



MODEL **S20**



ONLY USE WITH
**Caffitaly System
Capsules**

INSTRUCTION MANUAL

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CONGRATULATIONS

on the purchase of your New Caffitaly System **S20 Machine**.
Thank you for having chosen our product and for your confidence in our company. You can savour your favourite hot beverages at any time of the day with our appliance by choosing one of the capsules that Caffitaly System offers you. For example: an espresso, hot chocolate or a tea will be ready in just a few seconds.



SAFETY WARNINGS

Carefully read the following instructions. In this way you will avoid the risk of personal injury and damage to the appliance.



- This appliance is intended to be used in domestic environments. Not suitable for Professional use.



- Use **ONLY Caffitaly System compatible capsules**. Damage caused by using incorrect capsules will void the guarantee.



- Use the **TEA button (Blue) for Tea and Hot Water ONLY!**
Incorrect use of this button will cause damage to the machine and void the guarantee.



- Use of the appliance in any manner other than as directed herein could cause harm to persons and void the guarantee. The manufacturer will not be responsible for injury or damage resulting from improper use of the appliance.



- After removing the packaging, check that the appliance is not damaged. If damage is detected, or upon the first sign of a defect (unusual noise or odours), or if any other problem is detected inside the appliance, do not use it and contact the **Caffitaly System Customer Service Line** on **AU 02 9846 0307 | NZ 0800 450 894**.



- The packaging elements (plastic bags, etc.) must not be left within reach of children as they are potential sources of danger.



- Only use the appliance if the power cord is intact, if the cord is damaged it must be replaced by the manufacturer or qualified person, due to potential electrical safety risks. Contact the **Caffitaly System Customer Service Line** on **AU 02 9846 0307 | NZ 0800 450 894**.



- Use and store the appliance indoors. Make sure the electrical elements, plug and cord are dry. Never submerge the appliance in water. Protect the appliance from sprays and drips. Water and electricity together constitute a risk of electrocution.



- Do not leave the power cord near hot surfaces, sharp edges or other sharp objects.



- Only connect the appliance to power outlets complying with the requirements of the law. Make sure that the power supply voltage matches the rating shown on the data plate on the bottom of the appliance.



- Do not pull on the power cord to disconnect it. Remove the plug carefully to avoid damage to the outlet.

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SAFETY WARNINGS - Continued



- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. **Children should be supervised to ensure that they do not play with the appliance**



- Never place your hands inside the capsule compartment. There is a risk of injury.



- **Do not open the lever while the appliance is operating. If the lever is raised during the delivery of a product, the machine can emit jets of hot water. Risk of Burns!**



- Do not remove parts of the appliance, OR insert objects into the openings. This could cause electric shocks! Any operation that is not described in this instruction manual should only be performed by an Authorised Support Centre. Please contact the **Caffitaly System Customer Service Line** on **AU 02 9846 0307** | **NZ 0800 450 894**.



- Install the appliance on a solid, stable, heat resistant surface with an incline no greater than 2 degrees.



- When the **Indicator Light** blinks ORANGE and the machine emits 3 beeps, it is advisable to perform the descaling cycle, as illustrated Page 13. If you do not, the appliance may be damaged.



- Clean the appliance carefully and regularly with a soft cloth and a mild detergent, do not use alkaline cleaning agents. If it is not cleaned, the build-up that forms may be hazardous to your health. Unplug the appliance and allow it to cool before cleaning.



- Unplug the machine if you do not expect to use the appliance for a long period of time (leaving on vacation, etc.).

SYMBOLS GUIDE



CAUTION: This is the safety warning symbol. It is used to call your attention to possible risks of personal injury. Abide by the safety messages provided in order to avoid possible injury or death.



This is the symbol used to highlight some actions that will optimise the use of this appliance.



Not
Dishwasher
Safe



Maintenance
Tips

MACHINE COMPONENTS



FIRST TIME USE

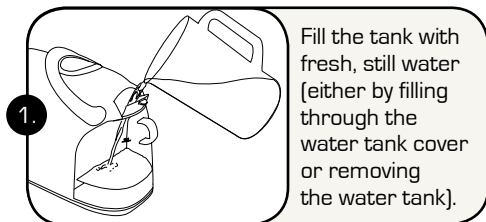


ONLY USE WITH
**Caffitaly System
Capsules**

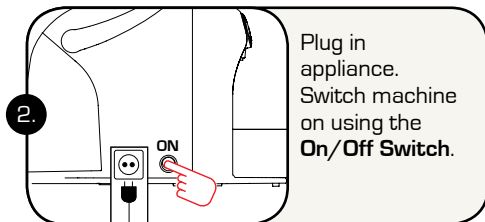


We would also recommend following these steps after not having used the machine for a long period of time.

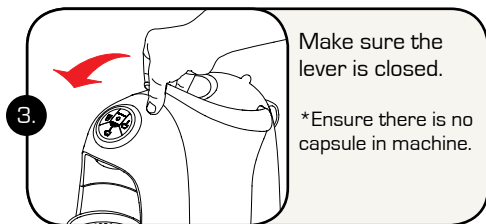
Please ensure you only use **Caffitaly System Capsules** which can be identified by the **Caffitaly logo**.



Fill the tank with fresh, still water (either by filling through the water tank cover or removing the water tank).

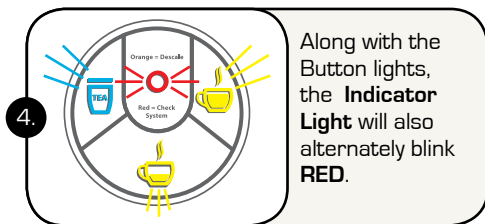


Plug in appliance. Switch machine on using the **On/Off Switch**.

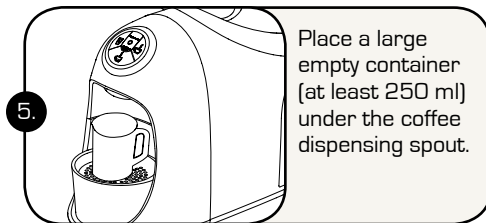


Make sure the lever is closed.

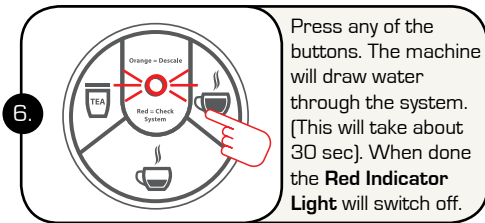
*Ensure there is no capsule in machine.



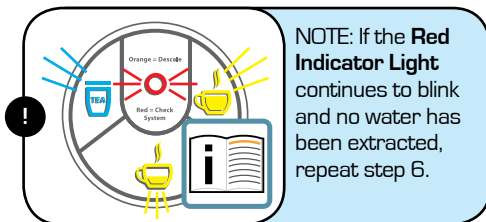
Along with the Button lights, the **Indicator Light** will also alternately blink **RED**.



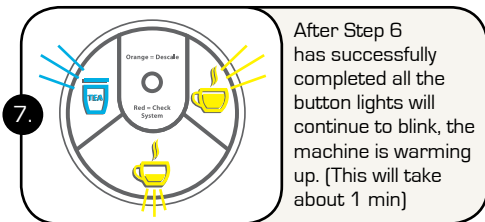
Place a large empty container (at least 250 ml) under the coffee dispensing spout.



Press any of the buttons. The machine will draw water through the system. (This will take about 30 sec). When done the **Red Indicator Light** will switch off.



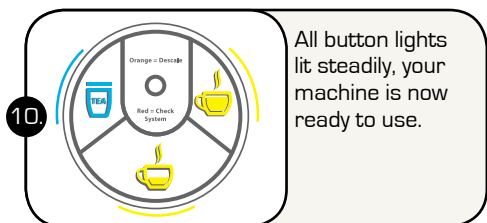
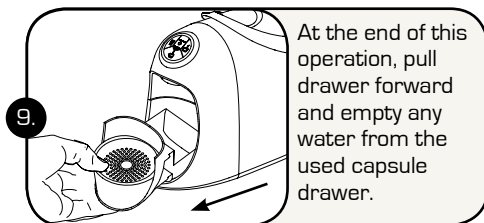
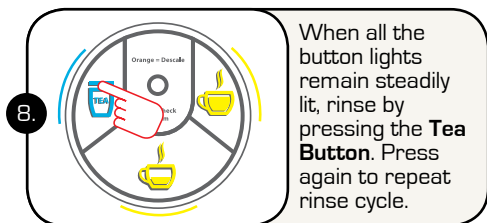
NOTE: If the **Red Indicator Light** continues to blink and no water has been extracted, repeat step 6.



After Step 6 has successfully completed all the button lights will continue to blink, the machine is warming up. (This will take about 1 min)

Continued on next page... >>

BEFORE FIRST USE - Continued



CORRECT USE OF THE BUTTONS



Tea or Hot Water Button - 120mL (Lit in BLUE) should only be used for tea capsules or to add hot water.

⚠ Do not use the Tea Button for espresso coffee or any other beverages except tea (capsules appropriate for the Tea Button will be indicated on the packaging). Inappropriate use of this button may damage the machine and void your warranty.

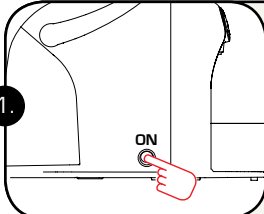
Double Espresso Button - 60ml (Lit in WHITE). Use for dispensing a double espresso coffee for a stronger beverage. Also suitable for Hot Chocolate, Chai Latte and similar beverages (NOT TEA).

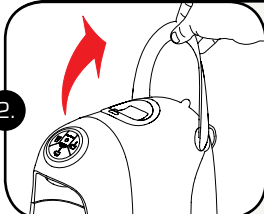
Single Espresso Button - 30ml (Lit in WHITE). Use for dispensing a single espresso shot.

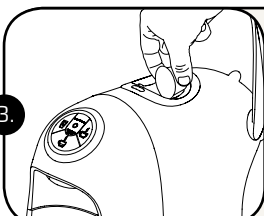
Diagram 3:

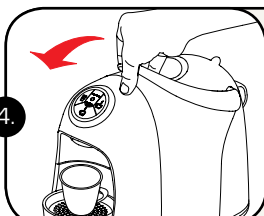
When in doubt follow the directions on the capsule box regarding required button use.

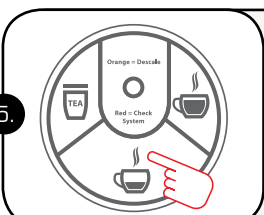
DISPENSING BEVERAGES - Using Factory Settings

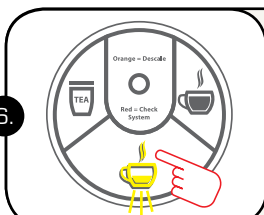
- 

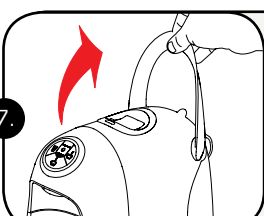
1. Switch the machine on using the **On/Off Switch**. Wait about 1 min for machine to warm up.
- 

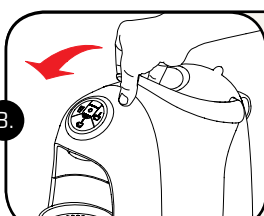
2. Raise the lever to open the capsule compartment.
- 

3. Insert the capsule, pressing it gently into place.
- 

4. Close the lever fully and place a cup or mug under the coffee dispensing spout.
- 

5. Press and release the button corresponding to the type of beverage you want as per **Diagram 3** on Page 7.
- 

6. The selected beverage button will blink and machine will stop dispensing on reaching the programmed quantity.
- 

7. Raise the lever to eject the used capsule into the drawer.
- 

8. Close the lever.

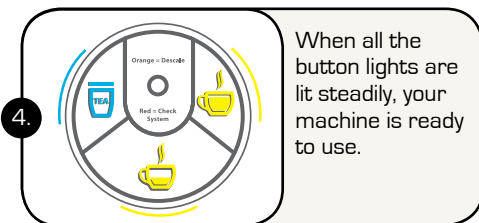
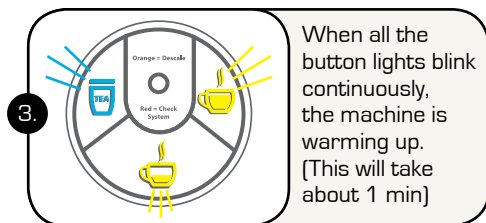
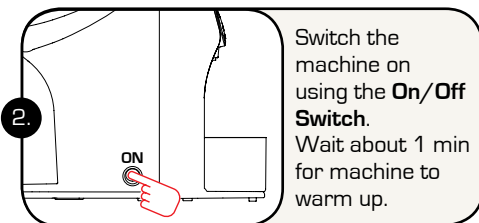


MAINTENANCE TIP: Between uses, to ensure optimum product delivery, remove used capsule from machine and rinse by pressing any button.



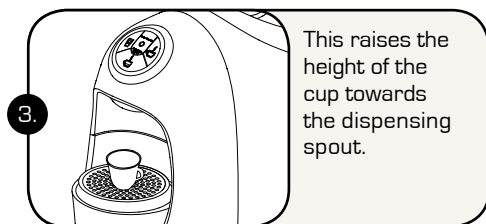
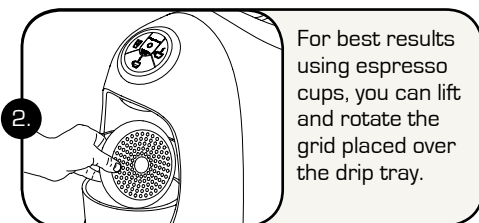
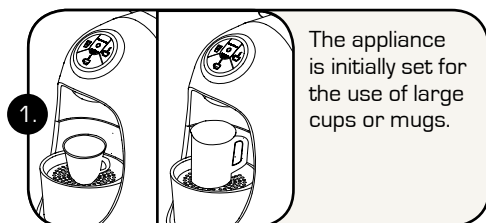
NOTE: The quantity of beverage dispensed can be programmed according to personal taste and the size of the cups or mugs used. Please refer to chapter “Programming the quantity of beverage in a cup” on **Page 10**.

TURNING ON THE APPLIANCE - DAILY USE

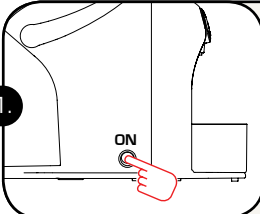
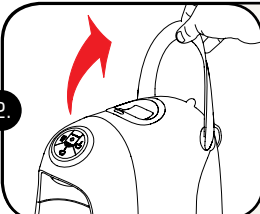
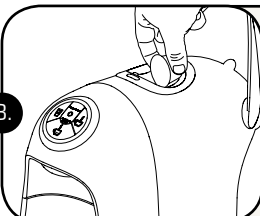
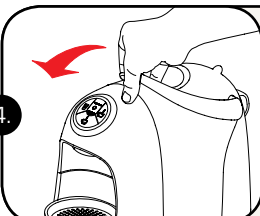

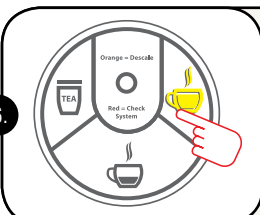
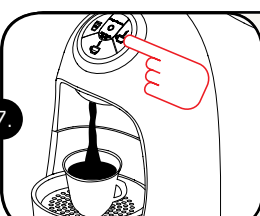



ADJUSTING THE CUP/MUG HEIGHT

The appliance can be adjusted for the use of mugs or espresso cups.



PROGRAMMING THE QUANTITY OF BEVERAGE IN A CUP

1.  Switch the machine on using the **On/Off Switch**. Wait about 1 min for machine to warm up.
2.  Raise the lever to open the capsule compartment.
3.  Insert the capsule, pressing it gently into place.
4.  Close the lever fully.
5.  Place a cup or mug under the coffee dispensing spout.
6.  **Press and HOLD** the desired beverage button.
7.  On reaching the desired amount of beverage, release the button.
8.  Now the button is programmed to your desired amount.



NOTE: The quantity of coffee dispensed may be programmed, from a minimum of 30ml to a maximum of 250ml.



NOTE: Recommended Programming/Factory Programming:

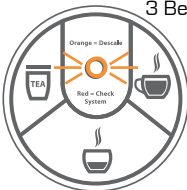
- 30ml: Single Espresso Shot
- 60ml: Double Espresso Shot
- 120ml: Tea (& Hot Water Button)

*Quantities are approximate and may vary slightly between capsules.

GENERAL OPERATING INDICATIONS

DESCALING SIGNAL:

1.

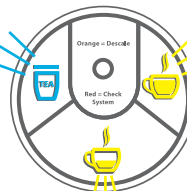


When the **Indicator Light** blinks ORANGE and the machine emits **3 beeps** (after which it will remain lit), it is advisable to perform the descaling cycle.

See section: Descaling on Page 13

HEATING:


1.



When all the button lights continuously blink, the machine is warming up. (This will take about 1 min)

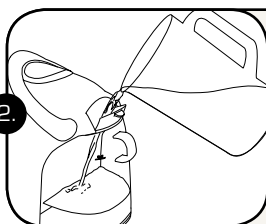
WHEN THE WATER RUNS OUT DURING OPERATION:

1.



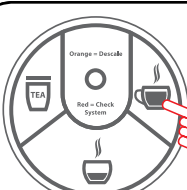
The water tank is empty when the **Indicator Light** blinks RED and the appliance emits **3 beeps**, followed by a single repeated beep.

2.



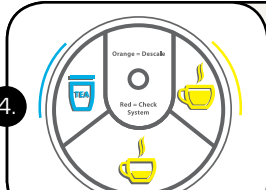
Fill the tank with fresh, still water.

3.



Press any one of the buttons. Wait for the machine to complete the priming cycle as it fills with water.

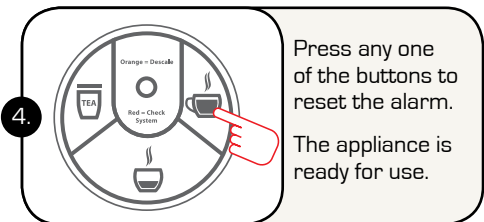
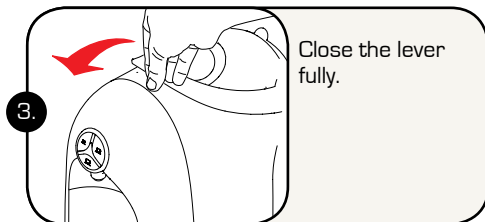
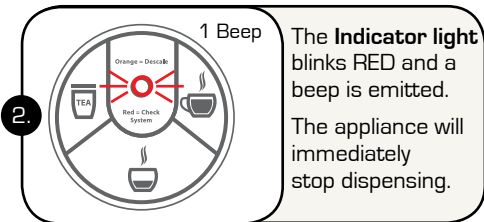
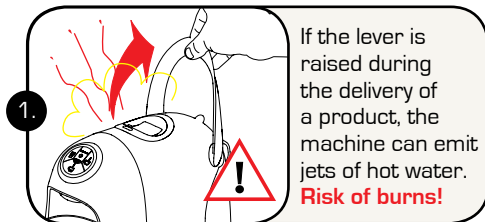
4.



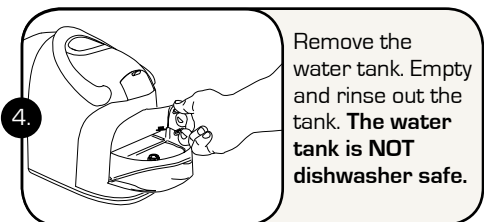
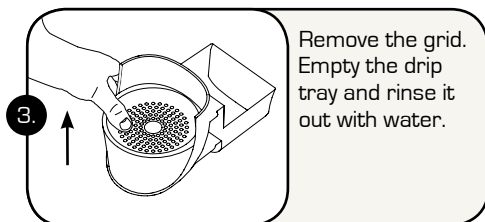
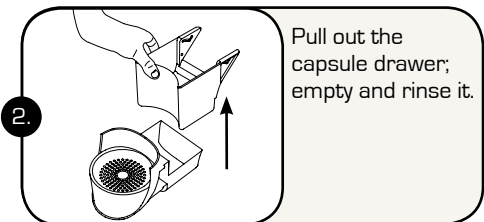
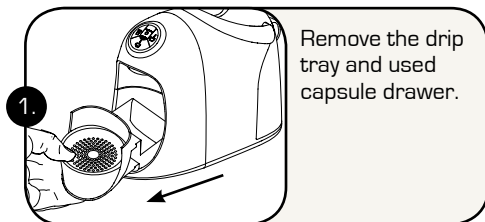
When the Button Lights turn on and remain steadily lit, the appliance is ready for use.

GENERAL OPERATING INDICATIONS - Continued

IF THE LEVER IS RAISED:



DAILY MAINTENANCE



Use a soft damp cloth and a mild detergent to clean the surfaces of the appliance.



The plastic parts of the appliance are **NOT** dishwasher safe.



DANGER: Never submerge the appliance in water. Protect appliance from sprays and drips. **Water and electricity together constitute a risk of electrocution.**

DESCALING INSTRUCTIONS

DESCALING SIGNAL: When the **Indicator Light** blinks ORANGE and the machine emits 3 beeps, it is advisable to perform the descaling cycle, as illustrated below.

PLEASE DO NOT LEAVE THE MACHINE DURING THE DESCALING PROCESS



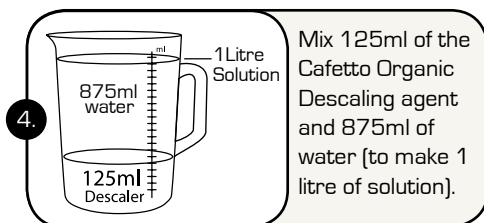
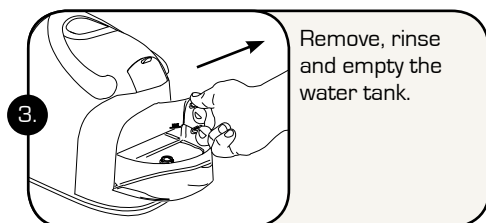
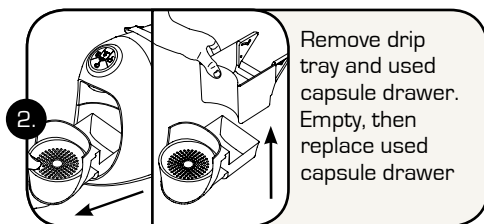
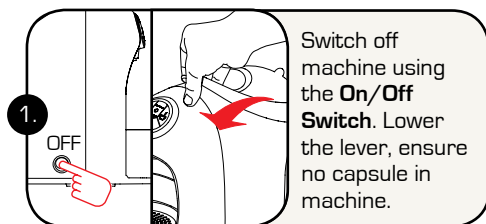
NOTE: Descaling refers to the removal of the natural mineral build up within the pipes of the machine. If not removed this may result in a poor quality beverage and eventually block the pipes.

The machine features an advanced program that monitors how much water is used to dispense beverages. This measurement provides the user with indications as to when the machine needs to be descaled.



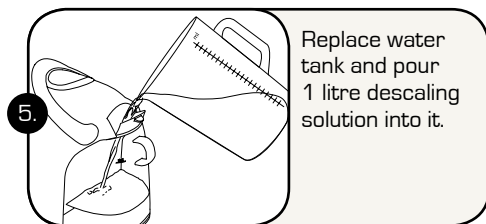
CAREFULLY read the directions for use on the package of the descaling agent. Avoid contact with eyes, skin and machine surfaces. A person must be present during the operation.

Do not use vinegar: it could damage your appliance

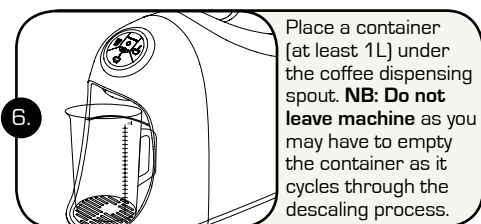


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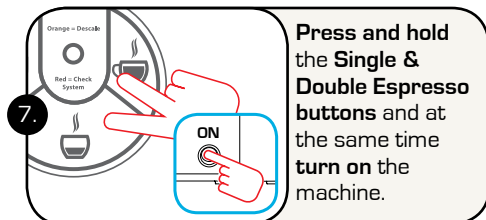
DESCALING INSTRUCTIONS - Continued



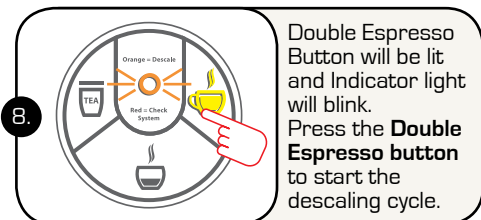
Replace water tank and pour 1 litre descaling solution into it.



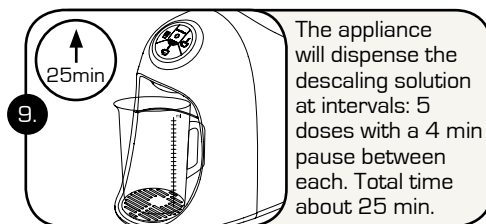
Place a container (at least 1L) under the coffee dispensing spout. **NB: Do not leave machine** as you may have to empty the container as it cycles through the descaling process.



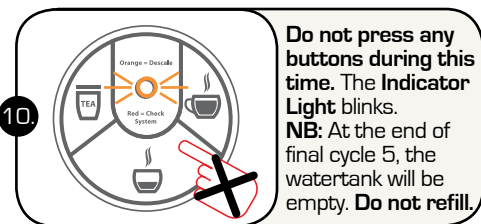
Press and hold the **Single & Double Espresso** buttons and at the same time turn on the machine.



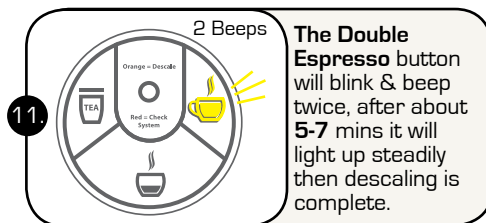
Double Espresso Button will be lit and Indicator light will blink. Press the **Double Espresso** button to start the descaling cycle.



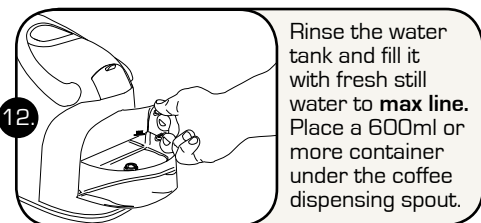
The appliance will dispense the descaling solution at intervals: 5 doses with a 4 min pause between each. Total time about 25 min.



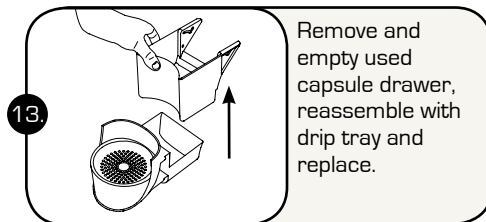
Do not press any buttons during this time. The Indicator Light blinks. **NB:** At the end of final cycle 5, the watertank will be empty. **Do not refill.**



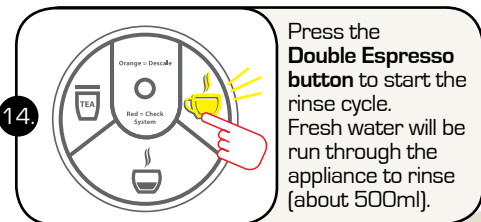
The **Double Espresso** button will blink & beep twice, after about 5-7 mins it will light up steadily then descaling is complete.



Rinse the water tank and fill it with fresh still water to **max line**. Place a 600ml or more container under the coffee dispensing spout.



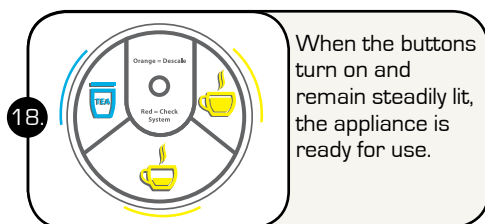
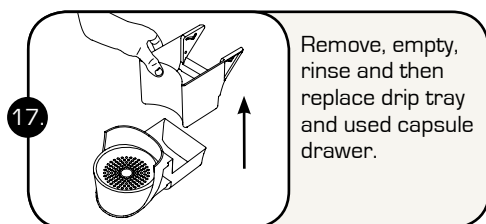
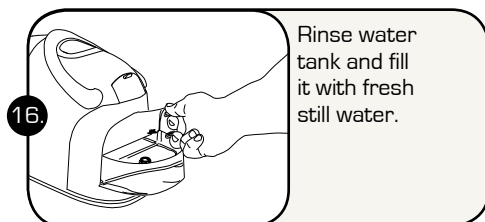
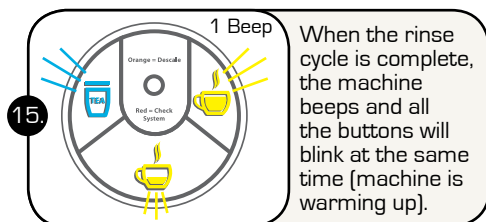
Remove and empty used capsule drawer, reassemble with drip tray and replace.



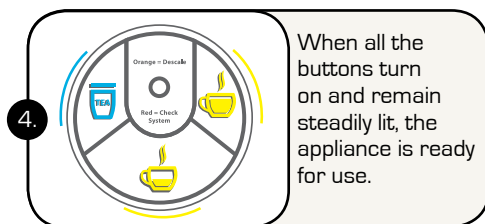
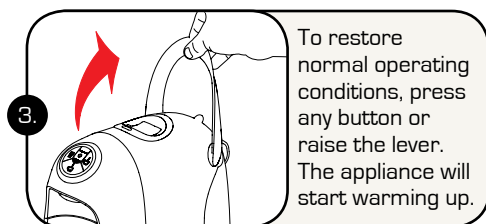
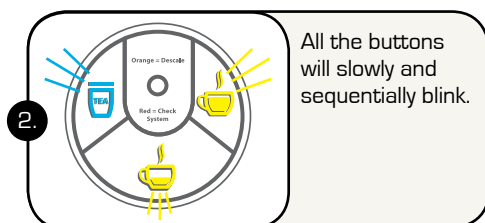
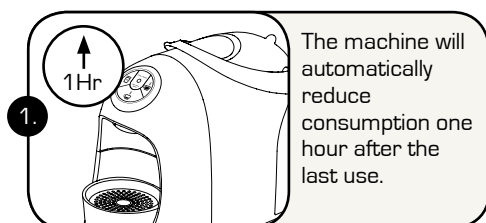
Press the **Double Espresso** button to start the rinse cycle. Fresh water will be run through the appliance to rinse (about 500ml).

Continued on next page... >>

DESCALING INSTRUCTIONS - Continued

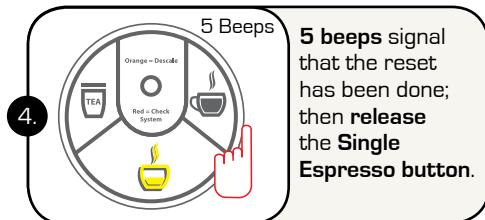
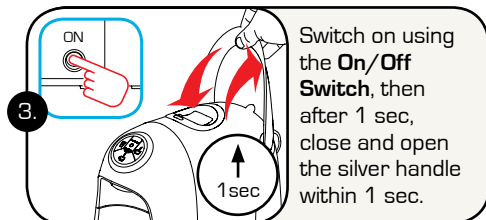
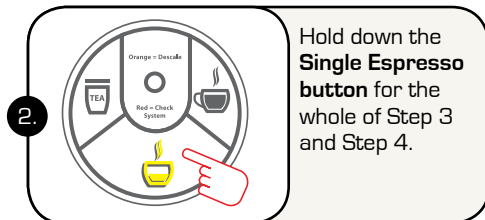
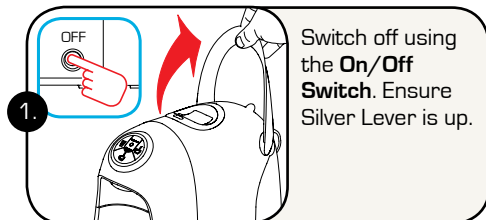


SAVING ENERGY



RESTORE ORIGINAL SETTINGS (RESET)

These instructions, allow you to reset the machine back to its factory settings – helpful if you experience an issue with the machine, or you have changed the pour levels for example and cannot change them back to their original levels.



NOTE: Now that the machine has been RESET it is in First Use Mode. We recommend following the First Use steps again on Page 6.



NOTE: If you have RESET the machine and the problem still continues, you should contact the Caffitaly System Customer Service Line on AU 02 9846 0307 | NZ 0800 450 894.

TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
No beverage is brewed. The Indicator light blinks RED.	<ul style="list-style-type: none"> - The water tank is empty. and/or - Incorrect use of the Tea button. 	<ul style="list-style-type: none"> - Fill the tank with fresh water. Press Single Espresso button. When the buttons remain steadily lit, the appliance is ready for use. - The Tea Button is Only to be used for Tea Capsules and hot water.
The coffee is not hot enough.	<ul style="list-style-type: none"> - Cold milk, cups or mugs. 	<ul style="list-style-type: none"> - Preheat milk and preheat cups or mugs by running under hot water.
The lever cannot be lowered.	<ul style="list-style-type: none"> - The used capsule drawer is full or a Capsule stuck inside the machine. 	<ul style="list-style-type: none"> - Empty out the used capsule drawer. - Gently push down on jammed capsule with a new capsule.
The Indicator light is on and steadily lit in RED and water is cold.	<ul style="list-style-type: none"> - Heating problems. 	<ul style="list-style-type: none"> - RESET the machine as per instructions on Page 16. - If problem persists please contact the Caffitaly System Customer Service Line on AU 02 9846 0307 NZ 0800 450 894.
When a coffee dispensing button is pressed, the machine seems to start running, but stops without dispensing coffee or after dispensing only a small amount.	<ul style="list-style-type: none"> - Incorrect quantity programming. 	<ul style="list-style-type: none"> - Reprogram the quantity corresponding to that button. See chapter. "Programming the quantity of coffee in a cup" on Page 10. - If that doesn't work follow the RESET instructions as illustrated on Page 16.
Indicator Light is Orange	<ul style="list-style-type: none"> - Machine requires Descaling. 	<ul style="list-style-type: none"> - Refer to sections - Descaling and perform the steps to descale machine found on Page 13.
Coffee grinds appearing in cup.	<ul style="list-style-type: none"> - Incorrect coffee capsule being used. 	<ul style="list-style-type: none"> - Capsules suitable for the Caffitaly systems are only suitable for this machine (there will be a Caffitaly logo on the packaging).

If any of the above solutions are not correcting your problem or you have any further questions/enquiries, please contact the Caffitaly System Customer Service line on: **AU 02 9846 0307 | NZ 0800 450 894.**

TECHNICAL DATA



See the data plate on the base of the machine.



Max. 15 bar



< 70dB A



Approx. 4 kg



1,2 litres



ambient temperature: 10°C ÷ 40°C



170 mm



280 mm



350 mm



The appliance has been manufactured using high quality materials that can be reused or recycled. Dispose of the appliance in a suitable waste collection centre.

All materials and objects in contact with food products comply with the requirements of European Regulation 1935/2004.

CAFFITALY SYSTEM CARE CONTACT

Phone: **AU 02 9846 0307**

NZ 0800 450 894

E-mail: caffitalysystem@rfg.com.au

For more information on the machine operation, available capsules and other useful hints and tips go to the Caffitaly website:

www.caffitalysystem.com.au

THE UNIQUE CAFFITALY SYSTEM CAPSULE

WHAT SETS US APART FROM THE REST?
OUR UNIQUE FILTERED CAPSULE DESIGN



EXTRACTION PERFECTED. Inside every Caffitaly System capsule there are two innovative filters: Thanks to the upper one, we can obtain a uniform distribution of water over the entire surface of coffee. Then the bottom filter ensures the best consistency of brewing producing the perfect cup every time. This unique design is why other capsules on the market do not work with the Caffitaly System Machine. **Please ensure to only use capsules displaying the Caffitaly Systems Logo with this machine.**



ONLY USE WITH
**Caffitaly System
Capsules**

For more information on the machine operation,
available capsules and other useful hints and tips
go to the Caffitaly website:

www.caffitalysystem.com.au



WARRANTY DETAILS

Dear Customer,

Thank you for buying this product. This Machine has been designed and produced using the best technologies available.

1. Warranty Details:

- (a) If your Caffitaly System Machine develops a fault or defect during the warranty period, and subject to the terms below, we will repair it or replace it.
- (b) We offer this warranty on top of any guarantees imposed by the Australian Competition and Consumer Act 2010 and any other applicable State or Territory legislation (if your product was purchased in Australia) and the New Zealand Consumers Guarantees Act (if your product was purchased in New Zealand).
- (c) The warranty applies for 12 months from the date of purchase.
- (d) The warranty covers fault or defects in the product's materials or manufacturing.
- (e) The warranty does not cover:
- (f) Misuse, or use other than in accordance with the product's instructions;
- (g) Negligence on your part;
- (h) Normal wear and tear; or
- (i) Faults or defects caused by third parties, including work done by unauthorised service or repair agents.

2. Making a Warranty Claim

- (a) To make a claim you should first contact the **Caffitaly System Customer Service Line** by telephone on **02 9846 0307** in Australia or **0800 450 894** in New Zealand and we will be able to provide you with the appropriate next steps for service or replacement of your machine.
- (b) Before contacting the Caffitaly System Customer Service Line, please make sure you have carefully read the Instruction Manual supplied with the machine.
- (c) After you have initiated the claim via the telephone, we may ask you to return the product to us, as per the address details in Point 4.
- (d) You will need to provide your receipt as proof of purchase in order to make a claim under the warranty.
- (e) Once you return the product and lodged a claim to us, we will assess the claim and let you know whether it is covered. The decision whether to repair or replace a product

is at our sole discretion unless there is a 'major failure' as defined in the Australian Consumer Law or New Zealand Consumers Guarantees Act.

- f) If it is covered we will deliver the repaired or replaced product back to you. We will bear this cost.
- g) If it is not covered, we will deliver the product back to you and you will bear the transport cost.

3. General service and repair enquiries

For general service and repair enquiries, please contact us on the telephone number below.

4. Roasting Australia Holdings contact details

Roasting Australia Holdings Pty Limited
11 Hoyle Avenue, Castle Hill, NSW 2154
Phone Australia: 02 9846 0307
Phone New Zealand: 0800 450 894

5. Statutory Guarantees

As well as the Roasting Australia Holdings Pty Limited warranty, our goods come with guarantees that cannot be excluded under the Australian Consumer Law and New Zealand Consumers Guarantees Act. 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.

6. Claim Details

If you are making a claim under the warranty or the statutory guarantees, we will require the following information from you:

- a) Name;
- b) Address;
- c) Product purchased;
- d) Date of purchase;
- e) Machine Serial Number;
- f) Shop of purchase;
- g) Description of the problem.