

**ESSENTIAL COFFEE**  
G R O U P



COFFEE MACHINE  
**USER GUIDE**







ESSENTIAL COFFEE GROUP

WARRANTY DETAILS AND  
REGISTRATION

CLEANING PROCEDURES

BEFORE CALLING FOR SERVICE

Contact Details



# ESSENTIAL BRANDS GROUP

Essential Coffee Group have designed their own unique blends of vending milk & chocolate to maximise flavour profiles and increase the performance and reliability of your ILC Express System / Espresso Essential , delivering unrivaled taste and quality when used as directed.

Our Australian designed Fluid Bed Roasting Plant has its own unique roasting technique, with the view of optimizing the desirable aspects and eliminated any unfavorable characteristics, producing less carbon emissions than 99.9% of the Roasters on the market.

The A-grade beans we use are sourced from the highest quality producers throughout the world then roasted in-house for the ultimate in freshness and taste, all roasted beans pass through our customized “De Stoning System” removing any stones or foreign objects that may cause damage to your ILC Express System grinder.



**WARRANTY**  
**For Sales in Australia and New Zealand ONLY**

If You have purchased a separate extended warranty from an Authorised Supplier then please refer to that warranty for terms and conditions as that warranty has been sold separately and independently from Us.

In this Warranty:

**Australian Consumer Law** means the Australian Consumer Law set out in Schedule 2 to the *Competition and Consumer Act 2010 (Cth)*

**Authorised Repairer** means a repairer authorised by Us to repair the Goods

**Authorised Supplier** means the authorised distributor or retailer that sold You the Goods in either Australia or New Zealand

**Goods** means the equipment accompanied by this Warranty and purchased in You in either Australia or New Zealand

**New Zealand Consumer Law** means the New Zealand *Consumer Guarantees Act 1993*

**We, Us, Our** means Essential Brands Franchise Systems Pty Ltd ACN 095 453 937

**You** means the consumer and the original purchaser and owner of the Goods

**CONSUMER LAW NOTICE**

Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law or the New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the Goods repaired or replaced if the Goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits under Our Warranty are in addition to other rights and remedies which You have under either the Australian Consumer Law or the New Zealand Consumer Law in relation to the Goods and services.

**WARRANTY PERIOD**

1. We provide You with a one (1) year Warranty from the date of purchase by You of the Goods.
2. The Warranty Period commences from the date shown on your purchase receipt.
3. You must keep your receipt to validate proof of purchase of the Goods and You must lodge the warranty registration form accompanying the Goods with Us within seven (7) days of installation of the Goods to be able to make a claim under this Warranty. Lodgement by You of the warranty registration form is your proof of installation of the Goods.

**WARRANTY TERMS**

4. We warrant the Goods against defects in materials and workmanship for the Warranty Period.

5. You may not make a claim under this Warranty unless the defect claimed is due to faulty or defective materials or workmanship.
6. This Warranty is limited to repair or replacement only.
7. Subject to the terms and conditions of this Warranty, We may, at Our discretion, either repair defective parts or replace them with new parts or serviceable parts that are equivalent to new parts in performance at no charge to You.
8. Replacement of a part by Us does not extend or restart the Warranty Period.
9. All replaced or exchanged parts will become, and remain, Our property.
10. In the event the Goods are replaced during the Warranty Period then the warranty on the replacement Goods will expire on the same date as the Warranty Period on the original Goods which are replaced and the subject of this Warranty.
11. This Warranty extends to You only and is not transferable.
12. This Warranty does not extend to any Goods purchased by You from any person or company other than from an Authorised Supplier.
13. No employee or agent of Ours or any Authorised Supplier or Authorised Repairer has any authority to vary the terms of this Warranty.

***Parts covered under this Warranty:***

Control board	PC-Board	Pump	Grinders	Flow Meter	Brewing Unit	Brew Valve	Steam Valve	Temperature (internal damage)	Probe
Water Boiler	Steam Boiler	Grinder Motors	Brew Group Drive Motor	Position Switches (internal damage)	Transformer	LCD Display	Card Reader	Internal components	Refrigeration

***What is not covered under this Warranty:***

- a) Any valve that is clogged or damaged by calcium or other solids/deposits OR boiler element that is damaged by calcium build up OR boiler seal is damaged by calcium build up OR flow meter is blocked by scale and calcium build up/solids is not covered under this Warranty. Please note that with a softener/filter installed and maintained some solids can still reach the Goods and damage caused by If the Goods or a part malfunctions due to water quality issues, operator abuse or error, failing to clean or improper cleaning or lack of cleaning, negligence or misuse on the part of the user, or through vermin or insect infestation it is not covered under this Warranty. Water quality supplied to the Goods is solely Your responsibility.
- b) If the Goods are damaged or malfunctions due to irregular voltage or voltage that is too high (240v) or too low (205v) it is not covered under this Warranty. The Goods should be hooked up to a single phase 230v circuit with appropriate CCT breaker installed. Blown fuses; damage to boards; transformers; voltage regulators; coils; wiring, etc. caused by voltage supply outside of the 205v-240v range are not covered under this Warranty.
- c) Computer boards; voltage regulators; transformers or other electrical component damage caused by power surges or electrical storm damage is not covered under this Warranty.

**WARRANTY CONDITIONS**

14. The Goods must be used and maintained and serviced by You in accordance with our user manual provided with the Goods.

15. This Warranty requires You to:

- a) use the water conditioning system specified;
- b) use the specified milk quality;
- c) where required, use a suitable milk refrigeration system;
- d) use the specified coffee beans (mix/roasting);
- e) ensure the Goods are cleaned daily/weekly and cleaning procedures are followed as specified;
- f) replace water filters as recommended;
- g) ensure the Goods are serviced as recommended.

16. This Warranty will be immediately void if:

- a) the serial number or appliance plate or warranty seal is removed from the Goods or altered or defaced in anyway;
- b) the Goods have not been purchased from an Authorised Supplier;
- c) the Goods have been serviced or repaired by a person or company other than by an Authorised Repairer or where non-approved replacement parts have been used.

17. The proper functioning of the Goods is only guaranteed by Us with the use of Our products which are sold through authorised product suppliers.

18. If You make a claim under this Warranty We may refuse it if the defect claimed by You has arisen for reasons other than faulty or defective materials or workmanship. You will then be liable for all costs associated with such claim.

## **WARRANTY EXCLUSIONS**

19. This Warranty does not apply to:

- a) Any defect in the Goods resulting from physical damage, accident, misuse, abuse, improper maintenance or service or operation of the Goods, or non-compliance with Our user manual which is due to any act or omission by any person other than Us or an Authorised Supplier or an Authorised Repairer;
- b) repair of cosmetic appearance of the Goods;
- c) normal wear and tear of the Goods, for example, on parts such as grinding disks; mixer; seals of all types; lighting elements; coffee strainers; lines (milk and coffee); filters inside the Goods; filter for water conditioning; pump heads (milk and coffee); panelling; drip trap and product buttons (external damage) (not an exhaustive list);
- d) the original installation of the Goods (including factory settings) is modified without Our authority, for example, porcelain; glass; electrical safety switching devices (STB, cut-out fuses, electrical fuses); hinges; bean container; plastic parts subject to external cleaning; key and magnetic cards; all loosely supplied components and all treated and refined surfaces including paint coat (not an exhaustive list);
- e) the Goods not being serviced as recommended by Us;
- f) normal operating and maintenance procedures recommended by Us in Our user manual. We recommend that You take the time to familiarise yourself with the operating and maintenance requirements for the Goods.



## LIMITATION OF LIABILITY

20. As far as the law permits, We do not accept liability for any direct, indirect or consequential loss, damage or other expense caused by or arising from your purchase, use or non-use of the Goods.

## HOW TO CLAIM UNDER THIS WARRANTY

21. To make a claim under this Warranty please telephone Us on:

<b>AUSTRALIA</b>	<b>NEW ZEALAND</b>
Customer Service / Technical Support I Luv Coffee Express Ph: 1300 324 111 (toll free) Monday – Friday, 8am-5pm (except public holidays) AEST	Customer Service / Technical Support I Luv Coffee Express Ph: 0800 377 773 Monday – Friday, 8am-5pm (except public holidays)
<b>HEAD OFFICE:</b>  32 Hutchison Street Burleigh Waters Qld 4220 (PO Box 266, Robina DC Qld 4226) Ph: (07) 5507 5111 or 1300 324 111 Fax: 1300 783 977 Email: info@ebg.com.au service@ebg.com.au	<b>HEAD OFFICE:</b>  <b>I LUV COFFEE EXPRESS</b> PO Box 302-449 North Harbour 0751 Auckland Ph: 0800 377 773 Fax: 09 448 5103 Email: info@espressoessential.co.nz

22. You must provide the Customer Service / Technical Support operator with the following:

- (a) your name, contact address, email, telephone and fax numbers;
- (b) make, model and serial number of the Goods;
- (c) detailed description of the fault;
- (d) have your purchase receipt available which must clearly indicate the name and address of the Authorised Supplier and the date and place of purchase;

23. The Customer Service / Technical Support operator will provide you with details as to how the Goods will be assessed under this Warranty. This could be either:

- (a) for Us to arrange for the Goods to be delivered to an Authorised Repairer; or
- (b) for Us to arrange for an Authorised Repairer to attend on-site.

24. If the Goods are required to be delivered to an Authorised Repairer You must ensure that the Goods are returned in either the original packaging or in packaging suitable to prevent damage to the Goods. We will not accept responsibility for any damage caused to the Goods during transit. You must arrange for the Goods to be insured during transit (to and from the Authorised Repairer).

25. You accept that if you make a claim under this Warranty then We may exchange information about You to enable Us to meet Our obligations under this Warranty.

**WARRANTY DETAILS TO BE COMPLETED ON INSTALLATION OF EQUIPMENT**

**PURCHASER'S COPY (Retained with your proof of purchased for your records)**

COMPANY DETAILS

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ABN #:

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ADDRESS DETAILS

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INSTALLATION – SITE DETAILS

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CONTACT DETAILS

PHONE

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DATE OF PURCHASE

MODEL / SERIAL #

---

AGENT DETAILS

---

---

AGENT'S SIGNATURE

---

CUSTOMER'S SIGNATURE

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## **CLEANING & MAINTENANCE OF YOUR COFFEE MACHINE**

### **IT IS YOUR RESPONSIBILITY TO CLEAN & MAINTAIN YOUR MACHINE TO AVOID VOIDING YOUR WARRANTY**

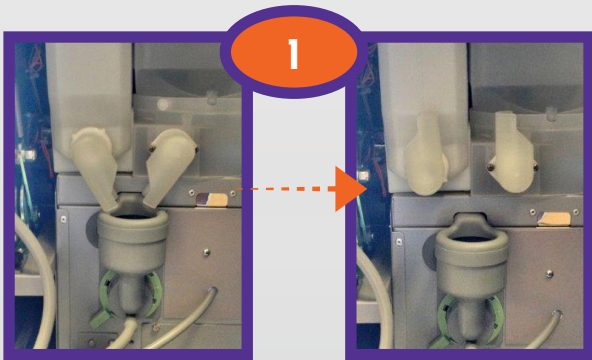
- Empty and wash the Drip Tray daily and wipe up any spillage with a dampened cloth.
- Check and fill Product Canisters daily, taking care not to spill any Product into the machine.
- Remove and wash Product elbows in warm water, dry thoroughly and reassemble with outlets facing down.
- Remove and wash, Mixer Top, Mixer Bowl, Mixer Body and Body Holder in warm water, dry thoroughly and carefully reassemble.
- When removing Mixer Body, twist clockwise and pull forward, leaving the outlet hose attached. Clean thoroughly, making sure that the hose is clear.
- Remove the Impeller by placing two fingers under each side and pulling forward, remove the Mixer Body Holder by turning clockwise 5mm and pulling forward.
- Clean thoroughly and reassemble carefully, aligning the dot on the Impeller with the flat on the shaft.

### **NEVER USE ABRASIVES OR SCRATCH THE SHINY SURFACES**

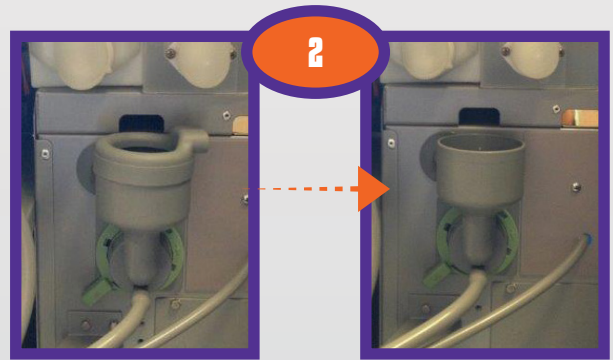
***PLEASE SEE FOLLOWING PAGES FOR ILLUSTRATED INSTRUCTIONS***

# MACHINE CLEANING GUIDE

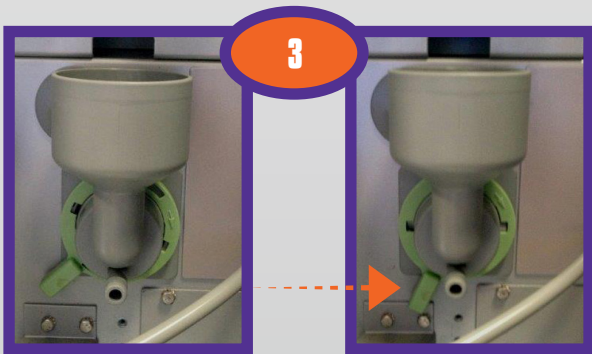
## DISMANTLE/CLEANING



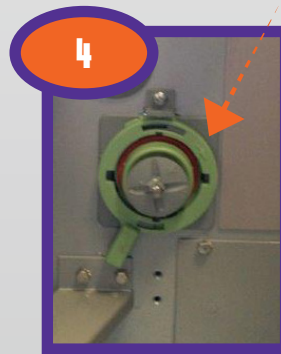
1  
Reposition dispensing spouts & remove outlet hose.



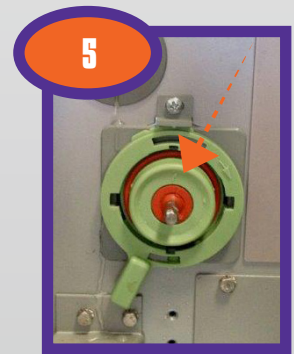
2  
Turn & remove top cover



3  
Rotate green locking lever anti-clockwise until click (7 o'clock position).



4  
Remove mixing bowl



5  
Remove whipper blade



6  
Rotate green locking lever anti-clockwise (6 o'clock position)



7  
Remove mixing plate



8  
Thoroughly wash all components and dry. Please inspect mixing seal and whipper blade for damage. Replace if required.



9  
Clean motor assembly and machine body.



# MACHINE CLEANING GUIDE

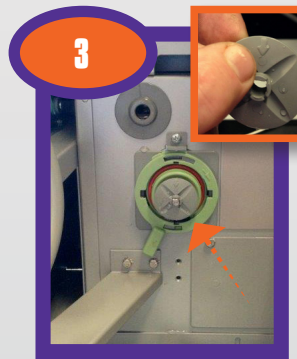
## REASSEMBLY



1  
Refit mixing plate  
(green locking  
lever to 6 o'clock  
position)



2  
Reposition  
locking lever  
clockwise to  
the 7 o'clock  
position.



3  
Refit whipper  
blade being sure  
to align 'arrow'  
on blade with  
flat on motor  
shaft. Push until  
it clicks



4  
Refit mixing bowl  
aligning water  
spout and mixing  
bowl tabs.



5  
Rotate locking  
lever clockwise  
to 8 o'clock  
position to lock  
mixing bowl



6  
Refit top cover  
and position into  
the vent hole.



7  
Reposition  
dispensing  
spouts.



8  
Refit outlet hose.





## **BEFORE CALLING FOR SERVICE**

### **CHECK POWER SUPPLY**

- 1 Is Rear orange Switch glowing?
- 2 Is Front Panel light on?
- 3 Is LCD Read-out on front panel functioning?

### **CHECK PRODUCT SUPPLY**

- 1 Do all Canisters contain Product?
- 2 Is the Shut-Off slide on the Bean Hopper fully open?
- 3 Are the product dispensing nozzles positioned downwards?

### **CHECK MIXER & SUPPLY LINE**

- 1 Check and clean the product Dispensing Nozzles (thoroughly dry before re-use).
- 2 Remove and Clean Mixer Top, (thoroughly dry before re-use).
- 3 Remove and Clean Mixer Bowl, (thoroughly dry before re-use).
- 4 Remove and Clean Mixer Body with outlet hose attached, clean, flush and dry.
- 5 While Mixer Body removed, check impeller for free rotation and cleanliness.

Continued

### **CHECK WATER SUPPLY**

- 1 Is Mains Water turned on, or supply Tank full?
- 2 Check Water supply hoses for kinks and blockages.
- 3 Clean Water filters and replace if Water contaminated or pressure reduced.
- 4 Run a cup of Hot Water to check water supply.

### **CHECK LCD DISPLAY (front panel)**

- 1 If Error message showing, explain to Service Technician or Supplier.
- 2 Any un-usual noises – Explain to the Service Technician or Supplier.
- 3 Qualified Electrician Only - Remove Back Panel & check the Fuses marked below & replace if necessary. 1 – 12A Grinder, 2-4A Power, 3-4A Board, 4 – 12A Supply.

**THE MACHINE WILL NOT OPERATE UNLESS THE FRONT DOOR IS SECURELY CLOSED**

**If the above does not solve the problem and service is required please contact your agent (contact details are in the warranty form) in the first instance.**

*If your agent is unavailable or can't solve the problem please contact our Customer Service team on listed on the back page between the hours of 8:00am to 5:00pm EST Monday to Friday. We have an after hours call center for urgent breakdowns, please leave a detailed message.*



# Contact Information

**AUSTRALIA - 1300 324 111**

**NZ - 0800 324 111**

**[www.essentialcoffee.com.au](http://www.essentialcoffee.com.au)**

**[www.essentialcoffee.co.nz](http://www.essentialcoffee.co.nz)**

**Email: [info@ebg.com.au](mailto:info@ebg.com.au)**

## **ESSENTIAL COFFEE HEAD OFFICE**

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