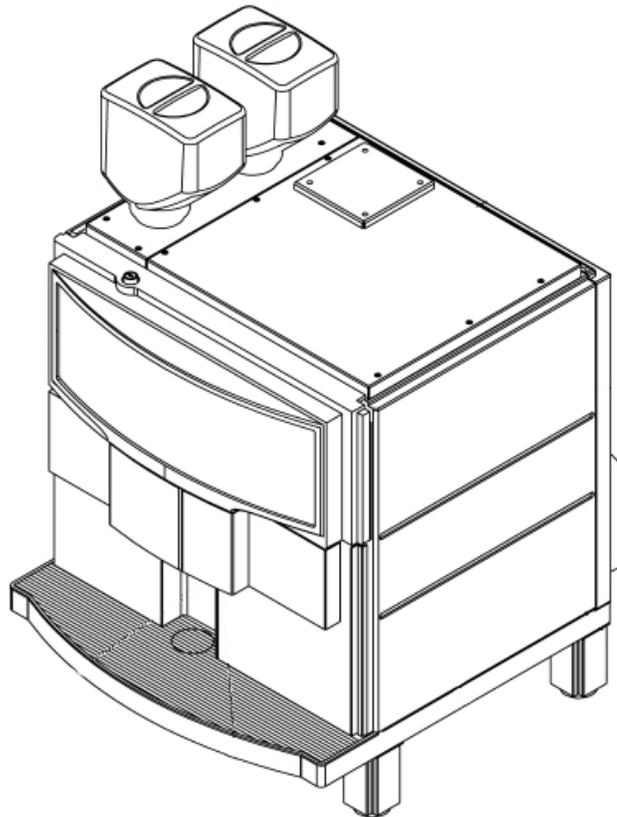




CONCORDIA

BEVERAGE SYSTEMS



Xpress
User Guide

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Important Safety Information

The safety of you and your customers is important to Concordia. The Xpress dispenses hot liquids and steam. Please follow all safety precautions outlined in this manual, in order 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 purpose.

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 attempt to override safety interlocks.

Do not operate the machine with unauthorized parts or attachments.

Improper use may cause fire, electrical shock, hazard, or injury.

WARNING: Use of unauthorized parts or attachments will nullify the machine warranty.

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

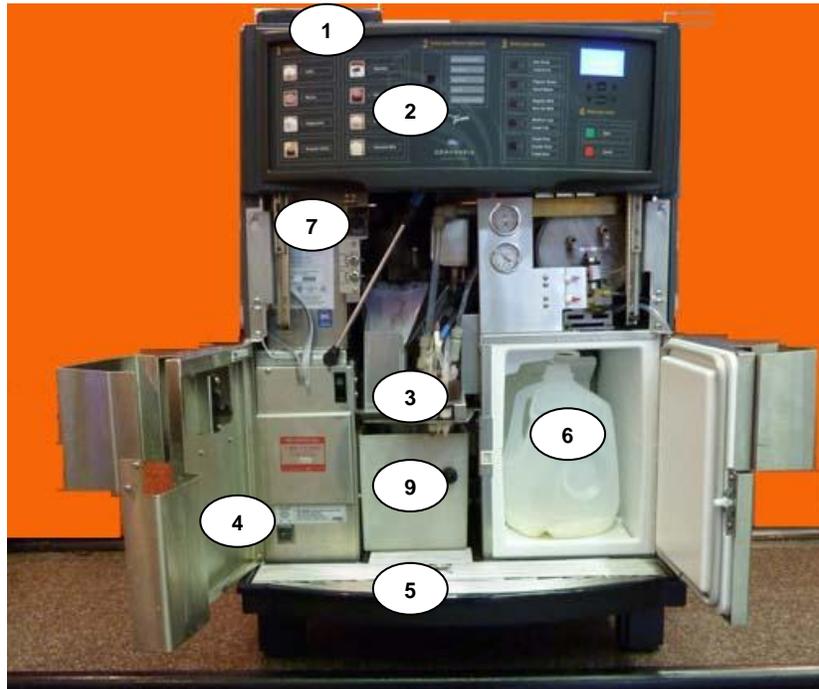
To protect against electrical hazards, do not immerse the power cord, plugs, or machine in water or any other liquid.

Turn the power switch to "OFF" when the machine will not be used for an extended period.

Do not operate the machine with an improper or damaged power cord or plug, or after the machine has been damaged in any manner.

The Xpress System

The Concordia Xpress espresso machine grinds fresh whole beans, brews fresh espresso, steams fresh milk, infuses flavors, and delivers a perfect, freshly brewed, gourmet espresso beverage.



The Xpress System Components

- 1. FRONT PANEL DOOR LOCK BUTTON**
The front panel and doors of the machine can be locked, providing security in a self-service environment.
- 2. TOUCH PAD**
The touch pad provides a user-friendly interface for selecting and pouring beverages.
- 3. PRODUCT OUTLET**
The product outlet is where drinks and hot water are dispensed.
- 4. POWER SWITCH**
The power switch is located behind the left front door of the machine and controls the machine power supply.
- 5. DRAIN TRAY AND GRATE**
The drain tray and grate direct excess liquid to the drain.
- 6. ON-BOARD REFRIGERATION UNIT**
The on-board refrigeration unit holds two 1-gallon/4-liter milk containers.
- 7. SERVICE SWITCH**
The service switch is used to alternate between **VEND** mode and **CLEAN** mode, and is located behind the front panel.
- 8. BEAN HOPPERS**
Located on top of the machine, each bean hopper holds fresh, whole espresso roast beans.
- 9. GROUNDS BIN**
The grounds bin holds the used espresso grounds. The **EMPTY GRNDS BIN** message will appear on the display approximately every 30 drinks.
- 10. FLAVOR SYSTEM**
NOT SHOWN
The flavor system connects the flavor boxes to the machine, to provide selected flavors for a customer's drink.
- 11. STEAM WAND**
NOT SHOWN
An optional steam wand allows users to heat milk or other liquids. There are two types of steam wand available: manual and automatic.

Using the Espresso System

Starting the System

The power switch is located behind the left door.



1. Press the power switch to the ON position to start the machine.
2. Close the door. The machine will not warm up if the door is open.
3. The display will read:

CALIBRATING
WAIT WARMING UP

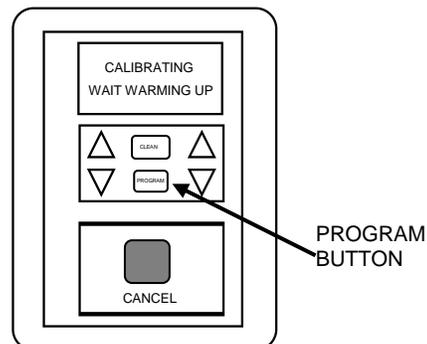
Machine warm-up takes approximately 10-15 minutes. During warm-up, the machine is heating the water, generating steam, and calibrating the brew group.

WARNING: Wait at least 10 seconds between turning the machine off and back on again. Quickly flipping the power switch on and off can blow a fuse within the machine and/or result in machine malfunction.

Starting the Machine if Display Reads: MACHINE IS OFF

If the power switch is on and the display reads **MACHINE IS OFF**, you cannot pour drinks. In this mode, only the refrigeration unit is functioning.

To start the machine, press and hold the **PROGRAM** button. A tone will sound; when the tone stops, release the **PROGRAM** button.



Touch Pad – Xpress 6



Touch Pad – Xpress 0



Touch Pad Menu Options

1. SELECT YOUR DRINK

These buttons determine the type of drink to be poured.

LATTE

Latte is poured.

MOCHA

Mocha is poured.

CAPPUCCINO

Cappuccino is poured.

BREWED COFFEE

Brewed coffee is poured.

ESPRESSO

One shot of espresso is poured.

HOT CHOCOLATE

Hot chocolate is poured.

CHAI LATTE

XPRESS 6 ONLY
Chai latte is poured.

STEAMED MILK

Steamed milk is poured.

2. SELECT YOUR FLAVOR

XPRESS 6 ONLY

These buttons determine the desired flavor to be added to a milk-based drink.

EXTRA CHOCOLATE

Adds an extra serving of chocolate sauce to a drink.

HAZELNUT

Adds a serving of hazelnut syrup to a drink.

CARAMEL

Adds a serving of caramel syrup to a drink.

VANILLA

Adds a serving of vanilla syrup to a drink.

SUGAR-FREE VANILLA

Adds a serving of sugar-free vanilla syrup to a drink.

3. SELECT YOUR OPTIONS

These buttons determine what size drink to be poured.

HOT DRINK / COLD DRINK

The default is **HOT DRINK**. Press button to select **COLD DRINK**.

REGULAR BEANS / DECAF BEANS

The default is **REGULAR BEANS**. Press button to select **DECAF BEANS**.

REGULAR MILK / NON-FAT MILK

The default is **REGULAR MILK**. Press button to select **NON-FAT MILK**.

MEDIUM CUP / LARGE CUP

The default is **MEDIUM CUP**, a 12oz (360mL) drink with one shot of espresso. Press button to select **LARGE CUP**, a 16oz/480mL drink with two shots of espresso.

SINGLE SHOT / DOUBLE SHOT / TRIPLE SHOT

The default is **SINGLE SHOT**. Press button once to select **DOUBLE SHOT** or press button twice to select **TRIPLE SHOT**.

4. MESSAGE DISPLAY SCREEN

The blue LCD screen shows information about the current drink being poured, or any operational or error messages. For more information on these messages, please see pages 28-30.

5. CLEAN BUTTON

The service switch must be in the **CLEAN** position. After pressing the **CLEAN** button, select the clean cycle to perform. See the cleaning card included with the machine for full cleaning procedures.

6. PROGRAM BUTTON

For complete programming and software menu navigation instructions, see page 10.

7. MAKE YOUR DRINK

START

Starts the drink pour process.

CANCEL

Clears current selection(s) or stop the pouring of a drink.

Pouring Drinks

Product Outlet

Drinks are dispensed at the product outlet. Before selecting a drink, the customer places their selected cup directly under the product outlet.



1. **Place cup under product outlet**
2. **Select your drink**
 Latte
 Mocha
 Cappuccino
 Brewed Coffee
 Espresso
 Hot Chocolate
 Chai Latte
 Steamed Milk
3. **Select your flavor (optional, for milk-based drinks only)**
 Extra Chocolate
 Hazelnut
 Caramel
 Vanilla
 Sugar-Free Vanilla
4. **Select your options**
 Hot Drink or Cold Drink
 Regular Beans or Decaf Beans
 Regular Milk or Non-Fat Milk
 Medium Cup or Large Cup
 Single Shot or Double Shot or Triple Shot
5. **Make your drink**
 Press **START** to dispense your drink

Cancelling a Drink

Press the **CANCEL** button to stop the dispensing of a beverage.

Cup Stand

An optional cup stand accommodates usage of different size cups. It may be folded up when a large cup is being used. The cup stand can be removed for cleaning.

Sample Drinks

TO SELECT A MEDIUM LATTE:

Press the **LATTE** button
Press the **START** button

TO SELECT A LARGE LATTE:

Press the **LATTE** button
Press the **LARGE CUP** button
Press the **START** button

TO SELECT A MEDIUM MOCHA:

Press the **MOCHA** button
Press the **START** button

TO SELECT A LARGE MOCHA:

Press the **MOCHA** button
Press the **LARGE CUP** button
Press the **START** button

TO SELECT A MOCHA WITH EXTRA CHOCOLATE:

Press the **MOCHA** button
Press the **CHOCOLATE** button
Press the **START** button

Drink Variations

Make it Decaf

The beverage will be made with decaffeinated espresso roast beans.

TO SELECT: Press the **DECAF** button
Press desired **FLAVOR** and **OPTION** button(s)
Press the **START** button

Make it Non-Fat

The beverage will be made using non-fat milk.

TO SELECT: Press the desired drink button
Press desired **FLAVOR** and **OPTION** button(s)
Press **NON-FAT MILK**
Press the **START** button

Make it Iced

The beverage will be made using cold milk. Add ice after the drink is poured.

TO SELECT: Press the desired drink button
Press desired **FLAVOR** and **OPTION** button(s)
Press the **COLD DRINK** button
Press the **START** button

Make it a Triple Shot

The beverage will be made with three shots of espresso.

TO SELECT: Press the desired drink button
Press desired **FLAVOR** and **OPTION** button(s)
Press the shot option button twice, to select **TRIPLE SHOT**
Press the **START** button

Add a Flavor

The beverage will be made with the selected flavor.

TO SELECT: Press the desired drink button
Press desired **FLAVOR** button
Press desired **OPTION** button(s)
Press the **START** button

NOTE: Only one flavor can be chosen per milk-based drink, and no flavor can be chosen for brewed coffee or espresso. It is possible to add a second flavor to a hot chocolate, chai latte, or mocha drink. It is not possible to add two flavors to any other drink.

NOTE: Pressing the **EXTRA CHOCOLATE** button will add a serving of chocolate to a drink. If selected with a mocha or hot chocolate, an extra serving of chocolate will be added.

Front Panel Lock Button

The front panel houses the touch pad, and can be lifted to access the service switch.

To open the front panel, press down on the lock button and the front panel will slide upwards.

To prevent unauthorized machine access, lock the front panel using the key provided.



Machine Software Overview

Software Programming Menu

Accessing the Programming Menu

Press the service switch into the **CLEAN** position. See page 15 for more information on the service switch.

When you finish accessing the programming menu, be sure to return the service switch to the **VEND** position.

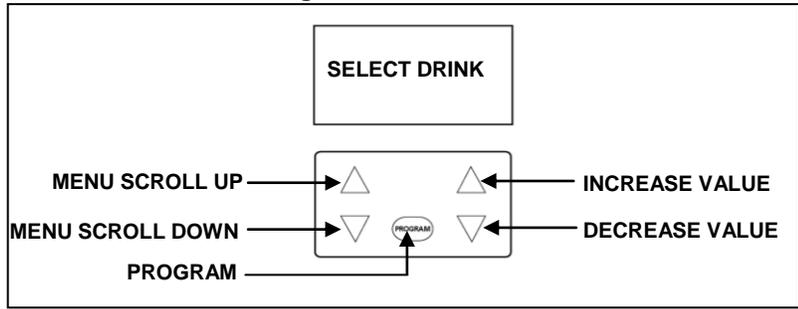
Press the **PROGRAM** button three times, slowly. You should hear a tone after each press.

The display will change from **SELECT DRINK** to **SELECT CATEGORY**.

Navigating the Software Menu

To navigate through the software menu, use the unmarked buttons below the display.

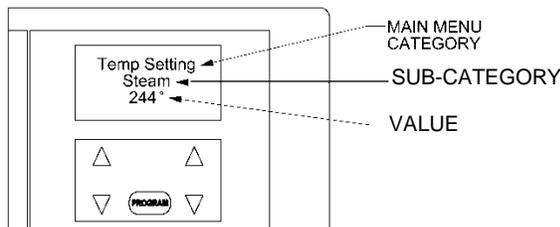
Touch Pad Menu Navigation



PROGRAMMING MENU NAVIGATION	MENU SCROLL UP	Scroll up in category and sub-category menus.
	MENU SCROLL DOWN	Scroll down in category and sub-category menus.
	PROGRAM BUTTON	Press once for GRAND TOTAL drink statistics. Press twice to view the software part number. Press once to exit a software category. Press three times to access SELECT CATEGORY .
	INCREASE VALUE	Increase the value in a sub-category.
	DECREASE VALUE	Decrease the value in a sub-category.

Accessing a Sub-Category

Press the rectangular **PROGRAM** button once when the desired category appears on the display, to access a sub-category. The category will appear on the top line; the sub-category will appear on the middle line; and the value will appear on the lower line of the display.



EXAMPLE

Viewing the **LAST MILK CLEAN** date and time

1. Press the **PROGRAM** button three times. **SELECT CATEGORY** will appear in the display.
2. Navigate to **MILK TIMINGS - HOT > LAST MILK CLEAN**.

Exiting the Menu System

To exit a sub-category, press the **PROGRAM** button once.

To exit the menu system, press the **CANCEL** button.

Accessing the Grand Total Drink Count

- Press the **PROGRAM** button once
- The drink **GRAND TOTAL** appears in the display

The display will automatically return to **SELECT DRINK** after a few seconds

The grand total drink statistic is only reset through the installation of a new CPU.

NOTE: Grand total drink statistics must be recorded at the start and end of each service call.

Accessing Total Drink Count Statistics

1. Press the **PROGRAM** button three times (press slowly, you will hear a beep after each press).
2. **SELECT CATEGORY** will appear in the display.
3. Scroll to the sub-category **TOTAL DRINK COUNTS**.
4. Press the **PROGRAM** button.
5. Press the **SCROLL UP** arrow to scroll through the drink count statistics.

To Exit:

1. Press the **PROGRAM** button once.
2. Press any drink button.

Accessing Daily Drink Count Statistics

Daily statistics are reset after a brew clean cycle is completed.

1. Press the **PROGRAM** button three times (press slowly, you will hear a beep after each press).
2. **SELECT CATEGORY** will appear in the display.
3. Scroll to the sub-category **DAILY DRINK COUNTS**.
4. Press the **PROGRAM** button.
5. Press the **SCROLL UP** arrow to scroll through the statistics.
6. Press the **PROGRAM** button once to exit.

To Exit:

1. Press the **PROGRAM** button once.
2. Press any drink button.

Software

Below is a list of Xpress software categories. For additional information and assistance with adjusting these settings, please contact Concordia Customer Service.

Programming Menu Informational Screens

TOTAL DRINK COUNTS

Displays the total number of drinks poured. This number is reset only when a new CPU board is installed.

DAILY DRINK COUNTS

Displays the total number of drinks poured, by drink type, since the last brew clean.

TIME & DATE

Contains settings for the internal clock, the automatic start, and the automatic rinse features.

CHK TEMPERATURES

Displays water, refrigerator, steam, and steam wand temperatures.

SET TEMPERATURES

Changes steam, water, and refrigerator temperature settings.

COFFEE PWDR DOSE

Changes the amount of ground coffee delivered into the brew chamber. Allows the grind adjustment indicators to be turned on or off.

COFFEE PWDR PRE

Changes coffee pre-treatment settings.

SHOT SELECT

Determines the default number of shots per espresso-based drink.

WATER VOLUME

Changes the water volume for the espresso extraction and brewed coffee.

MILK TIMINGS – HOT

Changes the milk timings for all hot milk-based drinks. This menu will also display the time of the last milk clean.

MILK TIMINGS - COLD

Changes the milk timings for all cold milk-based drinks.

FLAVOR TIMINGS

Changes the flavor dosage of drinks, in seconds of pour time.

DRINK PRICES

For machines with vending capability only.

Allows prices to be set for each type of vended drink.

SPECIAL FEATURES

This category allows configuration of the following features: vending, grounds bin, grinder configuration, espresso button assignment, hot water button, extra room volume, cold drink button, milk system configuration, country, and low beans sensing.

MISCELLANEOUS

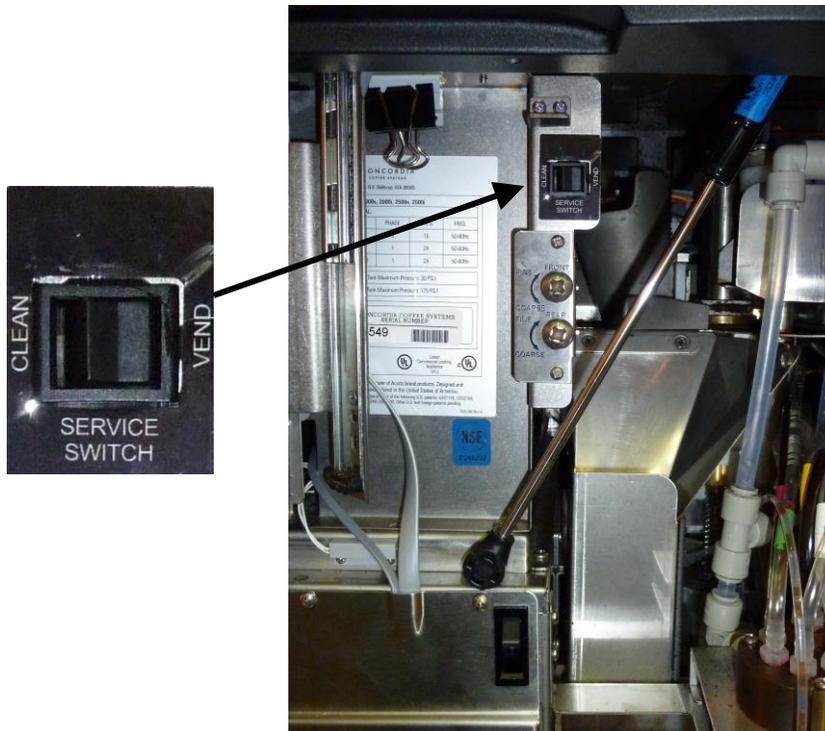
Displays the current software component version and machine ID, loads defaults, resets the Preventive Maintenance (PM) counter, and enables features such as run syrup clean.

TEST ROUTINES

Used for service diagnostic testing; each component of the machine can be tested independently.

Service Switch

Located behind the front panel, the service switch is used to place the unit in either **VEND** or **CLEAN** mode.



Service Switch in the VEND position

- Normal operating position.
- Cleaning and programming buttons are disabled.

Service Switch in the CLEAN position

- The machine will beep and the display will read **SERVICE SWITCH**.
- Cleaning and programming buttons are enabled.

Service Switch and Cleaning the Machine

During cleaning, the service switch must be in the **CLEAN** position.

1. Open the top panel.
2. Press the service switch into the **CLEAN** position.
3. Follow the cleaning instructions outlined on the supplied cleaning instruction card.
4. Once cleaning is complete, press the service switch into the **VEND** position.

Beans and the Bean Hoppers

The Xpress is configured to deliver both regular and decaffeinated espresso beverages.

Whole espresso roast beans are placed in the bean hoppers, which are gravity fed to the grinders. Always use fresh, whole espresso roast beans to ensure a quality beverage.

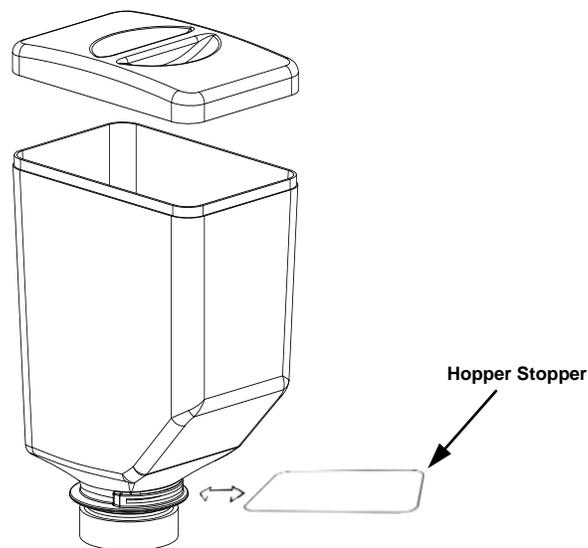
How to Store Espresso Roast Beans

Espresso roast beans are typically sealed in airtight packaging by the roaster. Once the bag is opened, the freshness of the beans will begin to decrease.

NOTE: Do not store espresso roast beans in a freezer.

Bean Hoppers

The standard bean hopper holds approximately 2lbs (1kg) of beans. One bean hopper is labeled **DECAF**.



Filling a Bean Hopper

1. Remove the bean hopper lid
2. Pour fresh, whole espresso roast beans into the bean hopper
3. Replace the bean hopper lid

NOTE: If it is necessary to remove the bean hopper, insert the hopper stopper first. Be sure to remove the hopper stopper when finished.

- | | |
|---------------|---|
| DO | Use fresh, whole, espresso roast beans. |
| DO NOT | Place ground coffee into the bean hopper. |
| DO NOT | Place foreign materials in the bean hopper. |
| DO NOT | Feed beans into the grinder by hand. |

Inserting the Hopper Stopper

The hopper stopper blocks the hopper chute when removing a full bean hopper.

1. Place the hopper stopper in the slot at the base of the bean hopper and push it into the bean hopper (see the hopper stopper card for insertion instructions).
2. With the hopper stopper in place, you can remove a full hopper from the machine.

Removing the Hopper Stopper

To remove the hopper stopper once the bean hopper is back in its proper position on top of the espresso machine, pull the hopper stopper from the bean hopper.

Removing a Bean Hopper

Once both hopper stoppers are in place, lift the bean hopper upwards.

Milk and the Milk System

Refrigeration Unit

The refrigeration unit is designed to accommodate two standard 1-gallon (4-liter) milk containers.

The following types of milk can be used in the Xpress:

- Whole
- 2%
- 1%
- Non-Fat

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

Placing Milk in the Machine

Milk #1 is placed in front, and Milk #2 is placed in rear. When pouring a drink, the machine uses Milk #1 by default. Milk #1 is regular milk and Milk #2 is non-fat milk.



1. Open the refrigeration unit door and place the opened Milk #2 container in the refrigeration unit.
2. Place the rear milk pick-up tube in milk container.
3. Slide the container into the rear of the refrigeration compartment while feeding the milk pick-up tube fully into the milk container.

DO ensure the milk pick-up tube is fed into the middle of the container.

DO NOT insert the milk pick-up tube into the milk container handle.

DO NOT kink or bend the milk pick-up tubes.

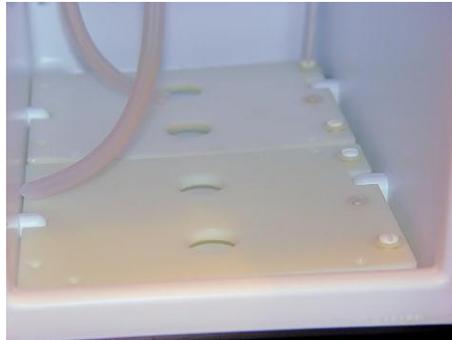
DO NOT pull excessively on the milk pick-up tubes.

4. Repeat process using the front milk pick-up tube and Milk #1 container.
5. Close the refrigeration unit door.

Milk Weight Trays

Inside the refrigeration unit, the milk containers sit on top of milk weight trays. These trays monitor the available milk supply and a notification message is displayed when the milk level is low.

Milk weight trays need to be correctly positioned in the refrigeration unit in order to allow the milk delivery system to operate properly. There are notches on the sides of the weight trays, and a correctly positioned weight tray will fit on the bottom of the refrigeration unit, as shown in the photo below.



It is important to use the milk containers the machine is calibrated for, or the milk weight tray sensors will not work properly.

Checking the 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 return the refrigeration unit to the proper temperature, close the refrigeration unit door. Check the temperature in an hour. If the temperature is not correct at that time, please contact Customer Service.

Flavor and the Flavor System

The Xpress is equipped to provide flavors for customer drinks. These flavors are automatically dispensed and infused into the milk at the push of a button. This infusion results in an even distribution of the selected flavor throughout the drink.

Flavor Storage

Each dispensing tube has a colored band which corresponds to a corresponding sticker on a flavor box. It is important to properly connect the flavor tubes, in order to ensure customers receive the correct flavor, and to prevent cross-contamination of flavors.

Black	Yellow	White	Red	Green	Blue
Chocolate	Caramel	Vanilla	Chai	Hazelnut	Sugar-Free Vanilla

It is necessary to periodically check the flavor boxes, as the levels are not automatically monitored. To check the level of flavor, lift the box. If the box is very lightweight, the flavor level is getting low and it may be necessary to replace the box.

WARNING: Do NOT lift a flavor box by grabbing a connector.

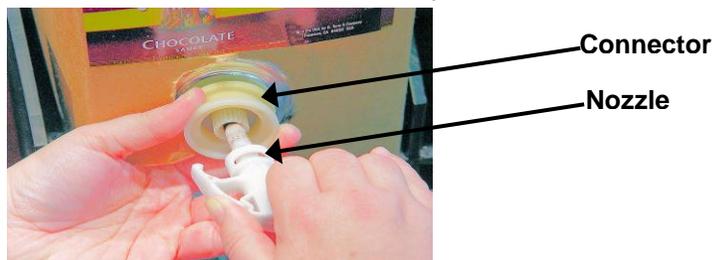
Replacing Empty Flavor Boxes

Before replacing a flavor box, verify the bag is empty.

For chocolate syrup boxes, the bag inside the box may crease or partially collapse and it may only be necessary to manipulate the bag for chocolate sauce to flow properly. For instructions on how to do this, please call Customer Service.

Removing a Flavor Box Connector

1. Place a clean rag under the nozzle, to catch any flavor drips.
2. Hold nozzle in place with one hand.
3. Grasp connector with other hand.
4. Using thumb, push on left side of the connector handle to release the connector, and then pull from nozzle.



Once the nozzle is removed from the connector, remove the empty box from the flavor storage area. Do NOT place the nozzle on the floor.

NOTE: It is normal that there may still be a small amount of syrup or sauce in a bag when the bag is empty.

Replacing a Flavor Box

1. Open box at the “OPEN HERE” location, and extract the connector.
2. Remove protective seal from the connector.
3. Clean the nozzle and o-ring thoroughly with a wet cloth, to remove any debris, provide lubrication, and remove syrup or sauce residue.

IMPORTANT: Make sure the black o-ring seal located at the tip of the nozzle is wet upon insertion into a new flavor box. Inserting a dry o-ring will result in leaks.

4. Hold the connector firmly in your hand.
5. Insert the correct color-coded nozzle into the connector firmly, until the nozzle handle clicks into place.

WARNING: Do not try to insert the nozzle without holding the connector, or the connector may be pushed into the box.

Chocolate Sauce

It is necessary to pre-warm the chocolate sauce before use. The minimum temperature must be 85°F (29°C); otherwise, it will not flow properly. If chocolate sauce is not flowing, and the flavor box is not empty, confirm the warming tray is on and operating. The power switch for the chocolate sauce flavor tray is on the back of the tray. If it is not, call customer service.

NOTE: It can take up to 24 hours for a bag of chocolate to warm up to the proper temperature. The warming tray has been constructed with room for an additional pre-warmed chocolate sauce. Due to the length of time necessary to heat chocolate sauce, it is strongly recommended to have a second box of chocolate sauce on the flavor rack.

WARNING: If under-heated chocolate sauce is used, the chocolate flavor tube may rupture.

Cleaning and Maintenance

Cleaning

To maintain the machine warranty, ensure sanitation, avoid mechanical failure, and ensure continual operation, the Xpress must be cleaned and maintained on a regular basis.

Concordia cleaning products must be used in order to ensure proper cleaning and to maintain machine warranty. Please see page 27 for ordering information.

NOTE: Cleaning products should be stored away from the flavor cabinet. Do NOT store cleaning products in the flavor cabinet, or near consumables.

Cleaning Timers

The milk system and brew group must be cleaned every 24 hours, or after every 300 drinks, whichever occurs first. If a machine has an automatic steam wand, it must be cleaned every 24 hours.

All timers start after the first drink is poured following a cleaning. For example, if you clean the machine on Friday night and it is idle Saturday and Sunday, the timers are not started until the first drink is poured Monday morning.

Auto-Rinse Cycle

The machine has the option of an automatic rinse cycle to run at a pre-set interval. A loud tone will sound as a warning before the auto-rinse cycle begins. The display will read: **DANGER! HOT WATER.**

During the auto-rinse cycle, hot water runs through the brew system and steam runs through the milk delivery system to provide a quick rinse during slow usage periods.

You cannot pour drinks during the auto-rinse cycle (approximately 30 seconds).

Daily Cleaning Procedures

Daily cleaning and maintenance can be performed in less than 15 minutes a day!

1. Clean the milk system.
2. Clean the brew group.
3. Empty the grounds bin.
4. Clean the drain grate and drain tray.
5. Clean exterior surfaces.
6. Clean the interior of the refrigeration unit.
7. Clean the product delivery nozzle.
8. Clean the steam wand, if present.

To perform cleaning procedures, the service switch must be in the **CLEAN** position. For more information about the service switch, please see page 15.

Clean the Milk System

Every 24 hours or after 300 drinks are poured, the machine's display will read **MILK CLEAN DUE**. The milk system must be cleaned within two hours or 50 drinks, or the machine will be disabled and will stop dispensing drinks. When this happens, the display will read **RUN MILK CLEAN!** Once the milk system is cleaned, the system will reset and normal operation will resume.

For complete instructions on cleaning the milk system, please see the cleaning card included with the machine.

Clean the Brew Group

Every 24 hours, the machine's display will read **BREW CLEAN DUE**. The brew group must be cleaned within two hours, or the machine will be disabled and will stop dispensing drinks. When this happens, the display will read **RUN BREW CLEAN!** Once the brew group is cleaned, the system will reset and normal operation will resume.

For complete directions on cleaning the brew group, please see the cleaning card included with the machine.

Empty the Grounds Bin

The grounds bin holds the used espresso grounds. The **EMPTY GRNDS BIN** message appears on the display approximately every 30 drinks.

1. Open left door of the machine.
2. Remove the grounds bin (white box).
3. Discard the used grounds into a waste receptacle. Keep the grounds bin out of machine for at least six seconds to clear the **EMPTY GRNDS BIN** message from the LCD display.
4. Wipe out residue in the grounds bin. Rinse out as necessary.
5. Replace the grounds bin into the machine. Be sure to push it in all the way!
6. Close the machine door.

NOTE: Always empty the grounds bin each time it is removed. Each time the grounds bin is removed for more than six seconds, the grounds bin counter is reset to zero and an overflow may later occur if the grounds bin is not emptied.

Clean Drain Grate and Drain Tray

1. Remove the drain grate and clean with a locally approved sanitizer to remove residue.
2. The drain grate can be placed in a dishwasher, if desired.
3. Clean the black plastic drain tray with towel moistened with soap and water.

NOTE: Do NOT use bleach or any other chemical cleaner.

Clean Exterior Surfaces

1. Clean the exterior of the machine area using a towel moistened with local approved sanitizer.
2. Clean the doors and the front panel of the machine.
3. Thoroughly clean around the drink dispensing area. Wipe with a wet towel.

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

WARNING: To avoid contact with chemicals and hot water, do not clean the drink dispensing area during the milk system clean or brew system clean processes.

Clean the Interior of Refrigeration Unit

1. Remove the milk containers.
2. Remove the milk weight trays.
3. Using a cloth or paper towel, wipe up any spilled milk or condensation beneath the milk weight trays.
4. Use a mixture of soap and water to clean interior walls of refrigeration units, trays, and pick-up tubes.
5. Return the milk weight trays and the milk containers to the refrigeration unit. When placing the milk weight trays in the refrigeration unit, ensure they are correctly positioned.

NOTE: If the tray is placed in the refrigeration unit incorrectly, the display will read: **MISSING FRONT TRAY** or **MISSING REAR TRAY**.

WARNING: Do NOT use bleach on any part of the refrigeration units.

WARNING: Milk weight trays are not dishwasher safe. Clean milk weight trays by hand, using soap and water.

Refill Consumables

1. Refill all beans, milk, and flavors, as needed.
2. Check level of flavor in the boxes by lifting the front of each box.

Clean Product Nozzle

In order to ensure no cleaning chemicals remain, wipe down the product nozzle with a towel moistened with a mild soap and water mixture. Rinse thoroughly.

Clean the Steam Wand

For machines with an automatic steam wand, follow the instructions on the laminated cleaning card when **WAND CLEAN DUE** is displayed. The automatic steam wand must be cleaned within two hours, or the machine will be disabled and will stop dispensing drinks. When this happens, the display will read **RUN WAND CLEAN!** Once the automatic steam wand is cleaned, the system will reset and normal operation will resume.

For machines with a manual steam wand, wipe it down with a damp cloth at least once a day, to remove milk from the outside of the steam wand. Using a cleaner such as the Rinza cleaning tablets is also an option – just follow the instructions on the Rinza container.

There should never be a build-up of milk on the steam wand.

WARNING: Do not leave a steam wand immersed in liquid when not being used for steaming. The steam tank can become contaminated.

Monthly Cleaning Procedures

Check Air Filter

Check the filter monthly for buildup of dust and grime. Replace the filter if it is dirty.

Removing the Air Filter

The air filter is located behind the refrigeration unit.

1. Reach to right rear, or over the top, of the machine to locate.
2. Pull upwards to remove the air filter.
3. If dirty, replace the air filter. See page 27 for information on how to order replacement products.

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

Cleaning a Bean Hopper

1. Insert the hopper stopper into the base of the bean hopper.
2. Lift and remove the bean hopper from the machine.
3. Empty the beans into a clean container.
4. Clean the inside of the bean hopper with warm soapy water. Rinse and dry thoroughly.

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

5. Ensure the hopper stopper is in place.
6. Refill the bean hopper with beans.
7. Place the bean hopper in its proper position atop the machine.
8. Remove the hopper stopper.

Preventive Maintenance

The Preventive Maintenance (PM) service call ensures continued optimal operation of the machine through the proactive replacement, cleaning and adjustment of internal components. Preventive maintenance is required to maintain the warranty and extended service agreements.

Preventive maintenance must be performed every 30,000 drinks by a Certified Technician. The Xpress is equipped to monitor the total drink statistics, and display a **REQUEST PM** message when the machine reaches 30,000 drinks.

When the **REQUEST PM** message appears, call Concordia Beverage Systems at 1-800-778-0990 to schedule a Preventive Maintenance Service Call.

Ordering Cleaning and Replacement Items

The following items can be ordered for the Xpress:

PART
Cup Stand
Milk Weight Trays
Milk Tubes
Hopper Stopper
Quick Reference Guide: Brew Group and Milk System Cleaning Cards
Quick Reference Guide: Flavor System Cleaning Card
Quick Reference Guide: Automatic Steam Wand Cleaning Card
6-Month Cleaning Kit (includes Milk System Cleaner #1, Milk System Cleaner #2, Brew Group Cleaning tablets)
Rinza Cleaning Tablets

To order any of these items, call Concordia Beverage Systems at 1-800-778-0990.

Operational Messages

DISPLAY MESSAGE	WHAT TO DO
BREW CLEAN DUE	Clean the brew group. For cleaning procedures, see the cleaning card included with the machine.
MILK CLEAN DUE	Clean the milk system. For cleaning procedures, see the cleaning card included with the machine.
RUN MILK CLEAN!	The milk system must be cleaned to resume operation. For cleaning procedures, see the cleaning card included with the machine.
RUN BREW CLEAN!	The brew group must be cleaned to resume operation. For cleaning procedures, see the cleaning card included with the machine.
WAND CLEAN DUE	Clean the automatic steam wand. For cleaning procedures, see the cleaning card included with the machine.
RUN WAND CLEAN!	The automatic steam wand must be cleaned to resume operation. For cleaning procedures, see the cleaning card included with the machine.
EMPTY GRNDS BIN	Empty the grounds bin. See page 24.
LOW MILK—FRONT	Check the milk level of Milk #1 (front) in the refrigeration unit.
LOW MILK—REAR	Check the milk level of Milk #2 (rear) in the refrigeration unit.
MACHINE IS OFF	To turn the machine on, press and hold the PROGRAM button until the tone stops, see page 4.
NO BEANS—FRONT OR LOW BEANS— FRONT	Fill front bean hopper. Stir beans to loosen them.
NO BEANS—REAR OR LOW BEANS— REAR	Fill rear bean hopper. Stir beans to loosen them.
NO MILK—FRONT	Replace Milk #1 (front) in the refrigeration unit.
NO MILK—REAR	Replace Milk #2 (rear) in the refrigeration unit.
COFFEE ONLY	Replenish the milk supply.
MILK ONLY	Replenish the bean supply.

DISPLAY MESSAGE	WHAT TO DO
Refrigerator temperature	<p>The refrigeration unit temperature is displayed on the LCD at all times.</p> <p>A refrigerator temperature of 42°F (6°C) or greater is considered high. Machine will beep in warning.</p> <p>Ensure the refrigeration unit door is closed.</p> <p>If the milk system was recently cleaned and the refrigeration unit door was open for an extended period, close the door and wait one hour. Refrigeration unit should return to operating temperature.</p>
REQUEST PM	<p>Call Customer Service to schedule a Preventive Maintenance service call, see page 26.</p> <p>Machine is still operational.</p>
WAIT WARMING UP	<p>Machine warm-up requires 10-15 minutes. If message appears on screen for more than 30 minutes, turn machine off at power switch, wait 10 seconds, and turn machine on.</p> <p>If message continues more than 15 minutes after restarting machine, call Customer Service.</p>

Error Messages

DISPLAY MESSAGE	WHAT TO DO
CHK WATER SUPPLY	<p>Ensure the incoming water supply valve is open. This valve controls the water supply to the machine.</p> <p>If error persists, call Customer Service.</p>
CHK WATER FLOW	<p>Ensure the incoming water supply valve is open. This valve controls the water supply to the machine.</p> <p>Run a brew clean.</p> <p>If error persists, call Customer Service.</p>
GROUND'S BIN OUT	<p>Ensure the grounds bin is in place.</p>
INVALID STOP L	<p>Turn machine off at power switch, wait 10 seconds, and restart machine.</p> <p>If error persists, call Customer Service.</p>
INVALID STOP R	<p>Turn machine off at power switch, wait 10 seconds, and restart machine.</p> <p>If error persists, call Customer Service.</p>
L SENSOR FAIL	<p>Turn machine off at power switch, wait 10 seconds, and restart machine.</p> <p>If error persists, call Customer Service.</p>
R SENSOR FAIL	<p>Turn machine off at power switch, wait 10 seconds, and restart machine.</p> <p>If error persists, call Customer Service.</p>
MISSING FRONT TRAY	<p>Check for the presence of the front milk tray in the refrigeration unit. Check to ensure the tray is correctly positioned in the refrigeration unit. See page 19.</p>
MISSING REAR TRAY	<p>Check for the presence of the rear milk tray in the refrigeration unit. Check to ensure the tray is correctly positioned in the refrigeration unit. See page 19.</p>
CHECK REFR MODULE	<p>The refrigeration unit may not be operating properly, call Customer Service.</p>

Troubleshooting

MACHINE SYMPTOM	WHAT TO DO
Display is blank	<p>Ensure the machine's power switch is turned "ON," see page 4.</p> <p>Ensure the power cord is plugged into the wall receptacle.</p>
No milk flow	<p>Check the milk containers in the refrigeration unit contain milk.</p> <p>Ensure the milk pick-up tubes are inserted all the way to the bottom of the milk containers, see page 18.</p> <p>Ensure the milk pick-up tubes are fed into the middle of the container and not into the handle.</p> <p>Check milk pick-up tubes for kinks or bends. Gently try to smooth out kink. Remove tube from milk container, if necessary, and then re-insert.</p> <p>Clean the milk system. See the cleaning card included with the machine.</p>
Machine won't operate	<p>Ensure all doors are closed.</p> <p>Check for error message on LCD.</p> <p>Ensure the front panel is closed.</p> <p>Ensure the grounds bin is correctly positioned.</p> <p>Ensure the power cord is plugged into the wall receptacle.</p> <p>Ensure machine's power switch is turned "ON," see page 4.</p> <p>Verify building main circuit breaker is not tripped.</p>
Inconsistent cup fill	<p>Clean the milk system. See the cleaning card included with the machine.</p>
All drinks are over or underfilling	<p>Clean the milk system. See the cleaning card included with the machine.</p>
All drinks are overfilling	<p>Clean the milk system. See the cleaning card included with the machine.</p>

MACHINE SYMPTOM	WHAT TO DO
Espresso is bitter	<p>Clean the brew group. See the cleaning card included with the machine.</p> <p>The machine needs to be recalibrated. Call Concordia Beverage Systems for assistance at 1-800-778-0990.</p> <p>The espresso beans are stale. Use fresh beans.</p>
Cappuccino milk isn't foamy	<p>Ensure the milk is not past its expiration date or that it is too warm.</p> <p>Clean the milk system. See the cleaning card included with the machine.</p>
Flavor system is leaking	<p>If the leak is at the bag connection, disconnect connector from bag nozzle, clean connector with hot water, reconnect. If leak persists, call Customer Service.</p> <p>Ensure the o-ring on the nozzle is intact and undamaged.</p> <p>If the leak is anywhere other than the connector, call Concordia Beverage Systems for assistance at 1-800-778-0990..</p>
Flavor is not being dispensed	<p>Verify level of flavor supply.</p> <p>Verify chocolate heater assembly is on and functioning.</p> <p>Check flavor tubes for kinks or bends. Gently try to smooth out kink.</p> <p>If the flavor tubes are not kinked, call Concordia Beverage Systems for assistance at 1-800-778-0990.</p>
There is a blockage in a flavor tube	<p>Call Concordia Beverage Systems for assistance at 1-800-778-0990.</p>

FAQ

- Q *Can I use different types of espresso roast beans?***
Yes. You are free to choose the type of bean that you will use in the Xpress. If you plan to change the type of beans being used, you must schedule a calibration service call.
- Q *Can I use regular coffee beans in my espresso machine?***
No. Use only espresso roast beans.
- Q *Can I change the brand of milk?***
Yes. Changing the brand of milk may result in a noticeable change in drink quality.
- Q *Can I change the type of milk on offer?***
Yes. You are free to use any combination of milk that you desire. If you change from whole milk to 2%, you may notice a difference in steamed and foamed milk, but this difference is not significant enough to affect overall drink quality.
- Q *Can I use flavored or soy milk(s) in my espresso machine?***
No. Never use soy or flavored milk, such as eggnog or chocolate milk. The machine's internal components are not designed to handle the additional sugars in flavored milk.
- Q *There is more foamed milk when I use non-fat milk. Is this OK?***
Yes. The composition of non-fat milk is such that it foams more easily and abundantly than regular milk.
- Q *How do I cancel a drink?***
Press the **CANCEL** button any time during drink pour to stop the pouring of a drink.
- Q *How do I change the cup size? For example, I want to change from a 12oz (360mL) cup to a 10oz (300mL) cup.***
Call Concordia Beverage Systems at 1-800-778-0990 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 *Can I adjust the amount of syrup added to a drink?***
Yes. Call Concordia Beverage Systems at 1-800-778-0990 to schedule a calibration service call.
- Q *Can I change flavors?***
Yes. Call Concordia Beverage Systems at 1-800-778-0990 to schedule a calibration service call.

- Q *How can I tell if my employees cleaned the machine?***
If your machine is not cleaned within 24 hours, the display will read **MILK CLEAN DUE** or **BREW CLEAN DUE**. For complete information on the cleaning timers, see page 22.
- 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 12.
- Q *Where do I purchase espresso roast coffee beans?***
Espresso roast 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 roast coffee beans?***
Espresso roast coffee beans are specifically roasted for use in espresso machines. They retain their oils for a full-flavored drink.
- Q *If the front milk container is empty, will the machine start pulling from the back milk jug?***
Yes, if the **AUTO MILK SELECT** feature is enabled. If the feature is disabled, the machine will only attempt to draw milk from the selected container. For instructions on entering the programming menu and accessing this feature, call Concordia Beverage Systems for assistance at 1-800-778-0990.
- Q *My machine is beeping and the display reads EMPTY GRNDS BIN. What do I do?***
Empty the grounds bin. The grounds bin must be emptied approximately every 30 drinks. For complete directions on emptying the grounds bin, see page 24.
- Q *If I want to clean my bean hoppers, how do I pull them off the machine without spilling the beans?***
To remove a bean hopper containing beans, you must first place the hopper stopper in the bean 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 *My machine is beeping and the display reads BREW CLEAN DUE.***
When the display reads **BREW CLEAN DUE**, the brew group must be cleaned within the next two hours to ensure uninterrupted operation. If the brew group is not cleaned within two hours, the message will change to **RUN BREW CLEAN!** and the machine will be disabled. The brew group must be cleaned to resume operation.
- For complete directions on cleaning the brew group, see the cleaning card included with the machine.

Q *My machine is beeping and the display reads MILK CLEAN DUE.*

When the display reads **MILK CLEAN DUE**, the milk system must be cleaned within the next two hours to ensure uninterrupted operation. If the milk system is not cleaned within two hours, the message will change to **RUN MILK CLEAN!** and the machine will be disabled. The milk system must be cleaned to resume operation.

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

Q *I cleaned my machine, and several hours later the display reads MILK CLEAN DUE.*

The milk clean cycle is required every 24 hours or every 300 drinks. When high volumes of drinks are sold, it is necessary to clean the milk system more than once per day.

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

Q *I cleaned my machine, and several hours later the display reads BREW CLEAN DUE.*

The brew clean cycle is required every 24 hours or every 300 drinks. When high volumes of drinks are sold, it is necessary to clean the brew group more than once per day.

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

Q *Can I change the time my machine turns on each day?*

Yes! You can program your machine to automatically turn on Monday-Friday or Monday-Sunday, and you can program the time in five-minute intervals. This feature is adjustable through the **TIME & DATE** programming menu category. For assistance accessing the software menus, call Concordia Beverage Systems at 1-800-778-0990.

Q *What are the default temperature settings?*

The steam temperature is calculated by combining the highest latte or cappuccino steam temperature, and then adding the flavor offset steam temperature. For example, if the latte setting is 170°F (77°C) and the cappuccino setting is 165°F (74°C), and the flavor offset temperature is 4°F (-16°C), then the temperature would be 174°F (79°C).

	Default Temperature Setting
Steamed Milk	242°F (116.7°C)
Foamed Milk	242°F (116.7°C)
Steam – Flavor Offset	4.0°F (-16°C)
Brew Water	198°F (92.2°C)
Refrigerator	36°F (2.2°C)
Refer Temp Hi (alarm)	41°F (5°C)
Refer Temp Lo (alarm)	32°F (0°C)

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; or either 36,500 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 delivery system 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 it is used 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 express 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.



CONCORDIA
BEVERAGE SYSTEMS

**Customer Service
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