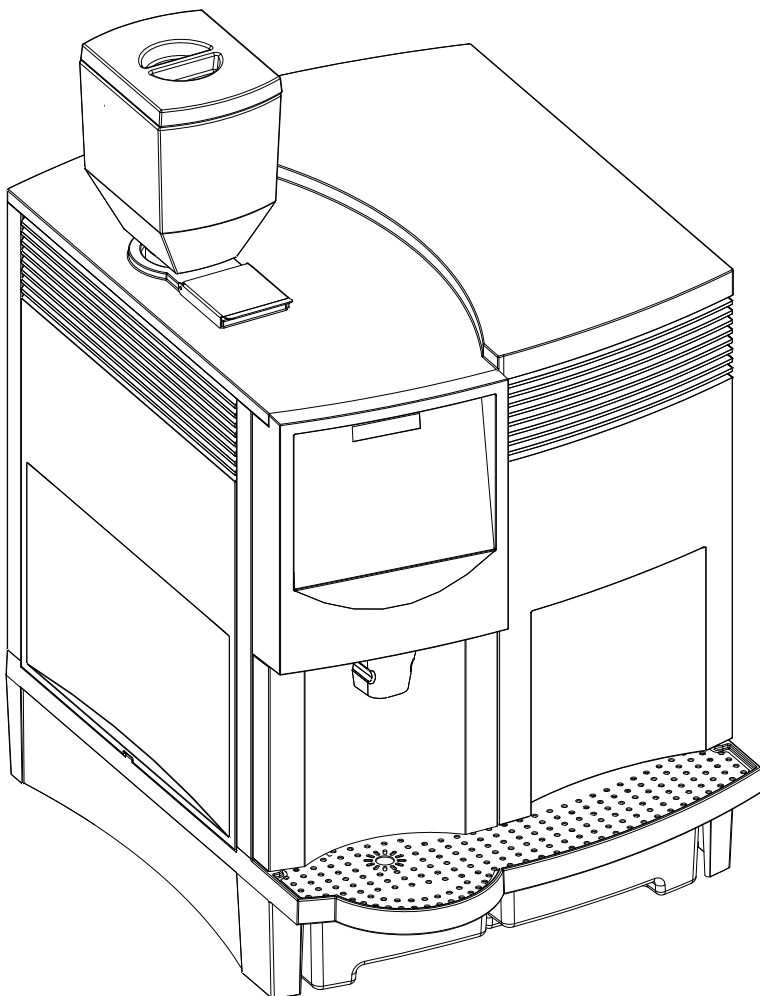




CONCORDIA

COFFEE SYSTEMS



Concordia
Model
1500s/i
Espresso
Machine

User Guide

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Important Safety Information

Your safety is important to us. The Concordia Model 1500s/i dispenses hot liquids and steam, and incorporates grinding operations. Please follow all safety precautions to reduce the risk of electric shock, burns, and/or injury to persons or property.

Machine Operation

- Do not use the machine for anything other than its specific intended use.
- Close supervision is required anytime the machine is used near children.
- Machine must be installed in a safe and stable location and in accordance with Concordia's installation requirements.
- Do not operate the machine with unauthorized parts or attachments. Improper use may cause fire, electrical shock, hazard, or injury.
WARNING: Using unauthorized parts or attachments will nullify the machine warranty.
- Do not attempt to override safety interlocks.

Hot Surfaces and Liquids

- Care must be taken around the machine, as hot liquids and steam are produced and dispensed. Serious burns can occur.
- Do not touch hot surfaces or parts.

Electrical

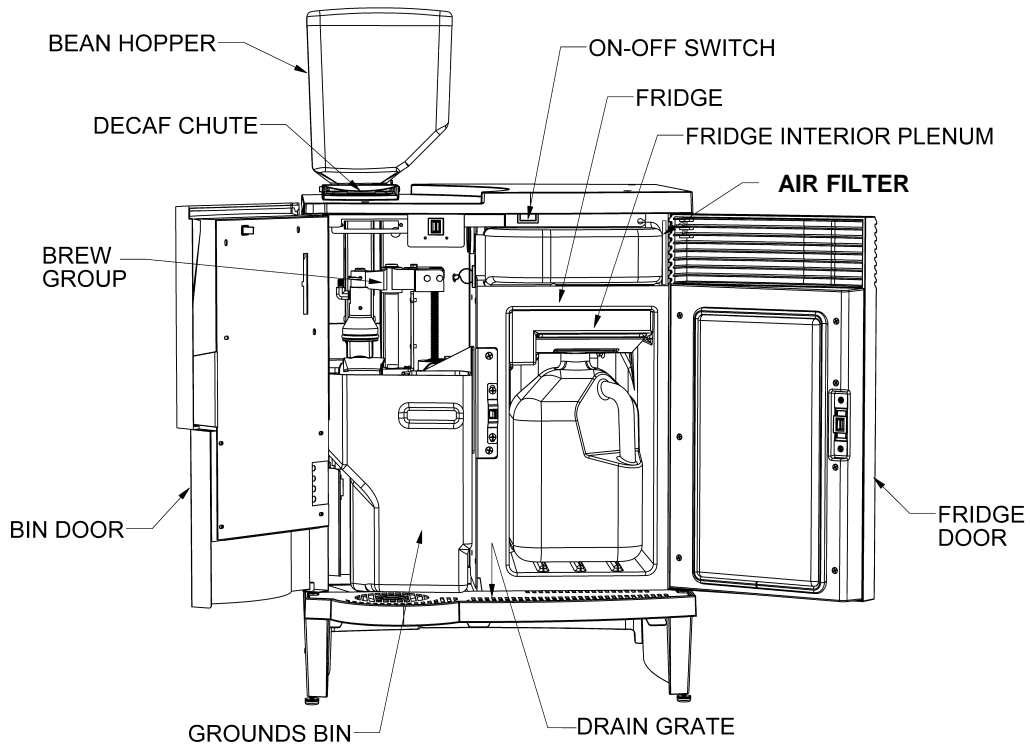
- To protect against electrical hazards, do not immerse the power cord, plugs or machine in water or any other liquid.
- Turn the power switch to OFF when the machine is not being used for an extended period.
- Unplug machine when performing any type of maintenance or repairs.
- Do not operate the machine with an improper or damaged power cord or plug, or after the machine has been damaged in any manner.
- A short power cord is provided to reduce the risk of tripping and entanglement. The cord should be arranged so that it does not drape over a table or countertop, or otherwise allow accidental tripping or entanglement.

Espresso Grinders

- Do not operate machine without bean hoppers in place.
- The grinding mechanisms and burr blades are powerful; avoid contact with all moving parts.
- Never feed coffee beans into the grinder by hand.
- Never place a foreign object, finger or hand into the grinding mechanism.



The Model 1500s/i Machine





The Model 1500s/i Components

Bean Hopper

The bean hopper holds espresso beans, and feeds them to the grinder.

Decaf Bypass Chute

Decaffeinated espresso is added through the decaf bypass chute.

Brew Group

The brew group assembly precisely brews espresso and automatically discards the used coffee into the grounds bin.

Grounds Bin Door

The grounds bin is located behind the left-hand door at the front of the machine.

Grounds Bin

The grounds bin catches the used espresso grounds for easy disposal.

Drain Grate

The drain grate covers the drain tray and directs spillage to the drain and is removable for easy cleaning.

Refrigerator Door

The refrigeration unit is located behind the right-hand door at the front of the machine.

Air Filter

The air filter prevents dust and debris from entering the circulation fan.

Refrigerator Interior Plenum

The refrigerator interior plenum directs cold air into the refrigeration unit.

Refrigerator

Located behind the right-hand door is a built-in refrigeration system capable of accommodating a 1-gallon milk container.

On/Off Switch

Located behind the right-hand door, the power switch must be in the "ON" position for machine operation.

Drain Water Bin

NOT PICTURED IN GRAPHIC. The drain water bin collects waste liquid for locations using a soft-plumbed water system.

Fresh Water Bin

NOT PICTURED IN GRAPHIC. The fresh water bin is a reservoir providing fresh water for locations using a soft-plumbed water system.

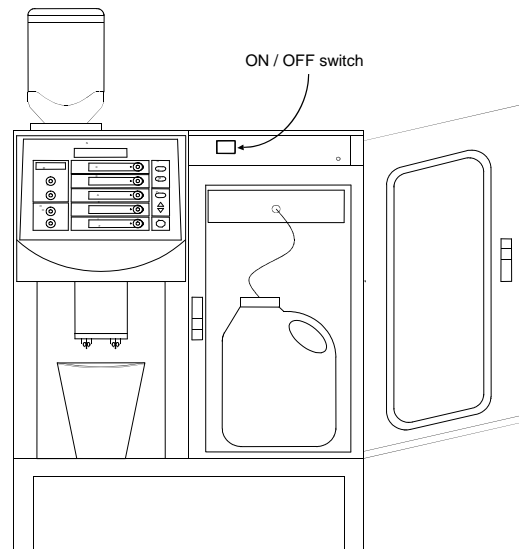


Using the Espresso Machine

Starting the Machine

The power switch is located above the refrigerator compartment behind the refrigerator door.

Turn the power switch to the ON position to start the machine.



Machine warm-up takes approximately 10-15 minutes. During warm-up, the machine is heating the water and generating steam, while cooling the refrigeration compartment.

- DO NOT** Quickly flip the power switch OFF and ON.
- DO** Wait at least 5 seconds between turning the machine off and back on again. Quickly flipping the switch can blow a fuse within the machine.

If a **FILL WATER/EMPTY DRAIN** or **CHECK WATER FLOW** error message is displayed, reset the unit by turning the unit OFF then ON at the power switch, then press the **HOT WATER** button for a few seconds to cause water to completely fill the water delivery system. It may be necessary to repeat this step.

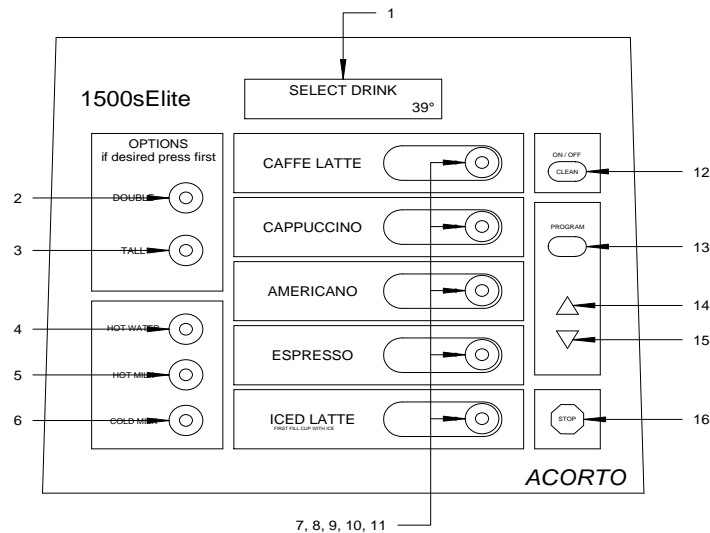
Starting the Machine if Display reads: MACHINE OFF

If the display reads **MACHINE OFF**, press the **ON/OFF** button located on the front panel.

The display will read **PLEASE WAIT**. If the door is open, machine will not warm up.



1500s Elite Touch Pad



1. LCD DISPLAY

DISPLAYS DRINK SELECTION AND MACHINE STATUS MESSAGES.

2-6. OPTIONS

DRINK OPTIONS ARE PRESSED BEFORE PRESSING THE DRINK START BUTTON.

DOUBLE

An extra shot of espresso is added to the selected drink.

TALL

Extra milk will be used when pouring the selected drink.

HOT WATER

Hot water is poured.

HOT MILK

Hot milk is poured.

COLD MILK

Cold milk is poured.

7-11. DRINKS

THESE BUTTONS DETERMINE WHICH TYPE OF DRINK WILL BE Poured. FOR COFFEE DRINKS, ONE SHOT OF ESPRESSO WILL BE USED.

CAFFE LATTE

Caffe latte is poured.

CAPPUCCINO

Cappuccino is poured.

AMERICANO

Americano is poured.

ESPRESSO

A single shot of espresso is poured.

ICED LATTE

A single shot of espresso and cold milk are poured.



12. CLEAN BUTTON

AFTER PRESSING THE CLEAN BUTTON, THE CLEANING CYCLES WILL BEGIN (FIRST THE MILK SYSTEM CLEAN, AND THEN THE SHUTDOWN CLEAN). ONCE THE CLEANING CYCLE IS STARTED, IT CANNOT BE STOPPED. SEE THE CLEANING CARD INCLUDED WITH THE MACHINE FOR FULL CLEANING PROCEDURES.

CLEAN BUTTON

Press to begin the daily milk clean and shutdown clean cycles.

13-15. PROGRAMMING AND MENU NAVIGATION

FOR COMPLETE PROGRAMMING DIRECTIONS, SEE PAGE 13

PROGRAM BUTTON

Press 1 time for Cumulative Drink Statistics

Press 3 times to access main programming menu

UP ARROW

Scroll up in menu and submenu categories

DOWN ARROW

Scroll down in menu and submenu categories

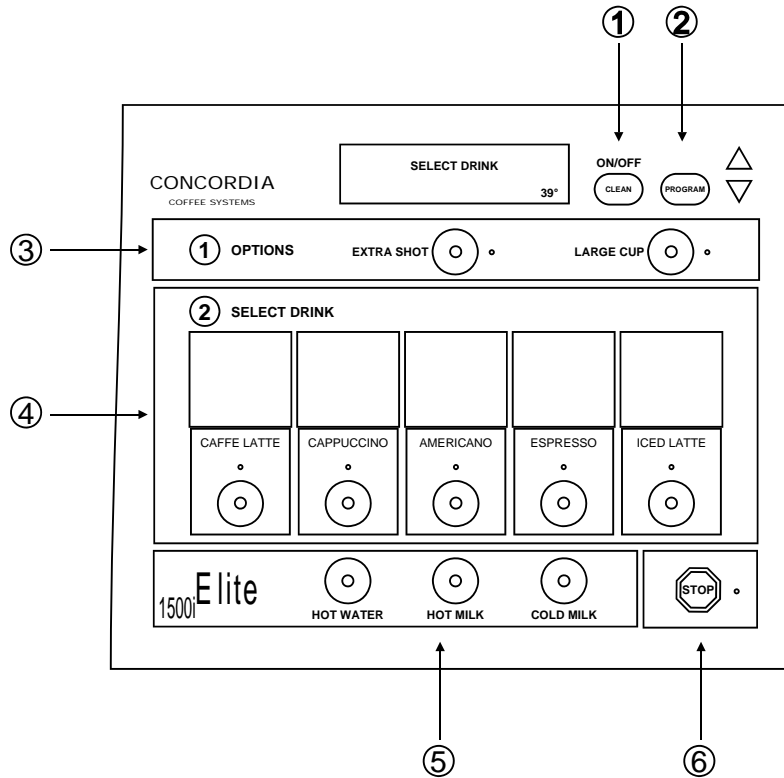
16. STOP BUTTON

STOP BUTTON

Will clear drink selections or stop the pouring of a drink.



1500i Elite Touch Pad



1. CLEAN BUTTON

AFTER PRESSING THE CLEAN BUTTON, THE CLEANING CYCLES WILL BEGIN (FIRST THE MILK SYSTEM CLEAN, AND THEN THE SHUTDOWN CLEAN). ONCE THE CLEANING CYCLE IS STARTED, IT CANNOT BE STOPPED. SEE THE CLEANING CARD INCLUDED WITH THE MACHINE FOR FULL CLEANING PROCEDURES.

CLEAN BUTTON

Press to begin the daily milk clean and shutdown clean cycles.

2. PROGRAMMING AND MENU NAVIGATION

FOR COMPLETE PROGRAMMING DIRECTIONS, SEE PAGE 13

PROGRAM BUTTON

Press 1 time for Cumulative Drink Statistics

Press 3 times to access main programming menu

UP ARROW

Scroll up in menu and submenu categories

DOWN ARROW

Scroll down in menu and submenu categories

3. OPTIONS

DRINK OPTIONS ARE PRESSED BEFORE PRESSING THE DRINK START BUTTON.

EXTRA SHOT

An extra shot of espresso is added to the selected drink.

LARGE CUP



Extra milk will be used when pouring the selected drink.

4. DRINKS

*THESE BUTTONS DETERMINE WHICH TYPE OF DRINK WILL BE Poured.
FOR COFFEE DRINKS, ONE SHOT OF ESPRESSO WILL BE USED.*

CAFFE LATTE

Caffe latte is poured.

CAPPUCCINO

Cappuccino is poured.

AMERICANO

Americano is poured.

ESPRESSO

A single shot of espresso is poured.

ICED LATTE

A single shot of espresso and cold milk are poured.

5. MORE OPTIONS

*DRINK OPTIONS ARE PRESSED BEFORE PRESSING THE DRINK START
BUTTON.*

HOT WATER

Hot water is poured.

HOT MILK

Hot milk is poured.

COLD MILK

Cold milk is poured.

6. STOP BUTTON

STOP BUTTON

Will clear drink selections or stop the pouring of a drink.



Pouring Drinks

Pouring a Drink

1. Place cup on drain grate below product nozzle
2. Press desired **DRINK OPTION** button(s)
3. Press **START** button for the desired drink

Brewing cycle starts and stops automatically once the drink **START** button is selected.

Pouring Milk Only

Press the **HOT MILK** button to dispense hot milk

Pouring Cold Milk

Press the **COLD MILK** button to dispense cold milk

Pouring Hot Water

Press the **HOT WATER** button to dispense hot water

Stopping Drink Pour

Press the **STOP** button to interrupt the dispensing of the beverage

NOTE: Hot water cannot be poured simultaneously with coffee and/or milk drinks. When coffee or milk is poured, hot water dispensing is inhibited.



Pre-Programmed Drinks

Please note that specific pre-programmed drinks will depend on the model and touch pad of your machine.

ESPRESSO

An aromatic shot of intensely rich coffee.

TO POUR: Press the ESPRESSO button

CAFFE LATTE

Steamed milk mixed with espresso.

TO POUR: Press the CAFFÉ LATTE button

CAPPUCCINO

Espresso topped with rich layers of steamed and foamed milk.

TO POUR: Press the CAPPUCCINO button

AMERICANO

Espresso mixed with water

TO POUR: Press the AMERICANO button

ICED LATTE

Cold milk mixed with espresso.

TO POUR: Fill cup with ice
Press the ICED LATTE button

Drink Variations

MAKE IT A DOUBLE SHOT

The beverage will be made with two shots of espresso.

TO POUR: Press the EXTRA SHOT button
Press the desired drink button

MAKE IT A TALL

The beverage will be made with more milk, in a larger cup.

TO POUR: Press the TALL button
Press desired drink option button(s)
Press the desired drink button

MAKE IT DOUBLE TALL

The beverage will be made with two shots of espresso, in a larger cup.

TO POUR: Press the TALL button
Press the EXTRA SHOT button
Press the desired drink button

MAKE IT FLAVORED

TO POUR: Pour 1-2 ounces of flavor in cup



MOCHA

Latte flavored with chocolate sauce.

TO POUR: Pour 1-2 ounces of chocolate syrup in cup
Place cup under drink dispensing nozzle
Press the **CAFFEE LATTE** button

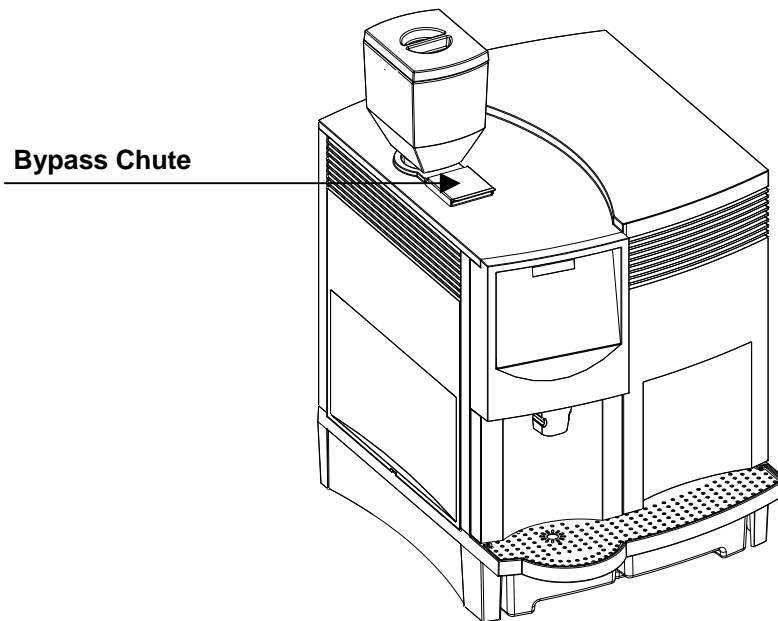
STEAMER

Steamed milk flavored with syrup.

TO POUR: Pour 1-2 ounces of flavor in cup
Press the **HOT MILK** to fill cup



Making a Decaffeinated Drink



1. Open the bypass chute door
2. Using the supplied scoop, insert pre-ground decaffeinated espresso

Measure 1 level scoop for a single shot espresso
Measure 2 level scoops for a double shot espresso

3. Close the bypass chute door
4. Select desired drink options (if needed)
5. Press the desired drink start button

NOTE: If no drink is selected within 45 seconds of opening the bypass chute, the brew group will reset itself and dispose of any ground coffee in the bypass chute.

WARNING: Using more than two level scoops will place too much coffee in the brew chamber causing the machine to display **GROUP ERROR**. To correct this error, press the **ON/OFF** button on the front panel to turn the unit off and then back on. Doing this resets the brew group mechanism, which will empty the brewing chamber of all coffee grounds and reset the machine.



Machine Software Overview

Software Programming Menu

PRESS THE PROGRAM BUTTON	RESULT
ONE TIME	CUMULATIVE TOTAL
TWO TIMES	DAILY TOTAL
THREE TIMES	O-RING COUNTER
FOUR TIMES	EXIT THE MENU SYSTEM

Check Cumulative Total Drink Statistics

- Press and hold the PROGRAM button until top line of the LCD reads CUMULATIVE TOTAL.
- The cumulative total will appear in the lower line of LCD.

NOTE: The cumulative drink total can only be reset by replacement of the software.

Detailed Cumulative Drink Statistics

- Press and hold PROGRAM button until top line of the LCD reads: CUMULATIVE TOTAL
- Press the PROGRAM button a second time, to advance to DAILY TOTAL screen.
- Press UP or DOWN arrow buttons to scroll through the totals for the individual drink types.

NOTE: The daily drink counters are reset to "0" when a daily clean cycle is performed.

O-Ring Counter

- Press and hold the PROGRAM button until the top line of the LCD reads: CUMULATIVE TOTAL
- Press the PROGRAM button a second time, to advance to the DAILY TOTAL screen.
- Press the PROGRAM button a third time, to advance to the O-RING COUNTER screen.
- Press the UP arrow button to access the o-ring counter information screen.
- The top line of the LCD will display the number of cycles on the o-ring, and the bottom line will display the message O-RING REPLACED?
- To reset the o-ring counter, press the UP arrow button.

Exiting Menu System

Press the PROGRAM button repeatedly to cycle through the menu system until the message SELECT DRINK or PLEASE WAIT is displayed.



Display Messages

The following table lists the various messages, which can be displayed on the Model 1500s/i, and their definition.

NOTE: Actual messaging may vary according to a particular version of software.

MESSAGE	DEFINITION / ACTION
CHECK WATER FLOW	No water flow detected by flowmeter.
CLEANING	Cleaning cycle is running.
DAILY CLEAN DUE	Perform milk system & brew group system cleaning cycles.
DAILY TOTALS	Total number of individual drinks served.
DECAFFEINATED	Grounds chute bypass door has been opened.
DRAIN BIN IS OUT	Drain bin is not properly positioned in unit.
EMPTY GROUNDS BIN	Empty the grounds bin (must be out for at least 6 seconds).
FILL WATER / EMPTY DRAIN	Fill fresh water bin and empty the drain bin (if applicable).
FRONT PANEL OPEN	Left door is not properly closed.
GROUNDS BIN OUT	Re-install/position the grounds bin in unit.
GROUP ERROR	Reset unit (turn unit off, then on, at power switch).
GROUP HEAT ERROR	Reset unit (turn unit off, then on, at power switch).
HOT WATER	HOT WATER button has been selected.
INSERT CLEANING TABLET	Place cleaner tablet into grounds chute bypass door.
MACHINE IS OFF	Unit is off (refrigeration unit is still operating).
MILK CLEAN	Milk clean cycle is running.
PLEASE WAIT	Unit is performing an operation (heating, resetting, etc...).
REPLACE O-RING	Replace upper piston o-ring, (see O-ring replacement procedure).
RUN DAILY CLEAN	Daily clean procedure must be run.
SELECT DRINK	Unit is ready to make a drink.
SHUTDOWN CLEAN	Unit is in shutdown clean mode.
START DAILY CLEANING	Perform milk system & shutdown cleaning cycles.
STATISTICS	Unit is ready to display drink counts.
SWEEP BREWER	Brush away coffee from top of brew group surface.
WAIT WARM-UP TIMED OUT	Operating temperature not present within 30 minutes.



Plumbing

Soft-Plumbed or Hard-Plumbed Configuration

The Model 1500s/i can be plumbed directly to a building's water supply (hard-plumbed) and/or drain system or configured as a self-contained unit using the on-board fresh water and drain water bins (soft-plumbed). It's also possible to use a combination of these configurations.

For locations using the soft-plumbed option, located below the machine there are two water bins that must be used. The drain water bin is used to collect waste liquid, and the fresh water bin supplies the machine with water for preparing drinks. The drain water bin has a 1-gallon capacity and is located on the left side, and the fresh water bin has a 1.5-gallon capacity and is located on the right side.

NOTE: Filtered water must be used in the fresh water bin.



Beans and the Bean Hopper

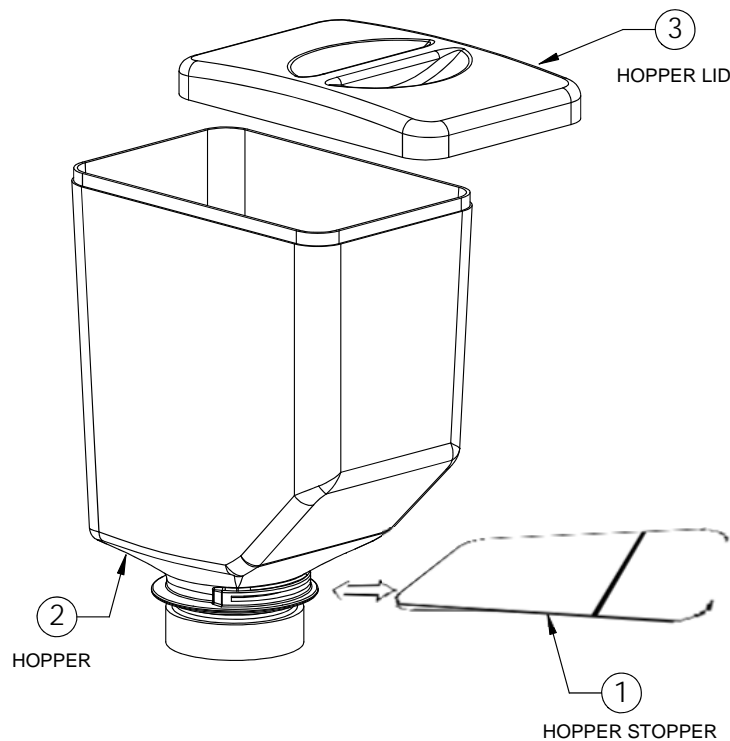
Storing Espresso Beans

Espresso beans are typically sealed in an airtight container by the roaster. Once the vacuum-sealed bag is opened, the beans should be stored in an airtight container in a cool, dry location. The opened bag of beans should be used within 10-15 days. Once the bag has been opened, the freshness of the beans will rapidly decrease.

Typically roasters do not recommend storing beans in the freezer. If you do need to store beans in the freezer, be sure to thaw the beans prior to placing them in the hopper.

Bean Hopper

The bean hopper holds approximately 2lbs of fresh whole espresso beans. The espresso beans are gravity fed into the grinder as each drink is poured.



Directions for Filling Bean Hopper

1. Place bean hopper on machine
2. Remove bean hopper lid
3. Pour fresh, whole espresso beans into the bean hopper
4. Replace bean hopper lid
5. If present, remove hopper stopper



- DO Use fresh, whole espresso beans
- DO Remove hopper stopper
- DO NOT Place ground coffee into the bean hopper
- DO NOT Place foreign materials in the bean hopper
- DO NOT Attempt to feed the espresso beans into the grinder by hand.
- DO NOT Change your brand or blend of beans without scheduling a calibration service call with Concordia. All espresso beans differ, and your machine must be re-calibrated by a Concordia Certified Technician if you change espresso beans. A Calibration Service Call is not covered under the Machine Warranty or Extended Service Agreement.

Inserting the Hopper Stopper

The hopper stopper is used to block the hopper chute when moving a bean hopper full of beans.

1. Place the hopper stopper in the slot at the base of the bean hopper
2. Push the hopper stopper in the hopper, to the indicator line
3. With the hopper stopper in place, you can remove a full hopper from the machine.

Removing the Hopper Stopper

1. Grasp the hopper stopper's metal handle
2. Pull hopper stopper from the bean hopper

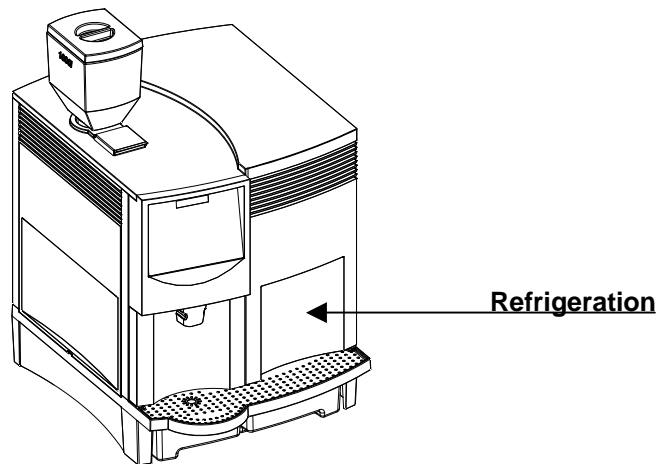


Milk and the Milk System

On-Board Refrigeration Unit

The Model 1500s/i espresso machine features an on-board refrigeration unit, to house the milk used for drinks. The refrigeration unit is designed to accommodate a single, standard 1-gallon milk container.

WARNING: Do NOT use any type of flavored milk in the milk delivery system. The sugars in flavored milk (including eggnog) can damage the machine and clog the milk delivery tubes.



Placing Milk in the Machine

1. Place milk pick-up tube in milk container
2. Slide the container into the refrigeration compartment while feeding the tube fully into the milk container
3. Close refrigeration unit door

DO make sure tube is fed into the middle of the container, and not into the handle

DO NOT kink or bend the milk pick-up tube

DO NOT pull excessively on milk pick-up tube

Checking Refrigeration Unit Temperature

The temperature for the refrigeration unit is always displayed in the machine's LCD.

If the refrigeration unit door has been open for an extended period of time, it is normal that the temperature will rise. To have the refrigerator return to the proper temperature, close the refrigeration unit door and check the temperature in an hour. If the temperature is not correct at that time, please contact Concordia Customer Service.



Espresso Overview

What is espresso?

The term espresso is used to describe more than just a drink.

- It's a roast of beans
- It's a brewing method
- It's a beverage



It's a Roast of Beans

Espresso refers to coffee beans that have been specifically roasted for use in espresso machines. Before roasting, all coffee beans are green. During the roasting process, the beans progress from light to dark in color, depending on the length of time and temperature of the roasting process.

At 400°F, the chemistry of the beans change and true roasting begins. As the heat reaches 450-500°F, acidity is lost and the beans acquire more body and a heavier texture. At higher temperatures, the natural oils rise to the surface of the beans. Espresso roast beans are typically roasted to near black and are shiny with oil.

As espresso becomes more and more popular, the number of independent roasters increases. With this change comes an expansion in the variety of espresso roasts being produced.

It's a Brewing Method

Espresso refers to a method of brewing the ground espresso beans. Unlike standard coffee, espresso is brewed one cup at a time.

The finely ground, dark roasted fresh espresso beans are firmly packed or tamped into a brewing chamber. Hot water (185°F) is forced through the brewing chamber under pressure (135psi). Perfectly executed, this process takes approximately 12-18 seconds for a single shot (1-ounce) of espresso and 18-24 seconds for a double shot (2 ounces).

It's a Beverage

Espresso is a beverage. When properly brewed, espresso beans yield a thick, highly aromatic liquid capped with a dense golden-brown froth or crema. A single shot is approximately 1 ounce of espresso and a double shot yields approximately 2 ounces of espresso.

Once a shot of espresso is extracted, it can be served mixed with steamed milk, foamed milk, iced milk, hot water, and/or a variety of flavored syrups to make any combination of delicious beverages.

As espresso increases in popularity, so do the combination of espresso-based beverages.



Cleaning and Maintenance

Daily cleaning and maintenance can be performed in less than 12 minutes!

Importance of Daily Cleaning

To maintain the machine warranty, ensure sanitation, and avoid mechanical failure, the Model 1500s/i espresso machine **MUST** be cleaned and maintained on a daily basis.

Concordia recommends performing the daily maintenance and cleaning at the close of each business day. The Model 1500s/i is equipped to monitor the elapsed time and number of drinks poured between cleaning cycles.

Cleaning Timer

Daily Cleaning Timer

You must clean your espresso machine every 24 hours. After 24 hours, the machine's display will read **DAILY CLEAN DUE**. You must clean the machine within the next two hours.

If the machine is not cleaned within the two hours after the **DAILY CLEAN DUE** warning is displayed, the machine will be disabled and you **WILL NOT BE ABLE TO POUR DRINKS**. The display will read **RUN DAILY CLEAN**. You cannot pour drinks until after you run the cleaning cycle.

For complete directions on cleaning the machine, see the cleaning card with the machine.

Resetting the Cleaning Timer

The cleaning timer starts after the first drink is poured following a cleaning. For example, if the machine is cleaned on Friday night, and it is idle Saturday and Sunday, the timer is not started until the first drink is poured Monday morning.

Automatic Quick Clean

If the automatic quick clean feature is in use, the machine runs an automatic rinse cycle every 15 minutes after the last drink poured.

The display will read: **DANGER! HOT WATER**

As the machine is idle, an automatic quick clean cycle runs every 2 hours.

During the rinse cycle, water runs through the brew system and steam runs through the milk system to provide a quick rinse during slow usage periods. The interval timing for the automatic rinse cycle is adjustable.

Drinks cannot be poured during the automatic quick clean cycle.



Daily Maintenance

- Clean the milk system and brew group
- Empty the grounds bin
- Clean the interior of the refrigeration unit
- Clean the drink dispensing area
- Clean the drain grate and drain tray
- Use only Concordia cleaning products

Clean the Milk and Brew Group Systems

Pressing the **CLEAN** button will cause the machine to run the daily clean cycle. The milk clean cycle will run first, followed by the shutdown clean cycle, which cleans the brew group. When the shutdown clean cycle is complete, the machine will automatically turn off.

NOTE: When the machine is automatically turned off after the shutdown clean cycle, the power to the refrigeration unit will remain to ensure milk is properly stored.

Empty the Grounds Bin

The grounds bin holds the used espresso grounds. The **EMPTY GROUNDS BIN** message will appear on the display when the grounds bin is full, approximately every 30 drinks.

1. Open the left door
2. Remove the grounds bin
3. Discard the used grounds into waste receptacle
4. Clean grounds bin with warm, soapy water
5. Keep grounds bin out of machine for at least 10 seconds, to reset the machine's internal counter
6. Replace the grounds bin with handle facing out
7. Close door

NOTE: Always empty the grounds bin anytime it is removed. If it is removed for more than 10 seconds and not emptied, there is a risk of the grounds bin overflowing.



Clean the Drain Tray and Grate

Remove drain grate and clean with hot soapy water to remove milk residue.

Grate can be placed in the dishwasher, if desired.

Clean drain tray with soapy water and/or sanitizer.

Clean Exterior Machine Surfaces

Use a clean towel or paper towel and sanitizer to clean the doors and front panel of the machine.

If further cleaning is necessary, clean using mild dish soap mixed with warm water.

Clean the Refrigeration Compartment

Remove milk container.

Using a towel or paper towel, wipe up any spilled milk.

Clean the interior of the refrigeration unit using warm soapy water and a clean towel. Wipe with a towel moistened with a sanitizer approved by Local Health Department regulations.

NOTE: Refrigerator temperature will rise during cleaning. This is normal and will drop in a short period of time once door remains closed.



Monthly Maintenance

Check Air Filter

Check the filter monthly for buildup of dust and grime. When dirty, replace filter.

Removing the Air Filter

The air filter is located behind the refrigeration unit.

1. Open refrigerator door - the filter is in the upper right corner
2. Pull sideways to remove the air filter
3. If dirty, replace with new air filter

To order an air filter, call Concordia Customer Service.

NOTE: Failure to replace a dirty air filter will cause damage to the machine's cooling system.

Clean Bean Hoppers

1. Insert hopper stopper in bean hopper
2. Remove bean hopper from machine
3. Empty beans into clean container
4. Clean the inside of the bean hopper with warm soapy water, and rinse thoroughly

WARNING: Do not wash a bean hopper in a dishwasher.

5. Dry the inside of the bean hopper
6. Ensure the hopper stopper is in place
7. Refill bean hopper with beans
8. Place bean hopper in proper position on machine
9. Remove hopper stopper

Preventative Maintenance

The Preventative Maintenance Service Call ensures continued optimal operation of the machine through the proactive replacement, cleaning and adjustment of internal components. Preventative Maintenance is required to maintain the warranty and extended service agreements.

Preventative Maintenance must be performed every 10,000 drinks by a Concordia Certified Technician. The Model 1500s/i is equipped to monitor the total drink statistics, and display a **PM REQUIRED** message when the machine reaches 10,000 drinks.

When the **PM REQUIRED** message appears on your machine's display, call Concordia Customer Service to schedule a Preventative Maintenance Service Call.

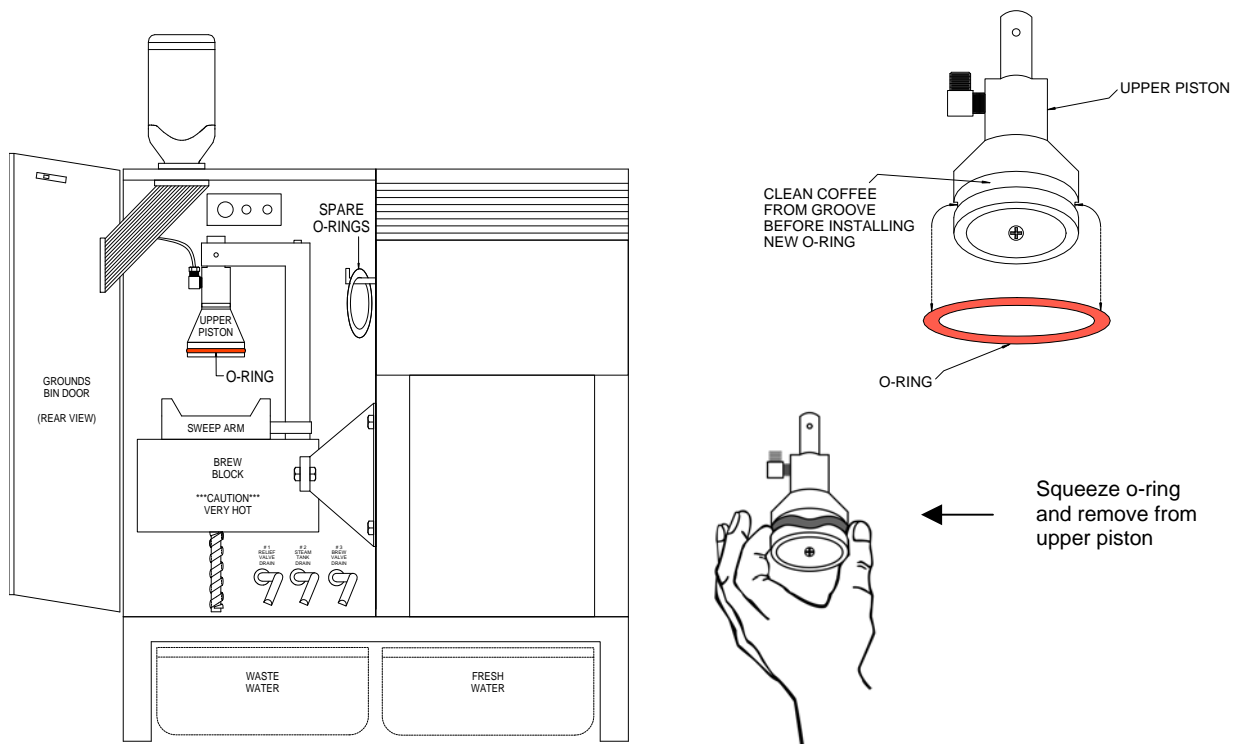


Upper Piston O-Ring Replacement Procedure

Replacement of the upper piston o-ring is required every 5,000 drink cycles.

When the message **REPLACE O-RING SEE USER'S GUIDE** is displayed, follow the procedure described below.

1. Turn unit off at power switch
2. Open the grounds bin door
3. Locate and remove o-ring at upper piston
4. Clean o-ring groove to remove any coffee buildup
5. Install new o-ring
6. Close grounds bin door
7. Turn unit on at power switch
8. Press and hold **PROGRAM** button on touch pad until cumulative total is displayed
9. Press **PROGRAM** button again to display daily totals
10. Press **PROGRAM** button again to display o-ring counter
11. Press the **UP ARROW** button to display "Counter = xxxxx"
12. Press the **UP ARROW** button again to reset the o-ring counter
13. Press the **PROGRAM** button again to exit the menu system





Priming the Water Delivery System

The water delivery system must be primed upon initial installation and whenever the unit has been allowed to operate without water, for example if the **FILL WATER / EMPTY DRAIN** or **CHECK WATER FLOW** error message is displayed.

1. Verify power switch is in the **ON** position
2. If display reads **MACHINE OFF**, press the **ON/OFF** button located on the front panel
3. If machine is using the fresh water bin, verify the bin is full of fresh filtered water
4. If machine is connected directly to the building water supply, verify supply valve is open

When **SELECT DRINK** is displayed, press and hold the **HOT WATER** button for 5 seconds *or* until water dispenses from the product outlet. If water is not dispensed within 10 seconds, call Concordia Customer Service.

MSDS

Material Safety Data Sheets (MSDS) are provided with all cleaning products. Read this information carefully. Additional copies are available upon request.

Ordering Cleaning Products

The Cleaning Kit includes 130 each: Milk System Cleaner #1, Milk System Cleaner #2 and Shutdown (Brew Group) Cleaning Tablets.

To purchase cleaning products, call Concordia Service at 1-800-778-0990.

Automatic shipment of cleaning products is available; call Concordia Customer Service for information on the Auto-ship program.



Troubleshooting Guide

MACHINE SYMPTOM	WHAT TO DO
No milk flow	<p>Check milk level.</p> <p>Verify milk tubes are in milk container(s).</p> <p>Inspect milk tube for kinks, obstructions, holes.</p> <p>Clean dispensing nozzle.</p> <p>Verify milk pump assembly is operational by pressing HOT MILK button and observing milk flow from dispensing nozzle.</p>
Fill Water / Empty Drain (No water flow)	<p>Check water supply level.</p> <p>Verify water system has been primed. See page 25.</p> <p>Verify water pickup hose is properly located in water.</p> <p>Verify upper piston screen at brew group is clean.</p>
High refrigerator temperature (>40° F)	<p>The refrigerator temperature will always be displayed.</p> <p>Make sure the refrigerator door is closed.</p> <p>Check refrigerator air filter. If dirty, replace.</p> <p>Verify refer module fan & interior circulation fans are operating.</p> <p>Verify ambient air temperature is less than 88°F/31°C.</p>
Weak or no coffee in cup	<p>Check bean supply in hopper.</p> <p>Ensure hopper stopper is removed from hopper.</p> <p>Verify grinder chute is in place and unclogged.</p> <p>Check fresh water bin, refill if needed.</p> <p>Run shutdown clean.</p> <p>Check condition of upper piston o-ring.</p> <p>Verify by-pass chute was not opened.</p>



MACHINE SYMPTOM	WHAT TO DO
Can't turn unit ON, no response from ON/OFF button on front panel	Verify machine is plugged in and turned on. Verify MAIN ON/OFF power switch is on. Verify main circuit breaker is not tripped.
Cold milk pours	Measure temperature of drink in the center of a paper cup. Adjust steam adjust valves as needed. Allow unit to reach correct operating pressure.
Decaf won't work	Verify by-pass chute is closed.
Display is blank or message is scrambled	Verify machine is plugged in and turned on. Turn unit OFF, wait 5 seconds, then turn unit ON at power switch.
Display reads DECAFFEINATED	Close bypass chute door. Wait 45 seconds, unit will reset.
Grounds bin door won't stay closed	Check grounds bin door latch, ensure mechanism is not tripped.
Group error	Turn unit OFF, wait 5 seconds, then turn unit ON at power switch.
Inconsistent milk pours	Run a milk clean cycle. Verify milk supply levels. Verify milk is fresh. Check milk tube(s) for kinks or obstructions or holes. Clean dispensing nozzle.
Machine does not operate	Verify doors are closed. Verify grounds bin is pushed in all the way. Verify water bin is not empty and that water pickup tube is submerged. Verify drain bin is pushed in all the way. Verify machine is plugged in. Verify power switch is ON.



FAQ

Q Why does my espresso pour light brown? Shouldn't it be black?

Espresso pour should start dark in color, and gradually turn light brown. The light brown espresso, called the crema, adds flavor without being bitter.

Q What if I want to use a different brand or type of espresso beans?

You are welcome to use whatever type of beans you prefer. Each brand and blend of beans will grind differently, so when changing beans the machine needs to be recalibrated by a Concordia Certified Technician. Call Concordia to schedule a calibration service call when changing your brand or blend of espresso beans.

Q Can I use regular coffee beans in my espresso machine?

No. We do not recommend using non-espresso roast beans. You will be sacrificing flavor and quality if you chose to use non-espresso beans. Espresso beans are roasted to achieve a distinct taste and quality and will yield the best results.

Q Can I change the brand of milk?

Yes. Changing the brand of milk will not result in a noticeable change in your drink quality.

Q What if I want to change from whole milk to 2% milk, or vice-versa?

Whole milk has more fat than 2%, so you may notice a difference in steam and foam quality. This change should not be significant enough to alter the drink quality.

Q Can I use chocolate milk in my espresso machine?

No, do not use flavored milk in your espresso machine. The machine's internal components are not designed to handle the additional sugars in flavored milk.

Q How do I cancel a drink?

Press the STOP button any time during drink pour to cancel the drink.

Q How do I change the cup size? For example, I want to change from a 10oz to a 12oz cup.

You must call Concordia to schedule a Calibration Service call, and a Concordia Certified Technician will adjust your machine to the new drink size. A Calibration Service Call is not covered under the Machine Warranty or Extended Service Agreement.

Q How can I tell if my employees cleaned the machine?

If your machine is not cleaned within 24 hours, the display will read **DAILY CLEAN DUE**. For complete information on the cleaning timer, see page 20.

**Q How do I check the daily drink statistics?**

Your espresso machine tracks both daily and cumulative drink statistics. For step-by-step directions on checking drink statistics, see page 13.

Q Can I make iced drinks?

Yes! An iced latte is simply: ice, cold milk, and espresso - and often - flavored syrup. For a detailed description of iced drinks, see page 10.

Q Where do I purchase espresso beans?

Espresso beans can be purchased from retail and wholesale stores, as well as directly from the roaster.

Q What is the difference between coffee beans and espresso beans?

Espresso beans are specifically roasted for use in espresso machines. They retain their oils for a full-flavored drink.

Q What is the difference between the drink types?

For complete information about the various drinks your Concordia machine can dispense, see page 10.

Q Can I use eggnog in the machine around the holidays?

No. The machine's internal components are not designed to handle the additional sugars and thick consistency of eggnog.

Q The display on my machine reads EMPTY GROUNDS BIN.

Empty the grounds bin, located behind the left door. The ground bin holds the used coffee grounds and must be emptied every 30 drinks. For complete directions on emptying the grounds bin, see page 21.

Q If I want to clean my bean hoppers, how do I pull them off the machine without spilling the beans?

To remove a FULL bean hopper you must first place the metal hopper stopper in the hopper. For complete instructions on inserting the hopper stopper, see page 17. Once the hopper stopper is in place, twist the bean hopper and pull straight up to remove.

Q The display on my machine reads DAILY CLEAN DUE.

Your machine is programmed to track the required cleaning. When the display reads **DAILY CLEAN DUE**, you must clean the machine within the next 2 hours to ensure uninterrupted operation. If you do not clean the machine, after 2 hours the message will change to **RUN DAILY CLEAN**, and the machine will be disabled. You must clean the machine to resume operation. For complete directions on cleaning the machine, please see page 20.



Machine Warranty

Limited Warranty Statement and Disclaimers

Concordia warrants the Goods to be free from defects in materials and workmanship under normal conditions for a period of either twelve (12) months after the original date of shipment; 20,000 drink cycles; whichever period ends first ("Limited Warranty period"), subject to the terms set forth herein.

In the event of a failure of the Goods during the Limited Warranty due to a defect in materials or workmanship, subject to the warranty exclusions set forth below, Concordia will arrange for the Goods to be repaired on-site, without charge for labor or parts, if the limited warranty service occurs during normal business hours (8:00 a.m. to 5:00 p.m., local time, Monday through Friday, except holidays). If limited warranty service is required outside normal business hours, you will not be charged for parts but you will be charged for labor at Concordia's scheduled rates.

The foregoing limited warranty represents the full extent of Concordia's liability with respect to the goods. Your right to repair as specified above is your sole and exclusive remedy against Concordia. In no event shall Concordia be liable for damages of any kind, including but not limited to special, indirect, incidental or consequential damages, arising from or relating to the sale or use of the goods, either during or after the term of limited warranty.

Additional Limited Warranty Exclusions

This limited warranty does not cover cost of repairs made or attempted by anyone other than Concordia-authorized personnel. In the event of such unauthorized repairs, Concordia may void the limited warranty. In addition, this limited warranty does not apply if Concordia determines that a problem resulted from inadequate or improper maintenance, improper operations, unauthorized alterations or adjustments, or use of unapproved supplies. This includes, but is not limited to the following:

- Evidence of abnormal wear and tear due to abuse, misuse, or improper maintenance;
- Water used with the Goods that exceeds three grains of hardness per gallon or substantially similar standard;
- Inoperative or dirty milk valves and milk pumps from improper maintenance;
- Jammed or impacted coffee grinder caused by foreign objects in grinder;
- Plugged drain;
- Inoperative brew group due to improper maintenance;
- Insufficient water supply and/or insufficient or incorrect power;
- Improper recalibration due to the use of different coffee beans, type of milk or size of cups;



- Relocation of the Goods from originally approved location;
- Newly installed equipment which interferes with the operation of the Concordia unit;
- In addition, the Goods must be cleaned properly each day and operated only in accordance with instructions.

Except for the above limited warranty, Concordia disclaims and makes no performance representations, warranties, guarantees or conditions, either expressed or implied, oral or written, with respect to the goods or any services provided, including without limitation any implied warranty, guarantee or condition (a) of merchantability, (b) of fitness for a particular purpose, or (c) arising from course of performance, course of dealing, or usage of trade. In no event shall Concordia's liability exceed the amount of the purchase price for the goods.



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COFFEE SYSTEMS

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