

coffee wakes up the world



User Manual



Coffee machine **2000 S**

English

01.05.001

Congratulations on the purchase of your WMF coffee machine

The WMF 2000 S coffee machine is a fully automatic single cup machine for espresso, café crème, cappuccino, milk coffee, latte macchiato, foamed milk and hot water. Options include steam dispensing and the preparation of hot Choc beverages, with two different types of Choc (Twin Choc).

Using the optional decaf button, any coffee beverage can be dispensed with decaffeinated beans from the second grinder.

Each beverage is freshly brewed at the press of a button which guarantees a high quality beverage.

User guidance is provided by a graphical touch-screen display on the coffee machine.



Please read the User Manual prior to using the coffee machine.

Ensure that the staff has access to the User Manual.

Important.

Follow chapter 1 ▷ User Manual Signs and Symbols, page 8.

Follow Safety chapter, starting on page 58.

Observe the additional instructions:

Cleaning instructions 2000 S



In the event of failure to comply with maintenance information (▷ Maintenance), no liability is accepted for any resultant damage.

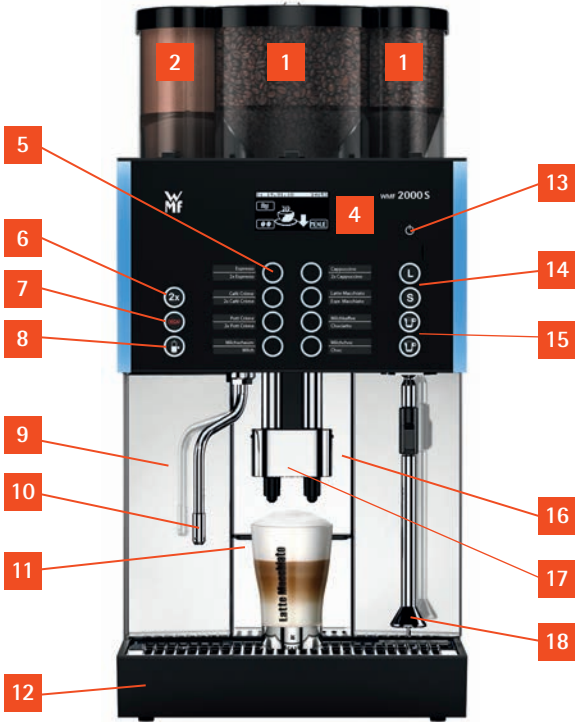
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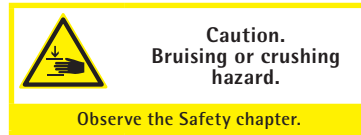
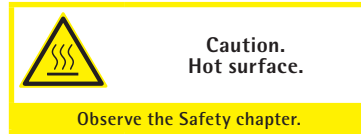
Chapter 1 Introduction

1.1 Parts of the coffee machine



- 1 Bean hopper (optional 1 or 2)
- 2 Choc hopper / Twin Choc hopper (depending on the model)
- 3 Manual insert / tablet insert (depending on the model)
- 4 Touch-screen display
- 5 Beverage buttons
- 6 Shift button (second level)
- 7 Decaf button (optional)
- 8 Hot water button
- 9 Plug&Clean (optional)
- 10 Hot water spout
- 11 Grounds container
- 12 Removable drip tray with drip grid
- 13 ON/OFF button
- 14 Special buttons
- 15 Steam Milk buttons (optional)
- 16 Adjustable screen
- 17 Height-adjustable combi spout with integrated milk foamer
- 18 Steam Milk outlet (optional)
- 19 Brewing unit
- 20 Active Milk (optional)
- 21 "Warm rinse" pad
- 22 Barista pad
- 23 Timer and clock display
- 24 Information pad
- 25 Messages / error messages
- 26 Menu pad (opens main menu)

User Manual Signs and Symbols



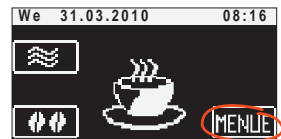
If the menu symbol is shown in this User Manual, the description starts at the main menu start position.

Call up the main menu

* Touch **MENUE**

The main menu is displayed.

There are other display options ▷ Main menu.




Main menu

Glossary

Term	Explanation
•	• Listings, selection options
*:	*: Individual steps
<i>Text in italics</i>	<i>Description of coffee machine state and/or explanations of automatic steps.</i>
Steam Milk	Automatic steam dispensing through the steam milk spout for heating or foaming milk.
1-Step	Beverages are dispensed and ready to drink with one push of a button.
2-Step	In the first step, the Steam Milk outlet is used to make milk and milk foam. In the second step, coffee and chocolate beverages are dispensed with a push of a button, and the beverage components are mixed manually.
Dual Milk	In the optional Dual Milk version, 1-Step and 2-Step beverages can be made with just one coffee machine.
Override function	Milk can be heated or foamed without automatic shut-off, up to a maximum milk or foam temperature of 90 °C.
Additions	Components of a recipe for a beverage, in addition to coffee, such as milk, milk foam, Choc.
Barista	Professional coffee server
Beverage dispensing	Dispensing coffee, hot water or Choc beverages
Carbonate hardness	Quoted in gpg (°dKH). The water hardness is a measure of the calcium dissolved in the water.
Capacity	For example the capacity of the water filter in litres of water it can filter
Choc	Hot chocolate
Decaf	Decaffeinated coffee
Dispensing options	Start-Stop: Dispensing runs up to the set amount and can be stopped by pressing the button again. Free-flow: Dispensing runs for as long as the button is held. Metered: the set volume is dispensed.
Grounds chute	▷ Grounds disposal through counter, page 16
Main tap	Water stop cock, angle valve
Milk system	Combi spout, milk nozzle and milk hose
Mixer system	Complete module, mixer with portion controller for Choc
O-rings	Seals
Preinfusion	Prior to brewing, coffee is briefly infused in order to ensure a more intense release of its aromatic substances.
Pressing	Automatic pressing of ground coffee prior to brewing.
Rinsing	Intermediate cleaning
Self-service	Self-service customer operation
Twin Choc	Divided hopper for two types of Choc.

Chapter 2 Operation

2.1 Switch on coffee machine

- * Press ON/OFF button  and hold for more than 2 seconds

Coffee machine switches on and heats up.

When the machine is ready to dispense beverages, the "Ready to operate" display appears.



PIN access control
▷ Software
▷ Settings
▷ Operating options
page 34

▷ Timer program
page 23

2.2 Dispensing beverages

Pressing the beverage button triggers dispensing of the beverage selected.

- Lit up button = ready to dispense
- Flashing button = beverage dispensing
- Unlit button = not ready to dispense / button disabled

- * Place a suitably sized cup below the combi spout
- * Press the desired beverage button

Desired beverage and progress of dispensing are indicated on the display.



Caution.
Hot liquids in the
dispensing area.

Observe the Safety chapter.



Button allocation
▷ Software ▷ Settings
▷ Recipes and buttons
page 28

2.3 Decaf button (optional)

Preparation of a decaffeinated coffee beverage from the decaf grinder:

- * Press the Decaf button
- * Press the desired beverage button



2.4 Shift button (optional)

Each beverage button may be doubly assigned.
Level 1 always active.

- * Press the shift button

Level 2 activated.

- * Press the desired beverage button

Level 1 is active again after dispensing a beverage at Level 2.



Shift button (active / inactive)
▷ Software ▷ Settings
▷ Operating options
page 34

2.5 Special buttons (optional)

Special buttons for beverage sizes S and L are optionally available on the operator panel. These are preselection buttons which establish the desired amount of the beverage before selection of the beverage.

M = amount of the beverage set, no preselection

S = approx. 25% less than M

L = approx. 25% more than M



2.6 Dispensing hot water

- * Press the hot water button

Dispensing occurs.

If less water is required than the pre-set dispense amount, dispensing can be stopped by pressing the button again.



2.7 Milk or milk foam (optional)

2.7.1 Dispense milk or milk foam

* Press the beverage button assigned to milk or milk foam
Dispensing occurs. Dispensing continues for as long as the button is held.

2.7.2 Connect up the milk

Use a suitable milk nozzle on the combi spout.

Milk nozzle	3 kW *	5.5 kW *
• for cooled milk	green	brown
• for uncooled milk	white	natural

*Nominal power rating, see Technical data.

With WMF Cooler, WMF Cup&Cool (optional)

- * Insert the milk nozzle for cooled milk into the milk connection on the combi spout
- * Pull the milk container out of the cooler
- * Push the lid of the milk container back
- * Pour milk into the milk container
- * Place the lid back on the container
- * Insert the adapter on the milk hose into the connection in the milk container lid
- * Push the milk container back in carefully

The milk hose is inserted into the adapter.

Standard

- * Insert the suitable milk nozzle into the milk connection on the combi spout
- * Open the milk packaging and place on the left next to the coffee machine
- * Open the milk cover
- * Insert the milk hose through the opening
- * Insert the milk hose with the beige milk nozzle into the milk pack

The hose must not be under tension or bent when adjusting the height of the combi spout.

- * Close milk cover



Standard: stick milk nozzle on



Cooler adapter



Run the milk hose through

Active Milk

▷ Additional instructions Active Milk



Cooler milk container

2.8 Steam Milk (optional) / Dual Milk (optional)

The milk is automatically heated or foamed. The Steam Milk buttons can be assigned to up to four milk foam quality levels, or to hot milk. The Steam Milk buttons are assigned at the factory to three foam quality levels (superfine, fine, standard) and hot milk.

A beverage can be dispensed via the combi spout at the same time.

Heat milk or foam milk

- * Fill a tall, narrow container with the desired milk quantity

Do not fill the container above the halfway point, so that the milk will not run over when it foams.

- * Insert the steam nozzle deep into the milk
 - * Briefly press the desired Steam Milk button
- Steam is discharged, depending on the Steam Milk button assignment.*

Steam dispensing ends after reaching the set temperature, or when the Steam Milk button is pressed again.

- * Wipe steam outlet with a damp cloth

Override function (optional)

Function is adjusted upon request by WMF Service.

Milk and foam can boil over if the temperature is set to 90 °C, or when the override function is used.

- * Press and hold the desired Steam Milk button
- Steam is dispensed for as long as the button is held.*
- * Wipe steam outlet with a damp cloth

The maximum temperature setting is 90 °C.



Steam Milk buttons



Button allocation

- ▷ Software ▷ Settings
- ▷ Recipes and buttons page 28
- ▷ Change recipes page 29



Caution.
Hot surfaces.
Burn hazard.
Scalding hazard.

Observe the Safety chapter.



Do not overheat milk when foaming, otherwise foam volume decreases.

2.9 Height adjustment of the combi spout

The combi spout height is adjustable.

- ✳ Take hold of the combi spout from the front and push to the desired height

Height adjustment range of the combi spout
with Choc 70 mm–180 mm



2.10 Bean hopper / product hopper

If possible, replenish product hopper in advance.

Fill the hoppers no more than the amount needed for one day, in order to maintain the freshness of the products.

Coffee beans into bean hopper,

Choc powder into

Choc hopper.

2.11 Twin Choc hopper (optional)

Divided hopper for two types of Choc.

- Left side: Choc 1
- Right side: Choc 2

2.12 Manual insert (optional) / tablet insert

Coffee machines with three product hoppers have only a tablet insert. Ground coffee must not be inserted into the tablet insert.

The manual / tablet insert is located in the centre of the coffee machine cover.

Tablet insert is used:

- for inserting cleaning tablets

Manual insert is used:

- for inserting cleaning tablets
- when using an additional coffee variety, such as decaffeinated coffee
- for a coffee trial

Add ground coffee or cleaning tablet only when display shows a message.

Preparation of ground coffee using the manual insert

- * Open manual insert lid
- * Insert ground coffee (max. 16 g)
- * Close manual insert lid
- * Press the desired beverage button

For beverages on level two, press the shift button before opening the manual insert lid.



Tablet insert



Manual insert

2.13 Grounds container

The coffee grounds container receives the used coffee grounds. It has enough capacity to store coffee grounds from approx. 50 brewing cycles.

The display shows a message as soon as the coffee grounds container needs to be emptied.

Beverage dispensing is blocked for as long as the grounds container is removed.

- * Push combi spout all the way up
- * Push up adjustable screen over coffee grounds container
- * Remove the coffee grounds container
- * Empty and replace grounds container
- * Confirm process on the display

Clean daily ▷ Care

If coffee grounds container cannot be replaced, check chute for coffee residues and remove.

Always empty grounds container before reinserting. Replacing without emptying results in the coffee grounds container being overfilled. The coffee machine will be soiled. This may cause subsequent damage to the machine.

2.14 Grounds disposal through the counter (optional)

The coffee machine can be fitted with through-counter coffee grounds disposal. In this case, both the coffee grounds container and the coffee machine base have an opening that passes through the counter on which the machine is placed. The spent coffee grounds are collected in a large container under the counter.



Adjustable screen



Grounds container



Caution.
Bruising or crushing hazard.

Observe the Safety chapter.



Follow the manual.

Observe the Safety chapter.



Through-counter feature cannot be retrofitted.

Clean coffee grounds chute daily
▷ Care
page 42

2.15 Drip tray

- * Carefully pull out the drip tray for cleaning



Replace carefully so that no water accidentally drips down.

Clean drip tray daily ▷ Care




Caution.
Hot liquids.
Move the drip tray
carefully.

Observe the Safety chapter.

2.16 Switch off the coffee machine

The coffee machine must be cleaned daily prior to switching it off.

- * Press and hold ON/OFF button  until coffee machine switches off
- * Disconnect mains plug
- * Turn off mains water supply

If this is not observed, the warranty is invalidated in the event of any resultant damage.



PIN access control
▷ Software
▷ Settings
▷ Operating options
page 34



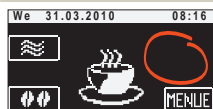
Follow the manual.

Observe the Safety chapter.

Chapter 3 Software

3.1 An overview

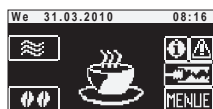
Ready to operate






✳ Touch clear area on the "Ready to operate" display
Additional pads are activated.



There are various options for the "Ready to operate" display.



If there are errors, the relevant  pad is displayed.
If Cleaning , Descaling  or Filter change are required, this is displayed.
Other display options ▷Settings ▷Operating options.

"Ready to operate" display pads

Chapter 3.2



Warm rinsing
Chapter 3.2.1

*Self-service and operating options
▷ Settings
page 34*



Barista (strength of the coffee)
Chapter 3.2.2



Information
Chapter 3.2.3



Main menu
Chapter 3.2.4



Error message
Touching the pad calls up the error message.

Care message
Touching the pad leads directly to the menu.










Cleaning required.











Descaling required.

Main menu functions (pads)

Chapter 3.3

	Milk and foam <i>Chapter 3.3.1</i>
	Timer program <i>Chapter 3.3.2</i>
	Care <i>Chapter 3.3.3</i>
	Settings <i>Chapter 3.3.4</i>
	PIN entry <i>Chapter 3.3.5</i>
	PIN rights, access control <i>Chapter 3.3.6</i>
	Accounting <i>Chapter 3.3.7</i>

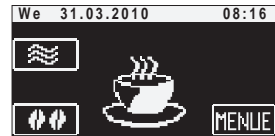
Menu control pads

	Save settings
	Start or confirm a step
	
	Back to the higher menu level Cancel / leave without saving (Exit)
	Clear or reset
	Start preparation test / coffee trial
	Increase or reduce setting values
	Forward or back one step in listings


3.2 Ready to operate

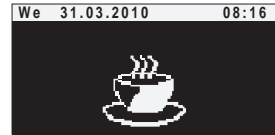
Standard display for normal operation

- "Warm rinse" pad
- Barista pad
- Menu
- Information



Standard display for SB mode (self-service)

All pads that allow changes to be made are not available. The "warm rinse" pad, Barista pad, menu pad and messages are inactive. If there are errors, the relevant  pad is displayed.



3.2.1 "Warm rinse" pad

* Touch the "warm rinse" pad 

A rinse of the pipes with hot water begins. The water warms the brewing system and guarantees an optimum coffee temperature.

Recommended after a longer brewing pause, especially before dispensing a cup of espresso.

"Warm rinse" pad (active / inactive)

▷ Settings ▷ Operating options page 34

3.2.2 Barista pad

* Touch the Barista pad 

The coffee strength will be altered for the next brew only.



weaker (-15%)



normal, as per setting




stronger (+15%)

Barista pad (active / inactive)

▷ Settings ▷ Operating options page 34

3.2.3 Information

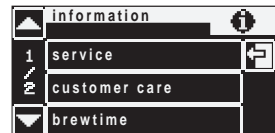
* Touch the  pad on the "Ready to operate" display

The Information menu appears.

The main "Information" menu contains the following selection options.

Service

- Service location
- Start-up data
- Next maintenance date
- Software version



Care

- Journal
Journal log of last cleaning
- Cleaning information
Info on last cleaning
- Descaling information
Info on last / next descaling
- Water filter information (optional)
Remaining capacity info

Brew time

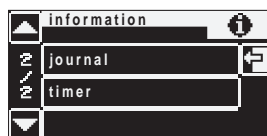
- Brew time of last beverage dispensed

Journal

- List of logged error and status messages
(for telephone support)

Timer

- Display the timer status (ON/OFF)
- Display the next switching time



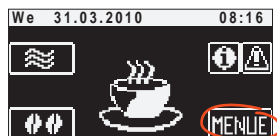
3.2.4 Main menu

Call up the main menu

- * Touch clear area on the "Ready to operate" display
Additional pads are activated.
- * Touch the **MENUE** menu pad
The main menu is displayed.



"Ready to operate" display

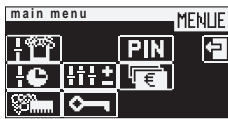


... with additional pads

Delayed fade-in
▷ Settings ▷ Operating options
page 34



3.3 Main menu



3.3.1 Milk and foam

Milk foam quality

The milk foam quality is set here.
This setting will apply to all beverages with milk foam.
Compensates for variations in milk characteristics.

Reduce setting value -> finer foam and lower
dispensing temperature

Increase setting value -> coarser foam and higher
dispensing temperature

Latte macchiato pause interval

When dispensing milk and milk foam through the combi
spout.

Latte macchiato is more successful if the interval between
milk and milk foam dispensing is lengthened.

The standard setting is 3 seconds.

Reduce setting value -> shorter interval

Increase setting value -> longer interval

MENUE



Other illustrations of the main
menu for protected levels.

▷ PIN rights, access control
page 36

MENUE



MENUE



foam quality

MENUE



macch.interrupt

Set milk pump pulse (optional)

▷ Additional instructions Active
Milk

3.3.2 Timer program

The timer program sets the switch on and switch off times. The main "Timer program" menu contains the following selection options.

- Timer state
- Set timer
- Timer overview
- Delete timer
- Timer information

Timer state

- * Touch **timer state**
- Activate / deactivate timer = ON/OFF.

Set timer

- * Touch **timer adjustment**
- Program the switch on and switch off times.
- * Touch **operating time**
- The operating time display appears. Here the day, time, and desired operation are set.

- * Set day (Day)
 - 1 = Monday
 - 2 = Tuesday, etc. up to 7 = Sunday
 - 1-5 = Monday to Friday (weekdays)
 - 1-7 = entire week (Monday to Sunday)

- * Set the time (hours, minutes)

- * Set the desired switching time (action)

- Switch on time = **I** (on display)
- Switch off time = **O** (on display)

- * Confirm with **OK**

or

- * Delete with **C**



PIN rights, access control
 ▷ Software
 ▷ Settings
 ▷ PIN rights, access control
 page 36



When the timer is activated, the timer symbol appears on the display.



Example:



in day 1-5 or day 1-7, the switching times are copied to the indicated days.

Select desired settings with the pads and .

Current selection is inversely displayed.



Display programmed switching times

- * Touch the **+** and **-** pads under **prg**

Programmed switching times are displayed here.
Up to 16 switching times (events) per day can be programmed.

Programmed times are listed chronologically.

Any new switching time is sorted chronologically immediately upon input and confirmation with **OK**.

Select desired settings with the pads **+** and **-**.

Current selection is inversely displayed.

Touching the **oi** pad directly accesses the timer overview.

Copy day

Any day may be copied to other days, complete with its switching times.

- * Touch **timer adjustment**

Program the switch on and switch off times.

- * Touch **operating time**

- * Touch the number pad under **day**

The selection of the week days is displayed.

- * Scroll through to page 4

- * Touch **copy day**

The selection of the week days is displayed again.

- * Select the day that you want to copy

- * Touch **insert day**

- * Select the day you want to copy the time settings to

The day is copied.

In day 1-5 or day 1-7, the switching times are copied to the indicated days.

The individual days 1,2,3...7 are displayed.



To check times
▷ Timer overview

Timer overview

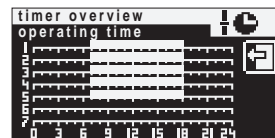
Checking the programmed switching times:

- * Touch **timer overview**

The switching times overview for the week is displayed graphically. Switch on times are indicated by bars.



Example:



switching times Monday to Friday (1-5).

On time 7 a.m. (7:00)

Off time 6 p.m. (18:00)

Delete timer

* Touch **delete timer** on page 2 of the timer main program menu

* Scroll to desired day and touch to select
A security dialogue now appears querying whether deletion is actually intended.

* Confirm with **OK**

The day is deleted with all its switching times.

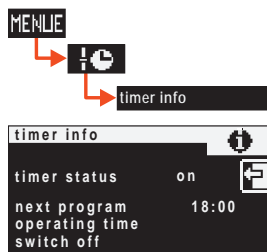
Besides individual days, "all workdays" or the entire week can also be deleted.



This process cannot be undone.

Timer information

Touching the **timer info** pad calls up a display with the next switching time and the timer state (ON/OFF).





3.3.3 Care

The main "Care" menu contains the following selection options.

- Cleaning program
- Milk system rinsing
- Mixer rinsing
- Filter change
- Customer Check-up
- Brewer change

Cleaning program

✳ Touch **cleaning prog.**

The daily cleaning program starts.

The cleaning program leads step by step through Milk system rinsing, the mixer rinsing and the machine cleaning via software.

The cleaning program sequence is described in the cleaning instructions.

Prior to carrying out cleaning, please note the safety instructions in the safety chapter. Read the cleaning instructions and the Care chapter, starting on page 40.

Milk system rinsing

✳ Touch **milk system**

Milk system rinsing starts.

Optional Plug&Clean cleaning.

Milk system rinsing is performed automatically by the cleaning program.



In the Software chapter ▷ Care display-guided sequences are described in detail.

Physical cleaning actions are described in the Care chapter.



▷ *Cleaning instructions*



Caution.
Follow the manual.

Observe the Safety chapter.



Plug&Clean Cleaning

▷ *Care*
page 42



Caution.
Hot liquids in the
dispensing area.

Observe the Safety chapter.



Mixer rinsing

* Touch **mixer rinsing**

Mixer rinsing starts.

Mixer rinsing is performed automatically by the cleaning program when a mixer system is installed.

Filter change (optional)

This point can be selected by trained personnel if the WMF Service function has been enabled.

Filter change (optional) and maintenance actions are confirmed here.

Question: was the filter changed?

yes / no

Customer Check-up (optional)

This point can be selected by trained personnel if the WMF Service function has been enabled.

Question: has customer check-up been performed?

yes / no

Brewer change (optional)

This point can be selected by trained personnel if the WMF Service function has been enabled.

Question: has the brewer been changed out?

yes / no

**Caution.**

Hot liquids in the dispensing area.

Observe the Safety chapter.

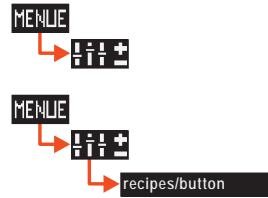
3.3.4 Settings

Recipes and buttons

* Touch **recipes/button**

The **recipes/button** menu contains the following selection options.

- Cup volumes
- Change recipes
- Button allocation
- Weigh grounds



Selecting the beverage buttons when setting

* Press the desired beverage button

Selecting the beverage button on the 2nd level

- * Press the shift button **2x**
- * Press the desired beverage button

Selecting the beverage button in conjunction with one of the preselection buttons S, L or decaf

- * Press the desired preselection button
- * Press the desired beverage button

Adjust values

* Adjust values with the **+** and **-** pads

Start a preparation test with the current values

* Touch **TEST**

The values are not saved yet.

Save setting

* Save with **OK**

- +** = more
- = less
- ←** = exit without change
- OK** = save the values
- TEST** = start test



Cup volumes

Cup volumes are matched to the cups used.
Individual beverage ingredients are matched to the new cup volumes with no effect on composition and quality.

Change recipes

All beverages



Ground coffee quantity / Choc powder quantity



Water volume

Milk beverages



Milk foam volume



Milk volume

Coffee beverages



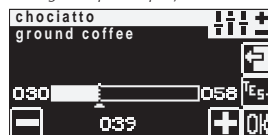
Quality

The five available quality levels affect the coffee brew.
The higher the quality level, the more intensive the release of the flavour and aromatic substances in the coffee.

- Quality 1** After pressing, space is provided for the ground coffee to swell.
- Quality 2** After pressing, the coffee is brewed immediately.
- Quality 3** After pressing, a pre-infusion occurs.
- Quality 4** After pressing and a pre-infusion, a second wet pressing occurs.
- Quality 5** After pressing, a pre-infusion occurs. In addition the brew time is automatically extended.



Change recipes display



Example: ground coffee quantity



Quality



Caution.
An excessively high quality level may lead to a brewing water error.



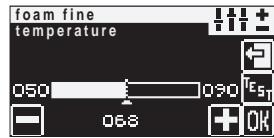
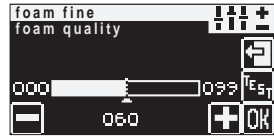
Steam Milk settings (optional)

 Milk and foam

 Milk temperature

- * Touch **change recipes**
- * Press the desired Steam Milk button
- * Select milk or milk foam
- * Adjust the milk foam quality
- * Set the shut-off temperature
- * Save with **OK**

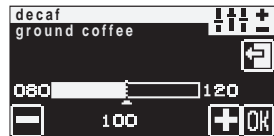
The maximum temperature setting is 90 °C.



Set decaf (optional)

Decaf grinder is always the left grinder.

- * Touch **change recipes**
 - * Press Decaf button
- Ground coffee quantity for decaf is set by percentage for the ground coffee quantity set in the standard recipe. This setting applies to all coffee beverages with preselected "Decaf".
- * Save with **OK**



Sequence of ingredients additions

The sequence of additions is only possible for beverages whose recipe contains at least two ingredients.

The sequence in which the individual additions will be dispensed.

Adjustable addition

- Coffee
- Milk
- Milk foam
- Choc

Set the sequence

- Upper line: set start position for dispensing milk, milk foam or Choc.
- Lower line: set start position for coffee brewing

✳ Touch the start position pad until the desired addition is shown

*The next addition will be shown each time it is touched.
Sequence of dispensing from left to right.*

Sequence examples



First coffee and milk foam at the same time and then milk



First milk foam, then milk, then coffee



First milk, then milk foam, then coffee



Button allocation

The beverages are assigned to the beverage buttons. This button allocation is set here.

- * Press beverage button
- * Select the desired recipe, for example espresso, from the list

Load a new recipe:

the previous settings will be overwritten by the factory standard values for the new recipe.

Only adjustable recipes are indicated.

Select grinder for a coffee beverage

(only for 2 grinders, without decaf)

- * Press beverage button
- * Select recipe, for example espresso
- * Select grinder (on the right or left)



The portioner cannot be selected for the Chociatto beverage.

Select the portioner for the Choc beverage

(only for Twin Choc)

- * Press beverage button
- * Select recipe, for example milk Choc 1
- * Select portioner (on the right or left)

Weigh grounds

- * Empty and replace grounds container
- * Touch **weigh grounds**

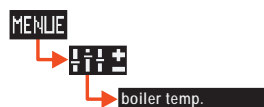
The process dispenses ground coffee directly into the grounds container and the grounds may then be weighed.

The grind quantity is dispensed three times.



Boiler temperature

- * Set desired boiler temperature
(Change brewing water temperature)
(Standard range of settings 94-99 °C)



Reset

The coffee machine software is restarted here.





Time and date

Clock time and date are set here.



Display language

Language used in the display is set here.



Display contrast

Contrast of the display is set here.

(Default value is 70)



Warm-up rinsing

Whether the coffee machine should rinse out the brewing unit with hot water after heating up is set here.

Recommended setting: active.



Foamer rinsing (optional)

Whether automatic foamer rinsing should occur after the last beverage with milk components is dispensed.

yes / no



Rinsing interval

The time elapsed between the last time a beverage with milk was dispensed and a foamer rinsing.

Recommended setting: 2 minutes.





Operating options

The following operating options are available.

- "Warm rinse" pad (active / inactive)
- Barista pad (active / inactive)
- 2nd level (shift button / no)
- ON/OFF button (direct / via PIN)
- Menu pad (immediate / delayed)
- Cancel beverage (yes / no)
- Error message (normal / symbol)

"Warm rinse" pad

Recommendation for self-service: inactive.

Barista pad

Recommendation for self-service: inactive.

2nd level

Recommendation for self-service: no.

ON/OFF button

Recommendation for self-service: via PIN.

If "via PIN" is set, then the PIN for the cleaning level will be queried before switching on or off.

Menu pad

Recommendation for self-service: delayed.

If "delayed" is set, the menu will only be shown if the display is pressed twice.


Cancel beverage

Recommendation for self-service: no.

Error number

Normal: all messages are shown on the display.

Symbol: messages that require immediate action are shown on the display.

All other messages are displayed as symbol .

* Touch the  symbol

All messages are displayed.

Illumination (optional)

Set the colour values here of the LEDs for the desired illumination colour.

Setting examples	red	green	blue
light sequence (sequence of colours)	1	0	0
amber	25	30	0
blue	0	0	30



If customers serve themselves then some functions can be switched to inactive.

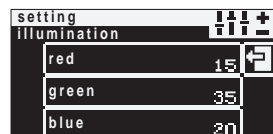
The pads will not be shown on the "Ready to operate" display.

▷ PIN rights, access control
page 36

▷ To the main menu
page 21



With illumination (optional):
messages that require immediate action are accompanied by flashing side illumination.



Milk (optional)

The empty milk message can be activated here.

* Touch milk

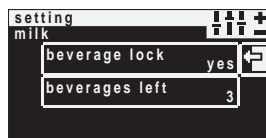
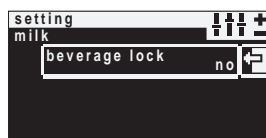
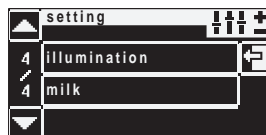
Beverage lockout yes / no

Beverage lockout no

beverages can be dispensed until the milk container is actually empty.

Beverage lockout yes

input is requested as to how many beverages can be dispensed after the message has appeared. After this number of beverages has been dispensed, beverages with milk are blocked from further dispensing. Beverage lockout is removed when the milk container is filled.



3.3.5 PIN-entry display

Individual authorisation levels can be protected using a PIN. For access to a PIN-protected level, the PIN must be entered via pad.

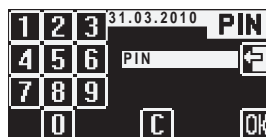
* Touch the pad in the main menu

Numerical keyboard display appears.

* Enter required 4-figure PIN

* Confirm with

Following entry of a valid PIN, the assigned functions are available.



PIN-entry display

3.3.6 PIN rights, access control

If a PIN has been assigned for a particular level, no access will be granted without a PIN.

Cleaning level






On entering the valid PIN, access to:

-  = Care
-  = PIN-protected ON/OFF button

Milk and foam settings for the Steam Milk button require PIN access at the Accounting level.

Setting level








On entering the valid PIN, access to:

-  = Milk and foam settings
-  = Timer program
-  = Care
-  = PIN-protected ON/OFF button
-  = Settings (only cup volumes)

Milk and foam settings for the Steam Milk button require PIN access at the Accounting level.

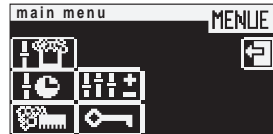
Accounting level

On entering the valid PIN, access to:

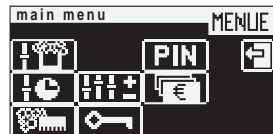
-  = Milk and foam settings
-  = Timer program
-  = Care
-  = PIN-protected ON/OFF button
-  = Settings (beverage, general, others)
-  = Assign PIN rights, access control
-  = Accounting numbers of beverages



Cleaning level access



Setting level access



Accounting level access

A PIN may be assigned to any level. The levels are hierarchical.

Example: the PIN for the **setting** level is valid for **cleaning** and **setting** levels, but not for the **accounting** level.

- * Touch the **PIN** pad in the main menu
- * Select desired level
Example: **cleaning**

Numerical keyboard display appears.

- * Enter any desired 4-digit number
Number entered is displayed.
- * Confirm with **OK**

This level is now PIN-protected.

When a PIN is assigned to a subordinate level, that PIN is automatically copied to higher levels if the latter are not already PIN-protected.

Delete PIN

Entering 0000 will delete access control for the given level. Deletion of one level automatically deletes the subordinate levels.

3.3.7 Accounting numbers of beverages

- * Touch **counter**
- The counter menu displays the counter for each beverage.

Read counter

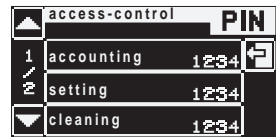
- * Touch desired beverage on the display

Delete counter

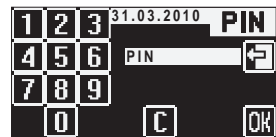
- * Touch the **C** clear pad
- If no beverage is selected, on touching the **C** clear pad a dialogue appears in the display querying whether the counter readings for all beverages should be zeroed.

The "Accounting numbers of beverages" function should be protected with a PIN to prevent unauthorised access.

Example:

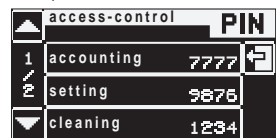


*PIN entry for Cleaning level: 1234
This PIN is carried over to the higher levels.*



PIN-entry display

Example:



*PIN entry for
cleaning level: 1234
setting level: 9876
accounting level: 7777*




Chapter 4 Other settings

4.1 Mechanical settings

4.1.1 Set grinding degree

- * Remove bean hoppers
Preset grinding degree is now visible.
- * Release coffee dispensing and wait until grinder starts up
- * With grinder running, alter grinding degree as desired on the side of the machine using the multitool

Grinding degree 1 → fine 

Grinding degree 6 → coarse 



Multitool



Display grinding degree

Bruising or crushing hazard.

Never reach into the grinder mechanism with coffee machine running and product hoppers removed.



Caution.
Bruising or crushing hazard.

Observe the Safety chapter.

4.2 Labelling of beverage buttons

First switch off coffee machine in order not to trigger dispensing inadvertently.

- * Pull out existing labelling behind front glass in a downward direction
- * Write on label stickers as desired using the WMF template
- * Stick on label mount and re-insert behind the front glass panel

The template can be printed out on adhesive labels or paper.

Stick paper to label mount using an adhesive sticker.



Free download of WMF label template from www.servicecenter.wmf.com


Matching adhesive labels:
Zweckform-Avery No. 3659

Chapter 5 Care

Regular cleaning is essential in order to ensure problem-free operation of the coffee machine and to ensure optimum coffee quality.

Prior to and after every instance that the machine is shut off for several days, perform all cleanings.





Caution.
Health hazard.

Follow the HACCP schedule.

5.1 Cleaning intervals overview

Care						
	Daily	Weekly	Regularly	Message	Optional	
	x				0	Foamer rinsing
	x					Cleaning program
	x					Milk system cleaning Standard
		x			0	Milk system cleaning Plug&Clean
	x					Milk system rinsing
	x				0	Mixer rinsing
	x	x				Combi spout cleaning
	x					Grounds container cleaning
	x					Drip tray cleaning
	x					Housing cleaning
	(x)	x			0	Mixer cleaning
	(x)	x			0	Hot water spout cleaning
	x	x			0	Steam Milk outlet cleaning
			x			Brewing unit cleaning
			x			Bean hopper cleaning
			x		0	Product hopper cleaning



▷ Cleaning instructions

▷ General cleaning

▷ Weekly cleaning

▷ Regular cleaning

- Daily = Daily, at least once per day and as required
- Weekly = Weekly cleaning
- Regularly = Regularly as required
- Message = After the display shows a message
- Optional = Optional (depending on the model)
- (x) = Daily as required

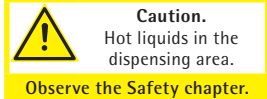
For all cleaning instructions

See the step for step instructions ▷ Cleaning instructions.
Follow the manual. Follow the safety instructions.

5.2 Daily cleaning

5.2.1 Cleaning program

The cleaning program leads step by step through Milk system rinsing, the mixer rinsing and the machine cleaning via software.

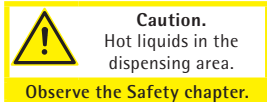


Cleaning program
▷ *Cleaning instructions*

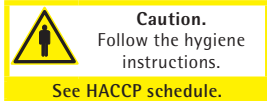
5.2.2 Milk system cleaning

Milk system cleaning see Cleaning instructions.
The milk system consists of:

- Combi spout
- Milk nozzle
- Milk hose



The milk system must be thoroughly cleaned and sanitized at least once a day, after no more 24 hours.
For machines with Plug&Clean, this must be done as part of the machine cleaning at the end of the service day.
If this Plug&Clean cleaning is not done, then the combi spout must be disassembled and cleaned manually.



Milk hose should be changed at regular intervals.

Combi spout cleaning
▷ *Cleaning instructions*

Milk system cleaning Standard

Cleaning consists of two, or optionally three parts.

- Automatic foamer rinsing after each beverage with milk or milk foam (optional)
- Display-guided milk system rinsing
- **Once per day**, place combi spout, milk hose and milk nozzles in a cleaning solution

Milk system cleaning, Plug&Clean

Cleaning with Plug&Clean consists of three parts.

- Automatic foamer rinsing after each beverage with milk or milk foam
- Display-guided Plug&Clean cleaning
- **Once per week**, lay combi spout, milk hose and milk nozzles in a cleaning solution



Plug&Clean cleaning program
▷ *Cleaning instructions*

5.2.3 Mixer rinsing

Mixer rinsing is an intermediate cleaning of the mixer.

Mixer rinsing is an integral part of the cleaning program.



Mixer rinsing
▷ *Cleaning instructions*

5.2.4 Combi spout cleaning

Thorough cleaning of the milk system. The exact sequence of this manual cleaning is described in the cleaning instructions.



Combi spout cleaning
▷ *Cleaning instructions*

5.2.5 General cleaning

Grounds container cleaning (grounds chute, optional)

- * Empty the grounds container and rinse under running water
- * Clean with a clean, damp cloth

Order numbers for the WMF care program ▷ *Appendix Accessories and spare parts page 68*

Drip tray, housing and front panel

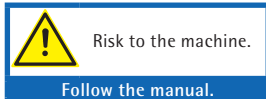
- * Clean the cold machine using a damp cloth
- * Wipe dry using a fine woollen cloth or chamois leather

Switch off the machine before cleaning the front panel to avoid a beverage being accidentally dispensed.

Cleaning metal surfaces

For cleaning metal housing parts (glossy surface) we recommend WMF Purargan® cleaner.

Do not clean with scouring powders or the like. There is a risk of causing scratches or scores. Do not use any sharp cleaning materials or implements. Use soft cloths for cleaning.



5.3 Weekly cleaning

5.3.1 Choc mixer cleaning (optional)

Choc mixer

Cleaning will be more frequent depending on powder consumption.

- * Switch off coffee machine using the ON/OFF button
- * Disconnect mains plug
- * Open the milk cover
- * Pull off mixer hose from mixer to combi spout
- * Turn stud on bayonet fitting underneath the mixer bowl counter-clockwise

Mixer bowl is released from the arrester lock.

The propeller for the mixer is now visible.

- * The propeller can be cleaned with a cloth
- * Dismantle two-piece mixer bowl
- * Clean both parts of mixer bowl and mixer hose under warm running water
- * Allow all parts to dry completely
- * Re-assemble all components

On re-assembly, all openings must face in the same direction.

- * Replace mixer bowl
- * Turn stud on bayonet connector back clockwise
- * Push mixer hose onto mixer bowl fitting again, and plug in combi spout
- * Replace milk cover

Ensure that mixer hose is replaced securely. This is important, as otherwise hot water or hot Choc beverage may escape.



open



Ensure that the spiral guide is seated and the hose is not pinched.



Caution.
Scalding hazard.

Observe the Safety chapter.

5.4 Steam Milk outlet cleaning

Daily

- * Mix 5 ml of cleaner in a tall jug with 0.5 l of lukewarm water
- * Immerse the steam nozzle in the cleaning solution, and briefly press the steam button or a Steam Milk button

Reaction time: 30 minutes

- * Clean with a brush
- * Rinse thoroughly with water
- * Press a Steam Milk button

The steam clears the holes of the steam nozzle of milk residue, and removes cleaner residue.



Weekly

- * Unscrew the steam nozzle
- * Place the steam nozzle in the cleaning solution for at least 5 hours
- * Clean with a brush
- * Rinse thoroughly with clean water
- * Screw the steam nozzle onto the Steam Milk spout
- * Immerse the steam nozzle in a receptacle with clear water
- * Briefly press a Steam Milk button
- * Wipe steam outlet with a damp cloth



Caution.
Health hazard.

Irritation and scald hazard in
the dispensing area.



Caution.
Hot steam.

Observe the Safety chapter.

5.5 Regular cleaning

5.5.1 Brewing unit cleaning

The brewing unit should be cleaned as required and at regular intervals. Recommendation: weekly.

- * Switch off coffee machine using the ON/OFF button
- * Disconnect mains plug
- * Push combi spout all the way up
- * Push up adjustable screen fully upwards
- * Remove the coffee grounds container

Brewing unit is now fully accessible.

Burn hazard.

Allow brewer to cool before cleaning.

Hold firmly, as the brewing unit can slip downwards.

Never use force. Danger of breakage.

- * With one hand, reach into the chute under the brewing unit and release the retaining catch (illustration 1)
- * Slowly guide the brewing unit downwards, tilt and pull forward
- * Remove brewing unit and hold firmly (illustration 2)

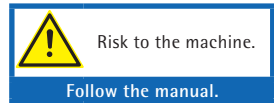
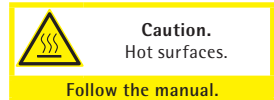
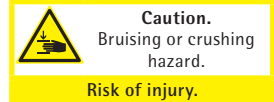


Illustration 1



Illustration 2

Use the multitool from the accessories.

- * Turn the thread on the brewing unit head counter-clockwise (illustration 3) until the wiper is in the forward position
- * Push the springs outwards over the edge and unlock (illustration 4)
- * Swing the insertion chute upwards
- * Clean the brewing filter under running water or with a cloth
- * Remove residual coffee grounds using a paint-brush or scrubber
- * Rinse the brewing unit under running water

Never clean the brewing unit in a dishwasher and never use any cleaner additives.

- * Dry the brewing unit with a cloth
- Allow to dry completely before reinstalling in the coffee machine.

Remove coffee grounds residue from the chute.

- * Wipe out the coffee grounds towards the front or suck out using a vacuum cleaner

Refit the brewing unit after it has been dried.

- * Replace springs in insertion unit (illustration 4)
- * Hold the pusher compressed and replace the brewing unit in the chute against rear wall
- * Push brewing unit upwards until it engages in the lock
- * Replace grounds container
- * Close the adjustable screen

If the brewing unit cannot be replaced without resistance: turn thread on the brewing unit head slightly to the left or right with the multitool until the brewing unit slides into the guide.
Never use force.

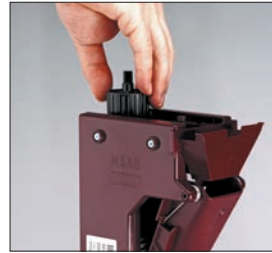


Illustration 3



Risk to the machine.

Follow the manual.



Illustration 4



Brewing filter



Risk to the machine.

Follow the manual.

5.5.2 Bean hopper cleaning

The bean hoppers should be cleaned as required and at regular intervals. Recommendation: monthly.

- * Switch off coffee machine using the ON/OFF button
- * Disconnect mains plug
- * Release bean hoppers lock using multitool by turning in a clockwise direction
- * Lift bean hoppers out
- * Completely empty bean hoppers and wipe thoroughly with a damp cloth
- * Allow bean hoppers to dry completely
- * Refill and replace bean hoppers
- * Lock with the multitool by turning counter-clockwise



open



close



Never reach into the coffee grinders.

Never clean the bean hoppers in a dishwasher.



Caution.
Bruising or crushing hazard.

Observe the Safety chapter.

5.5.3 Choc hopper cleaning (optional)

Cleaning will be more frequent depending on powder consumption.

- * Switch off coffee machine using the ON/OFF button
- * Disconnect mains plug
- * Unlock product hopper with multitool by turning counter-clockwise
- * Lift product hopper out and empty completely
- * Unscrew union nut at front and rear
- * Remove the dosing auger



open



close

- * Thoroughly wipe out hopper with a damp cloth
- * Thoroughly clean individual dosing auger components
- * Allow product hopper and individual components to dry completely
- * Re-assemble and insert the dosing auger and screw on union nuts



Portion controller with individual parts, dosing auger

Ensure correct orientation of discharge.

- * Refill and replace product hopper
- * Lock with the multitool by turning clockwise



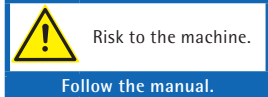
Special features of the Twin Choc hopper

The Twin Choc hopper is divided in the middle and has two separate compartments for two different types of Choc.

Never clean product hoppers in the dishwasher.



Dismantled dosing augers



Chapter 6 HACCP schedule

You are required by law to ensure that your customers are not subject to any health risks as a consequence of consumption of food items you serve.


A HACCP schedule (Hazard Analysis Critical Control Points) for risk identification and assessment is required. You should carry out a risk analysis on your premises. The aim of the analysis is to recognize and pre-empt food hygiene hazard points. For this purpose, monitoring and, where necessary, test procedures must be established and implemented.

With correct installation, care, maintenance, and cleaning, WMF coffee machines meet the requirements described above. If care of the coffee machines is not carried out properly, dispensing milk beverages will constitute a food hygiene hazard point.

Please observe the following points in order to comply with the HACCP Schedule:

Sanitize the milk system daily

- Follow the cleaning instructions for the milk system contained in the cleaning instructions. This will ensure that your system contains a minimum of bacteria at commencement of operation.

You can call up the logs of the most recent cleaning operations via Information pad .



Always commence operation with a freshly opened cooled milk pack

- Original packaged UHT milk is usually free from harmful bacteria. Always open a new cooled pack at commencement of operation.
- Ensure absolute cleanliness when opening the milk pack. Germs can be introduced from dirty hands or tools when opening.

Recommendation:
only use UHT milk with a 1.5% fat content.

"Food Hygiene Ordinance from 05.08.1997"

Use our HACCP schedule for monitoring of regular cleaning.

Keep milk cool

- Always have a new cooled milk pack handy.
- If cooling is not used during operation, then the milk must be used up very quickly. Cool the milk occasionally if needed.
- If little milk is being used, cooled milk must be placed in the refrigerator again during operation.

At commencement of operation milk should be at approx. 6-8 °C.


Depending on the setting, one litre of milk is sufficient for approx. 20 cappuccinos.

WMF AG offers a range of refrigeration options (e.g., WMF countertop coolers or WMF milk coolers).

Recommendation for Choc (optional)

Regularly clean the product hopper. See the instructions in the Care chapter.

See Choc powder manufacturer's instructions.



Caution.
Follow the hygiene instructions.
See Care chapter.

HACCP schedule Month _____ Year _____

Use only cooled UHT milk, to prevent health risks due to bacteria.
For Choc, use only products that have not exceeded their expiration date.

Cleaning steps:

1. Run the cleaning program
 - ▷ Cleaning instructions
- 2a. Foamer cleaning (combi spout)
 - ▷ Cleaning instructions
- 2b. Daily mixer cleaning
 - ▷ Cleaning instructions

- 3a. Clean the foamer and change out the combi spout after 4 hours of operation (absolutely required for low number of dispense cycles, or if milk is not cooled)
- 3b. Weekly mixer cleaning and regular product hopper cleaning (Care chapter)
4. General machine cleaning

Date	Cleaning steps				Signature
	Time of day				
	1	2	3	4	
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					

Date	Cleaning steps				Signature
	Time of day				
	1	2	3	4	
17.					
18.					
19.					
20.					
21.					
22.					
23.					
24.					
25.					
26.					
27.					
28.					
29.					
30.					
31.					

Chapter 7 Maintenance

Please observe that this is a professional industrial coffee machine which needs regular maintenance and descaling. Timing of descaling is calculated by the machine and depends on the degree of hardness of the local mains water and whether or not a water filter is fitted. The maintenance schedule is based on the degree of use of the machine and is shown on the display. The coffee machine may continue to be operated after the message, but Customer Care or contract maintenance should be carried out promptly to ensure correct functioning and so as to avoid any consequent damage.

7.1 Coffee machine maintenance

The following care or maintenance stages are provided:

- Customer Check-up after the display shows a message; may be undertaken by the user / operator.
- Maintenance after the display shows a message; may only be undertaken by trained personnel or by WMF Service, as in this instance components affecting safety must be replaced.
- Revision after the display shows a message; may only be undertaken by trained personnel or by WMF Service, as in this instance components affecting safety must be replaced.

Customer Check-up after the display shows a message see Customer Check-up Instructions in Customer Check-up Kit.

▷ Appendix: Accessories and spare parts

*Service maintenance message
▷ Messages and instructions
page 53*

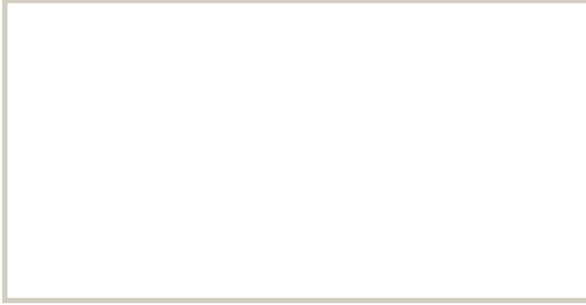


For other maintenance work and repairs, please contact your local WMF Service.

The telephone number can be found on the address sticker on the coffee machine and on the delivery note.

7.2 WMF Service

You can reach the WMF Service Centre if the local WMF Service is not known.



Chapter 8 Messages and instructions

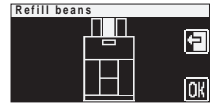
8.1 Messages for operation

Refill beans

- * Top up bean hopper (refer to display)
- * Check:
 - Is the product hopper lock open?

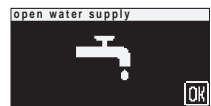
▷ *Care*

- Beans do not feed through
- * Stir with a large spoon and confirm with **OK**



Open water supply valve

- * Turn on water mains supply and confirm



Empty grounds container

- * Empty grounds container



Grounds container missing

- * Replace the grounds container correctly and close adjustable screen



Brewing unit error

- * Remove brewing unit
- * Clean brewing filter
- * Replace brewing unit and ensure that it engages correctly in the lock



Change filter

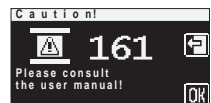
- * Change filter within one week and confirm in the Care menu
- Follow water filter instructions.*



Please consult the User Manual

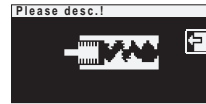
Error number is displayed.

▷ *Error messages / malfunctions*



Descaling Message

- * Call WMF Service



Customer check-up message

- * Carry out customer check up within one week and confirm in the Care menu



Service maintenance message

Service maintenance after the display shows a message

- * Call WMF Service



Revision message

- * Call WMF Service



8.2 Error messages and malfunctions

Basic procedure on display of error messages or malfunctions.

- * Switch coffee machine off and then on again after a few seconds
- * Repeat the process which led to the error

In many cases, this eliminates the malfunction and you can continue working.

If this is not successful: find the error message or error number in the following list and follow the sequence of actions indicated.

If this does not rectify the error or if the error indicated is not listed please call WMF Service.

Some messages lead to blocking of individual functions.


You will notice this by the fact that the beverage button illumination goes out. The beverage buttons that are still illuminated can continue to be used.

Your WMF 2000S is provided with a diagnostics program. Any errors that occur are shown on the display. The error messages listed may also be caused by an interruption to the mains electricity supply.

If there is a current error or a message to the operator, the pad is displayed.

※ Touch .

Error number is displayed.

Error number	Error description	Action instructions
6	Brewing unit lockup current / Brewing unit stiff	<ul style="list-style-type: none"> ※ Switch off the coffee machine ※ Clean the brewing unit ▷ Care ▷ <i>Brewing unit cleaning</i>
26 36	Right grinder blocked Left grinder blocked 	<ul style="list-style-type: none"> ※ Switch off the coffee machine ※ Disconnect mains plug ※ Remove bean hopper ※ Turn grinder disk counter-clockwise using only Multitool (square button) (see illustration) ※ Replace hopper ※ Switch on coffee machine ▷ Care ▷ <i>Bean hopper cleaning</i> <p>If this occurs frequently:</p> <ul style="list-style-type: none"> ※ Set grinding degree one stage coarser ▷ Other settings ▷ <i>Set grinding degree</i>
88	Boiler: over-temperature	<ul style="list-style-type: none"> ※ Switch off the machine, allow to cool and switch on again <p>If fault not remedied</p> <ul style="list-style-type: none"> ※ Switch off the machine ※ Call WMF Service
89	Boiler: heat-up time error	<ul style="list-style-type: none"> ※ Switch machine off and on again



Messages and instructions

<i>Error number</i>	<i>Error description</i>	<i>Action instructions</i>
161	Water error: brewing water	<p><i>Between each of the following steps switch the machine off and on again. If error not remedied carry out the next step.</i></p> <ul style="list-style-type: none"> * Turn on water * Clean the brewing unit ▷ Care ▷ Brewing unit cleaning * Set grinding degree coarser ▷ Other settings * Reduce quality ▷ Settings ▷ Recipe
163	Water error: warm rinsing	<p><i>Between each of the following steps switch the machine off and on again. If error not remedied carry out the next step.</i></p> <ul style="list-style-type: none"> * Turn on water * Clean the brewing unit ▷ Care ▷ Brewing unit cleaning
186	Steam boiler: level	<p><i>Beverage dispensing temporarily blocked.</i></p> <ul style="list-style-type: none"> * Check that grounds container is correctly inserted * Switch machine off and on again
188	Steam boiler: over-temperature	<ul style="list-style-type: none"> * Switch off the machine, allow to cool and switch on again <p><i>If fault not remedied</i></p> <ul style="list-style-type: none"> * Switch off the machine * Call WMF Service
189	Steam boiler: heat-up time error	<ul style="list-style-type: none"> * Switch machine off and on again

8.3 Errors without error message

<i>Error pattern</i>	<i>Action instructions</i>
No hot water output but water in grounds container	<ul style="list-style-type: none"> * Clean hot water spout * Call WMF Service (coffee dispensing possible)
No Choc dispensing but water in grounds container	<ul style="list-style-type: none"> * Do not use Choc * Call WMF Service (coffee dispensing possible)

Error pattern	Action instructions								
Choc portioner blocked, Choc dispensed only with water	<ul style="list-style-type: none"> * Clean portioner ▷ Care * Empty powder * Turn dosing auger manually until all powder is removed * If necessary rinse with water * (Allow to) dry completely 								
Coffee dispensing on the left / right differs	<ul style="list-style-type: none"> * Clean the combi spout ▷ Cleaning instructions 								
No milk foam / milk output, but milk in milk container	<ul style="list-style-type: none"> * Check whether the milk hose is kinked or squashed * Re-route tube correctly * Clean the combi spout * Check whether milk nozzle is blocked ▷ Cleaning instructions * Check whether milk nozzle is iced 								
Milk foam incorrect, temperature too cold or too hot	<ul style="list-style-type: none"> * Change milk nozzle Use a suitable milk nozzle on the combi spout. 								
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Milk nozzle</th> <th style="width: 30%;">3 kW *</th> <th style="width: 30%;">5.5 kW *</th> </tr> </thead> <tbody> <tr> <td>• for cooled milk</td> <td>green</td> <td>brown</td> </tr> <tr> <td>• for uncooled milk</td> <td>white</td> <td>natural</td> </tr> </tbody> </table> <p><i>*Nominal power rating, see Technical data.</i></p> <ul style="list-style-type: none"> * Clean the combi spout ▷ Cleaning instructions <p>If fault not remedied</p> <ul style="list-style-type: none"> * Use another milk nozzle from the accessories 	Milk nozzle	3 kW *	5.5 kW *	• for cooled milk	green	brown	• for uncooled milk	white
Milk nozzle	3 kW *	5.5 kW *							
• for cooled milk	green	brown							
• for uncooled milk	white	natural							
Pump runs continuously, water in grounds container	<ul style="list-style-type: none"> * Switch machine off and on again * If error not remedied call WMF Service 								
Milk foamer assembly and disassembly stiff	<ul style="list-style-type: none"> * Lightly smear the O-rings with WMF gasket grease ▷ Instructions in Customer Check-up Kit. 								
Choc hopper cannot be inserted	<ul style="list-style-type: none"> * Manually turn the drive for the dosing auger at the portioner slightly in a clockwise direction * Check whether Choc hopper is accidentally locked 								
Bean hopper cannot be installed	<ul style="list-style-type: none"> * Check whether bean hopper is accidentally locked 								

Chapter 9 Safety

9.1 Hazards to the operator

At WMF, safety is one of the most essential product features. The effectiveness of safety devices can only be ensured if the following points are observed:

- Read the User Manual carefully prior to use.
- Do not touch hot machine components.
- Do not use the machine if it is not working properly or if it is damaged.
- Built-in safety devices must never be altered.
- This device is not designed for persons (including children) with limited physical, sensory or mental capabilities or who lack the required experience and/or knowledge, unless they are supervised by a person responsible for their safety or have received instructions from them about how the device should be used.
- Children should be supervised to ensure that they do not play with the device.

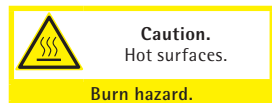
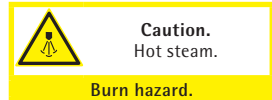
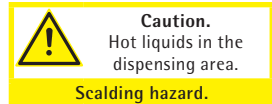
Despite safety devices, every machine poses numerous hazards if incorrectly used. Please observe the following instructions when using the coffee machine so as to prevent injury and health hazards:

Scalding hazard.

When dispensing coffee, Choc, hot water and steam there is hazard of scalding. Ensure that there is always a receptacle under the spout when dispensing beverages.

Burn hazard.

The brewing unit must be cleaned only when the machine is cold. The brewing unit can get hot.



Bruising or crushing hazard.

There is a hazard of bruising or crushing when handling all moving parts. Do not reach into the bean hopper or the brewing unit opening when the coffee machine is switched on.



Caution.
Bruising or crushing hazard.

Risk of injury.

Health hazard.

The product hoppers (coffee beans / Choc) and manual insert may only be filled with materials for the use intended.



Caution.
Health hazard.

Only use as intended.

Health hazard.

When handling special cleaners for the milk foamer, cleaning tablets, follow the protective measures on the packaging. The special cleaners for the milk foamer and cleaning tablets are irritants. Only put in cleaning tablets after the display shows a message.



Caution.
Health hazard.

Follow the instructions of the label on the cleaning agents.

Irritation and scald hazard.

Never reach under the spouts while cleaning. Cleaning fluid / descaling solution runs out of the combi spout when cleaning / descaling.



Caution.
Health hazard.

Irritation and scald hazard in the dispensing area.

Slipping hazard

Fluids can be discharged from the machine if used improperly or if faults occur. These fluids can cause a slipping hazard.



Caution.
Slipping hazard if fluids are discharged

Slipping hazard

9.2 Hazards to the coffee machine

Please observe the following points so as to prevent problems with and damage to the coffee machine:

- For water with carbonate hardness in excess of 5 °dKH, a WMF water filter must be fitted; otherwise, the coffee machine can be damaged due to build-up of scale.
- For insurance reasons always ensure that, at the end of operation, the mains water supply for the water supply is turned off and the mains power is switched off or the machine is unplugged.

- We recommend damage prevention measures such as:
 - installation of a suitable water monitor in the mains water supply
 - installation of smoke alarms
- After a company holiday we recommend running the cleaning program at least twice before reusing the machine.

▷ *Cleaning instructions*

9.3 Intended use

The WMF 2000 S is designed to dispense coffee beverages, milk beverages and/or powdered beverages (choc and topping) in various variations into cups or cans. In addition, the device can generate steam for heating milk and dispensing hot water. This device is also intended for industrial and commercial use and for use by professionals and trained users in shops in the consumer goods industry and agricultural holdings, or for the commercial use by non-professionals. The device can be used as a self-service device if it is supervised by trained personnel.

The use of the device is also subject to the "General Terms and Conditions" of WMF AG and this User Manual. Any other use or use that goes beyond the aforementioned is considered incorrect use. The manufacturer shall not be liable for any damage resulting from this.

Under no circumstances may the WMF 2000 S be used to dispense and heat liquids other than coffee, hot water (beverages, cleaning) or milk (cooled, pasteurised, homogenised, UHT).

9.4 Directives

The machine fulfils the requirements of the German Food and Feed Code (LFGB), the Regulation on Commodities (BedGgstV), the EC regulation No. 10/2011 as well as the EC regulation No. 1935/2004 in the currently valid editions.

When used properly, the machine does not present a hazard to health or other unjustifiable hazard.

The materials and raw materials used fulfil the requirements of the Regulation on Commodities as well as the EC regulations No. 10/2011.

The machine fulfils the requirements of all applicable regulations in the directives MD (MR) 2006/42/EC (EG), Directive 2004/108/EC (EG), Directive 2002/95/EC (ROHS), Directive 2002/96/EC (WEEE).

The EC declaration of conformity is included with the machine. The machine bears the CE mark.

Any modifications that are not approved by WMF will cause this declaration to become invalid. Currently valid national rules apply in countries outside of the European Union.

This device is subject to the directive on waste electrical and electronic equipment (WEEE / EU directive) and may not be disposed of as domestic waste.



*For disposal, contact WMF Service.
Address ▷ Page 52*

Requirements traceability pursuant to EC regulation No. 1935/2004 and Good Manufacturing Practice within the meaning of EC regulation No. 2023/2006 are ensured and guaranteed.

9.5 Duties of the owner / operator

The operator of such equipment must ensure regular maintenance by WMF Service technicians, their agents or other authorised persons, and checking of safety devices.

Access to the service area is permitted only for persons with knowledge and practical experience with the unit, especially regarding safety and hygiene.

The coffee machine must be set up by the operator such that care and maintenance can be performed without hindrance.

In office / floor supply or similar self-service applications, only staff instructed in operation of the machine should supervise the machine. Trained personnel should carry out maintenance and be available for questions regarding use.

The operator shall ensure that electrical equipment and operating facilities are in a fit state (e.g. to BGV A3) [German Accident Prevention Association or equivalent]. In order to ensure the operating safety of your coffee machine, it is essential to perform regular checks of the safety valves and the pressure containers, among other checks. These measures are conducted by WMF Service or by WMF authorised service personnel as part of the maintenance work.

Machine cleaning must be done only using the WMF special cleaning agent intended by WMF for the machine (tablets), and for the milk system (cleaning liquid).

*WMF special cleaning agent,
▷ Appendix
Accessories and spare parts
page 68*

The manufacturer's specifications regarding maintenance cycles and frequency of maintenance (▷ Maintenance) are to be observed.

9.6 Warranty claims

During the warranty period of 12 months from transfer of risk, the purchaser has statutory warranty entitlements. The vendor should always be afforded the opportunity to rectify errors within an appropriate period.

Claims that exceed the above terms, in particular damage claims as a result of consequential damage, are excluded to the extent that this is legally permissible.

Material defects shall be reported to the vendor immediately and in writing.

No warranty is provided:

- On any parts subject to natural wear and tear. This includes seals, mixers, and brewing unit, among other items.
- For malfunctions due to the effect of the weather, scale build-up, chemical, physical, electrochemical or electrical effects, unless attributable to a fault on the part of WMF.
- If a water filter is not fitted even though the local water supply requires use of a water filter and malfunctions occur as a consequence.
- With respect to faults which occur as a result of failure to follow handling instructions and regulations, maintenance and care of the unit (e.g. User Manual and servicing instructions).
- With respect to faults which occur as the result of failure to use original WMF replacement parts or incorrect assembly by the purchaser or by third parties or by faulty or negligent treatment.
- With respect to the consequences of improper modifications undertaken without our consent or by repair or reconditioning work on the part of the purchaser or by third parties.
- With respect to faults caused by inappropriate or improper use.

▷ *Instructions in Customer Check-up Kit.*



The customer is advised in the order confirmation whether or not use of a water filter is required.



▷ *Maintenance page 51*

Appendix: Cleaning instructions (Standard)

PlaytClean cleaning program

1		2	
3		4	
5		6	
7		8	
9		10	
11		12	

Step 1 and 10: Only if beverage containing milk have been previously prepared.

Step 2 to 5: Necessary for cleaning. These steps must have been previously prepared with the optional mixer.

Manual combi spout cleaning

Part A:

- Push forward the lever behind the combi spout.
- Remove milk hose from milk combi spout.
- Remove the combi spout.
- Place the combi spout in the cleaning solution.
- Remove combi spout of the milk hose in the cleaning solution thoroughly with a brush.

Part B:

- Immerse the length of the cleaning solution.
- This procedure prevents air bubbles.
- Place all part of combi spout in the cleaning solution (all parts).
- All parts must be completely immersed.
- Immerse second of the milk hose in the cleaning solution thoroughly with a brush.

Part C:

- If a mixer is fitted:
- Rinse mixer hose very thoroughly.
- Replace combi spout.
- Insert milk hose.
- Insert mixer hose.
- Rinse combi spout and milk hose thoroughly with clear water.

PlaytClean cleaning program

Follow the sequence of cleaning manual schedule in the User Manual. Please refer to the User Manual. Prior to the first cleaning, read the User Manual. Care charges.

Standard Cleaning Program

1		2	
3		4	
5		6	
7		8	
9		10	
11		12	

Step 11
Only if beverages containing milk have been previously prepared with the optional mixer.

Mixer rinsing

1		2	
3		4	

WF 2000 S

Cleaning instructions 2000 S
Please refer to the User Manual.

Follow the sequence of cleaning manual schedule in the User Manual. Please refer to the User Manual. Prior to the first cleaning, read the User Manual. Care charges.

Standard Cleaning Program

1		2	
3		4	
5		6	
7		8	
9		10	
11		12	

Step 11
Only if beverages containing milk have been previously prepared with the optional mixer.

Mixer rinsing

1		2	
3		4	

Manual combi spout cleaning

Part A:

- Push forward the lever behind the combi spout.
- Remove milk hose from milk combi spout.
- Remove the combi spout.
- Place the combi spout in the cleaning solution.
- Remove combi spout of the milk hose in the cleaning solution thoroughly with a brush.

Part B:

- Immerse the length of the cleaning solution.
- This procedure prevents air bubbles.
- Place all part of combi spout in the cleaning solution (all parts).
- All parts must be completely immersed.
- Immerse second of the milk hose in the cleaning solution thoroughly with a brush.

Part C:

- If a mixer is fitted:
- Rinse mixer hose very thoroughly.
- Replace combi spout.
- Insert milk hose.
- Insert mixer hose.
- Rinse combi spout and milk hose thoroughly with clear water.

WF 2000 S

Cleaning instructions 2000 S
Please refer to the User Manual.

Follow the sequence of cleaning manual schedule in the User Manual. Please refer to the User Manual. Prior to the first cleaning, read the User Manual. Care charges.

Standard Cleaning Program

1		2	
3		4	
5		6	
7		8	
9		10	
11		12	

Step 11
Only if beverages containing milk have been previously prepared with the optional mixer.

Mixer rinsing

1		2	
3		4	

Appendix: Technical data

Technical data for coffee machine

Nominal power rating * (depending on the model)	3 kW (2.75 kW-3.25 kW *)	5.5 kW (4.15 kW-5.5 kW *)
Recommended daily capacity espresso, café crème	up to 200 cups	
Overall hot water output	approx. 24 l/h	
Coffee bean hopper	left and right each approx. 1,000 g middle approx. 550 g	
Choc hopper	approx. 1,000 g	
Twin Choc hopper	twice approx. 500 g	
Mains power connection *	3 kW / 230 V	5.5 kW / 400 V
Illumination	LED class 1	
External dimensions	width 326 mm height incl. bean hopper 680 mm depth 556 mm	
Weight empty	approx. 33-43 kg (depending on the model)	
Continuous sound pressure level (Lpa) **	< 70 db (A)	

We reserve the right to make technical modifications.

* For special models see model label, values given above are for the basic model.

** A-evaluated sound pressure level Lpa (slow) and Lpa (impulses) at operating personnel workplace is under 70 db (A) in any working mode.

Conditions for usage and installation

Necessary preparatory work for electricity, water and drainage connections at the customer's premises are to be arranged by the machine owner / operator. The work must be carried out by authorised installation technicians in compliance with general, country-specific and local regulations. The WMF service engineers may only connect the machine to existing prepared connection points. WMF Service is neither authorised nor responsible for carrying out any work on-site prior to connection.

Appendix: Technical data

Mains voltage tolerance range	230 V +6% and -10% / 400 V +6% and -10%. Mains voltage interruption < 50 ms: no interruption of function
Water supply (Constant water supply optional)	3/8 inch hose connector with main valve, and filter with 0.2 to 0.25 mm mesh size, on site. Min. 0.2 MPa flow pressure at 2 l min., max. 0.6 MPa. Water temperature max. 35 °C. The set of hoses provided with the new coffee machine and/or the new water filter must be used. Do not use old hoses.
Water quality	For drinking water with carbonate hardness above 5 °dKH, a WMF water filter should be installed upstream.
Water drain pipe	Hose a min. DN 19, minimum downward slope of 2 cm/m
Ambient temperature	+5 °C to max. +35 °C (empty the water line in case of frost).
Maximum humidity	80% relative humidity without condensation. Do not use unit outdoors.
Degree of protection	IP X0
Installing surface	The unit must be placed on a level, flat, and sturdy surface. The unit is not intended to be located on a surface that is sprayed or cleaned with a water hose, steam jets, steam cleaner, or similar devices.
Installation clearances	For operating, service and safety reasons the machine should be installed with a clearance of not less than 50 mm at the back and sides from the building or non-WMF components. A clear height of 1,100 mm from the top of the supporting surface should be ensured. The height of the installation surface above the floor is at least 850 mm. If the machine connections are to be run downwards through the counter, please make space for the lines, which can reduce the usable space below the machine.
Installation dimensions of the water filter	See the User Manual for the water filter.

These specifications for the electrical connection and the standards quoted apply for connecting the machine in EU countries. It may be necessary to also observe additional country-specific regulations. Outside the EU countries acceptance of the standards quoted is to be checked by the legal entity or natural person who wishes to use the machine.

The local power supply must be constructed according to IEC 364. To improve safety, the coffee machine should be fitted with an FI 30 mA earth leakage current circuit breaker complying with EN 61008. Near the machine or about 30 cm below the counter top there should be a shockproof socket as a single-phase connection installed locally on the rear or side wall of the counter substructure or a country-specific single-phase socket and, in the case of a 3-phase connection, a 5-pin CEE / CEKON-socket according to EN 60309 or a country-specific multi-pin socket. The socket is part of the customer's on-site installation. The mains cable must not come into contact with hot surfaces. If the mains cable for this device is damaged then it must be replaced by our service personnel or a similarly qualified person, in order to prevent hazards.

In order to avoid possible faults from arising on our shielded data lines due to potential equalization currents between the devices, an additional potential equalization unit should be planned for devices connected to the vending system. (See EN 60309)

Appendix: Accessories and spare parts

Number	Unit	Designation	Order No.	Model
Complete combi-spout Choc				
1	Pcs	Complete combi spout, (at nominal power rating of 2.75 kW-3.25 kW)	33 2867 5300	all
1	Pcs	Complete combi spout, (at nominal power rating of 4.15 kW-5.5 kW)	33 2867 5100	all
1	meter	Milk hose	00 0048 4948	all
0.25	meter	Mixer hose	00 0048 0064	Choc
1	Pcs	Mixer hose spring	33 2292 6000	Choc
1	Pcs	Mixer bowl	33 2318 0000	Choc
Constant water supply, drainage				
1	Pcs	Connecting tube for constant water supply	33 2292 1000	all
1	Pcs	Angle for drain tube	33 2165 8000	all
1.5	meter	Drain connection	00 0048 0042	all
Accessories/tools				
1	Pcs	Multitool	33 2323 1000	all
Documentation/instructions				
1	Pcs	Set of documents: <ul style="list-style-type: none"> • User Manual WMF 2000 S • Cleaning instructions WMF 2000 S • Additional operating instructions WMF 2000 S Active Milk (optional) • Cleaning instructions WMF 2000 S Active Milk (optional) 	33 2510 0010	all
Complete bean hopper				
1	Pcs	Large bean hopper	33 2819 7000	all
1	Pcs	Large bean hopper lid	33 2806 3100	all
1	Pcs	Closing plate	33 2265 5000	all
1	Pcs	Medium bean hopper	33 2854 2000	all
1	Pcs	Medium bean hopper lid	33 2854 3000	all
Product hopper				
1	Pcs	Choc product hopper	33 2825 0199	Choc
1	Pcs	Product hopper lid (Choc)	33 2806 3100	Choc
1	Pcs	Twin Choc product hopper	33 2840 9099	Choc
1	Pcs	Product hopper lid (Twin-Choc)	33 2806 4100	Choc
1	sheet	Labels for product hopper	33 2315 3000	all

Number	Unit	Designation	Order No.	Model
Coffee grounds container				
1	Pcs	Coffee grounds container	33 2272 4000	all
Brewing unit				
1	Pcs	Brewing unit	33 2823 6199	all
Drip tray/drip grid				
1	Pcs	Drip tray (standard)	33 2254 9000	all
1	Pcs	Drip tray (when using an integrated or under-counter cooler)	33 2254 9200	all
1	Pcs	Drip grid	33 2465 8000	all
Customer Check-up Kit 1/15.000				
1	Pcs	Customer care set 1/15.000 (with fresh milk and Choc) (at nominal rating 2.75 kW–3.25 kW)	33 2864 2000	all
1	Pcs	Customer care set 1/15.000 (with fresh milk and Choc) (at nominal rating 4.15 kW–5.5 kW)	33 2853 5000	all
Scale filter/water filter				
1	Pcs	Water filter Bestmax M (complete set)	03 9331 0001	all
1	Pcs	Spare cartridge for water filter	33 2426 5000	all
Order numbers for the WMF care program				
1	bottle	WMF Special cleaner for milk foamer	33 0683 6000	all
1	pack	Special cleaning tablets (100 pieces)	33 2332 4000	all
1	Pcs	Pipe cleaner	33 0350 0000	all
1	Pcs	Cleaning brush	33 1521 9000	all
1	tube	WMF gasket grease 5 grams	33 2179 9000	all

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Your nearest WMF Service:

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Design and production / typesetting and print presentation:
TecDoc GmbH; Geislingen, info@tecdocgmbh.de

Original User Manual. Printed in Germany.

We reserve the right to make technical modifications.

11.04.2012

2000 S