

BM50/60 & BM80/100

Cleaning & Troubleshooting guide



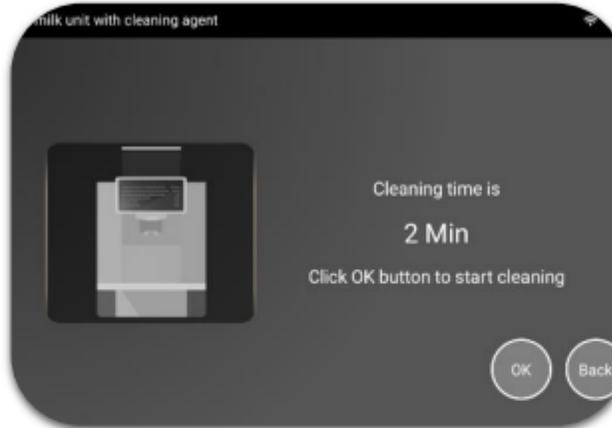
BM Cleaning Guide

Cleaning Intervals	Operation	Type
Daily (more if needed)	Milk system cleaning cycle	Manual
	Brew unit rinse cycle	Automatic or manual
	Milk frother rinse cycle	Automatic 5 min after drink preparation or manual
	Clean milk frother	Manual
	Clean drip tray	Manual
	Clean grounds container	Manual
Weekly	Brew unit cleaning cycle	Manual
	Clean the bean hopper	Manual
	Clean the water tank	Manual
If requested	Descale	Manual when prompted on the screen
	Filter change	Manual when prompted on the screen

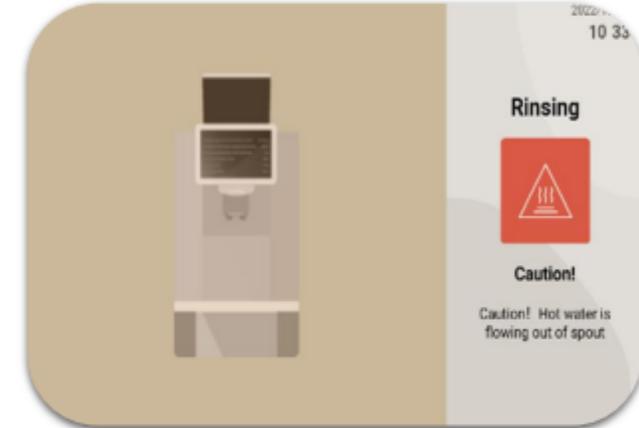
Milk system cleaning cycle **DAILY (2 Mins)**



1. Flick up from the bottom of the screen to access the Shortcut menu. Then Select **'Milk System Cleaning Icon'**



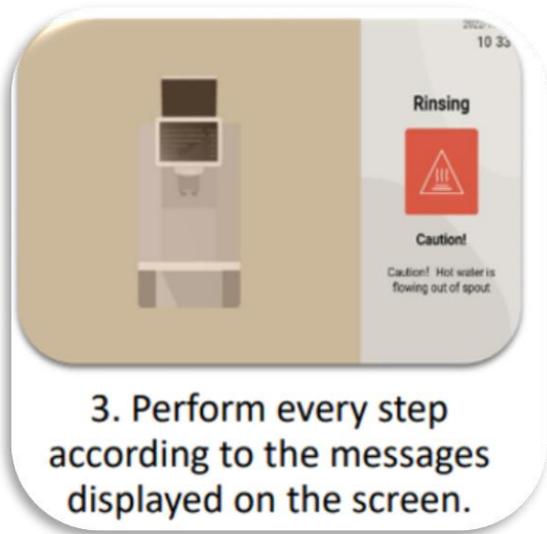
2. Press 'OK' to start the cleaning cycle.



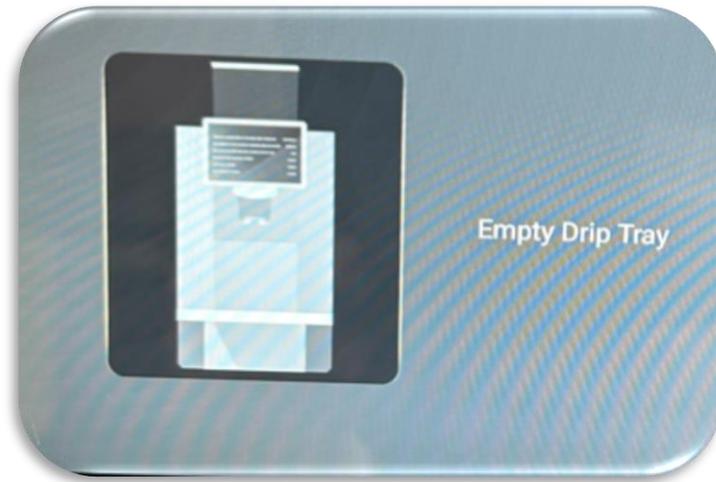
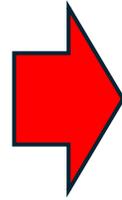
3. Perform every step according to the messages displayed on the screen.

 If milk system cleaning with cleaning liquid is not performed regularly, milk buildup can block the outlet and prevent it from creating milk foam!

 During cleaning, hot cleaning solution will flow out of the spout. Never reach under the spout while the machine is cleaning.



3. Perform every step according to the messages displayed on the screen.



1. Empty the drip tray.



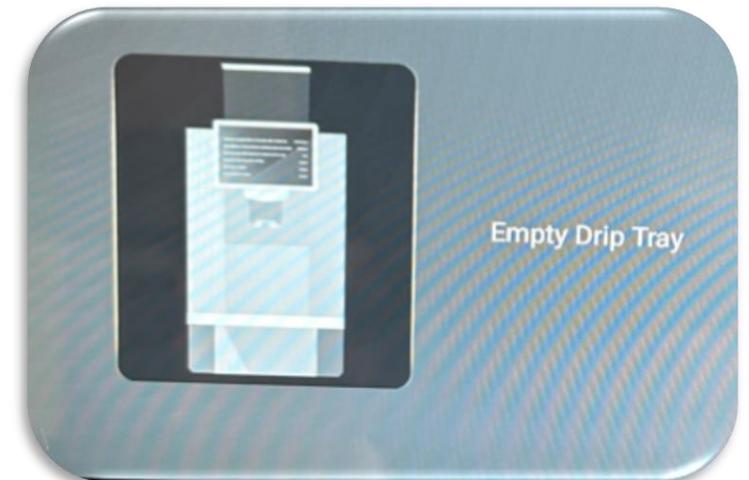
2. Add 50ml milk cleaning solution to 400ml water in a jug & insert milk pipe.



3. Rinse jug & add 300ml clean water & insert milk pipe.



4. Remove and clean the dispense head (see next slide).



5. Empty the drip tray. Cleaning is complete.

Milk frother cleaning DAILY



1. Take the milk frother out by squeezing the side clips and pulling down.



2. Disassemble the milk frother into individual components.



3. Clean the milk frother with water and brushes then assemble it back.

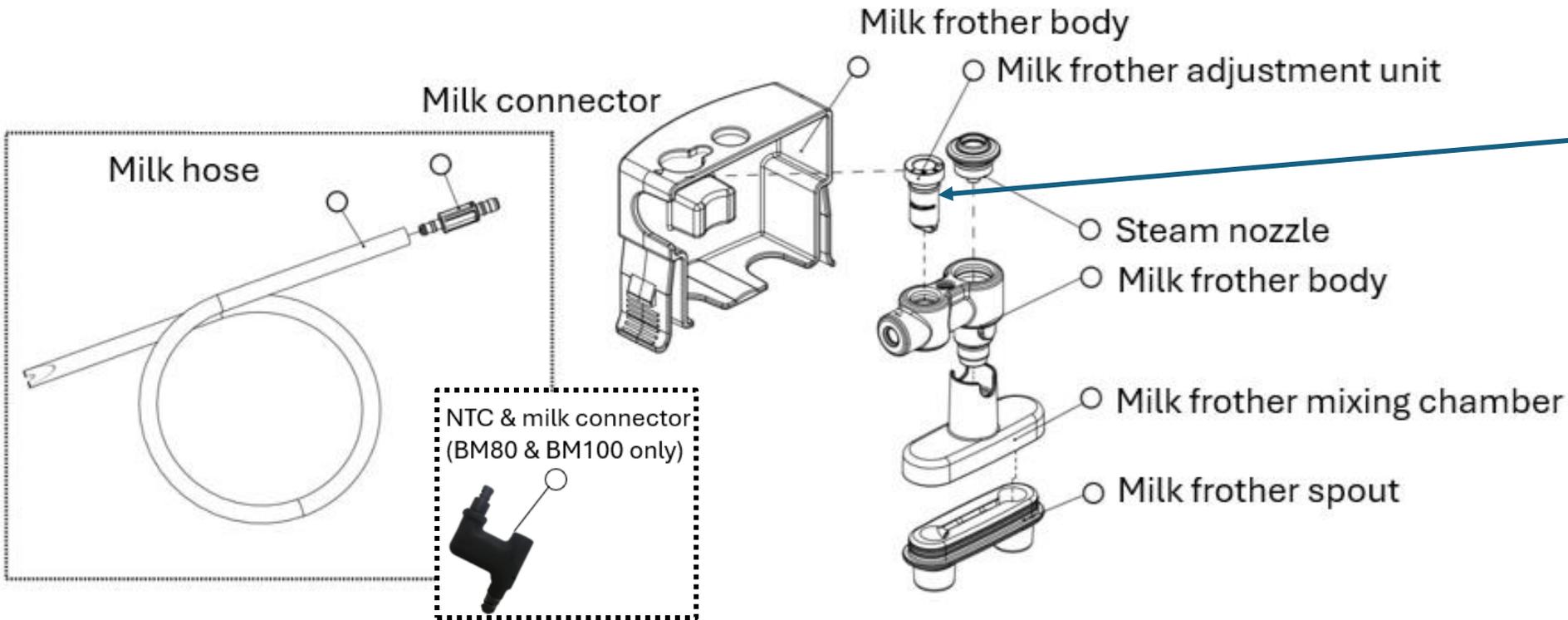


4. Replace into the head by pushing up until a click is heard.



If milk frother is not cleaned regularly, milk buildup can block the outlet and prevent it from creating milk foam!

Milk frother components



IMPORTANT:

When inserting the **milk frother adjustment unit** into the **milk frother body**. Ensure the **number 1** is aligned with triangle notch on the body.



Empty grounds container **DAILY & WHEN PROMPTED**



1. Remove the grounds container by moving the outlet up, pulling on the drip tray and removing the grounds container.



2. Pour out any coffee grounds.



3. Clean it thoroughly with water.



4. Dry and replace into the machine.



Only empty the grounds container when prompted by the machine during operation or any of the cleaning cycles.

Empty drip tray

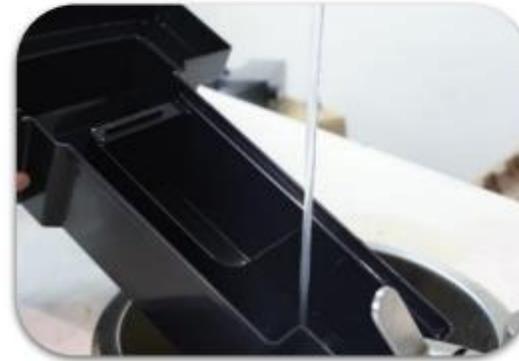
DAILY & WHEN PROMPTED



1. Remove the drip tray by moving the outlet up then pulling on the drip tray.



2. Pour out any waste water.



3. Clean it thoroughly with water.



4. Ensure the two metal plates in front of the drip tray are dry and replace into the machine.



“Empty drip tray” will be misreported if the two metal plates in front of the drip tray are not completely dry.

Brew unit cleaning cycle

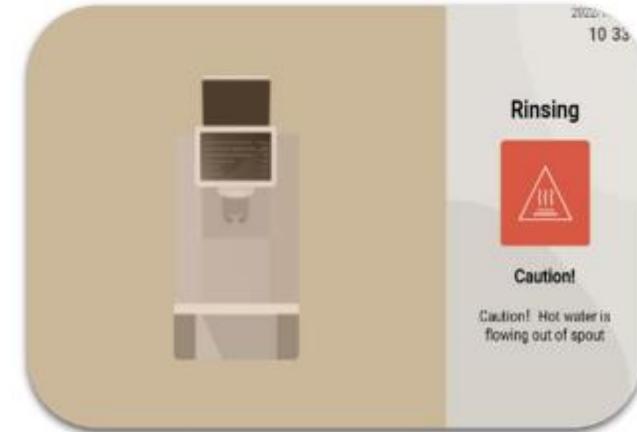
**APPROX. 300 DRINKS /
MINIMUM WEEKLY (12 mins)**



1. Flick up from the bottom of the screen to access the Shortcut menu. Then Select **‘Brew Unit Cleaning’**



2. Press ‘OK’ to start the cleaning cycle.



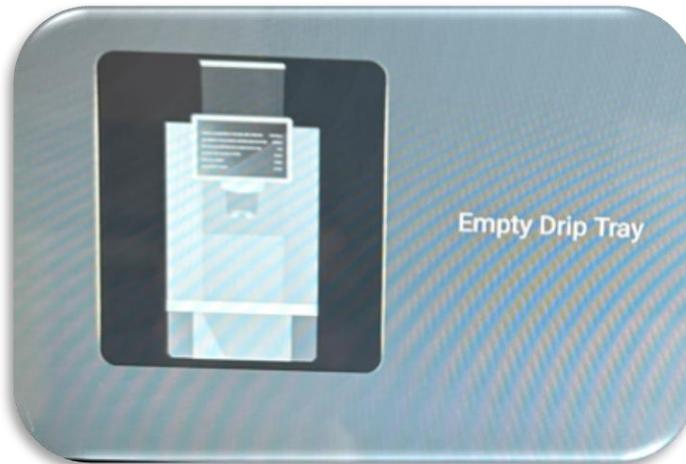
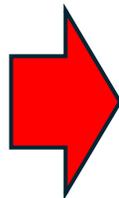
3. Perform every step according to the messages displayed on the screen.



During cleaning, hot cleaning solution will flow out of the spout. Never reach under the spout while cleaning.



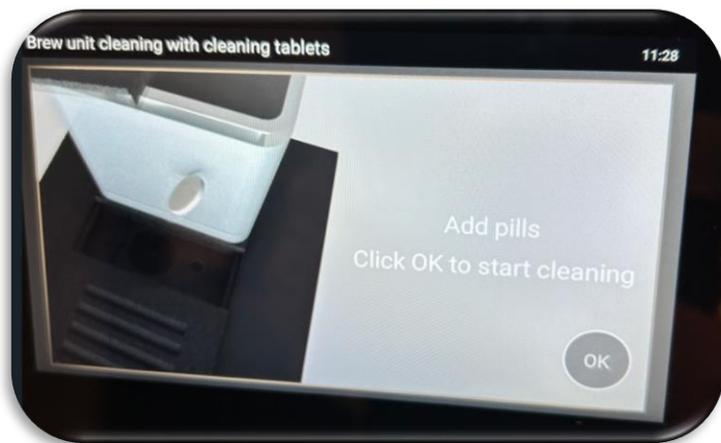
3. Perform every step according to the messages displayed on the screen.



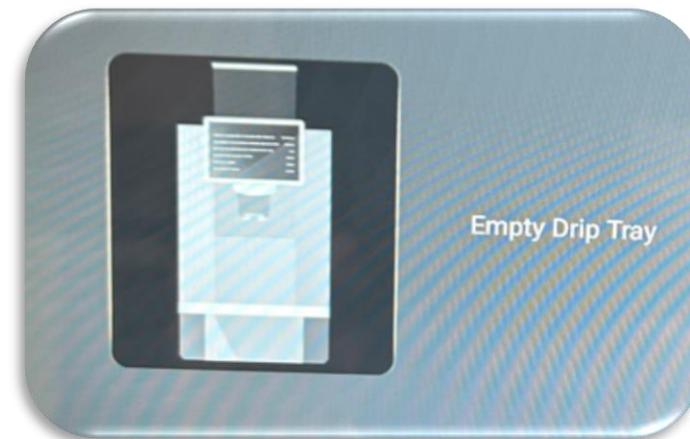
1. Empty the drip tray.



2. Machine will perform an initial rinse. **DO NOT** add cleaning tablets at this stage.



3. When prompted add **1 x 2-gram** coffee system cleaning tablet. Cleaning will commence. **DO NOT** press the 'skip' button as this will cancel the cleaning program.

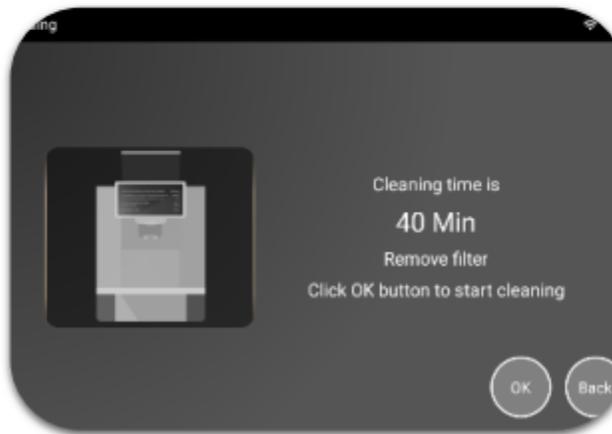


4. Empty the drip tray. Cleaning is complete.

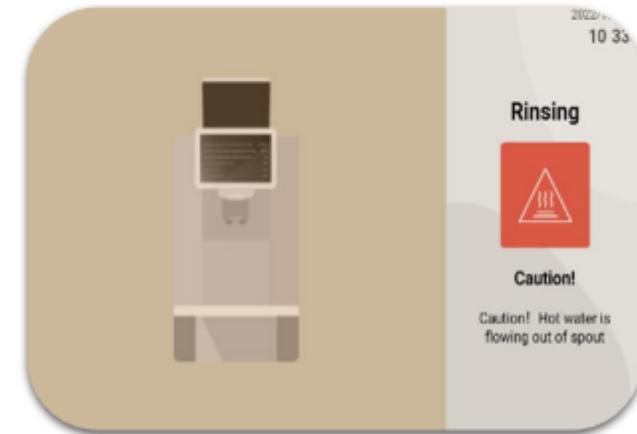
Descaling WHEN PROMPTED (40 Mins)



1. Flick up from the bottom of the screen to access the Shortcut menu. Then Select **'Descaling'**



2. Press 'OK' to start the cleaning cycle.



3. Perform every step according to the messages displayed on the screen.



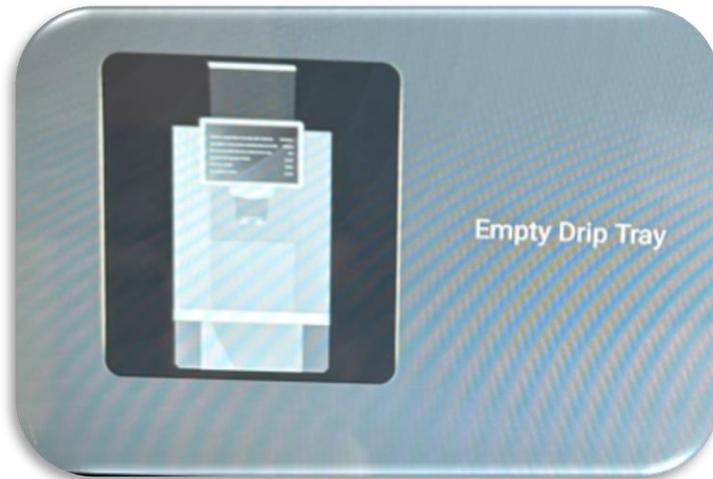
If descaling is not performed at regular intervals scale will build up inside the machine and prevent correct temperatures from being reached or water from flowing at a correct rate.



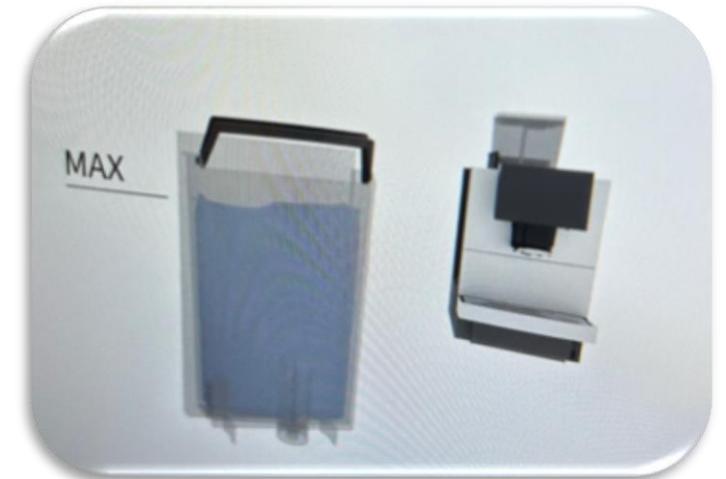
During descaling, hot cleaning solution will flow out of the spout. Never reach under the spout while the machine is cleaning.



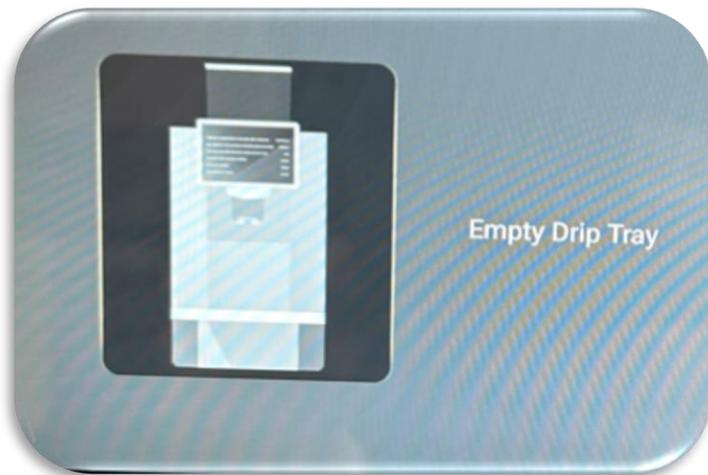
3. Perform every step according to the messages displayed on the screen.



1. Empty the drip tray.
Also remove the metal grill plate to avoid the descaling solution tarnishing the grill plate.



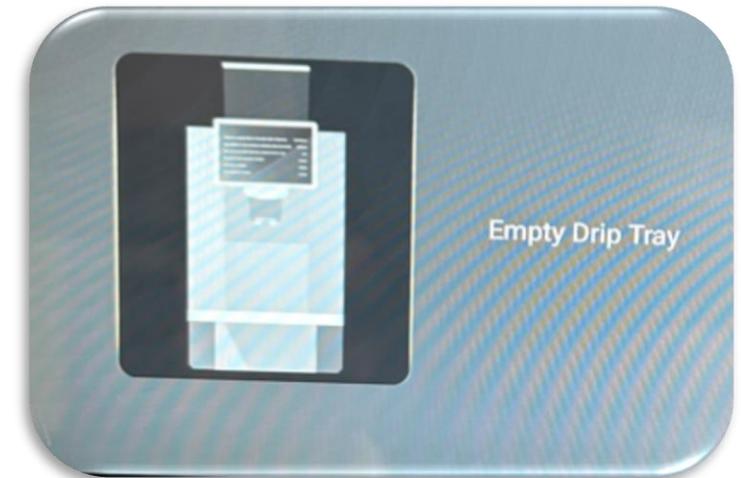
2. Fill the water tank to the Max level and add **3 x 28 gram** descale sachets. Descaling will begin. **DO NOT** press the 'skip' button or the process will be cancelled.



3. Empty the drip tray.



4. Clean the water tank and fill with fresh water to the Max level.



5. Empty the drip tray
Descaling is complete.

Screen cleaning WHEN NECESSARY



1. Selecting “Screen lock” disables the screen for 12 seconds to allow for wiping down of the screen.



Ensure a microfibre cloth is used to prevent scratching of the screen surface.

Operational messages

Message	Possible solution
The drip tray is full	Need to empty the drip tray
Install drip tray	Need to install drip tray or it is not in the correct position
Empty grounds container	Need to empty coffee grounds after every 50 cups of coffee
Fill water tank	Fill water tank or place the water tank back
Fill beans	Fill the bean hopper with fresh beans
The bean hopper is not in position	Place the bean hopper back and lock in position
Low temperature	Restart the machine
High temperature	Restart the machine

Troubleshooting

Fault	Actions (see images and instructions on following slides)
No milk dispensing / milk spitting	<ul style="list-style-type: none">- Check milk container/bottle, ensure enough milk- Ensure milk is at fridge temperature (approx. 5 degs.)- Check milk pipe is attached to the frother correctly- Check for kinks or obstructions on the milk pipe- Check all milk frother components are assembled correctly- Check milk frother adjustment unit is correctly inserted with no1 aligned with the triangle indicator on the frother unit as per instructions- Perform a milk system clean as per instructions- If above fails to resolve the issues perform a descale as per instructions
Grinder error message	<ul style="list-style-type: none">- Ensure beans are in bean hopper- Check for blockages in bean hopper- Rotate grind coarseness dial clockwise to make coffee grinds coarser
Fill beans error message (when hopper is full)	<ul style="list-style-type: none">- Agitate beans in hopper- Perform brew unit clean as per instructions
No coffee / water dispensing	<ul style="list-style-type: none">- Perform descale (as per instructions)
High pressure / error 6 message	<ul style="list-style-type: none">- Grind maybe set too fine. Rotate grind coarseness dial clockwise to make coffee grinds coarser- If above fails to resolve the issues perform a descale as per instructions
Milk temp too high error message Or low drink temperature readings	<ul style="list-style-type: none">- Check all milk frother components are assembled correctly- Perform descale (as per instructions)
Drip tray full error message	<ul style="list-style-type: none">- Dry metal sensors at the rear of the drip tray & inside of the machine