

Subscription Programme for Office

in force from 30th June 2025

Terms and Conditions

1. DEFINITIONS

For the purposes of these terms and conditions, the following words shall have the meanings set out below:

Customer: the legal entity –that must be different than a consumer- which subscribes the Office Subscription Programme, for coffee machine and coffee to be used in its office’s premises. Customers must be legal entities and not consumers.

illycaffè UK Customer Service: the illycaffè Uk customer care <https://www.illy.com/en-gb/customer-care>.

“My Account”: is a personal account that access an own personal area of the customer on the website. My Account is regulated by dedicated terms and conditions available at <https://www.illy.com/en-gb/account>. To apply and maintain the subscription, it is mandatory to create and maintain an illy MyAccount (link: <https://www.illy.com/en-gb/account>).

Office Subscription: the subscription programme dedicated to office, governed by these Terms and Conditions. The programme is dedicated exclusively to offices and any subscription by consumers or other customers is excluded.

All the information related to this office programme can be found on the illycaffè UK website <https://www.illy.com/en-gb/medium-office-subscription>

For consumers subscription programmes, please refer to the programmes available on <https://www.illy.com/en-gb/subscription>

Supplier: illycaffé UK Ltd Address: Unit 7/8 Osyth Close, Brackmills Industrial Estate, Northampton, England, NN4 7DY (hereinafter also “**illycaffé UK**”).

Terms and Conditions / T&C: these terms and conditions that govern the Office Subscription Programme.

2. AREA OF APPLICATION

2.1 These Terms and Conditions govern the Office Subscription agreement and must be accepted by Customer as a mandatory condition for applying.

The Terms and Conditions are those in force at the time the Customer applies to the Office Subscription and can be unilaterally amended by illycaffè UK at any time pursuant to article 14.

2.2 Applications for the Office Subscription can be made by Customer, following the procedures indicated in article 6 below.

2.3 For whatever might have not been regulated by these Terms and Conditions, please refer to the Terms and Conditions of Sale (<https://www.illy.com/en-gb/terms-and-conditions>).

3. PARTIES

3.1 The Parties to the Office Subscription contract are:

- illycaffè Uk ltd with registered address at Unit 7/8 Osyth Close, Brackmills Industrial Estate, Northampton, England, NN4 7DY (hereinafter "**illycaffè UK**") and
- the Customer, which must be an office.

4. TERRITORY AND SCOPE

4.1 Office Subscription is limited to Customers of **United Kingdom shores only**.

Delivery of products is made exclusively within United Kingdom territory, excluding all United Kingdom Overseas Territories. Subscription or delivery requests with a delivery address outside the United Kingdom shores will not be accepted nor executed.

4.2 All products supplied under this Office Subscription are for use by the Customer in its office, excluding any commercial use, and being any resale to third parties expressly prohibited.

5. OFFICE SUBSCRIPTION DETAILS

5.1 The Office Subscription includes

- (a) the use of a full feature coffee machine and
- (b) periodical automatic orders and delivery of coffee compatible for use with the selected coffee machine ("**Coffee**").

(a) Coffee Machine

The coffee machine shall be selected by the Customer from the list of coffee machines available when applying to the Office Subscription (the "**Coffee Machine**"). The characteristics of the Coffee Machine are those indicated on the Website at time of application.

The Coffee Machine will be made available to the Customer upfront of the following monthly payment commitment:

- £388,30 per month to be paid for the first 12 months of subscription (the "**Machine Investment**").
- Afterwards, the Customer will pay a fixed monthly fee for the use of the Coffee Machine, as follows:

£100,00 per month to be paid from the 25th to the 48th months of subscription (for a total of 24 months)

Risk passes to the Customer upon delivery of Coffee Machine, but ownership will always remain with illycaffè UK Ltd at all times throughout the subscription.

illycaffè UK will deliver and install the Coffee Machine at the Customer's office premises, at the address given by the Customer when subscribing. The Coffee Machine shall be used by the Customer solely with the Coffee supplied by illycaffè UK. The Coffee Machine can be used only for its permitted use; any different or further use being expressly prohibited.

The Customer shall provide safe access and a suitable location for the Coffee Machine and is responsible for insuring and all costs relating to insurance; against fire, theft, and third-party liability and for potential costs caused by mistreatment of the Coffee Machine (and any damage caused by the same) and for all costs necessary to make the Coffee Machine operational.

The Customer shall not relocate the Coffee Machine without prior written authorization of illycaffè UK.

If the commitments of Minimum Quantity of Coffee, as defined below, and/or Machine Investment are not fulfilled by the Customer, illycaffè UK reserves the right to remove the Coffee Machine without notice.

(b) Coffee - Minimum Quantity

The Office Subscription requires the Customer to periodically purchase a mandatory minimum amount of Coffee for the entire Term.

The **minimum quantity of Coffee** that shall be purchased by the Customer is **65kg during the Initial Term** (i.e. 2 calendar years starting from the date of subscription) (the "**Minimum Quantity**").

The Coffee shall be selected by the Customer when applying and the Customer can only select Coffee product compatible with the selected model of the Coffee Machine.

The frequency for the automatic Coffee deliveries shall be selected by the Customer amongst those available when subscribing. Upon subscription, the Customer allows illycaffè Uk to follow up, according to the frequency selected, with automatic supply orders and delivery of Coffee.

Each automatic periodical Coffee order will be charged by illycaffè UK to the credit card provided by the Customer, pursuant to art. 8 and 10.

5.2 Coffee Machine must be used in accordance with use manual provided. Basic maintenance and cleaning is the Customer's responsibility.

Mandatory service of the Coffee Machine shall be carried out by the Customer as per related document available in a dedicated chapter below, which regulates the mandatory maintenance requirements. Such document forms an integral part of these Terms and Conditions and must be accepted by the Customer as a mandatory condition for applying to the Office Subscription.

The Customer shall maintain the Coffee Machine regularly and in accordance with the aforementioned document.

The Customer agrees to allow illycaffè access to repair or replace the Coffee Machine at a mutually agreed time.

Misuse or damage caused by negligence or willful misconduct of the Customer will be charged to the Customer.

5.3 At expiration or termination for whichever reason of the Office Subscription contract, the Customer shall immediately consent and make available for pickup by illycaffè UK the Coffee Machine. If the Coffee Machine is not made available for pickup or is returned damaged to illycaffè UK, the Customer will be invoiced a charge equivalent to any remaining value of the Coffee Machine, as assessed by illycaffè UK.

6. SUBSCRIPTION PROCEDURE

6.1 The Customer can apply for the Office Subscription only as follows:

- through the illycaffè UK Website <https://www.illy.com/en-gb> or
- by contacting illycaffè UK Customer Service at <https://www.illy.com/en-gb/customer-care>

6.2 In order to apply, the Customer must be registered with a My Account. Without MyAccount, the Customer cannot proceed.

My Account of the Customer must remain active for the entire duration of the Office Subscription. Should the Customer cancel its My Account, its Office Subscription will automatically terminate.

Procedure on the Website

The Customer shall:

- 1 Register or log in its "My Account"
- 2 Go in Professional Page
- 3 Select Coffee Solution for your business
- 4 Select Offices and Workplaces
- 6 Select Subscription
- 7 Select the Subscription plan
- 8 Select the Coffee Machine
- 9 Select the type and quantity of Coffee
- 10 Select the frequency of automatic Coffee orders
- 11 Select gift, if any, offered
- 12 Accept these Terms and Conditions
- 13 Consent to the Privacy Policy
- 14 Choose the method of payment
- 15 Complete the order.

Procedure with illycaffè UK Customer Service

The Customer can apply by contacting illycaffè UK Customer Service, giving all the necessary data to the operator, to complete the registration and procedure, that follows the same steps as set out on the procedure via Website.

6.3 The contract for subscription is concluded upon receipt by the Customer of the illycaffè UK's email confirming the subscription.

6.4 illycaffè Uk has the right to:

- not accept applications and to not process applications that are incomplete and/or incorrect;
- not accept applications that do not come from Customers qualified as legal entities operating offices;
- not accept applications for delivery of products outside the shores of United Kingdom;
- not accept applications in the event of unavailability of the selected Coffee Machine and/or Coffee.

In these cases, illycaffè Uk will inform the applicant that the application has not been accepted.

7. PRODUCTS AND PRICES

7.1 The information related to the Coffee Machine and Coffee can be found on the website, on the dedicated product page. Some aesthetic or visual characteristics - such as the images and colour on the packaging - may differ from the photos on the website or on other promotional material.

The Coffee supplied by illycaffè UK is all original illy products, with illycaffè's quality standards.

7.2 All Coffee products delivered are food products and are delivered to the Customer with an expiry date of no less than 6 weeks. The Coffee and the Coffee Machine are supplied for private use only and the Customer agrees not to use them for resale purposes.

7.3 The Coffee is supplied to the Customer at the price indicated on the Website at the time of each recurring Coffee order <https://www.illy.com/en-gb/medium-office-subscription> discounted by 10% (ten percent).

7.4 The Office Subscription is a contract of duration. Therefore, the price of Coffee may change at any time. Such changes will be published on the illycaffè UK's Website.

7.5 In the event that the Coffee selected by the Customer is no longer available, illycaffè Uk will contact the Customer, who will have the option to change the initial choice or to withdraw from the Office Subscription, as per procedure set out in article 13 below.

7.6 In the event that the Coffee product selected by the Customer change in format or is temporarily unavailable, the Customer will be informed, and the Office Subscription shall be swapped to the new format.

8. SHIPMENT

8.1 illycaffè UK will periodically deliver the Coffee to the Customer according to the quantity and frequency selected during the application procedure. The Coffee will be delivered to the address indicated by the Customer during the application procedure, which shall be the same address of installation of the Coffee Machine.

8.2 Shipping will be carried out by illycaffè UK via a third-party courier. Couriers do not provide a floor delivery service. Time of shipping is indicative. The first shipment of Coffee shall take place approximately within 7 working days. The following Coffee orders' deliveries take place at the frequency selected by the Customer.

8.3 The Customer may request a change by contacting the UK Customer Service.

8.4 It is illycaffè UK's commitment to deliver the Coffee part of one order in one single shipment. Nevertheless, it is possible that a shipment may have to be delivered at different times due to logistical requirements.

9. CHANGES OF QUANTITY AND FREQUENCY

9.1 The Customer may modify the frequency and quantity of the automatic recurring Coffee orders, granting in any case the Minimum Quantity, by selecting a different available option either accessing to the My Account or by contacting the illycaffè UK Customer Service at <https://www.illy.com/en-gb/customer-care>

9.2 All changes' request should be made by the Customer at least 24 hours before the scheduled time for the following shipping of Coffee. After this deadline all changes will be implemented for the subsequent Coffee deliveries.

10. PAYMENT AND INVOICING

10.1 The payments concerning the Machine Investment and the Coffee are accepted only through credit or debit card as indicated and listed during the application process for the subscription, e.g.: Visa or Mastercard. The payment platform is Deutsche Card Services (a Deutsche Bank group company) in cooperation with Computop Wirtschaftsinformatik GmbH.

Each payment of Machine Investment shall be charged monthly, and Coffee shall be charged for each delivery at the time each Coffee automatic order is shipped, with the exception for the amount to be paid for the first order, for which a pre-payment is required.

Before each shipment of each order of Coffee, illycaffè UK reserves the right to request a pre-authorisation for the amount of the order. Should the pre-authorisation be unsuccessful, e.g. for the lack of funds or for any other reasons, illycaffè UK reserves the right not to proceed and the order and delivery of Coffee shall be automatically cancelled.

10.2 All Customers' financial information (e.g. credit/debit card number - expiry date etc.) will be forwarded, via encrypted protocol, to the banks that provide the remote electronic payment services. No third parties will be able to access such information in any way. All relevant financial information shall never be used by illycaffè UK, except for the purpose of completing the orders, executing the subscription and for the issue of refunds in the event of any return.

10.3 The Customer guarantees that it is the legitimate holder of the credit/debit card or that it has been duly authorized by the credit/debit card holder.

Under no circumstances can illycaffè UK, or other illycaffè related companies, be held liable for any fraudulent or improper use of credit or debit cards by third parties, whose details were communicated when applying for the subscription Plan or in general for purchasing the Products.

10.4 illycaffè UK uses the Signifyd system to guarantee maximum anti-fraud security. More information can be found at this website: <https://www.signifyd.com>.

11. PRODUCT VERIFICATION

11.1 Upon delivery, the Customer is required to check the quantity and integrity of the products and package received.

11.2 Any damage to the products and/or packaging (visible without the need to open the package), or a mismatch in the number of packages, must be immediately reported to the illycaffè UK Customer Service providing specific information of the damage or loss on the delivery document, with photographs of the package and product.

11.3 Defects that are not evident and cannot be verified at the time of delivery must be promptly reported by the Customer once discovered –in any case within the time limits provided by applicable law- by contacting the illycaffè UK Customer Service, providing also with photographs of the package and product.

illycaffè UK will verify the Customer's claim and reserves the right to replace the defective product, repair it or refund the costs, at illycaffè UK's discretion.

The possible authorisation by illycaffè UK to return the product will not in any way constitute acknowledgement of defects, the existence of which must be ascertained only after the products are returned at illycaffè UK's premises.

12. DURATION AND SUSPENSION

12.1 The initial minimum duration of the Office Subscription Programme is 2 (two) years from date of subscription by the Customer (the “**Initial Term**”).

12.2 The first 2 (two) years are the minimum duration (the “**Minimum Duration**”) during which the Customer cannot withdraw, terminate nor suspend the Office Subscription.

At the end of the Initial Term, the subscription will automatically continue for the following 2 years (altogether the “**Term**”), without prejudice to the Customer's right to withdraw at any time after the expiry of the Initial Term, as per article 13.

12.3 The Customer may suspend the subscription at any time after the Initial Term. The Customer shall communicate the request to suspend the programme at least 72 hours before the date of shipping of a Coffee order. During the suspension period, no shipping of Coffee will be made. At the end of the suspension period, shipments and credit card charges will automatically restart. The suspension may last for a maximum period of 4 months, consecutive or not, in a calendar year.

13. CUSTOMER'S WITHDRAWAL

13.1 Once the Initial Term is expired, at the condition that the Customer had purchased the Minimum Quantity of Coffee and fully paid the Machine Investment, the Customer has the right to withdraw with a prior notice of 60 (sixty) days to illycaffè UK.

If the Customer had not purchased the Minimum Quantity and/or paid the Machine Investment, it is not possible for the Customer to withdraw or terminate the subscription. In such case the Customer is invited to contact illycaffè UK's Customer Service to evaluate a dedicated earlier termination plan, considering in any case that the Customer will be charged an early

termination charge equivalent to the minimum unfulfilled quantity committed to be purchased over the Initial Term and the remaining value of the Machine Investment.

13.2 To withdraw, the Customer shall contact the UK Customer Service. The withdrawal will be effective upon receipt by the Customer of the confirmation of cancellation, sent by illycaffè UK by e-mail. illycaffè UK will charge the Customer the amount of the orders already shipped.

13.3 At expiry of the Term or earlier in case of termination, for whichever reason, the Customer must make available for pickup by illycaffè UK the Coffee Machine in adequate and working conditions, in its original condition and packaging and with all accessories.

In the event that the value of the Coffee Machines has suffered a significant decrease, different than the normal wear and tear, caused by negligence or acts of the Customer, the Customer shall reimburse illycaffè UK for the decreased value of the Coffee Machine, up to the full price value of £3.790.

14. UNILATERAL CHANGES AND TERMINATION BY ILLYCAFFE' UK

14.1 illycaffè UK has the right to unilaterally vary at any time these T&C, informing the Customer timely by e-mail and, in any case, publishing them on illycaffè UK's website. The changes will be effective from the date indicated in the communication, sent by e-mail or published on the website.

illycaffè UK invites the Customer to periodically check illycaffè UK's website in order to check for any changes and/or updates to these T&C.

14.2 illycaffè UK has the right, at any time and at its sole own discretion, to terminate the Office Subscription programme due to its discretionary and unquestionable commercial strategy and choice.

In this case, illycaffè UK shall inform the Customer of the termination of the Office Subscription programme by email with a prior communication of at least 15 (fifteen) calendar days, undertaking to complete the scheduled Coffee deliveries up to the effective date of the termination, provided that they are regularly and fully paid for by the Customer.

14.3 illycaffè UK may, at any time, terminate the Customer's subscription should the Customer fails to pay the amounts due according to these Terms and Conditions and/or should the Customer make the Coffee Machine untraceable or fail to provide or consent the due maintenance or assistance of the Coffee Machine. In such cases, illycaffè UK shall inform the Customer via e-mail with a 15 (fifteen) calendar days' notice within which the Customer will have the opportunity to remedy and to pay all due amounts or make the Coffee Machine available to illycaffè UK. During the remedy period, illycaffè UK will not perform any Coffee delivery to the Customer. At the end of the remedy period without the Customer having remedied, the Customer's subscription contract shall be deemed automatically terminated and the Coffee Machine shall be immediately picked up by illycaffè UK, without prejudice to any other illycaffè UK's rights and remedies.

16. BENEFITS

16.1 The benefits (for example: discounts) of the Office Subscription cannot be accrued with those of other illycaffè UK initiatives, unless otherwise expressly specified by illycaffè UK in the terms and conditions governing the aforementioned other initiatives.

17. ASSISTANCE FOR COFFEE MACHINE

17.1 Assistance and service plan as per article 5.2. is mandatory for the Customer. Defects and non-conformity of the Coffee Machines are covered by illycaffè UK within the machine's service plan.

Given the technical characteristics of the Coffee Machine, and for safety reasons, repairs shall only be carried out by personnel authorised by illycaffè UK.

17.2 The right to a free repair of the Coffee Machine may be refused if the defect is caused by:

- failure to comply with the instructions for use and maintenance supplied with the Coffee Machine;
- negligence and carelessness during use;
- incorrect or lack of maintenance or repairs carried out by unauthorised personnel and/or use of non-original spare parts;
- insufficiency, inadequacy or non-compliance of the electrical energy systems to which the machine is connected for its use;
- repair non authorized by illycaffè UK;
- modification, addition and/or replacement of parts non authorized by illycaffè UK.

Parts subject to normal wear and tear, accessories and consumables, if any, are not covered by the warranty, unless the relevant defects are attributable to conformity defects.

In the event of questions relating to the operation, maintenance or assistance service of the machine, the Customer can contact illycaffè UK Customer Service.

17.3 With reference to the Coffee, different than the Coffee Machine, the Customer shall refer to the warranty provided in the relevant terms and conditions of sale applicable.

18. FORCE MAJEURE

illycaffè UK cannot be held responsible if it is unable to fulfil the order due to force majeure (by way of example, but not limited to: production blocks imposed by legislative or administrative measures, epidemics, strikes, severe weather events, fires, floods), even if such events prevent or delay the activity of the courier responsible for delivering the ordered product.

19. EXCLUSION OF LIABILITY

19.1 In no event shall illycaffè UK be liable for any indirect, incidental, consequential, or punitive damages, including, but not limited to, lost profits, loss of business, or loss of data, even if advised of the possibility of such damages. illycaffè UK not liable for any unforeseeable loss or damage.

20. APPLICABLE LAW AND PLACE OF JURISDICTION

20.1 These T&C are governed by and interpreted in accordance with the law of England and Wales.

For any dispute or claim (including non-contractual disputes or claims) arising out or in connection with the Customer's Subscription Programme or these T&C (including related non-contractual disputes or claims), the sole competent Court shall be the Court of Northampton, the place of illycaffè UK's registered office.

21. FINAL PROVISIONS

21.1 For any other information of a legal nature related to the use of the -website or else the Customer can consult the following sections:

Privacy (<https://www.illy.com/en-gb/privacy>)

Customer Service (<https://www.illy.com/en-gb/customer-care>)

Term of use (<https://www.illy.com/en-gb/terms-of-use>)

General Terms and Conditions of eCommerce (<https://www.illy.com/en-gb/terms-and-conditions>)

My account (<https://www.illy.com/en-gb/my-account>

illycaffè UK is available to answer any questions sent by e-mail or by telephone to the UK Customer Service ^[OBJ] <https://www.illy.com/en-gb/customer-care>



Series X COMPACT Quick Start Guide

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This instruction is for: X COMPACT 2L、X COMPACT 8L.

There is difference between picture and products, because of the upgrading of products. Please refer to the actual products.

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Symbols



Generic warning



WARNING:Electrical Hazard



WARNING:Trapping Hazard,Take Care with Hands



WARNING:Hot surface



Environmental protection



These pages of manual are for the use of the worker operating the machine.



These pages in the manual are to be used by qualified, authorized technical staff.



2 General Rules



Please read the warnings and rules in this User's Manual carefully before using or handling the machine in any way because they provide important information regarding safety and hygiene when operating the machine.
Keep this booklet handy for easy reference.

The machine was designed solely for preparing espresso coffee and hot beverages using hot water or steam. Any other use is considered irregular.

- The machine must be installed in a place where it is only used by carefully trained staff that knows the risks tied to using the machine.
- The machine is for professional use only.
- This appliance is not designed to be used by people (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, except in the case of supervision or instruction on use of the appliance by a person responsible for their safety. Children must be supervised at all times to ensure that they do not play with the machine.
- For products sold on the European market. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they are supervised or given instruction concerning the safe use of the appliance and understand the hazards involved. Children must not play with the appliance. Cleaning and maintenance which are carried out by the user must not be done by unsupervised children. Use by minors, with or without adult supervision, must not contravene local employment laws.
- Never leave the machine unattended while it is in use.
- The machine must not be used outdoors.



- If the machine is stored in rooms where the temperature can drop below freezing point, empty the boiler and water circuit tubes.
- Do not expose the machine to atmospheric agents (rain, sun, and cold).
- Do not clean the machine with jets of water.
- Noise: assessed acoustic pressure level 67.5 dB(A) (+/-2.5dB).
- If the power-supply cord is damaged, it can only be replaced by qualified and authorized technicians.
- If the machine is used improperly or for purposes other than those described above, it can be a source of danger. The manufacturer will not be held responsible for damages caused by improper use of the machine.



3 Product description

3.1 Product introduction

3.1.1 X COMPACT -2L / X COMPACT -8L

Coffee machine (Front side)



Coffee machine (Back side)



X COMPACT -2L



X COMPACT -8L



3.2 Technical data

3.2.1 Capacity

- Hourly output on DIN18873-2:

Advised daily output		80 cups
Hourly output	Espresso (M: 50ml)	85
	Americano (M: 240ml)	75
	Cappuccino (M: 200ml)	65
Hourly hot water output		30L
Water tank capacity		Small Water Tank: 2L / Big Water Tank: 8L
Beans hopper capacity		750g
Grounds container capacity		About 70 Pcs (Base on 10g / pc)

3.2.2 Technical sheet

Voltage	220-240V~ 50/60Hz	
Power	2900W	
Connection tube set	Inner diameter 5mm, Outer diameter 9mm, length 1.5M	G3/4'change into G3/8' length 1.5M metal tube
Connection water pressure	Tape water is not permitted	Max. 0.6Mpa
Coffee machine W*D*H	Small Water Tank: 300*500*580mm / Big Water Tank: 410*500*580mm	
Machine N.W	Small Water Tank: 2L / Big Water Tank: 8L	







3.2.3 WiFi / GSM

2.4G WiFi Frequency Range	2.400 GHz ~ 2.4835 GHz(2.4 GHz ISM Band)
2.4G WiFi Output Power	802.11b/11Mbps:17dBm±2dB、802.11g/54Mbps:15dBm±2dB 802.11n/11MCS:14dBm±2dB
5G WiFi Frequency Range	5.15 GHz ~ 5.850 GHz(5.0 GHz ISM Band)
5G WiFi Output Power	802.11a/54Mbps:15dBm±2dB、802.11n/MCS7:14dBm±2dB
GSM/WCDMA/LTE Frequency Range	GSM850 MHz、EGSM900 MHz、DCS1800 MHz、PCS1900 MHz、 GSM850 8-PSK、EGSM900 8-PSK、DCS1800 8-PSK、PCS1900 8-PSK、 WCDMA、LTE-FDD、LTE-TDD
GSM/WCDMA/LTE Output Power	GSM850: Class 4 (33dBm±2dB)、EGSM900: Class 4 (33dBm±2dB)、 DCS1800: Class 1 (30dBm±2dB)、PCS1900: Class1 (30dBm±2dB)、 GSM850 8-PSK: Class E2 (27dBm±3dB)、EGSM900 8-PSK: Class E2 (27dBm±3dB)、 DCS1800 8-PSK: Class E2 (26dBm±3dB)、PCS1900 8-PSK: Class E2 (26dBm±3dB)、 WCDMA: Class 3 (23dBm±2dB)、LTE-FDD: Class 3 (23dBm±2dB)、 LTE-TDD: Class 3 (23dBm±2dB)

3.3 Accessories



3.3.1 Accessories supplied

- This model supply the spare parts as follows:

Name	Picture	X COMPACT 2L	X COMPACT 8L
Cable		x1	x1
Grinding adjustment wrench		x1	x1
Milk tube		x1	x1
Silicone tube (sieve included)		x1	/
Water inlet metal pipe		/	x1
Quick Start Guide		x1	x1



3.3.2 Accessories and device options

Optional component name	Picture	Description
Drain pipe		Used for waste water draining.
Filter		It can effectively filter impurities in water, reduce heavy metals, soften water quality, reduce scale formation, protect waterway and heating system of coffee machine



4 Installation and Testing

The following steps must be operated to the personal authorized by the manufacturer.

4.1 Installation



WARNING

Installation, dismantling, and adjustments must only be performed by qualified and authorized technicians. Carefully read the warnings and rules in this manual because they provide important information regarding safe installation, use and maintenance of the machine. Keep this booklet handy for easy reference.

4.2 Transport and handling

Packaging

- The machine is delivered in a robust cardboard package, with appropriate internal protection. The package features the standard symbols indicating rules to be followed when handling and storing the machine.
- Transport must be carried out according to the instructions on the package, handling with appropriate caution and avoiding impact of any type.
- Do not expose the machine to atmospheric agents (rain, sun, and cold).

Checks on receipt

- On receipt of the machine, carefully check all transport documentation is correct (against label on package).
- Check that the original packaging is not damaged.
- After removing the machine from its packing materials, make sure that the machine and any safety devices are intact.



- Packing materials (plastic bags, polystyrene foam, staples, etc.) must be kept out of the reach of children because they are potentially hazardous.

Advice for disposal of packaging



The packaging materials are eco-compatible and recyclable. For the protection of the environment they must not be dumped, but taken to a waste-disposal/recovery centre, according to local regulations.

Handling



Staff responsible for moving the machine must be aware of the risks in moving heavy loads.

Move the machine carefully, using, when possible, the correct lifting equipment (fork lift, for example).

If moving the machine by hand, make sure:

- enough people are available for the task, depending on the machine weight and how difficult it is to handle;
- to always use the necessary safety gear (shoes/gloves).

4.3 Installation Rules

- Before plugging in the machine, make sure that the information on the nameplate matches that of the electrical and water systems.
- Check that the power-supply cord is intact. Replace if damaged.
- Completely unwind the power-supply cable.
- The coffee machine should sit on a flat, stable surface at least 20mm from walls and from the counter.
- Room temperature must range between 10 and 32 °C (50 °F and 90 °F).
- An electrical outlet, water connections, and a drain with siphon must be in the immediate vicinity.
- Do not install in rooms (kitchens) that are cleaned with jets of water.
- Do not obstruct openings or ventilation and heat vents.
- Do not install the machine outdoors.
- Do not install or use the machine in potentially explosive environments.



- Do not install the machine in presence of flammable substances.

4.4 Electrical Installation Rules



Prior to installation, make sure there is a circuit breaker installed with a distance between the contacts that allows for complete disconnection when there is a category III overload and that provides protection against current leakage equal to 30 mA. The circuit breaker must be installed on the power supply in compliance with installation rules. If the power supply is not working properly, the machine can cause transitory voltage drops.

The electrical safety of this machine is only ensured when it is correctly connected to an efficient system in compliance with the electrical safety laws in force. This fundamental safety requirement must be verified. If in doubt, request that a qualified electrician inspect the system. The manufacturer cannot be held responsible for any damage caused by the lack of an earthing system on the electrical supply. Do not use adaptors, multiple plugs, and/or extension cords. Check that the type of connection and voltage correspond with the information on the nameplate.

4.5 Water Installation Rules

WATER REQUIREMENTS

- Water used in coffee machines must be potable and suitable for human consumption (see laws and regulations in force). Check that the water inlet on the machine has pH and chloride values that comply with the laws in effect. If the values do not fall within the limits, an appropriate water-treatment device must be inserted (respecting the local laws and compatible with the machine). If the machine used water with a hardness exceeding 8°f (4.5 °d), a specific maintenance plan must be implemented according to the hardness detected and machine usage.



INSTRUCTIONS

- Only use the supplied parts for installation. If other parts are installed, they must be new (unused tubes and gaskets for the water connection) and they must be permitted for contact with potable water suitable for human consumption (according to local laws in force).
- Inferior raw material and water cause machine damaging. Please must observe the following content:
 - Water must be clean and the Chlorine content should be less than 100mg/L.
 - Don't add corrosive water into coffee machine.
 - Carbonate hardness must be less than 5 – 6°dKH (German carbonate hardness) or 8.9 – 10.7 °fKH (French carbonate hardness), and total hardness must be always higher than the carbonate hardness.
 - Minimum carbonate hardness between 5°dKH or 8.9°fKH. PH should be between 6.5 – 7.
 - Only use a new tube set! It is not permitted to connect old or used tube sets.
- Water connection under the instructions and the local regulations. If the machine is connected with a new tube, then make sure the tube is clean.
- The machine must be connected into the tube which with shut-off tap. Install the machine on the water tap pressure reducer through pressure tube and screw connection G 3/8". (Adjust it to 0.3 MPa (3 bar)).
- The equipment is to be installed with adequate backflow protection to comply with applicable federal, state, and local codes."

4.6 Installation

- Open the carton box, take out machine and spare parts. The machine and all accessory units are only permitted to be installed and stored in frost-free locations.



4.7 Connection

4.7.1 Water inlet tube connection -flexible metal tube connection

Step 1: Connect the end of tube with the water intake, turn the screw nut clockwise.



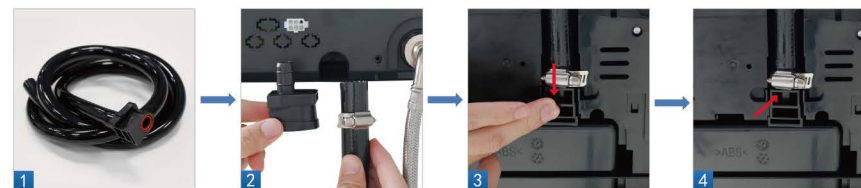
✓ Soft metal tube connection is complete.

4.7.2 Drain pipe connection (This operation is only required if the waste water pipe is selected.)

Step 1: Plug the drain pipe connection on the rack at the bottom of machine.

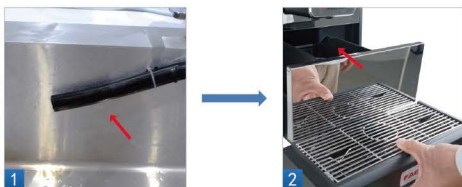


Step 2: Plug the drain pipe connection on the rack at the bottom of machine.





Step 3: Put the outlet of drain pipe into the waste water barrel, then put the drip tray back to machine.



✓ Drain pipe tube installation is complete.

4.8 Power

4.8.1 Coffee machine power

Step 1: Plug into socket of machine.



Step 2: Plug into socket of power.



✓ Power connection is complete.



5 Initial working

The following steps must be operated to the personnel authorized by the manufacturer.

5.1 Filling

5.1.1 Coffee beans hopper filling

- Open the cover, fill the beans into hopper, cover the cap.



✓ Beans' filling is complete.

5.1.2 Water tank filling

- Open the cover of water tank, fill up the water tank with clean water, then cover the cap.



✓ Water filling is complete.



5.2 Coffee machine power on

Step 1: Push the button on the back of machine.



✓ Coffee machine power on is complete.

5.3 Default setting

Step 1: Tap the menu option on the screen and enter the corresponding initial value.



Step 2: Click “Save” to the next step.



Step 3: Machine starting.....;



Step 4: Power on complete, machine is ready for coffee.



✓ Default setting is complete.

5.4 Coffee machine power off

Step 1: Click the shortcut icon on the screen to enter the shortcut menu page.





Step 2: Click "Power off".



Step 3: The screen pop-up prompts. Are you "power off", click "Yes" machine turns to power off mode, click "No" to cancel this operation, the screen is off but light is still on (press the screen more than 3 seconds to wake up the machine)



Step 4: In the soft shutdown state, press the power switch on the back of the machine to completely cut off the power of the machine.
(Caution: Do not power off directly when the machine is turned on, otherwise it may cause damage to the machine)



✓ Machine power off is completed.

6 Drink making

The following steps can be operated by end users.

6.1 Coffee

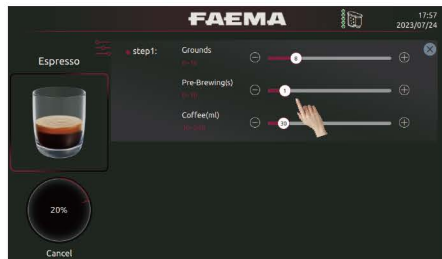
For example : Make a cup of "Espresso".

Step 1: Click "Espresso", then coffee under processing.



Step 2: During the beverage making process ... click on the "+" on the page to pop up the parameter adjustment pop-up window, click "-" or "+" to temporarily adjust the amount.
(Only available on adjustable mode)





Step 3: Drink under processing...click “Cancel”, stop coffee instantly.



✓ Drink making is completed.

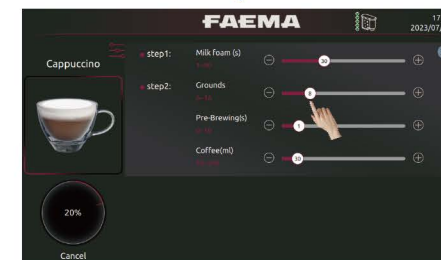
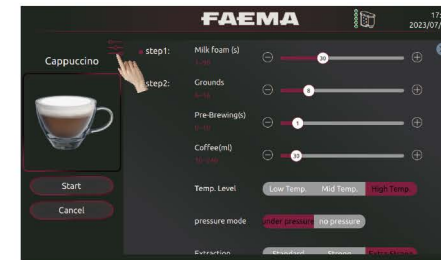
6.2 Milk drink

For example :A cup of “Cappuccino”.

Step 1: Click “Cappuccino”, then coffee under processing.



Step 2: During the beverage making process ... click on the "+" on the page to pop up the parameter adjustment pop-up window, click "-" or "+" to temporarily adjust the amount. (Only available on adjustable mode)



Step 3: Drink under processing...click “Cancel”, stop coffee instantly.




✓ Milk coffee is completed.



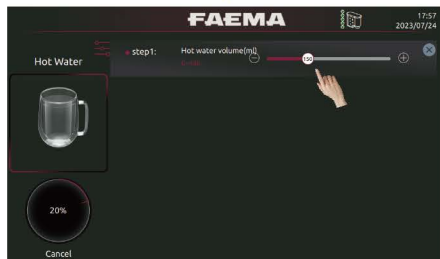
6.3 Hot water

For example : A cup of "Hot Water".

Step 1: Click “”, then drink under processing.



Step 2: During the beverage making process ... click on the "+" on the page to pop up the parameter adjustment pop-up window, click "-" or "+" to temporarily adjust the amount.
(Only available on adjustable mode)



Step 3: Drink under processing...click: Cancel, stop coffee instantly.



✓ Powder drink is completed.



7 Rinse and maintenance

The following steps must be operated by the personel authorized by the manufacturer.

7.1 Cleaning schedule

Maintena nce	Item	Daily	Weekly	Monthly	Mandatory	Suggested
Automatic clean	Brewer system deep clean	*	✓		✓	*
	Milk system deep clean	✓			✓	
	Descaling			✓	✓	
Manual clean	Milk pipe	✓				
	Milk frother unit	✓				
	Water tank	✓				
	Drip tray	✓				
Machine maintenance	Grinding adjustment & Calibration			*		*

Interpretation:

Daily	Clean the item with " ✓ " at least once per day, possibly more often if needed;
Weekly	Clean the item with " ✓ " at least once per week, possibly more often if needed;
Monthly	Clean the item with " ✓ " at least once per month, possibly more often if needed;
Mandatory	After the machine showing the prompts for cleaning, it must be done strictly following the instructions to avoid irreversible damage to machine.
Suggested	Frequency Suggested based on quantity of coffee used.

7.2 Deep clean

7.2.1 One-Button maintenance

Step 1: Tap “☰” to enter quick rinse interface.



Step2: Tap “One-Button maintenance” icon, then follow the instruction to finish this process.



7.2.2 Brewer Deep Clean

Step 1: Tap “☰” to enter quick rinse interface.





Step2: Tap "Brewer Deep Clean" icon, process deep clean, then follow the instruction to finish this process.



7.2.3 Milk deep clean

Step 1: Tap "☰" to enter quick rinse interface.



Step2: Tap "Milk deep clean" icon, process deep clean, then follow the instruction to finish this process.



7.2.4 Descaling

Step 1: Tap "☰" to enter quick rinse interface.



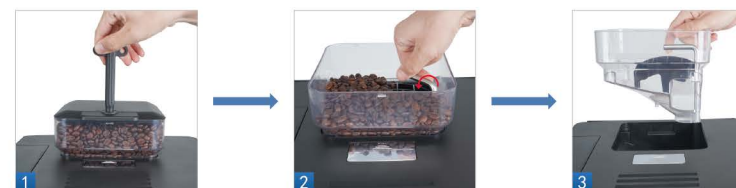
Step2: Tap "thermo-block descaling" icon, process descaling, then follow the instruction to finish this process.



7.3 Manually clean

7.3.1 Bean hopper clean

Step1: Open the bean hopper cover, turn the wrench counterclockwise, then empty the bean hopper.





Step2: Replace the bean hopper, turn the wrench clockwise, then lock the cover.



7.3.2 Grounds container&drip tray clean

Take out the drip tray and empty grounds container; clean them under water; wipe with a dry cloth, then install back;

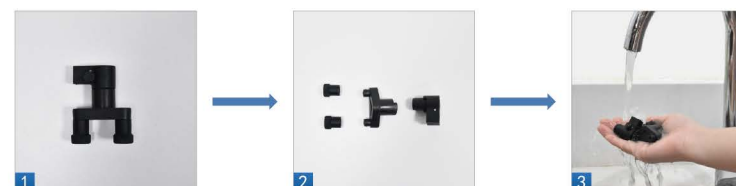


7.3.3 Milk foamer clean

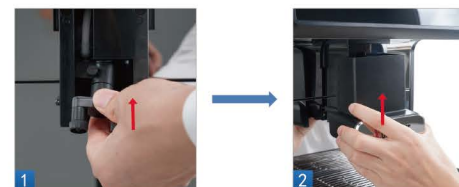
Step 1: Pull coffee dispenser to the lowest, take off the cover, pull milk frother out.



Step 2: Take out the connection and silicon spare parts of the milk foam unit for washing.



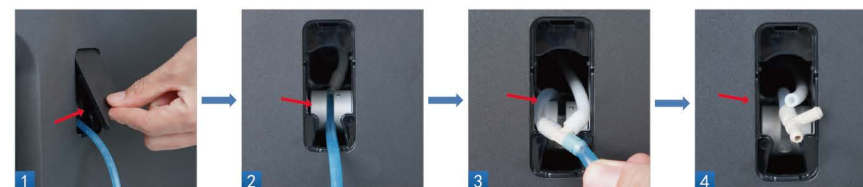
Step 3: Install back the milk frother unit into machine, cover the cap.



✓ Removing and cleaning the milk frother unit is complete.

7.3.4 Milk tube clean

Step 1: Take off the cover as Figure 1, take out the blue silicone tube from pinch valve, pull 3-way connector out and disconnect the 2 blue silicone tubes with it, pull out the blue and the white silicone tube.





Step 2: Pull coffee dispenser to the lowest ,take off the cover, take out milk frother, pull the blue silicone tube (with connector) out;



Step 3: Clean the blue silicone tube and the white silicone tube under the faucet.



Step 4: Pull coffee dispenser to the lowest, insert one end of the white silicone tube without the connector into the coffee outlet ,stick the harder blue tube with the side without connector into the hole in coffe dispenser until it shows up as Figure 3, connect it to 3-way connector; then make the other side with connector of blue silicone tube stuck at coffee dispenser as Figure 4;



Step 5: Assemble milk frother and the cover back;



Step 6: Insert the blue silicone tube without connector end into the three-way connector on the right cover of the machine; Insert the three-way joint and the blue silicone tube into the cavity of the right cover, then insert the blue silicone tube into the pinch valve and cover the small metal cover



✓ Milk pipe disassembling and cleaning accomplished.



7.3.5 Water draining

Step 1: Click the shortcut icon on the screen to enter the shortcut menu page.



Step 2: Click "Service Menu" input password; (Default: 1709)



Step 3: Click "Maintenance", click "Water Draining", then follow up the instructions.

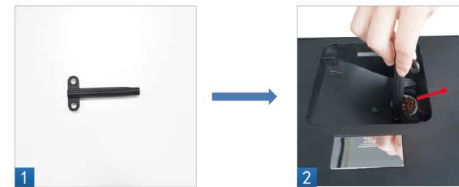


7.3.6 Ground setting

Step 1: Raise the bean hopper group, there is a knob can adjust the grounds (the number larger means rough, number smaller means fine).



Step 2: Insert grinding adjustment wrench in to the knob, while making a cup of coffee to make the grinder work, then turn the wrench to adjust the pins.



Step 3: Cover the cap of beans hopper.



✓ Coffee beans ground setting is complete.

Caution: Make sure the machine is working then do adjustment. If not, will case geinding gear damage.



8 Warnings

GENERAL

- The manufacturer disclaims all liability for damages to items or persons due to improper use or due to the coffee machine being used for purposes other than its intended use.

Do not operate the coffee machine with wet hands or bare feet. Ensure that the machine is not handled by children or persons who have not been instructed in its correct use.

- Danger of burns

Do not place the hands or other parts of the body close to coffee distribution points, or near to the steam and hot-water nozzles.

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- Danger of burns

Do not place the hands or other parts of the body close to coffee distribution points, or near to the steam and hot-water nozzles.



MACHINE CLOSE-DOWN

When the machine is left unattended for a prolonged period (for example out of hours), carry out the following steps:

- Clean as indicated in the dedicated chapter;
- Remove the plug or turn off the main switch;
- Close the water tap.

NOTE: for machines which can be programmed to switch on and off automatically, the power must be left on only if this function is active.

Non-compliance with these safety measures exonerates the manufacturer from all liability for malfunctions, damage to property and/or injury to persons and/or animals.

9 Maintenance and repair

- If the machine is not working properly, turn off the machine, turn off the main off-on switch, and call the service centre.
- If the power-supply cord is damaged, switch off the machine and request a replacement from the service centre.



To ensure safety during operation, it is absolutely necessary to:

- follow all the manufacturer's instructions;
- have qualified and authorized technicians periodically check that all safety devices are intact and functioning properly (the first inspection within three years of purchase and every year after that).



WARNING

Maintenance by unqualified individuals can jeopardize the safety and conformity of the machine. Only use qualified, authorized technicians for repairs.

WARNING

Only use original replacement parts guaranteed by the manufacturer. If original spare parts are not used, the manufacturer's warranty will no longer be valid.

WARNING

After maintenance, perform the installation CHECK-UP as indicated in the specific section of the user's manual.



10 Dismantling the machine

(Only for products With the **CE** marking)

Pursuant to European Directive 2012/19/UE on electrical waste (WEEE), users in the European community are advised of the following.

Electrical equipment cannot be disposed of as ordinary urban waste: it must be disposed of according to the special EU directive for the recycling of electric and electronic equipment.



Suitable differentiated waste disposal so that the machine can then be recycled, treated and disposed of in an environmentally friendly manner contributes to avoiding possible negative effects on the environment and health, and encourages the reuse and/or recycling of the materials from which the machine is made.

Improper disposal of electric equipment that fails to respect the laws in force will be subject to administrative fines and penal sanctions.

GRUPPO CIBALI electrical equipment is marked with a pictogram of a garbage can inside a barred circle. This symbol means that the equipment was sold on the market after August 13, 2005, and must be disposed of accordingly.



DISMANTLING THE MACHINE

To protect the environment, please proceed in compliance with the local laws in force.

ENVIRONMENTAL INFORMATION

This product contains a non-rechargeable lithium (lithium manganese dioxide chemistry) button cell battery fully encapsulated in the final product. Recycle or dispose of batteries in accordance with the battery manufacturer's instructions and local/national disposal and recycling regulations.

Location of battery



11 Attention

- No any water in the beans hopper and powder hopper.
- Don't open the door, take out ground container, drip tray, water tank and any other spare parts, when machine working.
- Water tank only for cold and pure water, hot water and ice water is not permitted;
- The half roasted beans and beans with less oil for suggesting. The oily beans and burned beans are not for suggesting.
- Attention with burns. Don't touch the outlet, when the drink in process.
- The brush and cleaning agent are not permitted. In case of machine damaging, please clean machine with soft cloth.
- Water and the powder must be lower than the MAX line. If there is no MAX line, please pour water and powder about 8 full.
- Don't power off, when the machine is drink making, self-testing, cleaning automatically.
- Adjust the outlet height with the cups.
- Power off with correct steps: Please click the "Power off", machine rinse automatically. Rinse is completed, the display light off. Push the power button. Please unplug it.
- Please clean the ground container and waste water barrel.
- To make sure the good quality, we suggest clean water tank and change water daily.
- Don't use machine, when the tap water is stopped. (If the machine supplied with tape water)