

# marco



POURING PERFECTION

## Marco Beverage Systems Ltd.

### INSTRUCTIONS FOR MODELS

# QWIKBREW 2 TWIN 5.6kW

(P/N: 1000495)

# QWIKBREW 2 TWIN 8.4kW

(P/N: 1000485)

**Water pressure : 5 - 50 psi (min.-max.)35 - 345 kPa (min.-max.)**

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## **Electrical installation:**

- Electrical specification: 5.6 kW/230V ac & 6 kW/230V ac.
- This unit must be connected to a suitable single phase power supply. This should be done by a qualified electrician.
- Electrical specification: 8.4kW/400V ac. 3 PHASE
- This unit must be connected to a suitable 3 phase power supply. This should be done by a qualified electrician.

## **Plumbing installation procedure:**

**Note: Marco recommends that this machine be positioned on a counter with a drainage facility. Marco cannot be held responsible for any flood damages.**

- Mains water pressure required (limits): 5-50psi (35-345kPa)
- Fit a stop Valve on a cold water line and attach a 3/4" BSP male fitting, (e.g. 3/4" x 1/2" 311 or washing machine type stop valve).
- Connect straight tailpiece of the inlet hose to the stop valve fitting. Make sure that the pre-attached sealing washer is fitted.
- Turn on the water to flush any impurities, dust etc from the inlet hose and water pipe. Allow several gallons through.
- Connect right-angled tailpiece of the hose to the inlet valve of the boiler (again 3/4" BSP). Make sure the sealing washer is fitted here also.
- Turn on water and check for leaks.

## **Start-up:**

- Check that all installation procedures have been carried out.
- Turn the water on at the stop valve and switch the power on at the isolator switch.
- Switch the machine on by pressing the button associated to the 'POWER' text on the left control panel. This button should be held until the red light illuminates. The machine will automatically take in water. To switch off, press the button again.
- When power is applied to the unit, the display PCB will flash a number of times – this indicates which version of software code is in the machine.

<b>Power</b>	<b>Time until first brew</b>	<b>Time until tank is full</b>	<b>Recovery rate</b>
5.6kW	39 minutes	50 minutes	0.9 Litres/minute
6kW	36 minutes	47 minutes	1.0 Litres/minute
8.4kW	26 minutes	34 minutes	1.4 Litres/minute

## **OPERATION:**

The Marco Qwikbrew 2 Twin uses the 'Continuous fill cycle' as standard.

### **Continuous Fill Mode (Standard):**

- Water will be taken in until the machine is full. The heating begins when the quantity of water is at a safe level above the elements and stops when the machine is full and up to temperature.
- Once the water is up to temperature, the green 'Ready to Brew' lights illuminate. A brew can be selected at this point.
- The 'Continuous fill mode' essentially keeps the machine full of water, regardless of temperature. In this mode the machine will never run out of water, but misuse (e.g. filling buckets for cleaning) can allow cold water to be served. Using hot water at a faster rate than the machine can recover will result in a temperature drop in the beverage.

### **Heat-fill mode (Optional):**

- This mode of operation is available as an option, but a service agent is required to make this change.
- Tea and coffee is at the optimum temperature when operating under the heat-fill mode.
- Water will be taken in until it is a safe level above the elements. At this point the water stops and heating begins. Once this quantity of water is up to temperature, another small quantity of cold water is taken in while the heating continues. This heat fill cycle maintains the correct temperature in the tank.

- When the machine has enough water to brew coffee, the green 'Ready to Brew' lights illuminate (after approximately 26-39 minutes depending on power). A brew can be selected at this point, but the machine is NOT full yet and will continue to fill. After approximately 34-50 minutes (depending on power) the heaters will shut off. The machine is now full and up to temperature.

## **BREWING COFFEE:**

- Slide out the coffee filter bowl and place a single sheet of filter paper in the bowl.
- Put the correct amount of ground coffee into the filter paper. Your coffee supply company may have pack sizes to suit the brews of your new Qwikbrew 2 Twin; if not, as an approximate guide for your first brews:

110g - 120g (4 - 4½oz) for a Half Brew (5 pints [2.85 litres])

220g - 240g (8 - 8½oz) for a Full Brew (10 pints [5.7 litres])

- Depending on the coffee grind and roast, and on water quality, you may have to adjust these quantities to obtain the optimum flavour.
- Level off the surface of coffee by gently shaking the filter bowl. Slide the coffee filter bowl into the guide rails in the brew head and push fully home.
- Select the correct brew on the relevant control panel (e.g. left control panel if the left urn being used) by pressing either the Half Brew switch for a 5 pint brew or the Full Brew switch for a 10 pint brew. Press the switch until the amber light illuminates. If you make a mistake press the Power switch to turn the machine off. Wait 3 seconds and turn back on again. Select the correct brew.
- A half brew should take around 4min - 4min 45secs. A full brew should take around 8mins - 9mins 30secs. These depend on the factory or default setting of the machine.
- Note: allow time for all the coffee to drain from the filter bowl before removing.
- As soon as possible after brewing – remove the filter paper with the spent grinds.

- A brew should only be selected whenever the green 'Ready to brew' lights are illuminated in order to produce the highest quality of coffee possible. (the brew light turns on when there is enough water at the correct brewing temperature. If there is enough water yet it is not at optimum temperature, it is possible to brew but the brew light will not be illuminated)
- Left and right brews can run simultaneously (although the two brew buttons should not be depressed at exactly the same time. Press and release one brew button before doing the same on the other side).

### **HOT WATER:**

- When the machine is full, up to 17.5 pints/10 litres of water is available for tea etc. If all this water is used and no water is available at the hot water tap, the machine should be left for a short while to recover (Heat-fill mode).
- Using hot water at a faster rate than the machine can recover will result in a temperature drop in the beverage (Continuous fill mode).

**Note: A brew can still be selected after all the hot water has been drawn off the hot water tap. While the machine is brewing, however, the hot water recovery rate is reduced and the machine will take longer to replenish the hot water supply.**

### **LOCK FUNCTION:**

- The Qwikbrew 2 Twin has a button lock function to prevent untrained personnel operating the machine, or accidental misuse by trained personnel. If the lock button (left hand side control panel) is pressed for approximately 6 seconds, a red light next to the button will illuminate. Both control panels are now 'locked'. No buttons are operational when the lock function is enabled. The machine will operate as normal, i.e. if the machine is brewing, it will continue to brew. Once completed another brew cannot be selected until the lock is disabled.

**Note: The 'Ready to Brew' lights will still be on, but no brew will be able to be selected.**

- To disable the lock function – hold the lock button for approximately 6 seconds once again.

## **TROUBLESHOOTING:**

The Marco Qwikbrew 2 Twin uses an electronic diagnostic system to help determine faults. If an error is detected a sequence of flashes is displayed through the POWER light. This sequence is repeated (cycled) until:

1. The problem is rectified by a service agent, or
2. In the case of the 6 flash cycle – the machine senses that normal operation has resumed, and the flash sequence ceases.

The number of flashes in a cycle corresponds to the symptom in the table on the following page.

**Note: Two flash and six flash error sequences will be displayed if there is low water pressure. Please check that there is water pressure and that the water stop-valve is open before calling your service agent.**

### **Status/Diagnostic light guide:**

<b>No of flashes</b>	<b>Symptom</b>	<b>Action required</b>
2	Water level below elements. Normal when machine first fills.	Check water pressure, if this is OK - call service agent.
3	Temperature sensor failure (o/c)	Call service agent
4	Water not heating	Call service agent
5	Temperature sensor failure (s/c)	Call service agent
6	Machine not filling	Check water pressure. If this is OK and the machine has not returned to normal operation after 15 min – call service agent

## **MAINTENANCE:**

Marco machines have been designed to give many years of trouble free service. The only regular maintenance required is occasional de-scaling.

In common with all water boiler manufacturers, service calls resulting from limescale are not covered by warranty. Fitting a scale reducer is recommended, especially in hard water areas. This can reduce the build-up of scale but may not stop it altogether.

A service agent should descale the machine regularly. The frequency that descaling is required depends on the local water supply; hard water areas need more attention. Marco suggest that the machine be descaled every 3 months if the unit is in a hard water area. In soft water environments every 6 months should suffice.

## **CLEANING:**

Like any cooking utensils the coffee urns of your Qwikbrew 2 Twin must be cleaned properly and regularly. Marco recommend cleaning after each days brewing using a proprietary urn-cleansing compound.

Marco Urn Cleanser (Marco Part number 8000240) is available in 800g tubs. Instructions are given on each tub. Your Qwikbrew 2 Twin is supplied with one large urn cleaning brush and one small sight-glass cleaning brush – to ensure thorough cleaning. In order to clean the sightglass, unscrew the small plugs on the top of the sightglass. The sightglass is fragile, so be careful while cleaning.

The exterior of these machines may be cleaned with a damp cloth and a light detergent. Do not use abrasive cloths or creams, as this will spoil the finish of the machine. Do not use a water jet or spray. Beware of accidentally operating the draw off taps when cleaning the front of the machine.

## **SAFETY:**

- **This appliance must be earthed.**
- Risk of flooding. The hose supplied with this unit is non-toxic food quality tested to 190psi. However, a hose is not a permanent connection. It is, therefore, advisable to switch off boiler and close the stopcock valve when boiler is not in use, e.g. overnight, weekends etc.
- Risk of scalding. Beware of accidentally operating the water drawoff tap especially when cleaning the front of the boiler. ALL users of this machine should be trained and should be aware that the machine dispenses very hot beverages.
- The utmost care has been taken in the manufacture and testing of this unit. Failure to install, maintain and or operate this boiler according to the manufacturer's instructions may result in conditions that can cause injury or damage to property. If in any doubt about the serviceability of the boiler always contact the manufacturer or your own supplier for advice.

