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# Suprema 2001

## HOT BEVERAGE SYSTEM

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### Programming Guide

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**Software Version 6.1**

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**NOTE:** *This is a quick-reference guide for programming the Suprema Hot Beverage System. For more detailed information about setting up a Suprema, refer to the "Suprema Operation & Service Manual" (VKI Part Number N016489).*

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# SUPREMA 2001- OPERATION & SERVICE MANUAL

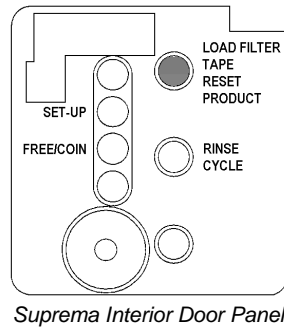
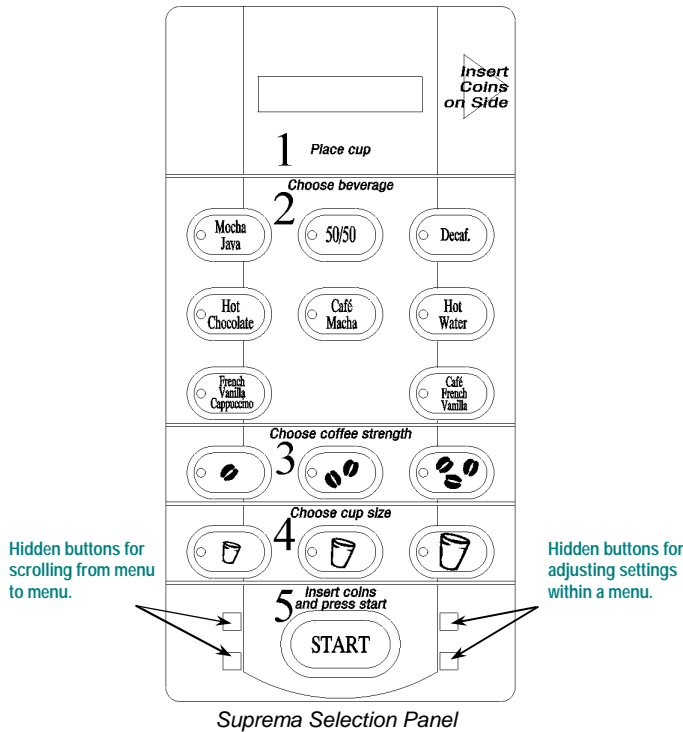
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## SELECTION PANELS & INTERIOR DOOR PANELS



**SET-UP** - Provides access to the programming and to the configuration of the machine.

**FREE/COIN** - Toggles the machine from "FREE" mode to "COIN" mode. Red indicator LED will be lit when the machine is in "FREE" mode.

**OPEN BREWER / RESET PRODUCT** - This button is red to simplify identification for the caretaker. It opens the brewer to perform maintenance.

**RINSE CYCLE** - Provides access to the rinse cycles for the brewer and chocolate components.

## PROGRAMMING THE EQUIPMENT

The first section of the "SET-UP" mode displays all the counters. These counters can be reset while in this mode. The following table lists all the counters in the order in which they appear at the beginning of the "SET-UP" mode:

CASHBOX TOTAL
VEND TOTAL
(RESETTABLE) VEND TOTAL RESET
COIN DISPENSE --- <i>appears only in "COIN" mode</i>
TOTAL / SELECTION
FREE VEND TOTAL

➤ **Note:** While in the "SET-UP" mode, pressing the "SET-UP" button once again will exit this mode and save all changes made to the programming.

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## VIEWING AND RESETTING COUNTERS

### 1. Enter the "SET-UP" mode.

- a) Press the "SET-UP" mode button on the interior door panel. The display will now read,

<b>CASH BOX</b> <b>TOTAL= \$XXXX.XX</b>
--

- b) To reset the "CASHBOX TOTAL", press the "START" button. To scroll to the next counter, press the "UP" button on the hidden menu scroll buttons.
- c) The next counter is the "VEND TOTAL" counter. This counter can only be viewed and it is not possible to reset it at this point. To scroll to the next counter, press the "UP" button on the hidden menu scroll buttons.
- d) The next counter to be displayed is the "VEND TOTAL RESET" counter (resettable). Press the "START" button to reset, if needed.
- e) The next counter to be displayed is the "TOTAL/SELECTION" counter. Press the "START" button to reset the counters.

Please note that a confirmation message will appear after "START" is pressed. To reset the counters, press "START" again. To cancel the reset, press the "COFFEE" button.

- f) The next counter to be displayed is the "FREE VEND TOTAL" counter. Press the "START" button to reset, if needed.

## COIN DISPENSE

The "COIN DISPENSE" menu will only appear and function if the coffee maker is in "COIN" mode. If the coffee maker is in "FREE" mode, this feature will be completely disabled and the message will not appear on the display.

### 1. To dispense coins, scroll in the "SET-UP" until the display reads,

<b>COIN DISPENSE</b> <b>5¢ 10¢ 25¢</b>
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- a) To dispense nickels, press the "COFFEE" button.
- b) To dispense dimes, press the "50/50" button.
- c) To dispense quarters, press the "DECAF" button.

*Use this chart as a quick reference.*

5¢	Press "COFFEE"
10¢	Press "50/50"
25¢	Press "DECAF"

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## TOTAL PER SELECTION COUNTER

The "TOTAL/SELECTION" counter displays the number of cups brewed for the selection that corresponds to the LED's that are illuminated on the selection panel. To get a counter reading, press the buttons that correspond to the counter you need to access. At this point, the LED's for your selection will be illuminated.

➤ **Note:** *When accessed, this counter will default to illuminating the "COFFEE" button, all cup sizes and all strengths to give a vend reading for the total cups of coffee.*

### EXAMPLE:

*If you need to know how many MEDIUM cups of DECAF, STRONG strength have been brewed, press the "DECAF", "STRONG", and "MEDIUM CUP" buttons. The LED's will illuminate and the display will show how many cups of this particular selection were brewed. To check any other selection, press the corresponding buttons on the selection panel.*

To switch an LED off again, press the corresponding button a second time.

➤ **Note:** *Pressing the "START" button while in this mode will reset all the cup and product counters to zero. It is not possible to individually reset any of these counters.*

## TOTAL COUNTER RESET

This software contains a special access code that enables you to reset all the counters to zero, including the "VEND TOTAL" counter. This operation should be performed before a unit is re-installed in the field.

### 1. To perform a "TOTAL COUNTER RESET",

- a) Switch the power to the coffee maker "OFF" (switch is at the rear of the unit).
- b) Press the "SET-UP" mode button on the inside door panel and keep it depressed.
- c) With "SET-UP" mode button pressed, switch power to coffee maker "ON".
- d) The following message will now appear on the display,

**ENTER ACCESS  
CODE:**

- e) Enter the "TOTAL COUNTER RESET" access code (described below).

## "TOTAL COUNTER RESET" ACCESS CODE

The following is the factory preset "TOTAL COUNTER RESET" access code - press the following in the sequence outlined below:

1	COFFEE
2	MILD STRENGTH
3	LARGE CUP
4	MEDIUM CUP
5	SMALL CUP

Once the access code has been entered, a counter will appear on the top left of the display, and will quickly increment from 0 to 255. Once this is complete, press "START" for the brewer to cycle once to re-establish its home position.

➤ **Note:** *When the reset is complete, the unit will automatically exit to the "standby" mode, and the internal light will remain "ON" temporarily.*

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## SET-UP MODE & ACCESS CODE

After scrolling past the counters, an access code is required to get into the "SET-UP" section of the software. This section allows changes to be made to the computer programming. The procedures are outlined below.

**1. Enter the factory pre-set access code.**

- a) Factory pre-set access code - press the following in the sequence outlined below;

1	COFFEE
2	50/50
3	DECAF
4	HOT WATER

- b) The message on the display will now read,

**PRODUCT ON/OFF  
PRESS <START>**

**2. The "SET-UP" mode has now been accessed, and changes can be made.**

- a) The following is the sequence of the settings that appear when you scroll through the "SET-UP" mode. Please note that there are some differences between the Regular software version and the APP software version.

<i>Suprema Model Type</i>	<b>REG</b>	<b>APP</b>
PRODUCT ON/OFF	•	
SET PRODUCT	•	•
SET WATER	•	•
SET PRICE	•	•
ENABLE SWITCHES	•	•
SET DEFAULT	•	•
SET TOP PAUSE	•	•
SET BOTTOM PAUSE	•	•
MAXIMUM CUPS FOR CARAFE	•	•
FREQUENCY OF MESSAGES	•	
SERVICE COUNTER	•	
BOTTOM PAUSE DELAY	•	•
MESSAGES ON / OFF	•	•
FREE VEND KEY SWITCH	•	•
SET GROUNDS CONT.	•	
CHOCO PUMP CYCLES	•	•
DOUBLE-CUP SET-UP	•	•
SET TEMPERATURE	•	•
CUSTOM MESSAGES	•	
LANGUAGE	•	
SET WATER LEVEL	•	•
SET POWDER MIX		•
SET POWDER BEV.		•
WATER MAX. BREWER	•	
LOCK COUNTERS	•	
FORCE VEND	•	•

• Available Feature

**Reminder:** The "INCREASE" (+) and "DECREASE" (-) buttons are located to the right of the "START" button, and the "MENU SCROLL UP" and "MENU SCROLL DOWN" buttons are located to the left of the "START" button.

## PRODUCT ON/OFF

This feature allows you to run a complete coffee or hot chocolate cycle (including the two pauses) without any product being dispensed (no coffee or chocolate). This will allow you to manually test brew different coffee blends for the customer to taste. The customer can then decide which blend he prefers. To use it as a test brew cycle, simply weigh and manually pour the coffee grounds into the brew chamber, and press the "START" button. This procedure can be repeated if you need to test brew another blend.

1. To switch the product OFF, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**PRODUCT ON/OFF  
PRESS <START>**

- a) Press the "START" button to enter set mode.
- b) Switch the product "OFF" or "ON" by using the hidden setting adjustment buttons. Press the "UP" button to toggle it "OFF" or "ON".
- c) To exit the "PRODUCT on-off" mode and proceed to the next setting, press the hidden "UP" or "DOWN" scroll buttons.

➤ **Note:** *If the product is switched "OFF", it remains off until you enter the "SET-UP" mode to switch it "ON" again. Please make sure it is switched "ON" before you leave the account.*

## SETTING PRODUCTS

1. To adjust product settings, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**SET PRODUCT  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) At this point, you can now select the product settings for any cup size, product and product strength by pressing the appropriate buttons on the selection panel. The time setting displayed will correspond to the LED's that are illuminated.
- c) Using the hidden setting adjustment buttons, increase or decrease the timing for the product.
- d) To exit the "SET PRODUCT" mode and proceed to the next setting, press the hidden "UP" or "DOWN" scroll buttons.

👉 **Tip:** *While in the "SET PRODUCT" or "SET WATER" menus, you can test the product and water quantities by pressing the "START" button. The product or water tested will correspond to the LED's illuminated on the front selection panel. Make certain you have something ready to catch the coffee grounds or water that will be dispensed.*

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## SETTING WATER

1. To adjust water settings, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**SET WATER  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) At this point, you can now select the water settings for any cup size and product by pressing the appropriate buttons on the selection panel. The time setting displayed will correspond to the cup size and product LED's that are illuminated.
- c) Using the hidden setting adjustment buttons, increase or decrease the timing for the water.
- d) To exit the "SET WATER" mode and proceed to the next setting, press the "UP" or "DOWN" scroll buttons.

➤ **Note:** *When adjusting the water level for the "CAFE MOCHA", only the chocolate valve timing is adjusted. The coffee valve timing remains unchanged as it is calculated by the microprocessor.*

👉 **Tip:** *While in the "SET PRODUCT" or "SET WATER" menus, you can test the product and water quantities by pressing the "START" button. The product or water tested will correspond to the LED's illuminated on the front selection panel. Make certain you have something ready to catch the coffee grounds or water that will be dispensed.*



**WARNING:** Do not press the "START" button to exit this mode as it will do a test cycle and dispense water. This does not apply to "CAFE MOCHA", as there is no test cycle for this product.

## SETTING PRICES

To operate this equipment in "COIN" mode, an optional Coinco 9300 series coin changer must be installed. This changer can be purchased from your local Coinco retailer.

1. To adjust price settings, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**SET PRICE  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) At this point, you can now select the price setting for any cup size and product by pressing the appropriate buttons on the selection panel. The price setting displayed will correspond to the LED's that are illuminated.
- c) Using the hidden setting adjustment buttons, increase or decrease the price.
- d) To exit the "SET PRICE" mode and proceed to the next setting, press the "UP" or "DOWN" scroll buttons.



## ENABLING SWITCHES

1. To enable the switches and functions that are required, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**ENABLE SWITCH  
PRESS <START>**

- a) Press the "START" button to enter set mode.
- b) On initial set-up, all the LED's will be illuminated at this point, meaning that everything is switched "ON". To disable certain features, press the button that corresponds to that feature and the LED will switch off. That feature has now been disabled.
- c) Repeat this procedure for any other feature that you require to cancel.
- d) Press the "START" button to save any changes that were made.
- e) To exit the "ENABLE SWITCHES" mode and proceed to the next setting, press the hidden "UP" or "DOWN" scroll buttons.

➤ **Note:** *Selections with illuminated LED's will be active, and those without illuminated LED's will be disabled. Check the settings before exiting and once verified, press the "START" button to save them.*

When a selection is disabled and the customer presses the corresponding button for that selection, the following message appears on the display,

**SELECTION  
NOT AVAILABLE**

## CANCELING INDIVIDUAL SELECTIONS

It is possible to cancel any individual setting on the selection panel (providing this setting can be priced). For example, if all three cup sizes are required for coffee, but the customer requires only a large cup for hot chocolate, it is possible to cancel only the small and medium cups for hot chocolate, without canceling the large cup.

1. To cancel individual selections, press the "UP" button on the hidden menu scroll buttons and scroll to the "SET PRICE" menu.
  - a) Press the "START" button to enter the set mode.
  - b) At this point, you can now select the price setting for the cup size and product you want to cancel by pressing the appropriate buttons on the selection panel. The price setting displayed will correspond to the LED's that are illuminated.
  - c) Decrease the price to zero by pressing the hidden "DOWN" button.
  - d) Once the price is at zero, press the hidden "DOWN" button once more. The price will disappear, and a "DISABLED" message will appear on the second row of the display. This indicates that this particular product is now canceled.
  - e) Repeat this procedure for another product, or press the "UP" or "DOWN" scroll buttons to access another menu.

➤ **Note:** *Only selections that can be priced may be canceled. Once canceled, a "SELECTION NOT AVAILABLE" message appears on the display when the product is selected by the customer.*

## SETTING THE DEFAULT

1. To program the default settings, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**SET DEFAULT  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) The LED's that correspond to the current default setting will now be illuminated.
- c) To change the default, press the buttons on the selection panel for the new default settings. The LED's that are illuminated will now become the new default settings.
- d) In no default is set, the LED's on the selection panel will light and scroll until the user selects one. This applies for the products, strengths, and cup sizes, therefore three selections will be required by the user.
- e) To exit the "SET DEFAULT" mode and proceed to the next setting, press the "UP" or "DOWN" scroll buttons.

## SETTING TOP PAUSE

The "TOP PAUSE" occurs when the brewer is at top dead center, and is before the regular pause. When the piston reaches top dead center in the cylinder, the brewer will pause for the amount of time set in this menu, to allow the coffee and water to steep (mix together). The higher the "TOP PAUSE" is set to, the stronger the cup of coffee that is brewed by the equipment.

1. To set the "TOP PAUSE" setting, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**SET TOP PAUSE  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) At this point, select the cup size by pressing the appropriate buttons on the selection panel. The "TOP PAUSE" setting displayed will **correspond to the cup size** that is illuminated.
- c) Using the hidden setting adjustment buttons, increase or decrease the timing for the "TOP PAUSE".
- d) To exit the "SET TOP PAUSE" mode and proceed to the next setting, press the "UP" or "DOWN" scroll buttons.

## SETTING BOTTOM PAUSE

The bottom pause stops the piston before the pour spout area, creating a vacuum and allowing time for the liquid coffee to be pulled through the coffee grounds and the filter. If this setting is too low, it may create brewer flooding problems as there is not enough time to draw all the liquid from the brew chamber into the brewer cylinder.

1. To adjust the "BOTTOM PAUSE", press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**SET BOTTOM PAUSE  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) At this point, you can now select the cup size and product by pressing the appropriate buttons on the selection panel. The "BOTTOM PAUSE" setting displayed will correspond to the LED's that are illuminated.
- c) Using the hidden setting adjustment buttons, increase or decrease the timing for the "BOTTOM PAUSE".
- d) To exit the "SET BOTTOM PAUSE" mode and proceed to the next setting, press the "UP" or "DOWN" scroll buttons.

## SETTING THE MAXIMUM NUMBER OF CUPS PER CARAFE

This feature allows you to set the maximum number of cups to be brewed in a carafe cycle (between 3 to 10). When the carafe feature is selected, it will start at the maximum number of cups set in this menu, and decrement by one cup every time the carafe button is pressed.

➤ **Note: By default, the carafe feature is disabled. If it is enabled, the maximum number of cups that can be programmed for a carafe is 10.**

1. To set the maximum number of cups for a carafe, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**MAX CUP/CARAFE  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Using the hidden setting adjustment buttons, increase or decrease the maximum number of cups that need to be set for the carafe.
- c) To completely disable the carafe feature, change the setting to "OFF".
- d) To exit the "MAX CUPS/CARAFE" mode and proceed to the next setting, press the "UP" or "DOWN" scroll buttons.

When the carafe is selected, a confirmation message will appear on the display. This confirmation is there to avoid selecting the carafe by accident. When this message appears, you will have to press the carafe button once more, and the cycle will commence. To cancel a carafe cycle that is already in progress, press the "START" button and it will exit after the cup that is already in progress has been brewed.

➤ **Note: If the carafe feature is enabled, it overrides the double-cup feature (only if double-cup is set on the large cup).**

## SETTING THE FREQUENCY OF MESSAGES

1. To program the frequency of messages, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**FREQ. OF MESSAGE  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Using the hidden setting adjustment buttons, increase or decrease the timing for the frequency at which the messages are to appear.
- c) To exit the "FREQUENCY" mode and proceed to the next setting, press the "UP" or "DOWN" scroll buttons.

## SERVICE COUNTER

This is a counter that, when reset, starts at 6000 and decrements by one every time a product is dispensed. Once it reaches zero, the following message appears,

**PLEASE CALL FOR  
ROUTINE SERVICE**

This message acts as a reminder that regular maintenance is due on the equipment. Note that this feature can be canceled. For more information, please check the "CANCELING MESSAGES" section of this manual.

1. To reset the service counter, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**SERVICE COUNTER  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Press the "START" button again to reset the counter. The counter will now display 6000.
- c) To exit the "SERVICE COUNTER" mode and proceed to the next setting, press the "UP" or "DOWN" scroll buttons.

## SETTING BOTTOM PAUSE DELAY

This feature allows a delay in the position of the bottom pause to obtain maximum vacuum and capacity in the brewer. For example, if this setting is at 0.5 seconds, the bottom pause will occur 0.5 seconds after the switch reads the pause position on the cam. The piston will stop lower in the cylinder, creating more vacuum and increasing the quantity of liquid that can be pulled into the cylinder.

1. To set the "DELAY PAUSE", press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**DELAY PAUSE  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Using the hidden setting adjustment buttons, increase or decrease the timing for the bottom pause delay.
- c) To exit the "SET DELAY PAUSE" mode and proceed to the next setting, press the "UP" or "DOWN" scroll buttons.

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## CANCELING MESSAGES (MESSAGES ON, OFF or "ACTIVE")

The following is a list of all the cancelable messages in this version of software. Most of these messages can also be programmed to be "active", meaning they will disable the unit until the message has been cleared.

CANCELABLE MESSAGES
Refill Large Hopper
Refill Small Hopper
Refill Chocolate
Empty Grounds
Call Key Operator
Service Message
Custom Messages
Temp. Too Low

➤ **Note:** *Each of these messages can be individually set to "ON-ACTIVE". If a message is set to "ON-ACTIVE", the function corresponding to that message is disabled when the message appears.*

1. To cancel one of the passive messages, or to make the message "active", press the "UP" button on the hidden menu scroll buttons until the following message appears,

**MESSAGES ON/OFF  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Scroll through the messages by pressing the "START" button.
- c) To cancel a message or to make it "ACTIVE", once it is displayed on the LCD press either one of the two hidden setting adjustment buttons to switch it to "OFF" or "ON -ACTIVE".
- d) Press "START" to save the settings.
- e) To enable a message again, repeat the above procedure and switch the message to "ON" (either passive or active).
- f) To exit, press one of the hidden scroll buttons.

## FREE VEND KEY SWITCH SET-UP

The free vend key switch allows the operator to perform one of two functions. The type of function required for the free vend key switch can be programmed in the "SET-UP" mode. Please note that this feature can be disabled if not required.

- **MOMENTARY** - allows you to brew one free beverage by turning the key when in coin mode.
- **TOGGLE FREE/COIN** - allows you to toggle the unit from free to coin mode (or vice versa) by turning the key and removing it.

1. To set the free vend key switch function, press the "UP" button on the hidden menu scroll buttons until the following message appears,

**FREE VEND KEY  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Scroll to the required function type by pressing the hidden setting adjustment buttons.

## SETTING THE "EMPTY GROUNDS CONTAINER" MESSAGE

This feature enables a message to appear as a reminder that the grounds container must be emptied. It can be programmed to appear anywhere between 25 cups to 250 cups after it has been reset, or it can be canceled altogether.

1. To set the frequency of the grounds container message, press the "UP" button on the hidden menu scroll buttons until the following message appears,

**SET GROUNDS CONT.  
PRESS <START>**

- a) Press the "START" button to enter the "SET-UP" mode.
- b) Using the hidden setting adjustment buttons, increase or decrease the number of cups. The cup count will increase in increments of 25.
- c) To save, press either one of the two hidden menu scroll buttons once the required number of cups is displayed on the LCD.

## SETTING NUMBER OF CHOCOLATE PUMP CYCLES

This feature will allow you to program the number of chocolate pump cycles for any cup size. The unit is preset to the following from the factory:

CUP SIZE	HOT CHOCOLATE	CAFE MOCHA
Small - 6 oz.	2 cycles	1 cycle
Medium - 8 oz.	2 cycles	1 cycle
Large - 10 oz.	3 cycles	2 cycles

1. To set the number of chocolate pump cycles for each cup, press the "UP" button on the hidden menu scroll buttons until the following message appears,

**CHOCO PUMP  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Select the cup size and product to be programmed on the front selection panel.
- c) Using the hidden setting adjustment buttons, increase or decrease the number of pump cycles. Maximum is 8 for hot chocolate and 3 for café mocha.
- d) To set, press either one of the two hidden menu scroll buttons.

➤ **Note: If the number of "CAFE MOCHA" pump cycles has been changed for a particular cup size, it is necessary to enter the "SET-UP" mode to adjust the product and water levels for that cup size.**

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## SETTING THE DOUBLE-CUP

Any one of the three cup sizes can be programmed to dispense a double-cup (two consecutive cups) of coffee or cafe mocha using this feature. For example, if you would like to brew a 20-oz. cup of coffee, it is possible to set a 10-oz. large cup to brew a double-cup.

➤ **Note:** *Once a cup size is programmed to brew a double-cup, it will no longer brew a single cup.*

1. To program a cup to be a double-cup, press the "UP" button on the hidden menu scroll buttons until the following message appears,

**DOUBLE-CUP  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) On the front selection panel, press the cup size that needs to be programmed to become a double-cup. The LED that corresponds to that cup size will illuminate as an indication that it has been programmed as a double-cup.
- c) To program back to single cup, repeat the above procedure. Pressing the cup size will switch the LED off, which indicates the double-cup feature is disabled for that cup size.

➤ **Note:** *The double-cup feature is not available for hot chocolate. The number of chocolate pump cycles must be adjusted. Also note that if the carafe feature is enabled, it overrides the double-cup feature if the double-cup is set for the large cup (this does not apply if double-cup is set on the small or medium cup).*

## SETTING THE TEMPERATURE

1. To set the temperature of the water in the tank, scroll the menu that reads,

**SET TEMPERATURE  
PRESS <START>**

- a) Press the "START" button. The bottom row of the display will now indicate the currently programmed temperature setting.
- b) Using the hidden setting adjustment buttons, increase or decrease the temperature for the water tank.
- c) When programmed, this will be the maximum temperature to which the water will heat. Once the water has reached this temperature, the heater will switch off.

## SETTING THE "WARMING UP" WARNING MESSAGE

- a) Press the "START" button to get back to the main menu, and scroll to the "MESSAGES on/off" menu.
- b) Press "START" to enter this menu, and scroll to the "TEMP IS TOO LOW" message by pressing the "START" button.
- c) This message can be set to "ON-ACTIVE", "ON-PASSIVE" or "OFF". If the message is set to "ON-ACTIVE", the "WARMING UP" message will appear after the temperature in the tank drops about 20° F, and the unit will no longer function until the temperature gets back to its proper operating range. Set to "ON-PASSIVE", the message will appear on the display, but the unit will continue to function normally.

👉 **Tip:** *To toggle between Fahrenheit and Celsius, press the "LARGE CUP" button while in the "SET TEMPERATURE" menu.*

## PROGRAMMING A CUSTOM MESSAGE

This software allows you to program a custom message to appear on the display. When this function is enabled and the text has been programmed, the message on the display will then toggle back and forth from the "standby" message to your customized message. Upper and lower case letters, numbers and an assortment of symbols are provided as text for setting your custom message.

1. To set a custom message to appear on the display, press the "UP" button on the hidden menu scroll buttons until the following message appears,

**CUSTOM MESSAGES  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) On the display, you will notice a line underneath the first character. To change this character, use the hidden setting adjustment buttons to scroll to the next or previous characters. Keep scrolling until the character you require is displayed in this location.
- c) To proceed to the next character space, press the "START" button and the line will move underneath the next character.
- d) Repeat these procedures until your custom message is complete.
- e) To save, press either one of the two hidden menu scroll buttons.

Please note that the "CUSTOM MESSAGE" feature must be enabled in the "MESSAGES ON/OFF" menu for it to function.

## SETTING LANGUAGE

The messages that appear on the LCD can be displayed in either English or French. Please note that the coffee maker will be shipped from the factory with the messages set to English.

1. To set the language, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**SET LANGUAGE  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Using the hidden setting adjustment buttons, select "ENGLISH", or "FRENCH", or "ENGLISH + FRENCH".
- c) To save, press either one of the two hidden menu scroll buttons.

➤ **Note:** If "ENGLISH + FRENCH" is selected, the messages on the display will continuously toggle from English to French approximately every three seconds.



## SETTING THE WATER LEVEL PROBE

When scrolling through the "SET-UP" mode, you will notice a setting in the menu that reads,

**SET WATER LEVEL  
PRESS <START>**

**1. Press "START" to access this menu.**

- a) Using the hidden adjustment buttons, change the setting from "MECHANICAL SWITCH" to "ELECTRONIC PROBE".
- b) Exit the "SET-UP" mode.



**WARNING: Do not access this menu if the machine is not equipped with the electronic water level probes.**

## SETTING THE POST-MIX

The post-mix feature allows the unit to brew a larger cup size than the capacity of the brewer permits. If a 12-oz cup is required, for example, the brewer can easily dispense 9 oz, but this will not be enough to fill this larger cup. With this feature enabled and properly set, the unit will brew 9 oz from the brewer as it normally does, and the remaining 2-3 oz of liquid required to fill this cup will be dispensed by the hot water valve. Both the brewed coffee and hot water will be mixed together as they are dispensed into the cup, filling the larger cup in one single cycle.

➤ **Note:** *The hot water post-mix will dilute the coffee being dispensed by the brewer. It may be necessary to increase the product being dispensed into the brewer to compensate for this (only for the cup being post-mixed).*

**1. To enable and set the post-mix feature, it will be necessary to scroll between two of the menus in the set-up mode, and make several adjustments to each.**

- a) Set the coffee water timing (in the "SET WATER" menu) so that the brewer dispenses a large cup of coffee.
- b) Once done, remember the coffee water timing value because it will be needed to program the post-mix. For example, the coffee water timing for a large cup on this unit is 3.5 seconds to get 250 ml (8.5 oz.).
- c) Scroll to the "WATER MAX. BREWER" menu, and press "START".
- d) Using the example above, we know that the maximum coffee water timing on this unit is 3.5 seconds. This value has to now be entered as the maximum in this menu.

This setting limits water being dispensed into the brewer (coffee valve) to a maximum of 3.5 seconds.

- e) It will now be necessary to return to the "SET WATER" menu. Using the example above, the large cup coffee water timing was set to 3.5 seconds, and the maximum allowable coffee water timing was also set to 3.5 seconds.
- f) At this point, any increase to the large cup water timing will go above the maximum allowable coffee water timing that was set above, and that extra water will be dispensed by the hot water valve. For example, if the large cup coffee water timing is now raised to 4.5 seconds, 3.5 seconds of that will be dispensed by the coffee valve, and the extra 1.0 second will get dispensed by the hot water valve.

When a cup is now brewed, the brewer cycle will appear to function normally until the end of the cycle. At that point, coffee from the brewer and hot water from the hot water valve will be dispensed into the cup at the same time. The hot water will mix with the coffee, resulting in a larger cup of coffee than the brewer alone is capable of making.

## LOCKING THE COUNTERS

This feature will allow you to lock the counters, preventing the caretaker from resetting them. With this lock enabled, it will not be possible to reset any of the counters when in the "COUNTER" mode. If the counters need to be reset, it will be necessary to go to this menu to unlock them first. This obviously requires the "SET-UP" mode access code, limiting the number of people that can go into the programming to unlock the counters. Once they are unlocked, they can be reset using the normal counter resetting procedures outlined in this manual. Please note that this feature is disabled when the equipment is shipped from the factory.

1. To lock all the counters, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**LOCK COUNTERS  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Using the hidden setting adjustment buttons, select "ON" to lock the counters, or "OFF" to unlock them.
- c) To save, press either one of the two hidden menu scroll buttons once the desired function is displayed on the LCD.

## SETTING THE FORCE VEND FEATURE

There are three different settings that can be programmed for this particular feature. This feature can be set in the "SET-UP" mode.

1. To set the "FORCE VEND" feature, press the "UP" button on the hidden menu scroll buttons and scroll until the following message appears,

**FORCE VEND  
PRESS <START>**

- a) Press the "START" button to enter the set mode.
- b) Using the hidden setting adjustment buttons, select one of the following settings.
  - "ON – NORMAL" - the coin return feature on the Coinco is completely disabled, regardless of what coins are inserted.
  - "ON – SMART" - the coin return feature is disabled only when a \$1 or \$2 coin is inserted.
  - "OFF" - the force vend feature is disabled and the unit will function normally.
- c) To save, press either one of the two hidden menu scroll buttons once the desired function is displayed on the LCD.

➤ **Note: This feature is intended mainly for the Canadian market and prevents people from using the Suprema as a 'change maker' (done by inserting a \$1 or \$2 coin, then pressing the coin return button to get change in quarters).**

## OPERATION INFORMATION

### RESETTING HOPPER AND CHOCOLATE REFILL MESSAGES

1. To reset the "REFILL HOPPER" or "REFILL CHOCOLATE" messages,
  - a) Press the red "OPEN BREWER" button on the inside door panel. The brewer will cycle and stop with the brew chamber in the raised position.
  - b) At this point, fill the coffee hoppers and the chocolate syrup container.
  - c) Press the "COFFEE" button on the front selection panel of the coffee maker to reset the coffee message counter.
  - d) Press the "DECAF" button on the front selection panel of the coffee maker to reset the decaf message counter.
  - e) Press the "HOT CHOCOLATE" button on the front selection panel of the coffee maker to reset the chocolate message counter.
  - f) Press the red "OPEN BREWER" button to cycle the brewer back to the home position.

If the counters have been properly reset when the hoppers and chocolate container were filled, it will be possible to get a fairly accurate reading on their level status. To check their levels, simply press the "COFFEE", "50/50", and "DECAF" buttons simultaneously. The display will now read,

**LH - FULL SH - FULL**  
**Choco - FULL 196°F**

**LH** = large hopper

**SH** = small hopper

**choco** = chocolate container

The status readings that will appear on the display (depending on product usage and if the counters had been properly reset at last filling) are as follows:

<b>FULL</b>
<b>3/4</b>
<b>HALF</b>
<b>1/4</b>
<b>EMPTY</b>

### SYSTEM STATUS INDICATORS

A feature has been included on this software version that will indicate the system's status. There are indicator symbols on the bottom right corner of the LCD that will always appear. The symbols are outlined below.

SYMBOLS	MEANING OF SYMBOLS
—	When these two symbols toggle from one to the other - microprocessor is OK and heater is off (temperature of water is at proper level)
+     *	When these two symbols toggle from one to the other - microprocessor is OK and heater is on (temperature of water is not yet at proper level)

If any one of these symbols is permanently fixed on the bottom right of the display, and does not toggle to the other symbol, the microprocessor is "frozen". To reset the microprocessor, switch the power to the coffee maker off for about ten seconds, and then switch the power on again.

If this does not solve the problem, please contact a technical representative in the VKI Technical Services Department who may be able to assist.

## RINSE CYCLES

This version of software is equipped with a rinse cycle for both the brewer and the chocolate components. To access the rinse cycles, press the "RINSE CYCLE" button on the control panel inside the door and the following message will appear on the display,

**RINSE CYCLE  
CHOCO. OR COFFEE**

To rinse the chocolate components, press the "HOT CHOCOLATE" button on the selection panel. To rinse the brewer, press the "COFFEE" button on the selection panel.

## CHOCOLATE RINSE CYCLE

1. **Activate the chocolate rinse cycle by pressing the "RINSE CYCLE" button on the control panel inside the front door.**
  - a) It will now be necessary to select the type of rinse cycle required. For a chocolate rinse, press the "HOT CHOCOLATE" button on the front selection panel to begin the cycle.
  - b) The chocolate valve will now open and dispense water from the tank for about five seconds, and the whipper will activate. The hot water will flow through the whipper motor and the chocolate door tube rinsing each in the process.
  - c) The unit will now automatically exit the rinse cycle and go into the "*standby*" mode.
  - d) If you require a more thorough rinse, repeat the above procedure as often as necessary.

## BREWER RINSE CYCLE

1. **Add VKI approved brewer cleaner to the brew chamber and activate the brewer rinse cycle by pressing the "RINSE CYCLE" button on the control panel inside the front door.**

To cancel the rinse cycle if it was pressed accidentally, press any button (except the "START" button) on the front selection panel. This will exit the rinse cycle and return the unit to the "*standby*" mode.

- a) Select the type of rinse cycle required. For a brewer rinse, press the "COFFEE" button on the front selection panel to begin the cycle.
- b) The piston will now move to the top of the cylinder, water will pour in, and the brewer will pause for about 5 minutes. During this time, the cleaner will break down all the oils and stains that have accumulated on the brewer.

To cancel the five-minute pause and proceed to the seven rinse cycles, press the "START" button.

- c) After the 5 minutes have elapsed, the brewer will cycle, dumping the cleaner into the waste container in the process. The brewer will then automatically cycle water seven consecutive times to rinse the cleaner from the brewer. After the rinse cycle is completed, the brewer will stop and the coffee maker will automatically exit the rinse mode.

To cancel the seven rinse cycles, press the "START" button.

- d) After the rinse cycle is complete, brew a few cups of coffee to re-lubricate the brewer.



**WARNING: Make sure the waste container is under the brewer spout to catch the water coming from the brewer (throughout the complete rinse cycle).**

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## INDICATOR MESSAGES (in alphabetical order)

MESSAGE	POSSIBLE CAUSE	CORRECTIVE ACTION
<b>BREWER HOME ERR PRESS &lt;START&gt;</b>	The brewer is not in the home or starting position.	<ul style="list-style-type: none"> <li>➤ Press the <b>"START"</b> button to cycle the brewer.</li> <li>➤ The home switch may be defective or needs to be re-adjusted or cleaned.</li> <li>➤ An electrical connection to the brewer home switch is faulty.</li> <li>➤ The brewer brake may not be working properly. Adjust the brake or replace the brewer motor.</li> </ul>
<b>CALL KEY OPERATOR</b>	The cashbox has accumulated \$220 or more and needs to be emptied.	➤ Empty the cashbox and clear the <b>"CASHBOX TOTAL"</b> counter.
<b>CHECK CHOCOLATE HARNES/SETTINGS</b>	The chocolate harness is not connected to the rear board.	➤ Connect the chocolate harness to the rear board.
<b>CHECK CHOCO PUMP</b>	Chocolate pump cannot find the home position.	➤ The chocolate harness is not connected properly to the pump or board.
<b>CHECK FOR A JAMMED BUTTON</b>	<b>"START"</b> button or <b>"HOT WATER"</b> button is stuck pressed down.	<ul style="list-style-type: none"> <li>➤ Fascia may be binding against the side of the <b>"START"</b> button or <b>"HOT WATER"</b> button. Re-align fascia or trim fascia around the button(s).</li> <li>➤ <b>"START"</b> button or <b>"HOT WATER"</b> button may be jammed. Replace front board.</li> </ul>
<b>CHECK WATER TEMP. HARNES</b>	The temperature probe harness is not connected to the rear board.	➤ Connect the temperature probe harness to the rear board
<b>COIN CHANGER NOT INSTALLED</b>	The system is set to <b>"COIN"</b> mode, but a coin changer is not installed.	<ul style="list-style-type: none"> <li>➤ Install a coin changer.</li> <li>➤ Switch to <b>"FREE"</b> mode.</li> </ul>
<b>DEFECTIVE COIN CHANGER SENSOR</b>	A sensor in the coin changer is defective.	➤ Replace the coin changer.
<b>EMPTY GROUNDS CONTAINER</b>	The waste container is full and needs to be emptied.	➤ Empty the grounds container and reset the message by pressing the red <b>"OPEN BREWER"</b> button. Press it a second time to complete the cycle.
<b>*EMPTY* - REFILL CHOCOLATE BOTTLE</b>	Chocolate container needs to be filled.	➤ If the chocolate container is already full, the caretaker may have forgotten to reset the message.
<b>*EMPTY* - REFILL LARGE/SMALL HOPPER</b>	Coffee hoppers need to be filled.	➤ If the coffee hoppers are already full, the caretaker may have forgotten to reset the message(s)
<b>ENTER SET-UP SET TEMPERATURE</b>	The rear board is set for a mechanical thermostat, but the machine is equipped with an electronic temperature probe.	➤ Go to the <b>"SET TEMPERATURE"</b> menu and set the electronic temperature probe.
<b>INCOMPATIBLE SOFTWARE LEVEL</b>	The software version (EPROM) in the Data Link downloader is not compatible with this equipment and will be downloaded.	➤ Replace the software version (EPROM) with one that is compatible with the Suprema model. The words <b>"SUPREMA"</b> will be printed on the EPROM decal.
<b>PLEASE CALL FOR ROUTINE SERVICE</b>	This message is a reminder that regular maintenance may be due and will not stop the operation of the coffee maker.	<ul style="list-style-type: none"> <li>➤ The coffee maker is due for routine maintenance.</li> <li>➤ To reset the message, enter the <b>"SET-UP"</b> and reset the service counter.</li> </ul>
<b>PLEASE CHECK BREWER HARNES</b>	The brewer harness is not connected to the rear board.	➤ Connect the brewer harness to the rear board.

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MESSAGE	POSSIBLE CAUSE	CORRECTIVE ACTION
<b>PLEASE CHECK OVERFLOW HARNESS</b>	Overflow harness is not connected to the rear board.	<ul style="list-style-type: none"> <li>➤ Connect the overflow harness to the rear board.</li> </ul>
<b>PLEASE CHECK TANK HARNESS</b>	The water tank harness is not connected to the rear board.	<ul style="list-style-type: none"> <li>➤ Connect the water tank harness to the rear board.</li> </ul>
<b>PLEASE CHECK WATER SOURCE</b>	Indicates a problem with the main water supply not getting to the water tank.	<ul style="list-style-type: none"> <li>➤ At this point, the water tank is not full and this message has to be reset. To reset it, switch the power off and on.</li> <li>➤ If the problem persists, check all components on the water line (water filter, tubing, fittings, etc.).</li> <li>➤ Check inlet valve to make certain it is functioning properly.</li> <li>➤ In the case of a temporary disruption with the water supply, the coffee maker will reset itself after every hour.</li> </ul>
<b>PRESS PRODUCT TO RESET MESSAGE</b>	The "OPEN BREWER" button has been pressed.	<ul style="list-style-type: none"> <li>➤ Press the "OPEN BREWER" button once more to close the brewer and exit.</li> <li>➤ At this point, pressing the appropriate buttons on the front selection panel will reset the product counters.</li> </ul>
<b>PROBES CALL FOR SERVICE</b>	The main level probes are covered with lime/calcium.	<ul style="list-style-type: none"> <li>➤ The water tank may require deliming.</li> <li>➤ The main level probes need to be cleaned/delimed.</li> </ul>
<b>SELECTION NOT AVAILABLE</b>	Product selected may be disabled.	<ul style="list-style-type: none"> <li>➤ Check the "ENABLE SWITCHES" menu to see if product has been canceled.</li> <li>➤ Check the price of the selection to make certain it has not been disabled (set below zero).</li> </ul>
<b>TANK IS FILLING PLEASE WAIT</b>	Indicates that the water tank has not yet been filled with water.	<ul style="list-style-type: none"> <li>➤ Please wait a few minutes for the tank to fill. If it takes too long, a "PLEASE CHECK WATER SOURCE" message will appear.</li> </ul>
<b>TANK OVERFLOW! OPEN AND DRY CATCH</b>	The rear overflow catch may be full of water.	<ul style="list-style-type: none"> <li>➤ Clean and dry the tank overflow catch.</li> <li>➤ Verify the water level probes. They may be covered with lime or scale. Clean the probes or delime the water tank components.</li> <li>➤ Inlet valve may be leaking, constantly allowing water to enter the tank. Replace the inlet valve.</li> <li>➤ Water in the tank may be boiling. Turn temperature down to 185-195 °F.</li> <li>➤ If message cannot be cleared, rear board may be wet. Replace the board and let the wet one dry overnight.</li> </ul>
<b>WATER OVERFLOW EMPTY &amp; DRY CATCH</b>	The front overflow catch may be full of water or coffee.	<ul style="list-style-type: none"> <li>➤ Clean and dry the front overflow catch.</li> <li>➤ The cup stand may be full of liquid. Empty and clean cup stand and catch.</li> <li>➤ The hot water valve may be leaking. Repair or replace hot water valve.</li> <li>➤ If the message cannot be cleared, the rear board may be wet. Replace the board and let the wet one dry overnight.</li> </ul>

**SUPREMA Factory settings(English & French) (Software NT2 6.0)**

SELECTION		DEFAULT	
PRODUCT ON / OFF		ON	
SET PRODUCT (COFFEE & DECAF)	SMALL-MILD	1.5 Sec.	6.2g
	SMALL-MEDIUM	1.7 Sec.	7.0g
	SMALL-STRONG	2.1 Sec.	8.5g
	MEDIUM-MILD	1.7 Sec.	7.0g
	MEDIUM-MEDIUM	2.2 Sec.	9.0g
	MEDIUM-STRONG	2.4 Sec.	10.0g
	LARGE-MILD	2.6 Sec.	11.0g
	LARGE-MEDIUM	3.3 Sec.	14.0g
SET WATER	LARGE-STRONG	3.9 Sec.	16.0g
	SMALL COFFEE & DECAF	2.8 Sec.	145 ml
	MEDIUM COFFEE & DECAF	3.4 Sec.	175 ml
	LARGE COFFEE & DECAF	5.2 Sec.	275 ml
	SMALL HOT CHOCOLATE	2.2 Sec.	115 ml
	MEDIUM HOT CHOCOLATE	2.6 Sec.	145 ml
	LARGE HOT CHOCOLATE	2.6 Sec.	230 ml
	SMALL CHOCO MOKA	1.6 Sec.	45 ml
	MEDIUM CHOCO MOKA	1.9 Sec.	55 ml
	LARGE CHOCO MOKA	1.5 Sec.	80 ml
	SMALL HOT WATER	4.2 Sec.	150 ml
MEDIUM HOT WATER	5.3 Sec.	200 ml	
LARGE HOT WATER	7.1 Sec.	275 ml	
SET PRICE		(ALL \$0.25)	
ENABLE SWITCH		(ALL ACTIVATED EXCEPT APP BUTTON)	
SET DEFAULT		COFFEE, MEDIUM STRENGTH, SMALL CUP	
SET TOP PAUSE	SMALL CUP	5.0 Sec.	
	MEDIUM CUP	5.0 Sec.	
	LARGE CUP	7.0 Sec.	
SET BOTTOM PAUSE (COFFEE & DECAF)	SMALL CUP	3.0 Sec.	
	MEDIUM CUP	3.0 Sec.	
	LARGE CUP	7.0 Sec.	
MAX CUP/CARAFE		OFF	
FREQUENCY OF MESSAGES		50.0 Sec.	
SERVICE COUNTER		0000 – 6000	
DELAY PAUSE		0.3 Sec.	
MESSAGE ON/OFF	REFILL LARGE	ON – PASSIVE	
	REFILL SMALL	ON – PASSIVE	
	REFILL CHOCOLATE	ON – PASSIVE	
	EMPTY GROUNDS	ON – PASSIVE	
	KEY OPERATOR	ON – PASSIVE	
	PLEASE CALL FOR SERVICE	ON – PASSIVE	
	CUSTOM MESSAGES	OFF	
	TEMP. IS TOO LOW	ON – PASSIVE	
FREE VEND KEY		MOMENTARY	
SET GROUNDS CONT		MESSAGES: 150	
CHOCO PUMP	MOKA SMALL	1	15 ml
	MOKA MEDIUM	1	15 ml
	MOKA LARGE	2	30 ml
	CHOCO SMALL	2	30 ml
	CHOCO MEDIUM	2	30 ml
	CHOCO LARGE	3	45 ml
DOUBLE CUP		(NOT ACTIVATED)	
SET TEMPERATURE		93°C (199°F)	
CUSTOM MESSAGES		BLANK	
SET LANGUAGE		ENGLISH	
SET WATER LEVEL		ELECTRONIC PROBE	
WATER MAX,BREWER		10.0 Sec.	
LOCK COUNTERS		OFF	
FORCED VEND		OFF	