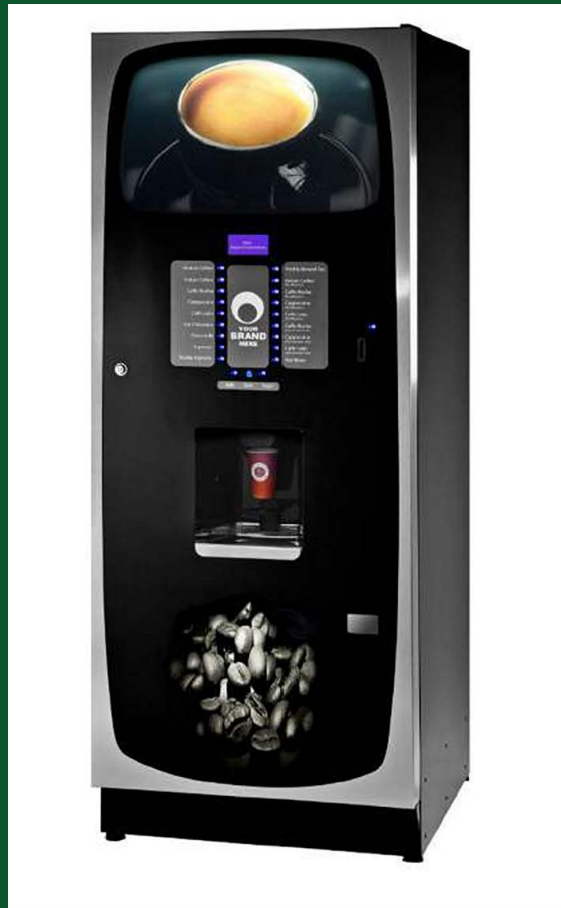


R S L

Refreshment Systems Ltd.

Cleaning Guide

Voce



Contact us

www.refreshmentsystems.co.uk

For Service:
service@refreshmentsystems.co.uk
01274 750 008

For Ingredients:
ingredients@refreshmentsystems.co.uk
01226 720 482

This cleaning guide is for **advice only**

Please refer to the operative manual for complete safety information and instruction when considering any maintenance on the machine.

Section 4 - Cleaning and Re-filling Procedures

The quality of drinks produced by the VOCE can only be maintained if the machine is cleaned regularly following the schedule outlined. Before carrying out the daily cleaning procedure described on the following pages, it is recommended that you have the following materials to hand:

- **Bactericidal Cleaner**
- **De-Staining Agent**
- **Cleaning Cloths**
- **Paper Towels**
- **Small Brush**
- **Two Large Buckets**
- **Disposable Gloves**
- **CoEx® Cleaning Tablets (B2C machines)**

4.1 Bactericidal Cleaner

This can either be a liquid or powder agent which should be dissolved in clean water in accordance with the instructions on the product packaging. The solution should be used for cleaning machine components and wiping surfaces during the cleaning operation.

4.2 De-Staining Agent

This is a liquid or powder agent which should be dissolved in clean water in accordance with the instructions on the product packaging. The solution can be used on heavily soiled or stained components such as buckets and drip trays. Items or surfaces cleaned with this solution must be rinsed in clean water to remove traces of the cleaning agent.

4.3 Liquid Destainer - Brewer Units

Crane Merchandising Systems recommends that a liquid destaining product is used for cleaning the brewer units fitted to VOCE freshbrew machines. The product must be used in accordance with the instructions on the product packaging, following all health and safety guidelines. A detailed procedure for cleaning the brewer units is outlined on pages 22 - 25 of this manual.

4.4 Cleaning Tablets - CoEx® Brewer (B2C Models)

Crane Merchandising Systems recommends that the brewer cleaning tablets supplied with the machine are used exclusively for cleaning the CoEx® brewer fitted to VOCE B2C machines. These are available from your machine supplier in packs of 30 - part number ZC10598000. A detailed procedure for cleaning this brewer unit is outlined in sub-section 4.7 CoEx® B2C Brewer Unit.

4.5 Daily Cleaning & Filling Procedure

Important: It is necessary to carry out the cleaning and maintenance procedure outlined on the following pages on a regular basis, either at the end of the day or at the start of the day before the machine is in constant use.

Fill a cleaning bucket with hot water and dilute the bactericidal cleaner in accordance with the instructions on the product packaging. Open the door of the machine.

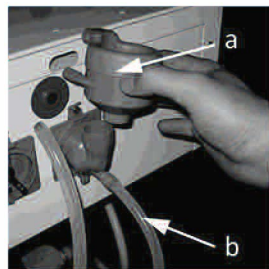
4.5.1 Ingredient Canisters - Removal and Clean

1. Rotate canister outlets to upright position. Remove the ingredient canisters. DO NOT place them on the floor.
2. With a clean, damp sanitised cloth, remove any ingredient build up on the exterior of the canisters, paying particular attention to the area around the canister outlets. Ensure canister outlets are dried thoroughly after cleaning.

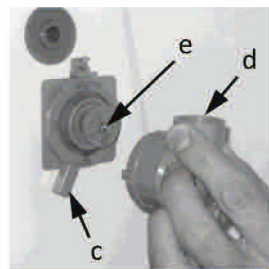


4.5.2 Whipper System

1. Twist and remove mixing bowls and steam hoods (a).
2. Remove the dispense pipes (b) from the plastic dispense block.



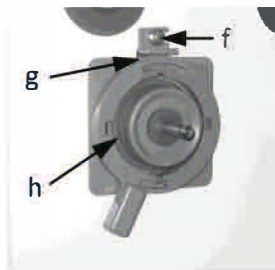
3. Turn the whipper base (c) anti-clockwise until it releases (first click). Remove mixer units (d) and impeller (e). Turn the whipper base (c) anti-clockwise again (second click), pull the whipper base from the shaft.



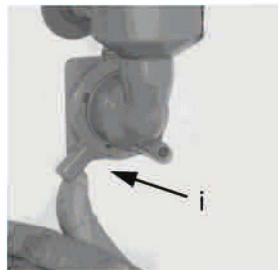
4. Clean all of the mixing system parts, including the steam hoods, mixing bowls and dispense pipes thoroughly in the diluted bactericidal cleaner solution. Rinse all components with clean water and dry thoroughly before refitting to machine.

5. Remove and clean the extract tray (see sub-section 4.5.3 Extract Tray for details).

6. Refit the whipper base. Push the whipper base onto the motor shaft with the "arrow" symbol lined up with the motor plate fixing screw (f) as shown. Turn the whipper base clockwise until it locates with the first (click) locking position (g). Ensure "O" ring (h) is correctly located as shown.



7. Refit the impellers to motor shafts ensuring that the “flat” in the moulding lines up with the flat on the shaft.
8. Refit mixer unit to whipper base. Turn the whipper base (i) clockwise until it locks (second click) into place.
9. Refit steam hoods, mixing bowls and dispense pipes to mixer units. Refit the dispense pipes to the dispense block.
10. Important: Ensure pipes are refitted to their correct outlet position on the dispense block (see **Section 8 for details**).



4.5.3 Extract Tray

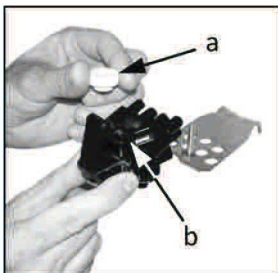
1. Remove the extract tray from the machine. Using a dry brush, clean the area under the extract tray.
2. Clean the extract tray. Dry and refit to the machine.
3. Wipe the canister shelf and the upper interior of the machine with a clean, damp sanitised cloth.
4. Refit the whipper system components (see **subsection 4.5.2 Whipper System for details**).



4.5.4 Dispense Head

Remove the knurled nut (a) securing the plastic dispense block (b) to the dispense head assembly. Remove the dispense block and clean thoroughly in the diluted bactericidal cleaner solution.

Rinse the dispense block with clean water and dry thoroughly before refitting to the machine.



4.5.5 Ingredient Canisters - Fill and Refit

Check the ingredient canisters and refill if required. Repeat this operation for all soluble/freshbrew ingredient canisters fitted to the machine. Rotate the canister outlets to their correct operating positions.

Important: Ensure that the canisters are refitted to correct operating stations.

Weekly; Empty and wash the canisters. Dry thoroughly, refill and refit into the machine

4.5.6 Fresh Bean Canister - B2C machines

If necessary refill the fresh coffee beans canister. Close the outlet slide (a) to seal the canister exit before removing the canister from the module.

DO NOT place the canister on the floor. Refill canister with fresh coffee beans.

Refit the canister lid to the canister. Refit canister to the module. Open the outlet slide to ensure correct operation.



N.B. To maintain optimum drink quality, Crane Merchandising Systems recommend that the bean container is replenished on a daily basis.

4.5.7 Waste Bucket & Syrup Containers

Remove the waste water bucket from the machine. Empty and clean.

If fitted; check the syrup levels in the syrup containers and replace if necessary

Clean the base, sides and back of the machine

Refit the waste water bucket into the machine. Ensure that the level detector and overflow pipes are located correctly in the bucket.



4.5.8 Dispense Area Components

Remove the cup catcher moulding complete with drain pipe.

Pull out the two spring loaded pins (a) securing the drip tray and pull and remove the complete drip tray assembly out of its mounting bracket.

Clean the cup catcher and pipe in the sanitizer solution. Rinse the components with clean water and dry thoroughly.

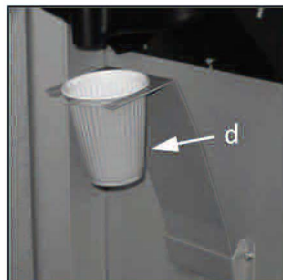
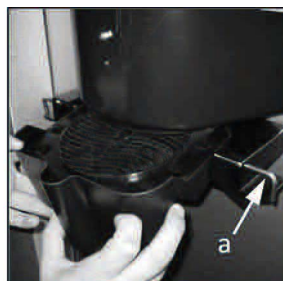
Wash the drip tray and grille thoroughly and where necessary, sanitise using the diluted bactericidal cleaner solution.

Wipe clean the interior of the door and the area around the dispense area using a clean, damp sanitised cloth.

Refit the drip tray, cup catch and cup stand, ensuring that the drip tube from the cup catcher moulding is located correctly at the rear of the tray.

Remove and discard the drip catcher cup (d) and replace with a new cup.

Note: A 7/9oz cup should be used on all models (inc. 12oz).



4.5.9 Cup Check

Check the levels of the cups in the cup turret and where necessary, refill with correct sized cups.

Allow the cups to drop into the tubes directly from the packaging. DO NOT touch the cups with your hands.

Important: Do not fill the tube directly above the cup dispense position. Allow the cup turret motor to rotate a full tube to the cup dispense position when the machine is powered up. Rotating the cup turret by hand will damage the mechanism.

Note: If paper cups are being loaded, each pack of cups must first be inspected for damage to the cup rims. Damaged cups must not be used.

4.5.10 Cash Box

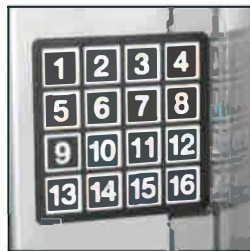
Un-lock the cashbox (if fitted) located on the rear of the door and remove from the machine. Empty contents from the cashbox. Refit the cashbox to the machine, turning the lock to secure.

Check the coin tubes and refill if required.

4.5.11 Test

Using the service keypad located in the rear of the door, proceed as follows:

1. Press the **Cup Test** button (7) and check that a cup is ejected correctly from the Cup drop unit.
2. Press the **Park Head** button (8) to ensure that the dispense head operates correctly and that the dispense pipes are fitted correctly.



3. Place a suitable container under the dispense head and press the **Rinse/Flush** button (3). The machine will flush the system. Check that none of the mixing stations leak. Empty the contents of the container.
4. Place an empty cup under the dispense head. Press the **Test Vend** button (6) and using the selection buttons on the front of the machine, vend a drink to ensure that the machine operates correctly.

Press the "X" (Exit) key to exit from the Test Vend menu.

5. Press the View Counters button (5) and record the audit information displayed on the LCD (see sub-section 5.5 Button 5 - View Counters for full details).

4.6 Oltre Brewer Cleaning Procedure

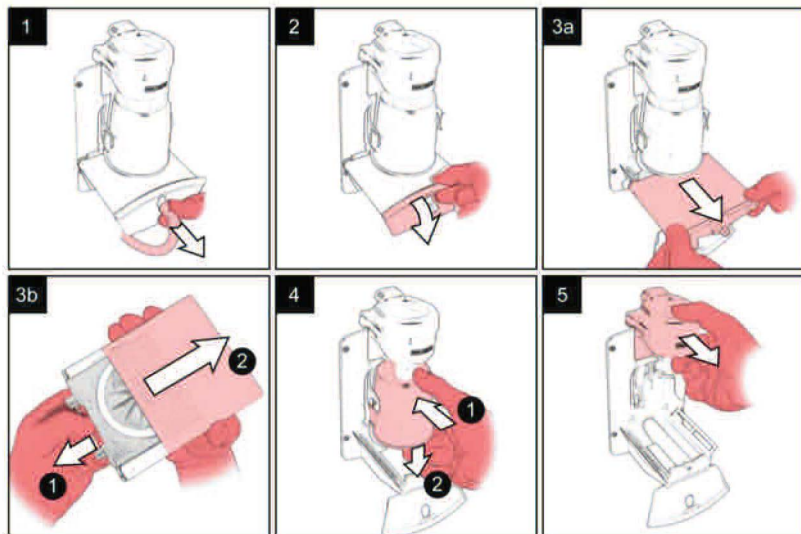
4.6.1 Daily Cleaning Procedure

Important: It is necessary to carry out the cleaning and maintenance procedure outlined on the following pages on a regular basis, either at the end of the day or at the start of the day before the machine is in constant use.

Fill a cleaning bucket with hot water and dilute the bactericidal cleaner in accordance with the instructions on the product packaging. Open the door of the machine.

The brewer will always return to its fully open position at the end of the vend cycle. In the unlikely event that the brewer chamber is closed: -

Press '2' on the service keypad, the brewer will start to move and will stop at the open position. Disassemble the brewer as illustrated:



Clean the Oltre brewer chassis and mounting area using a clean cloth and sanitising solution.

Clean all of the Oltre brewer components, including the steam hood, mixing bowl and dispense pipe thoroughly in the diluted bactericidal cleaner solution.

Rinse all components with clean water and dry thoroughly before refitting to machine.

4.6.2 Weekly Cleaning Procedure

Important: It is necessary to carry out the cleaning and maintenance procedure outlined on the following pages on a weekly basis.

Open the door of the machine.

Check that the Oltre brewer(s) are in an open position, if not then press '2' on the service keypad, the brewer will move and will stop at the open position

Remove the brewer chamber & filter belt assembly, then remove the belt. Place all components in a suitable container with the recommended mix of de-staining solution; soak for 5 to 10 minutes.

Rinse all parts thoroughly in clean water & re-assembly into the machine.

Press the service keypad **Brewer Clean** button (4) and the machine will flush the brewer.

Remove the brewer waste container from the machine and empty the contents. Wash the waste container thoroughly and if necessary sanitise using the sanitising solution. Dry using a clean cloth, then refit to the machine.

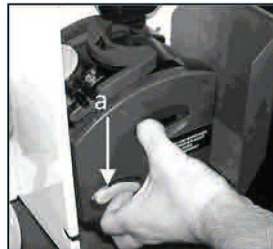
N.B. If the feature has been turned on when the brewer waste container is emptied the waste counter must be reset. To reset the waste counter press button **12** on the service keypad, two audible bleeps confirm that the counter has been reset to zero.

4.7 CoEx® B2C Brewer Unit

4.7.1 Daily Cleaning Procedure

1. Remove the coffee dispense pipe from the brewer outlet.

Holding the unit as shown in the photograph, lift the green lever (a) and carefully pull the brewer unit out of the machine.



Fill a cleaning bucket with hot water and dilute the bactericidal cleaning agent in accordance with the instructions on the product packaging.

2. Carefully place the CoEx® brewer unit into the diluted bactericidal solution and clean the unit thoroughly. Ensure all coffee ground deposits are removed, paying particular attention to the area around the top of the piston and waste chute.



Remove the unit from the solution and rinse thoroughly with clean water. Dry the unit using a clean cloth or paper towels.

3. Remove the B2C coffee chute assembly. Unscrew the two knurled thumbscrews and remove the coffee chute and coffee chute cover.



With a clean, dry brush clean the area around and under the coffee dispense outlets.

4. With a clean, dry brush wipe away any coffee deposits from both the coffee chute and cover mouldings.

Refit the coffee chute lid to the chute ensuring that the lugs on the cover fit securely into their mounting holes.

Refit the assembly to the machine and secure using the two knurled thumbscrews.



5. Refit the CoEx® brewer unit into the machine. Slide the unit into place until it “clicks” into position. Refit the coffee dispense pipe to the brewer outlet as shown.

Ensure that both the fresh bean container and fresh ground coffee canister are filled with correct product. Refill if necessary following the procedures outlined in sub-section 4.5.6 Fresh Bean Canister - B2C machines.



4.7.2 Weekly Cleaning Procedure

The VOCE has a routine cleaning cycle for the CoEx® brewer, with a warning message to indicate a clean is “Recommended” or “Required”. If the “Required” message is ignored B2C and freshbrew drinks cannot be selected until the brewer is cleaned, using the following procedure:

1. Open the front door of the machine.



Caution: Ensure that a suitable container is placed under the dispense position. Keep hands away from the dispense area whilst the cleaning cycle is in operation.

2. Press and release button **11** on the service keypad. The LCD will display the message “**Please Place Cleaning Tablet in Brewer**”.

Take one cleaning tablet (supplied in packs of 30 - CMS part no. ZC10598000) and place it into the brewer piston chamber as shown.



3. Press the START/? key on the drink selection keypad to begin the CoEx® tablet cleaning routine.
4. The cleaning cycle lasts approximately 7 minutes and dispenses approximately 1.8 ltrs of water through the dispense head. The LCD will display the message “**Cleaning in Progress**” throughout the cleaning cycle.



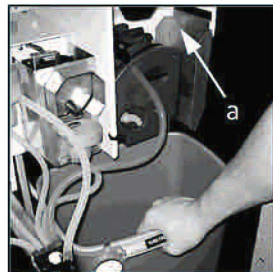
Safety First! Keep hands clear of the brewer mechanism during the cleaning routine.

5. When the cleaning cycle is complete the LCD will display the message “**Cleaning Cycle Complete**”. Press the **X** (Exit) key on the drink selection keypad to return the machine to standby mode. Empty the water from the container.

4.8 Brewer Waste Container and Chute - Daily Clean

1. Remove the brewer guard.
2. Remove the brewer waste container and empty the contents. Push up and remove the waste chute (a).
3. Wash both the container and chute thoroughly and if necessary sanitise using the diluted bactericidal solution.

Rinse in clean water



Dry both components using a clean, dry cloth and refit in the machine.

4. Refit the chute (a) and the waste container into the machine.

N.B. If the feature has been turned on when the brewer waste container is emptied the waste counter must be reset. To reset the waste counter press button 12 on the service keypad, two audible bleeps confirm that the counter has been reset to zero.

4.9 Replacing the CO2 Bottle - Where Fitted

For machines fitted with a carbonator unit, it will be necessary for the operator to regularly check and if necessary, replace the CO2 gas bottle. This will ensure that carbonated vends are always delivered at optimum quality.



Safety First! The CO2 bottle is filled with gas at a pressure of 800 psi and must be stored upright and away from sources of heat. In the event of a leak, ventilate the area in the vicinity of the bottle to remove all traces of gas and contact your supplier.

1. Open the cabinet door and un-hook the safety chain from the gas bottle. Turn off the gas supply from the bottle.
2. Following correct procedures for safe lifting, lift the empty cylinder c/w regulator out of the machine. Carefully undo the locknut using the spanner supplied. Remove the regulator from the empty bottle.
3. Ensure that the seal (1) is seated correctly as shown. If the seal has been damaged in any way, fit a new seal.
4. Fit the regulator to the new gas bottle and tighten the locknut. Carefully lift the cylinder into the machine ensuring that the gas supply pipe is not trapped or obstructed in any way.
5. Secure the gas bottle using the safety chain. Turn on the gas supply from the bottle and ensure that the regulator indicates a gas pressure of 35 psi. Close the door and test vend the carbonated drinks to ensure that the carbonator unit is working correctly.

