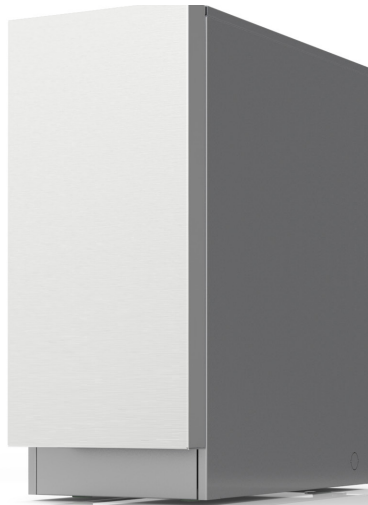


Milk Master Pro

User Manual



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Manual revisions

Rev. #	Date	S.I. #	Description
01	July 07, 2017	None	First draft released for technical review.
02	Oct. 12, 2017	None	Updates based on input from JDE technical department.
03	Oct. 18, 2017	None	Add cleaning instructions for pairing with Quantum 110/120 and Excellence Coffee Machines.
04	Nov. 29, 2017	None	Revise Error 247 62/63 clearing steps.
05	Dec. 27, 2017	None	Add Error E247 77 information for pairing with Quantum and Excellence dispensers.
06	May 25, 2018	None	Add fresh milk handling instructions. Add Promesso cleaning instructions.
07	June 05, 2018	None	Modify Promesso cleaning per JDE technical department request.
08	June 26, 2018	None	Modify cleaning schedule requirements.
09	June 29, 2018	None	Revise error code clearing information.
10	July 31, 2018	None	Add descaling instructions.
11	Aug. 08, 2018	None	Add additional safety, maintenance, installation and disposal notes.
12	Nov. 27, 2019	None	Add warning text
13	Mar. 26, 2020	None	Add warning text
14	Aug. 17, 2020	None	Add error text
15	Sept. 15, 2020	None	Modify the test and error code
16	Sept. 21, 2020	None	Update error codes.

1- Safety instructions

1.1 Introduction

The following general safety precautions apply to the operation and maintenance of the Milk Master Pro and must always be observed. Non-compliance with these instructions or any other safety precautions mentioned in this manual could impair the Milk Master Pro's safety features and lead to potentially dangerous situations and equipment damage for which the manufacturer cannot be held responsible.

Installation, service and programming of the Milk Master Pro is restricted to authorized and trained service technicians.

Hazard intensity levels-

There are three different levels of hazard intensity, identified by the signal words DANGER, WARNING and CAUTION. Observe these statements to ensure safety and prevent injury and product damage.

The level of hazard is determined by the following definitions:



Caution:

Alerts against unsafe practices. Observe these warnings to ensure food safety, to prevent minor personal injury, and/or damage to the coffee dispenser.



Warning:

Indicates a potentially hazardous situation which, if not avoided, could result in serious injury or even death.



Danger:

INDICATES AN IMMINENTLY HAZARDOUS SITUATION WHICH, IF NOT AVOIDED, WILL RESULT IN SERIOUS INJURY OR EVEN DEATH.



Note:

Gives additional information which may be helpful during the service procedures or operation of the Milk Master Pro.

1- Safety instructions

1.2 General use and reminders



Warning:

Before the installation and use of the appliance, carefully read the supplied instructions. The manufacturer is not responsible if an incorrect installation and use causes injuries and damages. Always keep the instructions with the appliance for future reference.

- Operation, filling and cleaning of the Milk Master Pro is restricted to authorized and trained persons. Take care that new staff reads the operator manual carefully before operating the Milk Master Pro, and understands the safety and hygiene aspects involved. For quick reference a cleaning instruction sticker is included inside the Milk Master Pro's door.
- You may only use the Milk Master Pro according to the instructions in this operator manual for the delivery of drinks. The manufacturer is not liable for any damage or injury resulting from improper use of the Milk Master Pro or from non-compliance with the procedures described in this operator manual.
- The Milk Master Pro can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should be supervised to ensure they do not play with the Milk Master Pro.
- Do not let children play with the packaging included with the Milk Master Pro.
- Cleaning and user maintenance shall not be made by children.
- Installation, relocation (water and electrical mains connections), service and programming of the Milk Master Pro is restricted to authorized service technicians. The service area is restricted to persons having knowledge and practical experience of the appliance; in particular as far as safety and hygiene are concerned.
- This Milk Master Pro is not suitable for installation where a pressure washer may be used.
- This Milk Master Pro must not be cleaned by a pressure washer, sprayer or steam cleaner.
- Only clean the Milk Master Pro with a moist soft cloth. Only use neutral detergents. Do not use abrasive products, abrasive cleaning pads, solvents or metal objects - these can damage the finishes.
- This Milk Master Pro is not suitable for outdoor use.
- The Milk Master Pro is intended to be used in household and similar applications such as:
 - Farm houses; staff kitchen areas in shops, offices and other working environments.
 - By clients in hotels, motels, bed and breakfast and other residential type environments.
- Use the Milk Master Pro for storage and dispensing of UHT or Pasteurized cow milk.
- Do not store explosive substances such as aerosol cans with a flammable propellant in the Milk Master Pro.
- Protect the Milk Master Pro against running water, splashes, spray or steam, heat and heavy dust.
- The liquids delivered by the Milk Master Pro and/or the paired coffee dispenser are hot!
- Avoid scalding! Keep hands and other body parts away from the paired coffee dispenser while drinks are being dispensed and during the rinsing program.
- Do not place cups, pots, or containers filled with hot liquids on top of the Milk Master Pro.
- There is a risk of being scalded if the cups/pots/containers fall over, take care when handling them.
- Keep sufficient space around the Milk Master Pro to get away easily in case of hot liquid splashes.
- When positioning the appliance, ensure the supply cord is not trapped or damaged.

1- Safety instructions

- Never touch the power supply or power supply plug when your hands and/or the power cord or plug are wet.
- If the power cord of the Milk Master Pro is damaged, unplug the power cord from the electrical mains and contact your system supplier for replacement.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- The Milk Master Pro is designed for indoor installation on a stable flat surface such as a table or a counter. Shield the Milk Master Pro from direct sunlight, frost and rain.
- Make sure that there is sufficient space around the Milk Master Pro for ventilation, and the front/back/sides are accessible for service.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- In case of frost build-up inside the refrigerator box or cooling unit do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the refrigerator's manufacturer.
- Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer
- Do not let hot items touch the plastic parts of the appliance.
- Only use water hoses and connections in compliance with local regulations.
- Connect the Milk Master Pro to the drinking water line in compliance with local regulations.
- When connected to a wall outlet power supply, use a grounded safety plug socket in compliance with local regulations. Ensure that the electric circuit is protected by means of a ground fault current safety switch and that the power supply plug remains accessible after installation.
- Do not locate multiple portable socket-outlets or portable power supplies at the rear of the appliance.

1.3 Installation notes



Warning:

Milk Master Pro may only be installed by qualified personnel.

- Remove all the packaging and dispose of it in the appropriate recycling bin.
- Do not install or use a damaged appliance.
- Obey the installation instructions found in the "FMU to (machine name) connection kit instruction" as specified for each type of coffee dispenser the Milk Master Pro can be paired with.
- Do not install the appliance close to radiators or cookers, ovens or hobs/ranges.
- Do not install the appliance where it is exposed to direct sunlight.
- Make sure the power cable is not pinched or trapped when installing the appliance.

1- Safety instructions

1.4 Electrical connection notes



Warning:

Risk of fire and electrical shock!

- The appliance must only be connected to an earth grounded power outlet.
- All electrical connections should be made by a qualified personnel.
- Make sure that the electrical information on the rating plate agrees with the mains power supply for the installation location.
- Always use a correctly installed shockproof socket.
- Do not use multi-plug adapters or extension cables to provide power to the appliance.
- Before maintenance, turn off the appliance and disconnect the mains power plug from the mains socket.

1.5 Compressed refrigerant safety notes



Danger:

BE CAREFUL NOT TO CAUSE DAMAGE TO THE REFRIGERANT CIRCUIT. IT CONTAINS ISOBUTANE (R600a), A NATURAL GAS WITH A HIGH LEVEL OF ENVIRONMENTAL COMPATIBILITY. THIS GAS IS FLAMMABLE.

- The appliance contains hydrocarbons in the cooling unit. Only qualified personnel may perform maintenance or recharging of the refrigerant circuit.
- It is hazardous for anyone other than an Authorised Service Person to service this appliance. In Queensland - the authorised Service Person **MUST** hold a Gas Work Authorisation for hydrocarbon refrigerants to carry out servicing or repairs where the gas system is being opened or charged.
- Do not damage the refrigerant circuit.
- Do not put flammable products or items that are wet with flammable products inside the appliance. Do not store flammable gas and liquid in the appliance.
- Do not touch the compressor or the condenser, **THEY ARE HOT!**
- If damage occurs to the refrigerant circuit, make sure there are no flames or other sources of ignition in the room. Ventilate the room to prevent fire.

1- Safety instructions

1.6 Safe milk handling reminders



Warning:

Risk of machine damage! Improper handling of the Milk Master Pro can result in damage!

Under no circumstance may the Milk Master Pro be used to heat or dispense any liquid other than the intended products (UHT / Pasteurized cow milk).

Improper handling of milk can cause health problems.

Always adhere to the following points:

- Never use unpasteurized or raw milk. Only use UHT milk or pasteurized cow milk.
- Follow daily cleaning procedures precisely as described in this manual.
- Only use pre-cooled milk stored at a temperature between 2–5°C.
- Only use milk directly from the original packaging into the milk container.
- Clean the milk container and Milk Master Pro daily according to the cleaning program in the user manual.
- Always reclose the milk container lid and cooling unit (internal/external) immediately after filling.
- Store milk in a cool, dry (max. 2–5°C) and dark place.
- Store milk separately away from cleaning products.
- Always use the oldest products first (“first in, first out” principle).
- Use milk before the expiry date. If the expiry date has passed, the milk cannot be consumed and must be disposed of.
- Always reseal packages after opening to ensure that the contents remain fresh and are protected from contamination.
- When the machine is to be switched off, first clean the machine with the tablet according to the cleaning program in the user manual. Then clean milk container and leave it empty.

1.7 Disposal and scrapping

If the Milk Master Pro ever needs to be scrapped and disposed of, be sure to:

- Disconnect the appliance from the mains supply.
- Cut off the mains cable and dispose of it in the appropriate recycling bin.
- The refrigerant circuit and insulation material are ozone friendly, but contact your local municipal authority for information on how to discard the appliance in accord with local laws.
- Do not release the compressed refrigerant into the atmosphere without authorization, reclamation by an authorized person may be required.



2- Technical specifications

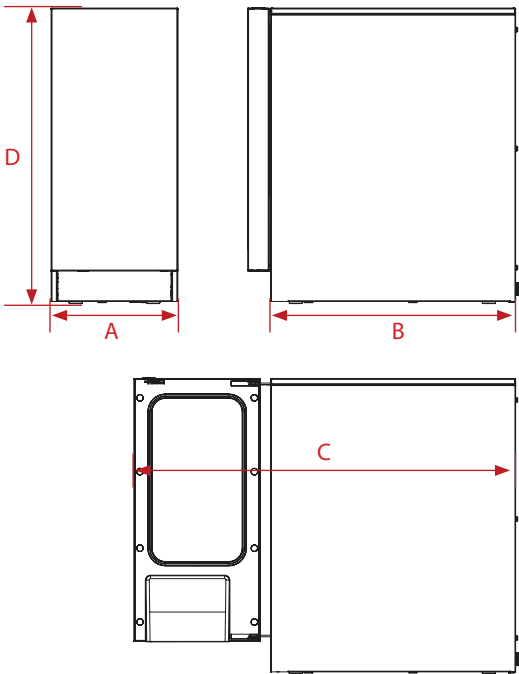
2.1 Specifications

Facts	Description
Weight	24.6 Kg (Empty) 28.6 Kg (Operational)
Power supply	200-240V, 50-60Hz, 1 phase (on a max. 16 amp fused circuit)
Power consumption	1500-2000W max.
Storage and operating environment	Temperature: 5 - 32°C Humidity: Up to 80%
Cooling compartment	Capacity: 1 milk container (4L vol.) Temperature : 2 – 5°C
Standard water connection	1/2" or 3/8" supply line with 3/4" BSP connection, potable water supply line with stop valve.
Dynamic water pressure	Min.: 0.08 MPa at 10L/min
Static water pressure	Max: 1.0 MPa
Maximum noise level	< 49 dB(A)

2- Technical specifications

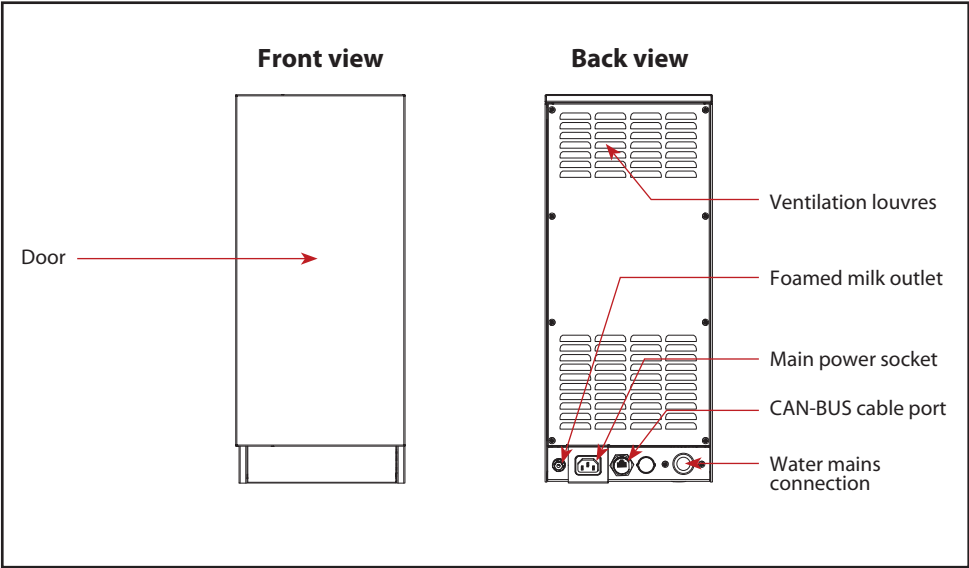
2.2 Dimensions

Position	Description	Millimeters
A	Dispenser width	225
B	Dispenser depth	445
C	Dispenser depth with door open	635
D	Dispenser height	475

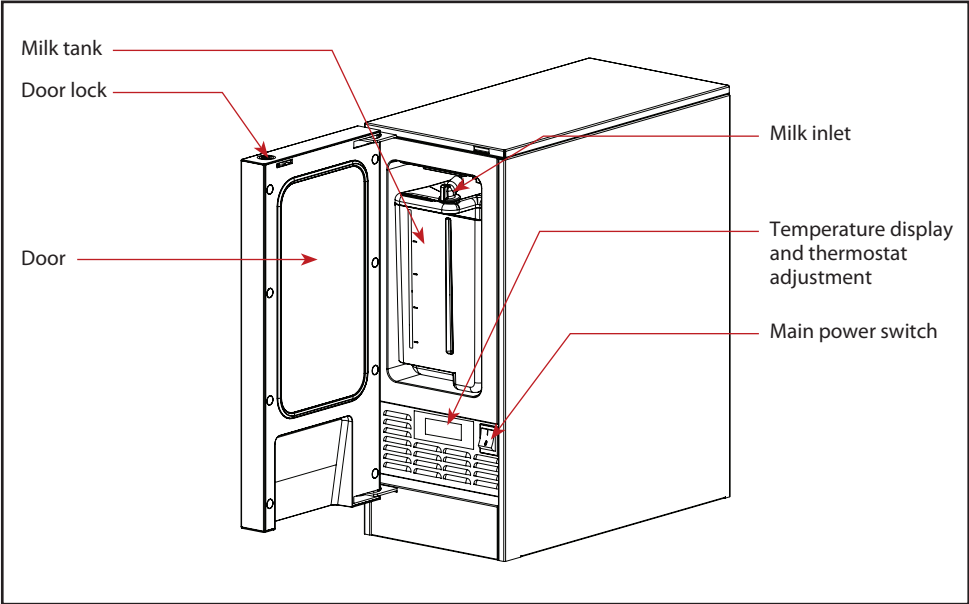


3- Dispenser overview

3.1 Exterior view



3.2 Interior view



3- Dispenser overview

3.2 Functions

The Milk Master Pro is a modular milk frothing and heating unit that is designed to be installed in tandem with a coffee dispenser. It is externally controlled via a software interface installed into the paired coffee dispenser and will deliver foamed, barista-style fresh milk directly into the user's cup with no extra input from the user.

The Milk Master Pro includes three key components that ensure it delivers consistent foamed milk for every service:

- Fresh Milk Tank
- Milk Foaming Block
- Milk Refrigerator

The function of each of these components, along with a breakdown of their lesser elements is explained in the following sections.

Milk Foaming Block

The milk foaming block, sometimes simply called the milk block, is an interchangeable and serviceable (by technician, not user) milk foaming unit which features a built-in cleaning system to automatically rinse the milk hydraulic system (via the cleanshot) between servings and thoroughly clean the system during activated cleaning programs.

Milk Refrigerator

The milk tank and milk foaming block are both housed inside a mini-fridge to maintain the milk at a consistently cool temperature.

Fresh Milk Tank

The fresh milk tank is a food safe vessel which fits inside the fridge compartment and holds up to four litres of fresh milk ready for dispensing. In addition, it features a cleaning container (a small, open-topped vial built into one corner) which is used for semi-automatic system cleaning with a detergent tablet.

4- Milk handling

4.1 Refilling the milk tank

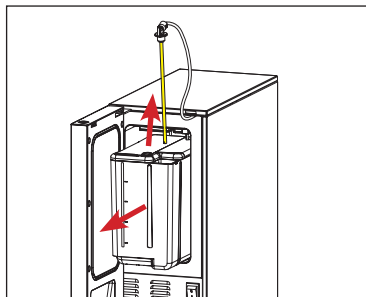


Fig.1

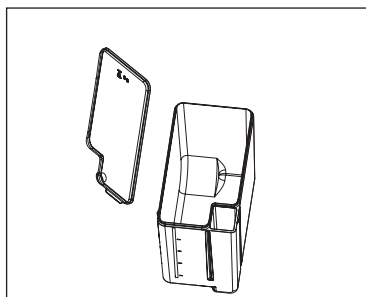


Fig.2

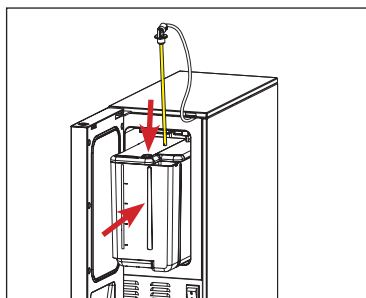


Fig.3

When the milk tank is nearly empty, the display on the paired coffee dispenser will show a message indicating that the container must be refilled. Use the following steps to refill the milk tank:

1. Open the door and slide the tank out partially, then pull the milk suction tube out of the tank lid (See Fig.1).
2. Remove the milk tank lid and refill it with up to 4 litres of chilled milk (See Fig.2).



Caution:

Always store extra milk packs in a separate refrigerator at 2-5°C for at least several hours to achieve best results and to prevent spoilage.

3. After refilling, replace the lid and replace the milk tank back partially into the fridge, then reinsert the milk suction tube into the tank fully. Slide the milk tank back fully into the fridge and close and lock the door (See Fig.3).

Note:

Always observe basic food safety and personal hygiene, always wash hands before handling milk or the milk tank.



Note:

As an option, the Milk Master Pro can be used with sealed milk packs (Tetra Pak or similar) instead of the milk container. In this case, the daily milk tank cleaning is not required, though the milk tank should be stored close by since it will still be used for the cleaning with tablet function. When using milk packs instead of the milk tank, simply open the milk pack and insert the milk suction tube into the pack, making sure that it extends to the bottom of the pack. As always, make sure the pack is clean and no contaminants are able to enter the milk pack to maintain good hygiene and prevent milk spoilage.

4- Milk handling

4.2 Clearing the “milk empty” alert



Fig.1



Fig.2



Fig.3

After filling the milk tank, use the following steps to clear the “milk empty” alert message and begin using the coffee dispenser and Milk Master Pro:

1. Open the dispenser door and press and hold the reset/lock button (red circle) for at least 5 seconds until the dispenser reboots (See Fig.1 for Excellence Compact, see Fig.2 for Quantum 110/120, see Fig.3 for Excellence).
2. If air is trapped in the milk system, Step 1 may need to be repeated a few times to clear the air and return the dispenser to normal operation.

5- Cleaning

5.1 Milk tank cleaning

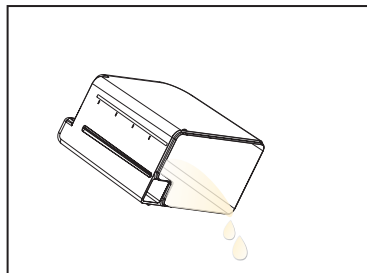


Fig.1

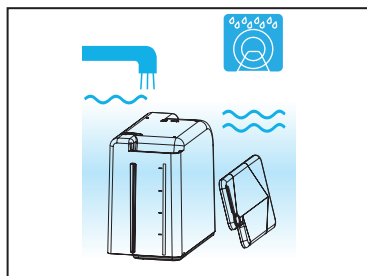


Fig.2

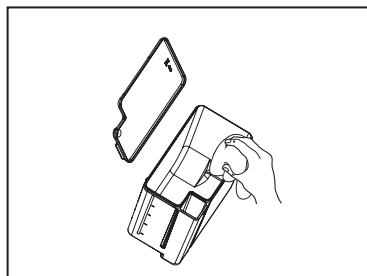


Fig.3

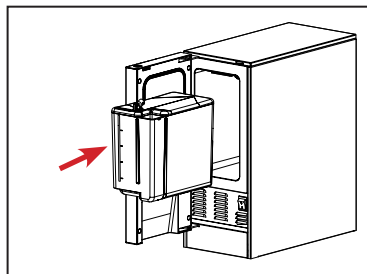


Fig.4



Caution:

To ensure excellent hygiene inside the milk system and to prevent any spoilage, it is required that the milk tank be cleaned once per day.

Use the following steps to clean the milk tank:

1. Open the door and remove the milk tank from the fridge and empty any remaining milk (See Fig.1).
2. Rinse the milk tank and lid with warm water (use a mild cleaning agent to wash the tank, if necessary). The tank and lid are also dishwasher safe if preferred, as long as the dish washing temperature does not exceed 69°C (See Fig.2).
3. After rinsing or washing, dry the tank and lid (See Fig.3).
4. Refill the tank with up to 4 litres of chilled milk and reinstall it in the fridge (See Fig.4).



Note:

Always observe basic food safety and personal hygiene, always wash hands before handling milk or the milk tank.



Note:

When washing the milk tank only use a mild cleaning agent which is compatible with food and drink dispensing equipment, closely following the instructions on the cleaning agent's package closely and rinsing thoroughly afterward to remove any residual cleaning agent.

5- Cleaning

5.2 Milk system cleaning with tablet - Excellence Compact Coffee Machines

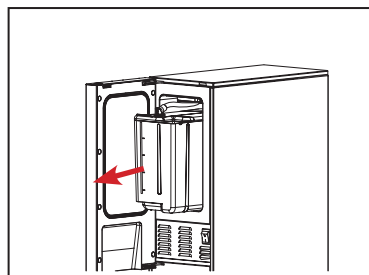


Fig.1

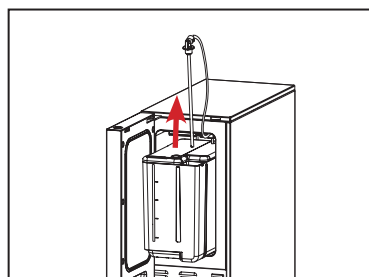


Fig.2

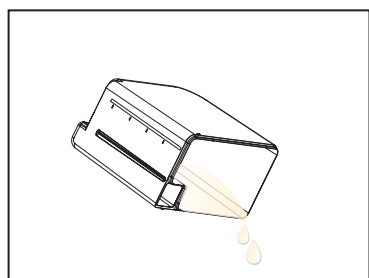


Fig.3

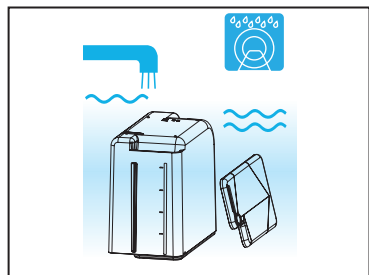


Fig.4



Caution:

To preserve the freshness and good hygiene of the milk system's hydraulic parts, cleaning with a tablet must always be performed daily as requested on the coffee dispenser's display. The cleaning tablet is required to be able to complete the automatic cleaning cycle and cannot be omitted.

Use the following steps to clean the milk system with a tablet when paired with the Excellence Compact Coffee Machine:

1. Open the door and slide the milk tank out (See Fig.1).
2. Pull the milk suction tube out of the tank lid (See Fig.2).
3. Empty the milk tank (See Fig.3).
4. Rinse the milk tank and lid with warm water (use a mild cleaning agent to wash the tank, if necessary) (See Fig.4).
5. After rinsing or washing, dry the tank and lid (See Fig.5).
6. Insert the milk suction tube into the smaller sized part of the milk container (located at right-hand side)" (See Fig.6).

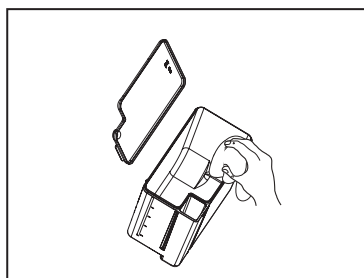


Fig.5

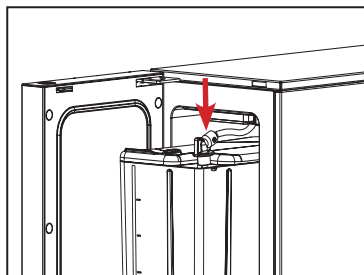


Fig.6

5- Cleaning

5.2 Milk system cleaning with tablet - Excellence Compact Coffee Machines (continued)

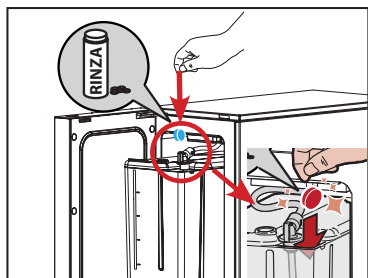


Fig.7

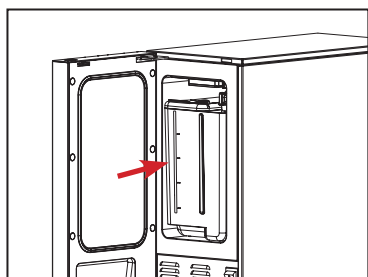


Fig.8

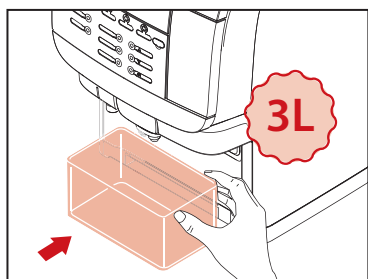


Fig.9

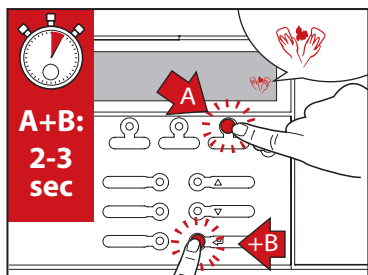


Fig.10

7. Add one RINZA tablet to the smaller sized part of the milk container (located at right-hand side) (See Fig.7).
8. Slide the tank back into the fridge, leave the fridge door open during cleaning to prevent steam build-up in the cooling area (See Fig.8).
9. Place a 3L cleaning container under the coffee dispenser's outlet to catch all cleaning water (See Fig.9).
10. Follow the instructions on the Excellence Compact coffee dispenser's display to start the cleaning function. This may include pressing ENTER and STOP simultaneously (for push-button versions), or by pressing START (touchscreen versions) (See Fig.10).
11. Allow the Milk Master Pro and coffee dispenser to complete the cleaning function (See Fig.11).
12. When cleaning is complete, as indicated on the coffee dispenser's display, pull the milk suction tube out of the smaller sized part of the milk container (located at right-hand side) and insert it back into the milk tank lid. Refill the tank with fresh milk and slide it back into the fridge and close and lock the door (See Fig.12).



Warning:

The flushing water is very hot! Avoid scalding! Keep hands and other body parts away from the coffee dispenser during the cleaning process. Never let children perform the cleaning procedures.

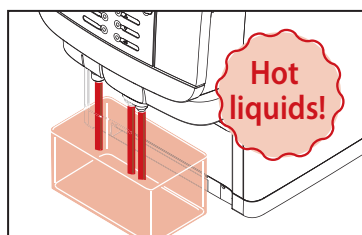


Fig.11

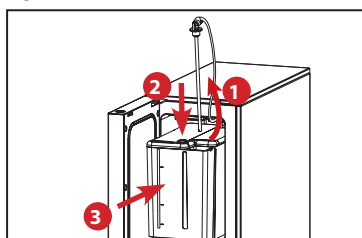


Fig.12

5- Cleaning

5.3 Milk system cleaning with tablet - Quantum 110 and 120 Coffee Machines

See the following page for step-by-step written instructions and important notes and reminders.

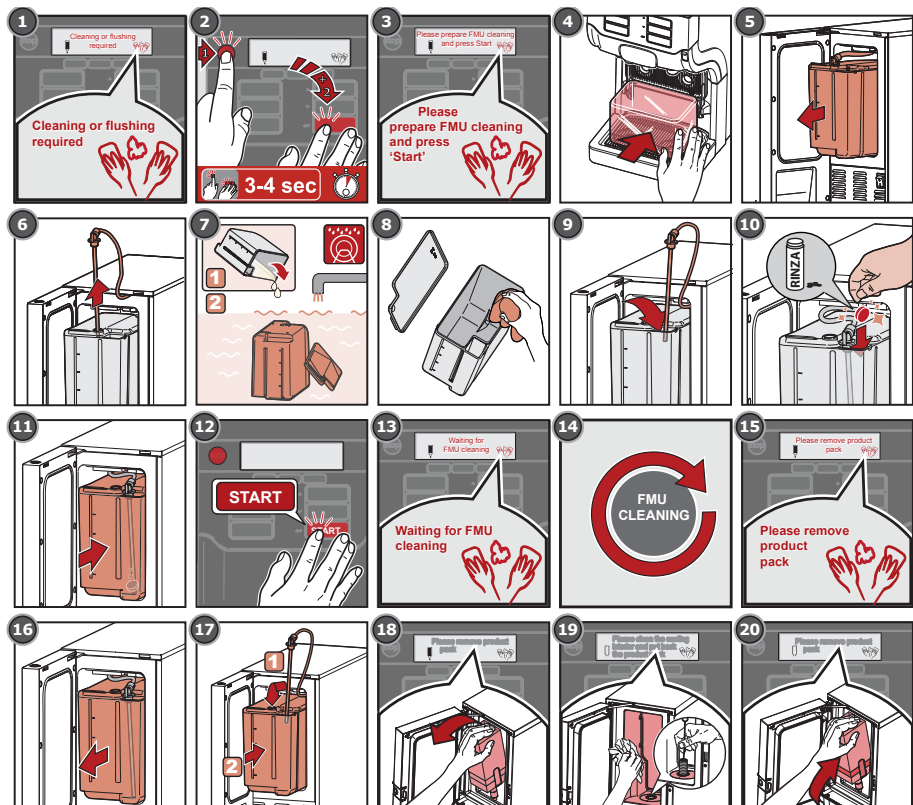
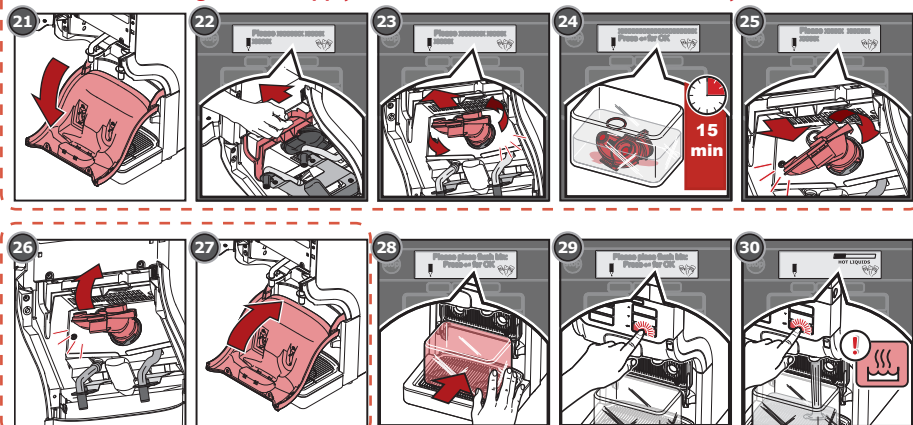


Fig.s 21 - 27 apply to Quantum 120 Coffee Machines only.



5- Cleaning

5.3 Milk system cleaning with tablet - Quantum 110 and 120 Coffee Machines (cont.)



Caution:

To preserve the freshness and good hygiene of the milk system's hydraulic parts, cleaning with a tablet must always be performed daily as requested on the coffee dispenser's display. The cleaning tablet is required to be able to complete the automatic cleaning cycle and cannot be omitted.

Use the following steps to clean the milk system with a tablet:

1. The coffee dispenser will show "Cleaning or flushing required" on the display which indicates that both coffee dispenser and Milk Master Pro units must both be cleaned (See Fig.1).
2. Press the START and ENTER buttons simultaneously for 3-4 seconds to start the cleaning (See Fig.2).
3. The coffee dispenser will show "Please prepare FMU cleaning and press 'Start'" on the display (See Fig.3).
4. Place a 4L cleaning container under the coffee dispenser's outlet to catch all cleaning water (See Fig.4).
5. Open the door and partially remove the milk tank from the Milk Master Pro (See Fig.5).
6. Pull the milk suction tube out of the tank lid (See Fig.6).
7. Empty the milk tank and then rinse the milk tank and lid with warm water (use a mild cleaning agent to wash the tank, if necessary) (See Fig.7).
8. After rinsing or washing, dry the tank and lid (See Fig.8).
9. Insert the milk suction tube into the cleaning container (See Fig.9).
10. Add one RINZA tablet to the cleaning container (See Fig.10).
11. Slide the tank back into the fridge, leave the fridge door open during cleaning to prevent steam build-up in the cooling area (See Fig.11).
12. Press START to begin the cleaning (See Fig.12).

13. During cleaning the display will show "Waiting for FMU cleaning" (See Fig.13). Wait until all cleaning finishes (See Fig.14). When the cleaning is finished the coffee dispenser's display will show "Please remove product pack" (See Fig.15).
14. Partially remove the milk tank from the Milk Master Pro (See Fig.16).
15. Pull the milk suction tube out of the cleaning container and insert it back into the milk tank lid. Refill the tank with fresh milk and slide it back into the fridge and close and lock the door (See Fig.17).
16. Remove the coffee pack (See Fig.18).
17. Clean the inside of the coffee dispenser's fridge and pack bib with a cloth and cleaning brush (See Fig.19).
18. Replace the coffee pack (See Fig.20).

Steps 19-23 apply to Quantum 120 only!

19. Lower the front panel (See Fig.21).
20. Pull the red handle to get access to the product mixing bowls (See Fig.22).
21. Remove the mixing bowls (See Fig.23).
22. Soak the mixing bowls and seal for 15 minutes in hot water to clean them (See Fig.24).
23. Rinse, dry and reassemble the seal onto the mixing bowls and reassemble both into the coffee dispenser then close the front panel (See Fig.25-27).
24. Place a 4L cleaning container under the coffee dispenser's outlet to catch all cleaning water (See Fig.28).
25. Press START to begin the cleaning process (See Fig.29).
26. When the cleaning is finished press START again to complete the process (See Fig.30).

5- Cleaning

5.4 Milk system cleaning with tablet - Excellence Coffee Machines

See the following page for step-by-step written instructions and important notes and reminders.



5- Cleaning

5.4 Milk system cleaning with tablet - Excellence Coffee Machines (cont.)



Caution:

To preserve the freshness and good hygiene of the milk system's hydraulic parts, cleaning with a tablet must always be performed daily as requested on the coffee dispenser's display. The cleaning tablet is required to be able to complete the automatic cleaning cycle and cannot be omitted.

Use the following steps to clean the milk system with a tablet:

1. The coffee dispenser will show "Cleaning or flushing required" on the display which indicates that the Milk Master Pro must be cleaned (See Fig.1).
2. Press the START and ENTER buttons simultaneously for 3-4 seconds to start the cleaning (See Fig.2).
3. The coffee dispenser will show "Please prepare FMU cleaning and press 'Start'" on the display (See Fig.3).
4. Place a 4L cleaning container under the coffee dispenser's outlet to catch all cleaning water (See Fig.4).
5. Open the door and partially remove the milk tank from the Milk Master Pro (See Fig.5).
6. Pull the milk suction tube out of the tank lid (See Fig.6).
7. Empty the milk tank (See Fig.7).
8. Rinse the milk tank and lid with warm water (use a mild cleaning agent to wash the tank, if necessary) (See Fig.8).
9. After rinsing or washing, dry the tank and lid (See Fig.9).
10. Insert the milk suction tube into the cleaning container (See Fig.10).
11. Add one RINZA tablet to the cleaning container (See Fig.11).
12. Slide the tank back into the fridge, leave the fridge door open during cleaning to prevent steam build-up in the cooling area (See Fig.12).
13. Press ENTER to begin the cleaning (See Fig.13).
14. During cleaning the display will show "Waiting for FMU cleaning" (See Fig.14). Wait until all cleaning finishes (See Fig.15). When the cleaning is finished the coffee dispenser's display may show "Please remove product pack" (See Fig.16).
15. Partially remove the milk tank from the Milk Master Pro. Pull the milk suction tube out of the cleaning container and insert it back into the milk tank lid (See Fig.17). Refill the tank with fresh milk and slide it back into the fridge and close and lock the door (See Fig.18).

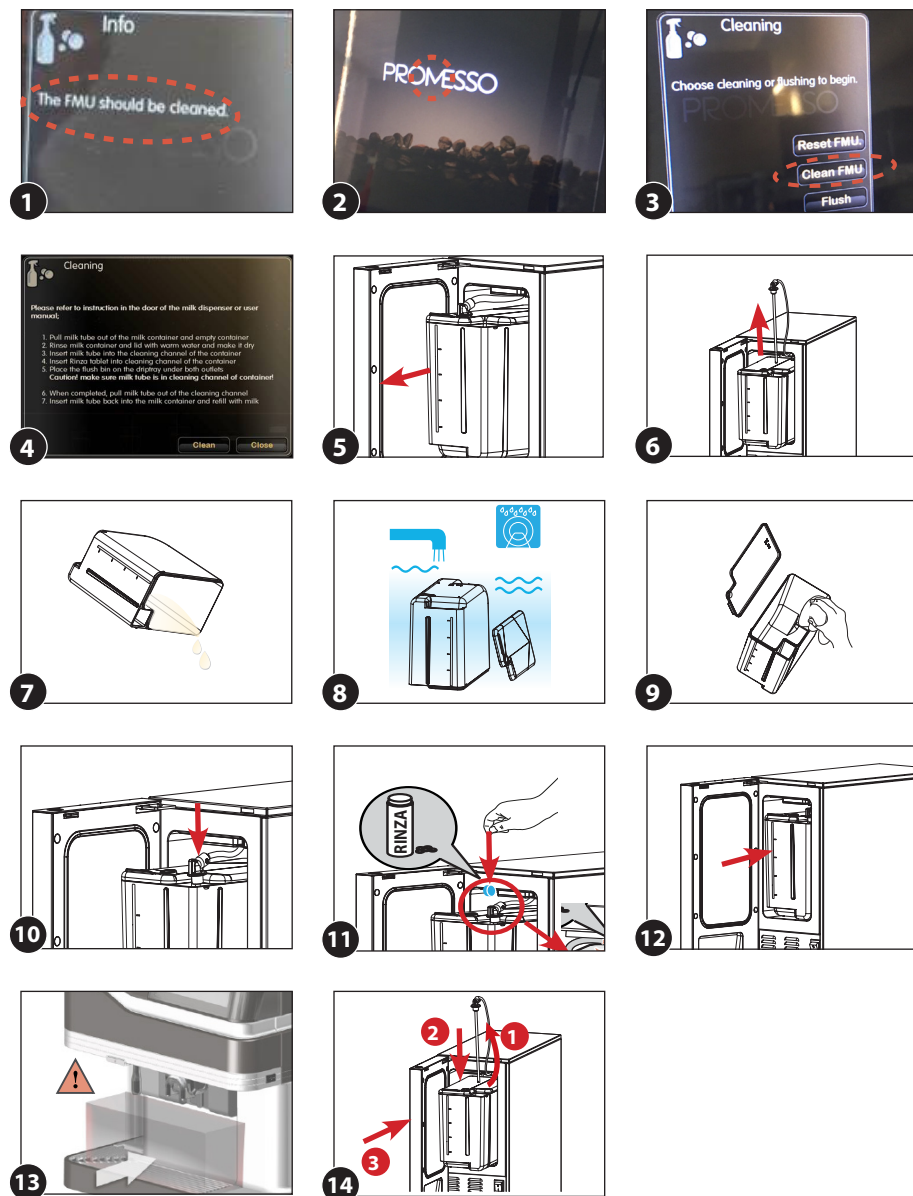
Only if cleaning of machine is overdue as well, the following steps are applicable:

16. Remove the coffee packs (See Fig.19).
17. Clean the inside of the coffee dispenser's fridge with a cloth and cleaning brush (See Fig.20).
18. Replace the coffee packs (See Fig.21).
19. Lower the front panel then access the mixing bowls by pulling the red handle forward (See Fig.22).
20. Remove the mixing bowls (See Fig.23).
21. Soak the mixing bowls and seals for 15 minutes in hot water to clean them (See Fig.24).
22. Rinse, dry and reassemble the seal onto the mixing bowl and reassemble all parts back into the coffee dispenser then close the front panel (See Fig.25).
24. Add one RINZA tablet to each mixing bowl (See Fig.26).
25. Place a 4L cleaning container under the coffee dispenser's outlets to catch all cleaning water. Press ENTER to begin the cleaning process (See Fig.28).

5- Cleaning

5.5 Milk system cleaning with tablet - Promesso Machines

See the following page for step-by-step written instructions and important notes and reminders.



Warning:

The flushing water is very hot!

5- Cleaning

5.5 Milk system cleaning with tablet - Promesso Coffee Machines (cont.)

**Caution:**

To preserve the freshness and good hygiene of the milk system's hydraulic parts, cleaning with a tablet must always be performed daily as requested on the coffee dispenser's display. The cleaning tablet is required to be able to complete the automatic cleaning cycle and cannot be omitted.

Use the following steps to clean the milk system with a tablet when paired with the Promesso Coffee Machine:

1. The cleaning message may be displayed on the coffee machine's touchscreen (See Fig.1) alerting that the milk system must be cleaned, if so close the alert, if not simply proceed as follows.
2. To enter the cleaning menu press the "M" of the PROMESSO logo on the home screen for 5 seconds (See Fig.2) the cleaning menu will appear on screen, press "Clean FMU" (See Fig.3).
3. The cleaning instructions (See Fig.4) will appear on the screen (also listed on this page below), read and follow them closely. **DO NOT PRESS "CLEAN" UNTIL ALL NECESSARY STEPS ARE FULFILLED!**
4. Open the door and slide the milk tank out (See Fig.5).
5. Pull the milk suction tube out of the tank lid (See Fig.6).
6. Empty the milk tank (See Fig.7).
7. Rinse the milk tank and lid with warm water (use a mild cleaning agent to wash the tank, if necessary) (See Fig.8).
8. After rinsing or washing, dry the tank and lid (See Fig.9).
9. Insert the milk suction tube into the cleaning container (See Fig.10).
10. Add one RINZA tablet to the cleaning container (See Fig.11).
11. Slide the tank back into the fridge, leave the fridge door open during cleaning to prevent steam build-up in the cooling area (See Fig.12).

12. Place a 3L container under the coffee dispenser's outlet to catch all cleaning water (See Fig.13).
13. Make sure the milk tube is in the milk tank's cleaning container, then press "Clean" to start the cleaning (See Fig.4).
14. Allow the Milk Master Pro and coffee dispenser to complete the cleaning function.
15. When cleaning is complete, press "Close" (See Fig.4) to exit the cleaning program. Then pull the milk suction tube out of the cleaning container and insert it back into the milk tank lid. Refill the tank with fresh milk and slide it back into the fridge and close and lock the door (See Fig.14).

**Warning:**

The flushing water is very hot! Avoid scalding! Keep hands and other body parts away from the coffee dispenser during the cleaning process. Never let children perform the cleaning procedures.

6 - Descaling instructions

6.1 Descaling procedure - Excellence Compact Coffee Machines

If the message PLEASE DESCALE MMP appears on the paired Excellence Compact coffee dispenser's display, follow the steps listed below to activate the descaling procedure, then refer to section **"5.2 Milk system cleaning with tablet - Excellence Compact Coffee Machines"** of this manual for step-by-step instructions of how to perform the descaling functions.

Caution:

To ensure excellent functionality and to prevent premature failure due to scale build-up, it is critical to perform the descaling procedure when it is requested by the paired coffee dispenser.

Note:

The descaling procedure takes about 30 minutes to complete. If it is not a convenient time to perform the procedure right away, the alert will continue to appear on the paired coffee dispenser's display but the Milk Master Pro and coffee dispenser can continue to be used until a more convenient time for descaling is available. However the descaling should always be performed within the same working day that the alert originally appeared .

Use the following steps to perform the descaling procedure:

1. Press ENTER and STOP simultaneously (for push-button versions), or by pressing START (touchscreen versions) to enter the cleaning menu (See Fig.1).
2. Press UP until MMP DESCALE is shown on the display (See Fig.2).
3. Refer to section **"5.2 Milk system cleaning with tablet - Excellence Compact Coffee Machines"** of this manual and follow the step-by-step instructions to complete the descaling procedure.

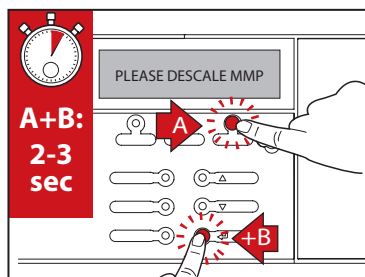


Fig.1

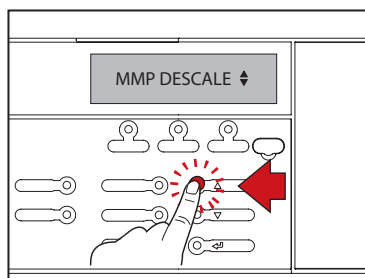


Fig.2

7 - Error codes

The Milk Master Pro connects to a paired coffee dispenser via a software interface and a CAN-BUS communication cable.

Error codes will be shown on the paired coffee dispenser's display.

Error ID	Description	Activate error code	Clear error code
E247 0	Gear pump not connected	Wiring disconnection detected	Press the lock or reset button for at least 5 seconds, or disconnect the mains power plug for 5 seconds then reconnect it, to reboot the coffee dispenser. If the error code reappears after restarting, turn the coffee dispenser OFF and contact a service technician.
E247 2	Gear pump friction too high	Gear pump overloading	
E247 10	Air valve not connected	Wiring disconnection detected	
E247 11	Air valve short to ground	Wiring short circuit detected	
E247 12	Water valve not connected	Wiring disconnection detected	
E247 13	Water valve short to ground	Wiring short circuit detected	
E247 14	Milk valve not connected	Wiring disconnection detected	
E247 15	Milk valve short to ground	Wiring short circuit detected	
E247 16	Cleaning valve not connected	Wiring disconnection detected	
E247 17	Cleaning valve short to ground	Wiring short circuit detected	
E247 18	Flush valve not connected	Wiring disconnection detected	
E247 19	Flush valve short to ground	Wiring short circuit detected	
E247 20	Flow meter no water flow detected	Water disconnected/turned off, no water pressure at mains. Flowmeter, pump, or water inlet valve faulty or disconnected.	Confirm that the mains water supply is open and water is flowing. Then press the lock or reset button for at least 5 seconds, or disconnect the mains power plug for 5 seconds then reconnect it, to reboot the coffee dispenser. If the error code reappears after restarting, turn the coffee dispenser OFF and contact a service technician.

7 - Error codes

Error ID	Description	Activate error code	Clear error code
E247 22	Conductivity sensor reading out of range	Conductivity sensor faulty or disconnected	Press the lock or reset button for at least 5 seconds, or disconnect the mains power plug for 10 seconds then reconnect it, to reboot the coffee dispenser & MMP. If the error code reappears after restarting, turn the coffee dispenser OFF and contact a service technician.
E247 23	Milk block NTC reading out of range	NTC faulty or disconnected	
E247 24	Fridge temperature too warm	Cooling system fault, fridge not cooling (above 15°C)	
E247 25	Fridge temperature too cold	Cooling system fault, fridge too cold (below 2°C)	
E247 27	The descaling procedure has been aborted	1. Please check that the milk dip tube is placed in the cleaning chamber and restart the descaling procedure with tablet. 2. Please check if the power failure/switched off.	
E247 30	Milk block not connected	Wiring connector, fan, wire failure detected	
E247 31	Milk block short to ground		
E247 35	Overcurrent condition detected	Power supply, PCB, or wiring fault detected	
E247 36	Power controller failure	Faulty high voltage PCB	
E247 46	FTH overheating	FTH fault due to overcurrent	
E247 50	The milk cleaning procedure has been aborted	1. Please check that the milk dip tube is placed in the cleaning chamber and restart the cleaning procedure with tablet. 2. Please check if the power failure/switched off.	
E247 53	Cleaning shot error	No cleaning shot command received	
E247 56	Food safety (HACCP) cleanshot aborted	Cleanshot cycle did not finish	

7 - Error codes - Quantum/Excellence

For Milk Master Pro paired with Quantum or Excellence dispensers, the following error codes will be shown on the paired coffee dispenser's display.

Error ID	Description	Activate error code	Clear error code
77	Milk Master Pro has an (empty) error	Low/no milk in milk container	<ol style="list-style-type: none">1. Refill milk container or change pack and reset the coffee dispenser.2. If the error code reappears;3. Turn OFF Milk Master Pro at the main switch, wait 10 seconds then turn back on. (It takes about 30-60 seconds for Milk Master Pro to connect to the coffee dispenser again.)4. If the error code reappears after restarting; turn OFF both the coffee machine and Milk Master Pro at the main switches and contact a service technician for assistance.

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