

User manual



Coffee machine

G3 Series Alpha

English

Congratulations on the purchase of your Curtis coffee machine.

The Curtis G3 Alpha Decanter Brewer is a fully automated filter coffee machine for high-volume output.



Follow the User Manual



- > Read the User Manual carefully prior to use.
- > Please refer to the User Manual, paying special attention to the safety instructions and Safety chapter.
- > Follow the warning instructions on the coffee machine.
- > Ensure that the staff and all users have access to the User Manual.

CAUTION

Follow the User Manual signs and symbols

▷ page 18

Follow the Safety chapter

▷ starting on page 5



Hazard to life due to electrical shock



- The voltage inside the coffee machine is a hazard to life.
- > Never open the housing.
- > Never loosen the screws, and do not remove any housing parts.

WARNING

Follow the Safety chapter

▷ starting on page 5



Conditions for use and installation

- > In the event of failure to comply with maintenance information and the specifications in the Technical Data chapter, no liability is accepted for any resultant damage.
- > Follow the User Manual.
- > Maintenance and repair work may be performed only by the Curtis Service, using original spare parts.

IMPORTANT

Technical data

▷ starting on page 50

Maintenance

▷ starting on page 38

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1 Safety



Misuse

- Failure to follow the safety instructions can result in death or serious injury.
 - > Follow all the safety instructions.
-

 **WARNING**

1.1 General safety instructions

Hazards to the operator

At Curtis, safety is one of the most essential product features. The effectiveness of the safety devices can only be ensured if the following points are observed:



- > Read the User Manual carefully prior to use.



- > Do not touch hot machine components.
- > Do not use the coffee machine if it is not working properly or if it is damaged.
- > Use the coffee machine only when it is completely assembled.

 **CAUTION**



> Built-in safety devices must never be altered.



> Children must not play with the device.

> Cleaning and user maintenance must not be performed by children.

 **CAUTION**

Despite the safety devices, every coffee machine poses potential hazards if incorrectly used. Please observe the following instructions when using the coffee machine so as to prevent injury and health hazards:



Hazard to life due to electrical shock



- The voltage inside the coffee machine is a hazard to life.
 - > Never open the housing.
 - > Never loosen the screws, and do not remove any housing parts.
 - > Avoid damage to the power cord. Do not kink or crush.
 - > Never use a damaged power cord. A damaged power cord must be replaced by the manufacturer or a service representative in order to prevent a hazard.
 - > Never immerse the mains plug in water or other liquids. Never pour water or other liquids over the mains plug. Always keep the mains plug dry.
 - > The coffee machine must be disconnected from the power supply prior to maintenance and repair work. Pull out the plug to do so. The person performing the maintenance or repair must always be able to check, with a clear line of sight, that the power supply has been disconnected.

 **WARNING**



Burn hazard / scalding hazard



- Do not touch the adjacent surfaces, because they can be hot. When brewing coffee, hot liquid comes out of the brew basket.
- > When brewing coffee, do not touch the filter spout under the brew basket.
- > Do not pull the brew basket out immediately after the brewing process. Hot liquid can splash out!
- > Before you brew coffee, put a suitable container under the brew basket.
- > Make sure that the thermal container is correctly positioned under the brew basket.
- > When dispensing beverages, do not reach beneath the spouts.
- > Do not reach beneath the spouts during the heating-up phase.
- > Do not touch the spouts immediately after dispensing.
- > Always place an appropriate cup under the spout before dispensing a beverage.
- > Let the brew basket and the thermal container cool down before cleaning.

 **CAUTION**

 **Bruising or crushing hazard / risk of injury**



- The coffee machine contains moving parts that can cause finger or hand injury.
 - Inserting the brew basket can cause a crushing hazard.
 - > Never reach into the brewing unit when the machine is switched on.
 - > Always switch off the coffee machine and unplug the mains plug before reaching into the opening of the brewing unit.
-

 **CAUTION**

 **Health hazard**

- > Only use products that are suitable for consumption and for use with the coffee machine.
 - > The brew basket may only be filled with materials for the use intended.
-

 **CAUTION**



Health hazard

- The cleaner is caustic.
 - > Follow the protective measures on the packaging of the cleaning agent.
-

 **CAUTION**



Slipping hazard



- Fluids can be discharged from the coffee machine if used improperly or if errors occur. These fluids can cause a slipping hazard.
 - > Regularly check the coffee machine for leaks, and make sure no water is coming out.
-

 **CAUTION**

1.2 Intended use



Misuse

- If the machine is used other than as intended, this could lead to a risk of injury.
 - > The coffee machine must only be used as intended.
-

 **WARNING**

- The Curtis G3 Alpha Decanter Brewer is designed for dispensing coffee or hot water into appropriate receptacles.
- The ground coffee used must be suitable for processing in the coffee machine. The products must not be processed after their expiration date.
- This device is intended for industrial and commercial use and should be operated by experts or trained users in stores, offices, restaurants, hotels, or similar places.
- This machine is intended for large-scale service in hotels, restaurants, and similar locations. The machine may be installed in self-service areas if a responsible person is on location while it is being used. The machine may be operated only by specialist personnel.

Installation location

- A secure surface capable of supporting the weight of the appliance.
- The machine must be set up so as to allow good visual access.
- The device must be placed and leveled on a horizontal, sturdy, water-resistant, and heatproof base.
- The device must not be cleaned using a water jet. The device must be installed where it is protected against water spray.
- The device must not be located on a surface that is sprayed or cleaned with a water hose, steam jets, steam cleaner, or similar devices.

Water supply

On site:

- Water connection 3/8" flare
- Water pressure 0.14 - 0.62 MPa
- Min. flow rate 3.8 l/min

1.3 Conditions for use and installation



Risk of fire and accidents

- > The conditions for use and installation listed in the "Technical Data" chapter must be met.
- > Before inserting the device plug, ensure that the information on the rating plate matches the mains voltage for the installation.
- > Installation is to be performed only by a qualified installer.

WARNING

Technical data
▷ page 50

Any necessary on-site preparatory work for electricity, water, and drainage connections at the customer's premises is to be arranged by the machine owner / operator. The work must be carried out by authorised installation technicians in compliance with general, country-specific and local regulations. The Curtis Service engineers must only connect the coffee machine to existing prepared connection points. Curtis Service is neither authorised nor responsible for carrying out any on-site installation work prior to connection.



Risk due to electrical shock



- Improper electrical connection may result in an electric shock hazard or damage the unit. This brewer must be properly grounded.

WARNING



Note

DO NOT connect this brewer to a hot water supply. The water inlet valve is not rated for hot water.

Do not exceed the maximum water pressure stated in the technical data section.

NOTE

Installation Requirements

- For units without an attached cord set attached:
Appropriately sized, VDE listed, grounding type power cable to meet the electrical specifications for the appliance. If you have questions about the correct cable size and length, consult a qualified installer. If the appliance will be hard wired to a junction box, the power cable must be long enough so that the unit can be moved for cleaning underneath.
- A grounded electrical connection to an electrical circuit that meets the electrical specifications of the appliance (see Technical Data). The circuit must be protected by the appropriate sized circuit breaker. If you are not certain that the existing circuit meets the requirements for your unit, consult a licensed electrician.
- A water filtration system is required to maintain trouble-free operation. Wilbur Curtis Co., Inc. recommends a Wilbur Curtis approved water filter.
- Potable water supply line connection from the water filter capable of supplying the minimum flow rate required by the specifications. The water supply line must be able to connect to the flare fitting on the back of the unit. See Technical Data for the correct size.

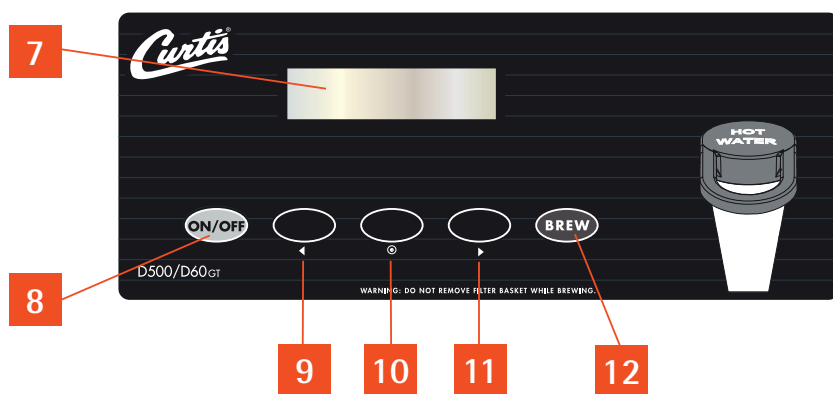
The water line should also be capable of being controlled by a shut off valve. Do not connect the water line to a saddle valve or needle valve.

2 Introduction

2.1 Parts of the coffee machine



Control module



Programming
Control Module
▷ Software
starting on page 23

- 1 Warmer top
- 2 Control module
- 3 Brew basket / Brew basket paper
- 4 Glass Decanter
- 5 Hot water faucet
- 6 Warmer bottom

Control module

- 7 LCD screen
- 8 ON/Off button
- 9 Scroll UP
- 10 SELECT or ENTER to save new parameter
- 11 Scroll DOWN
- 12 Brew button

The pads and buttons on the display are available, depending on the settings and the machine model.

The functions shown here are examples.

Software ▷ starting on page 23

User Manual Signs and Symbols



Personal injury safety instructions

If the safety instructions are not followed, this could lead to mild to severe injury in case of improper use.

 **WARNING**

Follow the Safety chapter
▷ starting on page 5



Personal injury safety instructions

If the safety instructions are not followed, this could lead to mild injury in case of improper use.

 **CAUTION**

Operation safety instructions
▷ page 20

Care safety instructions
▷ page 32

Follow the Safety chapter
▷ starting on page 5



Electrical shock



Slipping hazard



**Bruising or
crushing hazard**



Hot surfaces



Notice of property damage

- to the coffee machine
 - to the installation location
- > Always follow the User Manual.
-

IMPORTANT

Follow the Warranty chapter
▷ starting on page 47

Technical data
▷ starting on page 50



Note / tip

- Instructions for safe use and tips for easier operation.
-

NOTE

TIP

Glossary

Term	Explanation
•	• Listings, selection options
* <i>Text in italics</i>	* Individual steps <i>Description of coffee machine state and/or explanations of automatic steps.</i>
Beverage dispensing	Dispensing coffee or hot water (such as for tea)
Carbonate hardness	Quoted in °dKH. The water hardness is a measure of the calcium dissolved in the drinking water.
Decaf	Decaffeinated coffee
SB mode (self-service mode)	Self-service customer operation
UCM	Universal Control module

3 Operation

3.1 Operation safety instructions



Burn hazard / scalding hazard



- Do not touch the adjacent surfaces, because they can be hot. When brewing coffee, hot liquid comes out of the brew basket.
 - > When brewing coffee, do not touch the filter spout under the brew basket.
 - > Do not pull the brew basket out immediately after the brewing process. Hot liquid can splash out!
 - > Before you brew coffee, put a suitable container under the brew basket.
 - > Make sure that the thermal container is correctly positioned under the brew basket.
 - > When dispensing beverages, do not reach beneath the spouts.
 - > Do not reach beneath the spouts during the heating-up phase.
 - > Do not touch the spouts immediately after dispensing.
 - > Always place an appropriate cup under the spout before dispensing a beverage.
 - > Let the brew basket and the thermal container cool down before cleaning.
-

 **CAUTION**

*Follow the Safety chapter
▷ starting on page 5*



Health hazard

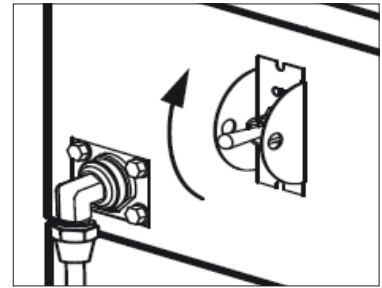
- Only use products that are suitable for consumption and for use with the coffee machine.
-

 **CAUTION**

*Follow the Safety chapter
▷ starting on page 5*

3.2 Powering Up the Brewer

- * Turn on the water supply valve.
- * Make sure that the circuit breaker supplying power to the unit is on.
- * Turn the toggle switch on the back of the brewer to the ON position. The water tank will start to fill. While the tank is filling, inspect the water supply line for leaks.
- * When the water in the tank rises to the correct level, the heating elements will turn on automatically. Depending on the incoming water temperature and the electrical specifications, the water tank typically requires 20 to 30 minutes to reach the factory set operating temperature
- * When the water has heated, **Ready to brew** will be displayed on the LCD screen.



Programming guide
▷ page 25



- When operating the brewer at higher elevations, reduce the factory set operating temperature (200°F/92°C) by 2°F/1°C for each 1000 ft./300 m of elevation above 4000 ft./1200 m.

- * Perform a brew cycle of a least 350 ml to purge any remaining air from the system. During the initial brew cycle and whenever the filter is replaced, you may hear the sounds of air being purged from the filter, tubing and water tank
- * If the unit is equipped with a hot water faucet, fill a coffee cup with hot water to purge air from the hot water line.

IMPORTANT

Programming guide
▷ page 25



3.3 Brewing



Burn hazard / scalding hazard



- To avoid scalding, avoid splashing. Keep body parts clear of the brewer during brewing. Do not remove the brew basket while "Brewing" appears on the display.



WARNING



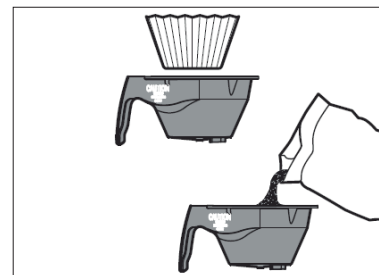
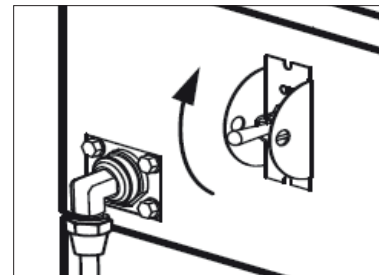
Note

- The G3 alpha brewer is factory preset for optimal performance.

NOTE

- * The brewer should be ON. Confirm this at the rear toggle switch. "Ready to brew" should be on the display.
- * Center an empty decanter under the brew basket.
- * Insert a clan paper filter into the brew basket. Fill with the proper amount of ground coffee. Level the coffee in the filter.
- * Slide the filled brew basket into the brew rails under the control panel. Slide it all the way back until it stops.
- * Press the brew button. Brewing will begin immediately.

The brewer will brew coffee based on the settings programmed into the universal control module (UCM).



Change settings
▷ Programming guide
page 25

4 Software



- When setting beverages, the same safety instructions apply as for operating the coffee machine.
 - > Follow all "Operation safety instructions".

CAUTION

Operation safety instructions
▷ page 20

4.1 Control module

The touchscreen turns on whenever power is provided to the brewer and the rear toggle switch is on. The symbol buttons on the screen control operation and programming. Pressing the on-screen symbols and buttons with your finger tip activates the various functions. The default screen, as well as additional control buttons are shown below. The configuration of the default screen varies depending on the brewer model.



4.1.1 Easy Access Features



Note

- Make sure that the rear toggle switch is in the ON position and that the control panel is on (display is lit), before accessing the following features.

NOTE

Brew Volume Adjustment

- * Make sure the LED above button 2 (⊙) is lit (press and release button 2 if necessary). Then, with the LED above button 2 lit, press and hold button 2 again until the Volume Adjustment screen appears on the display.
- * Press buttons 1 (◀) or 3 (▶) to adjust the brew volume up or down. The range is ± 20 ounces.
- * Press button 2 (⊙) again to set and exit.

Warmer Temperature Control (Factory setting = 90%)

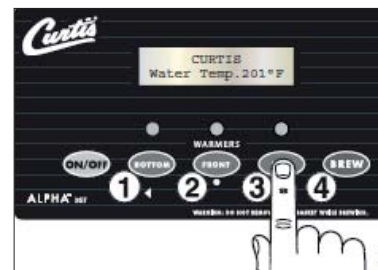
The warmer to be adjusted must be off.

- * Press and hold the desired WARMER button until the power adjustment screen appears.
- * Press buttons 1 (◀) or 3 (▶) to increase or decrease power to the warmer. The range is 50% to 100%.
- * Press button 2 (⊙) to set and exit.
- * Press the WARMER button again to turn the warmer off.



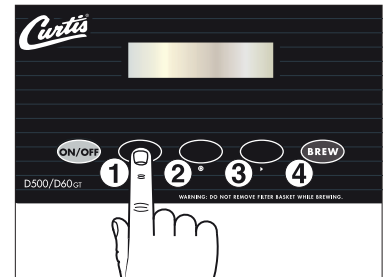
Tank Temperature Check

- * Press and hold button 3 (▶) until the tank temperature appears on the display.
- * Release the button. The display will return to the main screen after a few seconds.



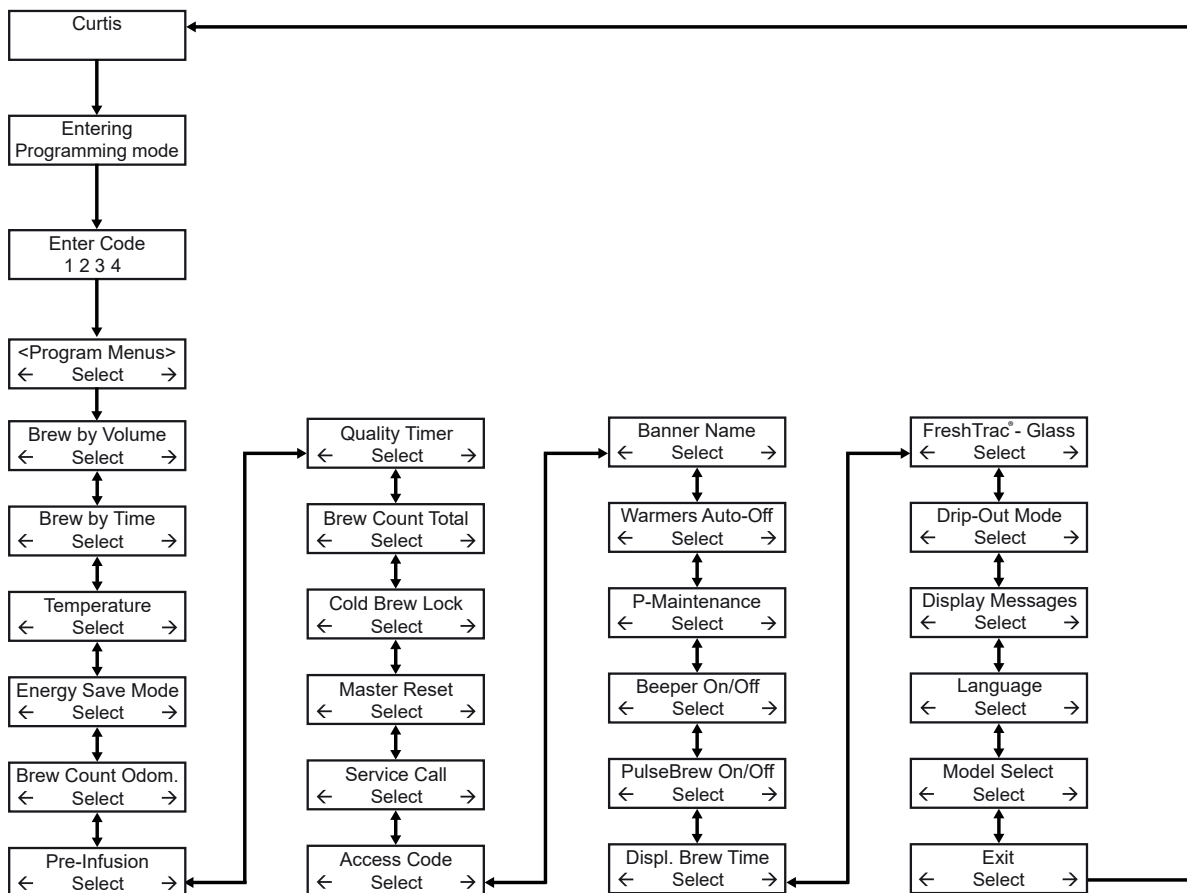
4.1.2 Programming mode

- * With unit OFF, press and hold bottom right BREW button (4).
- * Then press and release ON/OFF button. Continue to hold down BREW button until Enter Code appears.
- * Enter 4 digit code.
Factory default = 1-2-3-4.
You are now in the programming mode.



4.1.3 Programming guide

Shown below are the various programming options available in the programming main menu. The icons that appear vary based on the brewer model selected under model select.



4.1.4 Programming

See the first page of the programming guide for instructions on accessing each individual menu item. Some menus save and exit automatically when a parameter is updated. Other menus exit to the previous menu when a parameter is saved. To exit, press ► until EXIT appears on the display, then press ⓪.

The following options are available:

Brew by Volume - adjusts the amount of coffee brewed by time rather than by volume (the factory default is 2.2L). With an empty airpot in place, press the appropriate BREW button. When the desired volume is reached, press the same BREW button again to stop the brew cycle and set the volume.

Brew by Time - adjusts the amount of coffee brewed by time rather than by volume (the factory default is 3min - 0sec). Once accessed, press ◀ or ▶ until the number of minutes is flashing. Then press ⓪ repeatedly to change the number value. Press ◀ or ▶ until the number of seconds is flashing. Then press ⓪ repeatedly to change the number value. Press ◀ or ▶ until ,ex' is flashing, then, press ⓪ to exit.

Temperature - sets the brewing temperature of the water tank (the factory default is 93°C). The range is 77°C to 97°C. Once accessed, press ◀ or ▶ to choose the desired temperature. Then press ⓪ to set and exit.

Energy Save Mode - saves energy during periods when the brewer is not in use (the factory default is OFF). When set to ON, the brewer automatically shuts off two hours after the last brew cycle. Press the ON/OFF button to return to normal operation. When set to ON 60°C, the brewer shuts off two hours after the last brew cycle, but the water tank temperature remains 60°C. Use the ON 60°C setting to reach brewing temperature faster after periods of non-use.

Once accessed, press ◀ or ▶ to choose the desired setting. Then press Ⓞ to save and exit.

Brew Count Odom - When accessed, this feature displays the total brew cycles since the odometer was last reset. Press ◀ to exit or Ⓞ to reset and exit.

Pre-Infusion - sets the brewer Pre-Infusion time (Pulse brew must be off to access, the factory default is Disabled). Pre-Infusion increases control of coffee clarity and extraction. When turned on, the range is 10 to 60 seconds. Once accessed, press ◀ or ▶ to choose the desired setting, then, press Ⓞ exit. To turn off the pulse brew mode, choose 0 for the time.



Note

- When Pre-Infusion is ON, Pulse Brew disappears from the list of menu items.

NOTE

Quality timer - notifies the user that the coffee is no longer fresh by monitoring the amount of time since the BREW button was last pressed (the factory default is OFF). When time expires, an audio alarm turns on and „Quality-Timer“ flashes on the display. Once accessed (Ⓞ), press ◀ or ▶ to increase or decrease the amount of time. The range is Off to 120 minutes (2 hours). Press Ⓞ to set and exit.

Brew Count Total - when accessed, displays the total brew cycles on the brewer. It cannot be reset. The display returns to the previous screen automatically after a few seconds.

Cold Brew Lock - adjusts the temperature at which the brewer will brew coffee when the BREW button is pressed (**Ready to brew** appears on the display, the factory default is 8°C). This feature also adjusts the temperature at which the heating element turns on to reheat the water in the tank. The available settings

are 3°C, 8°C and OFF. OFF is within 4°C below the temperature setting. Once accessed, press ◀ or ▶ to choose the desired setting. Then press Ⓞ to save and exit.

Master Reset - resets the brewer universal control module (UCM) to the factory default settings. Once accessed, "Are You Sure?" will appear on the display. Press ◀ for Yes or ▶ for No.

Service call - sets the service phone number that appears on the display when the UCM detects a SENSOR ERROR or WATER ERROR. Once accessed, press ◀ or ▶ to choose the number to be changed. Then press Ⓞ repeatedly to change the number value. Press ◀ or ▶ to choose the next number to change or choose exit and press Ⓞ.

Access Code - sets the access code entered to access programming mode (the factory default is 1-2-3-4). Once accessed, press ◀ or ▶ to choose the number to change. Then press Ⓞ repeatedly to change the number value (range is 1 to 4). Press ◀ or ▶ to choose the next number to change or choose exit and press Ⓞ.

Banner Name - changes the banner name that appears on the display (the factory default is **Curtis**). No banner name appears when all blanks are entered. Once accessed, press ◀ or ▶ to choose the letter to change. Then press Ⓞ repeatedly to change the letter value. Press ◀ or ▶ to choose the next letter to change or choose ex and press Ⓞ to exit.

P-Maintenance - turns on/off and adjusts the P-Maintenance (preventive maintenance) brew monitor (the factory default is OFF). When ON, the UCM measures the number of liters brewed before P-Maintenance reminder appears on the display. The range is Off to 36000L. Once accessed, press ◀ or ▶ to choose the desired setting, then, press Ⓞ to exit.

Beeper On/Off - turns the beeper that is heard each time a button is pressed on or off (the factory default is ON). Once accessed, press ◀ or ▶ to choose the desired setting. Then, press Ⓞ to exit.

Pulse Brew - selects the pulse brew pattern (Pre-Infusion must be off to access, the factory default is C). The pulse brew pattern selected „tunes“ or changes the flavour of coffee. Once accessed, press ◀ or ▶ to choose the desired setting. Then, press Ⓞ to exit.



Note

- When Pulse Brew is on, Cold Brew Lock is set within 3°C and, Cold Brew Lock and Pre-Infusion disappear from the list of program selections.

NOTE

Setting	Description
A	Starts at beginning of brew cycle. 4 cycles of 10 seconds on and 5 seconds off, then on until end of brew cycle.
B	Starts towards end of brew cycle (without drip-out mode). 4 cycles of 5 seconds off and 4 cycles of 10 seconds on. Ends when brew cycle ends.
C	Starts at beginning of brew cycle. 5 cycles of 25 seconds on and 10 seconds off, then on until end of brew cycle.
D	Manually set. Starts 30 seconds after brew cycle starts. Number of pulses is adjustable from 1 to 10. Pulse on time and off time are both adjustable from 5 to 60 seconds.
E	Manually set. Starts at beginning of brew cycle. Number of pulses is adjustable from 1 to 24. Pulse on time and off time are both adjustable from 1 to 150 seconds.

Pulse Brew Guidelines

- Filter pack type coffees typically extract better with the A and B pulse setting.
- Decaffeinated coffees typically extract better with the B pulse setting
- High-yield coffees typically extract better with the C pulse setting. Of course, any of the A, B or C settings may be used to suit your taste profile.
- Settings D and E are manual pulse counts.

Display Brew Time - turns the display of the brew time during brewing on or off (the factory default is ON). Once accessed, press ◀ or ▶ to choose the desired setting, then, press ⓪ to exit.

Drip-out Mode - sets the drip-out mode timer. After water stops flowing, it allows additional time for the water to drain from the brew basket before the brew basket lock releases (the factory default is 2 min). This feature reduces the chance that the brew basket will be removed too early. The range is OFF to 5 minutes. Once accessed, press ◀ or ▶ to choose desired setting, then, press ⓪ to exit.

Display Messages - turns display of the message „Rinse Server Before Brewing“ ON or OFF (the factory default is ON). Once accessed, press ◀ or ▶ to choose desired setting, then, press ⓪ to exit.

Language - changes the language that appears on the display (the factory default is English). Once accessed, press ◀ or ▶ to choose desired setting (English or French), then press ⓪ to exit.

Model select - changes the model number and number of batches (to match the label on the universal control module, the factory default is Alpha 3/4/5). Once accessed, press ◀ or ▶ until the model number matching the model number label on the brewer appears, then press ⓪.

Press ◀ or ▶ until the number of batches matches the number of batch sizes on the UCM label, then press Ⓞ to exit.

5 Care



Hot surfaces

- To avoid injury, allow the brewer and dispenser(s) to cool before cleaning.



 **WARNING**



Note

- Do not use cleaning liquids, compounds or powders containing chlorine (bleach) or corrosives. These products promote corrosion and will damage the finishes. Use of these products will void the warranty.

NOTE

5.1 Care safety instructions

Regular cleaning is essential in order to ensure problem-free operation of the coffee machine and to ensure optimum coffee quality.



Health hazard / hygiene

- > Follow all hygiene instructions.
- > Follow the HACCP cleaning schedule.

 **CAUTION**

*Follow the Safety chapter
▷ starting on page 5*



Health hazard / hygiene

- Germs can multiply in a coffee machine that is not in use.
- > Prior to and after every instance that the machine is shut off for several days, perform all cleanings.

 **CAUTION**

*Follow the Safety chapter
▷ starting on page 5*

5.2 Cleaning intervals overview

Care			
Daily	Weekly		
x		Clean the brewer	▷ page 34
x		Clean the glass decanter	▷ page 36
	x	Clean the brewer	▷ page 36

Daily = Daily, at least once per day and as required

Weekly = Weekly cleaning

5.3 Daily cleaning



- Do not immerse the brewer in water or any other liquid.

 **WARNING**

5.3.1 Cleaning the Brewer

The brewer should be OFF. Turn the brewer off by flipping the rear toggle switch to the OFF position.

- * Remove the dispenser(s). Wipe exterior brewer surfaces with a damp cloth to remove spills and debris.
- * Remove the brew basket(s) and clean them in a mild detergent solution. Use a soft bristled brush for hard to clean areas. Rinse with clean water, then dry.
- * Wipe the spray head area with a cloth soaked in a mild detergent solution. Rinse with a cloth soaked with clean water removing any residual detergent. Use a clean, soft cloth to dry.
- * Dump out the drip tray(s) (if applicable). Rinse with clean water, then dry with a soft, clean cloth.

5.3.2 Cleaning the Glass Decanter



- Avoid injury or damage when cleaning glass decanters: Do not clean with materials that scratch. Curtis glass decanters are dishwasher safe, or may be hand washed. To clean, prepare a mild solution of detergent and warm water or a detergent solution from 15 g special cleaning powder (see accessories) and 1 L warm water.

- * Remove the decanter from the brewer and rinse.
- * Immerse the decanter in the detergent solution and clean it with a sponge brush. Rinse it out thoroughly with clean warm water and dry.



Follow the accessories chapter,
customer care programm
▷ page 53

5.4 Weekly cleaning



- Do not immerse the brewer in water or any other liquid.

 **WARNING**

5.4.1 Cleaning the Brewer

The brewer should be OFF. Turn the brewer off by flipping the rear toggle switch to the OFF position .

- * Remove the spray head(s), unscrewing counterclockwise from the dome plate.
- * Thoroughly clean and rinse the dome plate area.
- * Clean the brew basket rails with a brush soaked with a mild detergent solution. Rinse the area with a cloth soaked with clean water, removing any residual detergent.
- * Dry the area with a soft, clean cloth.
- * Reattach the spray head(s).

6 HACCP cleaning schedule

You are required by law to ensure that your customers are not subject to any health hazards as a consequence of the consumption of the food items you serve.

A HACCP cleaning schedule (Hazard Analysis Critical Control Points) for risk identification and assessment is required. You should perform a risk analysis on your premises. The aim of the analysis is to recognize and pre-empt food hygiene hazard points. For this purpose, monitoring and, where necessary, test procedures must be established and implemented.

With correct installation, care, maintenance, and cleaning, Curtis coffee machines meet the requirements described above. If care and cleaning is not carried out properly, dispensing beverages will constitute a food hygiene hazard point.

Observe the cleaning intervals as specified in the operating instructions, cleaning manual and cleaning concept.

*"Food Hygiene Ordinance from
05.08.1997"*

*Use our HACCP cleaning schedule
for monitoring of regular cleaning.*

HACCP cleaning schedule

Month _____ Year _____

Cleaning steps:

1. Daily cleaning the brewer
 ▷ User Manual (care chapter)
2. Cleaning the Glass decanter
 ▷ User Manual (care chapter)
3. Weekly cleaning of the brewer
 ▷ User Manual (care chapter)

Date	Cleaning steps			Signature
	1	2	3	
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
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31.				

7 Maintenance and descaling

Please observe that this is a professional industrial coffee machine which needs regular maintenance and descaling.

The maintenance date is based on the degree of use of the coffee machine and is shown on the display. If maintenance is undertaken by Curtis Service, then descaling of the brewing system is done at the same time.

The coffee machine may continue to be operated after the message, but Customer Care or contract maintenance should be carried out promptly to ensure correct functioning and so as to avoid any subsequent damage.

7.1 Maintenance

Maintenance after the display message; may only be undertaken by trained personnel or by Curtis Service, as in this instance components affecting safety must be replaced.

7.2 Curtis Service

Wilbur Curtis Co., Inc.
6913 Acco Street
Montebello, CA 90640 USA

Technical service:
Phone: +1 800-995-0417
Mail: techsupport@wilburcurtis.com
www.wilburcurtis.com

In Europe, please contact the Curtis service partner who installed the device.
If this is not known

WMF Service headquarters Germany:
Phone: + 49 (0) 7331 25 7257
Mail: kundencenter@wmf.de

8 Troubleshooting guide



Electric Shock Hazard

- The following procedures are to be performed only by a qualified service technician. Disconnect power when replacing components. Lock out and tag the circuit breaker on units without a power plug. Neither Wilbur Curtis Co., Inc. nor the seller can be held responsible for the interpretation of this information, or any liability in connection with this use.

 **WARNING**



Scald and Burn Hazard

- Keep body parts clear of hot surfaces during troubleshooting.

8.1 Troubleshooting Guidelines

- If an error message appears on the display, consult the Error Codes section before troubleshooting.
- A brewer that is not level may not function properly. Make sure the brewer is properly leveled before proceeding.
- This troubleshooting guide identifies some, but not all, of the possible causes for common problems that can occur.

Water Not Hot Enough

- ✳ If the water heats, but is not hot enough, first check for the correct temperature setting on the control panel. Reprogram as necessary.

Dispenser Overflows During Brewing

- ✳ Make sure the dispenser is empty before starting the brew cycle. If not, empty it before brewing.

No Power – Display Not Lit

- ✳ On brewers with a power plug, make sure it is connected to the power receptacle.
- ✳ Make sure that the main power toggle switch on the back panel is turned ON.

Water Tank Does Not Fill



- No water or low water in the tank can cause the tank to overheat, resulting in the thermostat reset switch opening. If after correcting a tank fill problem there is no power to the control panel, push the reset switch button to reset.

IMPORTANT

Programming guide
▷ page 25

- ✳ Check to make sure the water supply is turned on. Check for a clogged water supply line, water filter or plugged inlet valve.

Dispenser Not Filled To Normal Level During Brewing

- ✦ Check to make sure that the flow rate and water pressure from the water supply line meet the minimum specifications for the brewer.
- ✦ Check to make sure that the spray head is clean and free of debris. Clean or replace as needed. Also make sure that the spray head is correctly aligned and that the tubing is routed properly to allow for maximum flow (no kinks).

No Water/Tea Flows From Brewer During Brewing

- ✦ Make sure that water supply is turned on.
- ✦ Check to see if the water in the tank is level with the water tank probe? If no, see *Water Tank Does Not Fill*.

Water Level Error Message

To reset the unit and return to normal operation, turn the toggle switch on the back of the brewer to the OFF position for 5 seconds, then back ON.

- ✦ Check to make sure that the flow rate from the water supply line meets the minimum flow rate specifications for the brewer. Also check the water pressure.

9 Safety and warranty

9.1 Hazards to the coffee machine



Follow the manual

We do not accept any warranty for damage resulting from failure to observe this requirement.

Follow the conditions for use and installation.

Installation location

- The installation location must be dry and protected against water spray.
- Some condensate, or water can always be discharged from a coffee machine.
 - > Do not use the coffee machine outdoors.
 - > Set up the coffee machine so that it is protected against water spray.
 - > Always place the coffee machine on a water-resistant and heatproof base in order to protect the installation surface against damage.

IMPORTANT

Follow the Warranty chapter
▷ starting on page 47

Conditions for use and installation
▷ starting on page 13

Please observe the following instructions so as to prevent problems with and damage to the coffee machine:

- For drinking water with carbonate hardness from 9 °dKH or higher, a Curtis water filter must be fitted. Failing to use the water filter recommended by Curtis Service may damage the coffee machine (e.g. due to scale deposits).
- For insurance reasons always ensure that, at the end of operation the mains switch is switched off or the mains plug is unplugged. For machines with a constant water supply, the water mains tap for the inlet pipe must be closed.
- We recommend damage prevention measures, such as:
 - installation of a suitable water monitor in the mains water supply
 - installation of smoke alarms
- After a company holiday (several days or weeks) we recommend running the cleaning mode at least twice before reusing the machine.

Technical data
▷ page 50

9.2 Directives

Manufacturer: Wilbur Curtis Co., Inc., Montebello, CA (90640 USA)

The device fulfils the requirements of all applicable regulations in the directives MD (MRL) 2006/42/EC, EMV directive (EMC) 2014/30/EU and RoHS 2011/65/EU.

The manufacturer indicated above declares that this machine conforms to all applicable provisions of the directives listed. Any modifications to the machines that are not approved by us will cause this declaration to become invalid. Collecting technical documentation: WMF Group GmbH.

The original declaration of conformity is included with the machine. The device bears the CE mark.

The device fulfils the requirements of the German Food and Feed Code (LFGB), the Regulation on Commodities (BedGgstV), the EU regulation No. 10/2011 as well as the EC regulation No. 1935/2004 in the currently valid editions.

When used properly, the device does not present a health hazard or other unreasonable hazard.

The materials and raw materials used fulfil the requirements of the Regulation on Commodities as well as the EC regulations No. 10/2011.

Currently valid country-specific rules apply in countries outside of the European Union.

This device is subject to the directive on waste electrical and electronic equipment WEEE 2012/19/EU and may not be disposed of as domestic waste.

Requirements traceability pursuant to EC regulation No. 1935/2004 and Good Manufacturing Practice within the meaning of EC regulation No. 2023/2006 are ensured and guaranteed.



*For disposal please contact
Curtis Service.*

*Address
▷ page 39*

9.3 Duties of the owner / operator

The operator of such equipment must ensure regular maintenance by Curtis Service technicians, their agents or other authorised persons, and checking of safety devices.

Access to the service area is permitted only for persons with knowledge and practical experience with the device, especially regarding safety and hygiene.

The coffee machine must be set up by the operator such that care and maintenance can be performed without hindrance.

For large-scale service, staff that has been trained in the use of the coffee machine should monitor the machine. Trained personnel should carry out care procedures and be available for questions regarding use.

The operator shall ensure that electrical equipment and operating facilities are in a fit state (e.g., to DGUV Regulation 3) [German Accident Prevention Association or equivalent]. In order to ensure the operating safety of your coffee machine, it is essential to perform regular checks of the safety valves and the pressure containers, among other checks.

These measures are conducted by Curtis Service or by Curtis authorised service personnel as part of the maintenance work.

Machine cleaning must be carried out using only the Curtis special cleaning agent intended by Curtis for the coffee machine (cleaning granulate).

Machine descaling may be performed only by Curtis Service.

The manufacturer's specifications regarding maintenance cycles and frequency of maintenance (▷ Maintenance) must be followed.

9.4 Warranty claims



Follow the manual

- We do not accept any warranty for damage resulting from failure to observe this requirement.
 - > Follow the conditions for use and installation.

IMPORTANT

Conditions for use and installation
▷ starting on page 13

Whether the purchaser has any rights under warranty, and the nature of any such warranty rights that the purchaser may have, is determined by the agreement made between the purchaser and the vendor. If the requirements of this User Manual are not followed, warranty claims will not be recognized.

The warranty covers original equipment at time of purchase only. Wilbur Curtis Co., Inc., assumes no responsibility for substitute replacement parts installed on Curtis equipment that have not been purchased from Wilbur Curtis Co., Inc.

Wilbur Curtis Co., Inc. will not accept any responsibility if the following conditions are not met. The warranty does not cover:

- Adjustments and cleaning: The resetting of safety thermostats and circuit breakers, programming and temperature adjustments are the responsibility of the equipment owner. The owner is responsible for proper cleaning and regular maintenance of this equipment.
- Replacement of items subject to normal use and wear: This shall include, but is not limited to, spray heads, faucets, light bulbs, shear disks, "O" rings, gaskets, silicone tubing, silicone elbows, canister assemblies, whipper chambers and plates, mixing bowls, agitation assemblies and whipper propellers.

The warranty is void under the following circumstances:

- Improper operation of equipment: The equipment must be used for its designed and intended purpose and function.
- Improper installation of equipment: This equipment must be installed by a professional technician and must comply with all local electrical, mechanical and plumbing codes.
- Improper voltage: Equipment must be installed at the voltage stated on the serial plate supplied with this equipment.
- Improper water supply: This includes, but is not limited to, excessive or low water pressure and inadequate or fluctuating water flow rate.
- Damaged in transit: Equipment damaged in transit is the responsibility of the freight company and a claim should be made with the carrier.
- Abuse or neglect (including failure to periodically clean or remove lime accumulations): The manufacturer is not responsible for variation in equipment operation due to excessive lime or local water conditions. The equipment must be maintained according to the manufacturer's recommendations.

No warranty is provided:

- On any parts subject to natural wear and tear. This includes seals, and brewing unit, among other items.
- For malfunctions due to the effect of the weather, scale build-up, chemical, physical, electrochemical or electrical effects.
- If a water filter is not fitted even though the local water supply requires use of a water filter and malfunctions occur as a consequence.
- If malfunctions occur as a result of failure to follow instructions for the handling, maintenance, and care of the unit (e.g., User Manual and maintenance instructions).
- With respect to faults which occur as the result of failure to use original Curtis spare parts or incorrect assembly by the purchaser or by third parties or by faulty or negligent treatment.
- With respect to the consequences of improper modifications undertaken without the consent of Curtis, or by repair or reconditioning work on the part of the purchaser or by third parties.
- With respect to faults caused by inappropriate or improper use.

Important

Maintenance
▷ page 38

Appendix: Technical data

Technical data for coffee machine

External dimensions	Width 232 mm Height 480 mm Depth 514 mm
Water tank volume	6.0 litres
Capacity of the warmer	5.7 litres
Brewed fill weight	approx. 13.6 kg
Water connector	3/8"
Water pressure	Min: 0.14MPa, Max: 0.62MPa
Min. flow rate	3.8 l/min.
Use at elevation above sea level	< 2.000 m
Nominal power rating	2426 W
Power supply	230 VAC 50/60 Hz (1 PH)
On-site fuse	10.6 A
Protection class	IP X0
Calibration pressure	Boiler 0.32 MPa (3.2 bar)
Continuous sound pressure level (Lpa)	< 70 dB(A)
Ambient temperature	+5 °C to maximum +35 °C (empty the water system in case of frost).
Maximum humidity	80% relative humidity without condensation. Do not use device outdoors.
Installation surface / water spray	The device must be placed and leveled on a horizontal, sturdy, water-resistant, and heatproof base. The device must not be cleaned using a water jet. The device must be installed where it is protected against water spray. The device must not be located on a surface that is sprayed or cleaned with a water hose, steam jets, steam cleaner, or similar devices.

Installation clearances	<p>For operating, service, and safety reasons the machine should be installed with a clearance from the building or non-Curtis components of not less than 50 mm at the sides and 50 mm at the back.</p> <p>A minimum working space of 800 mm in front of the coffee machine is recommended.</p> <p>Clearance of at least 200 mm above the product hopper is recommended.</p> <p>A clear height of 1,100 mm from the top of the supporting surface should be ensured.</p> <p>The height of the installation surface above the floor should be at least 700 mm and max. 900 mm. If the coffee machine connections are to be run downwards through the counter, please make space for the lines, which can reduce the usable space below the machine.</p>
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We reserve the right to make technical modifications.

These specifications for the electrical connection and the standards quoted apply for connecting the coffee machine in EU countries. It may be necessary to also observe additional country-specific regulations. Outside the EU countries acceptance of the standards quoted is to be checked by the legal entity or natural person who wishes to use the coffee machine.

The customer's on-site electrical system must be designed to meet country-specific regulations per IEC 60364 and must match the information on the rating plate.

An isolated ground socket or a country-specific single-phase socket for single-phase connection, or a 5-pole CEE / CEKON socket per DIN EN 50310 VDE 0800-2-310 or a country-specific multi-pole socket for a three-phase connection, must be available near the machine. The sockets are part of the customer's on-site installation. The power cord must not come into contact with hot surfaces. If the power cord for this device is damaged then it must be replaced by our service personnel or a similarly qualified person, in order to prevent hazards.

In order to avoid possible faults from arising in our shielded data lines due to potential equalisation currents between the devices, an additional potential equalisation unit should be planned for devices connected to the vending system (see DIN EN 50310 VDE 0800-2-310).

If the machine is intended to be installed in a large kitchen, it is recommended that it be equipped with a ground potential bonding conductor. The potential equalisation terminal is installed by Curtis Service if needed.

Appendix: Accessories and spare parts

Count	Unit	Description	Order No.	Parts No.
Coffee brewing				
1	Pcs	Spray head, amber, advanced flow	33.7500.0329	WC-29025
Decanter				
1	Pcs	Glass decanter, black handle, white overprint, Curtis Logo	03.6010.1157	70280000306
Accessories				
1	Pack (500 pcs)	Filter paper 9-3/4" X 4-1/2"	03.7500.3457	CR-10
Water filter				
1	Pcs	WATER FILTER 10" CURTIS	03.6010.1329	CSC10AC00
Curtis customer care program				
1	Box	Special cleaning powder, 1,000g	33.0680.9000	
1	Pcs	Measuring spoon large	33.0742.3000	
1	Pcs	Clean-A-Bowl (Cleaning brush for cans)	33.6010.1164	CAB-1
1	Pcs	Java Jug Airpot (Cleaning brush for Airpot)	33.6010.1178	JB-1



Your nearest Curtis Service:

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14.01.2020

G3 Series Alpha