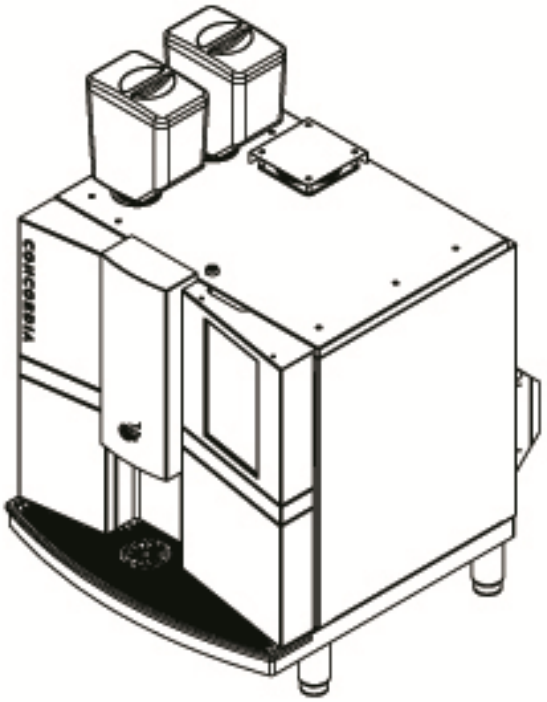
CONCORDIA

BEVERAGE SYSTEMS



XpressTouch (XT)

User Guide

Table of Contents

Important Safety Information 2

Machine Operation 2
Hot Surfaces and Liquids 2
Electrical 2
Espresso Grinders 2

The XpressTouch System 3

The Xpress System Components 4

Using the Espresso System 5

Starting the System 5

How to Pour Drinks 6

Machine Access Lock 8

Service Switch 9

The Service Switch in the VEND position 9
The Service Switch in the CLEAN position 9
The Service Switch and Cleaning the Machine 9

Beans and the Bean Hoppers 10

Bean Hoppers 10

Filling a Bean Hopper 10
Inserting the Hopper Stopper 10
Removing a Bean Hopper 11
Removing the Hopper Stopper 11

Milk and the Milk System 12

Refrigeration Unit 12

Placing Milk in the Machine 12
Milk Weight Trays 12
Checking the Refrigeration Unit Temperature 13

The Flavor System 14

Flavor Storage 14

Replacing Empty Flavor Boxes 14

Flavor Storage 15

Replacing Empty Syrup/Sauce Bottles 15

Chocolate Sauce 16

Cleaning and Maintenance 17

Cleaning 17

Cleaning Timers 17

Cleaning Tasks 17

Daily Cleaning Procedures 18

With the Service Switch in the CLEAN position: 18
Empty the Grounds Bin 24

Monthly Cleaning Procedures 24

Check Air Filter 24
Removing the Air Filter 24
Cleaning a Bean Hopper 25

Preventive Maintenance 25

Ordering Cleaning and Replacement Items 25

Operational Messages 26

Error Messages 27

Troubleshooting 28

FAQ 30

Machine Warranty 33

Terms and Conditions 35

Important Safety Information

The safety of you and your customers is important to Concordia. The Xpress machines dispense 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

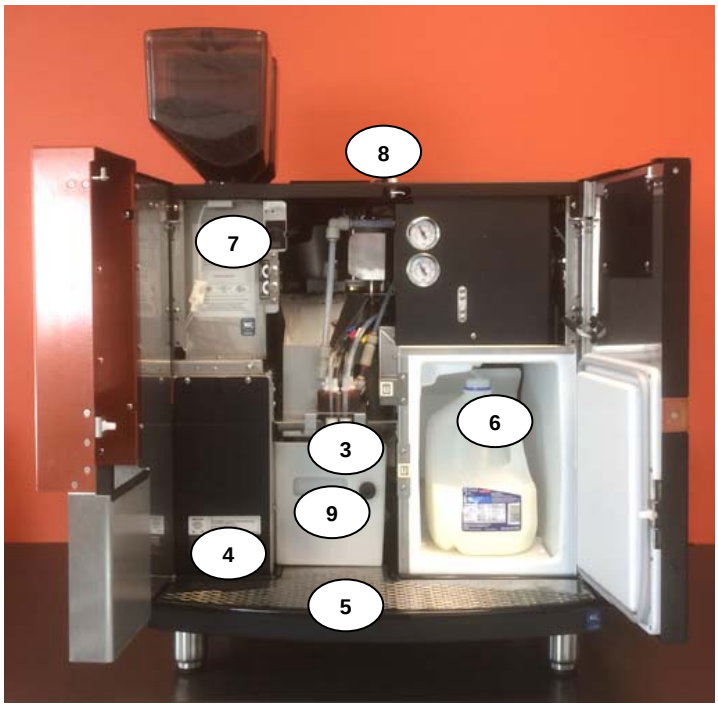
- To protect against electrical hazards, do not immerse the power cord, plugs, or machine in water or any other liquid.
- Turn the power switch to "OFF" when the machine will not be used for an extended period.
- Do not operate the machine with an improper or damaged power cord or plug, or after the machine has been damaged in any manner.

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 XpressTouch System

The XpressTouch (XT & XT6) machine grinds fresh whole beans, brews fresh espresso, steams fresh milk, infuses flavors, and delivers a perfect, freshly brewed, gourmet espresso beverage.



1. **Bean Hoppers**
2. **Touch Screen**
3. **Product Outlet**
4. **Power Switch**
5. **Drain Tray and Grate**
6. **Refrigeration Unit**
7. **Service Switch**
8. **Machine Access Lock**
9. **Grounds Bin**
10. **Optional Flavor System (Not Shown)**

The Xpress System Components

1. **Bean Hoppers**
   Located on top of the machine, each bean hopper holds 2 lbs. of fresh, whole espresso roast beans.

2. **Touch Screen**
   The touch screen provides a user-friendly interface for selecting and pouring beverages, and for the initiating and completing the cleaning process.

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. **Refrigeration Unit**
   The 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 left machine door.

8. **Machine Access Lock**
   The doors of the machine can be locked, providing security in a self-service environment.

9. **Grounds Bin**
   The grounds bin holds the used espresso grounds. The message **MACHINE TEMPORARILY OUT OF SERVICE, Used Coffee Grounds Bin is Full. Please Empty the Bin to Continue** will appear on the display approximately every 30 drinks.

10. **Optional Flavor System**
    NOT SHOWN – see pages 17-19
    Optional flavor system connects the patented EspressJet flavor system to the machine, to provide selected flavors for a customer's drink, utilizing either BIB flavors or bottled flavors.

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:

MACHINE 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.

NOTE: If the machine stays in the **MACHINE WARMING UP** status for longer than 20 minutes, review troubleshooting tips on page 26.

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.

How to Pour Drinks

Select Beverage

Select Options

Select More Options

1. **PLACE A CUP UNDER THE PRODUCT OUTLET**
2. **SELECT YOUR BEVERAGE**
   Touch the button for the type of drink you would like.
   LATTE
   CAPPUCCINO
   CHAI LATTE
   MOCHA
   BREWED COFFEE/AMERICANO
   ESPRESSO
   STEAMED MILK
   HOT CHOCOLATE
3. **BEVERAGE OPTIONS**
   These buttons determine the size and the elements of the drink.
   TEMPERATURE
   The default is **HOT DRINK**. Touch to select **COLD DRINK**.
   MILK
   The default is **REGULAR MILK**. Touch to select **NON-FAT MILK**.
   BEAN
   The default is **REGULAR BEANS**. Touch to select **DECAF BEANS**.
   SIZE
   The default is **MEDIUM CUP**, a 12oz (360mL) drink with one shot of espresso. Touch to select **LARGE CUP**, a 16oz (480mL) drink with two shots of espresso.
   Select **NEXT** to go to additional Options.
4. **ESPRESSO SHOT**
   Touch to select from **SINGLE SHOT**, **DOUBLE SHOT**, or **TRIPLE SHOT**.
   FLAVOR
   The default is for no flavor to be added to a drink. Touch a button to select a flavor for a drink.
   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: Selecting **CHOCOLATE** 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.
Select **START** to make your beverage.

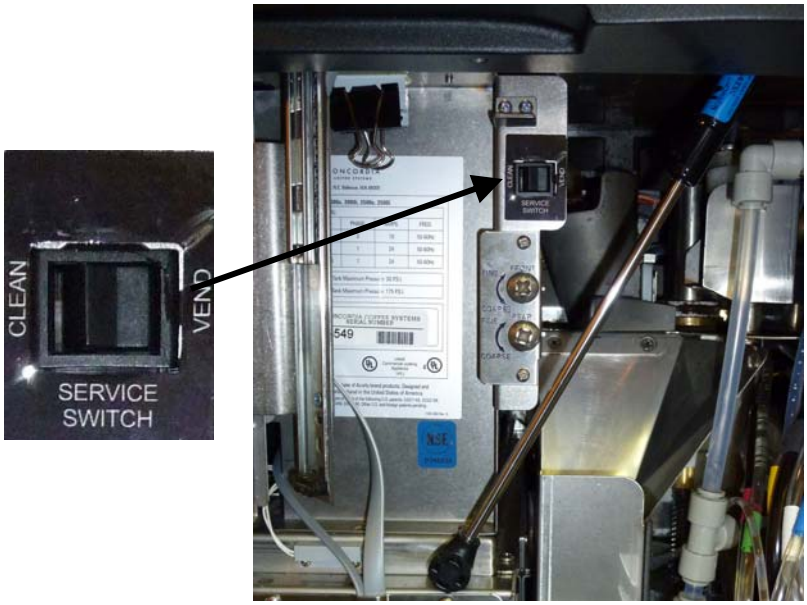
5. **MAKING A DRINK**
The drink pour will start.

Machine Access Lock

To prevent unauthorized machine access, lock the doors by using the key provided.

Service Switch

Located behind the left machine door, the service switch is used to place the unit in either **VEND** or **CLEAN** mode.



The Service Switch in the VEND position

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

The Service Switch in the CLEAN position

- The display on the touch screen will change to the **SERVICE MENU** screen.

The Service Switch and Cleaning the Machine

1. During cleaning, the service switch must be in the **CLEAN** position.
2. Open the left door.
3. Press the service switch into the **CLEAN** position.
4. Follow the cleaning instructions outlined on page 16.
5. Once cleaning is complete, press the service switch into the **VEND** position.

Beans and the Bean Hoppers

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

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 or refrigerator. Dry storage only.

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.

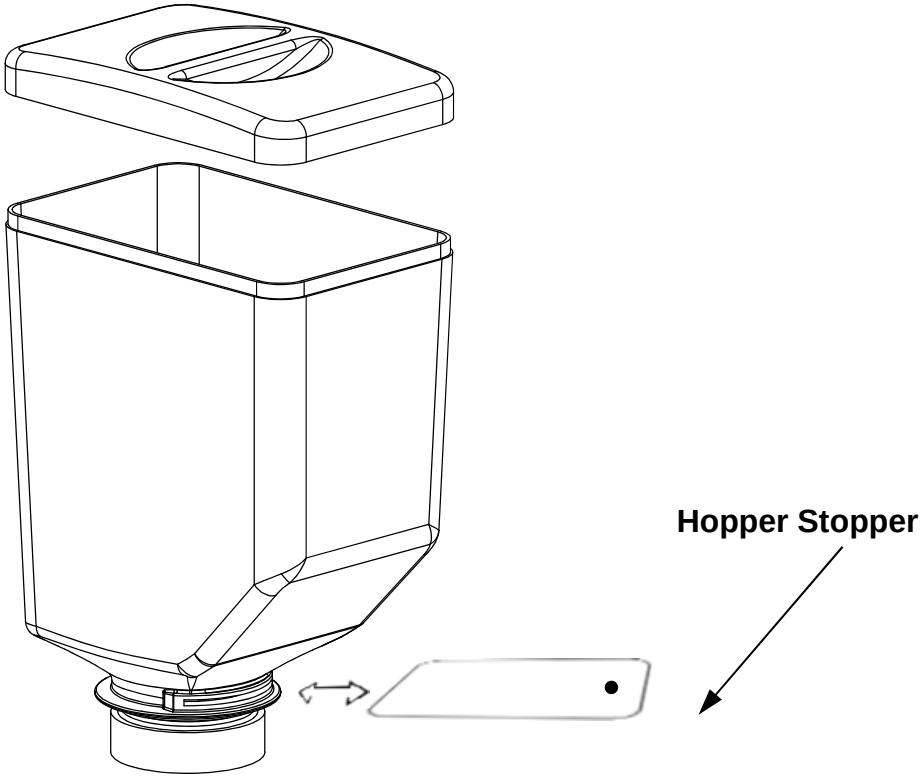
Inserting the Hopper Stopper

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. The hopper stopper has a hole at one end. Insert the hopper stopper so that the hole faces you, and then push the hopper stopper in until the hole aligns with the hopper.
2. With the hopper stopper in place, you can remove a full hopper from the machine, by lifting straight up. Remember to hold lid on the hopper when removing.

Removing a Bean Hopper

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



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, simply pull the hopper stopper from the bean hopper.

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 or any type of milk substitute, such as soy or almond milk. The sugars in flavored milk (including eggnog) can damage the machine and clog the milk delivery tubes.

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.

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 place 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 front doors to the machine.

Milk Weight Trays

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

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 on the machine's touch screen.

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 (between 35-41°F) at that time, please contact your local Service Agent or contact Concordia Customer Service.

The Flavor System

Flavor Storage

For Bag-in-Box Flavor System - The flavor storage area contains the flavors used to make the drinks. Each dispensing tube has a colored band, and each flavor box has a corresponding sticker with the same color. It is important to properly connect the flavor tubes, in order to ensure that customers receive the correct flavor, and to ensure flavor tubes are not contaminated with secondary flavors.

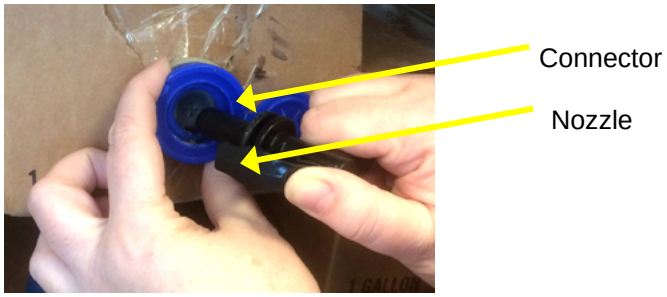
Black	Blue	Yellow	White	Green	Red
Chocolate Sauce	Sugar-Free Vanilla	Caramel	Vanilla	Hazelnut	Chai

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.

Replacing Empty Flavor Boxes

Before replacing a flavor box, verify the bag is empty. For chocolate sauce boxes, the bag inside the box may crease or partially collapse and block the flow of flavor. It may only be necessary to manipulate the bag for chocolate sauce to flow properly. For instructions on how to do this, please call Concordia for assistance at 1-800-778-0990.

1. Place box on a flat surface, so that the “OPEN HERE” locations faces upward.
2. Open box at the “OPEN HERE” location, and extract the connector.
3. Remove protective seal from the connector.
4. Clean the nozzle thoroughly with a wet cloth, to remove any debris, and remove syrup or sauce residue.
5. Hold connector firmly with hand.
6. Insert correct color-coded nozzle into connector firmly, until the nozzle handle clicks into place.
7. Prime the flavor to ensure that the flavor is flowing properly. See instructions below.



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

NOTE: When removing an empty flavor box, DO NOT pull by grabbing the tubing or connector on a flavor box. 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. A small amount of syrup or sauce may also drip when the nozzle is removed from the bag.

Flavor Storage

For Bottle Flavor System - The flavor cabinet located on the left of the machine contains the flavors used to make the drinks. Each dispensing tube has a colored band, place each bottle to corresponding connector with the same color. It is important to properly connect the flavor tubes, in order to ensure that customers receive the correct flavor, and to ensure flavor tubes are not contaminated with secondary flavors.

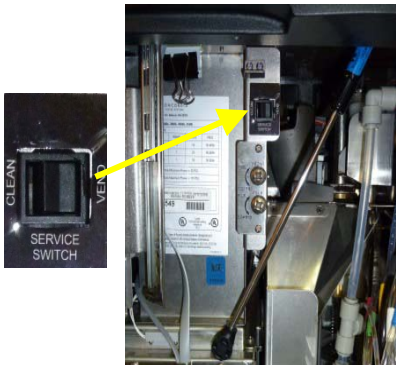
Replacing Empty Syrup/Sauce Bottles

1. Press the quick disconnect to release the tube.

2. Remove tube and bottle from cabinet. Then remove the syrup tube and lid from bottle and clean with warm soapy water (discard bottle). Replacement tubes and lids have been provided for quick replacement (can clean used tubes and connector after replacement).
3. Connect new bottle and tube.
4. You will need to prime the bottle of flavor to ensure proper drink production.

Priming the flavor system:

Open left door and Press the **SERVICE SWITCH** into the **CLEAN** position and shut door.

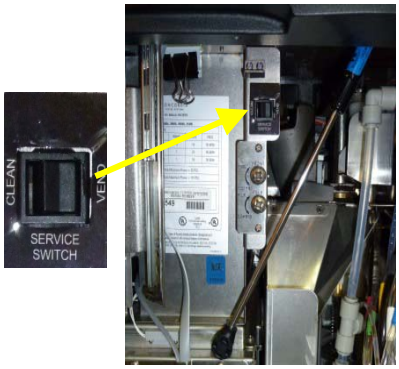


Screen 1 below will be shown on the touchscreen. Select **FLAVOR PRIME** and Screen 2 will come up. Select each flavor 1 at a time. Example: Press **Chocolate Sauce** then **START PRIMING**. Once you see and smell chocolate sauce, press **STOP PRIMING**.

Screen 1

Screen 2

Once all flavor(s) have been primed, open left door and Press the **SERVICE SWITCH** into the **VEND** position and shut door.



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. If it is not, call customer service. The power switch for the warming tray is on the back of the tray. The bottle of chocolate sauce also needs to be warmed.

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 warming tray at all times.

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

Cleaning and Maintenance

Cleaning

To maintain machine warranty, ensure sanitation, avoid mechanical failure, and ensure continual operation, the XpressTouch 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 22 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

Every 150 drinks or 24 hours, the machine's display will read **DAILY CLEANING DUE**. The machine must be cleaned within two hours or 50 drinks or the machine will be disabled and will stop dispensing drinks. Once the cleaning process is performed, the system will reset and normal operation will resume.

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.

Cleaning Tasks

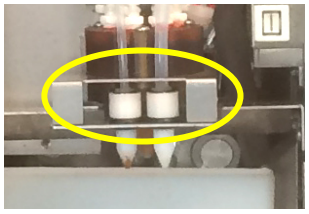
Daily cleaning and maintenance can be performed in less than 15 minutes a day!

1. Run the clean cycle.
2. Empty the grounds bin.
3. Clean the drain grate and drain tray.
4. Clean exterior surfaces.
5. Clean the interior of the refrigeration unit.
6. Clean the product nozzle.

To perform cleaning procedures, the service switch must be in the **CLEAN** position. For more information about the service switch, please see page 12.

Daily Cleaning Procedures

1. Remove milk from Refrigerator (right door) and keep cold during cleaning cycle.
2. Empty the grounds bin (white box inside left door). Rinse if necessary and then replace back in the machine (leave out of machine for 15 seconds). Push all the way in and shut door.
3. Clean the product nozzles with a clean towel and hot water. Remove any dried debris in nozzle area.



To perform cleaning procedures, the service switch must be in the **CLEAN** position.
The service switch is located behind the left door.

Service Switch

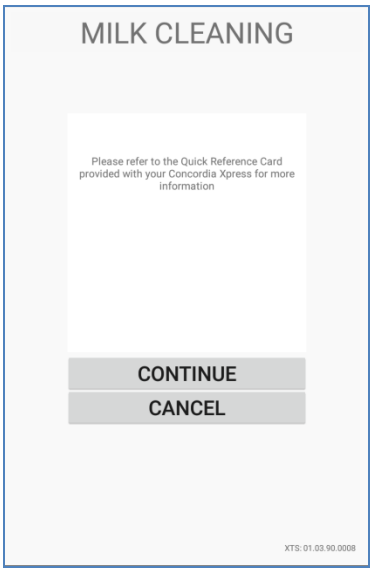
With the Service Switch in the CLEAN position:

- The display on the touch screen will change to the **SERVICE MENU** screen (Screen 1).
- Select **CLEANING SERVICE** on Screen 1
- Select **DAILY CLEANING** on Screen 2
- The **MILK CLEANING** screen (Screen 3) will appear. Select **CONTINUE**

Screen 1

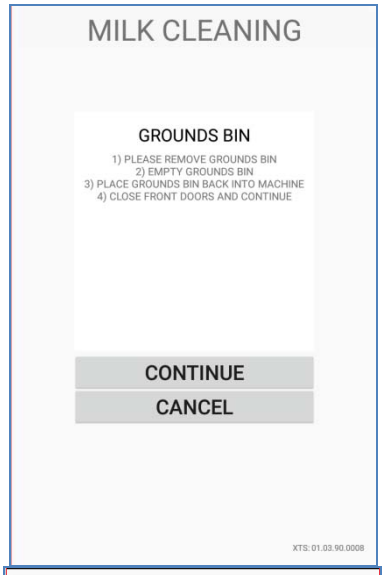
Screen 2

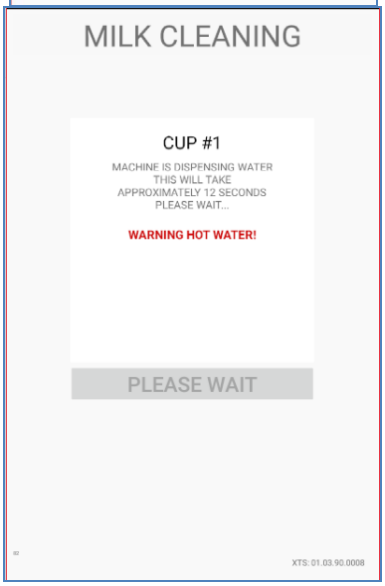
Screen 3



Cleaning Kit includes (cleaner 1, cleaner 2, 3 cups, brew tablets, and gloves):

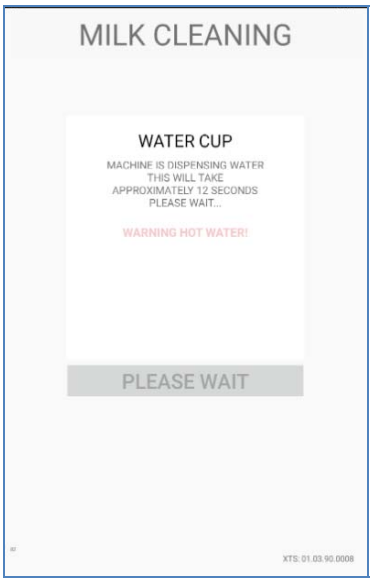
Follow the proceeding screens:

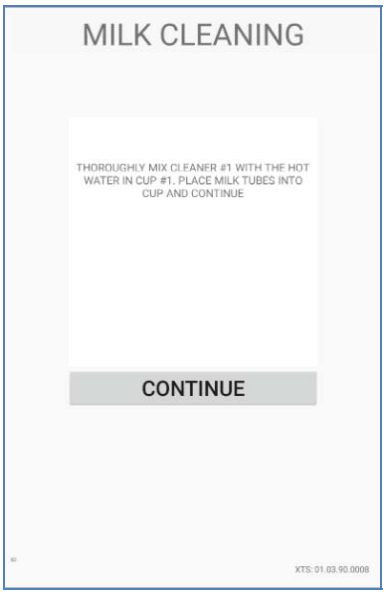




MILK CLEANING
CUP #2
MACHINE IS DISPENSING WATER
THIS WILL TAKE
APPROXIMATELY 12 SECONDS
PLEASE WAIT...
PLEASE WAIT
XTS: 01.03.90.0008

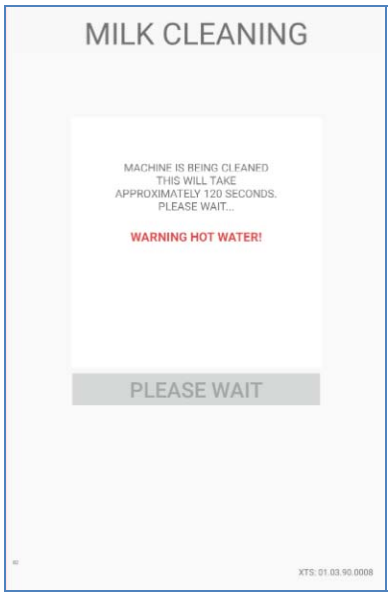
MILK CLEANING
WATER CUP
PLACE CUP UNDER DISPENSE NOZZLE AND
CONTINUE
CONTINUE
XTS: 01.03.90.0008


MILK CLEANING
WATER CUP
MACHINE IS DISPENSING WATER
THIS WILL TAKE
APPROXIMATELY 12 SECONDS
PLEASE WAIT...
WARNING HOT WATER!
PLEASE WAIT
XTS: 01.03.90.0008

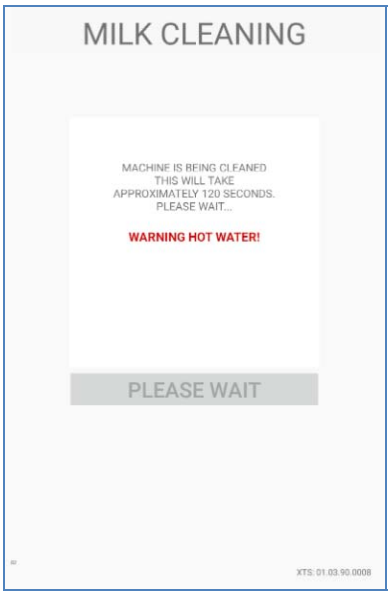

MILK CLEANING
THOROUGHLY MIX CLEANER #1 WITH THE HOT
WATER IN CUP #1. PLACE MILK TUBES INTO
CUP AND CONTINUE
CONTINUE
XTS: 01.03.90.0008

MILK CLEANING
PLACE CLEANING TUBE UNDER NOZZLE AND
CONTINUE
CONTINUE
XTS: 01.03.90.0008

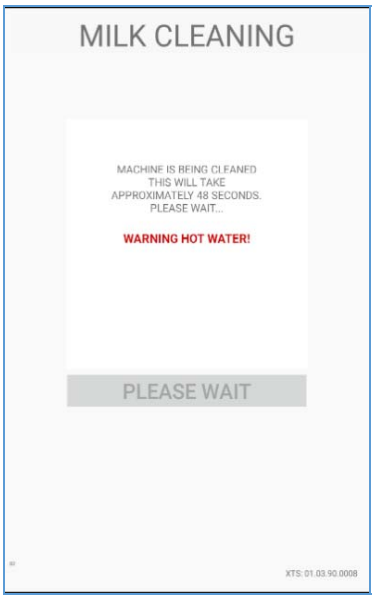
CAUTION
CLEANING IN
PROCESS


MILK CLEANING
MACHINE IS BEING CLEANED
THIS WILL TAKE
APPROXIMATELY 120 SECONDS.
PLEASE WAIT...
WARNING HOT WATER!
PLEASE WAIT
XTS: 01.03.90.0008

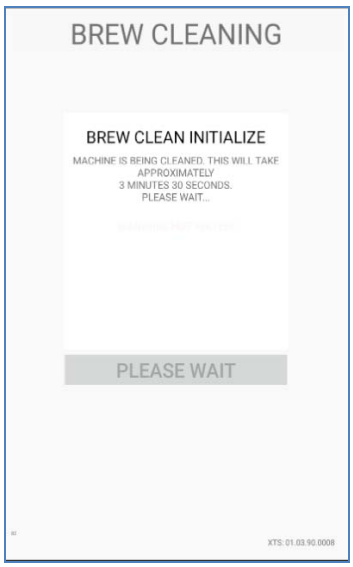
MILK CLEANING
THOROUGHLY MIX CLEANER #2 WITH THE HOT
WATER IN CUP #2. PLACE MILK TUBES INTO
CUP AND CONTINUE.
CONTINUE
XTS: 01.03.90.0008

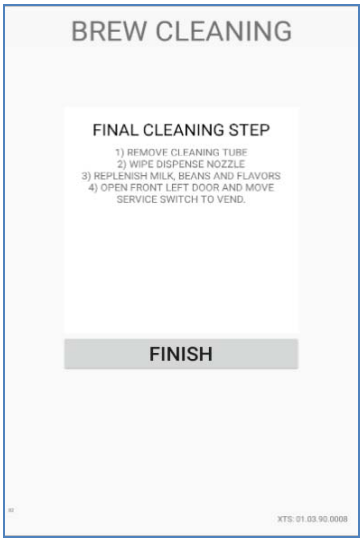

MILK CLEANING
MACHINE IS BEING CLEANED
THIS WILL TAKE
APPROXIMATELY 120 SECONDS.
PLEASE WAIT...
WARNING HOT WATER!
PLEASE WAIT
XTS: 01.03.90.0008

MILK CLEANING
PLACE MILK TUBES INTO WATER CUP AND
CONTINUE
CONTINUE
XTS: 01.03.90.0008


MILK CLEANING
MACHINE IS BEING CLEANED
THIS WILL TAKE
APPROXIMATELY 48 SECONDS.
PLEASE WAIT...
WARNING HOT WATER!
PLEASE WAIT
XTS: 01.03.90.0008

After milk cleaning is complete, wipe down the inside of the refrigerator to remove any water and also remove any milk debris.





- When the brew cleaning cycle is complete, remove and store the safety cleaning tube, cleaning supplies, and cups.
- Place milk back in the refrigerator. Make sure tubes are inserted correctly (all the way in and not down the handle).
- Clean the following items:
    - Drain Grate – open both doors to allow the removal of the stainless drain grate and wipe off both sides with a sanitized towel.
    - Drain Tray – while grate is out, wipe down the black plastic drain tray with a moistened towel. DO NOT use bleach or any other chemical cleaners.
    - Wipe down the machine exterior with a warm towel.
    - Wipe underneath the machine.
- Open the left door ad press the Service Switch to the **VEND** position and then close door.
- Cleaning Process is complete.

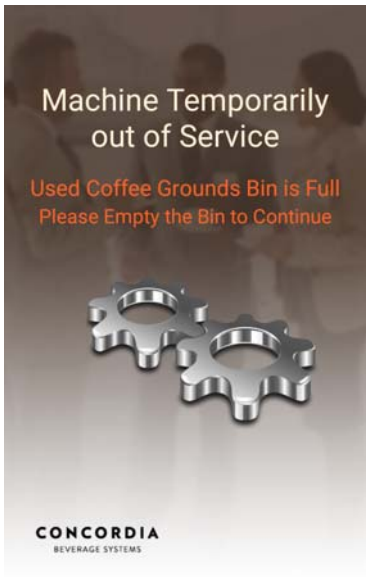
Empty the Grounds Bin

The grounds bin holds the used espresso grounds. At approximately 30 drinks, the grounds bin must be emptied. At that time, the **MACHINE TEMPORARILY OUT OF SERVICE** will appear on the touch screen. While this message is displayed, the machine will not pour drinks.

To empty the grounds bin:
Open left door of the machine.

1. Remove the grounds bin (white box).
2. Discard the used grounds into a waste receptacle.
3. Wipe out residue from the grounds bin. Rinse out as necessary.
4. Replace the grounds bin into the machine. Be sure to push it in all the way!
5. 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 ten seconds, the grounds bin counter is reset to zero and an overflow may later occur if the grounds bin is not emptied.



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 around the machine on the right rear side, or over the top of the machine, to locate.
2. Pull upwards to remove the air filter.
3. If dirty, replace with new air filter. Replacement air filters can be ordered online at www.middlebyadvantage.com.

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 warranty agreements.

Preventive maintenance must be performed by a Certified Technician. The Xpress series is equipped to monitor the total drink statistics, and the **REQUEST PM** message will appear when the PM is due.

When the **REQUEST PM** message appears, call your local Service Agent. If you need help locating one, contact Concordia Service at 1-800-778-0990.

Ordering Cleaning and Replacement Items

Supplies and parts can be ordered online at **www.Middlebyadvantage.com**.

If additional assistance is needed, contact Concordia Customer Service at 1-800-778-0990.

Operational Messages

DISPLAY MESSAGE	WHAT TO DO
DAILY CLEANING DUE	Clean the machine. For cleaning procedures, see page 16.
MACHINE TEMPORARILY OUT OF SERVICE	Empty the grounds bin. See page 22. Contact Concordia at 800-778-0990
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.
NO BEANS (FRONT) OR LOW BEANS FRONT	Fill front bean hopper. Clean the grinder chute. Stir beans to loosen them.
NO BEANS (REAR) OR LOW BEANS REAR	Fill rear bean hopper. Clean the grinder chute. 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.
Refrigerator temperature	The refrigeration unit temperature is displayed on the touch screen at all times. A refrigerator temperature of 41°F (4.4°C) or greater is considered high. Ensure the refrigeration unit door is closed. If the machine was recently cleaned and the refrigeration unit door was open for an extended period, close the door and wait one hour. The refrigeration unit should then return to the proper operating temperature.
REQUEST PM	Contact Concordia at 800-788-0990. Machine is still operational.
MACHINE WARMING UP	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. If message continues more than 15 minutes after restarting machine, call your local Service Agent or contact Concordia at 1-800-778-0990.

Error Messages

DISPLAY MESSAGE	WHAT TO DO
CHK WATER SUPPLY	Make sure the incoming water supply valve is open. This valve controls the water supply to the machine.
CHK WATER FLOW	Make sure the incoming water supply valve is open. This valve controls the water supply to the machine. Check the water filter.
GROUNDS BIN OUT	Make sure grounds bin is in place. Page 22.
INVALID STOP L	Turn machine off at power switch, wait 10 seconds, and restart machine. If the problem persists contact Concordia at 1-800-778-0990.
INVALID STOP R	Turn machine off at power switch, wait 10 seconds, and restart machine. If the problem persists contact Concordia at 1-800-778-0990.
L SENSOR FAIL	Turn machine off at power switch, wait 10 seconds, and restart machine. If the problem persists contact Concordia at 1-800-778-0990.
R SENSOR FAIL	Turn machine off at power switch, wait 10 seconds, and restart machine. If the problem persists contact Concordia at 1-800-778-0990.
MISSING FRONT TRAY	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.
MISSING REAR TRAY	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.
CHECK REFR MODULE	The refrigeration unit may not be operating properly. Contact Concordia at 800-778-0990

For assistance with any of the errors listed, please contact your local Service Agent. If you need assistance, or location a local Service Agent, contact Concordia at:

1-800-778-0990

or

customerservice@concordiacoffee.com

Troubleshooting

MACHINE SYMPTOM	WHAT TO DO
Display is blank	Make sure machine's power switch is turned "ON," see page 5. Make sure the power cord is plugged into the wall receptacle.
No milk flow	Check milk containers in the refrigeration unit. Make sure the milk pick-up tubes are inserted all the way into the milk containers, see page 12. Make sure the milk pick-up tubes are fed into the middle of the container and not into the handle. Check milk pick-up tubes for kinks or bends. Gently try to smooth out kink. Remove the tube from milk container, if necessary, and then re-insert. Run a cleaning cycle, see page 17.
Machine won't operate	Make sure all doors are closed. Check for error message on the touch screen. Make sure the machine doors are closed. Make sure the grounds bin is correctly positioned. Remove for ten seconds and then reposition it in the machine. Empty while you have it out of the machine. Make sure the power cord is plugged into the wall receptacle. Make sure machine's power switch is turned "ON," see page 5. Verify building main circuit breaker is not tripped.
Inconsistent cup fill	Run the machine clean cycle, see page 17.
All drinks are over or underfilling	Run the machine clean cycle, see page 17.
All drinks are overfilling	Run the machine clean cycle, see page 17.

For assistance with any of the messages listed, please contact your local Service Agent. If you need assistance, or location a local Service Agent, contact Concordia at:

1-800-778-0990

or

customerservice@concordiacoffee.com

MACHINE SYMPTOM	WHAT TO DO
Espresso is bitter	Run the machine clean cycle, see page 17. The machine needs to be recalibrated. Call your local service agent or Concordia for assistance. The espresso beans are stale. Use fresh beans.
Cappuccino milk isn't foamy	Ensure the milk is not past its expiration date. Run the machine clean cycle, see page 17.
Flavor system is leaking	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. If the leak is anywhere other than the connector, contact Concordia for assistance.
Flavor is not being dispensed	Verify level of flavor supply. Verify chocolate heater assembly is on and functioning. Check flavor tubes for kinks or bends. Gently try to smooth out kink. If the flavor tubes are not kinked, contact Concordia for assistance.
There is a blockage in a flavor tube	Contact Concordia for assistance.

For assistance with any of the operational, error, or troubleshooting messages listed, please contact your local Service Agent. If you need assistance, or location of a local Service Agent, contact Concordia at:

1-800-778-0990
or
customerservice@concordiacoffee.com

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. This is a billable 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. You may need to schedule a calibration service call. This may be a billable call.

Q Can I change the type of milk on offer?
Yes. You are free to use any combination of bovine-cow's 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. You may need to schedule a calibration service call. This may be a billable call.

Q Can I use non-bovine cow's milk in my espresso machine?
No. Never use bovine-cow's milk alternatives in your machine, such as soy, almond, rice, coconut, flax, or hemp milk. The machine's internal components are not designed to handle the different composition of bovine-cow's milk alternatives.

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.

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 **CANCEL** 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.
Contact Concordia to schedule a Calibration Service Call, and they will adjust your machine to the new drink size. Customer Service can also walk you through how to change this yourself. If a Calibration Service Call is scheduled, this will be a billable call.

Q Can I adjust the amount of syrup added to a drink?
Yes. Contact Concordia to schedule a calibration service call. This is a billable call.

Q Can I change flavors?
Yes. Contact Concordia to schedule a calibration service call. This is a billable call.

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.

Q The touch screen says MACHINE TEMPORARILY OUT OF SERVICE. What do I do?

First, empty the grounds bin. The grounds bin must be emptied every 30 drinks. For complete directions on emptying the grounds bin, see page 22.

If the message persists after empting the grounds bin, press the service switch into the **CLEAN** position. The **SERVICE MENU** screen will appear. Touch the **QUICK STATUS** option and verify the state of the machine components.

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 hopper stopper in the bean hopper. For complete instructions on inserting the hopper stopper, see page 10. Once the hopper stopper is in place, twist the bean hopper and pull straight up to remove.

Q My machine display shows MACHINE CLEANING DUE.

When the message **MACHINE CLEANING DUE** is displayed, the machine must be cleaned within the next two hours to ensure uninterrupted operation. If the machine is not cleaned within two hours, the machine will be disabled. The machine must be cleaned to resume operation.

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. Please contact Concordia Customer Service for assistance in accessing and changing the setting.

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 243°F (117°C) and the flavor offset temperature is 4°F (-16°C), then the temperature would be 247°F (119°C).

	Default Temperature Setting
Steamed Milk	240°F (116°C)
Foamed Milk	240°F (116°C)
Steam – Flavor Offset	3.0°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 twelve (12) months after the original date of factory shipment. ("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, travel, 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) and is within a 60 mile radius of a Concordia Authorized Service Agent. Customers outside of 60 miles will be charged a fee based on the Authorized Service Agent's travel rates. If limited warranty service is required outside normal business hours, the customer will be charged the Authorized Service Agent's applicable 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 will 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.

The above includes, but is not limited to the following:

- Evidence of proper maintenances, as outlined in the User Guide, not being followed.
- Lack of Preventive Maintenance, as defined in the User Guide.
- The Goods not being cleaned, maintained, and operated in accordance with instructions, as defined in the User Guide.
- Evidence that Concordia cleaning supplies and procedures are not used.
- Internally affected or damaged components caused by poor water conditions, including water exceeding three grains of hardness per gallon.
- Use of non-dairy milk products in the milk system. The milk system is designed for use with whole, 2%, and non-fat cow milk.
- Use of unapproved syrup products in the syrup system. The syrup system is designed for Concordia-approved syrup products only.
- Jammed or impacted coffee grinder caused by foreign object in grinder, or improper cleaning of the grinder.
- Plumbing issues [to include, but not limited to plugged drains or insufficient water supply].
- Ambient or intake air temperatures exceeding 85 degrees Fahrenheit.
- Installation of other equipment that affects operation of Concordia equipment.
- Consumable parts and wear items [to include, but not limited to o-rings, rollers, guide rings, air filters, and water filters].
- Inoperative brew group due to improper maintenance or cleaning.
- Incorrect or insufficient power supply.
- Necessary recalibration due to customer preferences [to include, but not limited to type of coffee, type of milk, size of cup].
- Relocation of the Goods from the originally installed location.

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.

Terms and Conditions

Concordia Beverage Systems (“Concordia”) and Distributor ("Distributor") or Buyer ("Buyer") agrees that the following Terms and Conditions shall govern this Sales Order:

1. **Sale**. Concordia agrees to sell to Distributor or Buyer, and Distributor or Buyer agrees to purchase, the tangible personal property (the “Goods”) stated on the front of this Sales Order.

2. **Acceptance and Cancellation of Order**. All Sales Orders for Goods are subject to acceptance in writing by a duly authorized agent of Concordia. In the event of cancellation of a Sales Order *prior to shipment* for any reason, Distributor or Buyer shall pay to Concordia all expenses then incurred and commitments made by Concordia, including reasonable cancellation or restocking charges. Sales Orders accepted by Concordia may be cancelled by Distributor or Buyer only upon written consent of Concordia. All sales are final once the Goods have been shipped.

3. **Price**. Distributor or Buyer shall pay Concordia for the Goods as stated on the front of this Sales Order. Distributor or Buyer shall make payment of the purchase price in full according to the Terms of Payment set forth in Section 8 below, following delivery of the Goods by Concordia as provided herein, subject to Distributor's or Buyer's Right of Inspection set forth in Section 5 below.

4. **Shipping**. Concordia shall deliver the Goods to a shipper (as mutually agreed between Concordia and Distributor or Buyer) F.O.B. Redmond, Washington. Distributor or Buyer shall be solely responsible for the expenses associated with shipping. The risk of loss from any casualty to the Goods, regardless of the cause, shall be upon Distributor or Buyer upon the delivery of the Goods to shipper as set forth herein. When practicable, Concordia will follow Distributor's or Buyer's requested shipping instructions. If none are requested, Concordia will without liability use its discretion in selecting an appropriate shipping method.

5. **Right of Inspection**. The Distributor or Buyer is responsible for the Goods including the shipping condition. The Distributor or Buyer shall have the right to inspect the Goods on arrival at Distributor's or Buyer’s facility. Within 48 hours after arrival, the Distributor or Buyer must give written notice to Concordia or the shipper of any claim with respect to the condition, quality, or grade of the Goods or non-conformance to this Sales Order, specifying the basis of the claim in detail. Failure of Distributor or Buyer to comply with these conditions within the time set forth herein shall constitute irrevocable acceptance of the Goods by Distributor or Buyer. In the event the Goods do not conform to this Sales Order, Distributor's or Buyer's sole remedy and Concordia’s sole obligation shall be at Concordia's option to replace the Goods at Concordia's expense or credit Distributor or Buyer the amount of the purchase price for the non-conforming Goods. Return shipping shall be the responsibility of Concordia.

6. **Identification of Goods**. Identification of the Goods shall not be deemed to have been made until both Distributor or Buyer and Concordia have specified that the Goods are to be appropriated to the performance of this Sales Order.

7. **Transfer of Title**. Concordia hereby retains a purchase money security interest in the Goods to secure payment of the purchase price. Distributor or Buyer agrees that a copy of the Sales Order or invoice or similar document for the Goods may be filed by Concordia as a Financing Statement at any time.

8. **Terms of Payment**. Distributor or Buyer agrees to make payment to Concordia in accordance with net 30 day payment terms from invoice date and agrees to pay an annual rate of 18% or the maximum rate permitted by law on all overdue payments and reasonable collection costs, including attorneys’ fees, necessary to collect payment for items invoiced; *provided,* that if Concordia and Distributor or Buyer have entered into a separate written credit agreement setting forth the payment

obligations of Distributor or Buyer with respect to the Goods, then the provisions of such credit agreement shall control.

9. **Limitation of Liability**. In no event shall Concordia be liable for any special, indirect, incidental or consequential damages arising out of or connected with this Sales Order or the Goods, regardless of whether a claim is based on contract, tort, strict liability or otherwise, nor shall Distributor's or Buyer's damages exceed the amount of the purchase price of the Goods.

10. **Taxes**. Distributor or Buyer shall pay or reimburse Concordia as appropriate for any sales, use, excise or other tax imposed or levied with respect to the payment of the purchase price for the Goods or the conveyance of title in the Goods to Distributor or Buyer. In no event shall Distributor or Buyer be responsible for any tax imposed upon Concordia based upon Concordia's income or for the privilege of doing business.

11. **Notices**. Any notice required by these Terms and Conditions, or given in connection with it or Sales Order, shall be in writing and shall be given to the appropriate party by personal delivery, facsimile transmission, or by mail, postage prepaid, or recognized overnight delivery services as follows:

    If to Concordia: Concordia Beverage Systems
    6812 185th Ave NE, Redmond, Washington 98052
    Attention: Administrative Department

    Customerservice@concordiacoffee.com

    If to Distributor or Buyer: At Distributor's or Buyer's billing address.

12. **Warranty Provisions**. Concordia and Distributor acknowledge that Distributor is buying the Goods with the intent to resell the Goods to one or more consumers ("End Users"). Prior to consummation of all transactions between Distributor and End Users, Distributor shall provide to End Users the language set forth at the end of this Sales Order regarding limited warranty coverage and disclaimers ("Limited Warranty Statement and Disclaimers"), which language must be conspicuous and in writing (whether in the sales contract or as a stand-alone document). Distributor further agrees that in connection with its marketing, advertising and sales of the Goods, it shall make no oral or written statement or claim which is inconsistent with the Limited Warranty statement and disclaimers language set forth below. Distributor, Buyer and Concordia agree that the Limited Warranty statement and disclaimers language set forth at the end of this Sales Order shall exclusively govern this Sales Order.

13. **Governing Law**. This Sales Order and Terms and Conditions shall be construed and enforced in accordance with the laws of the State of Washington, and Distributor or Buyer irrevocably consents that the exclusive jurisdiction and venue for any action shall be in the state and federal courts located in King County, Washington.

14. **Modifications to the Terms and Conditions of Sale**. These Terms and Conditions terminate and supersede all prior understandings or agreements with the Distributor or Buyer on the subject matter hereof; provided, nothing in this Sales Order or Terms and Conditions shall contradict any provision in the Distributor Agreement between Concordia and Distributor, in which case, the Distributor Agreement shall control. No other terms and conditions, modifications, or amendments proposed by Buyer or Distributor shall be binding upon the parties unless consented to in writing by Concordia. Distributor or Buyer may use its purchase order or similar document to place orders for Goods or services but any terms and conditions on such document which are in addition to or inconsistent with the Terms and Conditions herein shall be deemed stricken from such document. Concordia may modify these Terms and Conditions at any time via written notice to Distributor or Buyer. Distributor or Buyer shall be deemed to accept such modifications in the absence of written response within 30 days of the effective date of any modifications.

15. **Severability**. If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be invalid or unenforceable, then such provision shall be adjusted to the minimum extent necessary to cure such invalidity. The invalidity or unenforceability of one provision shall not affect any other. The remaining Terms and Conditions will remain in full force and effect as if such invalid or unenforceable provision had never been included.

16. **Force Majeure**. Except as to the timely payment by Distributor or Buyer to Concordia for Goods, products or services hereunder, no failure to perform any of the Terms and Conditions of this Sales Order will give rise to a claim by one party against the other if the failure to perform is caused by or arises out of: acts of God; acts, regulations or laws of any government; war; civil commotion; destruction of production facilities or materials by fire, earthquake or storm; labor disturbances; epidemic; failure of public utilities or of suppliers; or any other event, matter or thing wherever occurring and whether or not of the same class or kind as those set forth above, which is not reasonably within the control of the party affected thereby. The parties agree to make their best efforts to avoid, remove or cure any condition giving rise to a failure of performance under this paragraph.

17. **Headings**. Headings used in these Terms and Conditions are provided for convenience only and shall not be used to construe meaning or intent.

CONCORDIA

BEVERAGE SYSTEMS

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

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

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

PN 2900-340
Rev A