



MAINTENANCE AND TROUBLESHOOTING MANUAL

COFFEE MACHINES

BLUE ICE MACHINES LTD

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Coffee Machine Maintenance

It is important to clean, sanitise and store equipment properly to avoid having user issues with the machine and to optimise your machine reliability. Cleaning and sanitising the equipment is essential for product health and safety.

Ensure that all 3x cleaning cycles are being carried out weekly:

- a. Brewer unit
- b. Milk pipe
- c. Descaling



The water filter must be changed every 2 months.



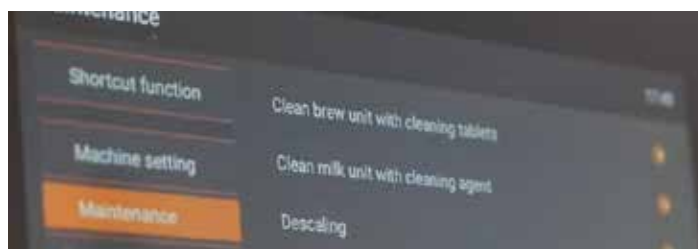
The coffee dispenser must be taken apart and cleaned monthly.



Ensure that the coffee beans being used are of low-medium roast and are not too oily. Over-roasted and oily beans will cause damage to the grinder and clog the brewer system.



Ensure any prompts that the machine requests – such as cleaning the brewer system – is carried out and not skipped.



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Coffee Machine Troubleshooting

PROBLEM Milk not dispensing
CAUSE Milk pipe
REMEDY Ensure milk pipe is connected to the dispenser and milk canister without any knots in the pipe



CAUSE Blocked dispenser
REMEDY Detach the dispenser from the machine and take apart into 3 pieces. Ensure the piece is cleaned and that there is no build up around the dispensing hole.



PROBLEM Grinder not coming on
CAUSE Glass fuse on PCB
REMEDY Remove side panel to access the PCB and replace glass fuse



PROBLEM Machine not switching on
CAUSE 13amp fuse
REMEDY Remove rear panel and replace 13amp fuse



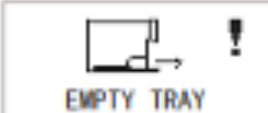


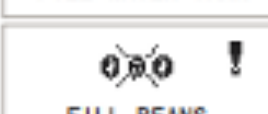
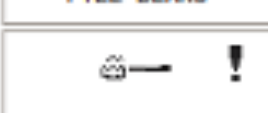
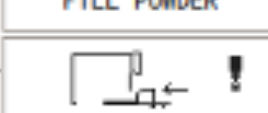
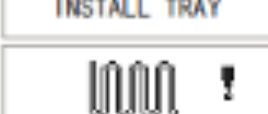



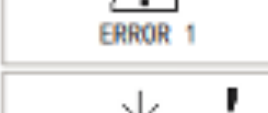
Problem

Cause

Solution

Coffee only dispenses in small drips and not a steady flow.	Coffee beans have been ground too fine. Brewer unit filter is blocked.	Adjust the grinding settings to a coarser grind. Run the brewer unit clean cycle from the settings.
Grinder making noises	An item or object could be trapped in the grinder.	Check for anything obstructing the grinder, try to make a coffee again, if fails again contact Blue Ice.
The milk is not foaming.	The milk frother is blocked.	Take apart, clean and reassemble the milk frother.
Milk sprays from the milk frother.	The milk frother has not been assembled correctly.	Take apart, clean and reassemble the milk frother.
The milk frother cannot make any milk foam.	The milk frother is blocked.	Cleaning the milk frother
Milk sprays from the milk frother.	The milk frother was not assembled correctly.	Reassemble the milk frother.
Screen displays "EMPTY TRAY".	The tray is full or dirty.	Empty and clean the tray before reassembling.
Screen displays "INSTALL TRAY".	Coffee grounds are stuck in and around the tray.	Clean the coffee grounds from inside and around the tray.
Screen always indicates "FILL WATER TANK", but the water tank is full.	The water tank inductor is trapped.	Clean the water tank
Screen displays "FILL WATER TANK", but the water tank is full.	The water tank has not been installed correctly.	Check the water tank has been installed correctly and is cleaned internally and externally.
Screen displays "FILL BEANS", but the bean container is full.	The bean container is too oily and sticky for the coffee beans.	Manually stir the coffee beans in the container or empty all beans from the container and clean it. Over roasted coffee beans will secrete too much oil causing the container and system to become clogged.

ERROR MESSAGES

 EMPTY TRAY
 EMPTY GROUNDS
 FILL WATER TANK
 FILL BEANS
 FILL POWDER
 INSTALL TRAY
 UNIT EMPTY
 TEMPERATURE HIGH
 TEMPERATURE LOW
 ERROR 1
 PRESSURE HIGH
VALVE RESET RESTART MACHINE

Causes	Solutions
If the water drip tray is full, any function of making beverage will be out of service.	Take the drip tray out, empty the waste water in the drip tray and reinstall it to the machine.
If the coffee grounds container is full, any function of making beverage will be out of service.	Take the coffee grounds container out, empty the coffee grounds container and reinstall it.
If water in the water tank is used up, any function of making beverage will be out of service.	Fill the water tank with water.
If coffee beans in the bean container are used up, function of making coffee will be out of service.	Add beans into bean container, and press the rotary button to release.
There is not enough coffee powder in the powder container.	Next time when making coffee with coffee powder, please put a full spoon of powder.
The drip tray is not installed correctly, any function is out of service.	Install the drip tray correctly.
The water in the pipe inside the machine is not enough, any function is out of service.	Press the rotary button to release, to run the water replenishing system.
Temperature of the machine is too high, the machine cannot be used.	Power off the main power, and use it 1 hour later.
Temperature of the machine is too low, the machine cannot be used.	Increase environmental temperature to above 10°C.
The coffee machine failures, may not be able to be used.	1. Power off, restarting up ; 2. If still unresolved, please pull out the plug. Contact with customer service center.
1. Using dark roasted coffee beans or over fine coffee powder; 2. The filter of the brewer is clogged.	1. Adjust grinder wheel to rougher; 2. Start brewer cleaning procedure (refer to P12).
Dispenser valve is blocked.	Restart coffee machine.