



User Manual



Cameo and
C'choco

Manufacturer

Eversys S.A.

Ecoparc de Daval A 2

CH-3960 Sierre, VS

Switzerland

Phone: +41 27 305 21 21

Hotline

Phone: +41 27 588 00 17

email: techsupport@eversys.com

Document

Cameo | C'choco

Art. Nr. 105622 | SAP 5700105622

Publication date 2023-11-07

Copyright ©

The reproduction, even partially, of this document is forbidden. No part may be copied in any form, and it may not be used, edited nor transmitted by any electronic means (photocopy, photography, magnetic supports or other recording processes), without the written authorization of Eversys S.A. All rights and particularly reproduction, translation, edition, distribution and also industrial property and recording are reserved.

Table of Contents

1. For Your Safety	7
1.1. Intended use of coffee machines	7
1.1.1. Cameo model types	7
1.2. Safety introduction	7
1.2.1. Importance of the safety instructions	7
1.2.2. Disregarding the safety rules	7
1.3. Directives	8
1.4. General Safety Instructions	8
1.5. Information for disposal	11
1.6. Decommissioning and disposal	12
1.6.1. Packaging material	12
1.6.2. Removal of equipment	12
1.7. Special safety instructions and signs	12
1.7.1. Signs on coffee machines	12
1.8. Packaging signs for coffee machines	14
2. Description	15
2.1. Identification	15
2.1.1. Key features of Cameo machines	16
2.1.2. Key features of choco modules powder units	17
2.1.3. Cameo machines range (visuals)	17
2.1.4. C'choco machines range (visuals)	18
2.1.5. Correspondence table on machine types and article numbers of Cameo machines	19
2.1.6. Correspondence table on machine types and article numbers of Cameo accessories	19
2.1.7. Rating plate of Cameo machines	19
2.1.8. Rating plate of C'choco machines	21
2.2. Overview	22
2.2.1. Overview of Cameo machines	23
2.2.2. Overview of C'choco machines	24
2.2.3. Access to the main switch and the water inlet on Cameo machines	25
2.2.4. Touch screen overview (15.7" / 400 mm)	25
2.2.5. Top view (bean hopper) of Cameo machines	26
2.3. Technical data	27
2.3.1. General technical data of Cameo machines	27
2.3.2. General technical data of C'choco machines (machine option)	28
2.3.3. Performance	29
2.3.4. Electrical data and power overview of Cameo machines	29
2.3.5. Water specifications of Cameo machines	32
2.3.6. Environmental conditions for coffee machines	32
2.3.7. Environmental conditions for choco modules powder units	32
2.4. e'Connect (Telemetry)	33
2.5. Coffee process flow	33
2.6. Cleaning process flow	34
2.6.1. Coffee system	34
2.6.2. Milk system	34
2.6.3. Choco system / Powder system	35
3. Software	36
3.1. Using the touch screen	36
3.2. Main screen	36
3.2.1. Header strip	37
3.2.2. Top layer	37
3.2.3. Footer strip	37

3.3. Product buttons (default)	39
3.4. Grinder button	40
3.5. Specific settings	40
4. Commissioning	41
4.1. Initial commissioning	41
4.2. Requirement prior to initial commissioning	41
4.2.1. Common for all machines	42
4.2.2. Coffee machines	43
5. Operation	44
5.1. Daily setup guidelines	44
5.2. Switch on a machine	44
5.2.1. Standby (wake up)	45
5.3. Rinse	45
5.3.1. Pre-heat rinse	46
5.3.2. Auto rinse	47
5.4. Steam purge button	47
5.5. Fill the coffee bean hoppers	47
5.6. Fill the powder containers (machine option)	48
5.7. Fill the cups storing surface	49
5.8. Make a drink	49
5.8.1. Adjust the coffee spout height	49
5.8.2. Dispense a single coffee product	50
5.8.3. Dispense a double coffee product	50
5.8.4. Dispense a hot water product	50
5.8.5. Dispense a product with steam	51
5.8.6. Dispense a powder coffee product (speciality coffee) (machine option)	51
5.8.7. Dispense a powder product (e.g. choco) (machine option)	52
5.9. Product stop	52
5.10. Empty and clean the grounds drawer	53
5.11. Switch off a machine	53
5.12. End of the day guidelines	54
5.13. Emergency stop	54
6. Settings Menu	55
6.1. Access to login menu	55
6.2. Use of the software menu	56
6.3. Statistic / History menu	56
6.3.1. Product counter menu	57
6.3.2. History menu	58
6.4. Product & Keys menu (Manager access)	58
6.4.1. Everfoam and auto foam products	59
6.4.2. Hot water products	60
6.5. Display menu	60
6.5.1. Set time and date	61
6.5.2. Time zone	61
6.5.3. Front lighting	61
6.5.4. Number of display layers	61
6.5.5. Import Screen menu	62
6.5.6. Import Language menu	62
6.6. Bean & Grinder menu	63
6.6.1. Cameo	63
6.7. Clean and Standby menu (Super user access)	63
6.7.1. Standby after cleaning	63
6.7.2. Standby On / Off times	64
6.8. Password menu	64
6.9. Logout (service engineer)	65

7. Care	66
7.1. Cleaning and maintenance operations	66
7.1.1. Cleaning	66
7.1.2. Maintenance	66
7.2. Periodic cleaning	67
7.2.1. Cleaning plan for coffee machines and choco modules powder units (options included)	67
7.2.2. Overview of cleaning on Cameo machines	69
7.2.3. Overview of cleaning on C'choco machines	70
7.3. Cleaning procedures (standard)	70
7.3.1. Refill and visual check of the coffee cleaning balls dispenser	71
7.3.2. Automatic system cleaning procedure on Cameo machines and accessories (milk and choco module included)	71
7.3.3. Clean the coffee outlet (milk outlet and single outlet included)	81
7.3.4. Empty and clean the bean hoppers (and powder chute (machine option)) ..	82
7.3.5. Clean the housing	83
7.3.6. Clean the display touch screen	83
7.3.7. Clean the drip tray	83
7.3.8. Clean beneath the machine	84
7.4. Cleaning procedures (depending on the model and options of the machine)	85
7.4.1. Clean the grounds bin drawer (machine option)	85
7.4.2. Clean the choco outlet (machine option)	86
7.4.3. Empty and clean the powder container(s) (machine option)	87
7.4.4. Clean the 1.5-Step milk arm	87
7.4.5. Clean the steam wand steam arm	88
7.4.6. Clean the steam nozzle	88
8. Troubleshooting	90
8.1. Error message example	90
8.2. Error messages codifications	90
8.2.1. Typographies	91
8.2.2. Severity levels	91
8.2.3. Behaviours	91
8.3. Error messages (E-XXX) (User and Super User access)	92
8.4. Stop messages (S-XXX) (User and Super User access)	95
8.5. Warning messages (W-XXX) (User and Super User access)	102
8.6. FAQs	116
8.6.1. Bean hoppers unlocked	116
8.6.2. No water connected	116
8.6.3. No milk dispensed	116
8.6.4. Steam wand is clogged	117
8.6.5. Cups on the cup heater are not warm enough	117
9. Options	118
9.1. List of options for Cameo machines	118
9.1.1. Grinder(s) and bean hopper(s)	118
9.1.2. Housing	118
9.1.3. Outlets	119
9.1.4. Product settings	119
9.1.5. Other	119
9.2. List of options for C'choco machines	120
9.3. Bean hopper lock option	120
9.4. Bean hopper level alert option	120
9.5. Single bean hopper option	121
9.6. Cup centering guide option	121
9.7. High feet option	122
9.8. High feet and large grounds drawer option	122

9.9. Red lid for cleaning balls dispenser option	123
9.10. Lockable lids option	123
9.11. Self-service pre-configured option	124
9.12. Single coffee outlet option	124
9.13. High hot water outlet option	125
9.14. Front panel with hot water outlet option	125
9.15. 1.5-Step Milk arm option	125
9.16. Without outlet option (steam wand, hot water and 1.5-Step)	126
9.17. Nozzle option (Espresso Coffee Crema)	126
9.18. Auto adjustable Americano temperature option	127
9.19. 2 milk types option	127
9.20. Cold milk foam option	128
9.21. C'choco predisposition option	128
9.22. PowerPlus 5.6 kW steam boiler power option	128
9.23. Undercounter ground coffee disposal Grounds bin drawer option	128
10. Warranty and Generalities	130
10.1. Warranty	130
10.2. Warranty limitation	130
10.3. Glossary	131
10.3.1. Acronyms	131
10.3.2. "Persons"	131
10.3.3. Injury	132
10.3.4. Products	132
10.3.5. Coffee terms	133
10.4. Typographical Conventions	133
10.4.1. Warning	134
10.4.2. Note	134
10.4.3. Notation	134
11. Appendix	135
11.1. Equipment list of Cameo machines	135
11.1.1. Common for all machines	135
11.1.2. Depending on the model and options of the machine	135
11.2. Equipment list of choco modules powder units	135
11.3. Spare parts ordering	136
11.4. User Rights	136
11.4.1. User rights in the Statistic / History menu	136
11.4.2. User rights in the Product & Keys menu	137
11.4.3. User rights in the Display menu	140
11.4.4. User rights in the Beans & Grinder menu on Cameo machines	143
11.4.5. User rights in the Clean / Standby menu	146
11.4.6. User rights in the Password menu	147
11.4.7. Other settings and parameters	148

For Your Safety

1. For Your Safety

This chapter sets out the intended use and safety instructions to ensure safe and trouble-free operation of the machine and its associated software. It also describes handling and storage conditions.



The instructions contained in this manual must be adhered to in particular the safety instructions. Ensure that all "Persons" (page 131) have access to the manual.

Before carrying out any operation on the machine, it is imperative to read this chapter and fully understand it. In case of any doubt, consult your local service organisation.

1.1. Intended use of coffee machines

The coffee machine is exclusively intended to grind, brew and dispense hot coffee, hot water, hot milk, cold milk, steam (depending on model) and powder based products (depending on option). The coffee machine is designed for indoor usage and is intended for commercial use only (e.g. food services, restaurants and hotels).

Do not use this coffee machine to produce any other product or for any other purpose.



To change coffee settings it is necessary to have the appropriate access rights. Please refer to chapter User Rights (page 136) for more details.

1.1.1. Cameo model types

Three Cameo models are available, intended to dispense:

- c; coffee, hot water and powder based products (depending on option).
- s; coffee, hot water, steam and powder based products (depending on option).
- ms; coffee, hot water, steam, milk and powder based products (depending on option).



Core, Classic, ST and X are design variants.

Accessories designed for use with Cameo:

- C'choco; connected accessory to dispense powder products (e.g. Choco).
- C'fridge beside or C'fridge beneath; standalone fridge.
- C'cup heater; standalone cup warmer.

1.2. Safety introduction

1.2.1. Importance of the safety instructions

In order to prevent accidents to persons, damage to equipment or pollution of the environment, you must comply with all the safety instructions in the manual and on the machine.

Observe the bylaws and the recognised technical rules which apply in the country of use of the machines.

1.2.2. Disregarding the safety rules

Disregarding the safety rules, as well as existing legal and technical regulations, may lead to accidents, damage to property or environmental pollution.

Disregarding the instructions for use given by the manufacturer may reduce the level of protection offered by the machine.

1.3. Directives

This machine complies with all applicable European Community Directives and associated harmonised standards.

For more information refer to our Declaration of Conformity (scan the QR code below) or contact your service organisation.



1.4. General Safety Instructions



Keep the machine away from potential sources of interference.

Do not expose the machine to direct sunlight, heat, dust or excessive humidity (use only in a clean food service environment).



RISK OF ELECTROCUTION

The power plug is the device used for disconnection in case of problems or emergency and it must be easily accessible at all times.

Only use the power cord provided with the machine.

Never use a machine which is damaged or has a defective power cord. With signs of damage, for example if there is a smell of burning or visible insulation damage, unplug the machine, immediately stop using it and contact your local service organisation.

The power cord must only be repaired by a service organisation appointed by the manufacturer.

Make sure that the cable is not near a hot surface.

Be careful to ensure that the power cord is not trapped and does not rub against sharp edges.

Repair, commissioning and service operations must only be performed by a service organisation appointed by the manufacturer.

Never open the machine, nor remove any parts except for the instructions specified in manuals (e.g. User Manual).

Only connect the machine to the electrical power sources specified and a power supply network provided with a protective earth.

Requirement for Australian deviation: disconnection incorporated in the fixed wiring is in accordance with AS/NZS 3000.

Do not immerse the appliance in water.

For Your Safety



RISK OF BURNS OR SCALDING

The hot water, steam, milk and coffee dispensed are hot. Avoid direct contact with the skin.

Always place a suitable cup under the outlet before dispensing products.

During automatic cleaning, hot cleaning solution and steam are released several times.

Keep hands and skin away from the outlets.



HOT SURFACE

If the machine is equipped with a cup-warming panel, this one can reach 60°C. Contact can cause burns in less than a second.



IRRITANT PRODUCTS

Everclean and Eversys cleaning ball should be considered potentially dangerous. When performing any operation on the machine, local safety regulations must be followed. It is imperative to wear protective gloves and glasses when working with potentially dangerous materials.

For any other materials referred to in manuals (e.g. Everclean and Eversys cleaning balls) corresponding safety data sheets should be consulted before the first use, adequate protective measures should be applied and any applicable regulations should be followed.

Safety data sheets are available under the e'Support center (<https://support.eversys.com/hc/en-us>).



It is imperative to use only the products, accessories, spare parts and software specified in manuals (e.g. User Manual).



Except for cups, do not place anything on top or above the machine.

The machine is not suitable for installation in an area where a water jet or water spray might be used.

The machine must not be located on a surface that is sprayed or cleaned with a water hose, steam jets, steam cleaner, or similar equipment.

The machine must be placed and levelled on a horizontal, water-resistant, heatproof, and sturdy base capable of bearing its weight, see Technical data (page 27).

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-approved equipment. A minimum working space of 650 mm in front the coffee machine and overhead clearance of at least 250 mm above the bean hoppers are recommended. A clear height of 1000 mm for E'line, Enigma, Shotmaster and accessories, 950 mm for Cameo machines and accessories (with high feet) and 900 mm for Legacy, Cameo machines and accessories (with standard feet) from the top of the installation surface should be ensured. The height of the installation surface above the floor is at least 800 mm. If the coffee machine connections are to be run downwards through the counter, please make space for the lines, which can reduce the usable space below the coffee machine.

The machine is only to be installed in locations where its use and maintenance is restricted to trained personnel. Please refer to Personnel (page 132).

Only connect the machine to the mains in accordance with the information on the rating plate, see Rating plate of Cameo machines (page 19).

Adjustment of the frequency is automatic. No action is required.

The power cord must be in accordance with local regulations.

Voltage/current specifications are as listed in the table Electrical data and power overview of Cameo machines (page 29).



To connect the machine to the water mains, use only the original supplied hoses.

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

The requirement prior to initial commissioning checklist is available under the eSupport center (<https://support.eversys.com/hc/en-us>).

For Your Safety



Always switch off the machine at the main switch before undertaking cleaning tasks. Use only a damp cloth and protect the machine against permanent water projections.

Regular cleaning is mandatory in order to ensure problem-free operation of the machine and to ensure optimum coffee quality. Refer to method and frequency under Care (page 66).

Only use original Eversys cleaning products. Use of products that are not explicitly recommended by Eversys could damage the machine or void warranty.

It is forbidden to clean the machine with a water jet or a water spray.

Make sure to have your machine maintained at regular intervals to ensure safe and efficient performance. Refer to Maintenance.

Risk of spoiled food residue: if the machine is not cleaned regularly, milk and coffee residue may accumulate in the machine, clog the outlets or get into drinks. Clean the coffee machine and add-ons according to Cleaning plan for coffee machines and choco modules | powder units (options included) (page 67), Overview of cleaning on Cameo machines (page 69) and Overview of cleaning on C'choco machines (page 70).



People, including children, who, because of their physical, sensory or cognitive abilities, or due to their inexperience or lack of knowledge, are not able to use this machine safely, are not allowed to operate it unless under the supervision or on the order of a responsible person.

The machine is not suitable for children under the age of 8 years. Children above the age of 8 or persons who are challenged with respect to physical, sensory or mental abilities must never approach the machine alone and must always be supervised.

Children are not allowed to play with the machine.

Children are not permitted to perform any cleaning on the machine.



Do not put the machine or any of its component parts in the dishwasher.

Never use coffee beans treated with additives or caramelised.

In case of prolonged absence (short-term storage):

- switch off the machine using the main power switch.
- close the water tap.

1.5. Information for disposal

The disposal and/or recycling of materials must be performed in accordance with the legislation in force.

This machine and its accessories must be recycled.

Subject to separate collection of electric and electronic equipment and accessories for the purpose of recycling.

Electrical and electronic equipment may contain dangerous substances which constitute health and environmental hazards. The owner must return the device to its dealer or establish direct contact with an approved body for treatment and recovery of this type of equipment.

Symbol



Description

Separate collection of electric and electronic equipment.

This machine is marked in compliance with European Directive 2012/19/EU, Waste Electrical and Electronic Equipment (WEEE).



General symbol for recovery/recyclable.

1.6. Decommissioning and disposal

1.6.1. Packaging material

The packaging material (cardboard, PE plastic film, PE, PE-foam, EPS) must be recycled or disposed of according to the local regulations.

1.6.2. Removal of equipment

Disconnect the coffee machine from the power supply and water mains. If the coffee machine is hardwired, it must be disconnected by an authorised service agent.








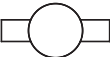


1.7. Special safety instructions and signs

Appropriate safety instructions are mentioned in the specific chapters. They should be observed in the same way as the general safety instructions contained in this chapter.






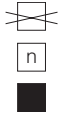


1.7.1. Signs on coffee machines

The following signs can be found on coffee machines. Associated warnings are explained in the table.

For Your Safety

Sign	Description	Explanation
	Caution, consult accompanying documents	-
	High voltage - Danger	ELECTROCUTION During maintenance work, always power off the machine using the main switch
	Burning - Danger	HOT SURFACE Contact may cause burns Do not touch!
	Corrosive product	CORROSIVE Causes severe burns Avoid contact with skin and eyes
	Main switch	Power ON
	Main switch	Power ON
	Main switch	Power OFF
	Main water inlet	Water tap open
	Main water inlet	Water tap closed
	Protective earthing	-

1.8. Packaging signs for coffee machines

Symbol	Description
	Fragile, handle with care
	Keep dry
	Keep upright
	Maximum and minimum humidity limit
	Maximum and minimum temperature limit
	Stacking limit by number Not to be vertically stacked higher than the specified number of items «n»
	Phytosanitary treatment of the pallet
	Serial Number

Description

2. Description

This chapter offers a general overview and presentation of the machine.

2.1. Identification

The machine is a super automatic coffee machine that automates the entire process of making a perfect Barista coffee drink. The coffee machine has numerous options.

An overview of your machine is illustrated in the following chapters. Please note that your machine may look different from the configuration shown in this manual.



The technical specifications, illustrations and dimensions contained in these instructions are given merely as an indication. They shall not give rise to any claim.

For any further information, please consult your local distributor or the manufacturer.

2.1.1. Key features of Cameo machines

Cameo model	C'2c/ Core	C'2s/ Core	C'2ms/ Core	C'2c/ Classic C'2c/ST	C'2s/ Classic C'2s/ST Cameo X (C'2s)	C'2ms/ Classic C'2ms/ST Cameo X (C'2ms)
Products at the same time	Up to 2	Up to 2	Up to 2	Up to 2	Up to 2	Up to 2
Cold coffee products	✓	✓	✓	✓	✓	✓
Powder products (machine option)	✓	✓	✓	✓	✓	✓
Hot water outlet (machine option)	-	-	-	✓	✓	✓
Auto adjustable Americano temperature (machine option)	-	-	-	✓	✓	✓
Auto adjustable hot water temperature (machine option)	-	-	-	-	✓	✓
Steam products (steam wand) (machine option)	-	✓	-	-	✓	✓
Everfoam (e'Foam)	-	-	✓	-	✓	✓
Milk system with EMT (Electronic Milk Texturing)	-	-	✓	-	-	✓
1.5-Step (machine option)	-	-	-	-	-	✓
e'Levelling	✓	✓	✓	✓	✓	✓
Front LED	-	-	-	✓	✓	✓
PowerPlus (5.6 kW steam boiler power)	-	-	-	✓	✓	✓
Bean hopper level alert	-	-	-	✓	✓	✓
CCI CSI API Connection	-	-	-	✓	✓	✓
e'Connect (Telemetry)	✓	✓	✓	✓	✓	✓
Tempest (option for Classic only)	✓	✓	✓	✓	✓	✓
Earth (option for Classic only)	-	-	-	✓	✓	✓
Raw (ST only)	-	-	-	✓	✓	✓

Description

Cameo model	C'2c/ Core	C'2s/ Core	C'2ms/ Core	C'2c/ Classic C'2c/ST	C'2s/ Classic C'2s/ST Cameo X (C'2s)	C'2ms/ Classic C'2ms/ST Cameo X (C'2ms)
10 th anniversary (Cameo X only)	-	-	-	-	✓	✓

2.1.2. Key features of choco modules | powder units

Model	C'choco/Classic	E'choco/Classic E'choco/ST
Setup on the left side of the coffee machine	✓	✓
Door locking system	✓	✓
Lockable lids (machine option)	✓	✓
One choco outlet	✓	✓
Two choco outlets (machine option)	-	✓
Tempest (option for Classic only)	✓	✓
Earth (option for Classic only)	✓	✓
Charcoal (ST only)	-	✓

2.1.3. Cameo machines range (visuals)

2.1.3.1. Classic (Tempest)



2.1.3.2. Classic (Earth)



2.1.3.3. Super Traditional (Raw)



2.1.3.4. Cameo X (Limited edition)



2.1.4. C'choco machines range (visuals)

2.1.4.1. Classic (Tempest)



Description

2.1.4.2. Classic (Earth)



2.1.5. Correspondence table on machine types and article numbers of Cameo machines





Machine name	Machine type	Article Number (SAP)
C'2c/Classic	C'2ct	0E10000001
C'2s/Classic	C'2	0E10000002
C'2ms/Classic	C'2m	0E10000003
C'2c/Core	C'2ct	0E10000009
C'2s/Core	C'2	0E10000008
C'2ms/Core	C'2m	0E10000007
Cameo X (C'2s)	Cameo X	0E10000006
Cameo X (C'2ms)	Cameo X	0E10000004
C'2c/ST	C2ct-2021	0E10000012
C'2s/ST	C2s-2021	0E10000011
C'2ms/ST	C2m-2021	0E10000010

2.1.6. Correspondence table on machine types and article numbers of Cameo accessories

Machine name	Machine type	Article Number (SAP)
C'choco/Classic	C'choco	AE10000042
C'cup heater/Classic	C'cuph	AE10000043
C'fridge beneath	C'fridge H	7400106518
C'fridge beside/Classic	C'fridge V	AE10000041

2.1.7. Rating plate of Cameo machines

The rating plate (type plate) is located behind the left bean hopper.











		
S/N: 00998300 20141 C0009		
Machine Type	: C*2m (Commercial Coffee Maker)	
Manufacture Date	: 20/20 (ww/yy)	
Voltage (main)	: 3/N/PE, 380-415V~, 50/60Hz	
Power (main)	: 8100W (5x1.5mm²), 16A (fuse)	
Voltage (secondary)	: -	
Power (secondary)	: -	
	Coffee	Steam
Water capacity	: 0.8l	1.6l
Max. operating pressure	: 1.0MPa	0.2MPa
Water inlet pressure	: 0.25-0.4MPa	
<div><div></div><div>E500866</div></div>		
Eversys S.A. Ecoparc de Daval A2 3960 Sierr Switzerland		
Tel.: +41 (0)27 3052121 / www.eversys.com		Made in Switzerland

Please copy the following information from the identification label in the fields below:

Machine Type

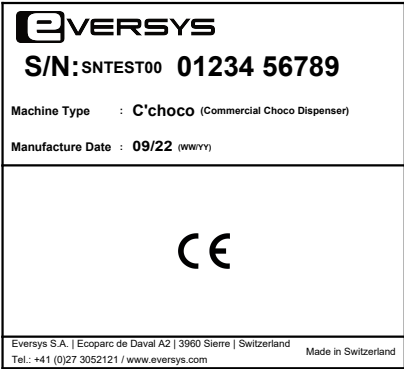
Serial Number (SN)

Description

Symbol	Description
	Serial Number
	EC (CE) Mark (European Union)
	VDE GS Mark (European Union)
	UL Certification Marks (Canada and United States)
	NSF Marks (North America)
	CMIM Mark (Morocco)
	EAC Mark (Russia)
	UKCA Mark (United Kingdom)
	PSE mark (Japan)
	KC mark (South Korea)

2.1.8. Rating plate of C'choco machines

The rating plate (type plate) is located behind the front door on the left panel.



Please copy the following information from the identification label in the fields below:

Machine Type

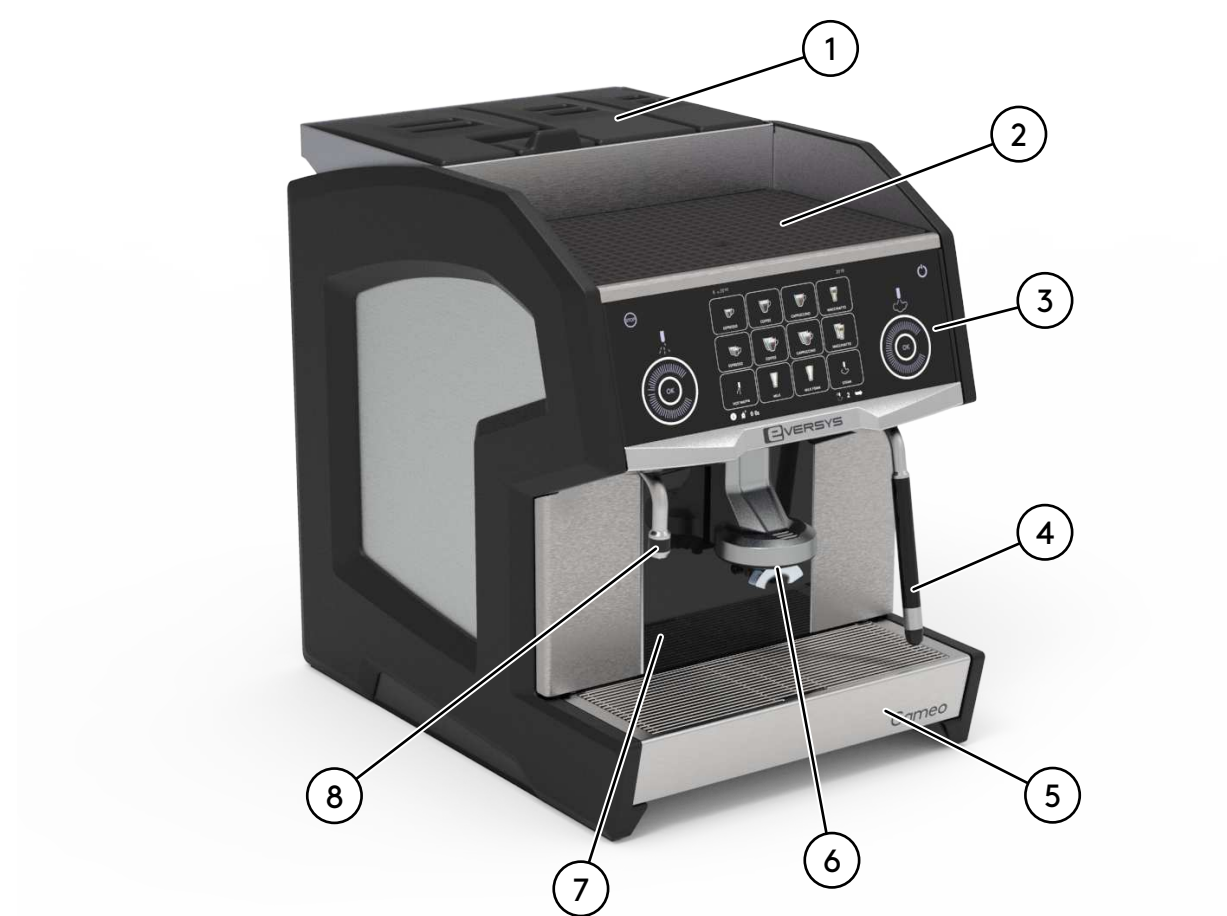
Serial Number (SN)

Symbol	Description
	Serial Number
	EC (CE) Mark (European Union)
	CMIM Mark (Morocco)
	EAC Mark (Russia)
	UKCA Mark (United Kingdom)

2.2. Overview

Description

2.2.1. Overview of Cameo machines

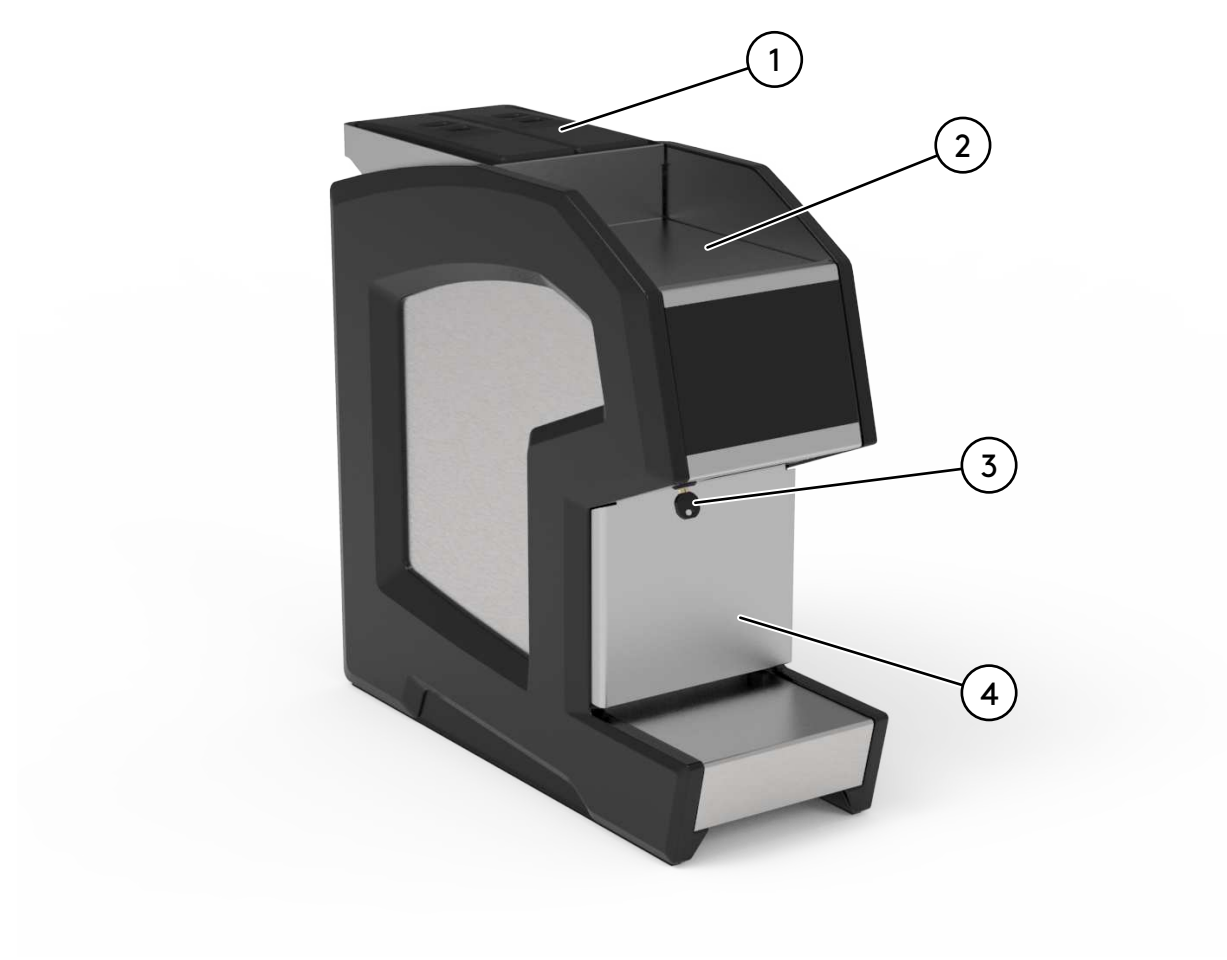


(1)	Bean hoppers and cleaning balls access (page 26)	(5)	Drip tray (main power switch access (page 25))
(2)	Cup heater panel (up to 50 espresso cups)	(6)	Coffee outlet
(3)	Touch screen (page 36)	(7)	Front panel (service engineer access)
(4)	1.5-Step (other options are available)	(8)	Hot water outlet (other options are available)



For more information, refer to Options (page 118).

2.2.2. Overview of C'choco machines



(1)	Powder containers	(3)	Door locking system
(2)	Cups storage (no heating)	(4)	Door

For more information, refer to Options (page 118).


Description

2.2.3. Access to the main switch and the water inlet on Cameo machines



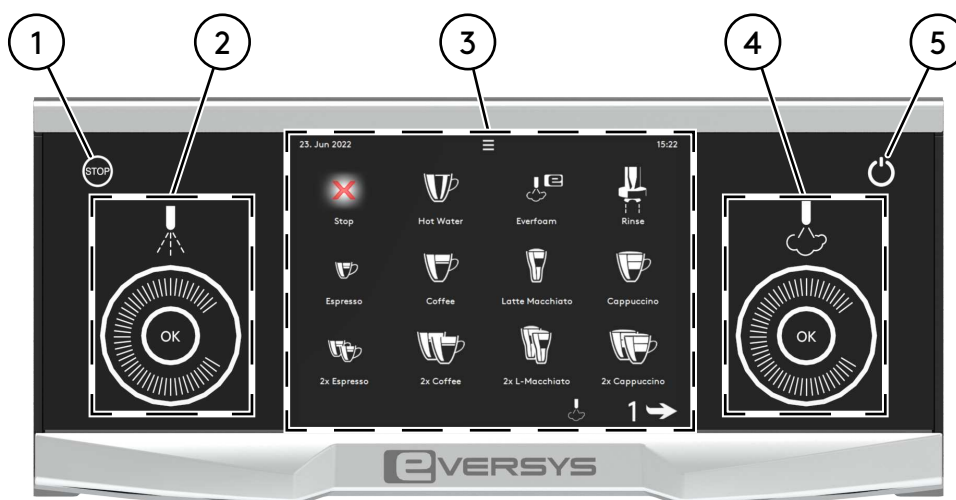
(1)	Grounds drawer (removed)	(3)	Water inlet
(2)	Main power switch (see Switch on a machine (page 44))		

2.2.4. Touch screen overview (15.7" / 400 mm)



The display of products and buttons depends on the settings.
Illustrations show software V3.17.
Illustrations show monochrome style.

The touch screen and the graphical user interface are touch sensitive.

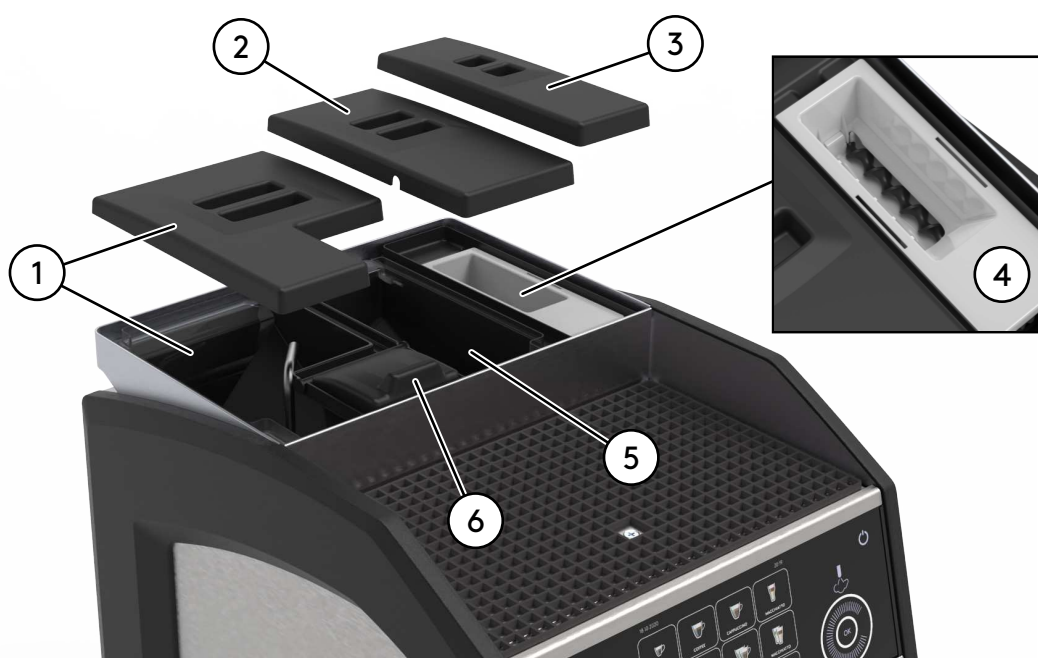


- | | | | |
|-----|--|-----|--|
| (1) | Stop touch button (page 52) | (4) | Steam wheel selector and/or button (page 51) |
| (2) | Hot water wheel selector and/or button (page 50) | (5) | Standby button (page 45) |
| (3) | Graphical User Interface (GUI (page 131))
(products may vary according to settings and machine model, see Software (page 36)) | | |



Display of the stop and standby buttons also depend on the settings.
For more information, refer to User Rights (page 136).

2.2.5. Top view (bean hopper) of Cameo machines



Description

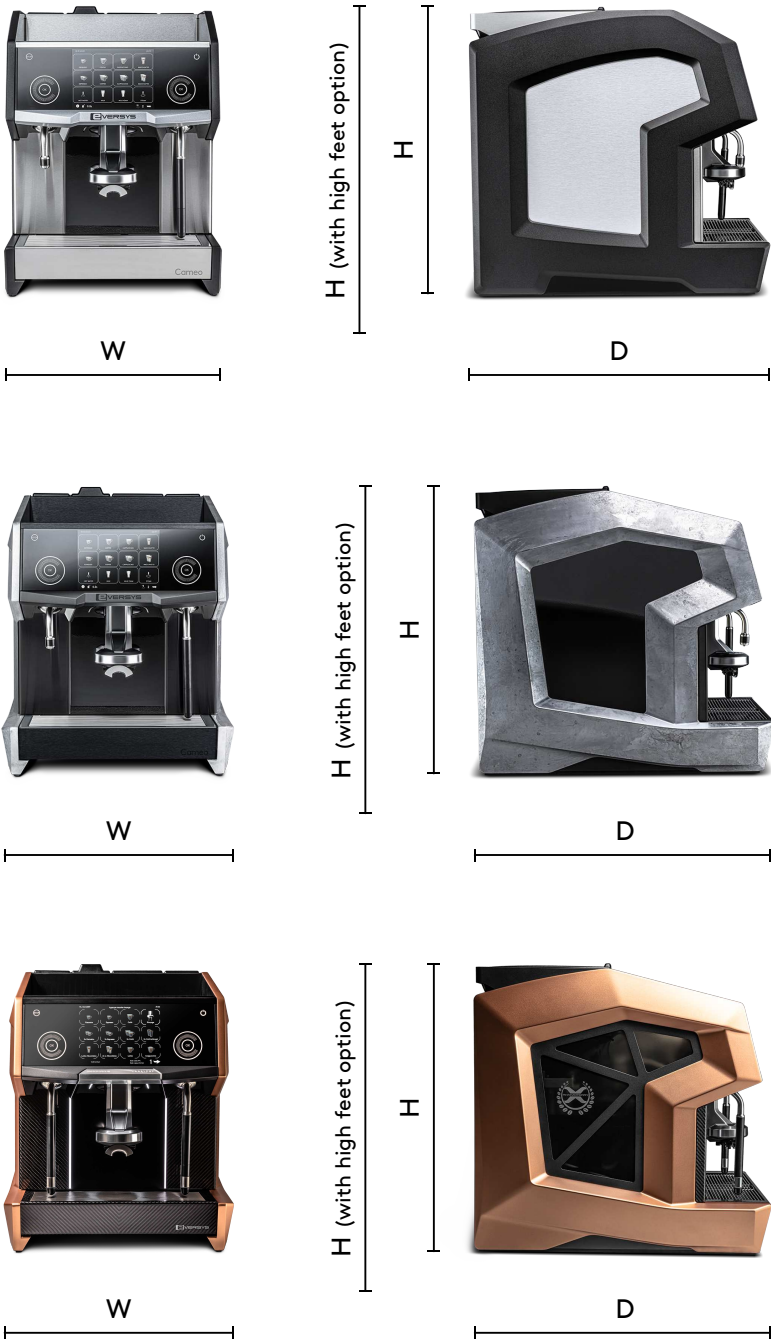
(1)	Bean hopper with lid (Left position)	(4)	Coffee cleaning balls dispenser
(2)	Bean hopper lid (Right position)	(5)	Bean hopper (Right position)
(3)	Coffee cleaning balls dispenser lid	(6)	Powder chute (e.g. for speciality coffee)



For more information, refer to Options (page 118).

2.3. Technical data

2.3.1. General technical data of Cameo machines



Description

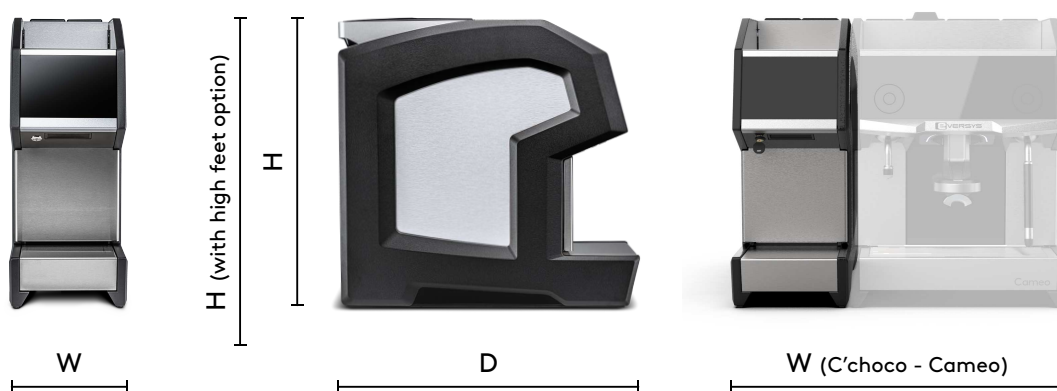
Description	C'2c	C'2s	C'2ms Cameo X
Weight - Classic line	53 kg	60 kg	62 kg
Weight - Super Traditional line	58 kg	65 kg	67 kg
Dimensions - Classic line (W x H x D)	430 x 580 x 600 mm (16.9 x 22.8 x 23.6 in)		
Dimensions with high feet option - Classic line (W x H x D)	430 x 630 x 600 mm (16.9 x 24.8 x 23.6 in)		
Dimensions - Super Traditional line (W x H x D)	470 x 580 x 600 mm (18.5 x 22.8 x 23.6 in)		
Dimensions with high feet option - Super Traditional line (W x H x D)	470 x 630 x 600 mm (18.5 x 24.8 x 23.6 in)		
Brew chamber	1 x 24 g		
Grinder	2 x Ceramic burrs - 64 mm		
Display	1 x Touch screen 400 mm (15.7") - 800 x 600 px		
Bean hopper	2 x 1.2 kg 1 x 2.4 kg (option not available on Core line)		
Coffee outlet height*	Max. 165 mm		
Hot water outlet height*	145 mm 195 mm (option not available on Core line)		
Interfaces	1 x USB, 1 x SD-Card, 1 x Ethernet, 1 x CCI/CSI		
Cup heater	Up to 50 espresso cups (no heating on Core line)		
Coffee boiler	0.8 L		
Steam boiler	1.6 L		
Grounds drawer	400 g		

*measured from the drip tray



For more information, refer to Options (page 118).

2.3.2. General technical data of C'choco machines (machine option)



Description

Description	C'choco
Weight	23 kg
Dimensions (W x H x D)	230 x 582 x 600 mm (9 x 22.9 x 23.6 in)
Dimensions with high feet option (W x H x D)	230 x 632 x 600 mm (9 x 24.9 x 23.6 in)
Width of C'choco - Cameo (W)	660 mm (26 in)
Powder containers	2 x 1.5 kg
Hardware configuration	Cameo pre-configuration necessary
Mechanical configuration	Cameo with C'choco predisposition, coffee outlet V2 (metal) and CPU V2
Software	v2.5x and higher
Power consumption	-
Door locking system	Key
Installation specifications	Only setup on the left side of the Cameo For use with Cameo machines only

2.3.3. Performance



Performance depends on cup size and machine settings.

2.3.4. Electrical data and power overview of Cameo machines



The power cord must be in accordance with local regulations.

Adjustment of the frequency is automatic. No action is required.

2.3.4.1. General information

Description	C'2c C'2s C'2ms
Frequency	50/60 Hz
Power consumption (standby mode)	< 2W

2.3.4.2. Core line power supplies

Asia	C'2c/Core	C'2s/Core	C'2ms/Core
2/PE, 200V~, 50/60Hz, 12A - JA	1900 W	2100 W	2100 W
2/PE, 200V~, 50/60Hz, 30A - JA	-	6000 W	6000 W
3/N/PE, 200V~, 50/60Hz, 20A - JA	-	4300 W	4300 W
1/N/PE, 220V~, 60 Hz, 16A - KO	2300 W	2600 W	2600 W
1/N/PE, 220V~, 60Hz, 25A - KO	-	5200 W	5200 W
3/N/PE, 380V~, 60 Hz, 16A - KO	-	7500 W	7500 W
1/N/PE, 220-240V~, 50/60 Hz, 16A - ZH	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A - ZH	-	5600 W	5600 W
1/N/PE, 220-240V~, 50/60 Hz, 25A-Ext. - ZH	-	-	5600 W

Europe

	C'2c/Core	C'2s/Core	C'2ms/Core
1/N/PE, 220-240V~, 50/60 Hz, 16A	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A	-	5600 W	5600 W
1/N/PE, 220-240V~, 50/60 Hz, 25A-Ext.	-	-	5600 W

Middle East

	C'2c/Core	C'2s/Core	C'2ms/Core
1/N/PE, 220-240V~, 50/60 Hz, 16A	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A	-	5600 W	5600 W
1/N/PE, 220-240V~, 50/60 Hz, 25A-Ext.	-	-	5600 W

North America

	C'2c/Core	C'2s/Core	C'2ms/Core
2/PE, 208V~, 60Hz, 15A	2100 W	2300 W	2300 W
2/PE, 208V~, 60 Hz, 30A	-	4300 W	4300 W

Oceania

	C'2c/Core	C'2s/Core	C'2ms/Core
1/N/PE, 220-240V~, 50/60 Hz, 16A	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A	-	5600 W	5600 W

Central and South America

	C'2c/Core	C'2s/Core	C'2ms/Core
2/PE, 208V~, 60Hz, 15A	2100 W	2300 W	2300 W
2/PE, 208V~, 60 Hz, 30A	-	4300 W	4300 W
1/N/PE, 220-240V~, 50/60 Hz, 16A	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A	-	5600 W	5600 W

2.3.4.3. Classic and ST power supplies

Asia

	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST Cameo X
2/PE, 200V~, 50/60Hz, 12A - JA	1900 W	2100 W	2100 W
2/PE, 200V~, 50/60Hz, 30A - JA	-	6000 W	6000 W
3/N/PE, 200V~, 50/60Hz, 20A - JA	-	4300 W	4300 W
1/N/PE, 220V~, 60 Hz, 16A - KO	2300 W	-	-
1/N/PE, 220V~, 60Hz, 25A - KO	-	5200 W	5200 W
3/N/PE, 380V~, 60 Hz, 16A - KO	-	7500 W	7500 W
1/N/PE, 220-240V~, 50/60 Hz, 16A - ZH	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A - ZH	-	5600 W	5600 W
1/N/PE, 220-240V~, 50/60 Hz, 25A-Ext. - ZH	-	-	5600 W
3/N/PE, 380-415V~, 50/60Hz, 16A - ZH	-	8100 W	8100 W

Description

Europe	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST Cameo X
1/N/PE, 220-240V~, 50/60 Hz, 16A	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A	-	5600 W	5600 W
1/N/PE, 220-240V~, 50/60 Hz, 25A-Ext.	-	-	5600 W
3/N/PE, 380-415V~, 50/60Hz, 16A	-	8100 W	8100 W
3/PE, Δ 220-230V~, 50/60Hz, 20A - BE/NO	-	5600 W	5600 W
Middle East	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST Cameo X
1/N/PE, 220-240V~, 50/60 Hz, 16A	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A	-	5600 W	5600 W
1/N/PE, 220-240V~, 50/60 Hz, 25A-Ext.	-	-	5600 W
3/N/PE, 380-415V~, 50/60Hz, 16A	-	8100 W	8100 W
North America	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST Cameo X
2/PE, 208V~, 60Hz, 15A	2100 W	2300 W	2300 W
2/PE, 208 V~, 60Hz, 30A	-	4500 W	4500 W
Oceania	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST Cameo X
1/N/PE, 220-240V~, 50/60 Hz, 16A	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A	-	5600 W	5600 W
3/N/PE, 380-415V~, 50/60Hz, 16A	-	8100 W	8100 W
3/PE, Δ 220-230V~, 50/60Hz, 20A	-	5600 W	5600 W
Central and South America	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST Cameo X
2/PE, 208V~, 60Hz, 15A	2100 W	2300 W	2300 W
2/PE, 208 V~, 60Hz, 30A	-	4500 W	4500 W
1/N/PE, 220-240V~, 50/60 Hz, 16A	2500 W	2800 W	2800 W
1/N/PE, 220-240V~, 50/60 Hz, 25A	-	5600 W	5600 W

2.3.5. Water specifications of Cameo machines

2.3.5.1. Technical data

Description	C'2c C'2s C'2ms
Inlet hose	1 x inox braided pipe G3/8" female x 2 m
Drain hose	1 x Hose (Ø 22 mm x Ø 16 mm x 2 m)
Flow rate	> 140 L/h (> 2.4 L/min)
Pressure	2.5 - 4 bars (36.3 - 58 psi)



If the pressure exceeds 4 bars (58 psi), it is necessary to install a pressure reducer.

2.3.5.2. Water quality recommendation

Description	C'2c C'2s C'2ms
Carbonate hardness	max. 6° dKH (107 ppm)
pH value	ideal 7.0 - 7.2
Total hardness	5 - 8° dGH (89-142 ppm)

2.3.6. Environmental conditions for coffee machines



Do not use the machine outside of the defined ranges of environmental conditions.

Description	Coffee machines
Operating temperature	10 to 32 °C
Relative humidity (RH), no condensing (storage, transport and operating)	5 to 80 % RH
Transient over-voltage	Category II

2.3.7. Environmental conditions for choco modules | powder units



Do not use the machine outside of the defined ranges of environmental conditions.

Description	C'choco E'choco
Operating temperature	10 to 32 °C
Storage & transport temperature	-10 to 50 °C
Relative humidity (RH), no condensing (storage, transport and operating)	5 to 80 % RH
Transient over-voltage	Category II

Description

2.4. e'Connect (Telemetry)

This leading-edge telemetry system allows you to track and process live data from anywhere in the world, to control consistency and performance, ensuring transparency, optimise service maintenance and generate statistics. It is possible to provide dashboards to enable you to converge data into simple reporting.

Specific user rights are necessary to access the telemetry system.



Contact your service organisation for more information.

2.5. Coffee process flow

Depending on the process/product, the system will take suitable quantities of beans and grind them according to the product needs, supply them to the appropriate brew chamber and tamp according to settings. It will then brew and dispense the product according to your request.



1. **Grinding**

Eversys - designed ceramic burrs driven by a powerful yet quiet motor, whose heat is cleverly channelled away from the coffee beans, to maintain their quality, via a set of fans. Electronic control maintains consistency of product throughout the day, ensuring optimal extraction at all times.

2. **e'Levelling and tamping**

Automatic levelling is the ability to initiate a movement to the brewing chamber, create a vibration which enables the powder in the chamber to spread more evenly, which leads to a better, more consistent extraction. This movement is a replica of what the barista does-tap the portafilter.

Tamping a 24 gram brewing chamber to facilitate single cycle large beverages is controlled by electronic tamping to guarantee consistent quality.

3. **Temperature control**

A dedicated coffee boiler, separated from the water/steam boiler, ensures productivity and temperature control, essential parts of in-cup quality.

4. **Brewing**

Reverse gravity extraction vertical infusion optimises powder efficiency as the espresso is produced.

5. **Milk frothing**

Milk is frothed with steam and air in the one-step system, promoting flavour as well as texture, mirroring the Barista experience.

6. **Dispensing**

All products are pre-programmed to be dispensed in a consistent and efficient manner, placing seamless productivity and quality at the forefront of the customer experience.

2.6. Cleaning process flow

Eversys coffee machines are designed to be thorough and easy to clean.

During the day, automatic rinsing of the coffee outlets and spouts and brew groups can be programmed as required. E.g. after x minutes not used or after y products.

Daily machine cleaning of coffee system, milk system and choco system is:

- partially-automated with Everclean and takes around 10 minutes.
- partially-automated with milk cleaning tabs and take around 18 minutes.
- fully automated with milk cleaning balls and take around 10 minutes.

2.6.1. Coffee system

For cleaning the coffee system, Eversys offers coffee cleaning balls that are used on a daily basis.

On the Cameo, E'line, Enigma and Shotmaster, the coffee cleaning balls must be poured into a special container in the machine at least every two months (no manual addition of cleaning agent is necessary).

On the Légacy, the coffee cleaning balls container must be replaced in the machine at least every two months (no manual addition of cleaning agent is necessary).

2.6.2. Milk system

For cleaning the milk system, Eversys offers three cleaning solutions:

Description

- Everclean. It is used on a daily basis on Cameo, E'line, Enigma and Shotmaster. At the beginning of the cleaning cycle, it is necessary to add a set amount of Everclean (Eversys milk cleaner) in the Eversys cleaning tank and place the milk tube inlets into it.
- Milk cleaning balls. They are used on a daily basis on Legacy. The milk cleaning balls container must be replaced in the machine at least every month (no manual addition of cleaning agent is necessary).
- Milk cleaning tabs. They are used on a daily basis on Cameo, Enigma and Shotmaster. At the beginning of the cleaning cycle, it is necessary to add a set amount of milk cleaning tabs in the Eversys cleaning tank and place the milk tube inlets into it.

2.6.3. Choco system / Powder system

For the cleaning of the choco system, choco hoses and outlet are automatically rinsed with hot water during cleaning process. Some parts require cleaning under a water tap on a daily basis (during automatic cleaning) or weekly basis (manual cleaning).

For more information about procedures and operations, refer to:

- Automatic system cleaning procedure on Cameo machines and accessories (milk and choco module included) (page 71)
- Refill and visual check of the coffee cleaning balls dispenser (page 71)
- Empty and clean the powder container(s) (machine option) (page 87)
- Clean the choco outlet (machine option) (page 86)

3. Software

This chapter describes the machine software at a glance.



The display of products and buttons depends on the settings.

Illustrations show software V3.17.

Illustrations show monochrome style.

3.1. Using the touch screen

The machine software is operated with a touch screen.

- Press to click.
- Press top (to open the top layer).
- Press and hold to open login or e.g. start automatic cleaning.
- Slide to adjust settings.



Only use your fingers to select a product/press the touch screen.

3.2. Main screen

The main screen offers access to most of the software functions and coffee products.



A blinking button indicates that the user needs to perform an action.

The main screen may also display 15 buttons.

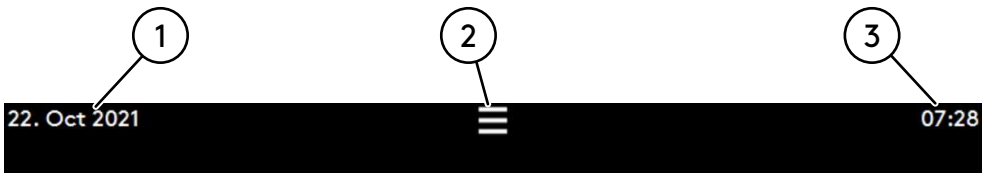


(1)	Product buttons (page 39)	(4)	Rinse button (page 45)
(2)	Product stop button (page 52)	(5)	Footer strip (page 37)
(3)	Header strip (page 37) or Top layer (page 37)		


Software

3.2.1. Header strip

The header strip is always visible except when the Rinse (page 45) top layer is displayed.

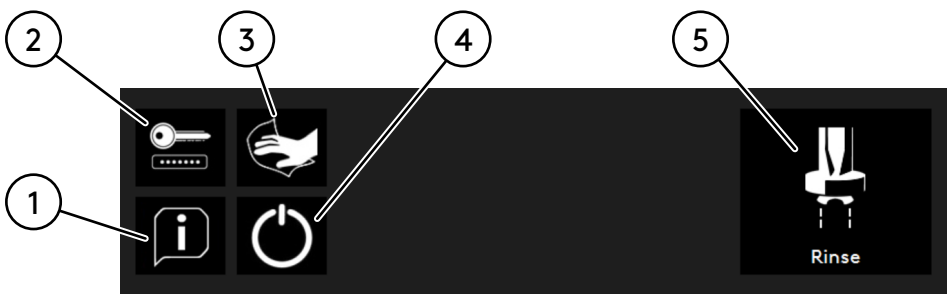


(1)	Date (day, month and year)	(3)	Time
(2)	Login access area (long press to open, see Access to login menu (page 55)) or press to open the Top layer (page 37)		

 To change the language, time zone and date, please refer to Display menu (page 60).

3.2.2. Top layer

The top layer is not visible except when the login access area is pressed (refer to Header strip (page 37)).



(1)	Info menu	(4)	Eco & Standby modes
(2)	Login access area (page 55)	(5)	Rinse button (page 45)
(3)	Clean the screen button (page 83)		




















3.2.3. Footer strip

The footer strip is always visible.



(1)	Decaf button	(5)	Grinder button (page 40)
(2)	Milk two button (press to select milk two)	(6)	Steam purge button (page 47)
(3)	Extraction time (seconds)	(7)	Product layer page # (press to access other products)
(4)	Warning message (page 90)		

3.3. Product buttons (default)

Product	Description	Product	Description
	Ristretto		Latte
	2 x Espresso		Cappuccino
	Coffee		Milk foam
	Coffee powder - Decaf (Special product)		Espresso macchiato
	Americano (long black)		Latte macchiato
	Coffee pot		Milk
	Filter coffee		Manual steam
	Hot water (Tea)		Auto steam
	Choco		Everfoam
			1.5-Step

3.4. Grinder button



Display of this button or password access depends on the settings. Default settings are limited to service engineer access (see User rights in the Display menu (page 140)).

The grinder button opens the **Grinder Adjustment** menu.



For more information about grinder adjustment, refer to Bean & Grinder menu (page 63).

3.5. Specific settings

Settings are done by the Eversys service organisation. If wishing to change factory parameters, make sure to go through the User Rights (page 136) with your service engineer during commissioning.

Commissioning

4. Commissioning

This chapter outlines the initial setup of the machine.

4.1. Initial commissioning



It is imperative to read the General Safety Instructions (page 8) and understand this manual before commissioning the machine. In case of unclear information, please contact your local service organisation.

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, acceptance of the standards quoted is to be checked by the legal entity or person who wishes to use the machine.



The machine weighs > 20 kg, two people are required to unpack, transport and/or lift it onto a flat stable table capable of bearing its weight.

Remove the access panel before lifting.



If using a forklift, hand stacker or any other manual lifting equipment, make sure to use it according to local regulations.



Your service organisation will put your machine in operation for the first time and instruct you on its operation.

Subsequent recommissioning, decommissioning or any service and repair operations will also be undertaken by your service organisation.

4.2. Requirement prior to initial commissioning

A few preparations are necessary before your service engineer can set up your machine. The following preparations must be carried out by a professionally qualified person.

4.2.1. Common for all machines

Description	OK	Issue
Flat and clean surface	<input type="checkbox"/>	
Clean environment	<input type="checkbox"/>	
Space above min. 250 mm (11.8 in)	<input type="checkbox"/>	
Stable table capable of bearing up to (machine only, consider extra weights like water, coffee beans, milk, cups, powder ...):	<input type="checkbox"/>	
<ul style="list-style-type: none"> • 25 kg (C'choco, C'fridge beneath, E'choco/Classic, E'cup heater/Classic) • 70 kg (Cameo, Légacy, E'2c, Shotmaster c) 		
Table height min. 800 mm (31.5 in)	<input type="checkbox"/>	
Separate electrical lines for each machine	<input type="checkbox"/>	
Electrical mains protected by RCD or RCCB	<input type="checkbox"/>	

Commissioning

4.2.2. Coffee machines

Description	OK	Issue
Countertop cutout, download here: https://bit.ly/3xT5TTM	<input type="checkbox"/>	
Water mains shutoff valve with a non-return valve (type EA or according to local regulation)	<input type="checkbox"/>	
Descaling cartridge or carbon filter as minimum	<input type="checkbox"/>	
Water pressure 2.5 - 4 bars (32.3 - 58 psi) (250 - 400 KPa)	<input type="checkbox"/>	
Pressure reducer (only if pressure is above 4 bars)	<input type="checkbox"/>	
Flow rate above 140 L/h (Cameo, Legacy)	<input type="checkbox"/>	
Water inlet 3/8" (AU and JA G 1/2)	<input type="checkbox"/>	
The drain hose must be connected to a siphon (input min. Ø 56 mm (Ø 2.2 in)	<input type="checkbox"/>	
Siphon input min. Ø 56 mm (Ø 2.2 in) according to EN 61770	<input type="checkbox"/>	
Machine installed with adequate back flow protection to comply with applicable federal, state or local plumbing codes	<input type="checkbox"/>	
Total hardness: 5 - 8° dGH (89-142 ppm)	<input type="checkbox"/>	
Carbonate hardness: Max. 6° dKH (107 ppm)	<input type="checkbox"/>	
pH value: ideal 7.0 - 7.2	<input type="checkbox"/>	
Chlorine (Cl) max. 10 mg/l	<input type="checkbox"/>	

5. Operation

This chapter presents how to start, stop and operate the machine.



It is imperative to read the General Safety Instructions (page 8) and understand this manual before making drinks with this machine. In case of unclear information, please contact your local service organisation.



The quality of the coffee depends on many factors, but it is most important of all to use fresh coffee beans and to regularly clean and service your machine according to Cleaning and maintenance operations (page 66).

Depending on machine model and options, features describe in this chapter may not be available. For more information, contact your service organisation.

The display of products and buttons depends on the settings.

Illustrations show software V3.17.

Illustrations show monochrome style.

5.1. Daily setup guidelines



The quality of the coffee depends on many factors, but it is most important of all to use fresh coffee beans and to regularly clean and service your machine according to Cleaning and maintenance operations (page 66).

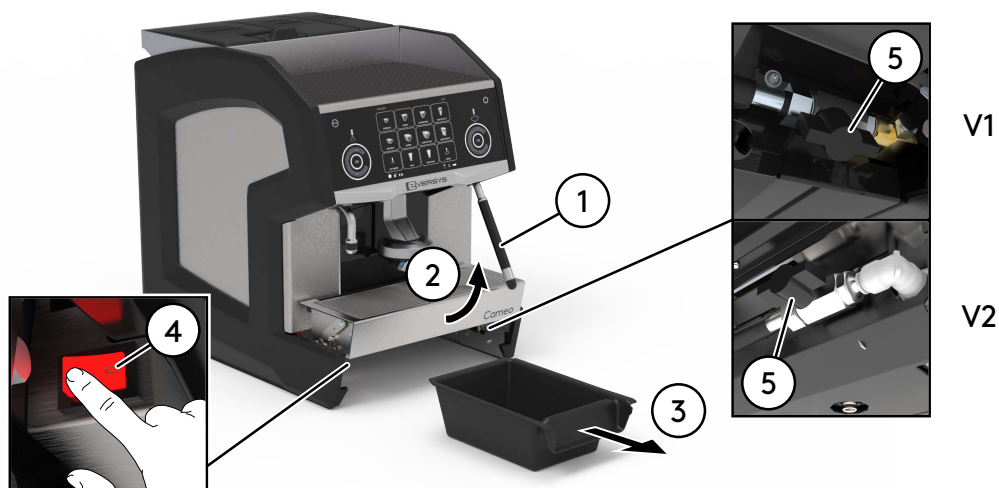
1. Switch on at the main power switch.
 - Or wake up (page 45) with the standby button.
2. If necessary, acknowledge errors (see Error message example (page 90)).
3. Press Rinse (page 45) to initialise startup.
4. Press Steam purge button (page 47) to initialise startup (machine option).
5. Empty and clean the grounds drawer (page 53).
6. Fill with fresh coffee bean (page 47).
7. Fill the powder containers (machine option) (page 48).
8. Fill the cups storing surface (page 49).
9. If necessary, fill with coffee cleaning balls (page 71).
10. Enjoy your drink!

5.2. Switch on a machine

1. Move the steam wand (1).
2. Lift the drip tray (2) and remove the grounds drawer (3).
3. Start the machine at the main power (4), switch to «1» or «I» (ON).
4. Check that the main water inlet tap is open (5).

Operation

- Put the grounds drawer back and push the drip tray back to its original position.



5.2.1. Standby (wake up)



Standby mode switches off all the functions like heating the boiler, the touch screen and the front lighting to save energy. It is possible to use this function to switch off, for instance overnight. Power usage is less than 2W.

If the machine is already switched on and in standby mode, press and hold (3s) the standby button (1) to power up.

5.2.1.1.



5.3. Rinse



The Rinse button dispenses hot water.

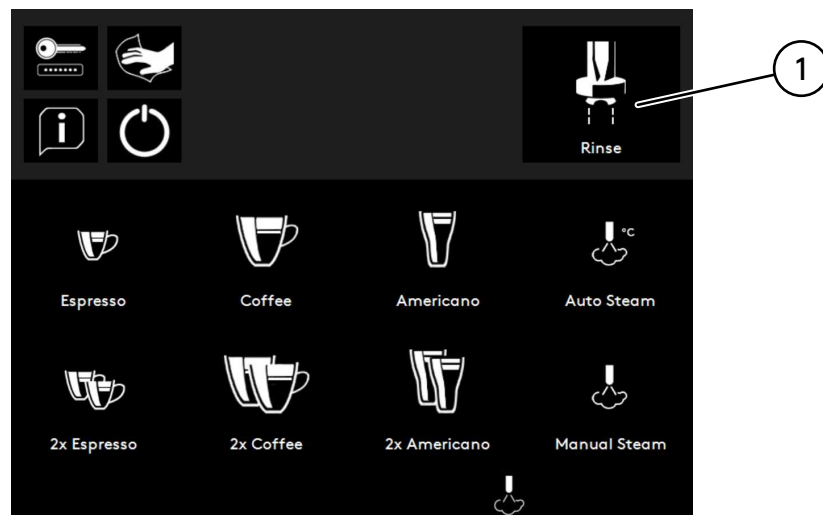
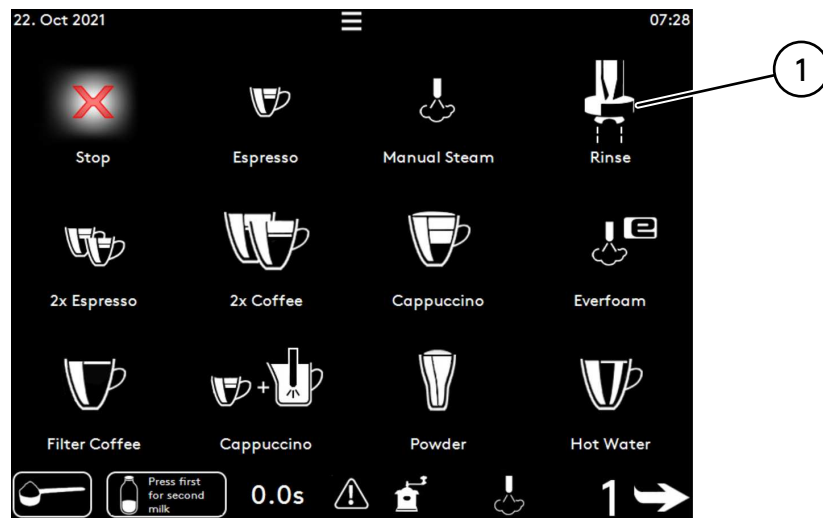


To Initialise the coffee machine, it is necessary to rinse after each startup. Each time a rinse is necessary this button will flash.

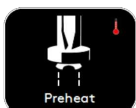
It is possible to rinse at any time by pressing the Rinse (1) button.



Depending on settings, the Rinse button will display either in the products area or on the Top layer (page 37). Refer to User rights in the Display menu (page 140).



5.3.1. Pre-heat rinse



Operation

After 10 min. idle mode (no drink is being made), a pre-heat rinse is requested by the machine if this function is activated.



To activate or deactivate this function, please contact your local service organisation.

5.3.2. Auto rinse

Rinsing is not a substitute for daily cleaning! Auto rinsing is necessary to remove residue build-up in the coffee and milk systems.

The coffee machine automatically rinses after certain time intervals as well as when it is switched ON or OFF.

5.4. Steam purge button



RISK OF BURNS OR SCALDING

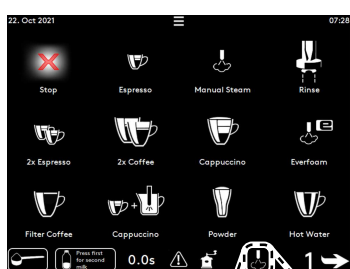
Caution hot steam! Do not touch!



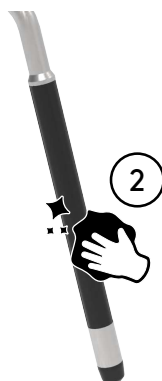
To initialise the coffee machine, it is necessary to press the blinking purge button after each start-up. Each time a purge is necessary this button will flash.

After every use of the steam wand (steam arm) it is necessary to wipe and purge it.

1. Press the blinking **purge** button on the main screen (1).
2. Wipe the steam wand with a damp cloth (2). Change cloths every day.
3. On the screen that displays, press **purge** (3).



1



2



3

5.5. Fill the coffee bean hoppers



Never try to reach into the grinder. Grinder burrs are sharp and may cause injury.

Ensure that no foreign object get into the bean hopper(s). The grinder may be blocked or damaged.



Only open bags of coffee beans with as much as you need for the day. Store coffee beans in a cool and dry place.

Never use coffee beans treated with additives or caramelised.

1. Remove the bean hopper lids (1).
2. Ensure the bean hoppers are open (locked).



When unlocked the bean hopper is loose, and it will not be possible to grind coffee (closed position).

3. Fill with fresh coffee beans.
4. Put the lids back to their original position.



5.6. Fill the powder containers (machine option)



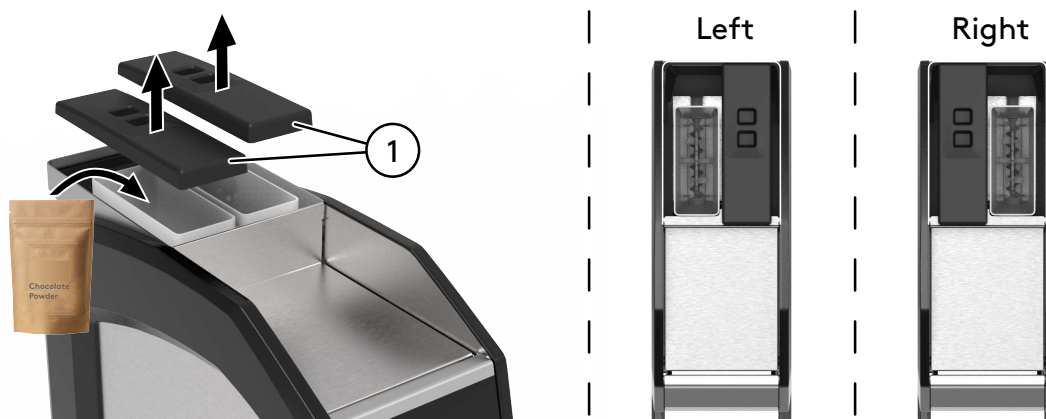
Never try to reach into the mixers. This may cause injury by pinching.



Only use powder suitable for automatic machine.

Ensure that no foreign object gets into the mixers. This may block or damage them.

1. Remove the cover(s) (1).
2. Fill with powder.
3. Put the lids back to their original position.



Operation

5.7. Fill the cups storing surface

- Fill the cups storing surface with cups.



5.8. Make a drink

It is not possible to outline all drink products in this manual. You can find an overview of the main products in the following chapters.

To change settings or display of the product buttons, refer to User rights in the Display menu (page 140).



All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

5.8.1. Adjust the coffee spout height

- Move the coffee spout (1) up or down to adjust it according to cup height.



Cup height:

Max. 165 mm



5.8.2. Dispense a single coffee product



All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

1. Adjust the coffee spout height (page 49).
2. Place a cup under the coffee outlet.
3. Press one of the single coffee products available (e.g. Espresso).



4. Wait for the product to dispense.

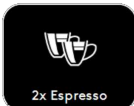
5.8.3. Dispense a double coffee product



All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

1. Adjust the coffee spout height (page 49).
2. Place two cups under the coffee outlet.
3. Press one of the double coffee products available (e.g. 2x Espresso).



4. Wait for the product to dispense.

5.8.4. Dispense a hot water product



Depending on machine settings and outputs available, the hot water product will be dispensed through the coffee outlet and/or the hot water outlet. For more information, contact your service organisation.

All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

1. Adjust the coffee spout height (page 49).
2. Place a cup under the coffee outlet or the hot water outlet.
3. Press the hot water product.



4. Wait for the product to dispense.

Operation

5.8.5. Dispense a product with steam

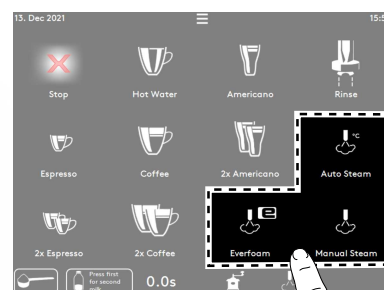
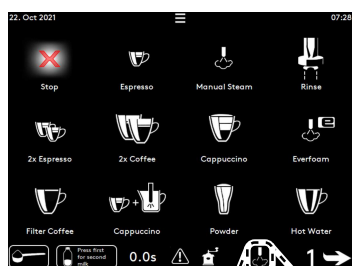


All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

Never leave the steam wand immersed in the pitcher if not used.

1. Before using the steam wand, press the purge button (page 47) to evacuate air from possible condensation.
2. Insert the steam wand in the milk frothing pitcher (filled to one third with fresh cold milk).
3. Press one of the steam buttons to dispense a steam product (e.g. to make milk foam or coffee art).
4. Wait for the product to dispense.
5. Purge and wipe the steam wand (page 47).



5.8.6. Dispense a powder coffee product (speciality coffee) (machine option)



Only add ground coffee in the powder chute!



All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

The display of products and buttons depends on the settings.

Depending on machine settings and outputs available, the hot water product will be dispensed through the coffee outlet and/or the hot water outlet. For more information, contact your service organisation.

Depending on settings, the speciality coffee button may not be displayed in the products area. For more information, refer to User rights in the Display menu (page 140).

1. Adjust the coffee spout height (page 49).
2. Place a cup under the coffee outlet.

3. Press the button with measuring scoop (1).
4. Press the desired product (2).
5. Open the powder chute lid and add one portion of ground coffee max. 20 g (3). Use espresso fine grind coffee for optimal in-cup quality.
6. Close the powder chute lid and press Continue to dispense the product.
7. Wait for the product to dispense.



5.8.7. Dispense a powder product (e.g. choco) (machine option)



All product buttons function as start/stop buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

1. Adjust the coffee spout height (page 49).
2. Place a cup under the coffee outlet.
3. Press one of the powder product (e.g. Choco).



4. Wait for the product to dispense.

5.9. Product stop



Depending on settings, the STOP button may not be displayed in the products area. Refer to User rights in the Display menu (page 140) for more information.

To stop dispensing of all products, press the stop button.



Operation

5.10. Empty and clean the grounds drawer



RISK OF BURNS OR SCALDING

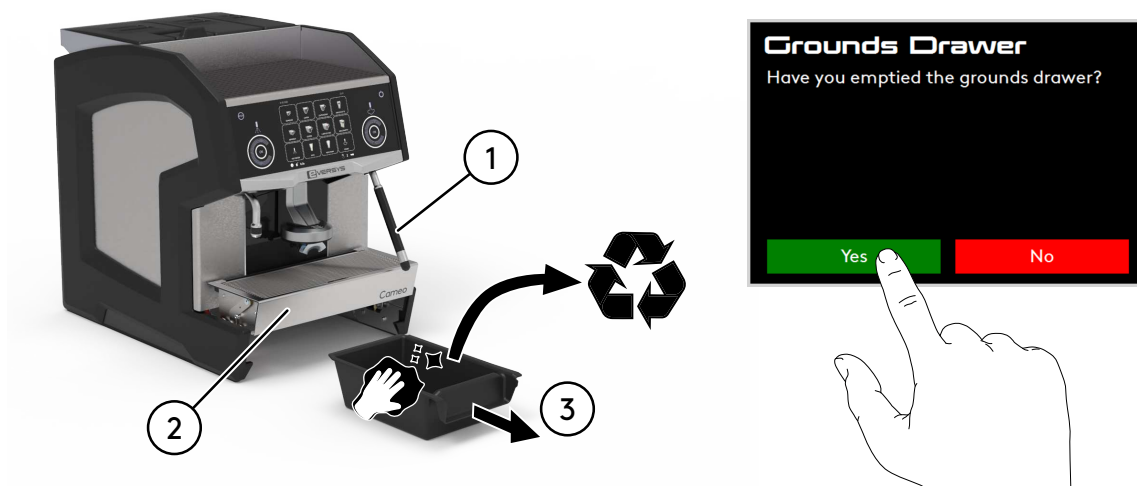
After first startup or during cleaning, the grounds drawer may contain hot water, empty it carefully.



Coffee grounds may be composted or recycled with organic waste.

Once the grounds drawer is full with coffee cakes, empty it according to the following steps and the instructions displayed.

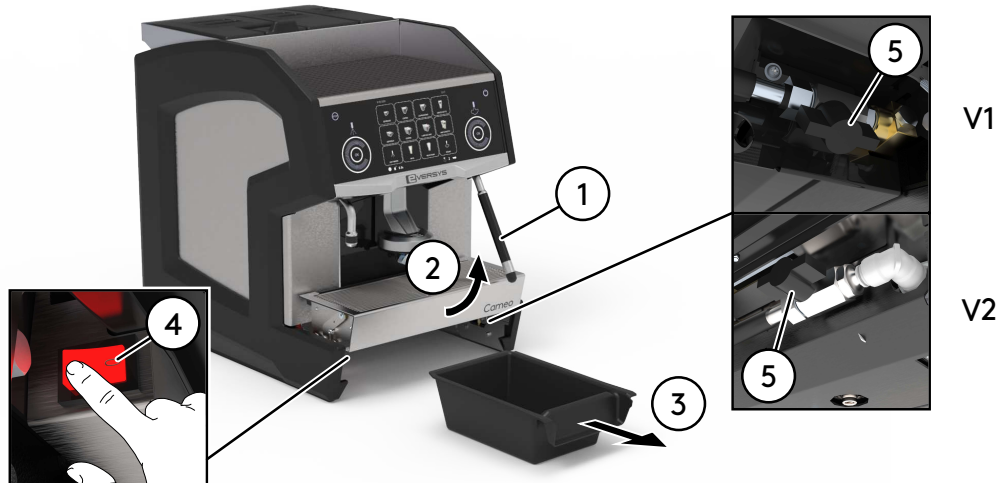
1. Move the steam wand (1).
2. Lift the drip tray (2) and remove the grounds drawer (3).
3. Empty the grounds drawer, clean and dry it.
4. Put the grounds drawer back and push the drip tray back to its original position.
5. Press **Yes** to acknowledge emptying of the grounds drawer (or **No** to cancel).



5.11. Switch off a machine

1. Move the steam wand (1).
2. Lift the drip tray (2) and remove the grounds drawer (3).
3. Empty the grounds drawer, clean and dry it.
4. Shut down the machine at the main power (4), switch to «0» (OFF).
5. On specific conditions (e.g. long term storage, actions on water pump ...), close the main water inlet tap (5).

- Put the grounds drawer back and push the drip tray back to its original position.



5.12. End of the day guidelines



To avoid odors and possibly sticky coffee and milk residues (which might also block the machine), make cleaning part of your daily end-of-the-day procedure.

This will ensure top quality coffee and smooth operation.

Procedure

- Clean according to the cleaning plan (page 67).
- Switch off (page 53) at the main power switch.
 - Or standby (page 45) with the **standby** button.
 - Or set standby (page 63) programming (with super user access).
- Have a nice evening ahead!

5.13. Emergency stop



Perform an emergency stop **ONLY** if the machine is completely stalled and does not respond to any command.

To shut down all functions, either:

- Switch off (page 53) at the main power switch.
- Unplug the power cord from the mains socket.



The machine must be located in such a manner that the main switch and power cord are accessible at all times.

The mains power socket must be located near the machine and must be easily accessible by the operator.

Settings Menu

6. Settings Menu

This chapter outlines User and Super user basic settings, programming and software adjustments.



Never give your password to untrained users. Incorrect entries or changes may reduce the quality of drinks.



The display of these chapters depends on your access level. Please refer to User Rights (page 136) for more information.

The display of products and buttons depends on the settings.

Illustrations show software V3.17.

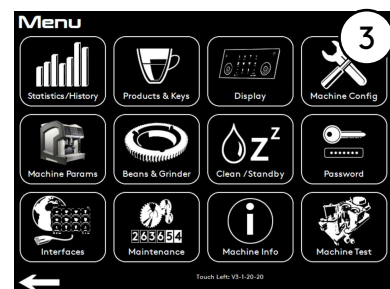
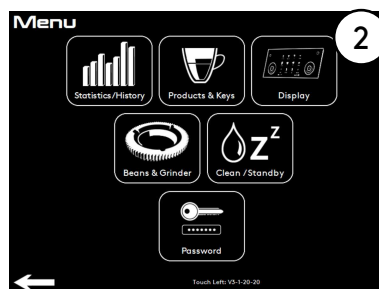
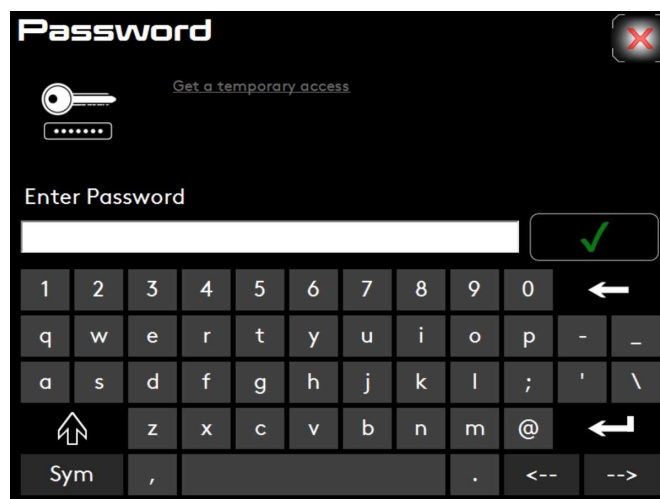
Illustrations show monochrome style.

6.1. Access to login menu



If you do not have a password, it is possible to request a temporary password. Press **Get a temporary access** and provide your service organisation with the number displayed.

1. Press and hold the **Login access area** (see Header strip (page 37)).
2. Type in your password to access the settings menu.



Settings Menu

1. **Menu** example with user access.
2. **Menu** example with super user access.
3. **Menu** example with advanced user access.

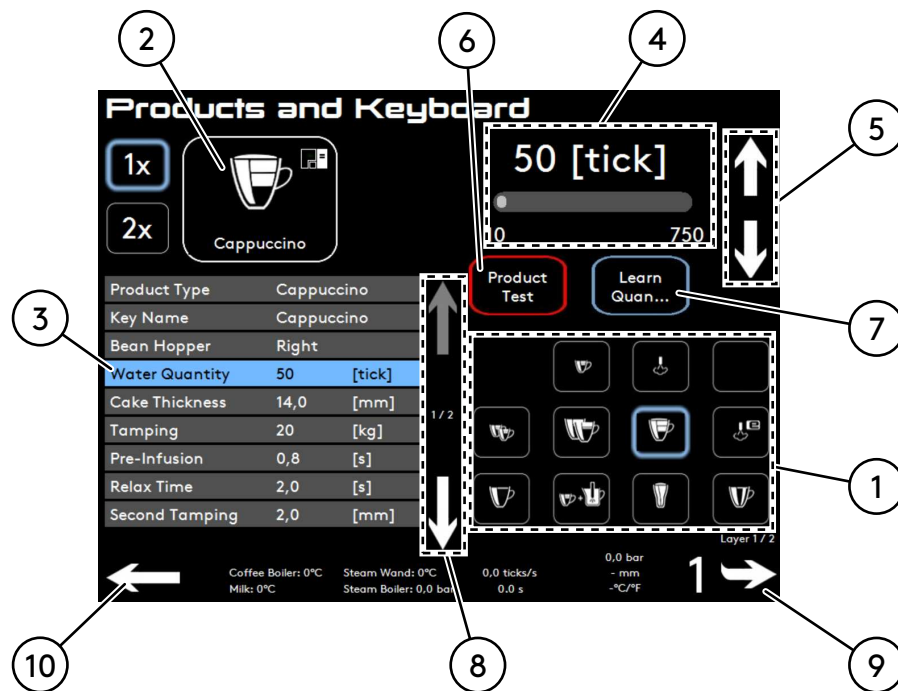


User access lets you view statistics (product counter) and cleaning history.

Super user access is a limited access for product settings, display, statistics and history functions.

Advanced user access is a full access.

6.2. Use of the software menu



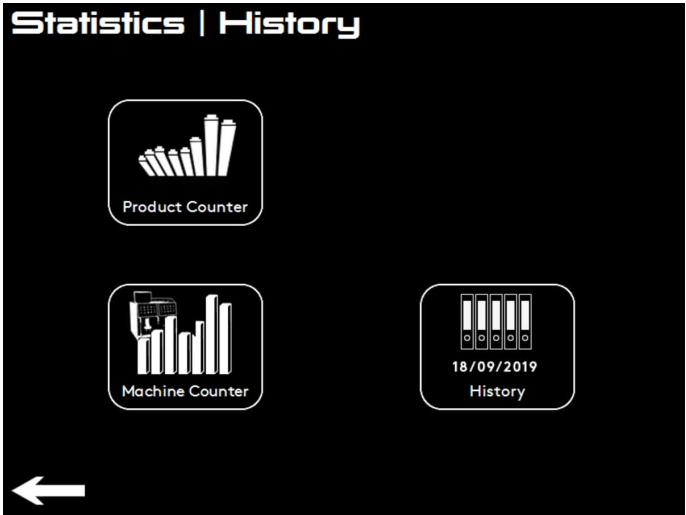
1. Select a product.
2. If needed, select another icon.
3. Press a sub-menu to display its settings.
4. Slider: Slide left or right to adjust settings.
5. Up/down keys: Use these arrows for fine adjustments.
6. **Product Test**, use this button to test the product and avoid going back to the main screen.
7. **Learn Quantity**, use this button to adjust the quantity of water or milk depending on the product.
8. Browse menu.
9. Browse layers.
10. Navigate to previous menu.

6.3. Statistic / History menu

This menu allows access to:

- Product Counter (page 57)
- Machine counter (advanced user access only)
- History (page 58) (Cleaning history)

Settings Menu



It is possible to reset counters if necessary.

6.3.1. Product counter menu



6.3.1.1. Product counter sub menu



6.3.2. History menu



6.3.2.1. History sub menu



6.4. Product & Keys menu (Manager access)



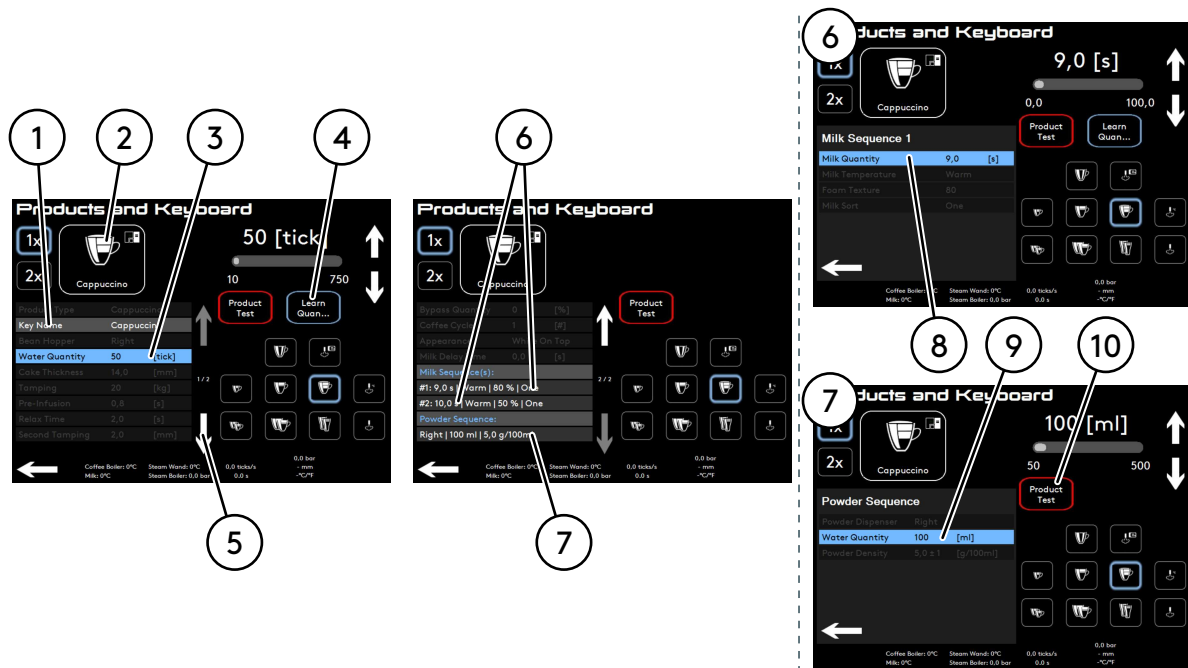
The hot water quantity is set in seconds when dispensed from the steam boiler and in ticks (controlled by the flowmeter) when it is dispensed from the coffee boiler.

Adjustment range is 0 to 1000 ticks. Ticks are approximately equal to ml.

The milk quantity is set in seconds. Adjustment range is 0 to 100 seconds.

With manager access it is possible to modify the following settings.

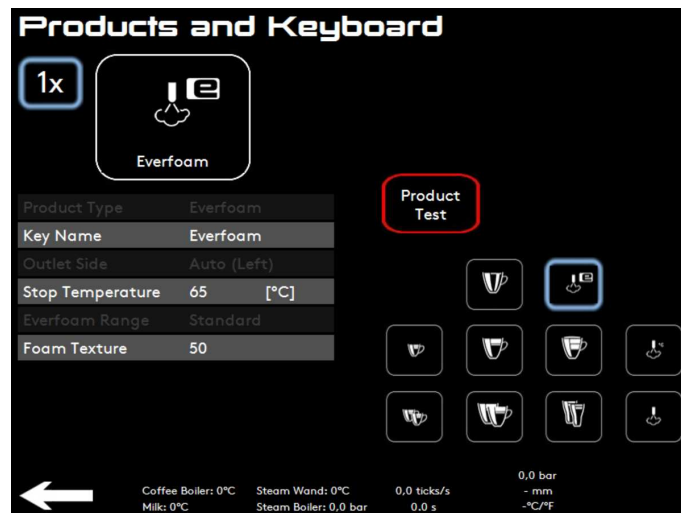
Settings Menu



1. **Key Name**, press to type in a new name (maximum 13 characters).
2. **Key Icon**, press to select another product picture.
3. **Water Quantity**, press to modify the number of ticks or seconds (adjust with the slider or up/down keys).
4. **Learn Quantity**:
 - a. Press **Learn Quantity** to dispense a coffee.
 - b. When the desired level is in the cup, press the same button to stop the drink. This memorises the number of ticks (or seconds).
5. Browse to the next menu.
6. Press one of the line under the **Milk sequence** to open available settings (only for milk products and if you have a fridge).
7. Press the line under the **Powder sequence** to open available settings (only for powder products and if you have a choco module or a powder unit).
8. **Milk Quantity** (only for milk products and if you have a fridge), press to modify the numbers of seconds or **Learn Quantity**.
9. **Water Quantity** (only for powder products and if you have a choco module or a powder unit), press to modify the quantity (in ml).
10. **Product test**
 Ensure that at least 6 beverages are run using **Product Test** to achieve the desired coffee and extraction time and that the grinder is delivering the correct amount of coffee for the set cake thickness.
 To adjust see Bean & Grinder menu (page 63).

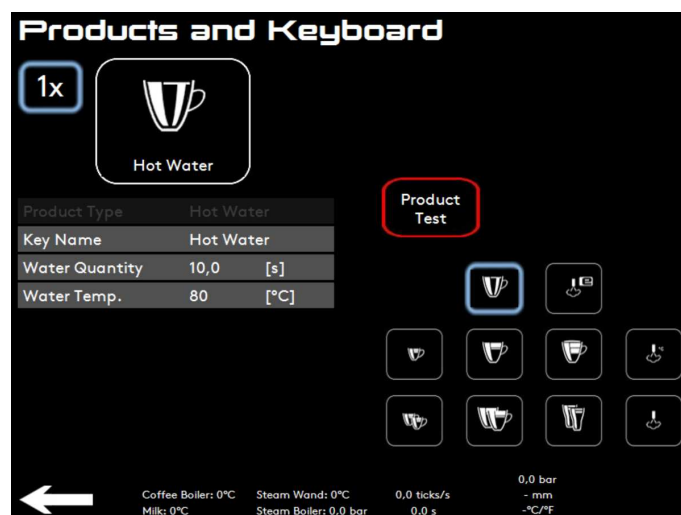
6.4.1. Everfoam and auto foam products

With these steam products it is possible to control the **Stop Temperature** and **Foam Texture**.



6.4.2. Hot water products

With hot water products it is possible to control the **Water Quantity** and **Water Temperature**.



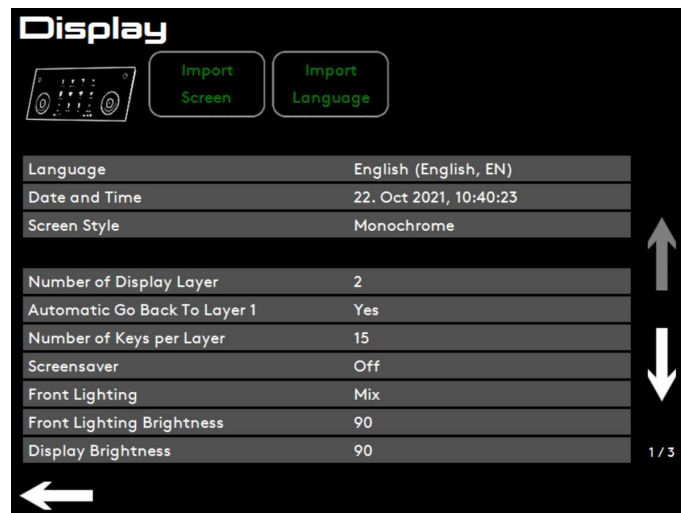
6.5. Display menu



If a required language is not available, please contact your service organisation.

With super user access it is possible to import and set a language, import new Screens and set the date, number of display layers, screensaver and front lightning.

Settings Menu

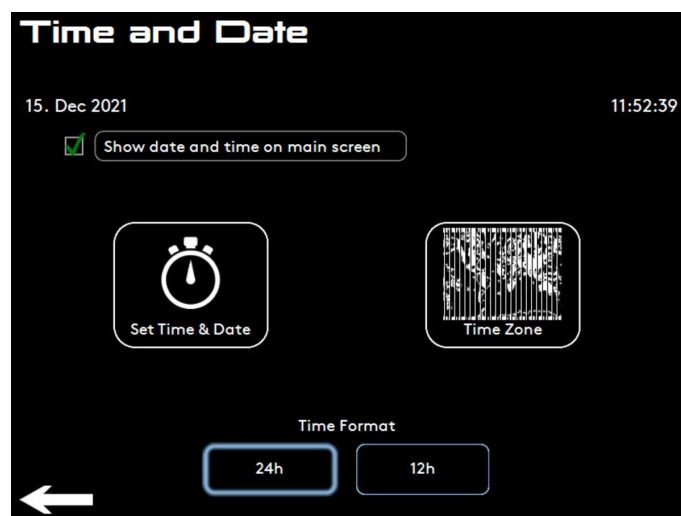


6.5.1. Set time and date

Follow the screen instruction. Set time and date if needed.

6.5.2. Time zone

Choose time zone to get correct daylight saving time.



6.5.3. Front lighting

- **Off:** no decorative light under front panel.
- **Select colour:** fixed colour under front panel.
- **Mix:** complete colour spectrum within 3 minutes.

6.5.4. Number of display layers

- 1 to 4 layers (up to 15 products per layer depending on settings).
- Maximum 62 product keys.

6.5.5. Import Screen menu

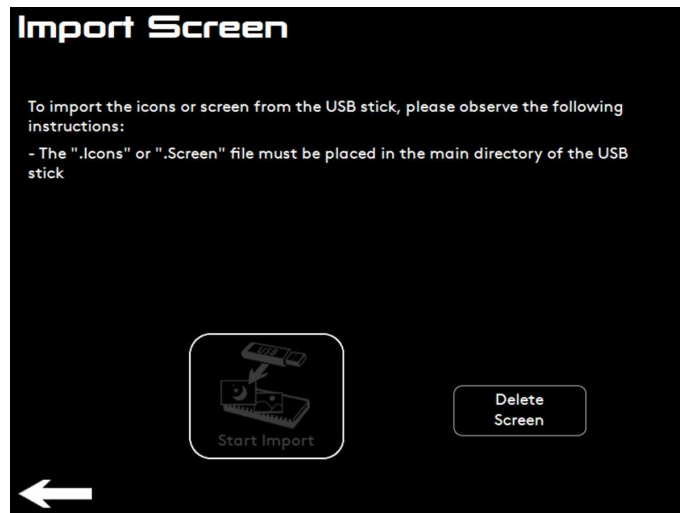


Store the ".screen" or ".icons" file in the main directory of the USB drive.

The button **Delete Screen** deletes all user defined icons.

Filetype: JPEG or PNG. Please note that the files must also respect specific conditions. Please contact your service organisation for more information.

Screens can be imported by pressing **Start Import**. Follow the instructions displayed.



6.5.6. Import Language menu



Store the ".Language" file in the main directory of the USB drive.

The button **Delete All Languages** removes all languages except for English.

Languages can be imported by pressing **Start Import**. Follow the instructions displayed.



Settings Menu

6.6. Bean & Grinder menu



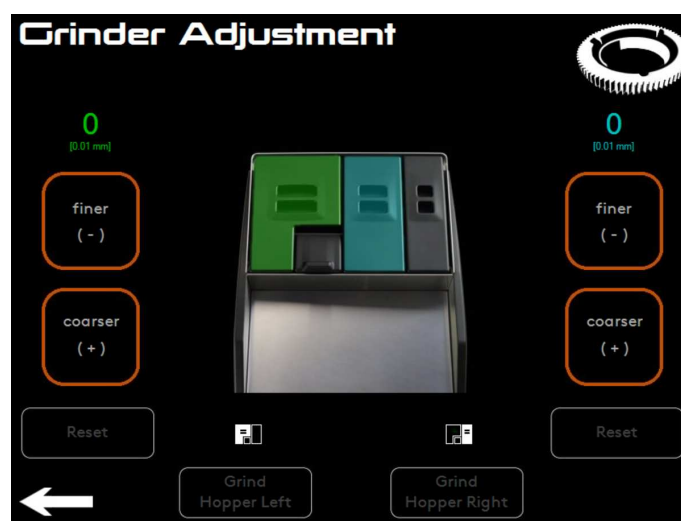
Display of this button of this screen depends on settings. Default settings are limited to service engineer access User rights in the Display menu (page 140).

From the **Grinder Adjustment** menu it is possible to manually adjust the grind size of the coffee powder by 1/100 mm.

- Press **finer** (-) or **coarser** (+) to adjust the grind size.

6.6.1. Cameo

Grind hopper left (green) or the **Grind hopper right** (blue) allow to test grinding of the coffee beans.



Adjust by setting the grinder either **finer** or **coarser** to increase or decrease the extraction time.

Average extraction time for two espressos at 25 ml each is 21 to 23 seconds.

6.7. Clean and Standby menu (Super user access)

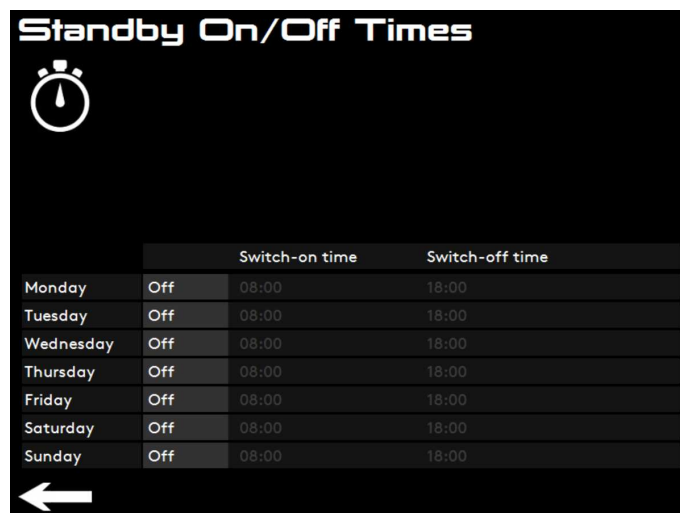
6.7.1. Standby after cleaning

- **No** (machine continues to work after cleaning).
- **Yes** (machine switches to standby mode after cleaning).



6.7.2. Standby On / Off times

Set time and choose the days. The machine will automatically switch on, rinse and heat up accordingly.



6.8. Password menu



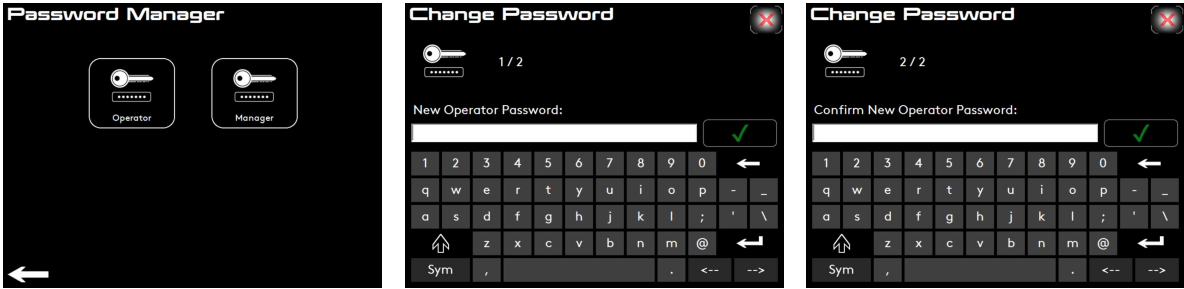
Never give your password to untrained users. Incorrect entries or changes may reduce the quality of drinks.



Make sure to remember the passwords.

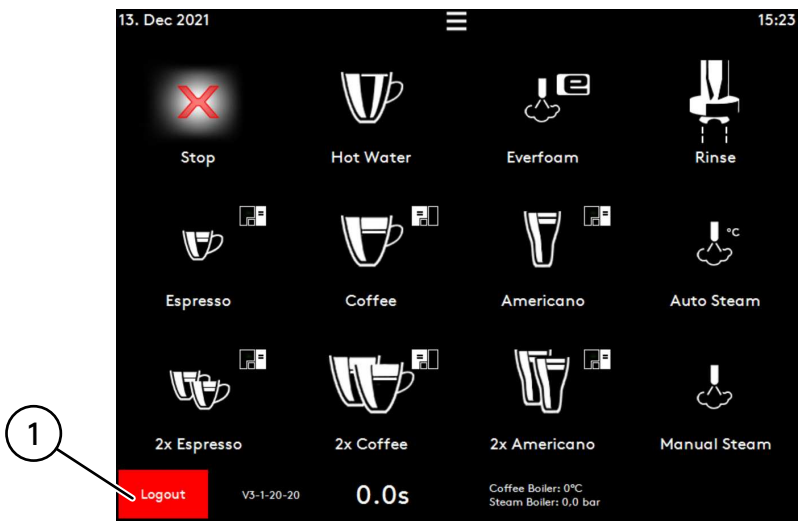
Two access levels are available. A password can be defined for each level.

Settings Menu



6.9. Logout (service engineer)

If a service engineer forgot to logout, check that nobody is still working on the machine and press **Logout** (1).



7. Care

This chapter explains in detail how to clean and maintain your machine.



It is imperative to read the General safety instructions (page 8) and understand this manual before carrying out any cleaning on the machine. In case of unclear information, please contact your local service organisation (page 132).

Only use original Eversys cleaning products. Use of products that are not explicitly recommended by Eversys could damage the machine or void warranty.

Ensure that no one ever ingests these cleaning solutions.

If any variation of performance is observed or suspected, even after care operations, contact your local service organisation.



Depending on machine model and options, cleaning procedures describe in this chapter may not be possible on your machine. For more information, contact your service organisation.

Do not put the machine or any of its component parts in the dishwasher.

Clean under tap water with soft soap.

Dry the parts well after cleaning them. There must not be any residue from cleaning agents.

The display of products and buttons depends on the settings.

Illustrations show software V3.17.

Illustrations show monochrome style.

7.1. Cleaning and maintenance operations

7.1.1. Cleaning

Regular cleaning is mandatory in order to ensure problem-free operation of the machine and to ensure optimum coffee quality. Refer to method and frequency under Care (page 66).

It is imperative to ensure that persons are not subject to any health hazards as a consequence of the consumption of the food items dispensed by the machine.

If care and cleaning of the machine is not carried out properly, dispensing milk beverages will constitute a food hygiene hazard point.

All automatic cleaning operations are logged.

For more information on the cleaning intervals, see Periodic cleaning (page 67).

7.1.2. Maintenance



Repair, commissioning and service operations must only be performed by a service organisation appointed by the manufacturer.

The service of coffee machines depends on the number of brewing chambers:

- Cameo range: **12 months** or every **50'000 products**.

Care

Please contact your local service organisation for any maintenance tasks.

7.2. Periodic cleaning

7.2.1. Cleaning plan for coffee machines and choco modules | powder units (options included)

7.2.1.1. Standard

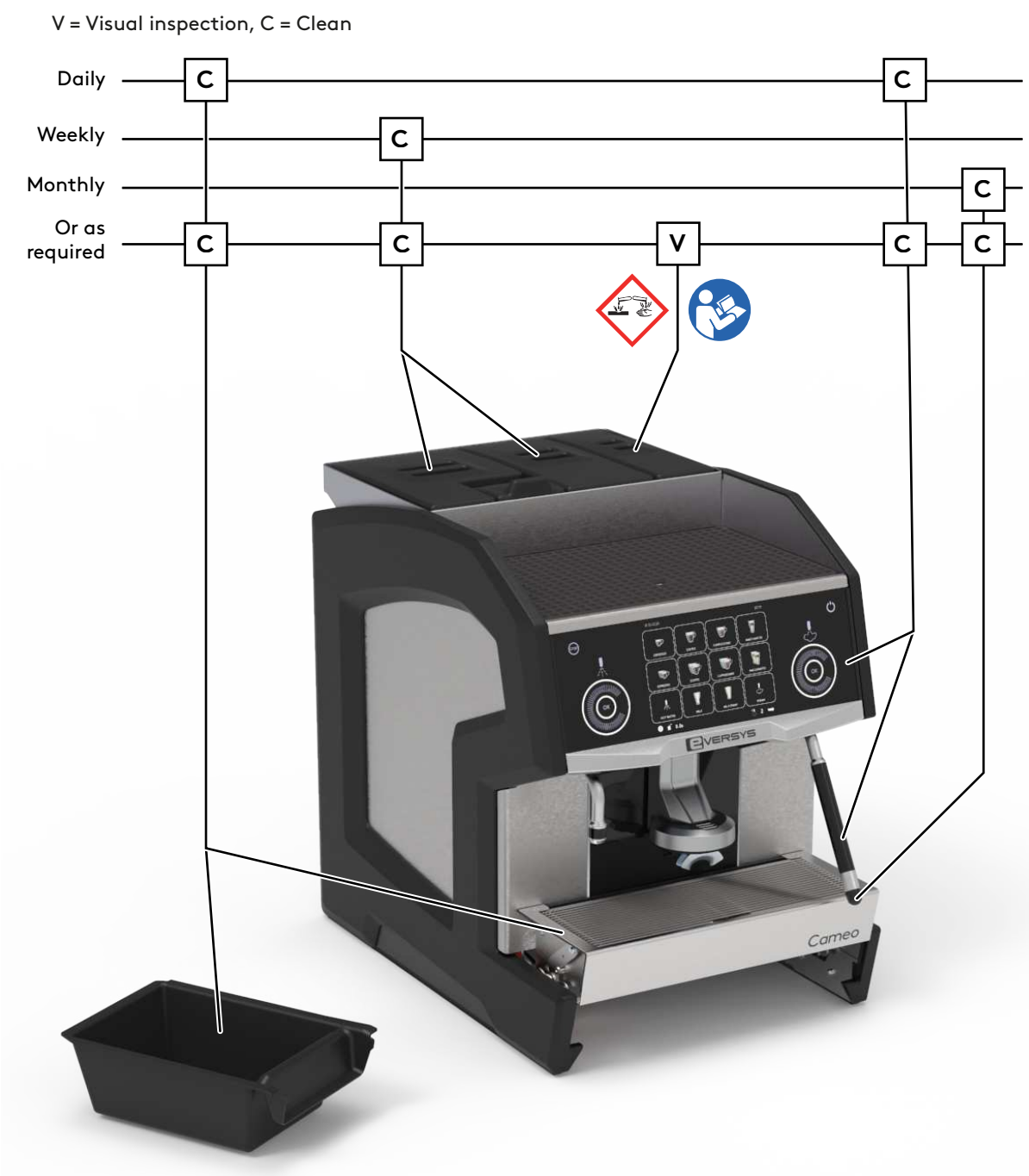
Description	Daily (auto)	Weekly	Monthly	Or as required
Visual inspection cleaning balls dispenser (page 71)	-	-	-	✓
Automatic system rinse (page 45)	✓	-	-	✓
Automatic system cleaning procedure with coffee cleaning balls and Everclean (page 71)	✓	-	-	✓
Bean hoppers (page 82)	-	✓	-	✓
Display / Touch screen (page 83)	✓	-	-	✓
Coffee outlet (included milk outlet and single outlet) (page 81)	-	✓	-	✓
Grounds drawer (page 53)	✓	-	-	✓
Drip tray (page 83)	✓	-	-	✓
Housing (page 83)	✓	-	-	✓
Clean beneath the C'fridge beneath	-	✓	-	✓

7.2.1.2. Depending on the model and options of the machine

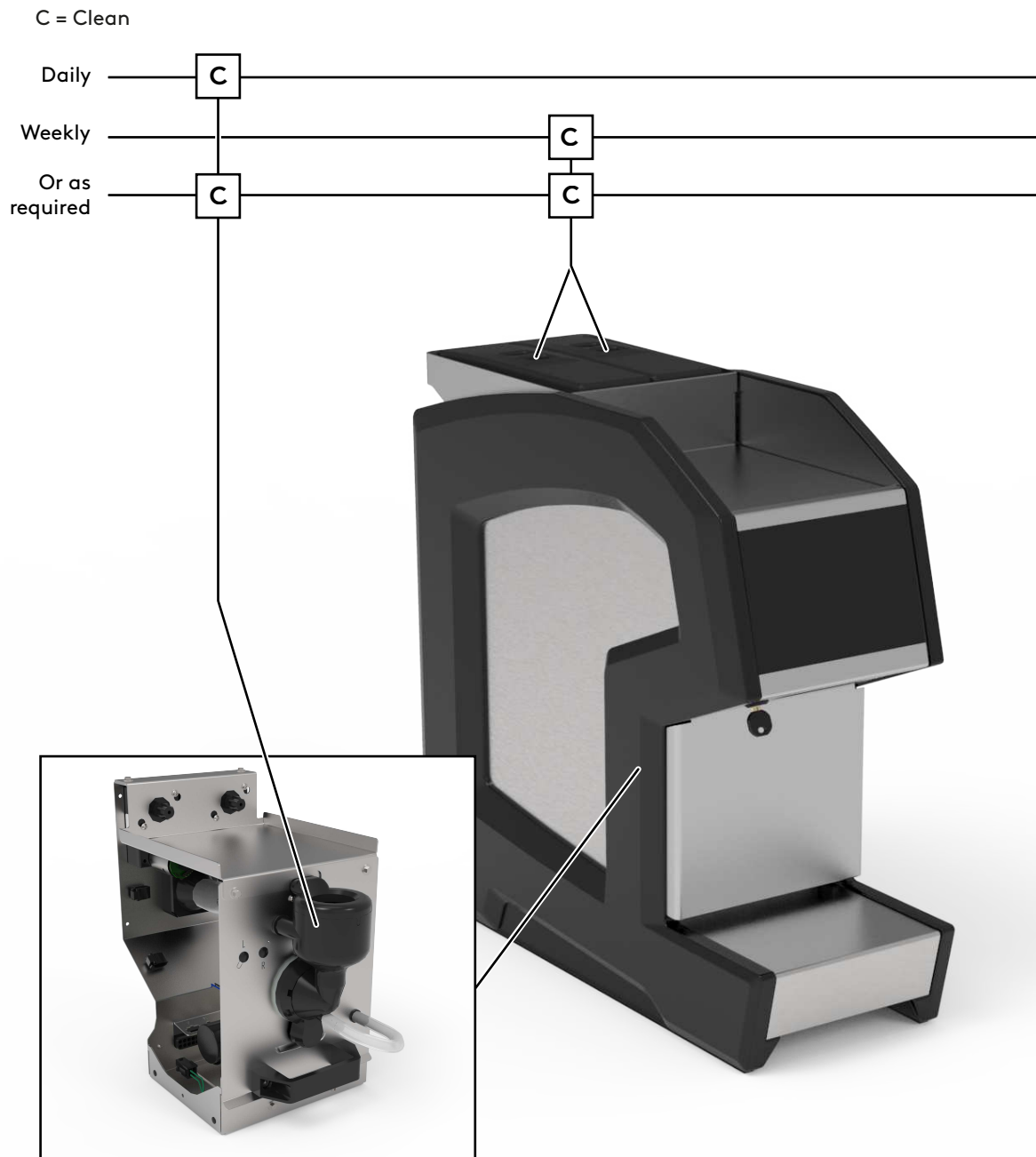
Description	Daily (auto)	Weekly	Monthly	Or as required
Powder containers (page 87) (machine option)	-	✓	-	✓
Choco outlet (page 86) (machine option)	-	✓	-	✓
1.5-Step (page 87) (machine option)	✓	-	-	✓
Steam wand (page 88) (machine option)	✓	-	-	✓
Steam wand nozzle (page 88) (machine option)	-	-	✓	✓
Grounds bin drawer (page 85) (machine option)	✓	-	-	✓

Care

7.2.2. Overview of cleaning on Cameo machines



7.2.3. Overview of cleaning on C'choco machines



7.3. Cleaning procedures (standard)

Care

7.3.1. Refill and visual check of the coffee cleaning balls dispenser



IRRITANT PRODUCTS

Everclean and Eversys cleaning ball should be considered potentially dangerous. When performing any operation on the machine, local safety regulations must be followed. It is imperative to wear protective gloves and glasses when working with potentially dangerous materials.



It is imperative to switch off the machine before carrying any operation on the cleaning balls dispenser. There is a risk of minor injury with moving parts.

1. Switch off (page 53) at the main power switch.
2. Remove the lid (1) and check that there are no blocked or broken cleaning balls in the dispenser (3).
3. If necessary, clean the dispenser and remove the blocked or broken cleaning balls.
4. Refill with coffee cleaning balls (2).



Make sure that there are no broken cleaning ball.

5. Put the lid back to its original position.



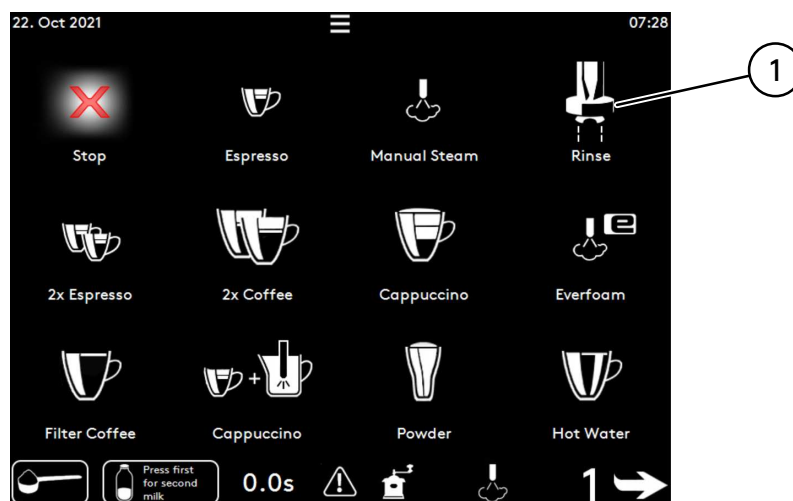
7.3.2. Automatic system cleaning procedure on Cameo machines and accessories (milk and choco module included)

It is possible to run the complete cleaning procedure at any time. Though you must run the cleaning when requested (if cancelled and depending on settings, it will not be possible to make a drink unless cleaning is performed).

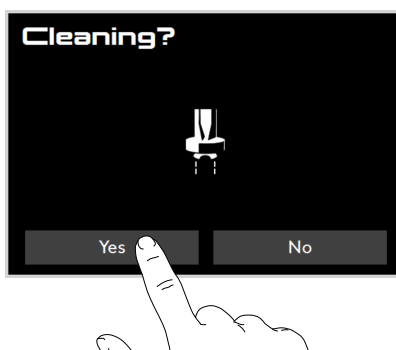


DO NOT REMOVE THE MILK TUBES FROM THE MILK TANK before requested on the screen. The milk in the tube will be pushed back.

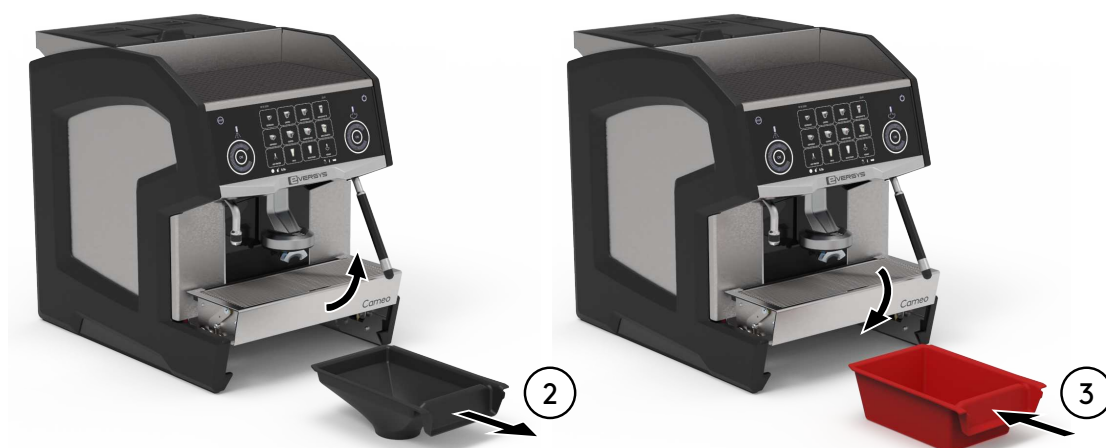
1. Press and hold the **rinse** (1) button for 3 s to run automatic cleaning.



2. Press **Yes** (or **No** to cancel).



3. Empty and clean the grounds drawer (page 53).
4. **If using the undercounter ground coffee disposal (machine option)**
 - Remove the black drawer (2) and clean it with soft soap. Rinse, dry and store it for later use.
 - Install the red drawer (3) for the cleaning procedure.



5. Press **Continue**.

Care

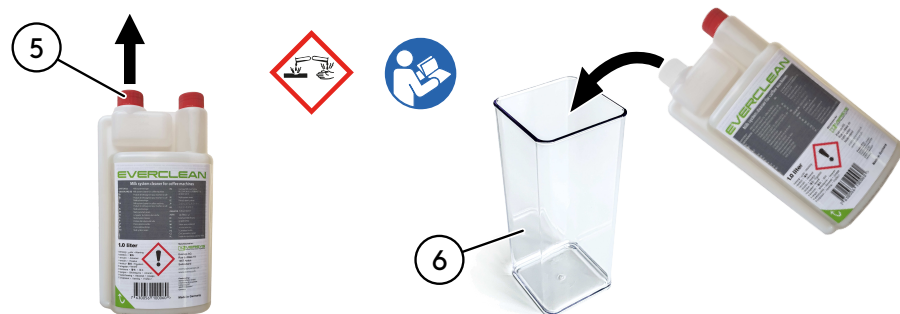
6. If milk system detected (machine model)

- Remove the milk tank (4) and store it in a fridge during the cleaning process.
- If necessary, empty and clean the milk tank | container and the inside of the fridge.



• If using 1 litre bottle cleaning solution

- Remove the bottle cap (5).
- Fill the empty cleaning tank (6) with 25 ml Everclean (1/2 full).

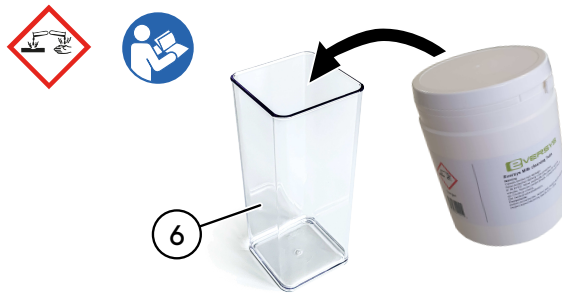


• If using 3 litre bottle cleaning solution

- Fill the empty cleaning tank (6) with 25 ml Everclean (press the pump once).



- **If using milk cleaning tabs**
 - Fill the empty cleaning tank (6) with 1 tablet.



- Place the milk tube inside the cleaning tank (6). Ensure that it correctly lays at the bottom of the tank.
- Keep the cleaning tank outside of the fridge with the fridge door open.



- Place the empty cleaning tank inside of the fridge.

Care



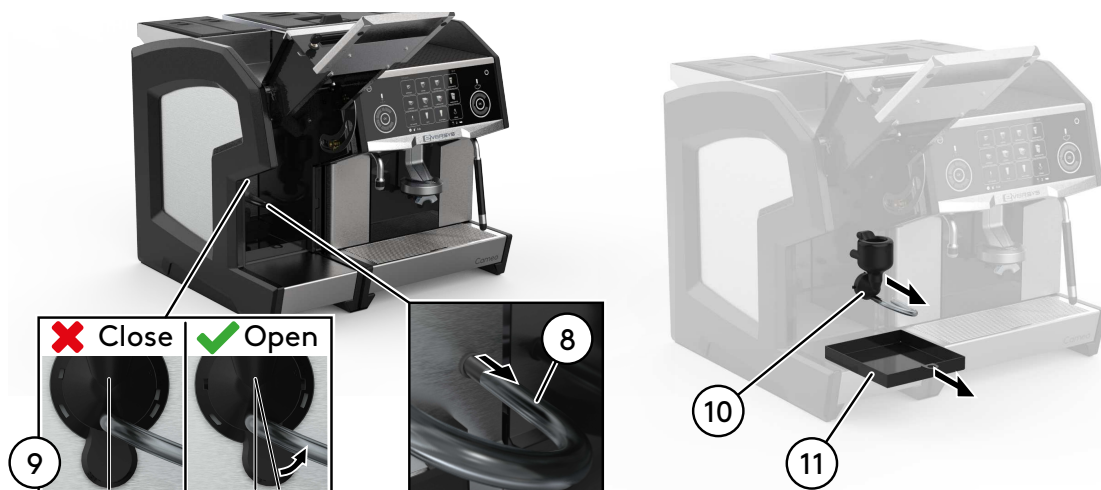
- Press Continue.

7. If choco module | powder unit (machine option)

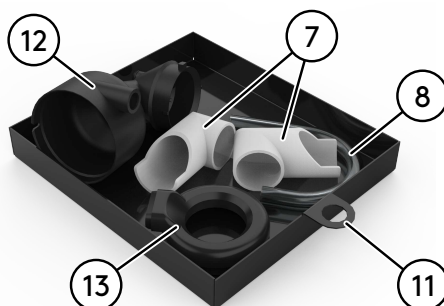
- Open the door.
- Turn the powder chutes (7) upwards and remove them.



- Unplug the tube (8) from the panel.
- Turn the handle upwards (CCW) (9) to unlock the mixer (10).
- Gently remove the mixer (10) and the drawer (11).



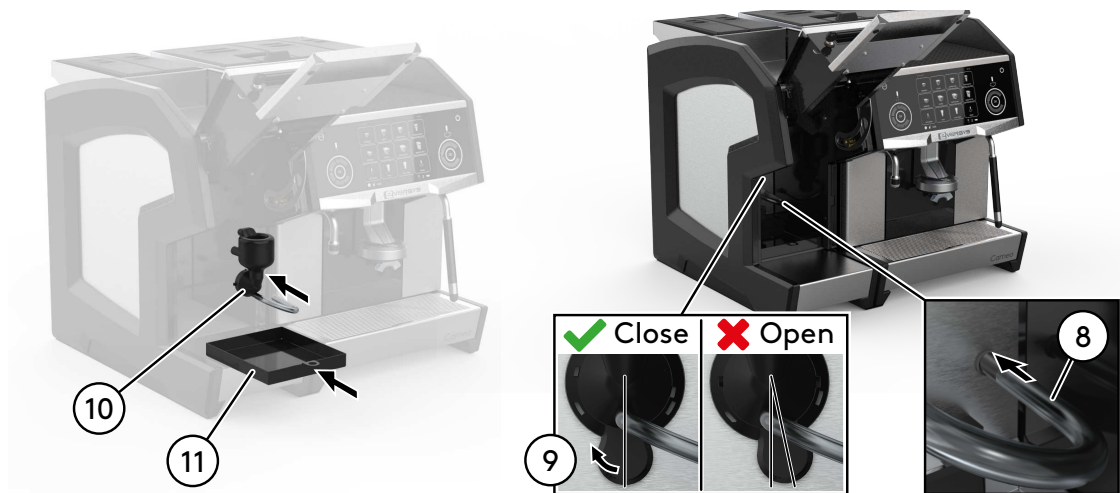
- Separate the mixer (tube (8), bowl (12) and bowl cover (13)).
- Clean all under clean tap water with soft soap. Dry the parts.



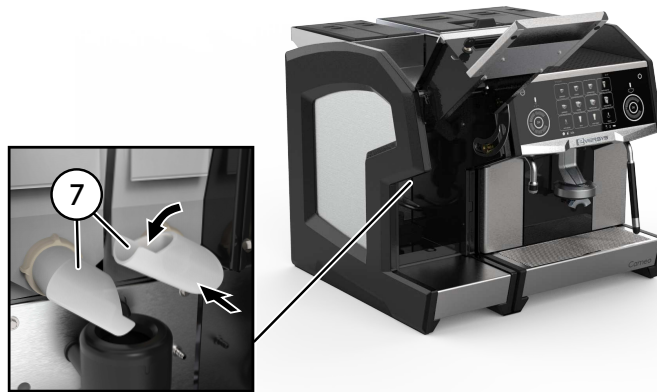
- Assemble the mixer (tube (8), bowl (12) and bowl cover (13)). Put it back to its original position.
- Lock the handle (9) to lock the mixer (10).
- Plug the tube (8).

Care

- Put the drawer (11) back to its original position.



- Put the powder chutes (7) back to their original position.
- Close the door.



- Press **Continue**.

8. Wait for the cleaning to complete.

**RISK OF BURNS OR SCALDING**

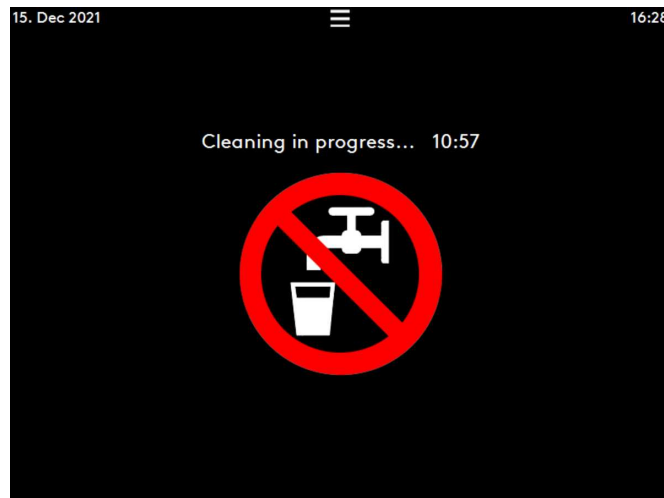
During automatic cleaning, hot cleaning solution and steam are released several times.

Keep hands and skin away from the outlets.



It takes approximately:

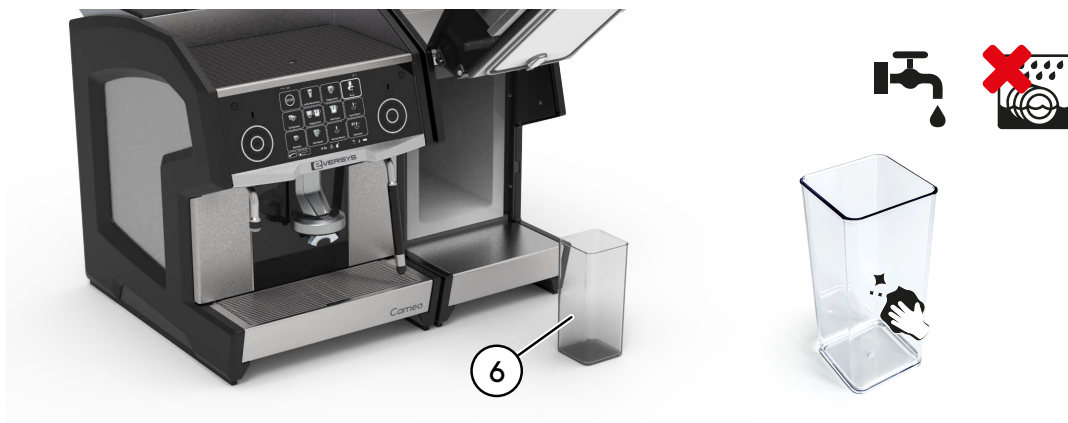
- 12 minutes to complete the entire process with Everclean or milk cleaning balls.
- 18 minutes to complete the entire process with milk cleaning tabs.



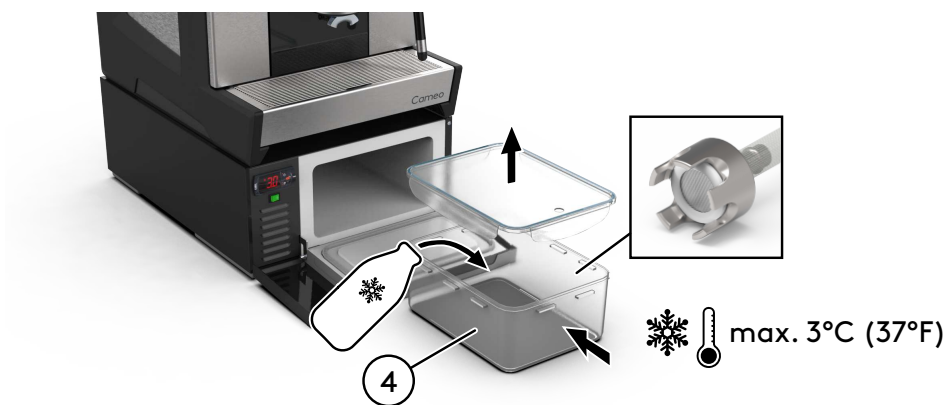
Care

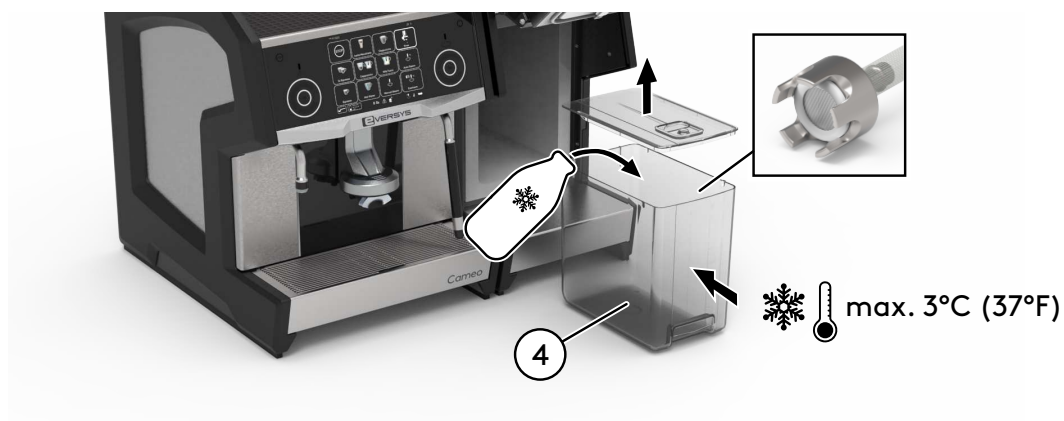
9. If milk system detected (machine model)

- When cleaning is finished, remove and clean the cleaning tank (6).
- Empty the cleaning tank in a sink.



- Clean the milk tank tube with a damp single-use cloth and put the milk tank (4) back to its original position.
- If necessary, fill the milk tank with cold fresh milk.
- Ensure that milk tank tube correctly lays at the bottom of the tank.





- Press **Continue**.

10. Empty the grounds drawer in a sink and clean it with soft soap.



RISK OF BURNS OR SCALDING

After first startup or during cleaning, the grounds drawer may contain hot water, empty it carefully.

11. Rinse and dry the grounds drawer.

12. Put the grounds drawer back and push the drip tray back to its original position.



Care

13. If using the undercounter ground coffee disposal (machine option)

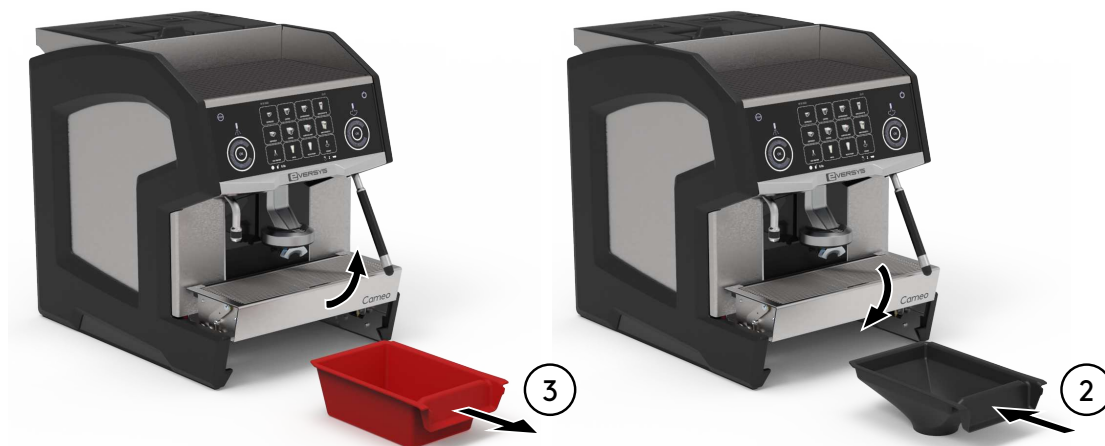
- Empty the red cleaning drawer (3) in a sink and clean it with soft soap. Rinse, dry and store it for later use.



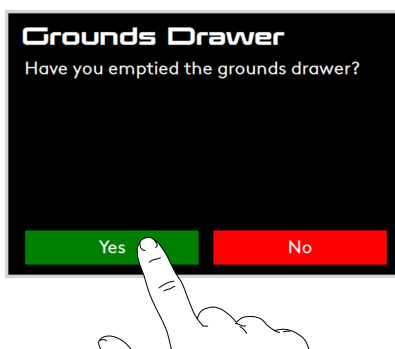
RISK OF BURNS OR SCALDING

After first startup or during cleaning, the grounds drawer may contain hot water, empty it carefully.

- Put the black drawer back (2) to its original position.



14. Press **Yes** to acknowledge emptying of the grounds drawer (or **No** to cancel).



15. Your machine is now clean and ready for use.

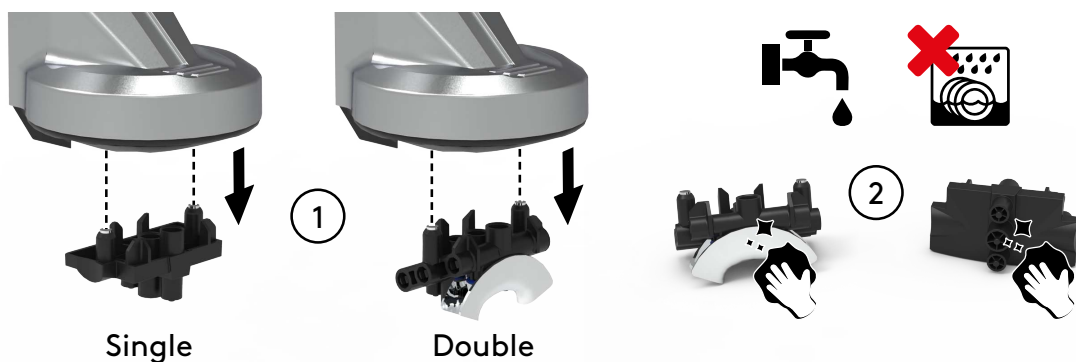
7.3.3. Clean the coffee outlet (milk outlet and single outlet included)



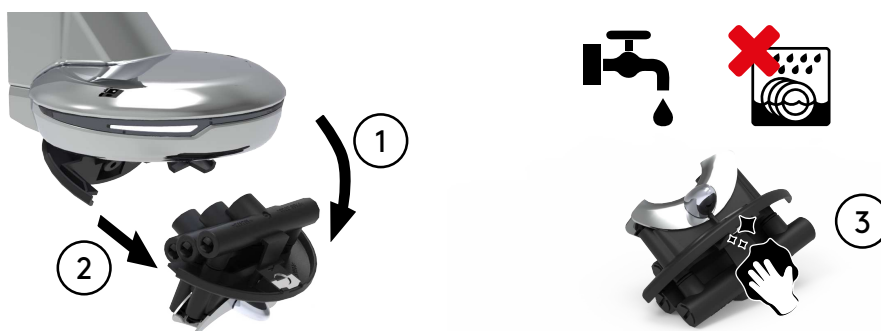
If you have the optional choco module or powder unit ensure to Clean the choco outlet (machine option) (page 86).

1. Switch off (page 53) at the main power switch.
2. Gently pull down (1) to remove the coffee outlet.
3. Clean with soft soap under clean water (2).

4. Gently reassemble in the reverse order.



1. Switch off (page 53) at the main power switch.
2. Slightly tilt the coffee outlet (1) and gently pull (2) to remove it.
3. Clean with soft soap under clean water (2).
4. Gently reassemble in the reverse order.



7.3.4. Empty and clean the bean hoppers (and powder chute (machine option))

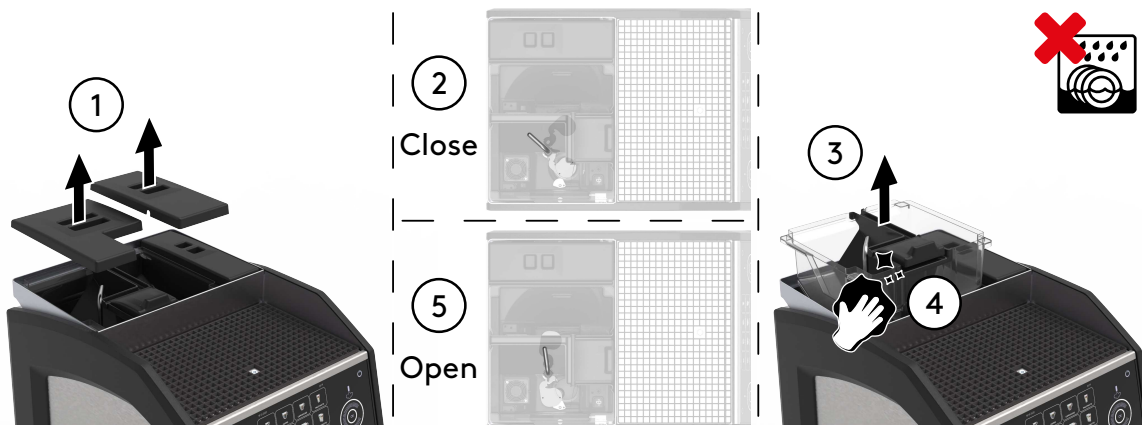
1. Switch off (page 53) at the main power switch.
2. Remove the bean hopper lids (1).
3. Unlock the bean hoppers (2) (Closed position).
4. Remove the bean hoppers (3) and store the beans for re-use.
5. Clean the bean hoppers (4) with soft soap, rinse with water and dry with a soft cloth.
6. Reassemble in the reverse order and lock the bean hoppers (5) (Open position).

Care

7. Fill the coffee bean hoppers (page 47).



Make sure that the bean hoppers are perfectly dry before refilling with coffee beans.



7.3.5. Clean the housing

- Clean the housing with a damp cloth.

7.3.6. Clean the display | touch screen

1. Press on the top middle of the touch screen (1).
2. Press on the **Clean the screen** button (2).
3. During the countdown, disinfect the screen according to the following recommendation.



Only use commercial disinfectants for hands. Do not use any sanitary disinfectants!

Spray disinfectant on a soft cloth and carefully wipe the surface with the cloth.

Important! Never spray any liquid directly onto the surface.



The countdown allows to clean the screen without the risk of starting a product.



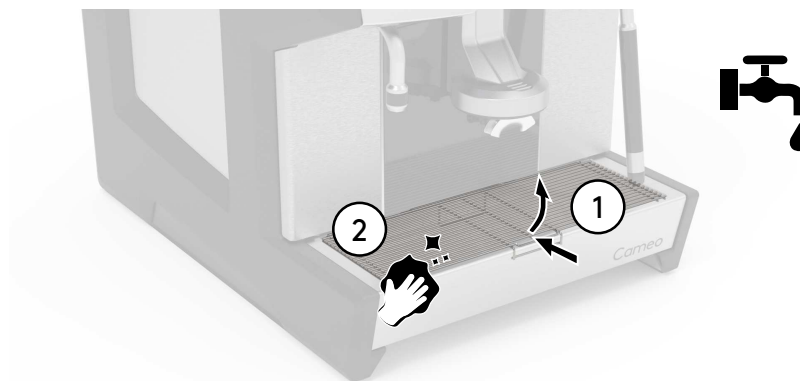
7.3.7. Clean the drip tray

1. Slightly push the drip tray grid (to unlock) and remove it (1).

2. Wash the grid and inside of the drip tray (2) with soft soap and rinse.
3. Put the drip tray grid back to its original position.



Make sure that it lays nice and flat.



7.3.8. Clean beneath the machine

1. Move the steam wand (1).
2. Lift the drip tray (2) and remove the grounds drawer (3).
3. Clean beneath the machine.



The height available under the machine (h) is greater than 76 mm in compliance with the standards in force.

If necessary, the high feet option makes it easier to access cleaning under the machine. For more information, refer to High feet option (page 122).

If necessary, the high feet option makes it easier to access cleaning under the machine. For more information, refer to High feet and large grounds drawer option (page 122).

4. Put the grounds drawer back and push the drip tray back to its original position.



1. Remove the access panel (1).

Care

2. Clean beneath the machine.

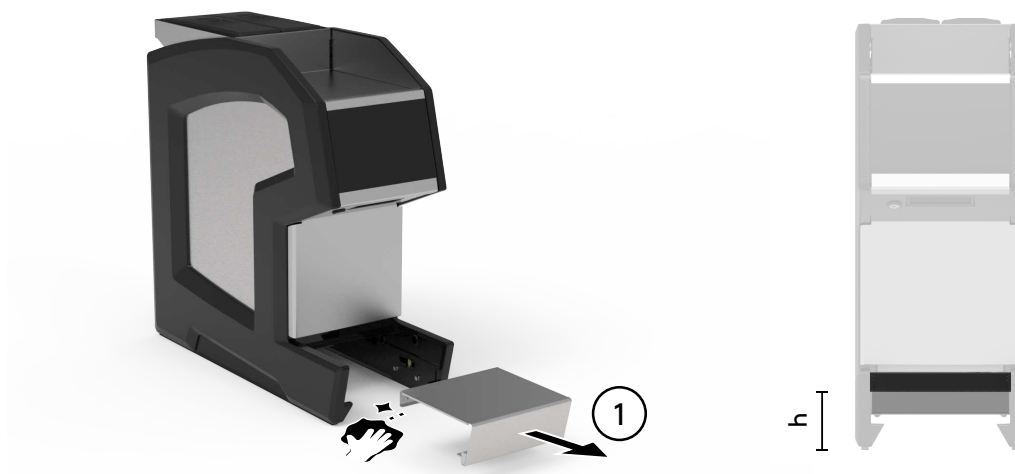


The height available under the machine (h) is greater than 76 mm in compliance with the standards in force.

If necessary, the high feet option makes it easier to access cleaning under the machine. For more information, refer to High feet option (page 122).

If necessary, the high feet option makes it easier to access cleaning under the machine. For more information, refer to High feet and large grounds drawer option (page 122).

3. Put the access panel back to its original position.



7.4. Cleaning procedures (depending on the model and options of the machine)

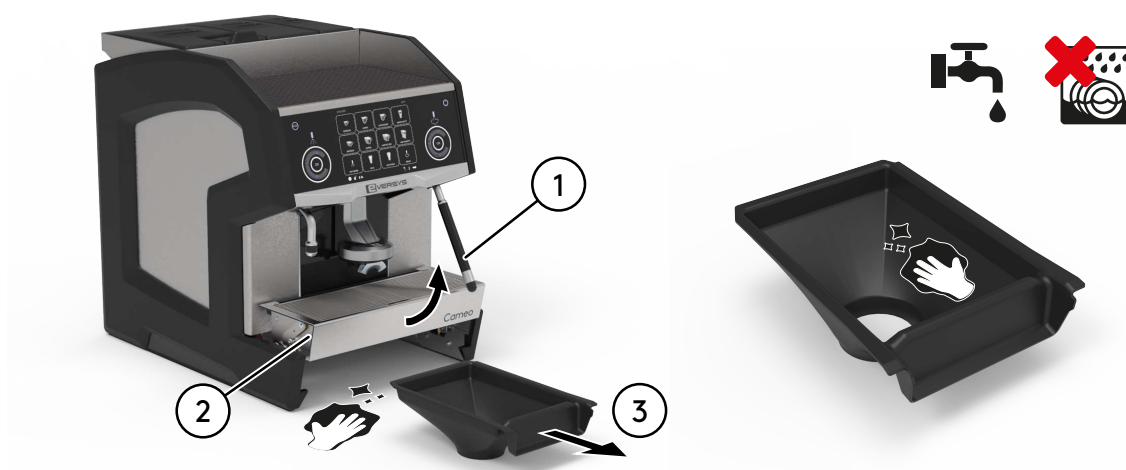
7.4.1. Clean the grounds bin drawer (machine option)



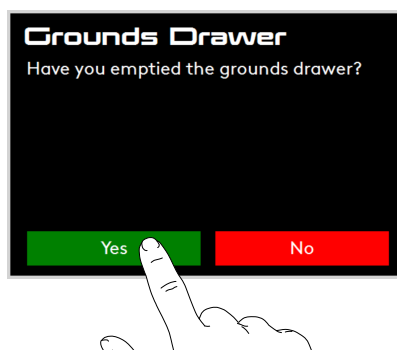
Depending on machine model and options, this feature may not be available. For more information, contact your service organisation.

1. Move the steam wand (1).
2. Lift the drip tray (2) and remove the grounds bin drawer (3).
3. Clean and dry the grounds bin drawer.
4. If necessary, clean beneath the machine (page 84).

- Put the grounds bin drawer back and push the drip tray back to its original position.



- Press **Yes** to acknowledge emptying of the grounds drawer (or **No** to cancel).



7.4.2. Clean the choco outlet (machine option)



Depending on machine model and options, this feature may not be available. For more information, contact your service organisation.

- Switch off (page 53) at the main power switch.
- Gently pull down (1) to remove the choco outlet.
- Clean with soft soap under clean water (2).
- Gently reassemble in the reverse order.



Care

7.4.3. Empty and clean the powder container(s) (machine option)

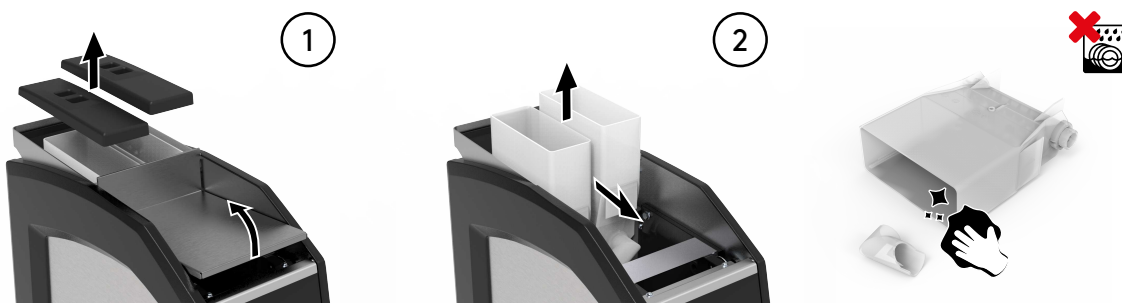


Depending on machine model and options, this feature may not be available. For more information, contact your service organisation.

1. Switch off (page 53) at the main power switch.
2. Remove the top panel and the powder container lids (1).
3. Pull the containers and lift to remove them (2).
4. Remove the powder chutes (4).
5. Clean all parts with soft soap, rinse with water and dry with a soft cloth.
6. Reassemble in the reverse order.



Make sure that the powder containers and powder chutes are perfectly dry before refilling with powder.



7.4.4. Clean the 1.5-Step | milk arm



Depending on machine model and options, this feature may not be available. For more information, contact your service organisation.

Short version

- Clean the 1.5-Step | milk arm with a clean cloth daily or as required.



Long version (no more available)

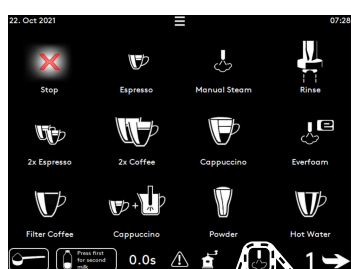
- Clean the 1.5-Step | milk arm with a clean cloth daily or as required.



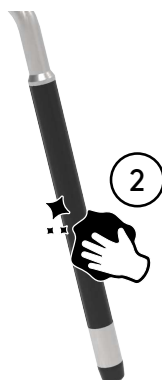
7.4.5. Clean the steam wand | steam arm

After every use of the steam wand (steam arm) it is necessary to wipe and purge it.

1. Press the blinking **purge** button on the main screen (1).
2. Wipe the steam wand with a damp cloth (2). Change cloths every day.
3. On the screen that displays, press **purge** (3).



1



2



3



7.4.6. Clean the steam nozzle



Depending on machine model and options, this feature may not be available. For more information, contact your service organisation.

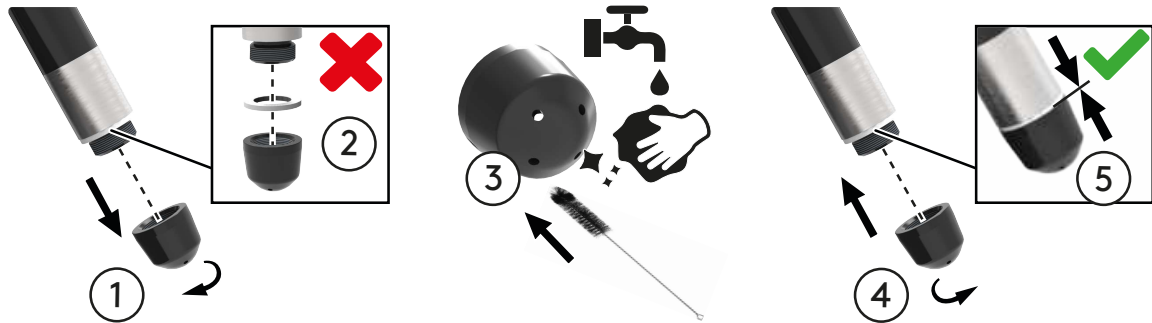
Only necessary to clean the nozzle monthly or if required.

7.4.6.1. Steam wand | Steam arm V1

1. Switch off (page 53) at the main power switch.
2. Remove the nozzle (1).
3. Ensure to not remove (2) the white seal.
4. Wash the nozzle with soft soap and clean water using a soft brush (3).

Care

5. Tighten the nozzle (4).
6. Check that there is no gap between the seal and the nozzle (5).



For more information about steam wand versions, refer to TI-154 Enigma / E'line - Steam Wand V2 that is available under the e'Support center (<https://support.eversys.com/hc/en-us>).

8. Troubleshooting

This chapter covers all user interface warning messages.



It is imperative to read and understand this manual before carrying out any troubleshooting on the machine. In case of unclear information, please contact your local service organisation.



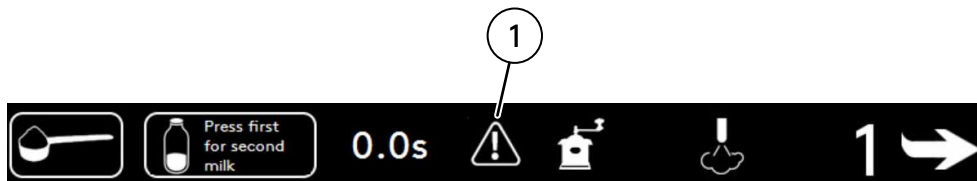
Illustrations show software V3.17.

Illustrations show monochrome style.

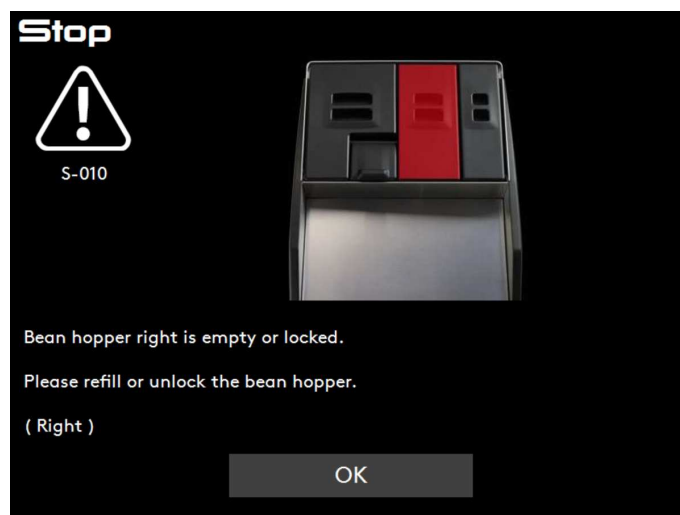
8.1. Error message example

All Eversys coffee machines are equipped with an internal troubleshooting and error message system. The following screen shows an example.

If an action of the user is required, the warning sign (1) is displayed.



1. Press the **warning sign** (1) to display the warning message and required action.
2. Follow the display message(s) to solve the problem and press **OK** when done.
3. Repeat the operations until the warning sign disappears.



8.2. Error messages codifications

Error messages have a codification according to their typographies (e.g. E-XXX), their severity levels (e.g. yellow colour) and their behaviours (e.g. visible for the user).





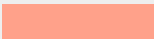


Please find below their codifications:

Troubleshooting




8.2.1. Typographies

Typography	Description
E-XXX	Error
S-XXX	Stop
W-XXX	Warning

8.2.2. Severity levels

Colour	Severity	Description
	Low	No advanced user needed Can be solved by the user
		
	Medium	Advanced user needed as soon as possible
	Medium	Advanced user needed as soon as possible
	High	Advanced user has to come immediately The machine can still be used but with some restrictions
		
	Critical	Advanced user has to come immediately Machine blocked!

8.2.3. Behaviours

Symbol	Description
	Visible for user
	Shown repeatedly
	Logged in the error history (page 136)

8.3. Error messages (E-XXX) (User and Super User access)





For more information about error message codifications, refer to Troubleshooting | Information messages codifications










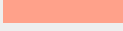



If the actions listed below fail to rectify the issue or other problems not listed here occur, contact your local service organisation.




Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
E-000 	Bean hopper	Cameo: Bean hopper left missing. Enigma / Shotmaster / E'line: Bean hopper rear missing.	Bean hopper removed during a process (e.g. during cleaning; replace the bean hopper and wait until cleaning is finished).	✓	-	✓
E-001 	Bean hopper	Cameo: Bean hopper right missing. Enigma / Shotmaster / E'line: Bean hopper front missing.	Bean hopper removed during a process (e.g. during cleaning; replace the bean hopper and wait until cleaning is finished).	✓	-	✓
E-010 	CPU	Software too old. Please start software update.	Contact service organisation.	✓	-	✓
E-011 	Hydraulic module	Hydraulic unit not connected. Water pump has been switched off.	Contact service organisation.	✓	-	✓
E-012 	Milk module	Milk unit not connected. Water pump has been switched off.	Contact service organisation.	✓	-	✓
E-013 	Brewing module	Brewing unit not connected.	Contact service organisation.	✓	-	✓
E-014 	Grinder module	Grinder unit not connected.	Contact service organisation.	✓	-	✓
E-016 	Grinder module	Power Configuration is not detected. Please check connector X5 and Power Box.	Contact service organisation.	✓	-	✓
E-095 	Display / Touch screen	Software update running. Please wait...	Contact service organisation.	✓	-	-



Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
E-096 	Display / Touch screen	E'4 / E'6 / Shotmaster pro: Right display deactivated.	Contact service organisation.	✓	-	-
E-097 	Display / Touch screen	Please set machine type.	Contact service organisation.	✓	-	-
E-098 	Display / Touch screen	Please start software update.	Contact service organisation.	✓	-	-
E-099 	Display / Touch screen	Communication Error. Please turn the coffee machine off, wait 10s and turn it on again.	Communication error. Switch the machine OFF, wait 10 sec. and turn it back ON.	✓	-	✓
E-100 	Steam module	Pressure Sensor Always Zero.	Contact service organisation.	✓	-	✓
E-102 	Steam module	Steam Boiler Empty Timeout.	Switch the machine OFF, wait 10 sec. and turn it back ON. If doesn't work, contact service organisation.	✓	-	✓
E-103 	Steam module	Timeout during steam boiler filling. Please check the water supply and press Continue .	Switch the machine OFF, wait 10 sec. and turn it back ON. If doesn't work, contact service organisation.	✓	-	✓
E-104 	Steam module	Timeout Steam Heating.	Switch the machine OFF, wait 10 sec. and turn it back ON. If doesn't work, contact service organisation.	✓	-	✓
E-105 	Steam module	Steam boiler connector missing.	Contact service organisation.	✓	-	✓
E-196 	Display / Touch screen	E'4 / E'6 / Shotmaster pro: Right display deactivated.	E-096 and E-196 are always set together. For more information, refer to E-096 (page 94).	✓	-	-
E-197 	Display / Touch screen	Please set machine type.	E-097 and E-197 are always set together. For more information, refer to E-097 (page 94).	✓	-	-
E-198	Display / Touch screen	Please start software update.	E-098 and E-198 are always set together.	✓	-	-

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
			For more information, refer to E-098 (page 94).			
E-199	Display / Touch screen	Communication Error. Please turn the coffee machine off, wait 10s and turn it on again.	E-099 and E-199 are always set together. For more information, refer to E-099 (page 94).	✓	-	-

8.4. Stop messages (S-XXX) (User and Super User access)

-  For more information about error message codifications, refer to Troubleshooting | Information messages codifications
-  If the actions listed below fail to rectify the issue or other problems not listed here occur, contact your local service organisation.











Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
S-000 	Display / Touch screen	Initialise, please wait...	Wait until the initialisation has finished.	✓	-	-
S-001 	Hydraulic module	Coffee boiler is heating...	Wait until the coffee boiler has reached its nominal temperature.	✓	-	-
S-002 	Bean hopper	Cameo: Bean hopper left missing. Enigma / Shotmaster / E'line: Bean hopper rear missing.	Check if the bean hopper or lid is inserted correctly.	✓	-	-
S-003 	Bean hopper	Cameo: Bean hopper right missing. Enigma / Shotmaster / E'line: Bean hopper front missing.	Check if the bean hopper or lid is inserted correctly.	✓	-	-
S-004 	Grounds drawer	Please empty the grounds drawer.	The grounds drawer must be emptied before the cleaning can be started (page 53).	✓	-	-
S-005 	Grounds drawer	Risk of injury! Please empty the grounds drawer carefully. The grounds drawer was filled with hot water during cleaning.	During the cleaning the grounds drawer is filled with water. Empty and clean the grounds drawer (page 53).	✓	-	-
S-006 	Grounds drawer	Grounds drawer is full.	Empty and clean the grounds drawer (page 53).	✓	-	-
S-007 	Grounds drawer	Please insert the grounds drawer.	Empty and clean the grounds drawer (page 53).	✓	-	-
S-008 	Grounds drawer	Please insert the grounds drawer.	The coffee machine can only continue if the grounds drawer is inserted.	✓	-	-
S-009 	Grounds drawer	Grounds drawer missing.	The sensor has detected that the grounds drawer is missing.	✓	-	-




Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
S-010 	Bean hopper	Cameo: Bean hopper left is empty or closed. Enigma / Shotmaster / E'line: Bean hopper front is empty or closed. Please refill or open the bean hopper.	The brewing module has detected no coffee powder in the chamber. The bean hopper has to be refilled or open (page 47).	✓	-	-
S-011 	Bean hopper	Cameo: Bean hopper right is empty or closed. Enigma / Shotmaster / E'line: Bean hopper rear is empty or closed. Please refill or open the bean hopper.	The brewing module has detected no coffee powder in the chamber. The bean hopper has to be refilled or open (page 47).	✓	-	-
S-012 	Bean hopper	Bean hopper is empty or closed. Please refill or open the bean hopper.	The brewing module has detected no coffee powder in the chamber. The bean hopper has to be refilled or open (page 47).	✓	-	-
S-013 	Grinder module	Coffee quantity too high (last product).	Too much powder coffee was used. Use less coffee next time. Contact service organisation.	✓	-	✓
S-014 	Display / Touch screen	Rinse necessary. The coffee boiler isn't allowed to heat before the machine is rinsed.	Press the rinse key in the upper right corner (page 45). Press the rinse key in the upper right corner.	✓	-	-
S-015 	Cleaning balls dispenser	Check cleaning ball dispenser: <ul style="list-style-type: none"> Blocked or broken cleaning balls? Light barrier dirty? 	The machine has been cleaned 10x without a cleaning ball! Check if a cleaning ball is blocked or broken. Contact service organisation. This stop message can only occur if you have set the parameter If cleaned without detergent to Block after 4 days . The coffee machine is blocked now until the next cleaning with cleaning balls!	✓	-	✓

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
S-016 	Cleaning balls dispenser	<p>The coffee machine has been cleaned without cleaning balls.</p> <ul style="list-style-type: none"> • Cleaning ball dispenser empty? • Blocked or broken cleaning balls? 	<p>Machine blocked!</p> <p>Contact service organisation.</p> <p>This stop message can only occur if you have set the parameter If cleaned without detergent to Block after 4 days.</p> <p>The coffee machine is blocked now until the next cleaning with cleaning balls!</p>	✓	-	✓
S-017 	Display / Touch screen	<p>Cleaning necessary.</p> <p>Please press Continue to start the cleaning.</p>	<p>Press and hold the rinse key for five seconds to start the cleaning.</p>	✓	-	✓
S-018 	Display / Touch screen	<p>The last cleaning hasn't been finished correctly.</p> <p>Please press Continue to start the cleaning.</p>	<p>Cleaning cycle has been interrupted.</p> <p>Please start a new cleaning procedure.</p>	✓	-	✓
S-020 	Brewing module	<p>Brewing unit failure.</p> <p>The brewing unit is blocked.</p>	<p>Switch the machine OFF, wait 10 sec. and turn it back ON.</p> <p>If it doesn't work, machine is blocked!</p> <p>Contact service organisation.</p>	✓	-	✓
S-021 	Grounds drawer	<p>Grounds bin is full.</p> <p>Please empty the grounds bin and press Continue.</p>	<p>Empty the optional grounds bin and press the button.</p>	✓	-	-
S-022 	Grinder module	<p>Coffee quantity too high (last product).</p>	<p>Too much powder coffee was used. Use less coffee next time.</p> <p>Contact service organisation.</p>	✓	-	✓
S-023 	Display / Touch screen	<p>Cleaning required. Please wait until all boilers are ready.</p>	<p>No action necessary.</p>	✓	-	-
S-024 	Milk module	<p>Clean the milk tubes with a damp cloth.</p>	<p>Clean the milk tubes with a damp cloth.</p> <p>Remove and clean the milk cleaning container.</p>	✓	-	-

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
		Remove and clean the milk cleaning container.				
S-025	Grounds drawer	Please wait...	Grounds drawer is full. Please wait until the running product has finished.	✓	-	-
S-026	Fridge	<ol style="list-style-type: none"> 1. Remove the milk tank. 2. Fill the empty cleaning container with XXml Everclean™ (press pump). 3. Press "Continue". 	<ol style="list-style-type: none"> 1. Remove the milk tank. 2. Fill the empty cleaning tank with: <ol style="list-style-type: none"> a. E'4ms / Shotmaster: 50ml Everclean™ (press pump twice). b. E'2ms / Cameo: 25ml Everclean™ (press pump once). 3. Press "Continue". 	✓	-	-
S-027	CCI/CSI	<p>Interface not detected. All coffee products are locked.</p> <p>Please check the interface connection and setting.</p>	This message only occurs if you use an external interface (CSI or CCI).	✓	-	-
S-028	Milk module	<p>The milk system has been cleaned without detergent.</p> <p>The coffee machine is blocked now until the next cleaning with Everclean™!</p>	<p>This stop message can only occur if you have set the parameter If cleaned without detergent to Block after 4 days.</p> <p>The coffee machine is blocked now until the next cleaning with detergent!</p>	✓	-	✓
S-029	Fridge	<p>Milk fridge door open.</p> <p>Please close the fridge door properly.</p>	<p>This message is only set if monitoring of milk fridge door is activated.</p> <p>Close the fridge door.</p>	✓	-	-
S-030	Water tank	Source water tank empty. Please refill source water tank.	<p>Reed switch has detected that the source water tank is empty:</p> <ul style="list-style-type: none"> • Refill the source water tank. • Check reed switch and cable. 	✓	-	-
S-031	Water tank	Waste water tank full.	Reed switch has detected that the waste water tank is full:	✓	-	-

Troubleshooting






Number	Module / Unit	Info Message	Explanations / Remedies			
		Please empty waste water tank.	<ul style="list-style-type: none"> Empty the waste water tank. Check reed switch and cable. 			
S-032	Milk module	Milk unit not connected. Water pump has been switched off.	Milk products blocked! Contact service organisation.	✓	-	✓
S-033	Display / Touch screen	Display open. Please close the display properly.	Milk products blocked! Contact service organisation.	✓	-	-
S-034	Bean hopper	Bean hopper left is empty or closed. Please refill or open the bean hopper.	The brewing module has detected no coffee powder in the chamber. The left bean hopper has to be refilled or open.	✓	-	-
S-035	Bean hopper	Bean hopper right is empty or closed. Please refill or open the bean hopper.	The brewing module has detected no coffee powder in the chamber. The right bean hopper has to be refilled or open.	✓	-	-
S-036	Water tank	Have you refilled the source water tank?	Have you refilled the source water tank?	✓	-	-
S-037	Water tank	Have you emptied the waste water tank?	Have you emptied the waste water tank?	✓	-	-
S-038	Water tank	Please empty waste water tank.	Please empty waste water tank.	✓	-	-
S-039	Grounds drawer	Please replace grounds drawer.	Please replace grounds drawer before cleaning.	✓	-	-
S-040	Grounds drawer	Please replace grounds drawer.	Please replace grounds drawer after cleaning.	✓	-	-
S-041	Powder unit	<ol style="list-style-type: none"> Open powder unit and remove the mixer (A, B). Remove the chutes (C). 	<ol style="list-style-type: none"> Open powder unit and remove mixer. Clean and dry the mixer. Put the mixer back and close powder unit. 	✓	-	-

Troubleshooting

Number Module / Info Message Explanations / Remedies
Unit



		3. Clean all parts under tap water and dry them. 4. Put back the chutes and the mixer (C, B, A). 5. Close the powder unit.			
S-100 	Steam module	Steam boiler is heating...	This message occurs if the steam boiler pressure is below 0.8 bar and the boiler starts to heat to the nominal value (e.g. in the morning after switching on the coffee machine).	✓	-
S-101 	Steam module	Please switch off the machine.	This message occurs if the steam boiler has been emptied or depressurized. The coffee machine has to be switched off (main switch).	✓	-
S-102 	Steam module	Empty steam boiler...	Contact service organisation.	✓	✓
S-103 	Steam module	Depressurise steam boiler...	Contact service organisation.	✓	✓
S-104 	Steam module	Fill steam boiler...	If the water level is lower than the safety level the steam boiler has to be filled. Wait until the steam boiler is filled.	✓	-
S-105 	Steam module	Rinse necessary. The steam boiler isn't allowed to heat before the machine is rinsed.	After switching on the coffee machine, the steam boiler has to wait until the rinse button is pressed before it is allowed to heat. Press the rinse key in the upper right corner (page 45). Press the rinse key in the upper right corner.	✓	-
S-106 	Steam module	Initialise, please wait...	Wait until the initialisation has finished.	✓	-
S-107 	Steam module	Steam boiler security probe problem.	Contact service organisation.	✓	✓

Number	Module / Unit	Info Message	Explanations / Remedies			
S-108 	CCI/CSI	Interface not detected. All steam and hot water products are locked. Please check the interface connection and setting.	This message only occurs if you use an external interface (CSI or CCI).	✓	-	-
S-109 	Display / Touch screen	Display open. Please close the display properly.	Contact service organisation.	✓	-	-

8.5. Warning messages (W-XXX) (User and Super User access)




For more information about error message codifications, refer to Troubleshooting | Information messages codifications



If the actions listed below fail to rectify the issue or other problems not listed here occur, contact your local service organisation.

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
W-002 	Hydraulic module	Cameo: Coffee boiler is heating... Enigma / Shotmaster / E'line: Coffee boiler left is heating...	If this message remains, contact service organisation.	✓	-	-
W-003 	Hydraulic module	Enigma / Shotmaster / E'line: Coffee boiler right is heating...	Contact service organisation.	✓	-	-
W-004 	Hydraulic module	Water flow left too low.	Contact service organisation.	✓	-	✓
W-005 	Hydraulic module	Water flow right too low.	Contact service organisation.	✓	-	✓
W-006 	Cleaning balls dispenser	Check cleaning ball dispenser. <ul style="list-style-type: none"> Blocked or broken cleaning balls? Light barrier dirty? 	Contact service organisation.	✓	-	✓
W-007 	Cleaning balls dispenser	The coffee machine has been cleaned without cleaning balls. <ul style="list-style-type: none"> Cleaning ball dispenser empty? Blocked or broken cleaning balls? 	<p>This warning is set, if no cleaning ball has been detected.</p> <p>Check if the cleaning ball dispenser is empty. If yes, refill it.</p> <p>Check if a cleaning ball is blocking the dispenser.</p> <p>If this message remains, contact service organisation.</p>	✓	-	✓
W-008 	Display / Touch screen	Press Continue to start the cleaning now. If you want to start the cleaning later, push the Cancel button in the upper right corner.	To start cleaning later, press and hold the Rinse key for five seconds to start cleaning.	✓	-	-






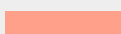

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
W-009 	Cleaning balls dispenser	Cleaning ball dispenser missing.	Contact service organisation.	✓	-	-
W-010 	CPU	Invalid coffee or milk recipe.	No action necessary. This message disappears with the next successful coffee product. Normally this message should never appear.	✓	-	✓
W-011 	Brewing module	Brewing unit initialisation failed left. The left brewing unit is blocked. => Please check the left brewing unit.	Contact service organisation.	✓	-	✓
W-012 	Brewing module	Brewing unit initialisation failed right. The right brewing unit is blocked. => Please check the right brewing unit.	Contact service organisation.	✓	-	✓
W-013 	Machine	Service necessary. Please contact your service technician.	The machine has reached the predefined number of products or the service date interval has been elapsed. Please contact your service technician.	-	✓	✓
W-014 	Water supply	Please change the water filter.	Predefined water amount has been reached. The water filter has to be changed after its life time cycle. Otherwise the boilers will be damaged due to the limescale. Please contact your service technician.	-	✓	✓
W-017 	Grinder module	No grinder turns detected (grinder left. Cameo: Bean hopper left. Enigma / Shotmaster / E'line: Bean hopper rear.	If this message remains, contact service organisation.	-	-	✓

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
		The grinder automatically tries to start again.				
W-018 	Milk module	Milk tank empty. Please refill the milk tank.	Refill the milk tank.	✓	-	-
W-019 	Milk module	Steam pressure too low for milk products.	Wait until the steam pressure is high enough to produce a milk product.	✓	-	-
W-020 	Brewing module	Top piston failure left. The machine tries to unblock the piston automatically.	Contact service organisation.	✓	-	✓
W-021 	Brewing module	Top piston failure right. The machine tries to unblock the piston automatically.	Contact service organisation.	✓	-	✓
W-022 	Brewing module	Bottom piston failure left. The machine tries to unblock the piston automatically.	Contact service organisation.	✓	-	✓
W-023 	Brewing module	Bottom piston failure right. The machine tries to unblock the piston automatically.	Contact service organisation.	✓	-	✓
W-024 	Milk module	Milk tank empty. Please refill the milk tank.	Refill the milk tank.	✓	-	-
W-025 	Grinder module	No grinder turns detected (grinder right, bean hopper front). The grinder automatically tries to start again.	The grinder automatically tries to unblock itself (normally that already solves the problem). But if it couldn't unblock itself after three times, the grinder is blocked (the warning W-068 (page 111) is set). Please contact your service technician.	✓	-	✓

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
W-027 	Display / Touch screen	Date and time incorrect. Please adjust the date and time in the display menu and restart the machine.	<p>Turn the coffee machine off (main switch and not standby button!), wait 10 s and turn it on again (mostly that already fixes the problem).</p> <p>But if the message is still shown after turning off and on the machine login with super user access and:</p> <ul style="list-style-type: none"> Adjust the date and time at the left display (Menu > Display > Date and Time > Set Date & Time. Check also if the time zone is correct on the display(s). <p>If the message still appear after manually setting the date and time and restarting the machine, please contact your service technician.</p>	✓	-	✓
W-028 	Display / Touch screen	Date and time incorrect. Please adjust the date and time in the display menu and restart the machine.	<p>Turn the coffee machine off (main switch and not standby button!), wait 10 s and turn it on again (mostly that already fixes the problem).</p> <p>But if the message is still shown after turning off and on the machine login with super user access and:</p> <ul style="list-style-type: none"> Adjust the date and time at the left display (Menu > Display > Date and Time > Set Date & Time. Check also if the time zone is correct on the display(s). <p>If the message still appear after manually setting the date and time and restarting the machine, please contact your service technician.</p>	✓	-	✓
W-029 	CPU	Failure of external EEPROM (CPU).	Contact service organisation.	✓	-	✓
W-030 	CPU	Failure during backup to external EEPROM (CPU).	Contact service organisation.	✓	-	✓
W-034	Bean hopper	No coffee powder detected (left).	Check the powder chute. Have you inserted enough powder?	✓	-	-

Troubleshooting

Number Module / Unit Info Message Explanations / Remedies



		Please check the powder chute and press Continue.				
W-035	Bean hopper	No coffee powder detected (right). Please check the powder chute and press Continue.	Check the powder chute. Have you inserted enough powder?	✓	-	-
W-036	Brewing module	Push brew chamber back and press Continue.	Contact service organisation.	✓	-	-
W-037	Milk module	The milk system was cleaned without detergent. Please use Everclean™!	None or not sufficient detergent detected for a proper cleaning of the milk system.	✓	✓	-
W-038	Hydraulic module	Cameo: Coffee boiler temperature sensor failure. Enigma / Shotmaster / E'line: Coffee boiler temperature sensor failure left. Please check the temperature sensor and cable.	Contact service organisation.	✓	-	✓
W-039	Hydraulic module	Enigma / Shotmaster / E'line: Coffee boiler temperature sensor failure right. Please check the temperature sensor and cable.	Contact service organisation.	✓	-	✓
W-040	Milk module	Milk heater temperature sensor failure left.	Contact service organisation.	✓	-	✓

Troubleshooting

Number Module / Unit Info Message Explanations / Remedies



		Please check the temperature sensor and cable.				
W-041 	Milk module	Milk heater temperature sensor failure right. Please check the temperature sensor and cable.	Contact service organisation.	✓	-	✓
W-045 	Milk module	Milk temperature too high (left). Please check the milk system and tubes.	Contact service organisation.	-	-	✓
W-046 	Milk module	Milk temperature too high (right). Please check the milk system and tubes.	Contact service organisation.	-	-	✓
W-048 	Display / Touch screen	During the weekend all milk products are locked!	Occurs only if you have turned on Cleaning Weekend Mode (Clean/Standby menu) .	✓	-	-
W-049 	Milk module	The left milk temperature could not be adjusted to the nominal value. Please check the milk system and tubes.	Contact service organisation.	-	-	✓
W-050 	Housing	Fan Front doesn't run. Check if the fan is plugged in correctly.	Contact service organisation.	✓	-	✓
W-051 	Bean hopper	Fan of left grinder doesn't run. Cameo: Bean hopper left. Enigma / Shotmaster / E'line: Bean hopper rear.	Contact service organisation.	-	-	✓

Troubleshooting

Number Module / Unit Info Message Explanations / Remedies



		<p>Check if the fan is dirty or blocked by beans.</p> <p>Check if the fan is plugged in correctly.</p>				
W-052	Bean hopper	<p>Fan of right grinder doesn't run.</p> <p>Cameo: Bean hopper right.</p> <p>Enigma / Shotmaster / E'line: Bean hopper front.</p> <p>Check if the fan is dirty or blocked by beans.</p> <p>Check if the fan is dirty or blocked by beans.</p>	Contact service organisation.	-	-	✓
W-053	Milk module	<p>The right milk temperature could not be adjusted to the nominal value.</p> <p>Please check the milk system and tubes.</p>	Contact service organisation.	-	-	✓
W-054	Milk module	Milk pump left doesn't run.	Contact service organisation.	✓	-	✓
W-055	Milk module	Milk pump right doesn't run.	Contact service organisation.	✓	-	✓
W-056	Milk module	<p>Milk input temperature sensor failure left.</p> <p>Please check the temperature sensor and cable.</p>	Contact service organisation.	✓	-	✓
W-057	Milk module	Milk input temperature sensor failure right.	Contact service organisation.	✓	-	✓

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
		Please check the temperature sensor and cable.				
W-058 	Milk module	Milk tank temperature left too high. Please fill the milk tank with cold milk.	The temperature of the milk in the fridge is too high. Use and refill only cooled milk.	✓	-	✓
W-059 	Milk module	Milk tank temperature right too high. Please fill the milk tank with cold milk.	The temperature of the milk in the fridge is too high. Use and refill only cooled milk.	✓	-	✓
W-060 	Milk module	Milk unit not connected.	Contact service organisation.	✓	-	✓
W-061 	Grinder module	The desired number of ticks could not be adjusted by the grinder. Cameo: Bean hopper left. Enigma / Shotmaster / E'line: Bean hopper rear.	Contact service organisation.	-	-	✓
W-062 	Grinder module	The desired number of ticks could not be adjusted by the grinder. Cameo: Bean hopper right. Enigma / Shotmaster / E'line: Bean hopper front.	Contact service organisation.	-	-	✓
W-063 	Grinder module	The grinder has been opened more than 20 ticks since the last calibration. Cameo: Bean hopper left.	Contact service organisation.	-	-	✓

Troubleshooting

Number Module / Info Message Explanations / Remedies
Unit




















		Enigma / Shotmaster / E'line: Bean hopper rear.				
W-064 	Grinder module	The grinder has been opened more than 20 ticks since the last calibration. Cameo: Bean hopper right. Enigma / Shotmaster / E'line: Bean hopper front.	Contact service organisation.	-	-	
W-065 	Grinder module	Please schedule next service with your service technician.	In the next few weeks a service will be necessary. It's good to plan the next service early enough (no last minute actions). Please contact your service technician.	-	-	-
W-066 	Grinder module	Please schedule water filter change with your service technician.	In the next few weeks a water filter change will be necessary. It's good to plan the next water filter change early enough (no last minute actions). Please contact your service technician.	-	-	-
W-067 	Grinder module	The extraction time is significantly different between the left and right outlet.	Contact service organisation.	-	-	
W-068 	Grinder module	The left grinder is blocked. Cameo: Close the left bean hopper. Enigma / Shotmaster / E'line: Close the rear bean hopper. Press Continue to start automatic grinder unblocking.	Contact service organisation.		-	

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
W-069 	Grinder module	<p>The right grinder is blocked.</p> <p>Cameo: Close the right bean hopper.</p> <p>Enigma / Shotmaster / E'line: Close the front bean hopper.</p> <p>Press Continue to start automatic grinder unblocking.</p>	Contact service organisation.	✓	-	✓
W-070 	Milk module	<p>Milk temperature too low left.</p> <p>Please observe the product history.</p>	Contact service organisation.	-	-	✓
W-071 	Milk module	<p>Milk temperature too low right.</p> <p>Please observe the product history.</p>	Contact service organisation.	-	-	✓
W-072 	Brewing module	<p>The flow rate of left and right side is different.</p> <p>Consult the rinse history for more information.</p> <p>Check the coffee nozzles and screens of the brewing unit.</p>	Contact service organisation.	-	-	✓
W-073 	Brewing module	<p>The flow rate during rinse left is too low.</p> <p>Consult the rinse history for more information.</p> <p>Check the coffee nozzle and screens of the left brewing unit.</p>	Contact service organisation.	-	-	✓



Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
W-074 	Brewing module	The flow rate during rinse right is too low. Consult the rinse history for more information. Check the coffee nozzle and screens of the right brewing unit.	Contact service organisation.	-	-	
W-075 	Brewing module	The extraction time left is too high. Please press Continue to start a rinse.	The extraction time is more than 15 s too long three times running. To check if the machine has a problem, a rinse will be performed after pressing Continue . If the warning doesn't disappear after the rinse, login with super user access: => Consult the Rinse history for more information. => Please contact your service technician.		-	
W-076 	Brewing module	The extraction time right is too high. Please press Continue to start a rinse.	The extraction time is more than 15 s too long three times running. To check if the machine has a problem, a rinse will be performed after pressing Continue . If the warning doesn't disappear after the rinse, login with super user access: => Consult the Rinse history for more information. => Please contact your service technician.		-	
W-077 	Brewing module	The flow rate during rinse left is too high. Consult the rinse history for more information.	The flow rate during rinse on the left side is higher than 15 ticks/s. Contact service organisation.		-	
W-078 	Brewing module	The flow rate during rinse right is too high.	The flow rate during rinse on the right side is higher than 15 ticks/s. Contact service organisation.		-	

Troubleshooting

Number Module / Unit Info Message Explanations / Remedies






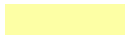




		Consult the rinse history for more information.				
W-079 	Brewing module	The coffee nozzle was not detected during rinse. Consult the rinse history for more information.	Contact service organisation.	-	-	✓
W-080 	Grinder module	The left grinder could not be automatically unblocked. Press Continue to start automatic grinder unblocking.	Contact service organisation.	✓	-	✓
W-081 	Grinder module	The right grinder could not be automatically unblocked. Press Continue to start automatic grinder unblocking.	Contact service organisation.	✓	-	✓
W-082 	Water pump	Water pump doesn't run.	Contact service organisation.	-	-	✓
W-083 	Hydraulic module	Coffee boiler outlet temperature sensor failure. Please check the temperature sensor and cable.	Contact service organisation.	-	-	✓
W-084 	Bean hopper	Bean level left too low. Please refill the bean hopper.	Light barrier detected no coffee beans in left hopper. Refill bean hopper (page 47). If warning remains, please contact your service technician.	✓	-	-
W-085 	Bean hopper	Bean level right too low. Please refill the bean hopper.	Light barrier detected no coffee beans in right hopper. Refill bean hopper (page 47).	✓	-	-

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
If warning remains, please contact your service technician.						
W-086 	Milk module	Initial rinse of milk system hasn't been performed yet. Check if you are logged out.	Make sure that you are being logged out so that the init rinse can start.	✓	-	-
W-087 	Brewing module	Top piston zero position failure left. Please check the left top piston (screen and rod) for coffee residue and clean it.	Contact service organisation.	-	-	✓
W-088 	Brewing module	Top piston zero position failure right. Please check the right top piston (screen and rod) for coffee residue and clean it.	Contact service organisation.	-	-	✓
W-089 	Water supply	Water line pressure / flow too low. Please check the water supply.	Contact service organisation.	-	-	✓
W-090 	Powder unit	The fan of the powder unit doesn't run.	Contact service organisation.	-	-	✓
W-091 	Powder unit	The left powder dispenser of the powder unit doesn't run. Check if it is blocked.	Contact service organisation.	✓	-	✓
W-092 	Powder unit	The right powder dispenser of the powder unit doesn't run. Check if it is blocked.	Contact service organisation.	✓	-	✓

Troubleshooting

Number	Module / Unit	Info Message	Explanations / Remedies			
W-093 	Powder unit	The powder pump of the powder unit doesn't run.	Contact service organisation.	✓	-	✓
W-099 	Display / Touch screen	The SD card is missing. Check the SD card or insert a SD card.	Contact service organisation.	-	-	-
W-101 	Steam module	Steam boiler pressure too high.	Contact service organisation.	✓	-	✓
W-103 	Steam module	Steam wand left temperature sensor failure. Please check the temperature sensor and cable.	Steam or Everfoam™ blocked! Contact service organisation.	✓	-	✓
W-104 	Steam module	Steam wand right temperature sensor failure. Please check the temperature sensor and cable.	Steam or Everfoam™ blocked! Contact service organisation.	✓	-	✓

8.6. FAQs

8.6.1. Bean hoppers unlocked

The coffee dispensed is watery.

The bean hopper is empty or closed so no beans have access to the grinder.

- Fill or lock the bean hoppers in the open position (page 47).

8.6.2. No water connected

The main water tap (usually under the counter) or the coffee machine water tap (under the drip tray) are closed.

- Open all the water taps.

8.6.3. No milk dispensed

No milk is dispensed, but the milk tank in the refrigerator is not empty.

1. Check that the milk is cold enough (3 °C). Always fill the milk tank with pre-cooled milk.
2. Check that the end of the milk in-take tube lay on the bottom of the filled milk tank.
3. Check that the milk tube is not pinched and in good condition.

Troubleshooting

8.6.4. Steam wand is clogged

- The steam wand needs to be purged before and after every product preparation (page 47).



Not using the purge will slowly block the pipe inside. Make purging your regular procedure or refer to Steam purge button (page 47).

8.6.5. Cups on the cup heater are not warm enough

- Cups can be topped up to a maximum of 2 layers to have an effective cup heating function.
- The cup heater is not intended to keep cups warm in a cold air flow (e.g. near an open window or door).
- Contact your service engineer to verify the heating panel settings.

9. Options

This chapter describes machine options.

9.1. List of options for Cameo machines

The list doesn't describes Cameo Core options.

9.1.1. Grinder(s) and bean hopper(s)

Options	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST
Bean hopper lock (page 120)	✓	✓	✓
Bean hopper level alert (page 120)	Standard since 2020	Standard since 2020	Standard since 2020
Single bean hopper (page 121)	✓	✓	✓

9.1.2. Housing

Options	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST
Cup centering guide (page 121)	✓	✓	✓
Housing colours and styles (page 17)	✓	✓	✓
High feet and large grounds drawer (page 122)	✓	✓	✓
Red lid for coffee cleaning balls dispenser (page 123)	✓	✓	✓
Self-service pre-configured (page 124)	✓	✓	✓

Options

9.1.3. Outlets

Options	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST
Single coffee outlet (page 124)	✓	✓	✓
High hot water outlet (page 125) (195 mm)	✓	✓	✓
Front panel with hot water outlet (page 125)	-	-	✓
1.5-Step Milk arm (page 125)	-	-	✓
Without outlet (page 126) (steam wand arm, 1.5-Step Milk arm, hot water)	✓	✓	✓

9.1.4. Product settings

Options	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST
Crema nozzle (page 126)	✓	✓	✓
Auto adjustable Americano temperature (page 127)	✓	✓	✓
2 milk types (page 127)	-	-	✓
Cold foam (page 128)	-	-	✓

9.1.5. Other

Options	C'2c/Classic C'2c/ST	C'2s/Classic C'2s/ST	C'2ms/Classic C'2ms/ST
C'choco predisposition (page 128)	✓	✓	✓
PowerPlus 5.6 kW steam boiler power option (page 128)	-	Standard since 01.2020	Standard since 01.2020
Undercounter ground coffee disposal (page 128)	✓	✓	✓

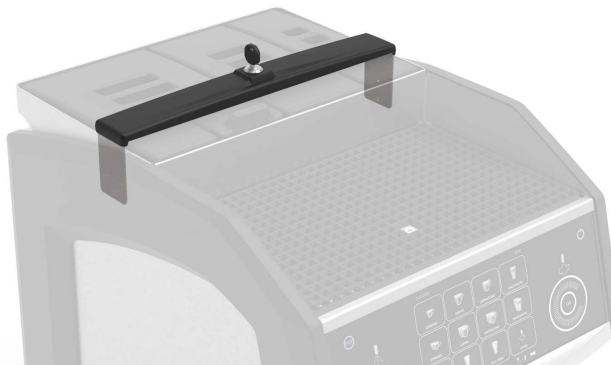
9.2. List of options for C'choco machines

Options	C'choco/Classic
High feet (page 122)	✓
Housing colours and styles (page 18)	✓
Lockable lids (page 123)	✓

9.3. Bean hopper lock option

The bean hopper lock is available for safety purposes (e.g. self-service machines).

- For more information, contact your service organisation.



9.4. Bean hopper level alert option

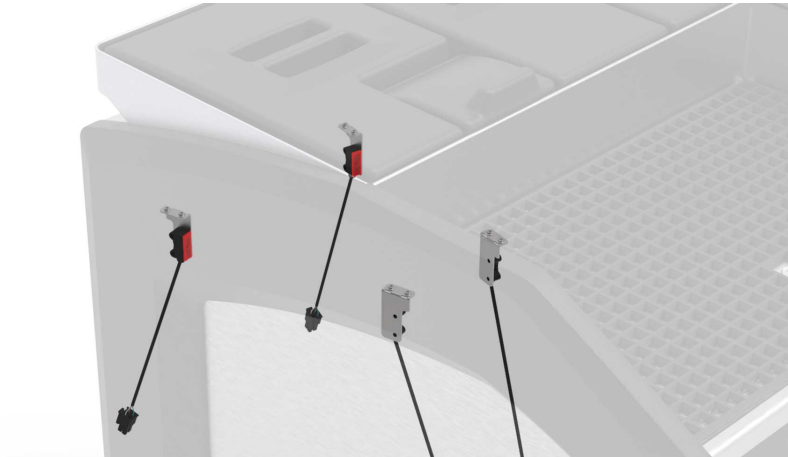


Standard on all machines since 2020. Except for Cameo Core range.

Light barriers are installed on each side of the two bean hoppers, one as a transmitter and the other as a receiver.

This will allow the system to automatically detect the amount of coffee beans in the hoppers before the warning message "bean hopper empty" appears. This avoids wasting products, as well as any need to plan refills in advance.

Options

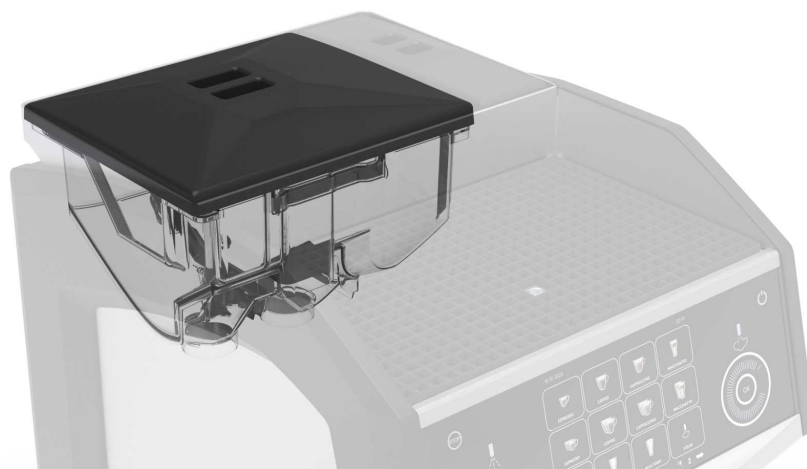


9.5. Single bean hopper option

The single bean hopper can hold up to 2.4 kg of coffee beans.

With this configuration, it is possible to use both grinders for making two types of grinding with the same beans. The powder chute is not available when the single bean hopper is mounted.

- For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-15 Single bean hopper 2.4 kg.



9.6. Cup centering guide option

A guide is clipped to the drip tray, to help centre cups under the coffee outlet.

- For more information, contact your service organisation.

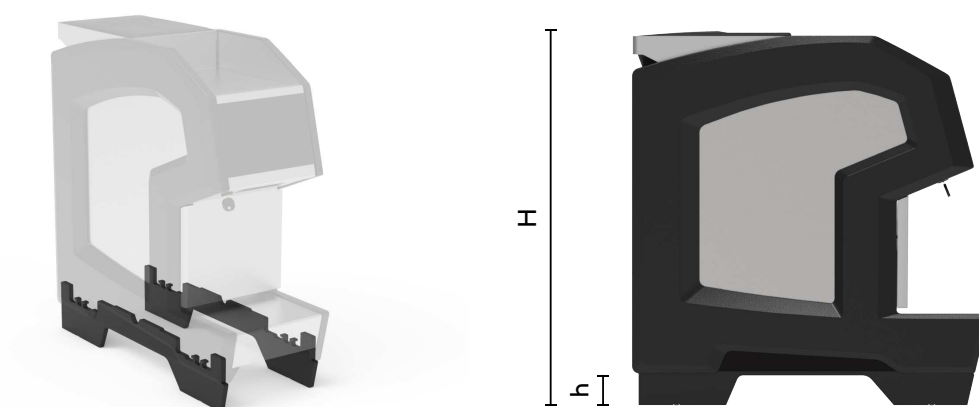


9.7. High feet option

This option enables the possibility to elevate the machine to get a better access for the cleaning.

The high feet are about 50 mm higher than the regular feet.

- For more information, contact your service organisation.



Dimension (h)	50 mm (1.97 in)
Dimension (H)	632 mm (24.9 in)

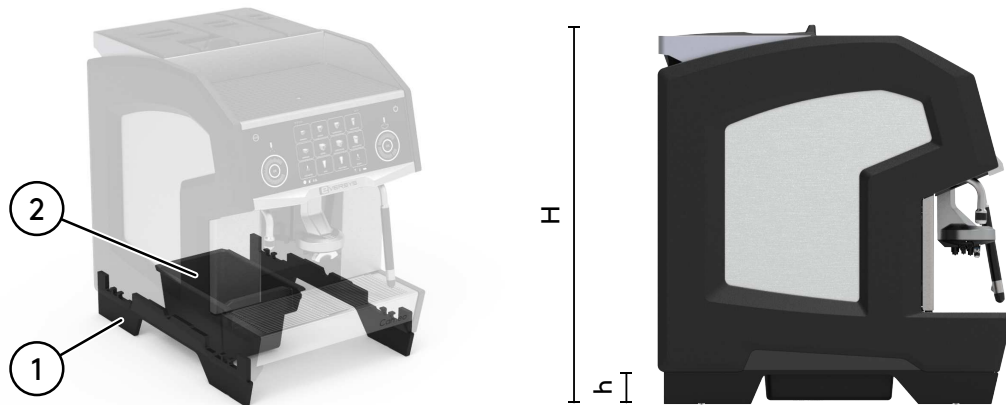
9.8. High feet and large grounds drawer option

The high feet (1) are about 50 mm higher than the standard feet.

The large grounds drawer (2) is about 80% bigger than the standard one. It contains in total: 0.7 kg.

Options

- For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-12 High feet & Large grounds drawer.

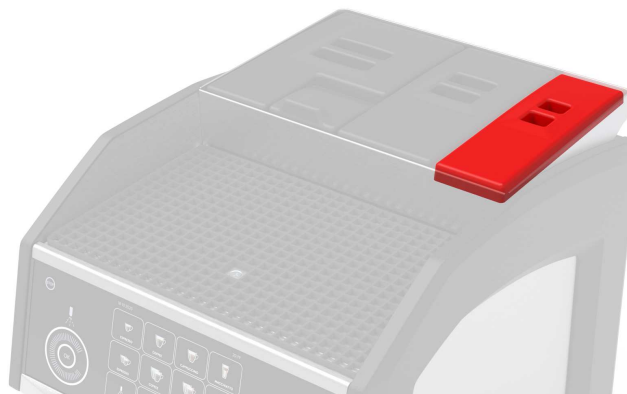


Dimension (h)	50 mm (1.97 in)
Dimension (H)	630 mm (24.8 in)

9.9. Red lid for cleaning balls dispenser option

The cover is red to avoid mistake during the bean refilling or the machine cleaning.

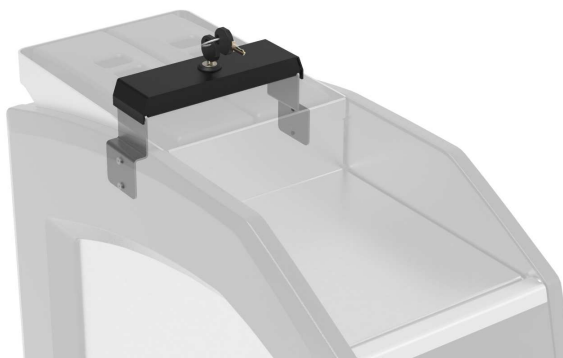
- For more information about high feet, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-10 New red cover for Eversys cleaning balls container.



9.10. Lockable lids option

The lockable lid is available for safety purposes (e.g. self-service machines).

- For more information, contact your service organisation.



9.11. Self-service pre-configured option

This option improves the use of the machine in special conditions such as self-service.

Machine setup is as follow:

- Single coffee outlet (page 124)
- Cup centering guide (page 121)
- Without 1.5-Step | Milk arm (page 125)
- Without steam wand | steam arm

9.12. Single coffee outlet option

The single outlet enhances customer experience for self-service machines.

- For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-20 Single coffee outlet.



- | | |
|------------|----------------------|
| (1) | Single coffee outlet |
| (2) | Single milk outlet |

- | | |
|------------|--------------------------------------|
| (3) | Single water outlet |
| (4) | Choco/powder outlet (machine option) |

Options

9.13. High hot water outlet option

The high hot water outlet allows you to use cups that are up to 195 mm high.

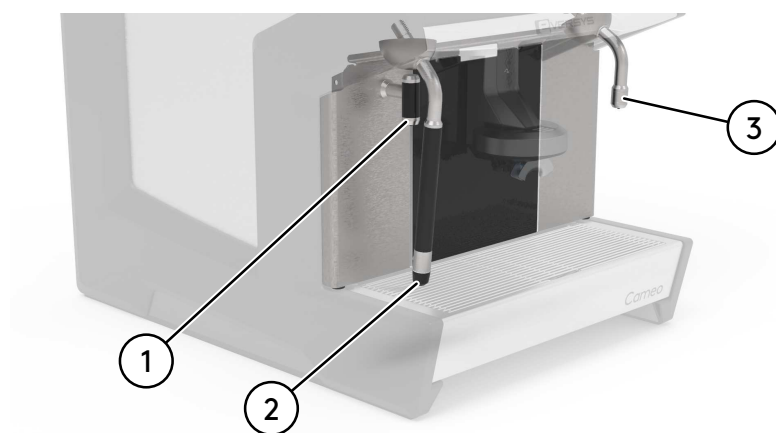
- For more information, contact your service organisation.



9.14. Front panel with hot water outlet option

The front panel with hot outlet allows to combine all of our outlets on the same machine.

- For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-25 Cameo - Front panel with hot water outlet.



(1)	Hot water outlet (behind the steam wand)	(3)	1.5-Step
(2)	steam wand		

9.15. 1.5-Step | Milk arm option

The 1.5-Step is a milk arm that allows to dispense perfect foam at the same time of an espresso and lets the Barista concentrate on latte art.

Short version

- For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-18 Cameo & Enigma - 1.5-Step outlet.



Long version (no more available)

- For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-18 Cameo & Enigma - 1.5-Step outlet.



9.16. Without outlet option (steam wand, hot water and 1.5-Step)



Everfoam, manual steam and auto steam functions are not available if there is no steam wand.

Hot water is only dispensed through the coffee outlet if there is no hot water outlet.

A plug hides the hole when there is no outlet.

9.17. Nozzle option (Espresso | Coffee | Crema)

The espresso, coffee and crema nozzle enhances in-cup coffee quality.

Options

- The espresso nozzle optimises machine use for espresso products.
- The coffee nozzle optimises machine use for larger products (e.g. coffee).
- The espresso or coffee nozzle combined with the crema nozzle helps to stabilise the crema on top of every coffee product.

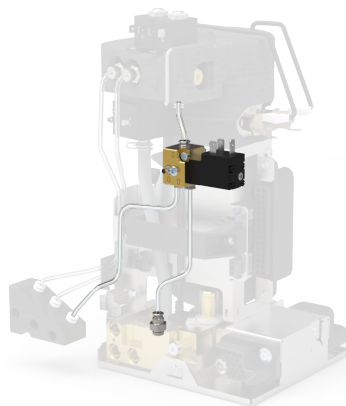
For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-14 Crema Nozzle.

9.18. Auto adjustable Americano temperature option

The auto adjustable Americano temperature allow you to adjust the water temperature for an Americano with software settings.

This option also allow to dispense a cold Americano. The Americano proportional valve is fully opened and dispenses cold water while the espresso remains hot.

- For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-16 Cameo - Adjustable Americano temperature.



9.19. 2 milk types option

This option enables the possibility to dispense products with two different types of milk.



If using e.g. regular milk on milk tank #1 and e.g. soy milk on milk tank #2, it is not possible to guarantee Lactose-Free Milk on milk tank #2.

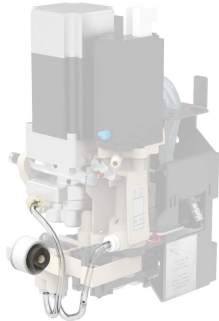
- For more information, contact your service organisation.



9.20. Cold milk foam option

This option enables cold foam.

- For more information, contact your service organisation.



9.21. C'choco predisposition option

The C'choco predisposition allows the Cameo to be connected with the C'choco without upgrade.

The predisposition includes:

- the CPU V2. For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-29 CPU V2 with C'choco connection pin.
- the coffee spout V2. For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-11 Coffee outlet V2.

For more information, connect to the e'Support center (<https://support.eversys.com/hc/en-us>) and search for PI-38 C'choco upgrade kit for Cameo.

9.22. PowerPlus 5.6 kW steam boiler power option



Standard on all machines since 2020. Except for Cameo Core range.

If your electrical network allows (1x25A, 2x16A, 3x16A), it is possible to order the PowerPlus option. The steam boiler will be energised by 5.6 kW instead of 2.8 kW, so significantly increasing its performance.

Your service engineer will configure the settings according to your needs during initial commissioning.

9.23. Undercounter ground coffee disposal | Grounds bin drawer option

The undercounter ground coffee disposal allows a higher amount of grounds coffee in the bin.

Countertop cutouts are available under the e'Support center (<https://support.eversys.com/hc/en-us>).

Options

- For more information, contact your service organisation.



10. Warranty and Generalities

This chapter describes the warranty limitations and basic information on the machine and the document structure.

10.1. Warranty

Each coffee machine manufactured by Eversys is guaranteed to be free of defects in workmanships and material when leaving the factory. The guarantee is valid for a period of 24 months or 100'000 products per group head (whichever comes first) from the date of installation.

Eversys will repair or replace at its discretion part or all of the product not conforming to this warranty. Eversys' responsibility under this warranty is limited to the repair or replacement of defective parts and not to wear and tear parts and maintenance products. Furthermore, the warranty is not provided if:

- The instructions on how to handle, install or operate the machines or spare parts are disregarded,
- The machines have been disassembled or modified or repaired with non-original components by a person and/or company not approved by Eversys,
- The machines have been utilised for an application for which it was not intended to be used,
- Installation and regular maintenance have not been done properly and on time and conducted by a person and/or company duly approved by Eversys,
- Water quality does not correspond to Eversys criteria.

Each spare part manufactured by Eversys is guaranteed to be free of defects in workmanships and material when leaving the factory for a period of 12 months valid from date of shipment.

Each refurbished part manufactured by Eversys is guaranteed to be free of defects in workmanships and material when leaving the factory for a period of 6 months valid from date of shipment.

In order to be able to claim against our warranty you have to send us back the completed installation form for each machine. Any spare part delivered under warranty will have to be sent to Eversys within 90 days, after which Eversys will be obliged to invoice it.

All cleaning materials used for Eversys machines must have been authorized by the manufacturer. Not using Eversys cleaning materials will make the warranty null and void.

10.2. Warranty limitation

Eversys S.A. denies any responsibility in case of:

- incorrect use of the coffee machine,
- unauthorized modification (willingly or unwillingly),
- not complying with the instructions contained in the manuals provided with the coffee machine,
- not complying with the safety instructions contained in the manuals,
- damage linked to the use of the machine, in particular any loss of data or any financial loss which might be associated with the use of the software,
- if the machine is used in a manner not specified by the manufacturer, the protection provided by the coffee machine may be impaired.

When the coffee machine is connected to a host, the user takes the entire responsibility for error-less transmission of the results (e.g. hardware, software and firmware) to this system.

Warranty and Generalities



Any warranty will be deemed void in the following cases:

- Installation of the machine by unauthorized persons;
- Installation non conforming with our datasheet;
- Misuse causing damage;
- Maintenance by unauthorized persons;
- Mandatory service and maintenance schedule not respected;
- Mandatory daily cleaning not respected;
- Damage due to improper storage;
- Use contrary to the instructions given in this manual or according to information other than the manufacturer's original tips.

Each machine is tested by Eversys S.A. before shipping.

10.3. Glossary

The following terms and acronyms are used in this manual.

10.3.1. Acronyms

10.3.1.1. General acronyms

EMT

Electronic Milk Texturing system with heating/steaming module

ETC

Extraction Time Control

GUI

Graphical User Interface

MAD

Micro Air Dosing system

PQC

Powder Quantity Control

ST

Super Traditional

10.3.1.2. Machine range acronyms

c

Coffee and hot water (Tea)

s

Coffee, hot water (Tea) and steam

m

Coffee, hot water (Tea) and milk

ms

Coffee, hot water (Tea), milk, steam

10.3.2. "Persons"

Manufacturer

Eversys S.A.

Ecoparc de Daval A 2

Warranty and Generalities

CH-3960 Sierre, VS

Switzerland

User

The term «user» is the final person, end user, using the coffee machine to dispense coffee or any other product.

User Basic

The term User Basic is the owner of a machine both when using it as its owner and when transferring it to a third-party.

Personnel

The term «personnel» encompasses persons who have any kind of activity with the machine and who are qualified in accordance with the manufacturer's requirements and are consequently authorised.

Manager (Super User)

The term «Manager» designates duly trained persons who are permitted to perform specific tasks on the machine.

Service engineer

The term «service engineer» designates duly trained persons who are permitted to install, maintain and service the machine.

Service organisation

The term «service organisation» designates the organisation which is permitted to appoint «service engineer» and is your contact from servicing to user training.

10.3.3. Injury

Minor Injury

A reversible injury that does not require medical treatment.

Moderate Injury

A reversible injury that does require medical treatment.

10.3.4. Products

Machine

This is the coffee machine manufactured by Eversys S.A.

Everfoam (e'Foam)

The Eversys' improved Foam system provides a 2-step barista solution. This generation of Everfoam (e'foam) allows you to texture the milk by product type. This is done through the MAD system controlled electronically.

Coffee cleaning balls

Coffee system cleaning product.

Milk cleaning balls

Milk system cleaning product.

Milk cleaning tabs

Milk system cleaning product.

Everclean

Milk system cleaning product.

Warranty and Generalities

10.3.5. Coffee terms

10.3.5.1. General terms

Barista

A person who is specially trained in making and serving coffee drinks, as in a coffee bar.

10.3.5.2. Coffee products terms (non-exhaustive list)

Espresso

The espresso is the foundation and the most important part to every espresso-based drink.

Ristretto

A ristretto is an espresso that is extracted with the same amount of coffee but half the amount of water.

Coffee

A coffee is an espresso that is extracted with the same amount of coffee but the amount of water is doubled.

Americano (long black)

An Americano is hot water with an espresso extracted on top of the hot water.

Coffee pot

An American-based (one or two espresso) but sets with multiple cycles in order to fill the pot.

Macchiato

A Macchiato is an espresso but with a dollop of foamed milk on top.

Latte macchiato

Latte macchiato is a 3-layer product with cold milk at the bottom, one espresso in the middle and hot foamed milk on top.

Cappuccino

A cappuccino is a mix of coffee and hot milk with hot foam milk on top.

Flat white

A flat white is a coffee you'll primarily find in Australia and New Zealand. It is a mix of coffee and hot milk with 5 mm hot foam milk on top.

Piccolo latte

A piccolo latte is a caffè latte made in an espresso cup. This means it has a very strong but toned-down espresso taste thanks to the steamed milk and micro foam within it.

Decaf

Decaffeinated coffee.

10.4. Typographical Conventions

The following styles are used in this manual.

10.4.1. Warning



Warning messages are signalled by this symbol and bold type. The main risk appears in capital letters (e.g. RISK OF BURNS). Non-compliance with these messages may result in damage to the machine, causing burns or in having to stop a product.

They are used to designate:

- an imminent and dangerous situation which, if not avoided, may lead to moderate injury of the user;
- or a potentially dangerous situation which, if not avoided may lead to minor injury of the user.

10.4.2. Note



Notes are indicated by this symbol.

They indicate a preferred procedure or recommended use and/or a general informative remark.

10.4.3. Notation

- Procedures: Text preceded by a number (**1, 2, 3**) indicates a procedure to be carried out step by step.
- Cross-references and links: this style is used as bold (page 134).
- Software buttons: text in bold style is used (e.g. **OK**, **Save**, **Rinse**).
- List of numbers: text linked to an illustration (**1, 2, 3**).

Appendix

11. Appendix

This chapter contains additional content such as the equipment list, user manager module and more.

11.1. Equipment list of Cameo machines



Please note that the equipment list may vary depending on your machine configuration.

11.1.1. Common for all machines

Description	Quantity
Cameo	1
General Safety Instructions	1
Quick Start QRC	1
Cleaning sheet QRC	1
Remove transport locks instructions	1
Red transport locks to keep for safe use	2
Coffee cleaning balls container (62 pieces)	4
Water inlet hose with tap	1
Drain hose (Ø22/16 - 2 m)	1
Drain connection kit (o-ring drain fitting hose clamp)	1
LAN cable (3 m)	1

11.1.2. Depending on the model and options of the machine

Description	Quantity
Water inlet adapter	1
Everclean (1 litre)	12
Cleaning container	1
1 milk type kit	1
2 milk types kit	1
CCI CSI cable	1
Grounds bin drawer kit	1
Cup centering guide	1

11.2. Equipment list of choco modules | powder units



Please note that the equipment list may vary depending on your machine configuration.

Description	Quantity
C'choco E'choco	1
Couplings Frame connections	2
Quick start guide and Cleaning sheet (QRC)	1
General Safety Instructions	1

11.3. Spare parts ordering

Please contact your local service organisation or connect to the Webshop.

11.4. User Rights

The table below describes the menu user level rights according to the manufacturer's default settings when the machine is shipped.

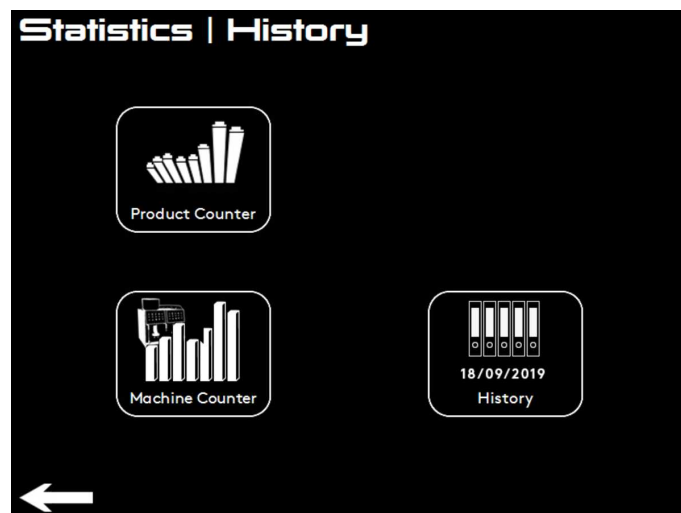
- User (basic user)
- Manager (super user)



Illustrations show software V3.17.

Illustrations show monochrome style.

11.4.1. User rights in the Statistic / History menu



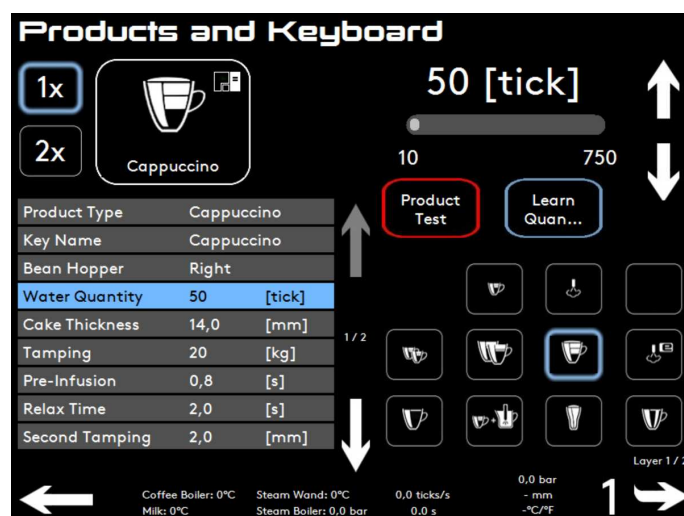
Appendix

Parameter	Default	User	Super user	Advanced user	More information
Product Counter	-	✓	✓	✓	Product counter menu (page 57)
• Day Counter	-	✓	✓	✓	Product counter menu (page 57)
• Period Counter	-	✓	✓	✓	Product counter menu (page 57)
• Total Counter	-	✓	✓	✓	Product counter menu (page 57)
Machine Counter	-	-	-	✓	-
History	-	-	-	✓	-
• Product History	-	-	-	✓	-
• Error History	-	-	-	✓	-
• Cleaning History	-	✓	✓	✓	-
• Rinse History	-	-	-	✓	-
• Service History	-	-	-	✓	-

11.4.2. User rights in the Product & Keys menu

The tables below describe the default settings for a cappuccino. User level rights are similar for any other products.

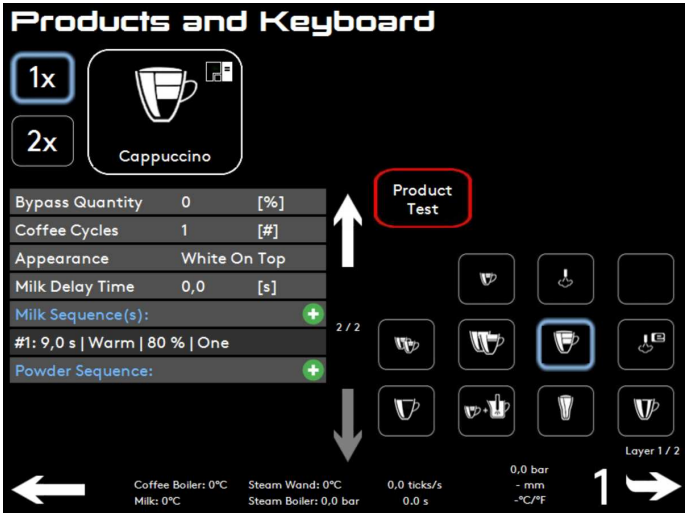
11.4.2.1. Page 1/2



Parameter	Default	User	Super user	Advanced user	More information
1 x	On	-	✓	✓	Contact service organisation.
2 x	Off	-	✓	✓	Contact service organisation.
Key Icon	Cappuccino	-	✓	✓	Contact service organisation.
Product Type	Cappuccino	-	-	✓	Contact service organisation.
Key Name	Cappuccino	-	✓	✓	Product & Keys menu (Manager access) (page 58)
Bean Hopper	TBC	-	-	✓	Contact service organisation.
Water Quantity [tick]	50	-	✓	✓	Product & Keys menu (Manager access) (page 58)
Cake Thickness [mm]	14,0	-	-	✓	Contact service organisation.
Tamping [kg]	20	-	-	✓	Contact service organisation.
Pre-infusion [s]	0,8	-	-	✓	Contact service organisation.
Relax Time [s]	2,0	-	-	✓	Contact service organisation.
Second Tamping [mm]	2,0	-	-	✓	Contact service organisation.
Product Test	-	-	✓	✓	Product & Keys menu (Manager access) (page 58)
Learn Quantity (Press first Water Quantity)	-	-	✓	✓	Product & Keys menu (Manager access) (page 58)
Powder Test (Press first Cake Thickness)	-	-	-	✓	Contact service organisation.

Appendix

11.4.2.2. Page 2/2



Parameter	Default	User	Super user	Advanced user	More information
Bypass Quantity [%]	0	-	-	✓	Contact service organisation.
Coffee Cycles [#]	1	-	-	✓	Contact service organisation.
Appearance	White on Top	-	-	✓	Contact service organisation.
Milk Delay Time [s]	0,0	-	-	✓	Contact service organisation.
Milk Sequence(s)	-	-	✓	✓	Pop up
Powder Sequence	-	-	✓	✓	Pop up

11.4.2.3. Milk sequence popup (Press #1: 9,0 s | Warm | 80%)

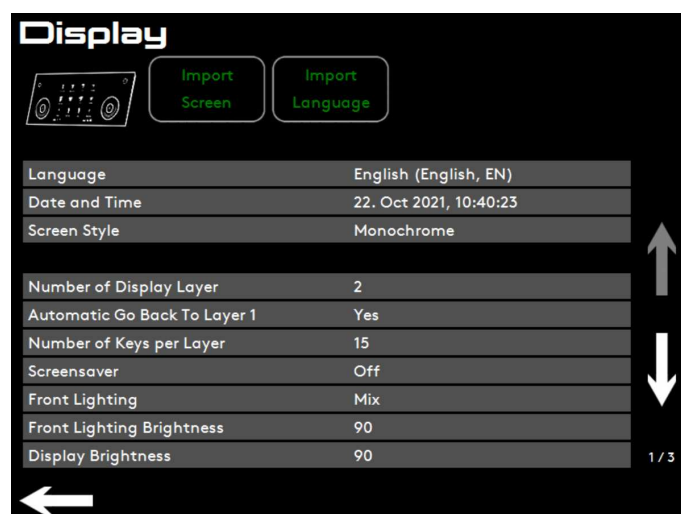
Parameter	Default	User	Super user	Advanced user	More information
Milk Quantity [s]	9,0	-	✓	✓	Product & Keys menu (Manager access) (page 58)
Milk Temperature	Warm	-	-	✓	Contact service organisation.
Foam Texture	80	-	-	✓	Contact service organisation.
Milk sort	One	-	-	✓	Contact service organisation.
Learn Quantity (Press Milk Quantity)	-	-	✓	✓	Product & Keys menu (Manager access) (page 58)

11.4.2.4. Powder sequence popup (Press and Left | 100 ml | 0,0 g/100ml)

Parameter	Default	User	Super user	Advanced user	More information
Powder Dispenser	Left	-	-	✓	Contact service organisation.
Water Quantity [ml]	100	-	✓	✓	-
Powder Density [g/100ml]	5,0 +/- 1	-	-	✓	Contact service organisation.

11.4.3. User rights in the Display menu

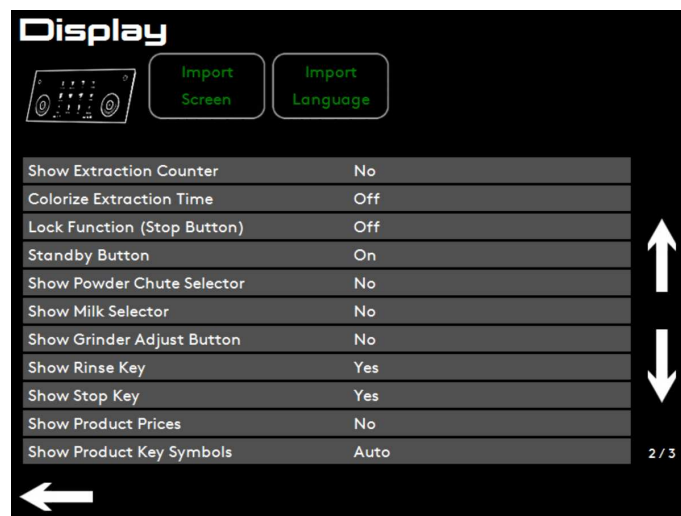
11.4.3.1. Page 1/3



Appendix

Parameter	Default	User	Super user	Advanced user	More information
Import Screen	-	-	✓	✓	Import Screen menu (page 62)
• Start Import	-	-	✓	✓	Import Screen menu (page 62)
• Delete Screen	-	-	✓	✓	Import Screen menu (page 62)
Import Language	-	-	✓	✓	Import Language menu (page 62)
• Start Import	-	-	✓	✓	Import Language menu (page 62)
• Delete Screen	-	-	✓	✓	Import Language menu (page 62)
Language	EN	-	✓	✓	Display menu (page 60)
Date and Time	DD.MM.YYY Y	-	✓	✓	Display menu (page 60)
Screen Style	Monochrome	-	-	✓	Contact service organisation.
Frame Color (if Screen style is set to Standard or App Style)	Blue	-	-	✓	Contact service organisation.
Number of Display Layer	2	-	✓	✓	Display menu (page 60)
Automatic Go Back To Layer 1 (if Number of Display Layer is higher than 1)	Yes	-	-	✓	Contact service organisation.
Number of Keys per Layer	15	-	-	✓	Contact service organisation.
Screensaver	Off	-	✓	✓	Display menu (page 60)
Front Lighting	Mix	-	✓	✓	Display menu (page 60)
Front Lighting Brightness	90	-	✓	✓	Display menu (page 60)
Display Brightness	90	-	-	✓	Contact service organisation.

11.4.3.2. Page 2/3



Parameter	Default	User	Super user	Advanced user	More information
Show Extraction Counter	No	-	-	✓	Contact service organisation.
Colorize Extraction Time	Off	-	-	✓	Contact service organisation.
Lock Function (Stop Button)	Off	-	-	✓	Contact service organisation.
Standby Button	On	-	-	✓	Contact service organisation.
Show Powder Chute Selector	No	-	-	✓	Contact service organisation.
Show Milk Selector	No	-	-	✓	Contact service organisation.
Show Grinder Adjust Button	No	-	-	✓	Contact service organisation.
Show Rinse Key	Yes	-	-	✓	Contact service organisation.
Show Stop Key	Yes	-	-	✓	Contact service organisation.
Show Product Prices	No	-	-	✓	Contact service organisation.
Show Product Key Symbols	Auto	-	-	✓	Contact service organisation.

Appendix

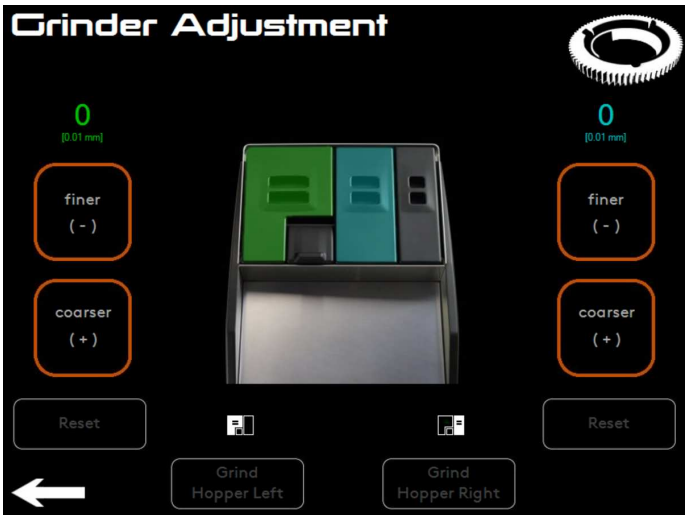
11.4.3.3. Page 3/3 (for Cameo machines only)



Parameter	Default	User	Super user	Advanced user	More information
Cameo Stop Button	On	-	-	✓	Contact service organisation.
Cameo Hot Water Button	On	-	-	✓	Contact service organisation.
Cameo Touch Wheel Left	Deactivated	-	-	✓	Contact service organisation.
Cameo Steam Button	On	-	-	✓	Contact service organisation.
Cameo Touch Wheel Right	Deactivated	-	-	✓	Contact service organisation.

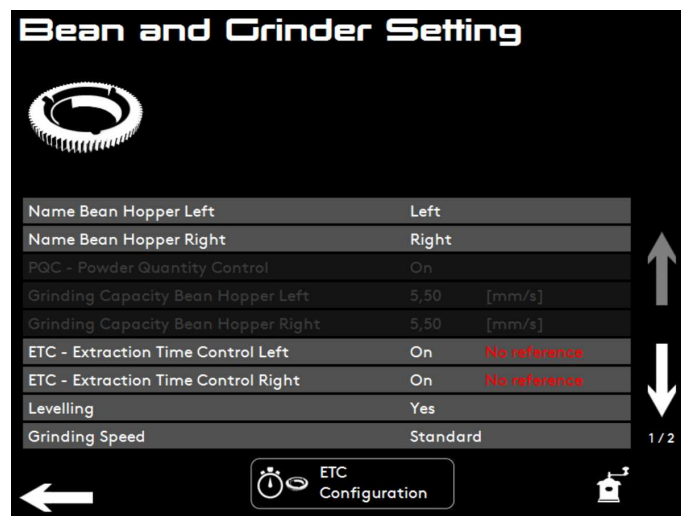
11.4.4. User rights in the Beans & Grinder menu on Cameo machines

11.4.4.1. Grinder Adjustment



Parameter	Default	User (Password protected)	Super user	Advanced user	More information
Grind Hopper Left	-	✓	✓	✓	Bean & Grinder menu (page 63)
Finer (-) [1/100 mm]	0	✓	✓	✓	Bean & Grinder menu (page 63)
Coarser (+) [1/100 mm]	0	✓	✓	✓	Bean & Grinder menu (page 63)
Grind Hopper Right	-	✓	✓	✓	Bean & Grinder menu (page 63)
Finer (-) [1/100 mm]	0	✓	✓	✓	Bean & Grinder menu (page 63)
Coarser (+) [1/100 mm]	0	✓	✓	✓	Bean & Grinder menu (page 63)

11.4.4.2. Advanced user page - Page 1/2



Appendix

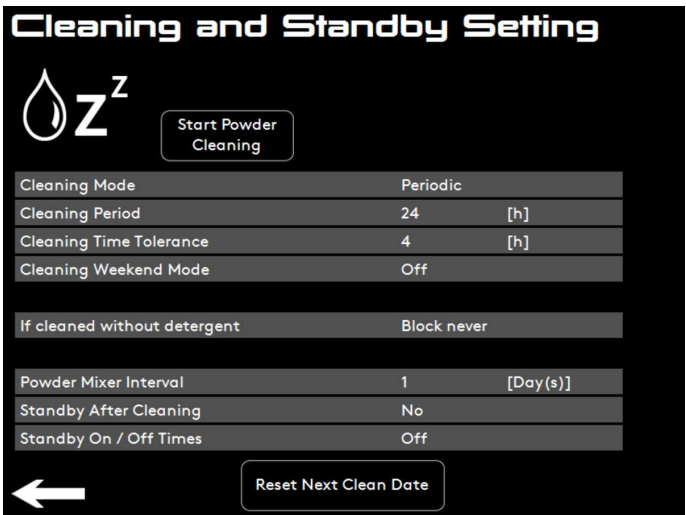
Parameter	Default	User (Password protected)	Super user	Advanced user	More information
Name Bean Hopper Left	Left	-	-	✓	Contact service organisation.
Name Bean Hopper Right	Right	-	-	✓	Contact service organisation.
PQC - Powder Quantity Control	On	-	-	✓	Contact service organisation.
Grinding Capacity Bean Hopper Left [mm/s]	5,50	-	-	✓	Contact service organisation.
Grinding Capacity Bean Hopper Right [mm/s]	5,50	-	-	✓	Contact service organisation.
ETC - Extraction Time Control Left	Off	-	-	✓	Contact service organisation.
ETC - Extraction Time Control Right	Off	-	-	✓	Contact service organisation.
Levelling	Yes	-	-	✓	Contact service organisation.
Grinding Speed	Standard	-	-	✓	Contact service organisation.
ETC Configuration sub-menu (if one of the ETC is activated (ON))	-	-	-	✓	Contact service organisation.
Grinder adjustment sub-menu (standard view for the user and super user)	-	-	-	✓	Contact service organisation.

11.4.4.3. Advanced user page - Page 2/2



Parameter	Default	User (Password protected)	Super user	Advanced user	More information
Lower Limit Grinding Capacity Left [mm/s]	1,00	-	-	✓	Contact service organisation.
Lower Limit Grinding Capacity Right [mm/s]	1,00	-	-	✓	Contact service organisation.

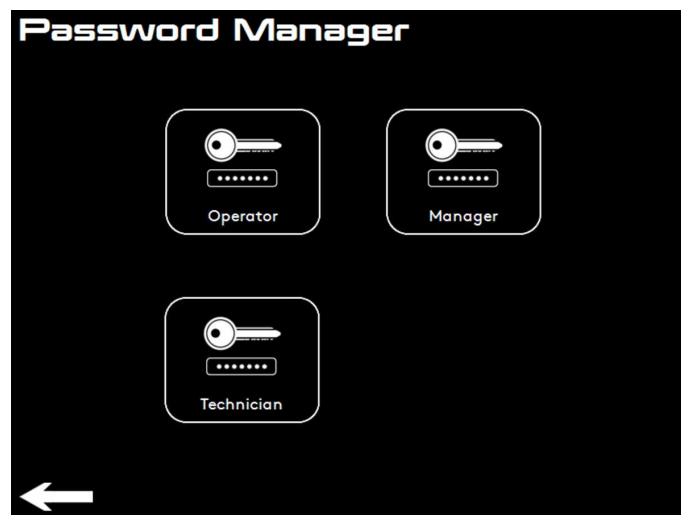
11.4.5. User rights in the Clean / Standby menu



Appendix

Parameter	Default	User	Super user	Advanced user	More information
Start Powder Cleaning	-	-	-	✓	Contact service organisation.
Cleaning Mode	Periodic	-	-	✓	Contact service organisation.
Cleaning Period [h]	24	-	-	✓	Contact service organisation.
Cleaning Time Tolerance [h]	4	-	-	✓	Contact service organisation.
Cleaning Weekend Mode	Off	-	-	✓	Contact service organisation.
If cleaned without detergent	Block never	-	-	✓	Contact service organisation.
Powder mixer interval [day(s)]	1	-	-	✓	Contact service organisation.
Standby After Cleaning	No	-	✓	✓	Clean and Standby menu (Super user access) (page 63)
Standby On / Off times	Off	-	✓	✓	Clean and Standby menu (Super user access) (page 63)
Reset Next Clean Date	-	-	-	✓	Contact service organisation.

11.4.6. User rights in the Password menu



Parameter	Default	User	Super user	Advanced user	More information
Operator	-	-	✓	✓	Password menu (page 64)
• Change password	-	-	✓	✓	Password menu (page 64)
Manager	-	-	✓	✓	Password menu (page 64)
• Change password	-	-	✓	✓	Password menu (page 64)
Technician	-	-	-	✓	Password menu (page 64)
• Change password	-	-	-	✓	Password menu (page 64)

11.4.7. Other settings and parameters



Contact your service organisation for more information.