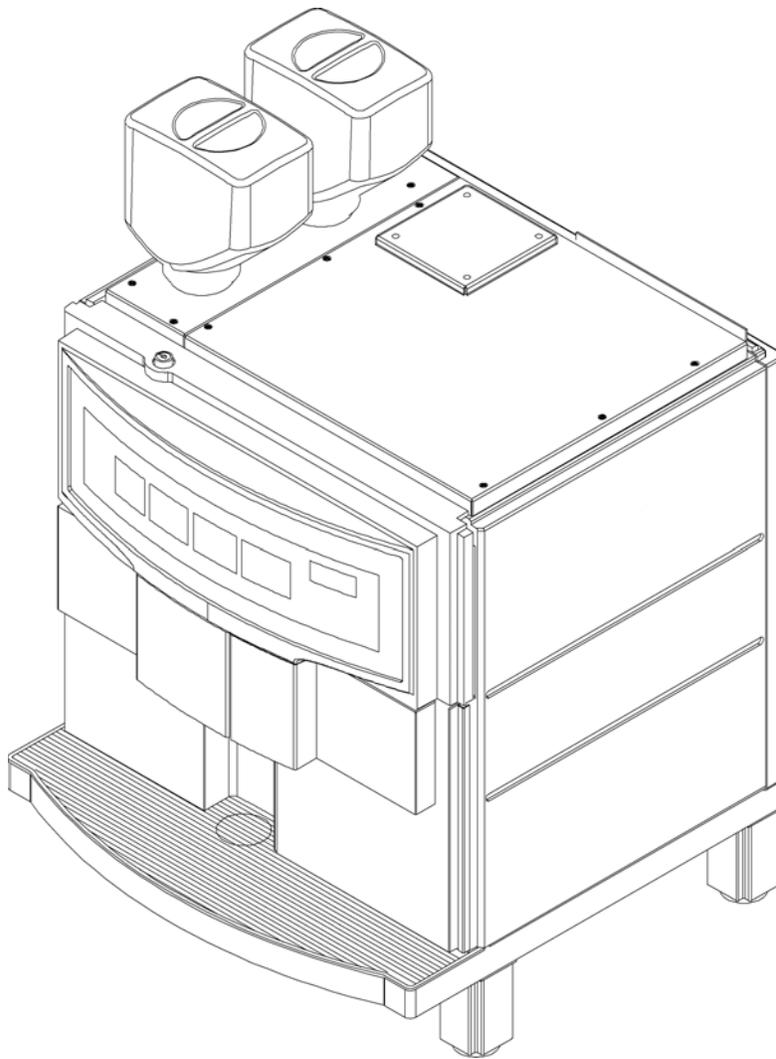




CONCORDIA

COFFEE SYSTEMS



Model 2500i Espresso Machine
User Guide

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Important Safety Information

Your safety is important to us. The Concordia Model 2500i dispenses hot liquids and steam, and incorporates grinding operations. Please follow all safety precautions to reduce the risk of electric shock, burns, and/or injury to persons or property.

Machine Operation

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

Hot Surface and Liquids

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

Electrical

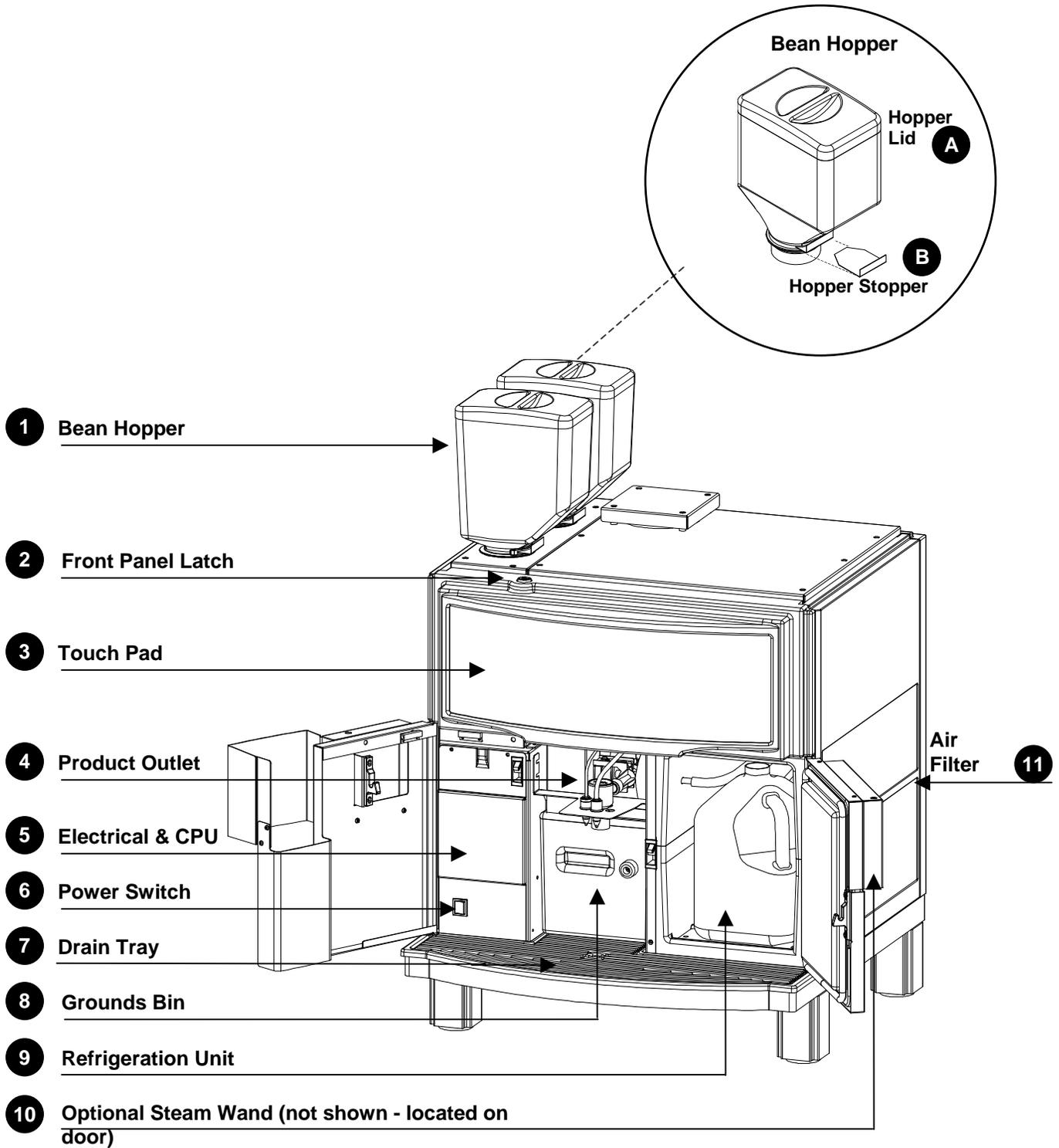
- To protect against electrical hazards, do not immerse the power cord, plugs or machine in water or any other liquid.
- Turn the power switch to "OFF" when the machine is not being used for any extended period.
- Unplug machine when completing any type of maintenance or repairs.
- Do not operate the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

Espresso Grinders

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



The Model 2500i Espresso Machine





The Model 2500i Components

1. Bean Hoppers

Each bean hopper holds approximately 2lbs of espresso beans.

2. Front Panel Door Latch/Lock

The front panel latch and doors of the machine can be locked, providing security in a self-service environment.

3. Touch Pad

The touch pad provides a user-friendly interface for selecting and pouring beverages.

4. Product Outlet

The product outlet is where the selected drink is dispensed.

5. Electrical Enclosure and CPU

Located behind the left door, the electrical enclosure houses the central processing unit.

6. Power Switch

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

7. Drain Tray

The drain tray directs spillage to the drain.

8. Grounds Bin

Located behind the left door, the grounds bin catches the used espresso grounds.

9. Refrigeration Unit

Located behind the right door, the on-board refrigeration unit holds two 1-gallon milk containers.

10. Optional Steam Wand

The optional steam wand offers the ability to steam milk in an external container.

11. Air Filter

Located behind the refrigeration unit, the air filter prevents dust and debris from entering the circulation fan.

12. Service Key

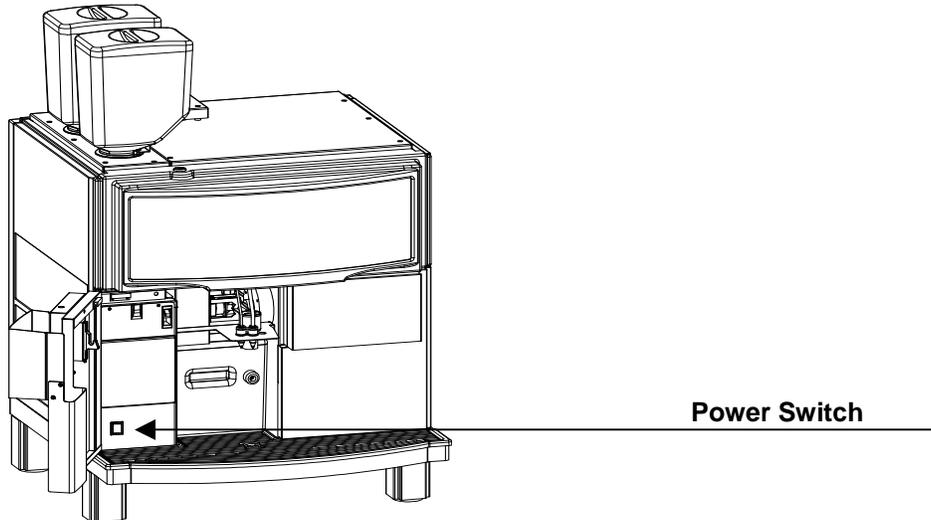
NOT PICTURED. The service key is used to alternate between VENDING MODE and CLEANING MODE. For more information, please see page 14.



Using the Espresso Machine

Starting the Machine

The power switch is located behind the left door.



1. Turn on the power switch to start the machine.
2. Close the door. Machine will not warm up if the door remains open.
3. The display will read: **WAIT WARMING UP**

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

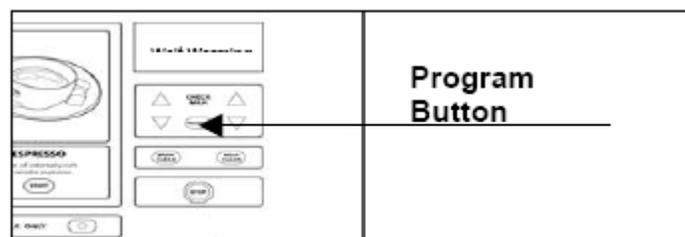
WARNING: Wait at least 10 seconds between turning the machine off and back on again. Quickly flipping the power switch on and off can blow a fuse within the machine and/or result in machine malfunction.

Starting the Machine if the Display reads: **MACHINE IS OFF**

If the power switch is "on" and the display reads **MACHINE IS OFF**, you are unable to pour drinks. In this mode, only the refrigeration unit is powered to keep your milk cold.

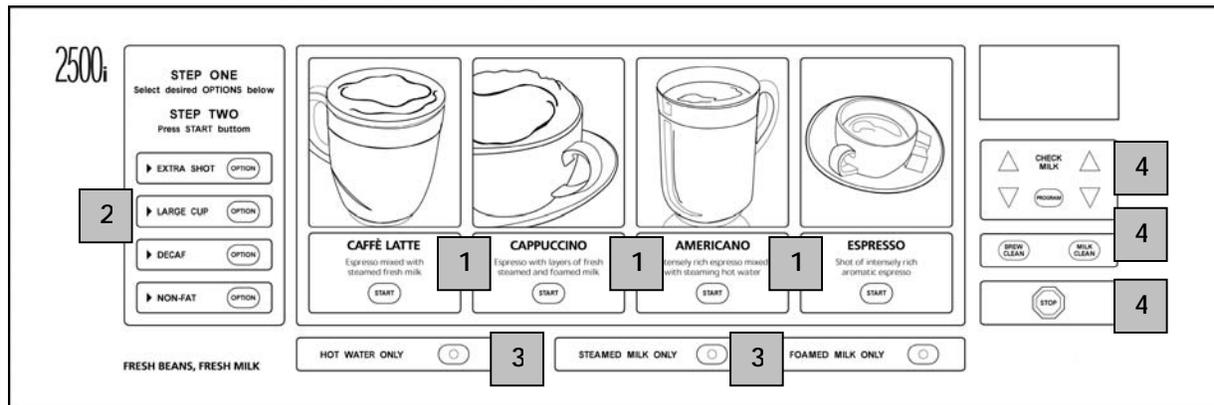
To start the machine, press and hold the **PROGRAM** button until the tone stops.

The display will read: **WAIT WARMING UP**





The 2500i Touch Pad



1. DRINKS

DRINK WILL BEGIN DISPENSING. BREWING CYCLE AUTOMATICALLY STARTS AND STOPS. FOR COFFEE DRINKS, ONE SHOT OF ESPRESSO WILL BE USED.

CAFFÉ LATTE START

Latte is poured, with one shot of espresso.

CAPPUCCINO START

Cappuccino is poured, with one shot of espresso.

AMERICANO START

Americano is poured, with one shot of espresso.

ESPRESSO START

A single shot of espresso is poured.

2. DRINK OPTIONS

DRINK OPTION BUTTONS ARE PRESSED BEFORE PRESSING THE DRINK START BUTTON.

EXTRA SHOT

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

LARGE CUP

Additional milk will be poured to accommodate a large cup.

DECAFFEINATED

Decaffeinated beans will be used when pouring selected drink.

NON-FAT MILK

Non-fat milk will be used when pouring selected drink

3. HOT WATER AND MILK ONLY BUTTONS

HOT WATER ONLY

Hot water is poured from the delivery nozzle.

STEAMED MILK ONLY

Steamed milk is poured.

FOAMED MILK ONLY

Foamed milk is poured.

4. STOP BUTTON

STOP BUTTON

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

5. CLEANING BUTTONS

FOR COMPLETE CLEANING DIRECTIONS, SEE CLEANING CARD WITH MACHINE.



MILK CLEAN

Activates milk clean cycle, use in conjunction with Concordia Cleaning Products.

During the cleaning cycle, cleaning solution is drawn through milk tubes and cleans the milk tubes and milk nozzle assembly.

To begin the milk clean cycle, press and hold button until tone stops.

BREW CLEAN

Activates brew group/shut down clean cycle. Use with Concordia Cleaning Tablets to clean brew chamber. Machine turns off when complete.

To begin the brew group/shut down clean cycle, press and hold button until tone stops.

6. PROGRAMMING AND MENU NAVIGATION

FOR COMPLETE PROGRAMMING DIRECTIONS, SEE PAGE 10

A. MENU SCROLL UP ARROW

Scroll up in menu and submenu categories

B. MENU SCROLL DOWN ARROW

Scroll down in menu and submenu categories

C. INCREASE VALUE ARROW

Increase value in submenu category

D. DECREASE VALUE ARROW

Decrease value in submenu category

E. PROGRAM BUTTON

Press 1 time for Cumulative Drink Statistics

Press 3 times to access main programming menu

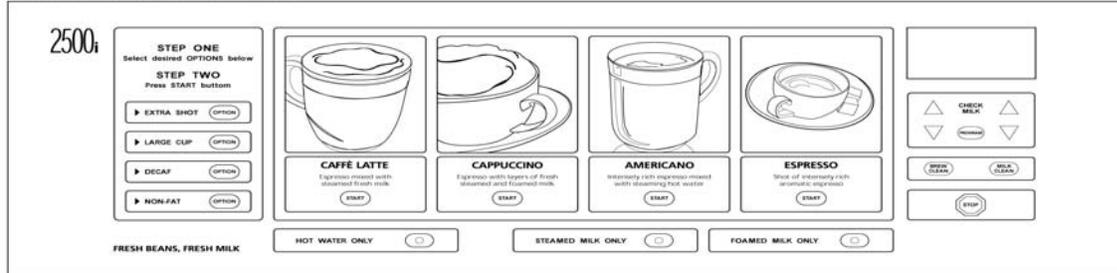
"CHECK MILK" INDICATOR

Illuminates when the milk in the refrigerator is low



Pouring Drinks

Model 2500i Touch Pad



1. Place Cup Under Product Outlet
2. Select Drink
 - Caffe Latte
 - Cappuccino
 - Americano
 - Espresso
3. Select Options (if desired)
 - Extra Shot
 - Large Cup
 - Decaf
 - Non-fat
4. Press desired START button

The drink begins dispensing immediately after the **START** button is pressed.

To cancel a drink

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

POURING HOT WATER

Press the **HOT WATER ONLY** button

POURING ONLY STEAMED OR FOAMED MILK

Press the **STEAMED MILK ONLY** button

or

Press the **FOAMED MILK ONLY** button



Pre-Programmed Drinks

LATTE

Steamed milk mixed with espresso

TO POUR: Press the **CAFFÉ LATTE START** button

CAPPUCCINO

Espresso topped with rich layers of steamed and foamed milk

TO POUR: Press the **CAPPUCCINO START** button

AMERICANO

Espresso mixed with water

TO POUR: Press the **AMERICANO START** button

ESPRESSO

An aromatic shot of intensely rich coffee

TO POUR: Press the **ESPRESSO START** button

Drink Variations

MAKE IT A DOUBLE

The beverage will be made with two shots of espresso.

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

MAKE IT A TALL

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

TO POUR: Press the **LARGE CUP** button
Press desired drink button

MAKE IT DOUBLE TALL

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

TO POUR: Press the **EXTRA SHOT** button
Press the **LARGE CUP** button
Press desired drink button

MAKE IT DECAF

The beverage will be made with decaffeinated espresso beans.

TO POUR: Press the **DECAF** button
Press desired drink button

MAKE IT NON-FAT

The beverage will be made using non-fat milk.

TO POUR: Press the **NON-FAT** button
Press desired drink button

MAKE IT ICED

TO POUR: Fill cup 2/3 full with ice
Pour cold milk into cup approx. 3/4 full
Place cup under drink dispensing spout
Press **ESPRESSO START** button



MAKE IT FLAVORED

The beverage will be made with a flavor or syrup.

TO POUR: Pour 1-2 ounces of flavored syrup in the cup
Press desired drink option button(s)
Press desired drink button

NOTE: It is possible to make either hot or cold flavored drinks.

COLD FLAVORED LATTE

TO POUR: Fill cup 2/3 full with ice
Pour cold milk into cup approx. 3/4 full
Pour 1-2 ounces of flavored syrup
Place cup under drink dispensing spout
Press **ESPRESSO START** button

MOCHA

Latte flavored with chocolate syrup.

TO POUR: Pour 1-2 ounces of chocolate syrup in the cup
Press desired drink option button(s)
Press **LATTE** button

STEAMER

Steamed milk and 1-2 ounces of flavored syrup.

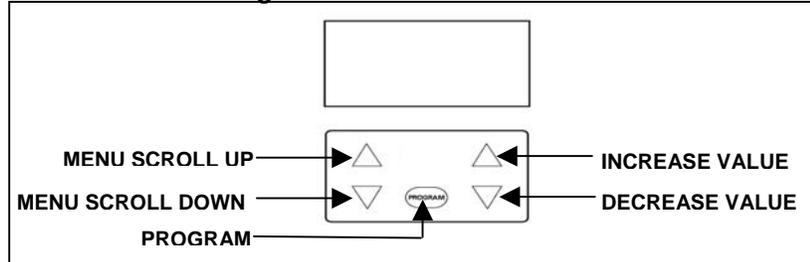
TO POUR: Pour 1-2 ounces of flavored syrup in the cup
Press **STEAMED MILK ONLY** button



Machine Software Overview

Software Programming Menu

Software Menu Navigation Buttons



Accessing the Programming Menu

Press the **PROGRAM** button 3 times, slowly. You should hear a tone after each press.

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

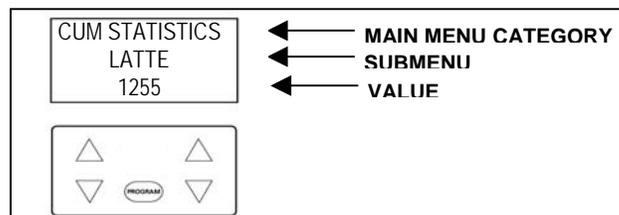
Scrolling in the Menu

Press the **SCROLL DOWN** arrow to scroll forward.
Press the **SCROLL UP** arrow to scroll in reverse.

Entering a Submenu Category

With the desired category appearing in the display, press the **PROGRAM** button 1 time to enter submenu category.

While in the submenu category, the main menu category moves to the top line of the display, the submenu category appears on the middle line, and the current value appears on the lower line of the display.



Changing a Value

Press the **INCREASE VALUE** arrow to increase the value.
Press the **DECREASE VALUE** arrow to decrease the value.

Exiting the Submenu Category

Press the **PROGRAM** button 1 time.
Main menu category will appear in the middle of the display.

Exiting the Main Menu

From any main menu category, press any **START** button once.

Display will read: **SELECT DRINK**

**Check Cumulative Drink Statistics**

- Press the PROGRAM button 1 time
- The cumulative drink total appears in the display
- Display will automatically return to SELECT DRINK after a few seconds

Detailed Cumulative Drink Statistics

- Press the PROGRAM button 3 times (press slowly, you will hear a beep after each press)
- SELECT CATEGORY will appear in the display
- Press the SCROLL UP arrow 1 time
- CUM STATISTICS will appear in the display
- Press the PROGRAM button
- Press the SCROLL UP arrow to scroll through the statistics

To Exit

- Press the PROGRAM button 1 time
- Press any START button

Detailed Daily Drink Statistics

Daily statistics are reset after a brew group/shut down clean is completed.

- Press the PROGRAM button 3 times (press slowly, you will hear a beep after each press)
- SELECT CATEGORY will appear in the display
- Press the SCROLL UP arrow 2 times
- DAILY STATISTICS will appear in the display
- Press the PROGRAM button
- Press the SCROLL UP arrow to scroll through the daily statistics

To Exit

- Press the PROGRAM button 1 time
- Press any START button



Software Quick Reference Table

CUM TOTAL		DISPLAY TOTAL DRINK COUNT STATISTIC - PRESS PROGRAM BUTTON 1 TIME -	
CUM STATISTICS			
Cum Total	DISPLAY CUMULATIVE STATISTICS BY DRINK		
Latte			
Large Latte			
Cappuccino			
Large Cappuccino			
Espresso			
Americano			
Large Americano			
Hot Water			
Extra Shot			
DAILY STATISTICS			
Cum Total	DISPLAY DAILY STATISTICS BY DRINK DAILY STATISTICS ARE RESET WHEN A BREW GROUP/SHUTDOWN CLEAN IS RUN		
Latte			
Large Latte			
Cappuccino			
Large Cappuccino			
Espresso			
Americano			
Large Americano			
Hot Water			
Extra Shot			
TIME & DATE		Default Setting	Adjustable By
Auto Start	OFF	M-F ONLY, M-F/SAT/SUN, OFF	
Start Time-Hours	6	1	DEFAULT AUTO START TIME IS 6:30AM
Start Time-Minutes	30	1	
Clock Set-Hours		1 ↓	
Clock Set-Minutes			
Clock Set-Day			
Clock Set-Month			
Clock Set-Year			
Daylight Savings Time	ON	ON/OFF	
Auto Rinse Time	10	3-30 MIN, OFF; ADJ BY 1 MIN	
CHECK TEMPS			
Steam Temp	DISPLAY CURRENT STEAM TEMPERATURE		
Water Temp	DISPLAY CURRENT WATER TEMPERATURE		
Refrigerator Temp	DISPLAY CURRENT REFER TEMPERATURE		

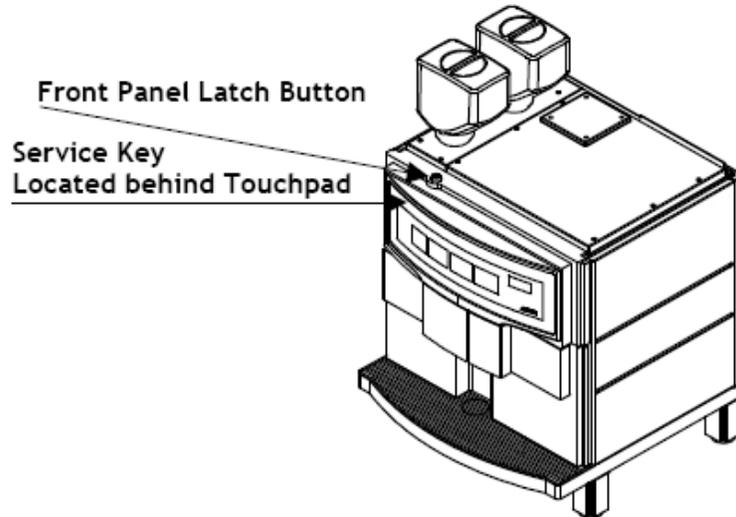


TEMP SETTING (°F)	Default Setting	Min	Max	Adjustable By
Cap Steam	244	235	250	1
Latte Steam	240	235	CAP STEAM	
Steam Hi (alarm)	252	245	255	
Steam Lo (alarm)	232	230	240	
Brew Water	198	185	205	
Brew Water Hi (alarm)	205	180	210	
Brew Water Lo (alarm)	167	160	180	
Refrigerator	36	33	42	
Refer Temp Hi (alarm)	41	40	60	
Refer Temp Lo (alarm)	32	30	35	

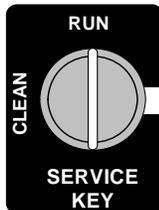


Service Key

Located behind the front panel, the service key is used to access the PROGRAMMING MENU and the CLEAN buttons.

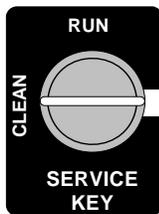


The Service Key in the “RUN” position



- Normal operating position.
- Vending is fully functional.
- CLEAN and programming buttons are disabled.

The Service Key in the “CLEAN” position



- The machine will beep and the display will read SERVICE KEY.
- The vending unit is disabled.
- The cleaning and programming buttons are enabled.
- If your machine is equipped with a paging system, the pager will sound if the service key is left in the CLEAN position.

The Service Key and Cleaning the Machine

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

- Open the top panel
- Turn the service key to the CLEAN position
- Follow the cleaning instructions as outlined on the laminated cleaning card
- Once cleaning is complete, turn the service key to RUN position

NOTE: In unattended environments, do not leave the service key in the machine!



Beans and the Bean Hoppers

The Model 2500i is configured to deliver both regular and decaffeinated espresso beans.

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

Do not change your brand or blend of beans without scheduling a calibration service call with Concordia. All espresso beans differ, and your machine must be re-calibrated by a Concordia Certified Technician. A Calibration Service Call is not covered under the Machine Warranty or Extended Service Agreement.

WARNING: Never place espresso beans in the grinder using your hand(s).

WARNING: Do not place ground coffee, or other foreign materials, in the bean hopper.

Storing Espresso Beans

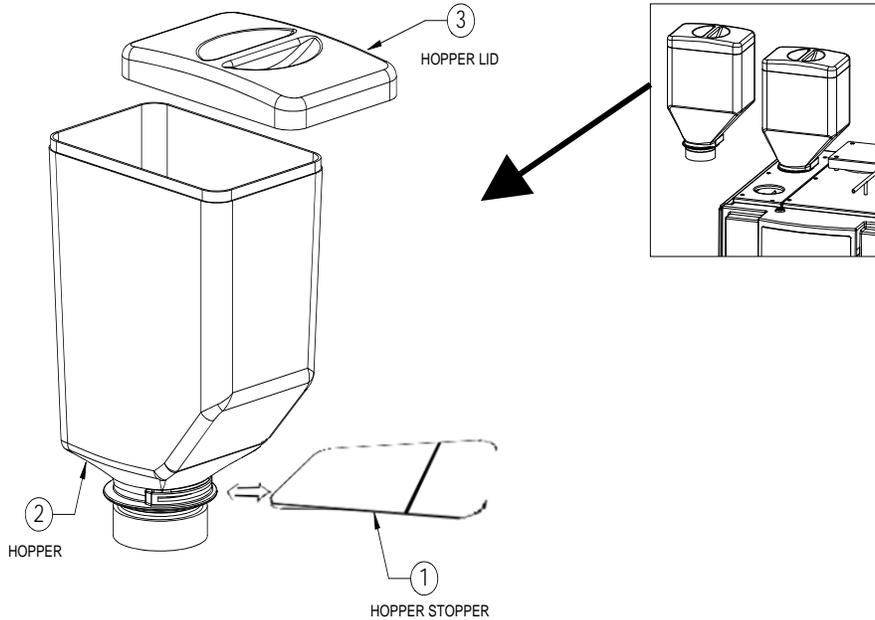
Espresso beans are typically sealed in airtight packaging by the roaster. Once the bag has been opened, the freshness of the beans will begin to decrease.

NOTE: Do not store espresso beans in a freezer.



Bean Hoppers

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



To Access and Fill a Bean Hopper

- Open menu board door with key, and raise it to the UP position.
- Remove bean hopper lid.
- Scoop fresh, whole espresso beans into the bean hopper.
- Replace bean hopper lid.

The Hopper Stopper

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

Inserting the Hopper Stopper

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

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



Milk and the Milk System

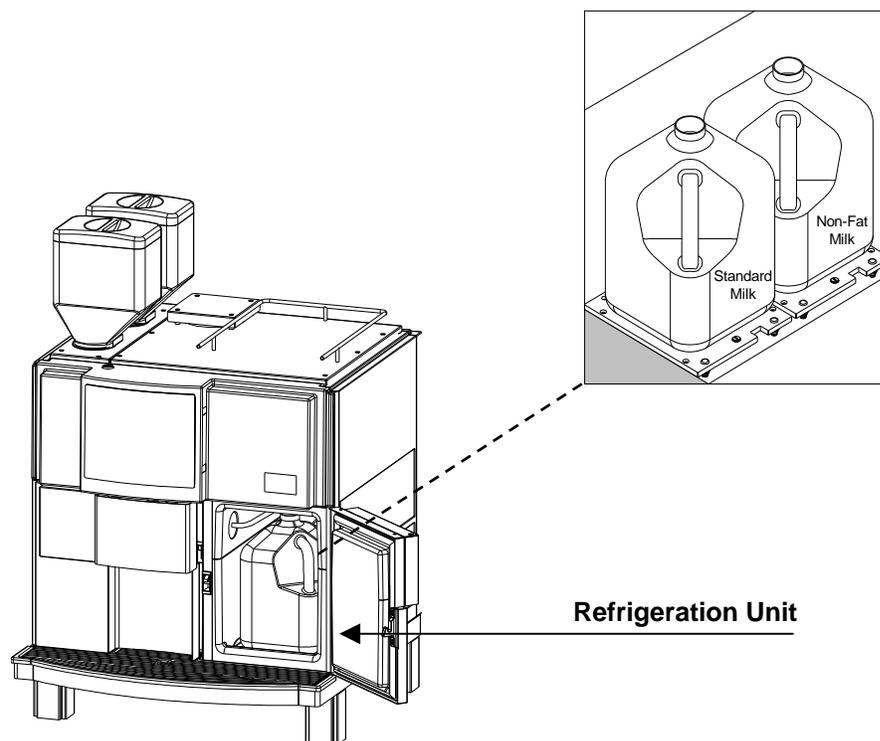
On-Board Refrigeration Unit

The Model 2500i espresso machine features an on-board refrigeration unit, to house the milk used for drinks. The refrigeration unit is designed to accommodate two standard 1 gallon milk containers. This allows for a primary and secondary milk to be used. Commonly, whole or 2% and non-fat milk are used.

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

Placing Milk in the Machine

The refrigeration unit holds two 1-gallon milk containers.



1. Open menu board door
2. Press front panel latch button to open and raise the touch pad, and allow the lower doors to unlock
3. Open refrigeration unit door and place the opened non-fat milk container in refrigerator
4. Place rear milk pick-up tube in milk container
5. Slide the container into the rear of the refrigeration compartment while feeding the tube fully into the milk container

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



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

DO NOT pull excessively on milk pick-up tubes.

6. Repeat process using front milk pick-up tube and standard milk container
7. Close refrigeration unit door
8. Close the touch pad and menu board door

Milk Weight Trays

In the refrigeration unit, the milk containers sit on top of weight trays. These trays monitor the milk supply on hand, and when the milk level is low, a notification message will be generated.

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.

It is important to use the milk containers the machine is calibrated for, or the milk delivery system will not work properly.

Checking Refrigeration Unit Temperature

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

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

Freeing a Sticking Milk Valve

Periodically the milk valve becomes stuck in place and must be released. The symptom of a sticky milk valve is no milk flow. See page 24 for complete instructions on milk valve maintenance.



Espresso Overview

What is espresso?

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

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



It's a Roast of Beans

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

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

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

It's a Brewing Method

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

The dark roasted, finely ground fresh espresso beans are firmly packed or tamped into a brewing chamber. Hot water (185°F) is forced through the brewing chamber under pressure (135psi). Perfectly executed, this process takes approximately 12-20 seconds for a single shot (1-ounce) of espresso and 16-24 seconds for a double shot (2 ounces).

It's a Beverage

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

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

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



Cleaning and Maintenance

Daily cleaning and maintenance can be performed in less than 10 minutes a day!

Importance of Cleaning

To maintain the machine warranty, ensure sanitation and avoid mechanical failure, the Concordia 2500i Espresso Machine **MUST** be cleaned and maintained on a daily basis.

Concordia recommends performing the daily maintenance and cleaning at the close of each business day. The Model 2500i is equipped to monitor the elapsed time and number of drinks poured between cleaning cycles. If your machine is not cleaned as indicated, the machine is disabled and you will not be able to pour drinks. To resume operation, the machine must be cleaned.

Cleaning Timers

Milk Cleaning Timer-24 Hour/150 Drink

You must clean your espresso machine's milk system every 24 hours or every 150 drinks. After 24 hours or 150 drinks have passed (whichever comes first), the machine's display will read **MILK CLEAN DUE**. You must clean the milk system within the next two hours. Once you clean the milk system, the message will disappear.

If the milk system is not cleaned within the two hours after the **MILK CLEAN DUE** warning is displayed, the machine will be disabled and you **WILL NOT BE ABLE TO POUR DRINKS**. The display will read **CLEANING REQUIRED, RUN MILK CLEAN**. You cannot pour drinks until after you clean the milk system.

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

Brew Group Cleaning Timer-24 Hour

You must clean your espresso machine's brew group every 24 hours. After 24 hours have passed, the machine's display will provide the warning **BREW CLEAN DUE**. You must clean the brew group within the next two hours. Once you clean the brew group, the message will disappear.

If the brew group is not cleaned in the two hours after the **BREW CLEAN DUE** warning is displayed, the machine will be disabled and you **WILL NOT BE ABLE TO POUR DRINKS**. The display will read **CLEANING REQUIRED, RUN BREW CLEAN**. You cannot pour drinks until after you clean the brew group.

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

Resetting Timers

All timers start after the first drink is poured following a cleaning. For example, if the machine is cleaned on Friday night, and it is idle



Saturday and Sunday, the timers are not started until the first drink is poured Monday morning.

Auto-Rinse Cycle

The machine runs an automatic rinse cycle every 10 minutes after the last drink is poured. The machine will beep a warning before the automatic rinse cycle begins.

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

As the machine sits idle, an automatic rinse cycle runs every 2 hours.

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

You cannot pour drinks during the automatic rinse cycle.

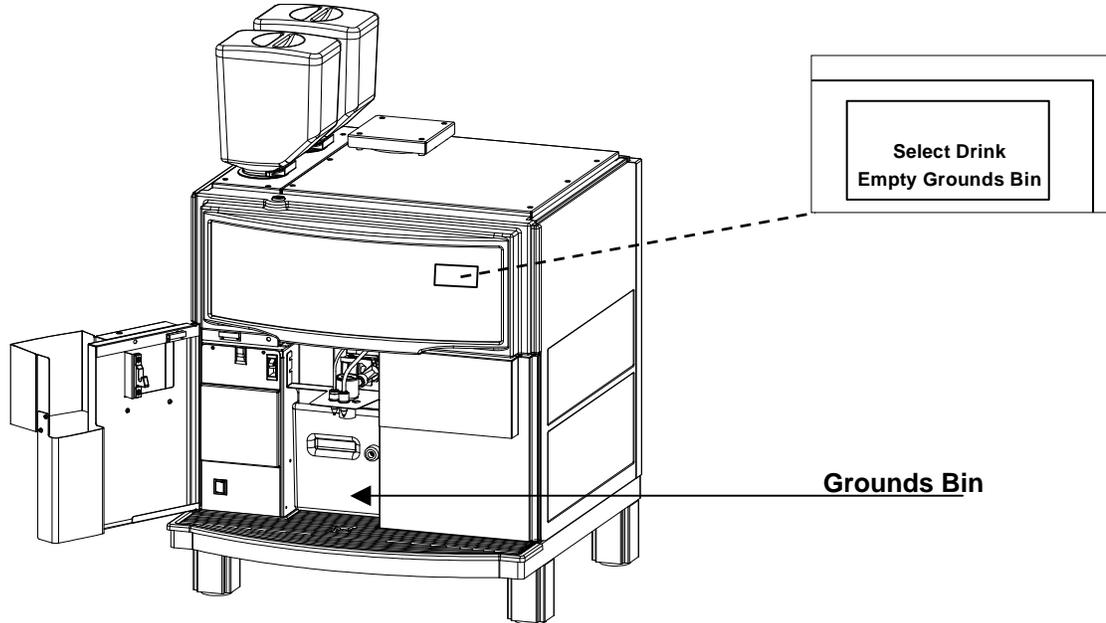
Daily Maintenance

- Clean the milk system every 150 drinks or once a day
- Clean the brew group once a day
- Empty the grounds bin as needed throughout the day
- Clean the drain grate and drain tray daily
- Clean exterior surfaces of espresso machine using a clean towel moistened with sanitizer
- Clean the interior of the refrigeration compartment
- Use only Concordia Cleaning Products



Empty the Grounds Bin

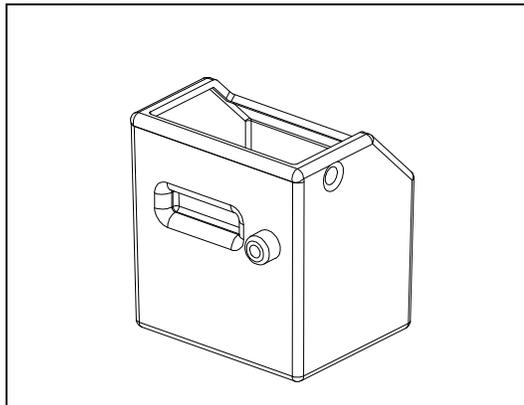
The grounds bin holds the used espresso grounds. The **EMPTY GROUNDS BIN** message will appear on the display when the grounds bin is full, approximately every 40-50 drinks.



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

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

Grounds Bin





Clean the Drain Tray and Grate

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

Grate can be placed in the dishwasher, if desired.

Clean drain tray with soapy water and/or sanitizer (do not use bleach).

Clean the Refrigeration Unit

Remove milk containers and milk trays.

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

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

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

Return milk weight trays and milk containers to the refrigerator. When placing milk trays in the refrigeration unit, make sure the tray notches are aligned with the base of the refrigeration compartment.

NOTE: If the tray is placed into the refrigerator incorrectly **MISSING FRONT MILK TRAY** or **MISSING REAR MILK TRAY** will appear on the display.

Clean the Drink Dispensing Area

Using a clean towel or paper towel and warm soapy water, clean the dispensing area.

Be sure to clean both sides of the grounds bin door to remove all milk residues.

Wipe with sanitizer.

NOTE: DO NOT clean the drink dispensing area during the milk system clean or brew system clean processes, to avoid contact with hot water and cleaning chemicals.

Clean the Machine Exterior

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

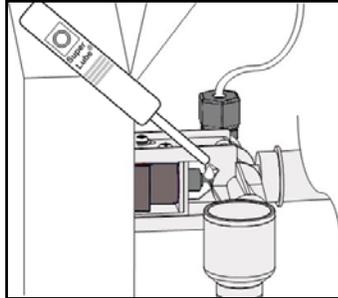
If further cleaning is necessary, clean using mild dish soap mixed with warm water.



Weekly Maintenance

Lubricate Milk Valve

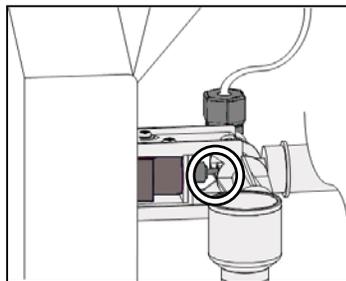
Apply 2-3 drops of Super Lube[®] to the milk valve plunger weekly to ensure free movement.



Freeing a Sticking Milk Valve

Periodically the milk valve becomes stuck in place and must be released. The symptom of a stuck milk valve is no milk flow.

1. Open the grounds bin door.
2. Raise the top panel by pressing down on the latch button located on the top of the panel.
3. Locate the milk valve directly above the grounds bin. The ½ stainless steel milk valve plunger is located at the base of the milk valve.



4. Using a screwdriver or the end of blunt table knife, push the plunger to the left and release it. The plunger is spring-loaded and will automatically move back to the correct position.



5. Once the plunger has been freed, it should operate normally. To ensure this, perform a MILK CLEAN.



Monthly Maintenance

Check Air Filter

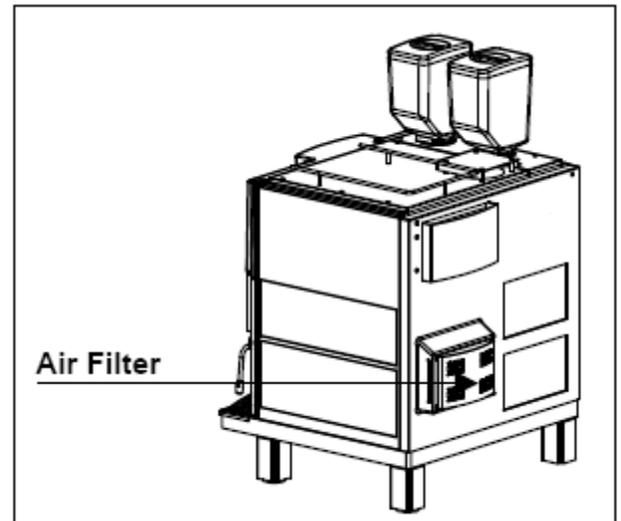
Check the filter monthly for buildup of dust and grime. When dirty, replace filter.

Removing the Air Filter

The air filter is located behind the refrigeration unit.

1. Reach to right, rear of the machine to locate.
2. Pull sideways to remove the air filter.
3. If dirty, replace with new air filter. To order an air filter, call Concordia Customer Service.

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



Clean Bean Hoppers

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

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

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

Preventive Maintenance

The Preventive Maintenance 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 10,000 drinks by a Concordia Certified Technician. The Model 2500i is equipped to monitor the total drink statistics, and display a **PM REQUIRED** message when the machine reaches 10,000 drinks.

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



CONCORDIA

COFFEE SYSTEMS

Ordering Cleaning Products

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

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

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



Operational Messages

DISPLAY MESSAGE	WHAT TO DO
BREW CLEAN DUE	Clean the brew group. If the machine is not cleaned, it will auto disable 2 hours after this message appears. See the cleaning card with the machine.
RUN BREW CLEAN!	Machine is disabled and you cannot pour drinks. You must clean the brew group to resume operation. See the cleaning card with the machine.
MILK CLEAN DUE	Clean the milk system. See the cleaning card with the machine.
RUN MILK CLEAN!	Machine is disabled and you cannot pour drinks. You must clean the milk system to resume operation. See the cleaning card with the machine.
EMPTY GRNDS BIN	Empty the grounds bin. See page 22.
LOW MILK - FRONT	Check the milk level of front container in the refrigerator.
LOW MILK - REAR	Check the milk level of the rear container in the refrigerator.
MACHINE IS OFF	Only the refrigerator is operating in this state. To turn on the machine, press and hold the PROGRAM button until the tone stops. See page 4.
NO BEANS (FRONT)	Fill front bean hopper. Check for hopper stopper and remove, see page 16.
NO BEANS (REAR)	Fill rear bean hopper. Check for hopper stopper and remove, see page 16.
NO MILK - FRONT	Replace front milk supply.
NO MILK - REAR	Replace rear milk supply.
OUT OF MILK	Replace milk supply. NOTE: This is only for machines with a single milk container.
Refrigerator temperature	The refrigerator temperature is displayed at all times. If the temperature is 42°F or higher: Make sure the refrigerator door is closed. If you recently cleaned the milk system and had the refrigerator door open for an extended period of time, close the door and wait 20-30 minutes. Refrigerator should return to operating temperature. Check the refrigerator filter. Replace if dirty. See page 25.



REQUEST PM	Call Concordia to schedule a Preventive Maintenance service call, see page 25.
WAIT WARMING UP	Machine warm-up requires 10-15 minutes. If message appears on screen over 20 minutes, turn machine off at power switch, wait 10 seconds, and turn machine on.
CHECK CLOCK	Clock time or date must be reset. For clock set submenu categories, see page 12.
REFR TEMP HI	Check to make sure refrigerator door is properly closed. If the refrigerator door has been open for an extended time (e.g. during cleaning), it may take several minutes for the temperature to reset itself. If the temperature does not properly reset after 20 minutes, call Concordia Customer Service.
REFER TEMP LO	Verify the temperature of the refrigerator. If the temperature does not properly reset, call Concordia Customer Service.



Error Messages

CHK WATER SUPPLY	<p>Make sure incoming water supply valve is open. This valve controls the water coming from your building and is typically located on the wall.</p> <p>Make sure valves for the water filtration system are open. The water filtration system is typically mounted on the wall behind the machine.</p>
CHK WATER FLOW	<p>Make sure incoming water supply valve is open. This valve controls the water coming from your building and is typically located on the wall.</p> <p>Make sure valves for the water filtration system are open. The water filtration system is typically mounted on the wall behind the machine.</p> <p>Have you recently changed your blend of beans? If yes, then call Concordia Customer Service to schedule a Calibration Service Call.</p>
GROUND'S BIN OUT	<p>Make sure grounds bin is in place.</p> <p>Make sure the grounds bin handle is facing forward (towards you).</p>
INVALID STOP L	Restart machine: turn machine off at power switch, wait 10 seconds, and turn machine on.
INVALID STOP R	Restart machine: turn machine off at power switch, wait 10 seconds, and turn machine on.
L SENSOR FAIL	Restart machine: turn machine off at power switch, wait 10 seconds, and turn machine on.
R SENSOR FAIL	Restart machine: turn machine off at power switch, wait 10 seconds, and turn machine on.
MISSING FRONT TRAY	Check for the presence of the front milk tray in the refrigerator. Check to ensure the tray is fully seated on the notches in the refrigerator.
MISSING REAR TRAY	Check for the presence of the rear milk tray in the refrigerator. Check to ensure the tray is fully seated on the notches in the refrigerator.
CHECK REFR MODULE	Refrigeration unit may not be operating properly, call Concordia Customer Service.



Troubleshooting

MACHINE SYMPTOM	WHAT TO DO
Display is blank	<p>Make sure machine's power switch is turned on, see page 4.</p> <p>Make sure the power cord is plugged into the wall receptacle.</p>
No milk flow	<p>Check both milk containers in the refrigeration unit.</p> <p>Make sure the milk pickup tubes are inserted all the way into the milk containers, see page 17.</p> <p>Make sure the milk pickup tubes are fed into the middle of the container and not into the handle.</p> <p>Check milk pickup tubes for kinks or bends.</p> <p>Check for sticking milk valve, see page 18.</p> <p>Clean the milk system. See the cleaning card with the machine.</p>
Machine won't operate	<p>Check the display for messages. See page 27 for Operational Messages troubleshooting.</p> <p>Make sure all doors are closed.</p> <p>Make sure the front panel is closed (panel with touch pad).</p> <p>Make sure the grounds bin is all the way in, and handle is facing forward, see page 22.</p> <p>Make sure the power cord is plugged into the wall receptacle.</p> <p>Make sure machine's power switch is turned on, see page 4.</p>
Inconsistent cup fill	Clean the milk system. See the cleaning card with the machine.
A specific drink is over- or underfilling	Call Concordia Service to schedule a Calibration Service Call.
All drinks are overfilling	Clean the milk system. See the cleaning card with the machine.
Espresso is bitter	Clean the brew group. See the cleaning card with the machine.
All drinks are under filling	Clean the milk system. See the cleaning card with the machine.
Cappuccino milk isn't foamy	<p>Clean the milk system. See the cleaning card with the machine.</p> <p>Check pull date on milk container - past-due milk won't foam.</p>



FAQ

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

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

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

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

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

No. Use only espresso roast beans.

Q Can I change the brand of milk?

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

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

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

Q Can I use flavored milk(s) in my espresso machine?

No. Never use flavored milk, such as eggnog or chocolate milk. The machine's internal components are not designed to handle the additional sugars in flavored milk.

If your machine is equipped with an external steam wand, you can froth flavored milks in a separate container using the external steam wand.

Q How do I cancel a drink?

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

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

You have two choices in relation to changing the cup size.

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



- Q How can I tell if my employees cleaned the machine?**
If your machine is not cleaned within 24 hours, the display will read **MILK CLEAN DUE** or **BREW CLEAN DUE**. For complete information on the cleaning timers, see page 20.
- Q How do I check the daily drink statistics?**
Your espresso machine tracks both daily and cumulative drink statistics. For step-by-step directions on checking drink statistics, see page 11.
- Q Can I make iced drinks?**
Yes! An iced latte is simply: ice, cold milk, and espresso. For a detailed description of iced drinks, see page 8.
- Q Where do I purchase espresso beans?**
Espresso beans can be purchased from retail and wholesale stores, as well as directly from the roaster.
- Q What is the difference between coffee beans and espresso beans?**
Espresso beans are specifically roasted for use in espresso machines. They retain their oils for a full-flavored drink.
- Q If the front milk jug 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. The **AUTO MILK SELECT** feature is located under the main menu category **MISCELLANEOUS**. For instructions on entering the programming menu, see page 10.
- Q What is the difference between the drink types?**
For complete information about the various drinks your Concordia machine can dispense, see page 8.
- Q My machine is beeping and the display reads EMPTY GROUNDS BIN.**
The ground bin holds the used coffee grounds and must be emptied every 40-50 drinks. For complete directions on emptying the grounds bin, see page 22.
- Q If I want to clean my bean hoppers, how do I pull them off the machine without spilling the beans?**
To remove a **FULL** bean hopper you must first place the metal hopper stopper in the hopper. For complete instructions on inserting the hopper stopper, see page 16. 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 MILK CLEAN DUE.**
When the display reads **MILK CLEAN DUE**, the milk system must be cleaned within the next 2 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 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 2 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 Can I change the time my machine turns on each day?

Yes! Your machine is programmable to automatically turn on Monday-Friday or Monday-Sunday, and is adjustable up to five-minute intervals. See page 12 for directions on accessing the programming menu. The main menu category is **DATE & TIME**.

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 150 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.

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



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 valves and milk pumps from improper maintenance;

Jammed or impacted coffee grinder caused by foreign objects in grinder;

Plugged drain;

Inoperative brew group due to improper maintenance;

Insufficient water supply and/or insufficient or incorrect power;



Improper recalibration due to the use of different coffee beans, type of milk or size of cups;

Relocation of the Goods from originally approved location;

Newly installed equipment that interferes with the operation of the Concordia unit;

In addition, the Goods must be cleaned properly each day and operated only in accordance with instructions.

Except for the above limited warranty, Concordia disclaims and makes no performance representations, warranties, guarantees or conditions, either 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

COFFEE SYSTEMS

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