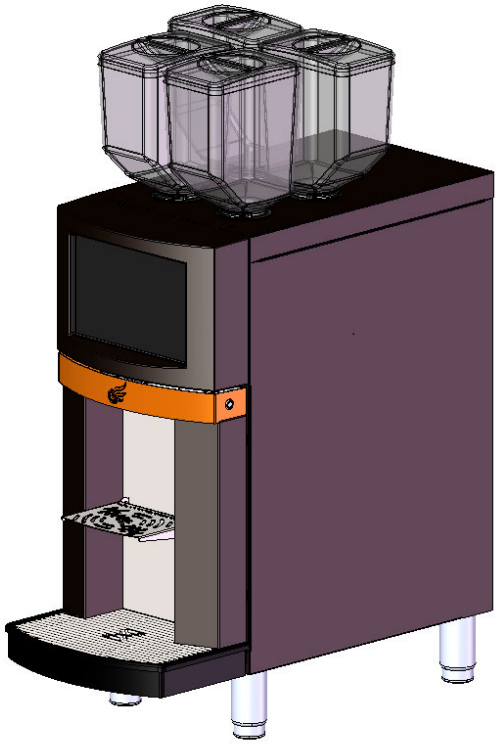
CONCORDIA

BEVERAGE SYSTEMS



Ascent-Touch Brewer

User Guide

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Important Safety Information

The safety of you and your customers is important to Concordia. The Ascent-Touch Brewer dispenses hot liquids. 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.
- Machine to be installed with adequate backflow protection to comply with the applicable federal, state, or local plumbing codes having jurisdiction.
- 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.

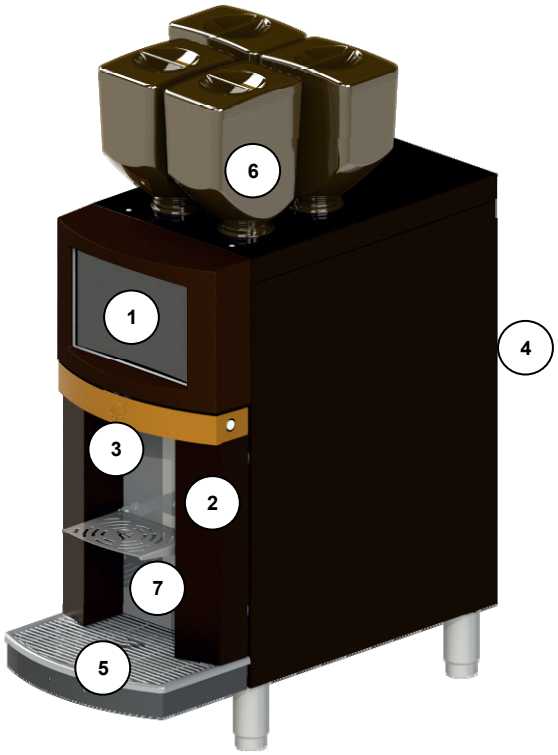
Hot Surfaces and Liquids

- Care must be taken around the machine, as hot liquids 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 the **OFF** position when the machine will not be used for an extended period.
  NOTE: Perform a thorough clean prior to switching the machine off for an extended period. See cleaning and maintenance procedures on page 6.
- 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 Ascent-Touch Brewer Components



1. **Touch Screen**
   The touch screen provides a user-friendly interface for selecting and pouring beverages.

2. **Front Door**
   The lower section of the front door opens to access the grounds bin for cleaning and maintenance.

3. **Product Outlet**
   The product outlet is where beverages and hot water are dispensed.

4. **Power Switch**
   The power switch is located on the middle left side on the back of the machine.

5. **Drain Tray and Grate**
   The drain tray and grate direct excess liquid to the drain.

6. **Bean Hoppers**
   Bean hoppers store whole beans and are located on top of the machine. Up to 4 bean hoppers may be present.

7. **Grounds Bin (Not Shown - See Page 7)**
   The grounds bin holds the used coffee grounds and is located behind the front door. The machine will notify you when the grounds bin is full and needs to be emptied.

Using the Brewed Coffee System

Starting the System

The power switch is located at the rear of the machine, on the left side.

1. Press the power switch to the **ON** position to start the machine.

2. Make sure the grounds bin is in place and the front door is in the closed position when turning on the machine. The machine will not warm up if the grounds bin is out or the front door is open.

3. The display will read:

CALIBRATING

If hot water tank is still heating when calibration is complete the display will read:

TANK IS WARMING

Machine warm-up takes up to 10 minutes. During warm-up, the machine is heating the water 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.

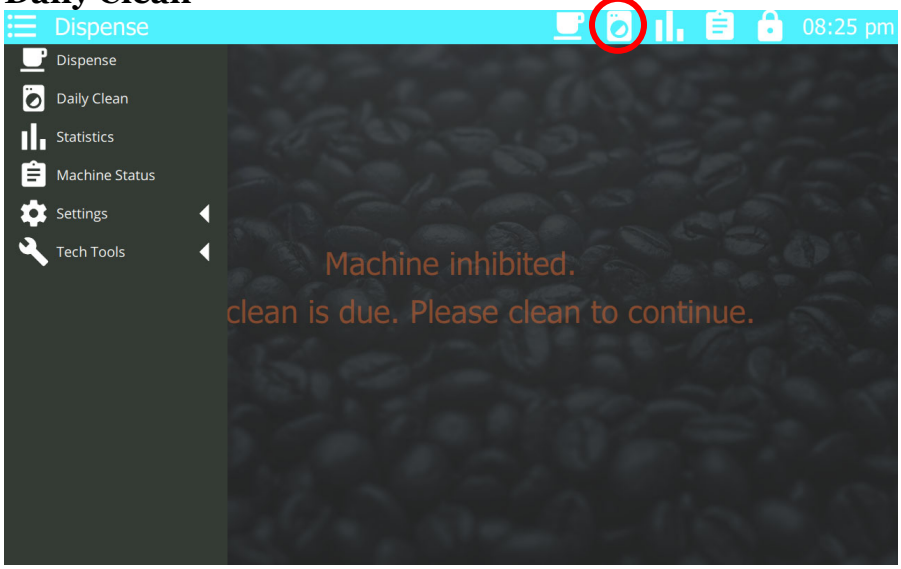
Machine Software Overview

System Menu

Accessing the System Menu

Open the door to display the system menu icons.

Daily Clean



The screen will guide you through the cleaning process. For cleaning procedures, see page 6.

Check Statistics

The screen will display the preventative maintenance schedule, beverage counts, cleaning schedule, and other beverage statistics.

Beans and the Bean Hopper

Always use fresh, whole beans to ensure a quality beverage.

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

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

Storing Coffee Beans

Coffee 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.

To store beans that have already been opened, reseal the bag, removing as much air as possible. Store at room temperature; do not refrigerate or freeze.

Filling a Bean Hopper

1. Remove the hopper lid
2. Pour the beans into the bean hoppers
3. Replace the hopper lid

DO	Use fresh, whole coffee 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.

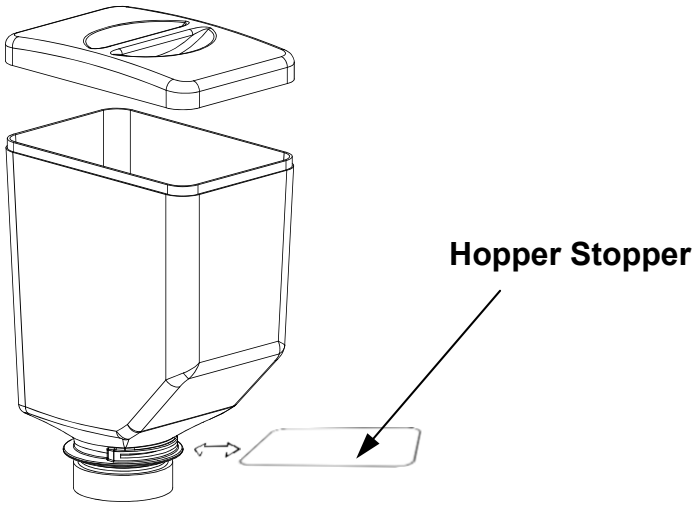
Inserting the Hopper Stopper

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.
2. With the hopper stopper in place, you can remove a full hopper from the machine. Make sure to hold the lid on top of the hopper

Removing the Hopper Stopper

To remove the hopper stopper once the bean hopper is back in its proper position on top of the Ascent Touch Brewer, simply pull the hopper stopper from the bean hopper.



Cleaning and Maintenance

To ensure sanitation, avoid mechanical failure, and ensure continual operation, the Ascent Touch Brewer MUST be cleaned and maintained daily.

Concordia cleaning products must be used in order to ensure proper cleaning.

NOTE: Do NOT store cleaning products near consumables.

⚠ DO NOT USE CLEANING PRODUCTS THAT CONTAIN BLEACH.

Daily Cleaning Procedures

Daily cleaning and maintenance can be performed in 10 minutes.

1. Perform the clean cycle
2. Empty the grounds bin
3. Clean the drain grate and the drain tray
4. Clean exterior surfaces
5. Clean the product outlet

Daily Cleaning Timer

You must clean the Ascent Touch Brewer every 24 hours. After 24 hours, the clean icon will appear in the upper right corner of the display**.** You must clean the machine within the next two hours.

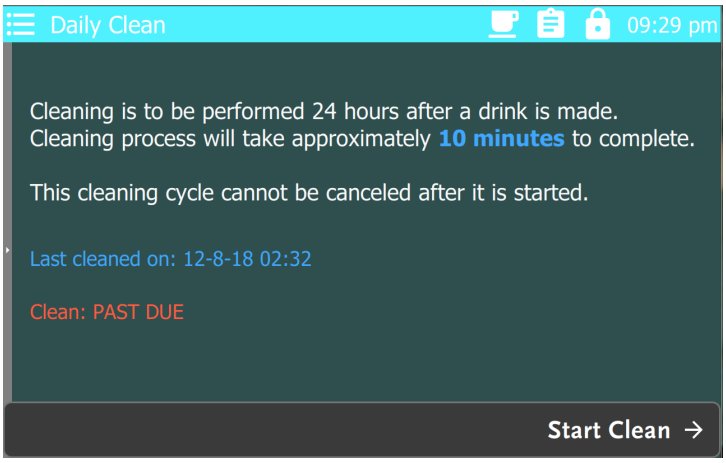
If the machine is not cleaned within two hours after the clean icon appears the machine will be disabled and you will not be able to pour drinks until the clean cycle has been performed.

(Clean Icon)

Perform the Clean Cycle

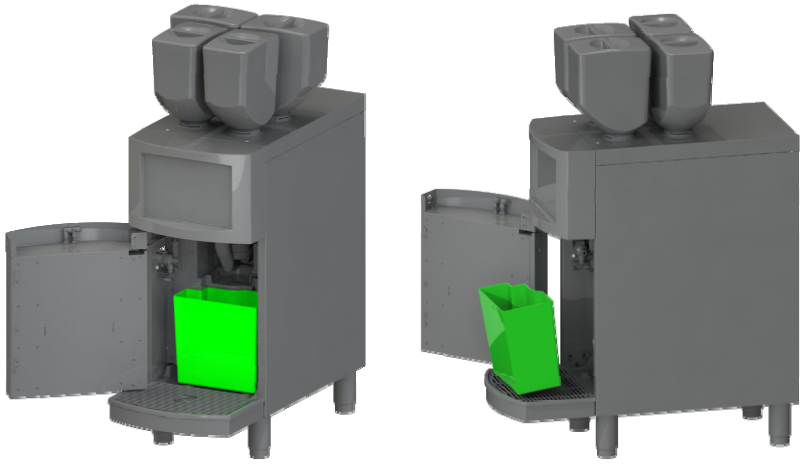
1. Open the door to show the option icons on top right of screen.
2. Press the **DAILY CLEAN** icon.

3. Press **START CLEAN**.

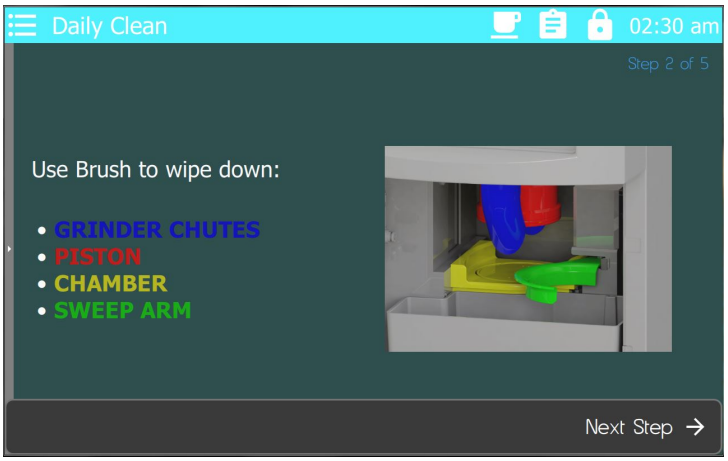


4. The display will show:
   PLEASE TAKE OUT AND CLEAR GROUNDS BIN

5. Open the front door and remove the grounds bin. Once the grounds bin has been emptied and placed back in the system, close the door and press **NEXT STEP.**



6. The display will show: **GETTING READY**



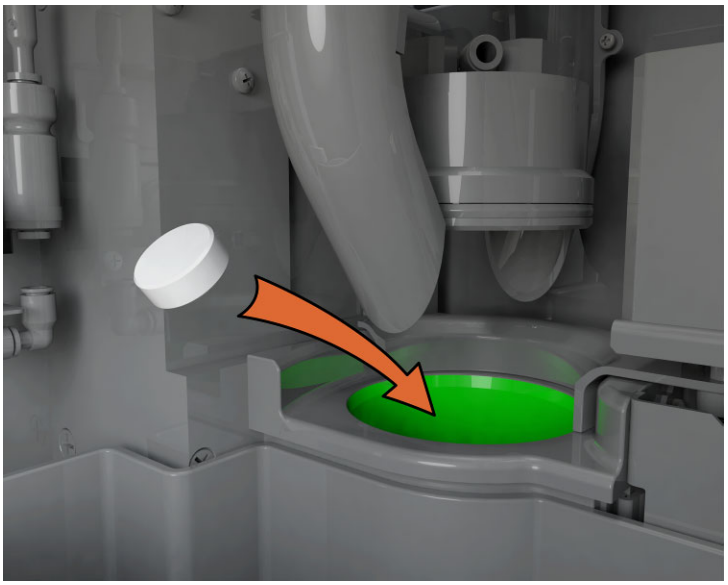
WARNING: The chamber and surrounding areas will be hot!

7. Use the cleaning brushes provided to clear all coffee debris from the brew group area. Clean the grinder chutes thoroughly with the white bristled tube brush. Ensure all coffee grounds have been cleared from the chute opening. Clean the piston, chamber, and sweep arm with the paint brush.

8. Close the door and press **NEXT STEP**.

9. The display will show: **RINSING**

10. Wait until the rinse cycle finishes and the display shows: **DROP CLEANING TABLET INTO CHAMBER**



11. Place one cleaning tablet in the brew chamber and press **NEXT STEP**.

12. The display will show: **PLEASE PLACE CLEANING TUBE UNDER DISPENSE NOZZLE**

13. Place the cleaning tube under the product outlet and press **NEXT STEP**.

14. The display will show: **CLEANING**

15. Wait until the cleaning cycle finishes and the display shows: **TAKE OUT AND CLEAR GROUNDS BIN / WIPE DISPENSE NOZZLES**

16. Remove and empty the grounds bin and clean the product outlet area thoroughly and then press **NEXT STEP**.

17. Select **COMPLETE.**

Clean Drain Grate and Drain Tray

1. Remove the drain grate and clean with sanitizer.

2. Clean the black plastic drain tray with towel moistened with soap and water. Do NOT use bleach or any other chemical cleaner, or wash in a dishwasher.

Clean Exterior Surfaces

1. Clean the exterior of the machine area using a towel moistened with sanitizer.

2. Clean the front panel of the machine.

3. Thoroughly clean around the beverage dispensing area. Wipe with a wet towel.

4. 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 beverage dispensing area during the brew system clean process.

Refill Consumables

Refill all beans, as needed.

Display Messages

DISPLAY MESSAGE	WHAT TO DO
Calibrating	Wait for initialization to complete.
Warming Up	Machine warm-up requires up to 10 minutes. If this message appears on screen for more than 30 minutes, turn machine off at power switch, wait 10 seconds, and turn machine on.
Select Coffee	The machine is operational and ready to pour a beverage.
Grounds bin out. Please replace to continue.	Replace grounds bin to resume normal operation.
Door open. Please close door to continue.	Close door to resume normal operation.
Brew clean is due. Please clean to continue.	Perform the clean cycle. For cleaning procedures, see page 6.
Grounds bin is full. Please empty to continue.	Empty the grounds bin.

Troubleshooting

MACHINE SYMPTOM	WHAT TO DO
Display is blank	Ensure the machine's power switch is turned "ON," see page 4. Ensure the power cord is plugged into the wall outlet.
Machine won't operate	Check for display for an error message. Ensure the power cord is plugged into the wall receptacle. Ensure the machine's power switch is turned "ON," see page 3. Verify the building main circuit breaker is not tripped.
Coffee is bitter	Perform the clean cycle. For cleaning procedures, see page 6. The machine may need to be recalibrated. Contact Customer Service for assistance. The coffee beans are stale. Use fresh beans.

FAQ

Q - Can I use different types of coffee beans?
A - YES. However the recipes are set for specific types of coffee. The machine will need to be recalibrated by a trained technician. .

Q - How do I cancel a beverage?
A - Press the **CANCEL** button any time during beverage pour to stop the pouring of a beverage.

Q - How can I tell if my employees cleaned the machine?
A - If your machine is not cleaned within 24 hours, the display will read **BREW CLEAN IS DUE.** For complete information on the cleaning timers, see page 6.

Q - How do I check the daily beverage statistics?
A - The Ascent Touch Brewer tracks both daily and cumulative beverage statistics. For step-by-step directions on checking beverage statistics, see page 4.

Q - If I want to clean my bean hoppers, how do I pull them off the machine without spilling the beans?
A - 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 5.

CONCORDIA

BEVERAGE SYSTEMS

Customer Service
(800) 778-0990
(425) 453-2868

Concordia Beverage Systems, Inc.
6812 185th Avenue NE
Redmond, WA 98052
USA

Sales
(800) 995-9019
(425) 453-2800

PN 2900-352
Rev C