

Schaerer Coffee Art C

User Manual | 03.2021 | v04

Models:

040381-00051EUS

040381-00052EUS

040381-00053EUS

040381-00071EUS

SAP Material #:

1340900015

1340900016

1340900017

1340900023



schaerer

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All information, illustrations, and specifications are based on the latest product information available at the time of publication approval. SEB Professional North America reserves the right to change the content at any time without prior notice.

Note that the pictures and display messages shown inside are only examples; your machine and display messages may vary.

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Cautions & Warnings

USE CAUTION WHILE OPERATING AND CLEANING THE COFFEE ART PLUS MACHINE



WARNING:
TO PREVENT ELECTRICAL SHOCK, DO NOT REMOVE SIDE OR BACK PANELS FROM THIS MACHINE. NO USER SERVICE-ABLE PARTS INSIDE. REFER SERVICING TO AUTHORIZED SERVICE PERSONNEL ONLY.



WARNING:
IF WATER OR SMOKE IS COMING FROM INSIDE THE MACHINE, TURN OFF MACHINE IMMEDIATELY. UNPLUG THE MACHINE, TURN OFF WATER SUPPLY, AND CONTACT AN AUTHORIZED SERVICE AGENT.



WARNING:
DO NOT MOVE MACHINE WHILE IT IS STILL CONNECTED TO UTILITIES.



CAUTION:
ALL DISPENSED PRODUCTS ARE EXTREMELY HOT! USE CAUTION WHILE OPERATING ALL FUNCTIONS. KEEP HANDS AWAY FROM FOAMER HEAD/COFFEE SPOUT/SPLITTER WHILE DISPENSING OR CLEANING (EXTREMELY HOT).



CAUTION:
DO NOT PLACE HANDS INSIDE MACHINE WHILE OPERATING, EXCEPT WHEN FOLLOWING CLEANING PROCEDURES.



CAUTION:
DO NOT TILT MACHINE TO EITHER SIDE (VERY HEAVY).



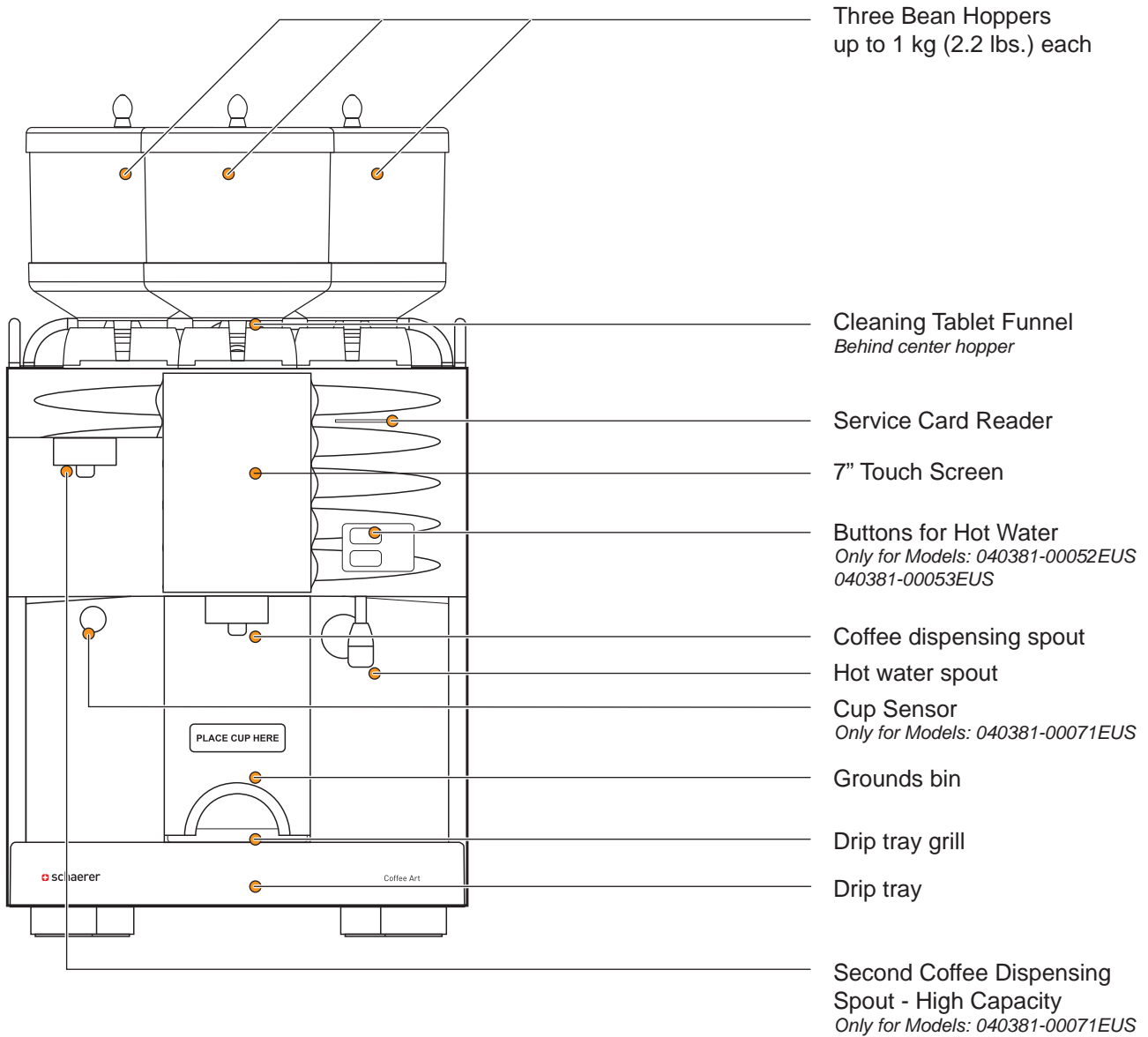
CAUTION:
DO NOT PLACE LIQUID CONTAINERS (SYRUPS, MILK, ETC.) ON TOP OF THIS EQUIPMENT.

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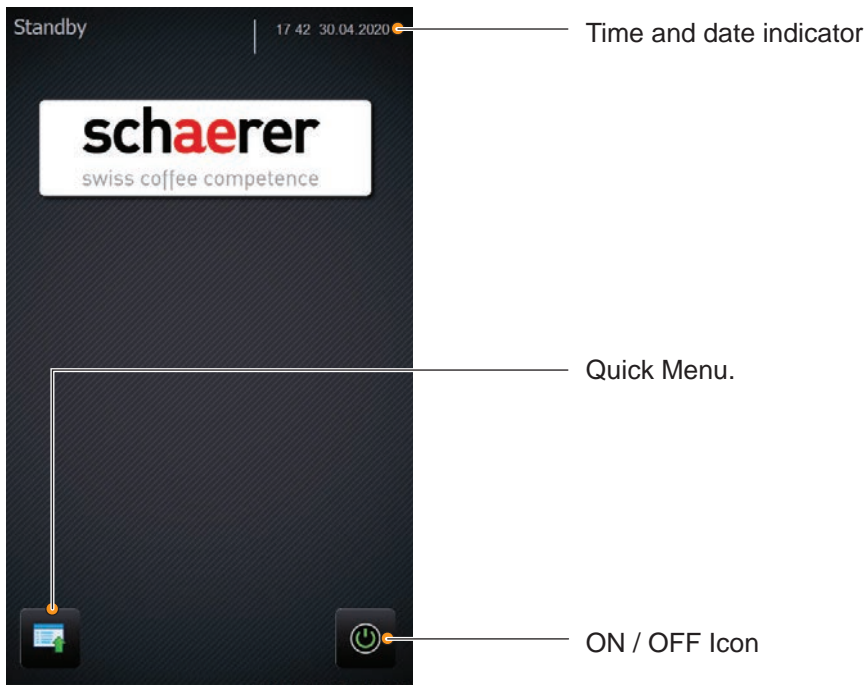
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Machine Overview

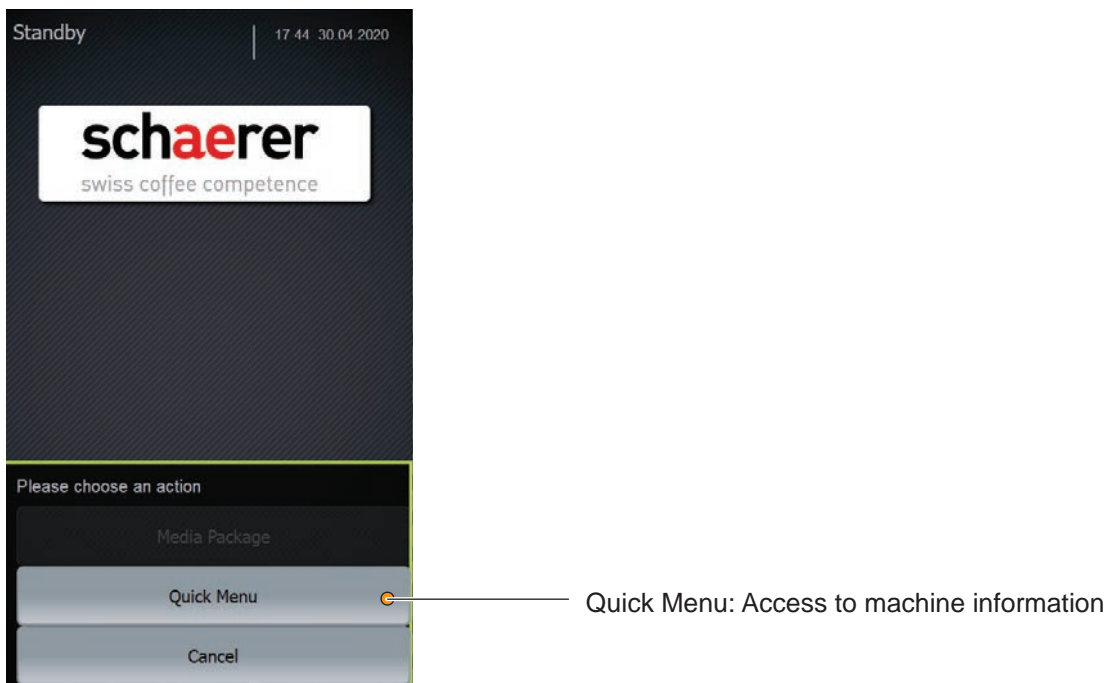
Machine General Overview



Touch Screen



Quick Menu



Touch Screen



Blend and beverage type selection

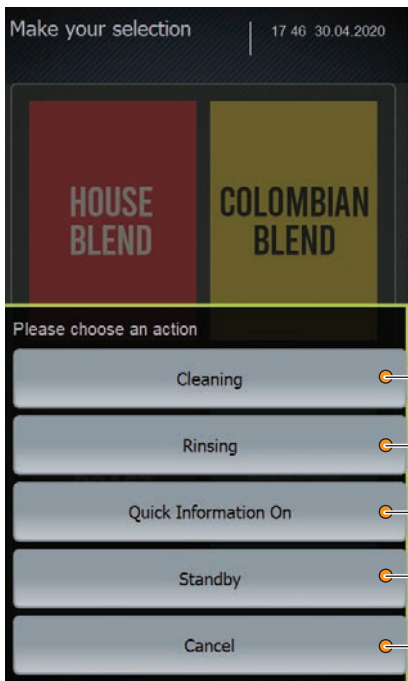
Service Menu  icon

Notes:

1. This icon may be hidden; press & hold the blank area to bring up the icon.
2. When machine is off this icon is called Quick Menu.

Go back icon

Service Menu



Cleaning: Initial the cleaning process

Rinsing: Initial a quick rinse on the machine

Quick Information On: Provide basic machine information

Standby: Place the machine on Standby

Cancel: Go back to the beverage selection screen

Bean Hoppers & Cleaning Tablet Funnel



Fill the hoppers on top of the machine with whole beans only. The machine grinds the beans freshly for each beverage.

The cleaning tablet funnel is located behind front center hopper. Use only Schaerer Cleaning Tablets (**Item # 9610000116**) during the daily cleaning procedure. Refer to pages 17-20 for daily cleaning instructions.

Coffee Dispensing Spout(s)



The high capacity second coffee dispensing spout can accommodate large tall (64oz) thermos.

The regular coffee dispensing spout can accommodate tall cups.



The high capacity second coffee dispensing spout is only available for model: 040381-00071EUS

Hot Water Dispensing Spout



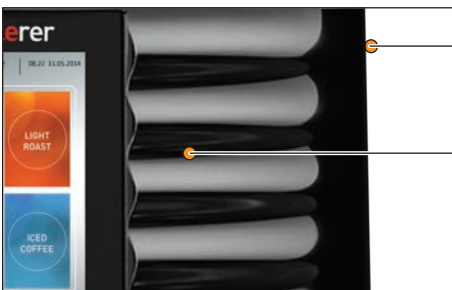
Programmable buttons for hot water.

The hot water outlet is used for quick rinses.



Programmable buttons are available for models: 040381-00053EUS & 040381-00053EUS

Card Reader & USB Port



USB Port - For use by manufacturer-authorized service agent to update graphics and recipes.

Card Reader - For use by manufacturer-authorized service agent.

Grounds Bin



The grounds bin is located below the coffee spout. It holds the used grounds which are disposed of after each coffee is brewed. The bin slides straight out from the machine and must be emptied periodically or when prompted on the display.



An optional Undergrounds Kit is available for model: 040381-00053EUS

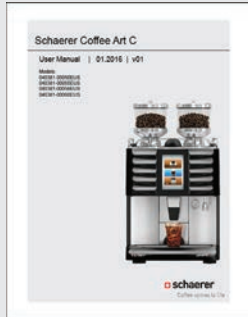
Drip Tray Grill and Drip Tray



The drip tray grill is removable for easy cleaning and access to the inside of the drip tray.

The drip tray is connected to a flexible hose which should be connected to a fixed drain line. The purpose of this 'basin' is to funnel any spilled liquids down the drain. To prevent blockage, we recommend that you avoid flushing large quantities of used coffee grounds down the drain.

Machine Accessories



User Manual



Daily Cleaning Instructions



Large Cleaning Brush (Item #3370067409)

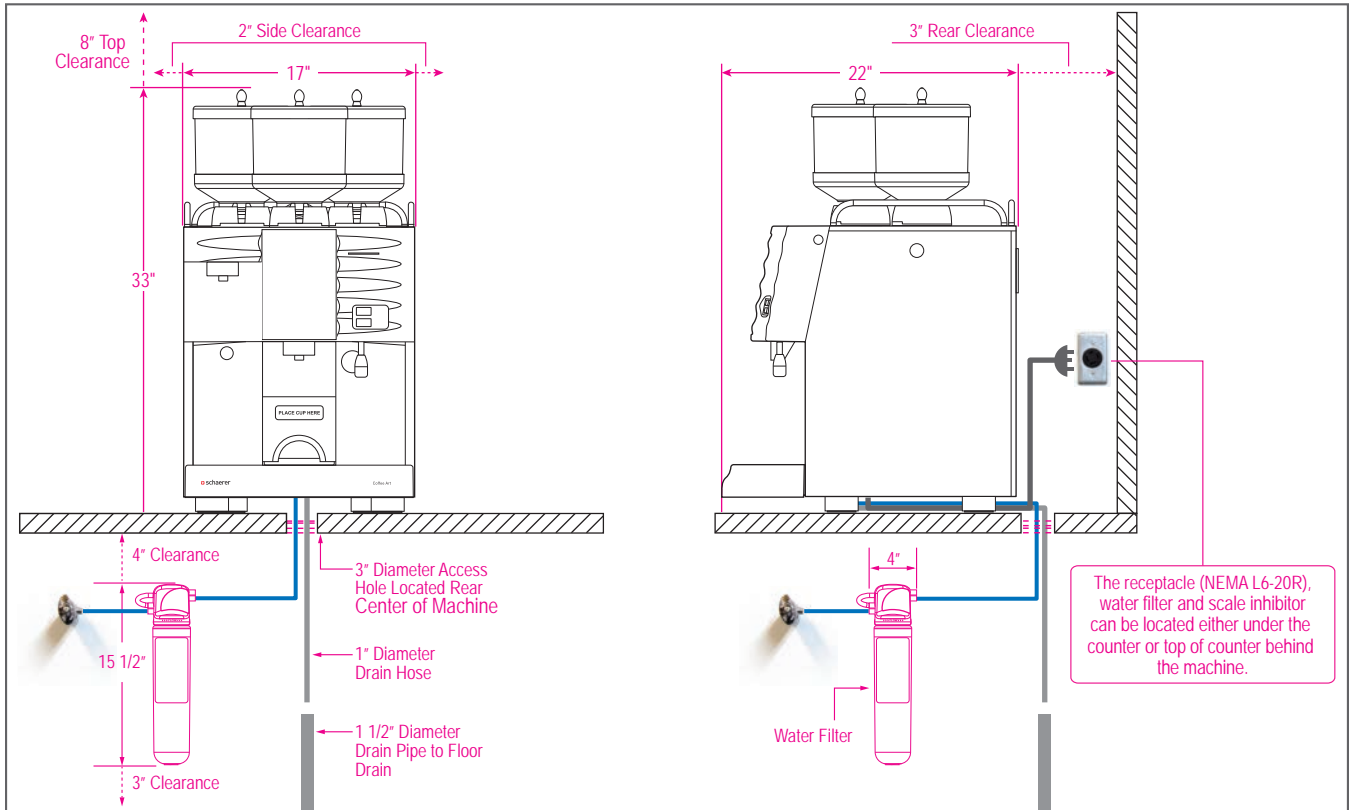


Coffee Pure Cleaning Tablet (Item #9610000116)



To order cleaning supplies please call Parts Town 888.957.1518 or visit <https://www.partstown.com>

Utility Hook-Up Requirements



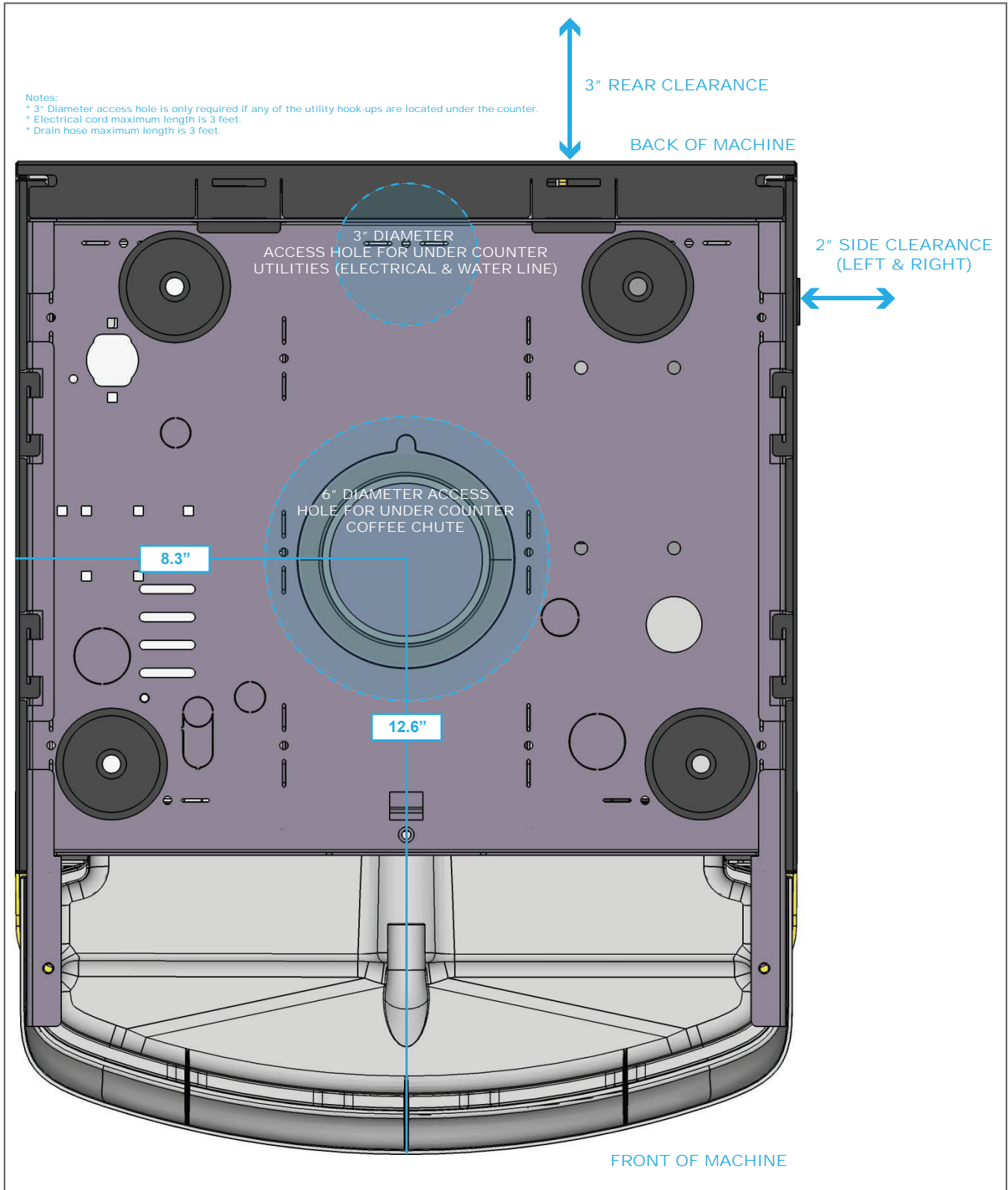
POWER, WATER SUPPLY, AND ACCESS REQUIREMENTS

	<ul style="list-style-type: none"> • Receptacle type: NEMA L6-20R • 3 Prong twist-lock • Breaker panel: 20 Amp dedicated 220V single phase circuit • Actual maximum load: 16 Amps 		<p>The receptacle, water shut-off valve and drain pipe must be within 3 feet (36") of the center of the location (footprint) of the machine.</p>
	<ul style="list-style-type: none"> • Access hole with collar (no sharp edges) • Located centrally under machine for water and drain hose • Diameter: Minimum 3" 		<p>Ideal under counter space for softener: 30" (minimum requirement: 26").</p>
	<ul style="list-style-type: none"> • Water shut-off valve with 3/8" compression fitting • Back flow preventer in accordance with local requirements 		
	<ul style="list-style-type: none"> • Drain pipe to floor drain • Copper or PVC in accordance with local health codes and regulations • Diameter: 1.5" or larger 		

Notes: Access hole is only required if any of the utility hook-ups are located under the counter.

Under Grounds Kit Requirements

- Notes:
- * 3" Diameter access hole is only required if any of the utility hook-ups are located under the counter.
 - * Electrical cord maximum length is 3 feet.
 - * Drain hose maximum length is 3 feet.



General Operation

Introduction

This chapter describes the basic functions of the coffee machine. Read the instructions carefully to ensure smooth routine operation.

Filling Bean Hoppers



Only use whole beans in the bean hoppers!



Never reach with your hands into the bean hoppers when the machine is switched on. When refilling the bean hoppers, do not reach into the grinder and do not press any of the product buttons!

1. Remove the lid from the bean hopper.
2. Fill with whole beans maximum 1 kg (2.2 lbs) and close the lid.



A well-closed lid prevents loss of aroma.

Preparing the Machine for Operation

Prior to switching on the machine, check the following:

- The fresh water supply is open.
- The hoppers are filled (see above).
- The grounds bin is empty.
- The machine is connected to the power supply.

Switching On the Coffee Machine



Switch on the coffee machine by pressing the  icon/button.



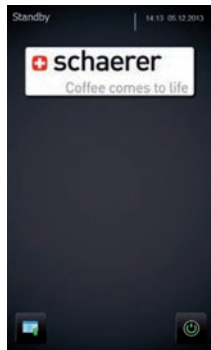
If the machine has been switched off for a long period of time, the message “heating” appears on the display.

Select your beverage


08.22 11.05.2012

A product selection can be made when the message “Select your beverage” appears on the display.


Switching the Coffee Machine to Standby Mode



If the coffee machine is not used for longer periods, i.e. overnight, it can be switched to standby mode. In this mode, the boiler is not heated and no beverages are available.

1. Press the  icon/button until the message "Standby" appears on the display.

Extended Idle Time

1. Perform the daily cleaning:
(See section "Daily Cleaning" on pages 17-20).
2. Switch the machine to "Standby" (Press the  icon/button).
3. Close the shut-off valve from the fresh water supply.
4. Disconnect the machine from the power supply.
5. Vacuum the coffee beans from the bean hoppers.
6. Store the machine in a dry and clean location. On premises where temperatures can drop below zero, the boiler has to be emptied. To empty the boiler, contact a manufacturer-authorized service agent for assistance.



Equipment shut down, less than 6 weeks

If your system is shut down for less than 6 weeks, the filter should be flushed for 5 minutes prior to starting the equipment up again.

Equipment shut down, more than 6 weeks

If your system is shut down for more than 6 weeks, a filter cartridge replacement will be required to ensure proper sanitation and filtration of the water supplied to the equipment.

Removal / Relocation / Disassembly



Contact a manufacturer-authorized customer service agent.

Tips During Operation



Always run the daily cleaning procedure when prompted by the machine display. Refer to pages 17-20 for details.



During peak hours, you can dispense into a carafe or container.



Empty the grounds bin regularly and when prompted by the machine display.



Periodically wipe the machine exterior thoroughly with a clean, damp cloth to remove residue.

Daily Cleaning



Read and follow the instructions carefully before you begin the daily cleaning procedure. This procedure should be performed on a daily basis or when prompted by the machine display.



Never reach into the machine or under the coffee spout during the automatic cleaning cycle!



When the “**Start cleaning**” message appears on the screen, follow the machine prompts to initial the clean cycle.

Note: In some configurations, the machine will automatically initiate the cleaning cycle after two hours of the “Start cleaning” message appears. During that time all product buttons will be locked until the procedure is completed.



This procedure is only for following models:

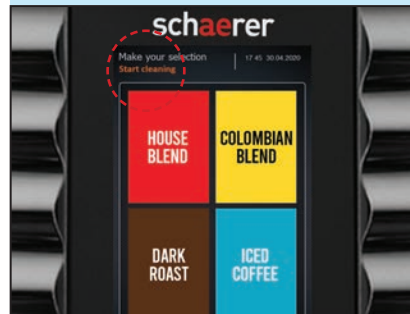
- 040381-00051EUS
- 040381-00052EUS
- 040381-00053EUS

1.



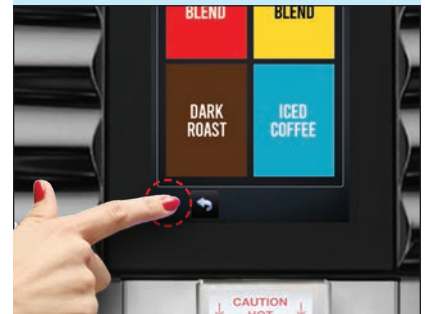
- Use only Schaerer cleaning supplies for this procedure.

2.



- When the “**Start cleaning**” message appears on the screen, follow the machine prompts to initial the clean cycle.

3.

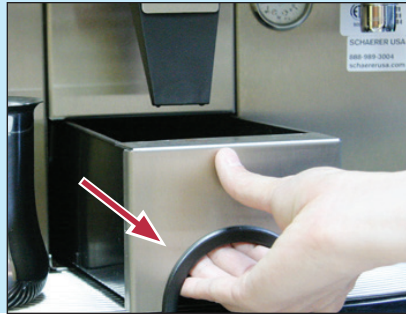


- Press and hold (3-5 seconds) the lower left corner of the touch screen to bring up service menu.



The Service Menu icon is hidden.

4.

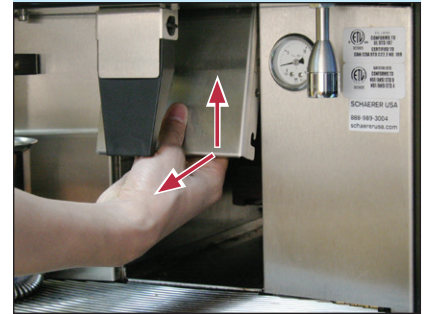


- Select "Cleaning"
- Immediately remove grounds bin **within 6 seconds**. Empty coffee grounds into trash can. Wash, rinse, sanitize bin and set aside.



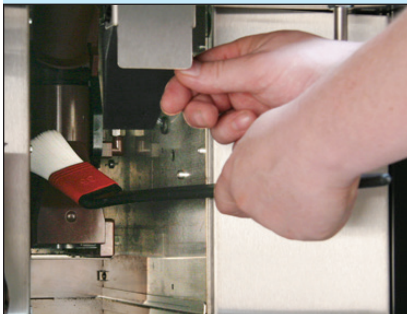
If grounds bin is not removed within 6 seconds, the machine will return to normal operating mode. If this happens, repeat step 3 and 4.

5.



- Remove metal shield above grounds bin and set aside.

6.



- Use large cleaning brush to wipe coffee grounds from brew unit and surrounding areas into drip tray. Do not touch brew unit or any other parts of inside area with your hands.

7.



- Put back metal shield and slide coffee grounds bin back into place.

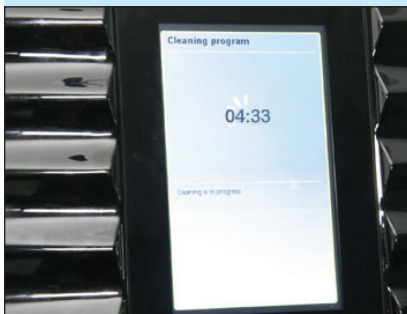
8.



- Lift dome lid and drop in one Schaerer cleaning tablet. Close lid after dropping tablet.
- Press "OK" on the screen.

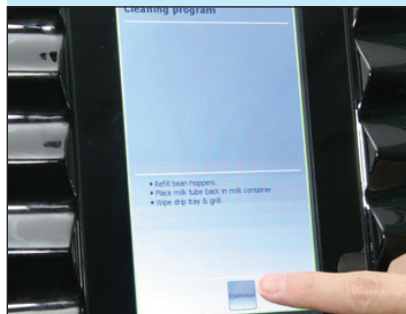
Note: Dome is located behind front center hopper.

9.



- Press "Continue" on the screen to activate cleaning cycle.

10.



- Refill beans if necessary.
- Press "Continue" to return to normal operating mode.

11.



- Flush drip tray with a pitcher of water.
- Wipe the machine exterior thoroughly with a clean, damp cloth to remove residue.



Cleaning runs (4:33 min.)

Daily Cleaning (Coffee Art C - Duel Dispense)



Read and follow the instructions carefully before you begin the daily cleaning procedure. This procedure should be performed on a daily basis or when prompted by the machine display.



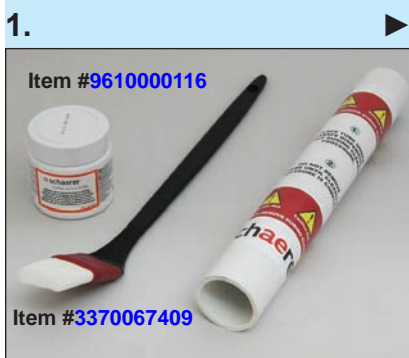
Never reach into the machine or under the coffee spout during the automatic cleaning cycle!



When the “**Start cleaning**” message appears on the screen, follow the machine prompts to initial the clean cycle.

Note: In some configurations, the machine will automatically initiate the cleaning cycle after two hours of the “Start cleaning” message appears. During that time all product buttons will be locked until the procedure is completed.

This procedure is only for the following models: 040381-00071EUS



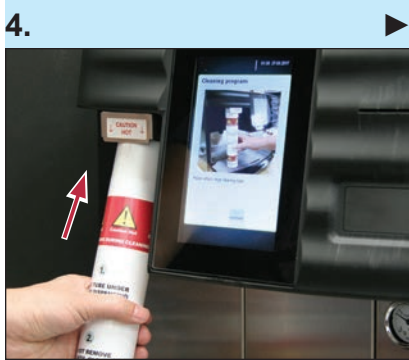
- Use only Schaerer cleaning supplies for this procedure.



- When the “Start cleaning” message appears on the upper left corner.
- Press and hold (3-5 seconds) the lower left corner of the touch screen to bring up service menu.



- Select “Cleaning”



- Insert cleaning tube.
- Press “Continue”.



- Remove grounds bin. Empty coffee grounds into trash can. Wash, rinse, sanitize bin and set aside.



- Remove metal shield above grounds bin and set aside.

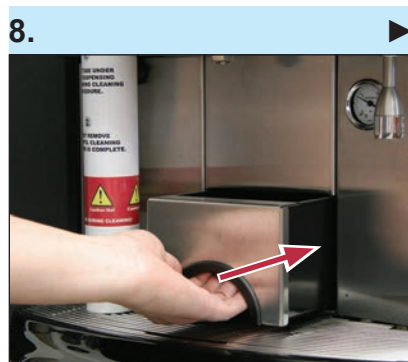


#4: If **cleaning tube** is not in place within 6-10 seconds, the machine will return to normal operating mode. If this happens, repeat step 2 and 3.

#5: If **grounds bin** is not in place within 6 seconds, the machine will return to normal operating mode. If this happens, repeat step 2 and 3.



- Use large cleaning brush to wipe coffee grounds from brew unit and surrounding areas into drip tray. Do not touch brew unit or any other parts of inside area with your hands.



- Put back metal shield and slide coffee grounds bin back into place.



- Lift dome lid and drop in one Schaefer cleaning tablet. Close lid after dropping tablet.

Note: *Dome is located behind front center hopper.*



- Press “Ok” on the screen to activate cleaning cycle.



Cleaning runs (4:33 min.)



- Refill beans if necessary.
- Press “Finish” to return to normal operating mode.



- Flush drip tray with a pitcher of water.
- Wipe the machine exterior thoroughly with a clean, damp cloth to remove residue.

Weekly/As Needed Hopper Cleaning



Read and follow the instructions carefully before you begin the hopper cleaning procedure. This procedure should be performed on an as needed basis.



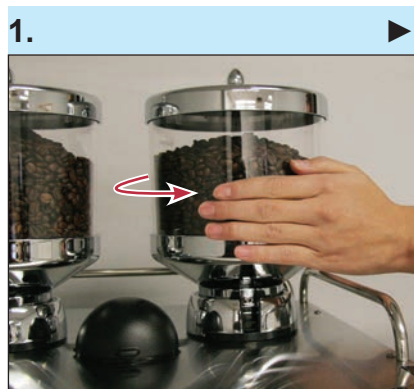
Do not clean the bean hoppers in the dishwasher.



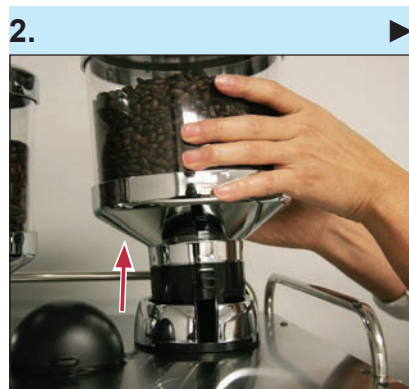
Do not use abrasive cleaning products.



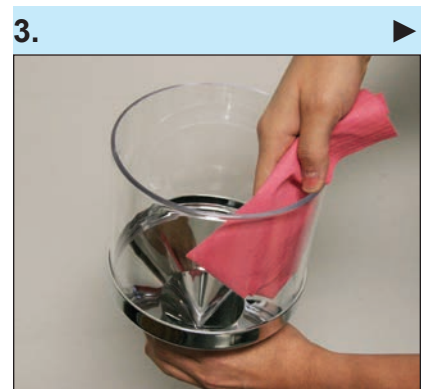
When refilling the bean hoppers, do not reach into the grinder and do not press any of the product buttons!



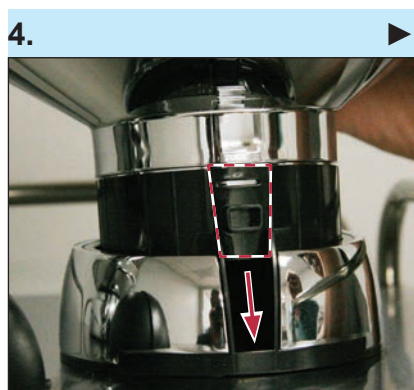
- Turn counter clockwise until it clicks to lock the beans and release the hopper.



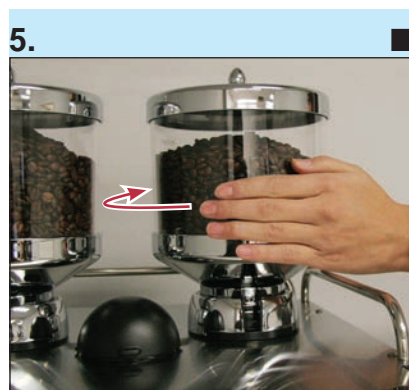
- Lift the hopper upward to remove from the machine.



- Empty the beans into another container. Use warm water to wash, rinse and sanitize the hopper.
- Dry the hopper thoroughly with a clean, damp cloth.



- Align hopper with the base.
- Place hopper back on to machine.



- Turn clockwise until it clicks to release the beans and lock the hopper. Repeat these steps for the other hopper.

DO NOT OVER TURN.

Error Messages

Display Message	Cause	Remedy
Grounds container missing	<ul style="list-style-type: none"> The grounds container was removed (cleaning program, emptying, etc.) The limit switch is defective. 	<p>▶ Insert grounds container.</p> <p>If the message persists, call for service.</p>
Empty grounds container	<ul style="list-style-type: none"> The grounds container is full. 	<p>▶ Empty the grounds container and reinsert it.</p>
Cleaning program	<ul style="list-style-type: none"> Appears when a programmed count of beverages has been dispensed without the machine being cleaned. 	<p>▶ The machine must be cleaned.</p> <p>Refer to page 17-20 for daily cleaning procedures.</p>
Grinder left/right no beans	<ul style="list-style-type: none"> Appears when the bean hopper on the left- or right is empty or when a coffee bean has become stuck. <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> ▶ Refill the bean hopper with coffee beans (max. 1000g.) and confirm. ▶ Check bean slides (oval hoppers). Refer to page 22. ▶ Check bean release (standard hoppers). Refer to page 21. ▶ If jammed, use the stem of the cleaning brush to “stir” the coffee beans around and unclog the grinder. Then press confirm.
Grinder left/right blocked	<ul style="list-style-type: none"> An object (such as a stone) has become jammed in the left or right grinder. <p><i>Beverage output is blocked!</i></p>	<ul style="list-style-type: none"> ▶ Check grinder for blockage. Remove bean hoppers and vacuum remaining beans if necessary. Then press confirm. <p>If the message persists, call for service.</p>
Heating coffee water/hot water/steam	<ul style="list-style-type: none"> The temperature is 10° C below the programmed temperature. 	<ul style="list-style-type: none"> ▶ Wait until the temperature has been reached. <p>If the message persists, call for service.</p>
Service request	<ul style="list-style-type: none"> The programmed number of beverages (cups/month) has been reached. Service is required. 	<ul style="list-style-type: none"> ▶ Call for service.
Grinder left/right overloaded	<ul style="list-style-type: none"> Left/right grinder is overloaded. Grinder left/right blocked. 	<ul style="list-style-type: none"> ▶ Check grinder for blockage. Remove bean hoppers and remaining beans with vacuum if necessary. Then press confirm. <p>If the message persists, call for service.</p>
Grinder current fault	<ul style="list-style-type: none"> PC board issue. Electronics issue. 	<ul style="list-style-type: none"> ▶ Call for service.
Brewing unit current fault	<ul style="list-style-type: none"> PC board issue. Electronics issue. 	<ul style="list-style-type: none"> ▶ Call for service.
Over current brew motor	<ul style="list-style-type: none"> Brewing unit is drawing too much current (over 4A). Brewing unit is jammed. 	<ul style="list-style-type: none"> ▶ Call for service.
Water flow error	<ul style="list-style-type: none"> No water connection. Pump problem. (pump pressure < 5bar) Brewer is blocked. Water system is blocked. Grind level is too fine. PC board and flow meter are improperly connected. Electrical problem (e.g. PC board). 	<ul style="list-style-type: none"> ▶ Check water supply. <p>If the message persists, call for service.</p>

Display Message	Cause	Remedy
Crit. coffee temp.	<ul style="list-style-type: none"> • Electrical problem between the sensor and PC board. • Temperature sensor issue. 	▶ Call for service.
Crit. hot water temp.	<ul style="list-style-type: none"> • Electrical problem between the sensor and PC board. • Temperature sensor issue. 	▶ Call for service.
Timeout coffee heater	<ul style="list-style-type: none"> • The set temperature of the coffee boiler was not reached within 4 minutes of the unit switching on. 	▶ Switch the machine off and back on. ▶ Ensure grounds bin is in place. If the message persists, call for service.
Hot water heater timeout	<ul style="list-style-type: none"> • The set temperature of the hot water boiler was not reached within 4 minutes of the unit switching on. 	▶ Switch the machine off and back on. ▶ Ensure grounds bin is in place. If the message persists, call for service.
Coffee sensor defect	<ul style="list-style-type: none"> • Electrical problem between the sensor and PC board. • Temperature sensor issue. 	▶ Call for service.
Hot water sensor defect	<ul style="list-style-type: none"> • Electrical problem between the sensor and PC board. • Temperature sensor issue. 	▶ Call for service.
Brew unit timeout	<ul style="list-style-type: none"> • The brewing unit motor does not run. 	▶ Call for service.
Initializing	<ul style="list-style-type: none"> • The software and processor are being restarted. • The brewing unit moves to the initial position. 	▶ Switch the machine off and then back on. If the message persists, call for service.
Display dark	<ul style="list-style-type: none"> • Machine is not connected to the power supply. • Machine is not switched on. 	▶ Check whether the machine is connected to the power supply. ▶ Check whether the machine is switched on. If the message persists, call for service.

How to Get Help

Hours of Business

Normal Hours

During normal business hours, a SEB Professional representative will answer your call directly. In case all lines are busy, please leave a message on our voice mail system according to the instructions that you hear on the voice mail.

Monday through Friday: 8:00AM to 5:30PM EST

Weekends: 8:00AM to 4:30PM EST

Messages received during business hours will be returned in the order they were received.

How to Contact Us (emergencies, machine is not working)

Call our toll free number at 888-989-3004.

- Press “1” for support.
- Press “1” to get service on your coffee machine.
- During normal business hours, a SEB Professional representative will answer your call directly.
- Should you reach voice mail, please leave a message containing the following information:
 1. Your phone number, including the local area code.
 2. Your name.
 3. The store’s contact name and phone number including area code.
 4. The store address.
 5. The machine’s serial number.
 6. A brief description of the problem.

Please do not use this procedure for general questions or other non-emergency requests!

Warranty Information

General Warranty Program and Policy

SEB Professional North America provides its customers with a one year warranty, including parts and labor, on all new equipment purchased from SEB Professional North America. This warranty document pertains to the Coffee Art C machine, hereinafter referred to as “the machine.” The terms and conditions are set forth below.

Term

Manufacturer’s warranty covers malfunctioning of major components for the 12 month period commencing on the date of installation of the machine. A grace period may be granted for a later warranty start date of up to 30 days from the date of shipment ex-warehouse or the date of installation, whichever occurs first. After this time period of one (1) year, all warranty coverage has expired.

General Warranty Coverage

In general, manufacturer’s warranty covers malfunctioning of major components. If, during the warranty period (1 year from installation), a component does not work and needs to be replaced or repaired, SEB Professional North America will cover time & materials for the service call.

Installation and Staff Training

The date of installation shall be the first day the machine is installed and connected to water, drain and power at the designated installation site specified in advance and in writing by the customer. Upon installation, the Service Partner will train the manager(s) and store personnel on how to operate and clean the machine.

Installation and training should take place in one visit. Consequently, it is important that the site is ready for installation upon arrival of the Service Partner. Standby time due to the site not being ready or due to other equipment and/or furniture and fixtures that need to be moved will be charged on a time and materials basis. Any additional installation and/or training visit(s) shall be charged to the customer on a time and material basis.

Conditions

Parts damaged and/or replaced and the resulting labor are included in the contract, provided that:

- Repairs are carried out by SEB Professional North America or an authorized Service Partner.
- The malfunction/damage has not resulted through negligence, misuse, mistreatment, lack of cleaning and/or operator error, however caused.
- The malfunction/damage has not resulted from water quality issues and/or inadequate voltage supply (please refer to more explicit descriptions and examples below).
- Daily cleaning should be performed according to the instructions provided with each machine. Tablets used during the cleaning procedure must be Schaerer Cleaning Tablets. SEB Professional North America reserves the right to rescind warranty coverage in the event that cleaning instructions are not properly followed.

Non-warranty Service Calls

If a component malfunctions due to water quality issues, operator abuse, operator error, lack of cleaning, negligence, misuse, irregular voltage or voltage that is too high/low supplied to the machine, the repair is NOT covered under warranty. Water quality supplied to the machine is ultimately the sole responsibility of the owner/operator. Please note that with a softener/filter installed and maintained, some solids can still reach the machine. Damage caused by these solids is NOT covered under warranty.

Any damage or malfunction due to irregular voltage, damage caused by lightning strikes or voltage that is too high (>> 240V) or too low (<< 205V) is not covered under warranty. Blown fuses, damage to computer boards, transformers, voltage regulators, coils, wiring or other electrical components caused by voltage supply outside of the 205-240V range are not covered under manufacturer’s warranty. Please be reminded that the machine should be hooked up to a single phase 220V circuit with a dedicated 20 amp breaker.

Non-warranty service calls will be invoiced on a time and materials basis to the customer by the Service Partner.

The service technician will make an on-site assessment of whether or not a repair is covered under warranty. If the customer has questions about warranty coverage or disputes the technician's decision that a service call is not covered under manufacturer's warranty, please contact SEB Professional North America at 888.989.3004 to discuss warranty coverage.

Customer Care Visit

One optional Customer Care Visit shall be included. This visit shall be scheduled in or near the 2nd quarter and need to take place during normal business hours. SEB Professional North America will coordinate scheduling through its Service Partners. In the event that the store or site does not make itself available for the visit, SEB Professional North America reserves the right to void its obligation toward the visit. The Customer Care Visit is optional SEB Professional North America is under no obligation to full fill the visit unless otherwise specified and agreed upon both parties (the customer and SEB Professional North America).

SEB Professional North America is entitled to utilize customer-initiated service visits to perform the customer care visit inspection, should one occur during or near the respective customer care visit dates.

Components/Parts Covered Under Warranty

The following major internal components are covered under this contract:

Control Board	PC-Board
Pump Head	Pump Motor
Flow Meter	Brewing Unit (Automat)
Brew Valve	Tea Valve
Temperature Probe (internal damage)	Water Boiler
Grinders	Grinder Motors
Brew Group Drive Motor	Transformer
Card Reader	Display (internal damage)
Air Pump	Position switches (internal damage)

Warranty Exceptions

Examples of components NOT covered under this contract, excluding manufacturer defects:

Paneling (Shell)	Bean Hoppers
Cup Warmer Plate	Drip Tray
O-rings	Product Buttons (external damage)
Coffee Spout	Display (external)
Grinder Blades (normal wear and tear)	Hot Water Spout
Chip Cards	

Examples of major component malfunctions NOT covered under manufacturer's warranty:

- Any valve that is clogged or damaged by calcium or other solids/deposits.
- Any sensor is covered with calcium or other solids/deposits.
- Any boiler filled with solids/deposits that needs to be replaced.
- Any damage due to cartridge residue reaching the machine because it was not flushed properly.

Examples of operator error, misuse, abuse, neglect, lack of cleaning, etc., issues that are NOT covered under manufacturer's warranty:

- Clogged brew group/automat due to lack of cleaning.
- Any clogging of the drip tray or cracks in the drip tray.
- Foreign objects (coins, small stones, plastic objects, etc.) in the grinders.
- Position switches, inside the automat/brew group area.
- Calibration complaints (beverage volume and temperature) based on measurements not following the correct measuring procedure.
- Main waterline being turned off.

The terms and conditions of this contract are valid for the current program period only. The examples listed above do not represent an exhaustive list of the errors that might be encountered. They are examples only. Terms and conditions of this contract are subject to change.

