

User manual



Coffee machine

G4 GEMX IntelliFresh

English

Congratulations on the purchase of your Curtis coffee machine.

The Curtis G4 GEMX IntelliFresh 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 43



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 43



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 39

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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 G4 GEMX IntelliFresh 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"
- 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

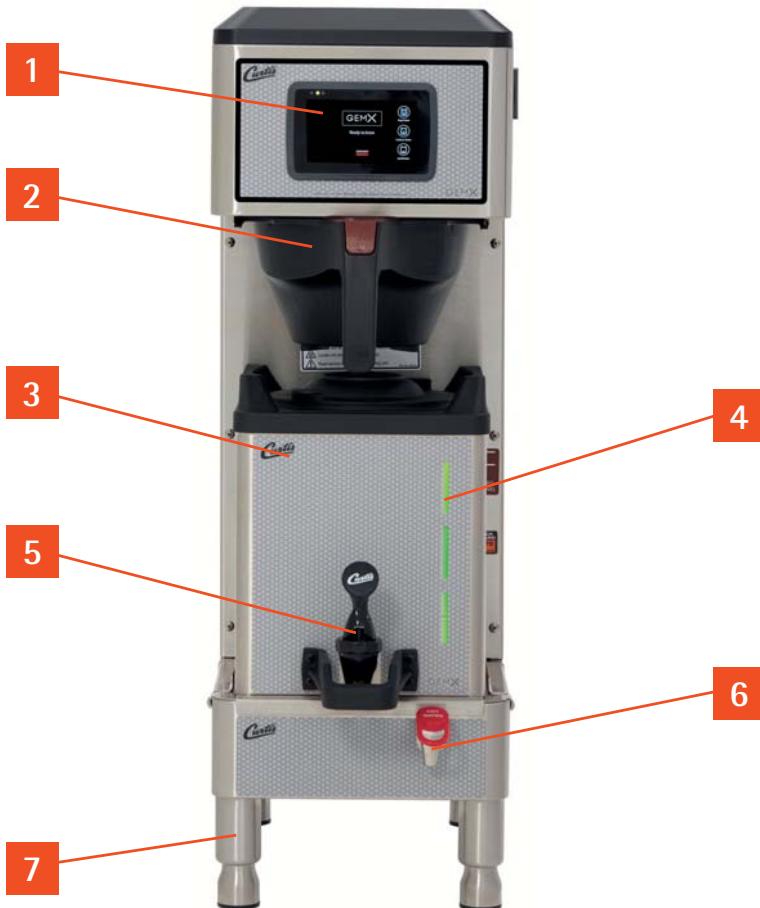
Installation Requirements

- 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.

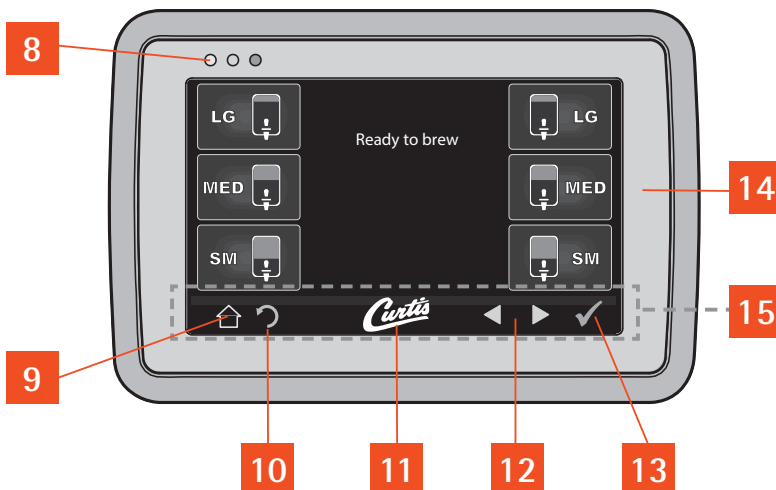
The water line should also be capable of being controlled by a shut off valve. Do not connect the water line to a saddle valve or needle valve.

2 Introduction

2.1 Parts of the coffee machine



Touchscreen control module



*Programming
Control Module
▷ Software
starting on page 24*

- 1 Touchscreen control module
- 2 Brew basket / Brew basket paper
- 3 Thermal container
- 4 LED Coffee level gauge / Quality Timer
- 5 Coffee faucet
- 6 Hot water faucet
- 7 Leg adjustable

Touchscreen control module

- 8 Status lights
- 9 Home
- 10 Undo
- 11 Curtis Logo
- 12 Scroll left / right
- 13 Return to previous
- 14 Brew Buttons
- 15 Control symbols - all symbols may not be present at the same time

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 24*

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 43

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
IntelliFresh	Technology for detecting the quantity and quality of 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*

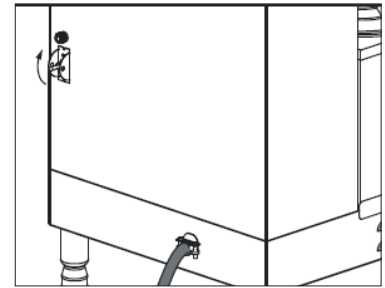
3.2 Powering up the Brewer

- * 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.
- * Go to the Programming guide section and program the brewer for the correct model and batch number.



- 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.

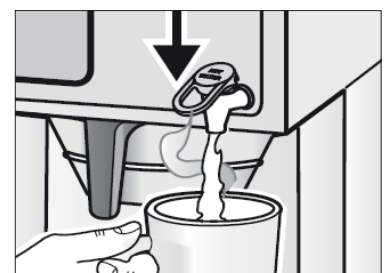
- * When the water level in the tank rises to the correct volume, the heating elements will turn on automatically. Depending on the incoming water temperature and the electrical specifications, the water tank typically requires 20 to 30 minutes to reach the factory set operating temperature. When the water has heated "Ready to Brew" should be on the display.
- * Before brewing for the first time, dispense 350 ml of hot water through the hot water faucet to help purge air from the tubing inside the brewer.
- * 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.



Programming guide
▷ page 28

IMPORTANT

Programming guide
▷ page 28



Programming guide
▷ page 28

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

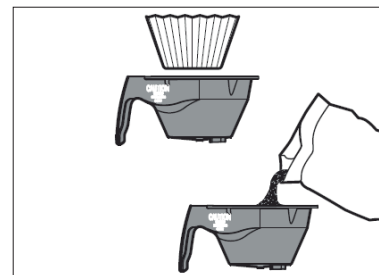
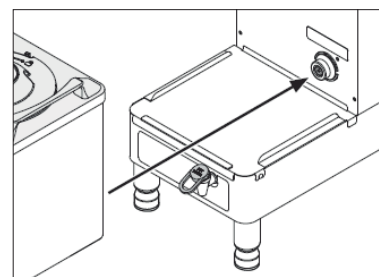
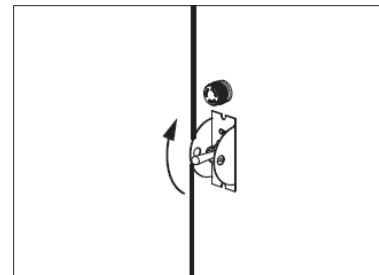
- Only use GEM3XIFT IntelliFresh® satellites on GEMX™ series IntelliFresh brewers.

NOTE

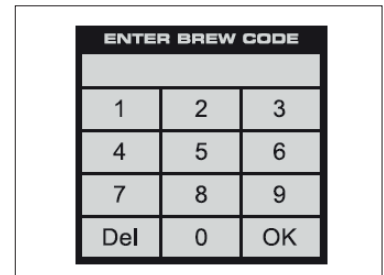
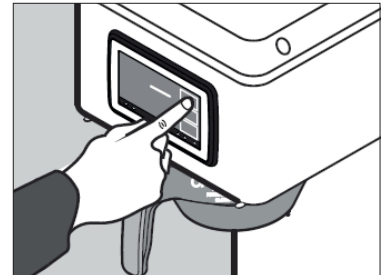
* The brewer should be ON. Confirm this at the rear toggle switch. "Ready to brew" should be on the display.

* Place an empty IntelliFresh satellite under the brew basket. Make sure the satellite is pushed all the way back against the front cover and is making contact with the electrical socket.

* Insert a clean 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.
- * Hold your finger on the appropriate brew icon. As soon as you hear the click of the brew valve, lift your finger. Brewing will begin.
- * If a keypad appears on the display, the brew code feature is enabled (default is OFF). Brewing will start immediately after you enter the brew code.



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

Set up/disable the brew code
 ▷ *Programming guide*
 page 28

Change settings
 ▷ *Programming guide*
 page 28

4 Software



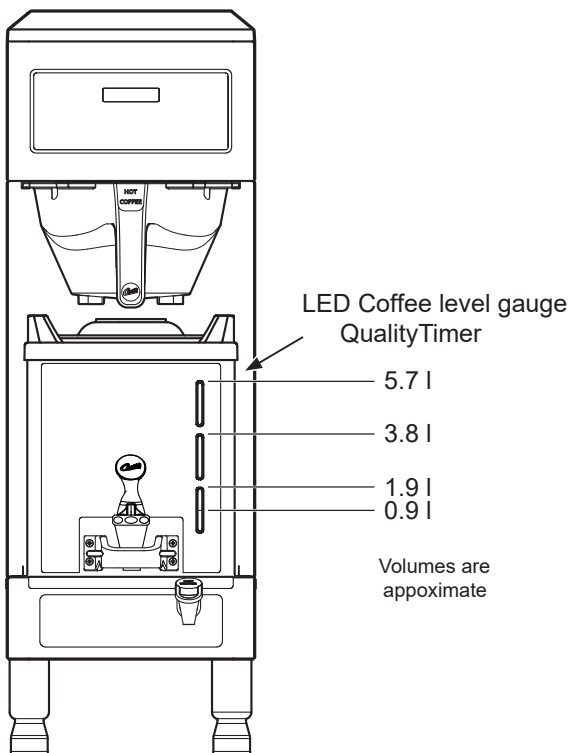
- When setting beverages, the same safety instructions apply as for operating the coffee machine.
 - > Follow all "Operation safety instructions".



Operation safety instructions
▷ page 20

4.1 IntelliFresh System

Function and Features



The LED coffee level gauge on the front of the satellite is also the indicator for the IntelliFresh Quality Timer system.

When the quality timer is set to on (default), it alerts you to when the coffee has exceeded the programmed freshness time. The Quality Timer is activated via a signal sent through corresponding connectors from the brewer to the satellite. When the warmer (automatically) shuts off, the coffee level gauge turns blue, provided there is still coffee in the satellite. Otherwise the LEDs turn off completely.

change the Quality Timer settings, including freshness (quality) time and LED color
▷ Programming guide
page 28

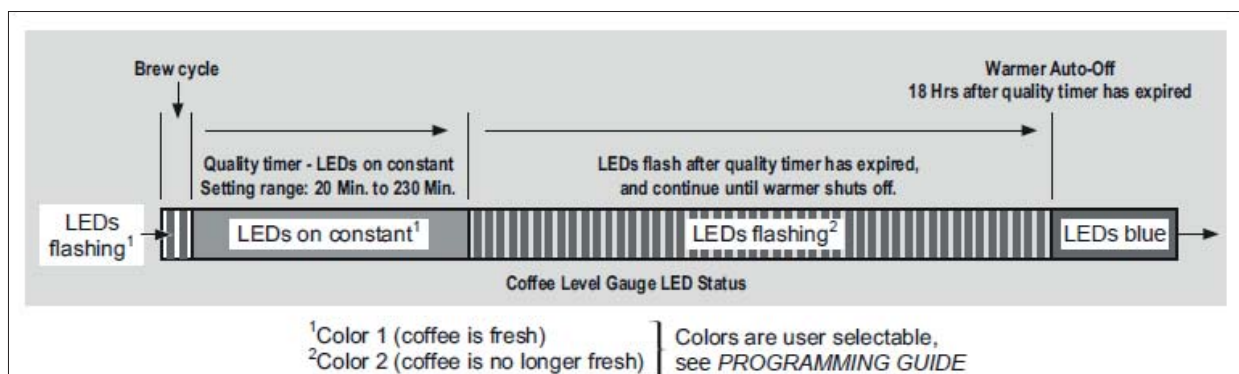


Note

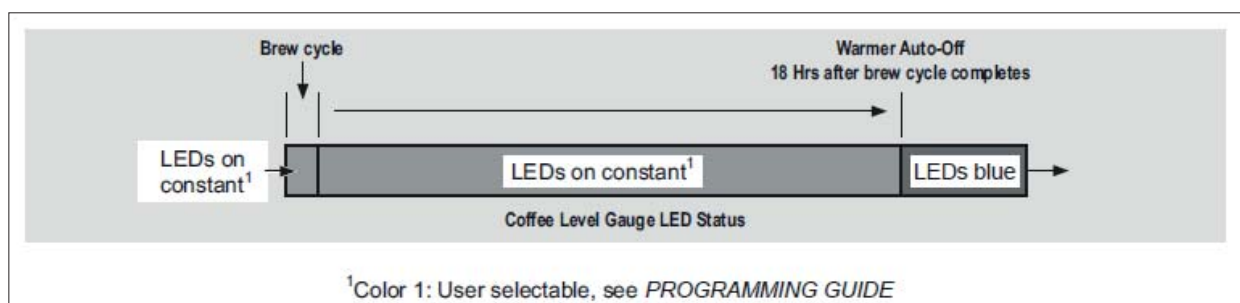
- After the brew cycle is complete, if the GEMX satellite is transferred from the brewer to a Curtis IntelliFresh warmer stand, the following satellite settings will remain the same: Quality Timer, Warmer Default (heat setting) and Satellite (Intellifresh) Color Scheme.

NOTE

4.2 LED Coffee Level Gauge - Intellifresh Quality Timer ON

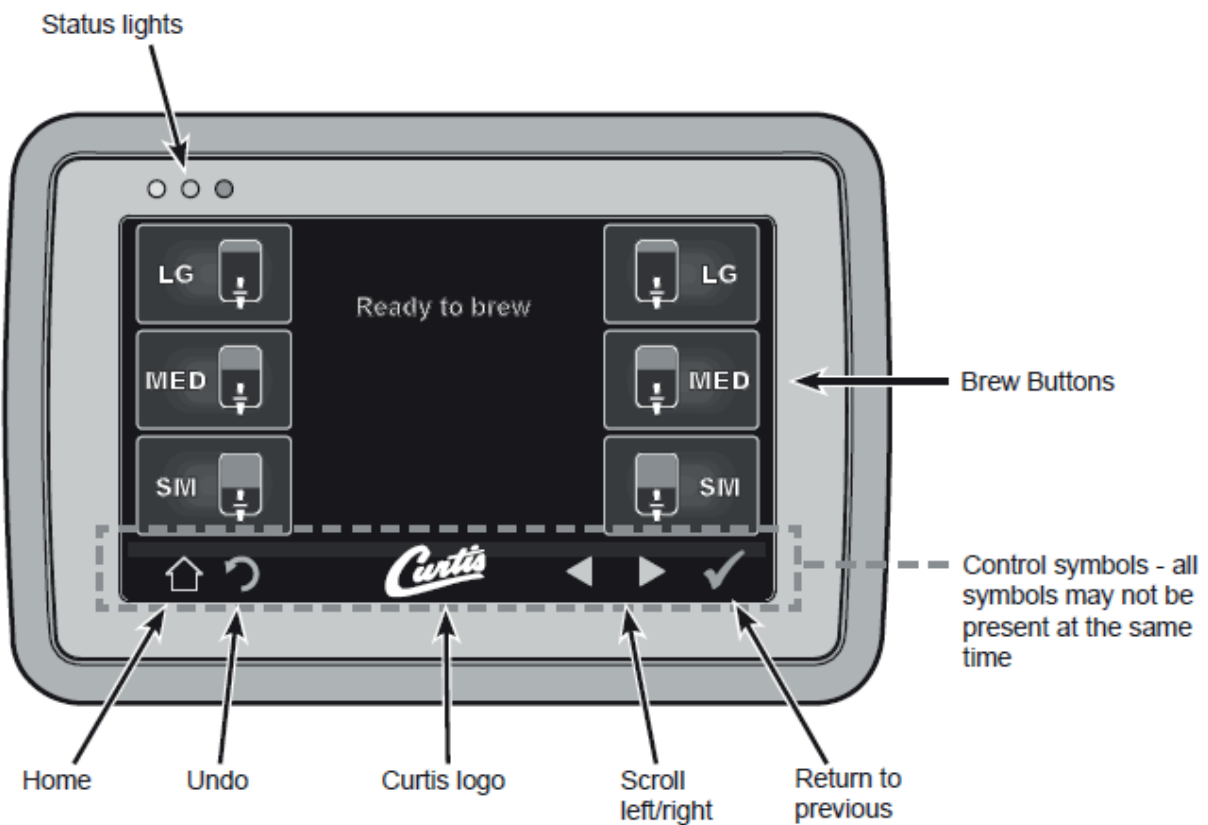


4.3 LED Coffee Level Gauge - Intellifresh Quality Timer OFF



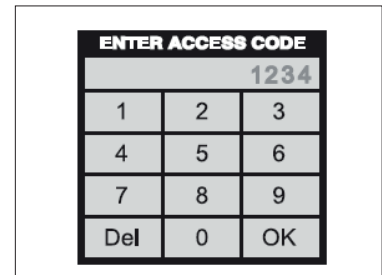
4.4 Touchscreen Control Module

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.



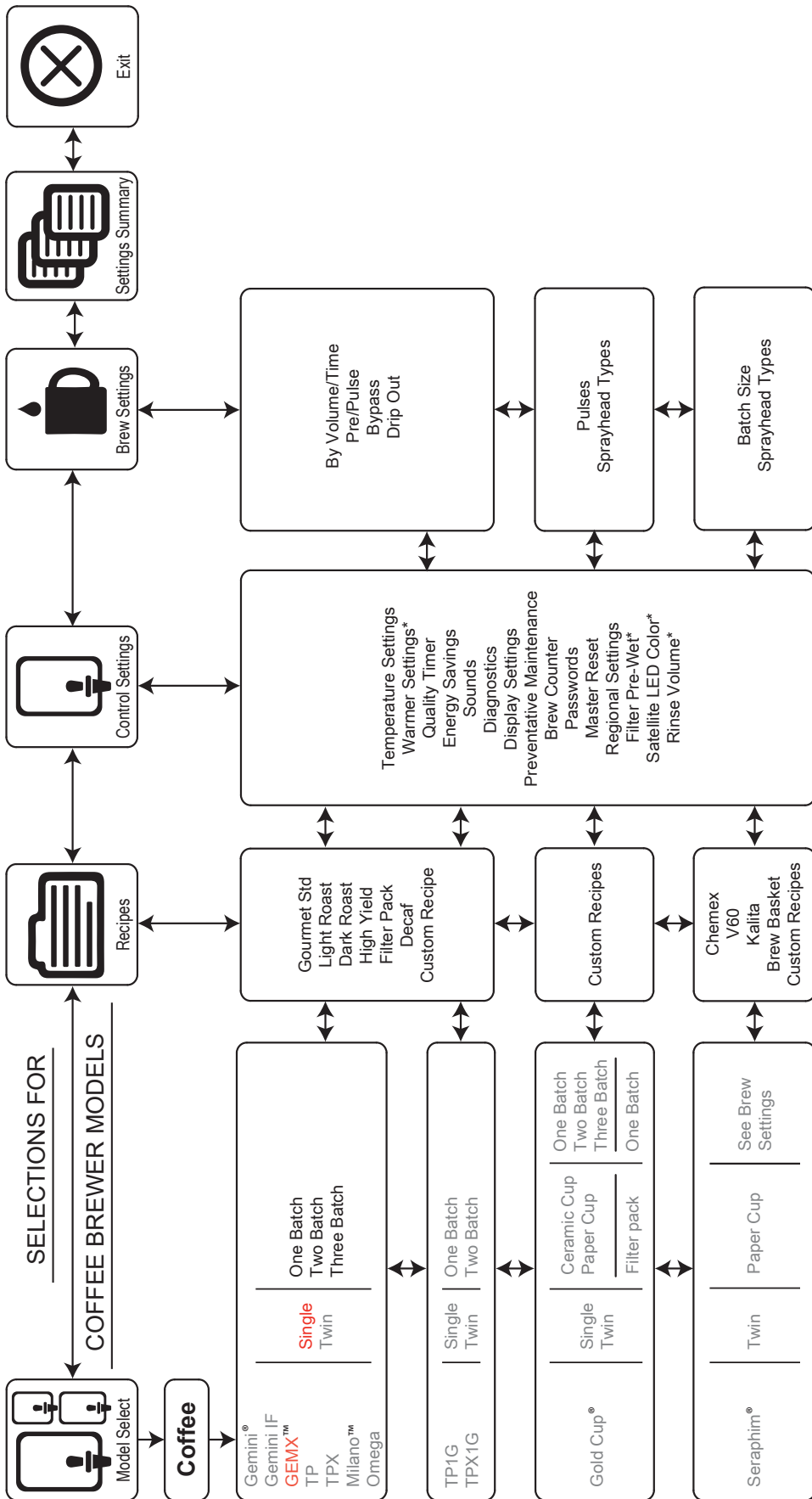
4.4.1 Programming mode

- * Tap the white Curtis logo on the touchscreen five (5) times to enter programming mode (see diagram above).
- * The Access Code screen will appear. The default pass code is 1 2 3 4. The main menu screen will appear. Once the code is entered, press OK. The access code can be reset in the control settings sub-menu, under passwords
- * The main menu screen contains a series of sub-menu icons. The icons vary based on the model selected under the Model Select sub-menu. For the brewer to operate properly, the model selected must match the model series on the brewer model number label affixed to the outside of the machine.



4.4.2 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.



4.5 USB

There are two methods for changing the default settings on G4 brewers. The settings can be programmed manually using the brewer touch screen, or automatically using the USB (Universal Serial Bus) data port on the side of the brewer. Using the USB connection and a flash drive easily reprograms the settings by simply copying data.

A flash drive can copy all of the settings from one identical G4 brewer to another. Doing so eliminates the need to program each step individually using the touchscreen. This process also makes it easy to quickly standardize the program settings on multiple G4 brewers.

Use a flash drive that supports USB 2.0 or above and has a type-A USB connection. The storage capacity must be 2 GB minimum.



- The flash drive must be completely blank. Erase any existing files on the drive before starting the following process.

IMPORTANT

Programming guide
▷ page 28

Uploading the Software to the Flash Drive

- * Make sure the brewer is on. Check to make sure that the brewer you are copying settings from is programmed as desired.
- * Open the cover on the USB port and insert the connector on the empty flash drive. The port is located on the right side panel of the brewer, near the top. The universal control module (UCM) will upload all of the setup data onto the flash drive. The yellow LED icon on the top left of the touchscreen will light indicating that data is transferring. This process will only take a second to complete.

Downloading the Software to the Brewer from the Flash Drive

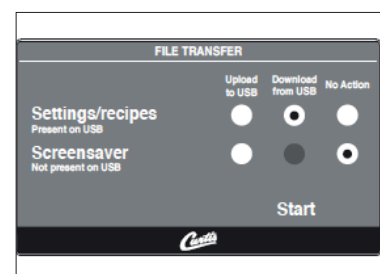
- * Select the (identical) brewer you wish to make program changes to. The brewer must be on.
- * Plug the loaded flash drive into the USB port on the brewer. The data copied from the first brewer will automatically be downloaded, overwriting all the settings that were on the second brewer.
- * The red LED on the top left of the touchscreen will indicate that the download is in process. This will only take a second.
- * Once the download is complete, the UCM will reboot so that the changes take effect.
- * Remove the flash drive. The download is complete. The data on the flash drive can continue to be downloaded into as many identical brewers as needed.

USB File Transfer

This screen will be present whenever the USB flash drive is inserted, provided the brewer is not currently brewing.

The default action is „No Action“. The UCM will always create a backup on the flash drive before downloading settings/recipes or a screen-saver.

If a firmware update is present on the flash drive, the firmware update procedure will be started before the screen is shown.



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		Cleaning the brewer ▷ page 33
x		Cleaning the satellite ▷ page 34
	x	Cleaning 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 Satellite



- Do not immerse the satellite in water or any other liquid.
 - Do not place the satellite in a dishwasher.
 - Placing the satellite in a dishwasher will void the warranty
-

 **WARNING**



- Clean the satellite daily to avoid the build up of coffee oil residue on the Intellifresh® sensors inside the liner.
 - Residue build up may cause the Intellifresh indicator to malfunction.
-

IMPORTANT

Programming guide
▷ page 28

Cleaning the Liner

- * Prepare a mild solution from 30 g special cleaning powder (see accessories) and 2 L warm water. Remove the satellite from the brewer and remove the lid. Rinse.
- * **Wash** - Wipe the exterior surfaces of the satellite and the lid with a sponge soaked with the detergent solution to remove spills and debris. Fill the liner with the detergent solution. Take a soft nylon brush and scrub out the stainless steel liner.

*Follow the accessories chapter,
customer care programm*
▷ page 53



Note

- Do not use a metal brush to clean the liner. Damage to the Intellifresh sensors inside will result.
-

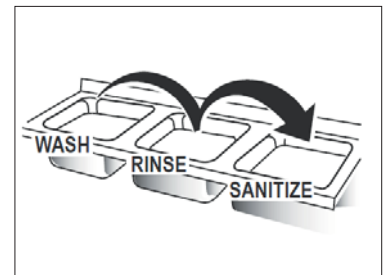
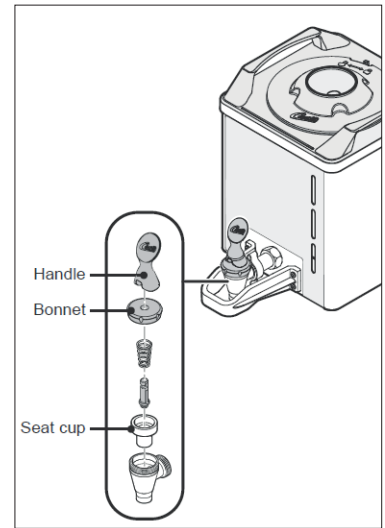
NOTE

- * **Rinse** - Rinse with clean, warm water.
- * **Sanitize** - Sanitize the interior of the satellite and the lid, using a commercial sanitizer suitable for food grade applications. Sanitize according to the directions on the package.

- * Disassemble the faucet - Unscrew the handle/ bonnet assembly from the top of the faucet and remove it.
Inspect the seat cup for wear. Replace the seat cup if it is damaged.
- * **Air Dry** - Turn the satellite and lid upside down and allow to air dry.

Cleaning the Faucet Parts

- * **Wash** - Wash all faucet parts with the detergent solution.
- * **Rinse** - Thoroughly rinse all parts with clean, warm water.
- * **Sanitize** - After rinsing, place all faucet parts in a sink to be sanitized. Immerse them in a commercial sanitizer suitable for food grade applications. Sanitize according to the directions on the package.
- * **Air Dry** - Allow all parts to thoroughly air dry..
- * **Reassemble** - When dry, reassemble the handle/ bonnet. Hand tighten the handle/bonnet onto the top of the faucet assembly. Reinstall the lid.



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 of the brewer
 - ▷ User Manual (care chapter)
2. Cleaning of the hot water faucet
 - ▷ User Manual (care chapter)
3. Cleaning of the liner
 - ▷ User Manual (care chapter)
4. Cleaning of the satellite
 - ▷ User Manual (care chapter)

Date	Cleaning steps				Signature
	1	2	3	4	
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					

Date	Cleaning steps				Signature
	1	2	3	4	
17.					
18.					
19.					
20.					
21.					
22.					
23.					
24.					
25.					
26.					
27.					
28.					
29.					
30.					
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 28

- ✳ 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 43

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 57

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 39

Appendix: Technical data

Technical data for coffee machine

External dimensions	Width 267 mm Height 809 mm Depth 576 mm
Water tank volume	8.3 litres
Capacity of the warmer	5.7 litres
Brewed fill weight	approx. 23 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	2867 W
Power supply	230 V 50/60 Hz (1 PH)
On-site fuse	12.5 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	33.7500.0753	WC-29050
Thermal container				
1	Pcs	Satellite GEMX 5,7 l (1-1/2 GAL) 82W 230V 0,36 2W+G 1PH 50/60HZ	03.6010.1017	GEM3XIFT30
Accessories				
1	Stück	GEMX Stand Single	03.6010.1015	GEM5XSIFT30
1	Stück	GEMX Stand Twin	03.6010.1016	GEM5XTIFT30
1	Pack (500 pcs)	Filter paper	33.7500.3458	GEM-6
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



Curtis[®]

Your nearest Curtis Service:

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G4 GEMX IntelliFresh