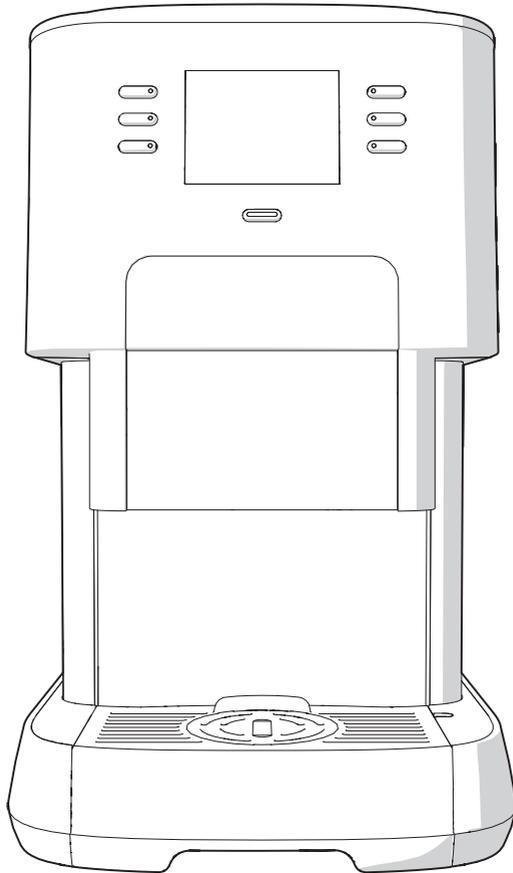




# FLAVIA CREATION<sup>®</sup> C500

## User Guide



[www.marsdrinks.com](http://www.marsdrinks.com)



# CONTENTS

	Page
Safety & Installation Guidelines.....	1-2
Brewer Layout .....	3
Setting up your Brewer .....	4-5
Selecting Cups to Use.....	6
The FLAVIA CREATION® 500 Drink Range .....	7
Preparing an Drink.....	8
Preparing Cappuccinos, Lattes, Mochas .....	9
Daily Care .....	10
Weekly Care .....	11
Auditing Your Brewer .....	12-13
Draining Your Brewer .....	13
Troubleshooting.....	14-15

# SAFETY AND INSTALLATION GUIDELINES

## GENERAL USE

In order to prevent harm or injury to those using the appliance or to any other persons and/or property, please be sure to read and save the following safety instructions.

- **Place on a solid weight bearing level surface out of the reach of children. Children and persons unfamiliar with the equipment should only use it under supervision.** Not observing these precautions may cause burns, electric shock and other injury.
- **The appliance is not to be used 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. Children being supervised are not to play with the appliance.** Not observing these precautions may cause burns, electric shock and other injury.
- **Never place outside.** This system is for indoor use only.
- **Never attempt to change the specification or modify systems in any way.** Any attempt to do so may result in fire or injury. If in need of assistance, please contact customer service or your local MARS DRINKS™ supplier.
- **Ensure access to the rear of the system can be achieved easily to allow isolation of the electrical and water supply.**
- **Under no circumstances should you attempt to perform any servicing or repairs on this system.** Inexperienced persons may cause injury or malfunction. Always call customer service or your local MARS DRINKS™ supplier.
- **Do not immerse in water.**
- **Only clean specified areas with appropriate materials as instructed.**
- **Do not install where a water jet could be used.**
- **Supervise if any children, aged or infirm persons are using the system.**
- **Never use without placing a cup under the water outlet.** Hot water may get caught in the lid and drip tray causing burns.
- **Drain water tank. Keep upright for transportation and storage.** All water must be drained from the equipment if it is to be stored or transported where it could be subjected to temperatures of 0°C or below. If the equipment has been subjected to temperatures of 0°C or below, then the brewer should be left at room temperature for no less than 2 hours before powering on. Water freezing inside the brewer or running the equipment with frozen water could cause damage to the machine causing leaks which could result in electric shock.
- **An ambient temperature range of +41°F (5°C) to +86°F (30°C) is recommended for system location.**
- **The system is flash tested before it leaves the manufacturing premises. Repeated flash testing could damage insulation.**
- **The A-weighted sound pressure level is below 70 dB**

## ELECTRICAL SUPPLY AND CORD

- **Never do anything that might cause damage to the cord or plug, (such as modify them, place hot or heavy objects on them, bend them, stretch them, or twist them).** If the appliance is used when damaged, electrical short circuit or fire may result. If in need of repair please contact your local MARS DRINKS™ Customer Service Officer.
- **Clean the plug from dust regularly using a clean cloth.** A build-up of dust on the plug will attract condensation, which could cause cable damage resulting in fire.
- **The appliance must be earthed.** Failure to do so may result in electric shock.
- **Make sure the plug is correctly inserted in the power socket.** An unsafe plug may cause electric shock or generate heat resulting in fire.
- **Do not use a damaged power cord, mains plug or power socket.** Failure to do so may result in electric shock, injury or malfunction.
- **Power socket must not be used with other appliances.** When used alongside other appliances, heat generated may result in fire.
- **Never plug or unplug the appliance with wet hands.** This may result in electric shock.

# SAFETY AND INSTALLATION GUIDELINES

## PLUMBED SYSTEMS

- If you are connecting your appliance to the mains drinking water supply, the following requirements must be met:
- A brass stopcock to BS1010 standard with a 15mm compression outlet or a brass stopcock with 3/4 inch BSP male outlet.
  - Water pressure must be between a maximum of 7 bar (100 psi) and a minimum of 1 bar (14.5 psi)
  - Flow rate of at least 8.45 oz/minute (250ml/minute).
  - Water to be cold drinking water and sodium free.
  - Install in accordance with local plumbing regulations.
  - Connect mains water to filter with 3/8 in. NPT male fitting.
  - Jointing compound should not be used in the water supply to the system as this will affect the drink flavor, only use PTFE tape.
  - Do not locate the water supply above the mains power socket.
  - We draw your attention to the requirements of the Water Supply ( Water fittings) Regulations 1999

## REGULATORY COMPLIANCE

This system has been designed and manufactured in compliance with the relevant regulatory compliance requirements for your market

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## INSTALLATION OF YOUR CREATION® 500 BREWER

### Brewer Dimensions and Weight:

Height - 17.1"(435mm)      Width - 10.6"(266mm)      Depth - 19.9"(506mm)

A gap of 3"(72mm) is required behind the Brewer if it is to be plumbed in.

Out of box Weight -                      27.8lbs (12.6Kg)  
Weight with water tanks filled -    33.3lbs (15.1Kg)

### Electrical Supply:

It is important that you have a power supply ready so that we can install your new system quickly and efficiently.

You will need to supply a suitably rated and protected (i.e. via RCD and/or MCB) incoming supply. The machine must be connected to the supply via an earthed wall socket ideally incorporating a switch.

Please refer to the rating label on the back of the machine for details of the supply voltage, frequency and power rating required to operate the brewer.

Use only one system per socket and ensure it is earthed.

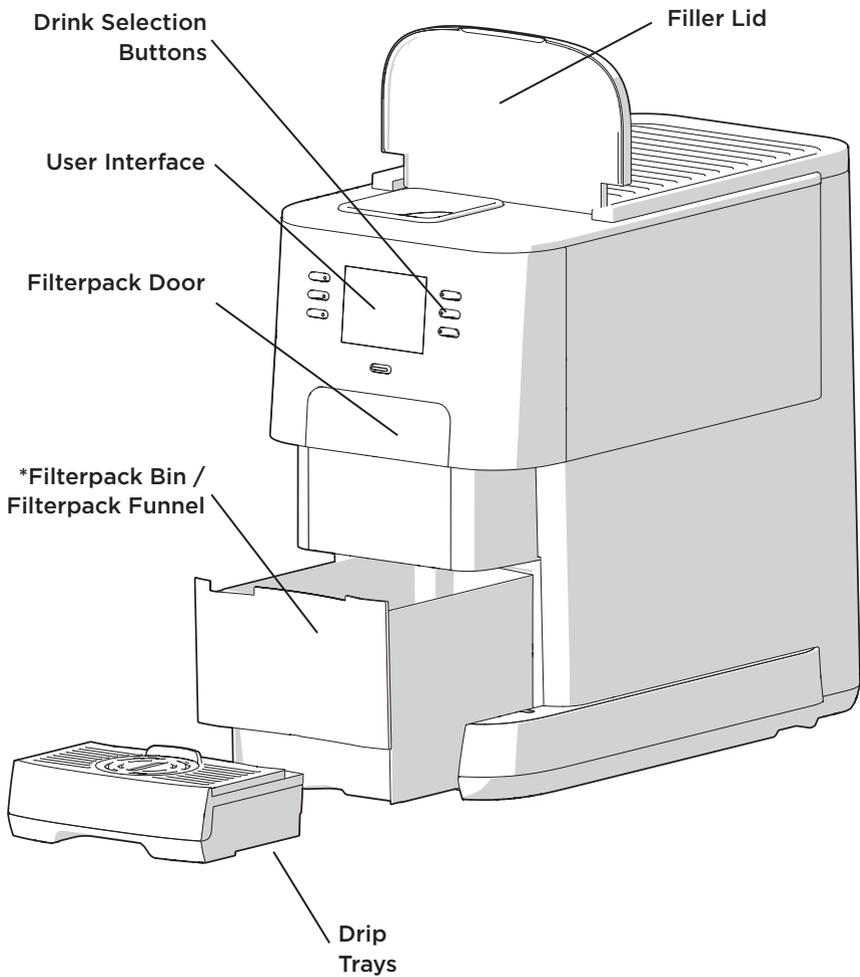
Your system is fitted or comes supplied with a mains lead that is a minimum of 5'9" (1.75m) in length. Only this lead should be used, no old leads should be re-used.

### Notice

- If you are unsure about any installation requirements, consult an electrician and/or a plumber.

# BREWER LAYOUT

## EXTERIOR



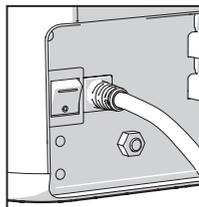
\* Features dependent upon individual brewer configuration

# SETTING UP YOUR BREWER

Before you can use your brewer you must first configure your brewer and prime the hot water system.

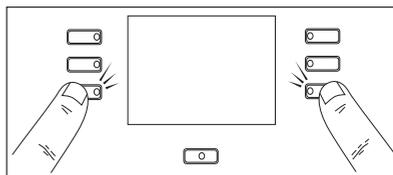
## SWITCHING ON

1. Plug your FLAVIA® barista in.
2. Switch on using ON/OFF switch at back to Position “I”



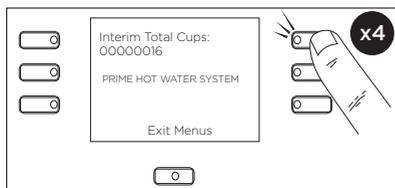
## ENTERING OPERATOR MENU

1. Push the bottom left and right buttons simultaneously and hold them for 2 seconds (Ref. A). The lights of the bottom two buttons will illuminate to show you have pressed the buttons simultaneously. If the lights do not light up you may not have pressed the two buttons at the same time. If this is the case try again. After 2 seconds the screen will change to show the Drink Audit Screen ( Ref B)



(Ref. A)

Enter the Operator password (default password: press top right button 4 times) (Ref. B). The Operator Menu navigation options “Next” and “Back” will appear (Ref. C)



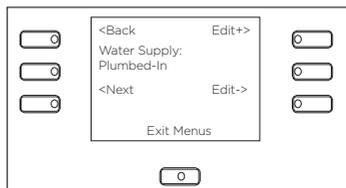
(Ref. B)



(Ref. C)

## SELECTING WATER SUPPLY

1. From the Operator Menu (Ref. C), press “Next” until the menu item “Water Supply:” is shown
2. Select “Jug Filled” or “Plumbed In” using the “Edit+” or “Edit -” buttons



## PLUMBED IN WATER SUPPLY

Select the “Plumbed In” option if the water supply to the brewer will come from the mains water supply. In this case a water hose must be connected to the back of the brewer.

When using the brewer in plumbed in mode, the filler lid can be secured using the screws supplied. Please refer to the instruction sheet supplied with the brewer.

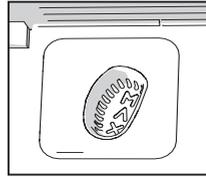
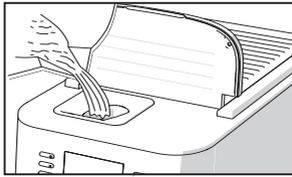
**IMPORTANT:** Refer to “plumbed systems” in “SAFETY AND INSTALLATION GUIDELINES” section.

# SETTING UP YOUR BREWER

## JUG FILLED - MANUAL FILLING WITH WATER

Select the “**Jug Filled**” option if water will be added to the brewer manually. To manually fill with water;

1. Lift the filler lid
2. Fill with water to the MAX level (Ref. D)
4. Close the filler lid



(Ref. D)

### Notice

- Only use FILTERED cold water when refilling. Failure to do so could result in premature failure of the machine.
- Take care not to overfill tank.
- If tank runs out before water is refilled, the display will read “Please open lid and add more water”
- If tank is overfilled water will flow out from underneath filterpack door and into drip tray.

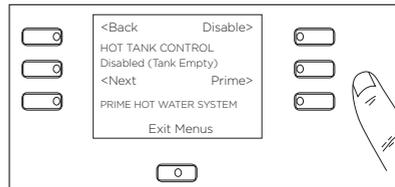
## PRIMING THE HOT WATER SYSTEM (INITIAL INSTALL ONLY)

You cannot brew beverages if you have not primed the brewer first! The priming cycle fills the hot tanks with water and removes any air from the system. After this, your brewer will be ready for use.

**NOTE: Unless the system is fully primed the water heaters will not be enabled.**

## PRIMING THE HOT TANKS (INITIAL INSTALL ONLY)

1. From the Operator Menu (Ref. C) press “**Next**” until the menu option “**Hot Tank Control:**” is shown.
2. Select the “**Prime**” option (Ref. E)



(Ref. E)

The brewer will now start to fill the boilers with water from the cold tank. The message at the bottom of the screen will change to show “**HOT TANKS FILLING**”. The filling sequence will take approximately 2 minutes after which the screen will change to show “**WATER HEATING**”.

### Notice

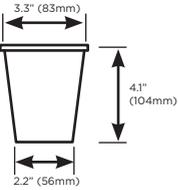
When priming, the brewer will automatically stop the water when sufficient water has been pumped. If for any reason you need to stop the water pumping during the prime, press the “**Disable**” option. This will stop the pump. You will need to re-start the priming sequence again by pressing “**Prime**” when ready.

After successfully priming the brewer, the display will change to say “Please wait while the water heats up”.

When the water is hot the main menu will be displayed. Your brewer is now ready to use.

## SELECTING CUPS TO USE

1. The use of MARS DRINKS™ paper cups is recommended. Alternative cups may be used providing they are of similar proportions to Ref. H and weigh a minimum of 5g.
2. Mugs may be used providing they are of similar shape and proportions to Ref. F
3. Use of cups that do not meet the recommended criteria may result in overflow or mess creation.
4. For further advice on cups and mugs suitable for use with your brewer please contact customer service or your local MARS DRINKS™ supplier



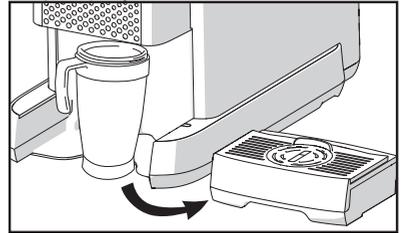
(Ref F)

### Caution

Please be aware that the minimum cup size for use with a large drink to avoid overflow is 10floz US (300ml)

## LARGE/TRAVEL MUG FACILITY

Large mugs or travel mugs that will not fit on the cup stand may be accommodated by removing the drip tray and placing the large mug or travel mug directly under the dispense head.



# THE FLAVIA® CREATION 500 BEVERAGE RANGE

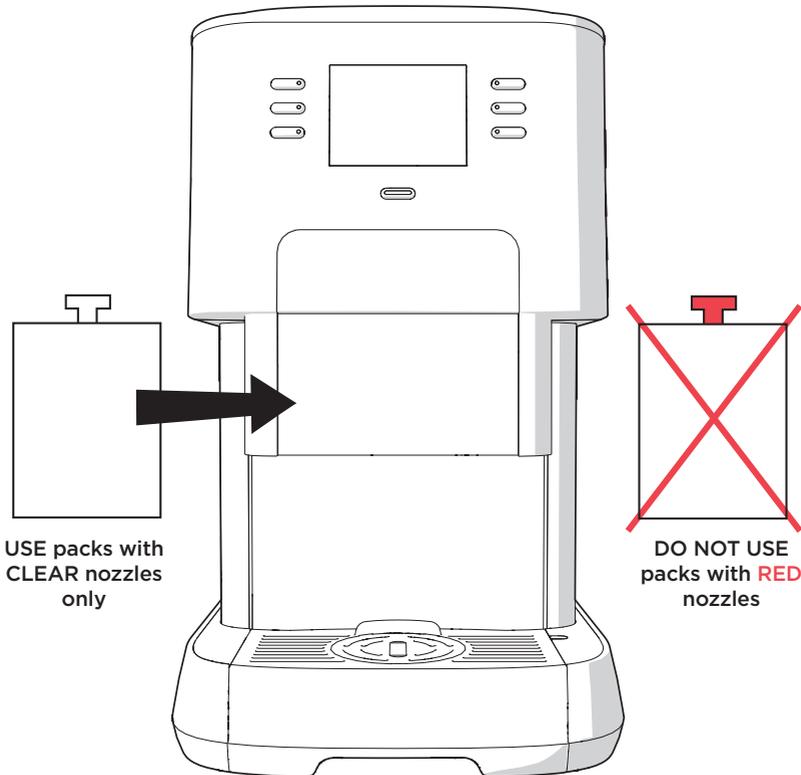
The FLAVIA CREATION® 500 can prepare, Filter Coffees, Teas, and Chocolates and can create Frothy Cappuccinos, Lattes and Mochas using Filter Coffee. When the beverage is selected the brewer will prompt for the relevant pack and open the pack door.

## IMPORTANT

The FLAVIA CREATION® 500 is NOT compatible with Espresso packs. Espresso packs have distinctive **RED** winged nozzles and will also state "For use with FLAVIA BARISTA".

ONLY Standard Filter packs with **WHITE** nozzles should be used with the brewer.

**Attempting to force incorrect packs into the brewer will result in damage to the brewer.**



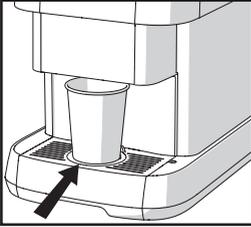
# PREPARING A DRINK

1. Insert coins (pay option only)

### Notice

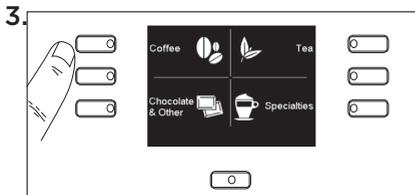
No change is given. "Insert coins" will stop flashing once money is sufficient.

2. Place cup centrally on cup stand and push back.

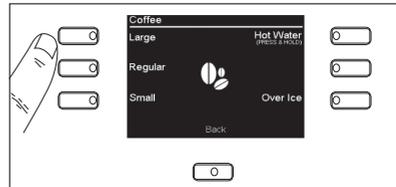


### Caution

The minimum cup size for use with a large drink to avoid overflow is 10floz US (300ml)

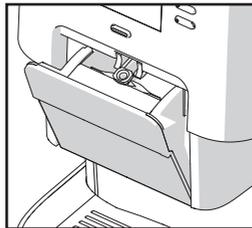
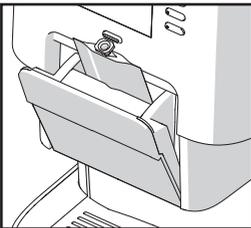


Select category



Select drink

4. Insert filter pack and close door.



### Caution

Only use filter packs with WHITE nozzles. DO NOT use filterpacks with RED Nozzles as these may cause the brewer to jam.

5. While your drink is being freshly filtered / brewed into your cup, keep hands clear.

# PREPARING CAPPUCCINOS, LATTES, MOCHAS

Cappuccinos, Lattes and Mochas are created using 2 packs. The first pack is a Froth or Chocolate pack creating the foam and froth for the drink, the second pack adds the coffee or tea to the frothed drink.

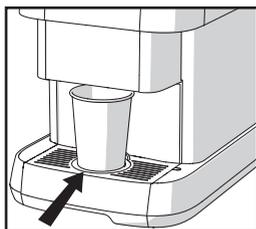
## MAKING A CAPPUCCINO, LATTE OR MOCHA

1. Insert coins (pay option only)

### Notice

No change is given. "Insert coins" will stop flashing once money is sufficient.

2. Place cup centrally on cup stand and push back.



### Caution

The minimum cup size for use with a large drink to avoid overflow is...ml

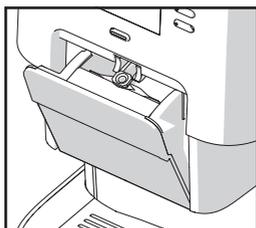
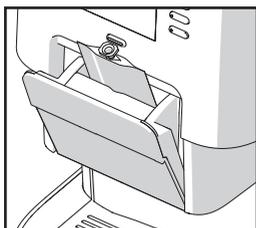
3. Select the "Specialties" menu



4. Select the "Latte, Cappuccino or Mocha" option of your choice



5. Insert the FROTH pack of your choice (or Chocolate pack for Mocha) and close the Filter Pack Door.



6. While your FROTH is being created, keep hands clear.
7. When your FROTH has been vended you will be prompted to insert a filter coffee pack and close the Filter Pack Door.
8. Your filter coffee will now be brewed into the cup of froth. If making a Latte or Mocha the drink will be frothed together at the end of the coffee shot.
9. Take your drink when complete. Take care your drink will be hot.

### Caution

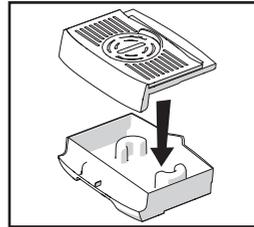
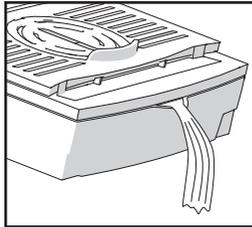
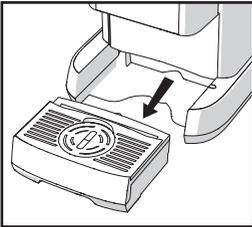
Only use filter packs with WHITE nozzles. DO NOT use filterpacks with RED Nozzles as these may cause the brewer to jam.

# DAILY CARE

## EMPTYING THE DRIP TRAYS

1. Lift out and empty drip tray. **CAUTION - CONTENTS MAY BE HOT.**
2. Separate top and bottom parts.
3. Clean them in warm soapy water, wipe area left by drip tray.
4. Reassemble and replace carefully.

**Notice** The upper, painted, half of the drip tray is NOT dish washer friendly. Wash by hand only.  
The brewer does not tell you when the drip tray is full so make sure you check it regularly.

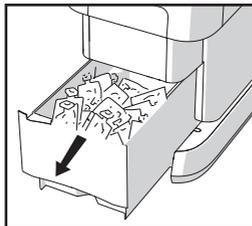
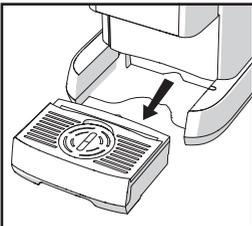


## EMPTYING THE FILTERPACK BIN

The filterpack bin should be emptied and cleaned on a daily basis. The brewer will request that the filterpack bin is emptied if the maximum number of allowable packs has been vended.

1. Remove the drip tray as above.
2. Pull bin forward.
3. Empty filterpack bin.
4. Clean filterpack bin in warm, soapy water.
5. Replace filterpack bin.
6. Replace drip tray.

**Notice** Take care when removing filterpack bin. The act of removing the bin resets the bin counter.  
**ALWAYS EMPTY THE BIN IF REMOVED**



# WEEKLY CARE

## GENERAL CLEANING

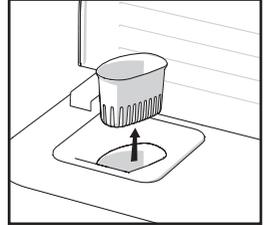
Use a damp cloth to wipe the outside surfaces and the areas that are exposed inside.

### Notice

Do not use strong detergents and take care not to get soapy water into the water tank as this will affect the drink taste.

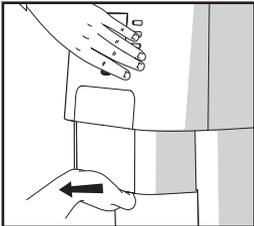
## CLEANING THE WATER FILLER FUNNEL

1. Open filler lid.
2. Remove water filler strainer.
3. Clean in warm soapy water.
4. Rinse thoroughly (so no soap gets into tank).
5. Replace the water filler strainer.
6. Close the filler flap.

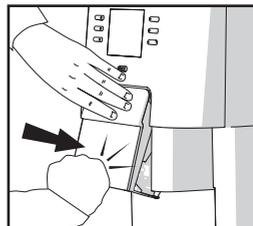
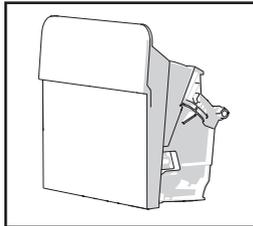


## CLEANING THE FILTERPACK DOOR

1. Grip bottom of filterpack door.
2. Use other hand to steady the brewer.
3. Pull the bottom of the filterpack door sharply towards you. (Ref. G)
4. Wash in warm soapy water and rinse thoroughly.
5. Wipe sides of area where door was.
6. Replace door - **Top first**.
7. Push bottom of door until you hear a 'CLICK'. (Ref. H)

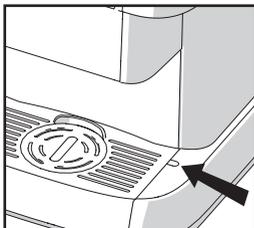


(Ref. G)



(Ref. H)

## CLEANING THE CUP DETECT AND AIR DUCT



Clean cup sensor to ensure correct operation



Ensure air duct is clean and free of debris

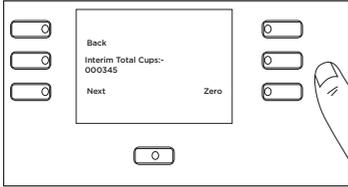
### Notice

- Remove filterpack door to access air duct.
- After cleaning, sanitise surfaces with a non-chlorine based anti-bacterial wipe or solution.
- Avoid scented products, as this will affect the drink taste.

# AUDITING YOUR BREWER

## COLLECTING AUDITS

1. Enter operator menu (push and hold bottom left and right buttons) (Ref. A – page 4)
2. Enter password (default password press top right button 4 times) (Ref. B – page 4)
3. Display will show **'Interim Total Cups'**, this is the total number of drinks dispensed



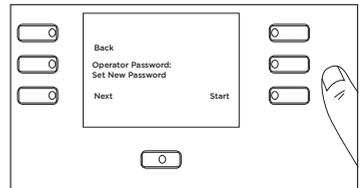
4. Pressing **"Next"** will scroll down the list of available audits. The audits shown will vary depending on whether a payment system is fitted or not. The audits displayed in order are

- 'Paid 2-Pack Cups' (if pay option fitted) Total number of paid 2-pack drinks made
- 'Paid 1-Pack Cups' (if pay option fitted) Total number of paid single pack drinks made
- 'Free 2-Pack Cups' Total number of free 2-Pack drinks made
- 'Free 1-Pack Cups' Total number of free single pack drinks made
- 'Hot Water Vends' Total number of manual Hot Water dispenses made
- 'Total Packs' Total number of packs vended
- 'Interim Total Packs' Packs used since last reset. Press **'Zero'** to reset
- 'Interim Total Cups' Drinks dispensed since last reset. Press **'Zero'** to reset

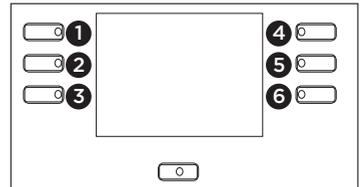
## CONTROLLING ACCESS TO OPERATOR MENU

The operator menu of the brewer can be password protected to prevent unauthorized access. To set a new password:

1. Enter operator menu (push and hold bottom left and right buttons) (Ref. A, page 4)
2. Enter default password (press top right button 4 times) (Ref. B, page 4)
3. Press **'Back'** to access the Operator Password menu.
4. Press **'Start'** (Ref. J)
5. Enter a unique 4 digit password using the six buttons on the left and right of the display (Ref. K)
6. Confirm the 4 digit password to reset the menu screen and activate the new password
7. Press Exit menus.



(Ref. J)



(Ref. K)

### Notice

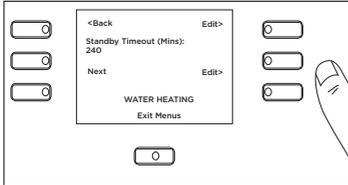
- If a password is lost or forgotten, it can only be reset by a service engineer
- Changing the password is not recommended unless the brewer is being used in conjunction with a paypod to prevent the brewer being switched to 'Free Vend'
- Please contact customer service or your local MARS DRINKSTM supplier in the event of a lost or forgotten password

# AUDITING YOUR BREWER

## CONFIGURING ENERGY SAVING MODE

In order to conserve energy the brewer can be configured to switch to standby mode after a specified time of inactivity. To configure the energy saving mode:

1. Enter Operator menu (push and hold bottom left and right buttons) (Ref. A, page 4)
2. Enter password (default password: press top right button 4 times) (Ref. B, page 4)
3. Press back / next to display the 'standby timeout (mins)' screen (Ref. L)



(Ref. L)

4. Set time period for brewer to enter standby in minutes by pressing Edit +/-
5. Press Exit menus

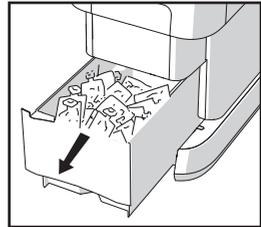
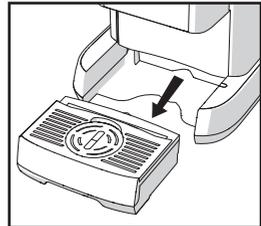
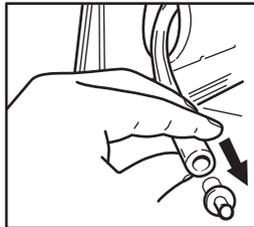
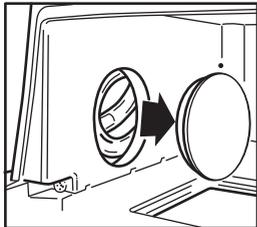
**If brewer is inactive for the specified time it will enter standby mode. In this mode the heaters and lights will be switched off and the display will be turned off. Pressing any button will re-activate the brewer.**

## DRAINING YOUR BREWER

Draining is recommended before moving or storing the brewer.

**Notice** Make sure brewer is turned off

1. Remove filterpack bin and drip tray
2. Remove drain tube access cover
3. Pull out drain tube and position over a waste water receptacle
4. Remove bung. CAUTION - WATER MAY BE HOT
5. Allow all water to drain out
6. Replace bung fully
7. Push drain tube back into place
8. Replace drain Tube Access Cover
9. Replace filterpack bin and drip tray



# TROUBLE SHOOTING

The sophisticated design of your MARS DRINKS™ brewer makes it very unlikely that anything will go wrong. However, if faults do develop, you can resolve many of them yourself.

ENG

PROBLEM	REASON	SOLUTION
“Please empty pack bin” message displayed	Filterpack bin is full	Pull out and empty the filterpack bin. Clean bin if necessary. Replace bin.
“Check pack bin” message displayed	Filterpack bin has not been returned properly	Make sure filterpack bin is returned  If message still stays on, contact customer service or your local MARS DRINKS™ supplier
“Please open lid and add more water” message displayed	Brewer’s cold water tank needs to be filled	<b>MANUAL FILL</b> Fill tank with a jug of cold water. Ref. page 5  <b>PLUMBED FILL</b> Change the “Water Supply:” menu setting to “Plumbed-In”. Ref. page 4
“Please wait while the cold tank fills up” message displayed	Brewer’s cold water tank needs to be filled	<b>MANUAL FILL</b> Change the “Water Supply:” menu setting to “Jug-Filled”. Ref. page 4  <b>PLUMBED FILL</b> This is normal if displayed for short periods of time after a vend. If the message persists for more than 20 seconds then check that the water supply is turned on, and that the delivery pipe is not kinked.
“Please check that the water is turned on, then press ‘Retry’” message displayed	Brewer’s cold water tank needs to be filled	<b>MANUAL FILL</b> Change the “Water Supply:” menu setting to “Jug-Filled”. Ref. page 5  <b>PLUMBED FILL</b> Check that the water supply is turned on, and that the delivery pipe is not kinked. Then press the “Retry” button.
“Please wait while the water heats up” message displayed	The water is heating up	If message stays on for more than 20 minutes, please switch off brewer and call customer service or your local MARS DRINKS™ supplier
“Prime the hot water system” message displayed	The hot water system needs to be primed	Priming is part of “Setting Up Your Brewer”. Ref. page 5
<b>Spillage around the brewer</b>	A drip tray may have overflowed	Remove, empty and replace drip tray page 10 <b>CAUTION - WATER MAY BE HOT</b>
<b>Cups do not fit</b>	Wrong height cup stand	The drip tray can be removed to accommodate larger mugs. See page 6

# TROUBLE SHOOTING

PROBLEM	REASON	SOLUTION
Filterpack door will not close	<p>Filterpack door not reassembled properly</p> <p>Espresso pack was inserted</p>	<p>Remove and replace filterpack door (check under Weekly Care – Cleaning Filterpack door for how to do this)</p> <p>DO NOT insert Espresso packs (red nozzle) in the filterpack door this may cause the brewer to jam.</p>
No messages on display “Please Call Operator” message displayed	<p>Brewer has been switched off at the back</p> <p>Brewer disconnected at socket</p> <p>Brewer is in energy saving mode</p>	<p>Switch brewer on using the ON/OFF switch at the back. Ref.</p> <p>Put plug back into socket and switch on at socket</p> <p>Press any button to exit standby mode and turn on the display.</p> <p>If problem recurs, please call customer service or your local MARS DRINKS™ supplier</p>
	<p>To see the reason, press and hold bottom left and right buttons. The display will then change to reveal one of the Error Messages listed below.</p>	<p>If the Error Message is not listed below then please call customer service or your local MARS DRINKS™ supplier</p> <p><b>After attempting the solution below, press ‘Exit Menus’ to remove the error message and to attempt to clear the fault.</b></p> <p>If problem recurs, please call customer service or your local MARS DRINKS™ supplier</p>
	“PACK DOOR TIMEOUT”	Manually check if the filterpack door is stuck shut or dislocated from its hinges.
	“PACK INJECT TIMEOUT” “PACK EJECT TIMEOUT”	<p>Manually open the filterpack door and check if a filterpack pack is stuck in the pack guide rail.</p> <p><b>CAUTION - PACK MAY BE HOT</b></p>
	“BUTTON STUCK DOWN” “SELECT PAYMENT SYSTEM”	<p>Press all selection buttons to check movement.</p> <p>The ‘Free Vend’ menu is set to ‘Disabled’. Enter ‘Operator Menu’ Ref pages x. Scroll to the ‘Free Vend’ menu and press ‘Edit’ to set the menu to “Enabled”.</p>



