

DAILY USER GUIDE

Black&White|4 CTS

DAILY RULES FOR SUCCESS



#1
COFFEE

Coffee to be in the hopper, ideally, no more than 4 hours (max. 24 h).

Only use approved coffee beans.

Coffee bags to be stored out of direct sunlight. Open bags must be sealed closed.

TOP TIP: When the machine says empty grounds drawer, remove it for at least 5 seconds and make sure it is completely empty.



#2
MILK

Do not use milk that is above 42degF (39degF / 4°C is ideal).

Return your milk to the fridge when not in use.

Ensure your milk is not exposed to sunlight, this affects foam quality.

TOP TIP: Always use the correct amount of cold milk in the jug to avoid Aeration errors and wasted milk.



#3
CLEANING

Daily cleaning must be complete as per Thermoplan guidance.

Hoppers must be wiped clean daily Keep the hoppers clear of coffee oils.

All surfaces cleaned including on top and beneath the machine.

TOP TIP: Never place a wet hopper back onto the machine.



Following these rules will help to prevent avoidable issues.

STORE CHECKLIST

COFFEE

Coffee to be in the hopper, ideally, no more than 4 hours (maximum 24 hours)	
Correct amount of beans added for expected sales	
Hopper engaged, and fully opened	
Hopper lid present on both hoppers	
Double Espresso pour time is correct target - 20 seconds (16 – 24 secs range)	

MILK

Using fresh milk	
Using cold milk (39 DegF / 4°C)	
Steam arm clean and pushed back in to start position	
Steam arm internal wand clear of milk residue	
Drinks are correct temperature, well textured	

CLEANING

Coffee hoppers clean	
Machine is cleaned as per guidelines using approved cleaning products	
Counters and surrounding surfaces clean	
Drip trays and machine service areas clean	
No dust / coffee on top of machine	

Following these rules will help to prevent avoidable issues.

DAILY CLEANING

STEP 1

5 sec.



- Access the user menu by pressing the service icon (as shown)
- Select the cleaning button (as shown) to begin the automatic cleaning cycle
- Follow the on screen prompts

STEP 2

60 sec.



- Remove the steam wand
- Clean the steam wand with water and dry it
- Reattach the steam wand

STEP 3

20 sec.



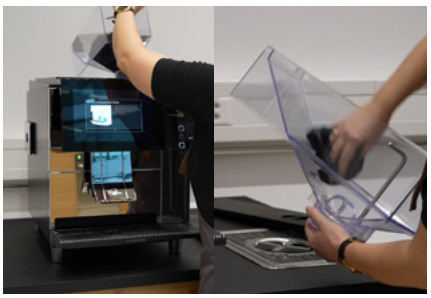
- Remove old beans if prompted to clean the bean hoppers
- Remove the bean hopper lid
- Turn the lever in the hopper, this will release it for removal

WARNING: Do not leave cleaning products out when not in use.
Store cleaning products out of sight, away from sunlight and customers.

DAILY CLEANING

STEP 4

60 sec.



- Lift out the hopper
- Remove remaining coffee beans and store in an airtight container at ambient temperature
- Wipe hopper with absorbent cloth and dry before reinserting
- Turn the lever in the hopper again, this will lock it back into place

STEP 5

30 sec.



- Move outlet to top position
- Press clips to loosen, pull outlet from under nozzle
- Clean with soapy water, rinse and brush off coffee residue
- Dry before reinserting

STEP 6

10 sec.



- Empty the grounds drawer
- Remove red key and insert 1x coffee cleaning tablet into the key and reinsert

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DAILY CLEANING

STEP 7

10 sec.

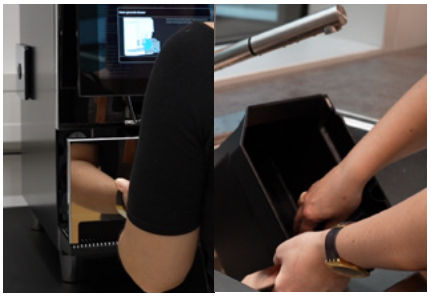


- Replace ground drawer
- Position the outlet guard
- Start cleaning process
- Do not engage with the machine during the cleaning process

The cleaning time is 8 minutes, please use this time to organise and clean the service area ready for the next service period.

STEP 8

20 sec.



Once the machine has finished it's automatic cleaning cycle:

- Empty the grounds drawer and rinse it with warm soapy water

STEP 9

60 sec.



- Remove the drip tray and clean it with warm soapy water
- Dry well before replacing drip tray
- Clean all surfaces of the coffee machine with a clean cloth

The cleaning process is now complete.

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MACHINE TROUBLESHOOTING



1. SUPPORT PAGE

Try to solve the problem according to trouble shooting guide and videos.

SCAN THE QR-CODE





2. REMOTE SUPPORT

Our service team tries to solve the problem via remote access/phone support.





3. TECHNICIAN

We will solve the issue on site with our expert technicians.

SUPPORT

OPERATIONAL GUIDANCE







QUICK FIXES









