF – 41ºF
Canister capacity	Chocolate: 2.81 lbs Topping: 1.68 lbs Tea: 1.41 lbs Sugar: 2.96 lbs Instant coffee: 1.53 lbs
Boiler	Volume: 40.5 fl oz Temperature: Adjustable from 181.4–206.6 ºF
Standard water connection	1/2" or 3/8" supply line with 3/4" BSP connection, potable water supply line with stop valve.
Dynamic water pressure	11.6 psi at 2.6 USgal/min
Static water Pressure	145 psi
Maximum noise level	< 49 dB(A)

2- Technical specifications

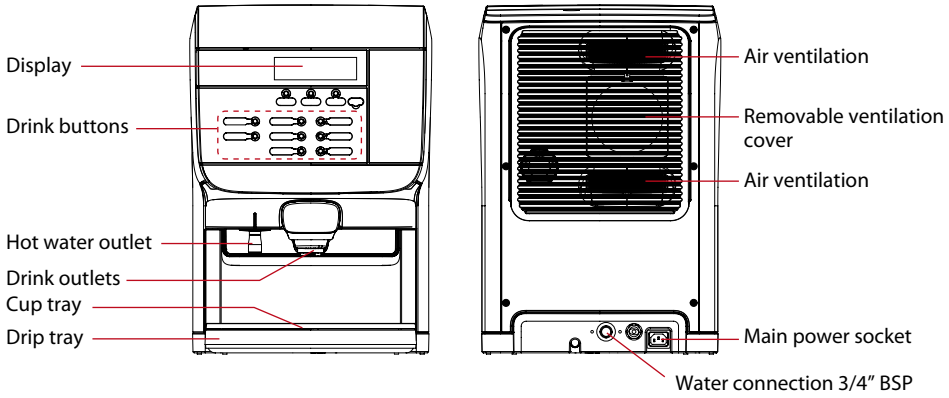
2.2 Dimensions

Position	Description	Inches
A	Dispenser height	22
B	Dispenser height	21.5
C	Dispenser width	15
D	Dispenser depth	16
E	Dispenser height with door open	29.3
F	Dispenser depth with door open	19.7
G	Clearance with drip tray in place	4
H	Clearance with drip tray removed	6.3
I	Distance from top of dispenser to front of open door	7.3

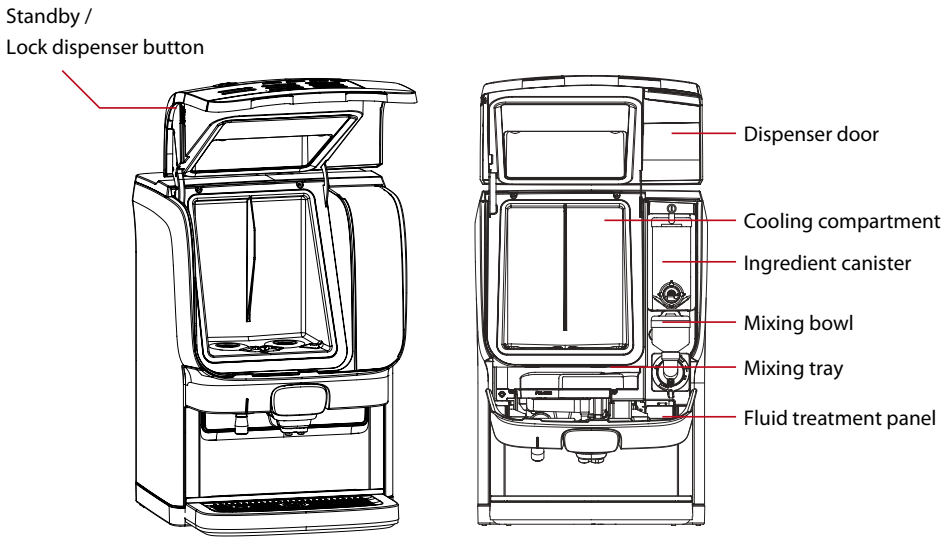


3- Part overview description

3.1 Front view



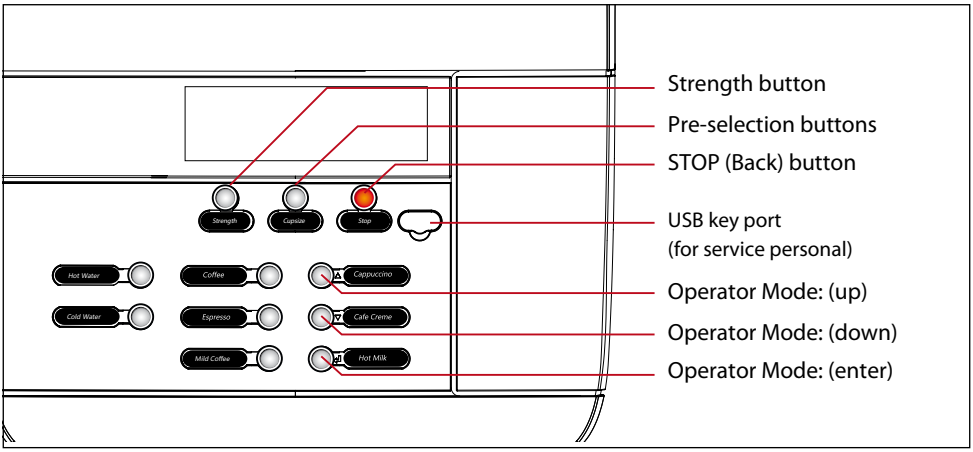
3.2 Interior view



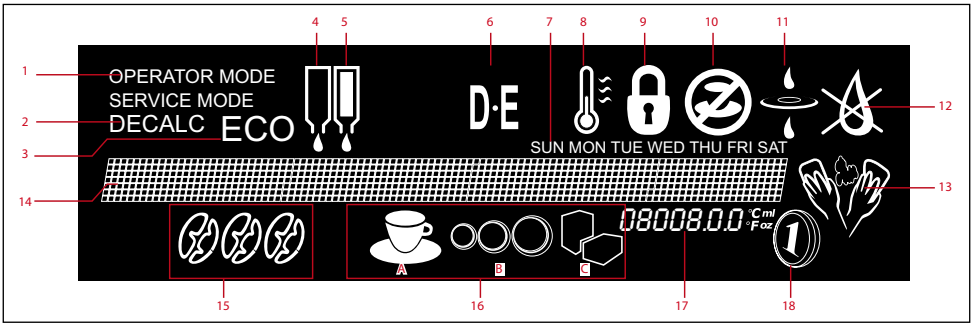
3- Part overview description

Note:
Some options are not available in all markets.

3.3 Button functions



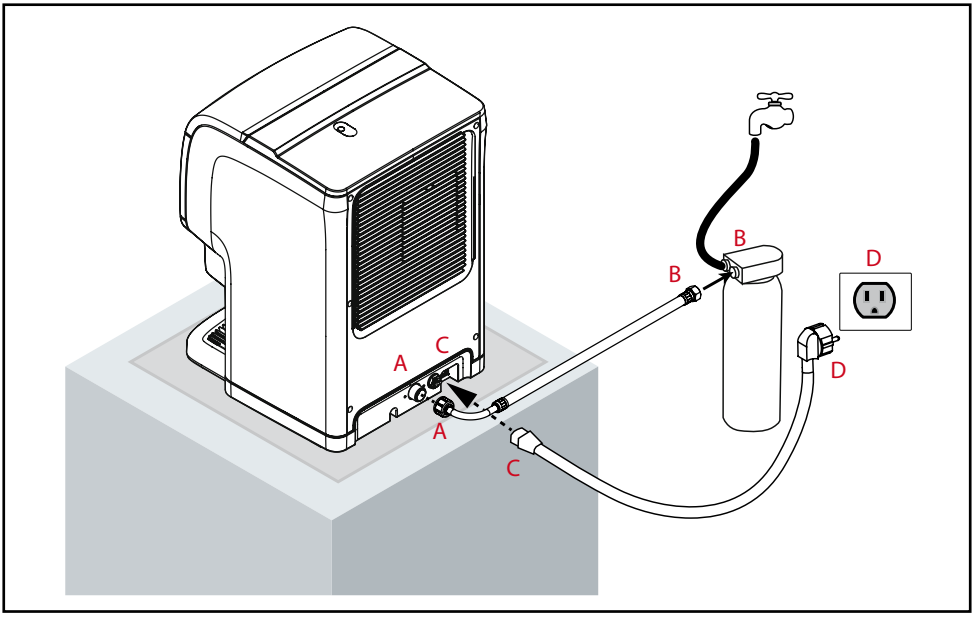
3.4 Display overview



POS	Description	POS	Description
1	Operator/service mode The USB operator / service stick is inserted or WBSD is connected	12	Internal water tank is empty, refill the tank
		13	The dispenser needs to be cleaned
2	Descaling is needed	14	Message bar Line messages are displayed to guide you through the cleaning, programming steps, or in case of errors
3	Energy saving mode is activated		
4	Product pack left is empty	15	Volume strength Mild, regular or strong drink to be dispensed
5	Product pack right is empty		
6	Logo	16	The preselection buttons can be arranged in different combinations and have different functions depending on the machine's configuration. - If A+B is lit, volume, small, normal or large drink - If B+C is lit, add extra sugar (3 steps) - If only B is lit, add extra instant topping / milk (3 steps)
7	Date		
8	Low temperature, boiler is heating up		
9	Lock symbol The dispenser is locked and cannot dispense drinks		
10	Delivery blocked The dispenser is locked and cannot dispense drinks	17	Info-field Displays cooling compartment temp, time, etc.
11	Replace the water filter	18	Payment is enabled.

4- Dispenser start up & storage

4.1 Dispenser start-up



- Place the machine on a flat horizontal surface designed to support the operational weight of the machine.
- Connect the water inlet hose (A to A), and then open the water tap/filter (B to B). Check for leaks.
- Connect the power cord (C to C), and insert the power plug in the wall socket (D to D), the machine will start automatically, fill up and heat the boiler, and begin to cool the cooling compartment. Drink delivery will be blocked until the water in the boiler has reached the correct temperature.

Note:
It may take 24 hours or more for the cooling compartment to cool down completely.

4.2 Dispenser storage

Take the following preparations when the dispenser will not to be used for a long period (e.g.- holidays):

- Remove the product packs and check the expiry date, if they will soon expire they should be disposed of.
- Store opened product packs in a refrigerator until you switch the dispenser back on again. If the expiry date has passed, the packs should be disposed of.
- Empty powder ingredients and clean the mixer components.
- Clean and flush the dispenser.
- Disconnect the power plug from the socket.
- Close the water tap.

Note:
If the dispenser has been shut down for a longer period, the date and time must be reset so the programmed cleaning cycles and eco settings are reactivated.

5- Ingredient pack handling

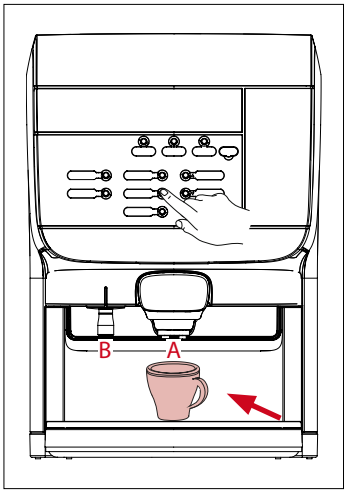
Note:

- Always observe basic and personal hygiene, wash hands before handling ingredient packs.
- Use only food-grade cleaning agents for the drink dispenser. Clean the dispenser's exterior parts with a soft, clean, damp cloth.
- Use only fresh drinking water.

- Wash hands first, shake pack at least 10 times, remove plastic film.
- Pull perforated strip back from pack.
- Take dosing tube out of pack.
- Pull dosing tube towards red ring on pack.
- Red ring on dosing tube must cover red circle on outside of pack, check that dosing tube is straight and correcly positioned.
- Reverse pack and place pack in dispenser.

6- Daily operation

6.1 Dispensing a cup of coffee or hot water



- Place a cup on the drip tray under the middle outlet for a coffee (A) or under the left outlet for hot water (B).
- Press the desired drink button.

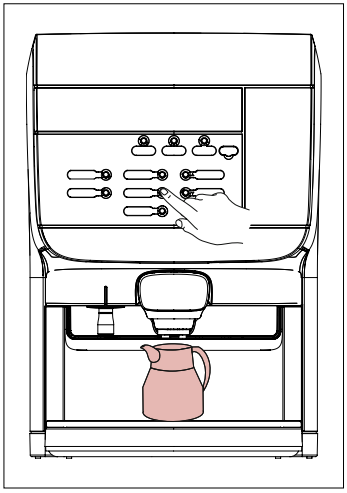
Warning:
The drinks dispensed are hot! Avoid scalding!
Keep hands and other body parts away from the dispenser while drinks are being delivered.
Never leave children unsupervised near the dispenser.

When programmed for portioned flow, the machine will dispense coffee or hot water from one or the other of the outlets, depending on drink selection, and stops automatically after one cup has been dispensed.

When programmed for free flow, simply press and hold the coffee or hot water button until the machine has dispensed the desired amount of coffee or hot water.

Press the STOP button at any time to cancel drink delivery.

6.2 Dispensing a pot of coffee (some options not available in all markets)



- Place a pot under the middle (coffee) outlet and press the pot button.

Warning:
The drinks dispensed are hot! Avoid scalding!
Keep hands and other body parts away from the dispenser while drinks are being delivered.
Never leave children unsupervised near the dispenser.

The machine will dispense coffee continuously from the middle outlet and stop when the preset amount has been delivered.

Press the STOP button at any time to cancel drink delivery.

You can also press the STOP button if you want to dispense any amount less than the preset amount.

Your supplier can change the standard pot volume setting on request.

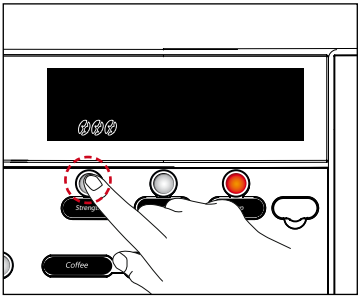
6- Daily operation

6.3 Drink delivery with pre-selections (some options not available in all markets)

Your dispenser supports pre-selection options. The service technician may activate pre-selection options during installation. When the pre-selection button is pressed, the following pre-selections can be activated.

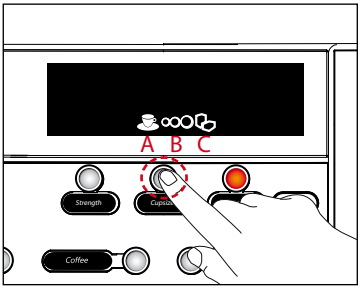
- Strength (mild, regular or strong drinks)
- Volume (small, regular or large drinks)
- Add extra sugar (3 steps)
- Add extra milk (3 steps)

Note:
Only one dose of extra sugar or milk can be added at a time. If you press a pre-selection button, but do not press the delivery button, the machine will return to normal dispensing after a few seconds.



Strength pre-selection

- Place your cup.
- Press the pre-selection STRENGTH button until you reach your desired setting. The bean icon will change between mild (one bean, regular (two beans) and strong (three beans).
- Press the desired drink button. Your drink will be delivered with the selected strength.



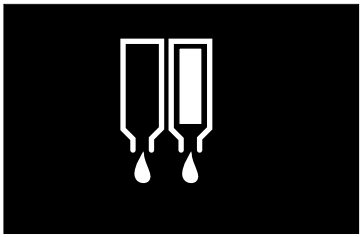
Volume pre-selection example

- Place your cup.
- Press the pre-selection VOLUME button until you reach your desired setting. The cup icon will increase incrementally from small to medium to large.
- Press the desired drink button. Your drink will be delivered with the selected volume.

Note:
If the icon A+B is lit the pre-selection button is set for “volume”.
If B+C is lit the pre-selection button is set for “extra sugar”.
If only B is lit the pre-selection button is set for “extra milk”.

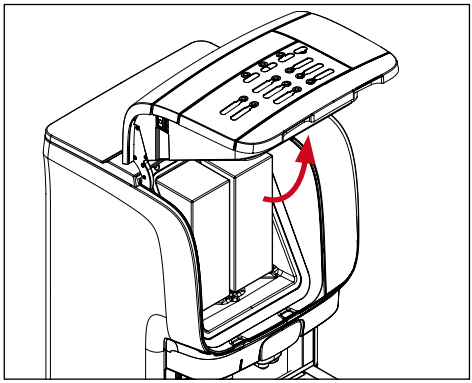
6- Daily operation

6.4 Ingredient pack replacement

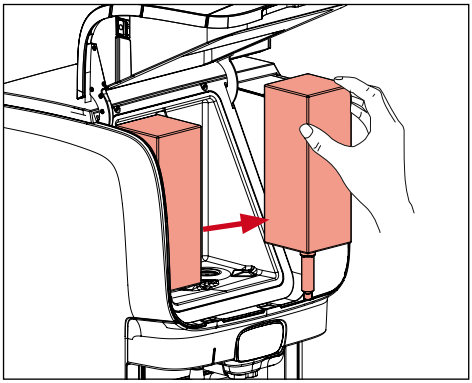


The display shows an icon when an ingredient pack is empty on either side (in the image shown the left pack is empty).
Follow the instructions below to replace a product pack.

Caution:
Never use a frozen or damaged product pack. Do not use a product pack if the “Best before” date has expired.



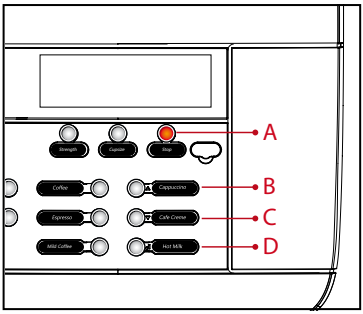
1. Open the machine door to access the cooling compartment and ingredient packs.



2. Remove the empty ingredient pack and replace with a new one (refer to Ingredient pack handling - Section 5). Close the door when finished and the machine will automatically return to normal dispensing functions.

7- Cleaning

7.1 Navigation buttons



In operator and cleaning mode, 4 buttons are used to enter the cleaning mode and navigate the menus.

A **Stop = BACK**

B **Drink button top right = UP**

C **Drink button middle right = DOWN**

D **Drink button bottom right = ENTER**

7.2 Cleaning procedures

Fig.1

Fig.2

There are two different cleaning programs:
• "**Flushing**" the drink outlets.
• "**Cleaning**" the cooling compartment and the drink outlets.
Your Service provider can select the weekdays for "**Flushing**" and "**Cleaning**" programs in the operator menu under **CLEANING DAYS**.

Caution:
It is mandatory to run the "Flushing" program at least once a week to guarantee food safety.

When to clean the dispenser
Run the cleaning program when the cleaning icon appears in the display (See Fig.1).
If the dispenser is not cleaned and/or flushed within 24 hours, the drink delivery will be blocked and the delivery blocked icon will appear in the display (See Fig.2).
The cleaning program must run to completion before the machine will resume drink delivery.

Caution:
Do not use abrasive cleaners or abrasive cloths, sponges, pads, brushes, or cleaning agents on the exterior of machine.

7.3 Exterior cleaning

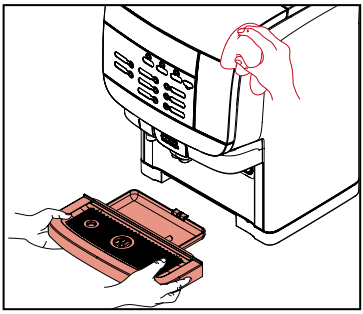


Fig.3

Note:
It is advised to clean the exterior of the dispenser daily. To prevent accidentally dispensing drinks while cleaning the areas around the buttons you can lock the drink dispensing features by opening the door and pressing the "Standby" button. Afterward, press "Standby" again to return to normal dispensing functions.

1. Remove the drip tray and empty it if needed (Fig.3), clean the drip tray with a cloth or brush under warm running water.
2. Clean the exterior of the dispenser with a damp, clean cloth.

7- Cleaning

7.4 Flushing

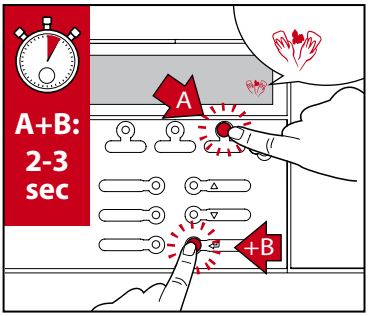


Fig.1

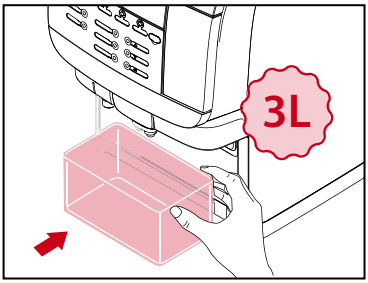


Fig.2

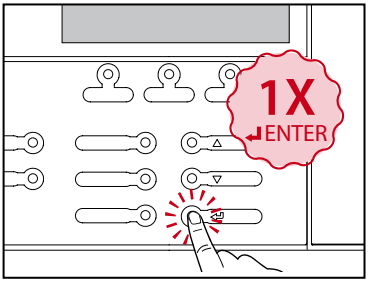


Fig.3

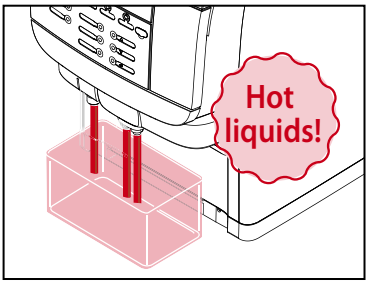


Fig.4

Note:
You can flush the dispenser at any time by using the procedure described below.

1. Press and hold **STOP (A)** and **ENTER (B)** buttons for 2-3 seconds to enter the cleaning mode (See Fig.1).

2. The display will show **FLUSHING**, press **ENTER** to continue. Follow the instructions on the display:

   PLACE FLUSH BIN MIN 1L PRESS ENTER WHEN DONE

3. Remove the drip tray and place a 3 liter / 3 quart container (See Fig.2) under the drink outlets, then press **ENTER** (See Fig.3).

   Follow the instructions on the display:

   PRESS ENTER TO FLUSH

4. Press **ENTER** to begin flushing all the drink outlets (See Fig.4). ***CAUTION HOT LIQUIDS*** will shown on the display.

   When flushing is finished, replace the drip tray.

   The dispenser is now ready for normal dispensing again.

Warning:
The drinks dispensed are hot! Avoid scalding! Keep hands and other body parts away from the dispenser during the flushing process. Never let children perform the cleaning procedures.

7- Cleaning

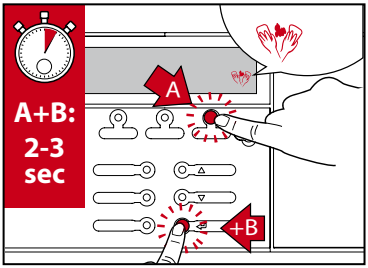


Fig.1

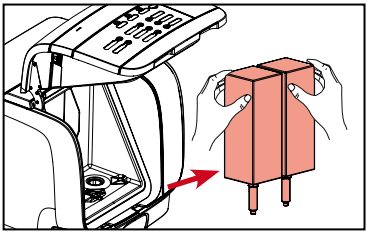


Fig.2

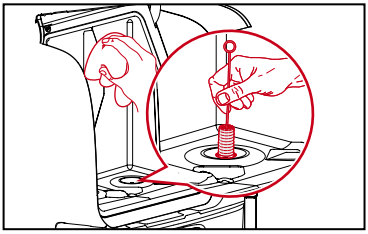


Fig.3

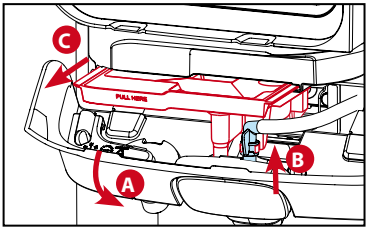


Fig.4

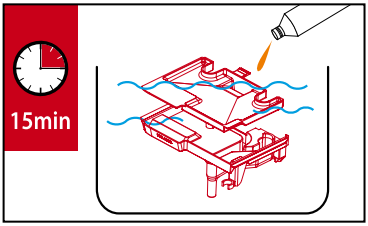


Fig.5

7.5 Cleaning the doser openings

1. Press and hold **STOP (A)** and **ENTER (B)** buttons for 2-3 seconds to enter the cleaning mode (See Fig.1).
2. The display will show **FLUSHING**, press **UP** or **DOWN** until the display shows **CLEANING**, then press **ENTER** to continue. Follow the instructions on the display:

   REMOVE ALL PRODUCT PACKS
3. Open the dispenser door.
4. Remove the product packs (See Fig.2).
5. When all packs have been removed the display will automatically continue and the display will show:

   CLEAN COOLING BOX PRESS ENTER WHEN DONE
6. Clean the doser opening with a brush and the interior of the cooling compartment with a clean, damp cloth (See Fig.3) and dry with a clean cloth or paper towel before replacing.

7.6 Removing and cleaning the mixing tray

1. Press **ENTER**, the display will show:

   REMOVE AND CLEAN MIXING TRAY SYSTEM
2. Follow the three steps below: (See Fig.4)
   A. Open the fluid treatment panel. There will be one audible beep.
   B. Remove the outlet tube.
   C. Pull the mixing tray straight out. There will be a another audible beep.

Note:
To save dispensing time, it is recommended to use the included service kit, which contains a clean mixing tray. Then, the dirty parts can be cleaned and exchanged next time the mixing tray is cleaned.

3. Place the mixing tray in a bin with locally approved food-grade cleaning agent and hot water and soak for approximately 15 minutes. (See Fig.5) Rinse with clean water before replacing.

Note:
Comply with the safety instructions and cleaning instructions on the cleaning agent packaging.
The mixing tray can also be washed in a dishwasher.

7- Cleaning

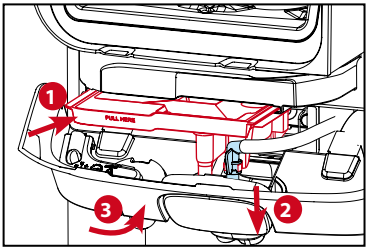


Fig.6

4. The display will now show: ***REINSTALL WJM SYSTEM,*** slide the mixing tray into its original position (there will be two audible beeps when it is installed correctly), connect the outlet tube, and close the fluid treatment panel (there will be two more audible beeps). The machine will automatically continue to next step. (See fig.6)

Note:
There is a sensor that detects if the mixing tray is in the correct position. It is not possible to continue the cleaning process until the mixing tray is installed in the correct position.

7.7 Disassembling the mixing system

If the machine is fitted with the instant coffee option the display will show: ***CLEAN MIXING SYSTEM PRESS ENTER WHEN DONE*** . If the machine doesn't have the instant option, skip this step.

To remove and clean the mixer bowl, follow the steps below:

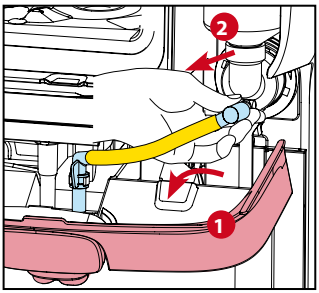


Fig.7 - Open or remove the fluid treatment panel, pull the outlet tube off of the mixer bowl.

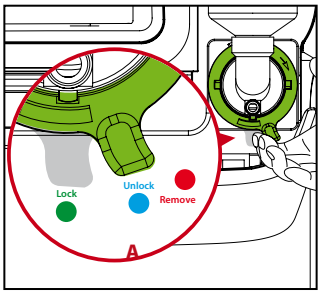


Fig.8 - Turn the mounting plate level counter-clockwise to the unlock/release position(A).

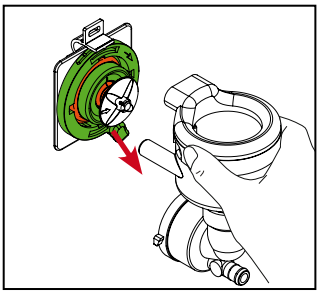


Fig.9 - Remove the mixer bowl by pulling it straight out.

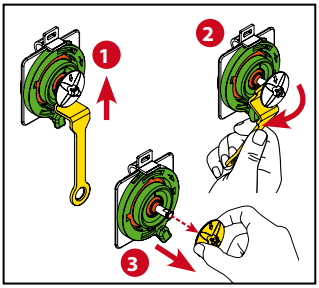


Fig.10 - Use the included tool to remove the whipper. Place the tool behind the whipper (1). Gently push inward on tool handle to release the whipper (2). Pull the whipper straight out (3).

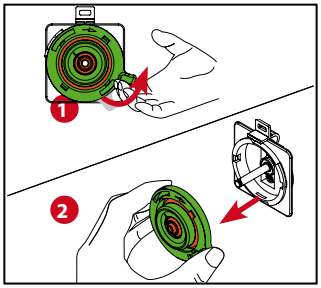


Fig.11 Rotate the mounting plate counter-clockwise beyond the "Remove" position until it stops turning (1). Pull the plate straight out (2).

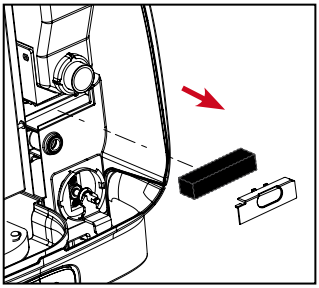


Fig.12 Remove the steam trap filter and its cover.