

BESTIR



BM Range Cleaning & Troubleshooting Guide

BESTIR

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TO ACCESS THE MANUAL FOR YOUR NEW COFFEE
MACHINE

sales@bestir.uk

Cleaning Intervals	Operation	Type
Daily (more if needed)	Milk system cleaning cycle	Manual
	Brew unit rinse cycle	Automatic or manual
	Milk frother rinse cycle	Automatic 5 min after drink preparation or manual
	Clean milk frother	Manual
	Clean drip tray	Manual
	Clean grounds container	Manual
Weekly (or when prompted)	Brew unit cleaning cycle	Manual
	Clean the bean hopper	Manual
	Clean the water tank	Manual
If requested	Descale	Manual when prompted on the screen
	Filter change	Manual when prompted on the screen

Parts	Usage
Cleaning tablet	Brew unit cleaning cycle
Milk system cleaning liquid	Milk system cleaning cycle
Descaling powder	Descale cycle
Key	Adjust grinder or milk frother
Damp cloth	Clean all external surfaces

Rinse cycles

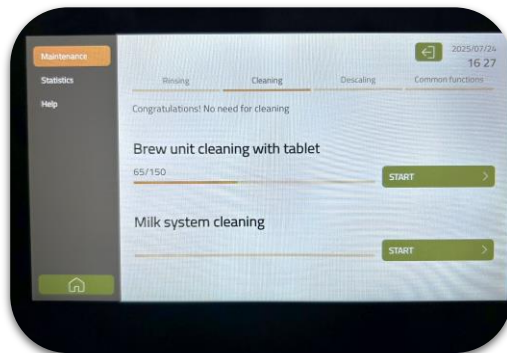


1. Rinse cycles can be selected from the internal menu or the shortcut function.

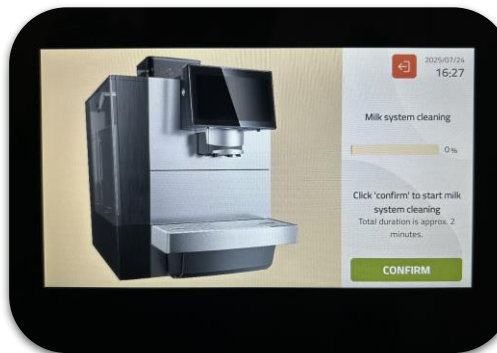


Hot water will be dispensed from coffee spout during rinsing, be careful to avoid scalding.

Milk system cleaning cycle



1. From within the 'Maintenance' menu select 'Milk System Cleaning' or from the shortcut menu by swiping up on the drink screen.



2. Press 'OK' to start the cleaning cycle.



3. Perform every step according to the messages displayed on the screen.



If milk system cleaning with cleaning liquid is not performed regularly, milk buildup can block the outlet and prevent it from creating milk foam!

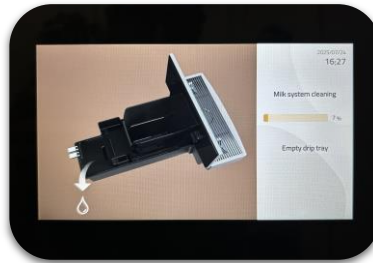


During cleaning, hot cleaning solution will flow out of the spout. Never reach under the spout while the machine is cleaning.

Milk system cleaning cycle



Perform every step according to the messages displayed on the screen.



1. Empty the drip tray.



2. Add 15ml of cleaning solution to 120ml of fresh water into the cleaning container. Press 'Next'.



3. Insert the milk pipe into the cleaning container. Press 'Next'.



4. Empty and rinse the cleaning container then refill with 200ml of fresh water. Press 'Confirm'.



5. Remove the cleaning container.



6. Remove and clean dispenser head unit. *Full instructions on next page. Press 'Next'.



7. Cleaning is complete.



During cleaning, hot cleaning solution will flow out of the spout. Never reach under the spout while cleaning.

Milk frother cleaning



1. Take the milk frother out by squeezing the side clips and pulling down.



2. Disassemble the milk frother into individual components.



3. Clean the milk frother with water and brushes then assemble it back.



4. Replace into the head by pushing up until a click is heard.

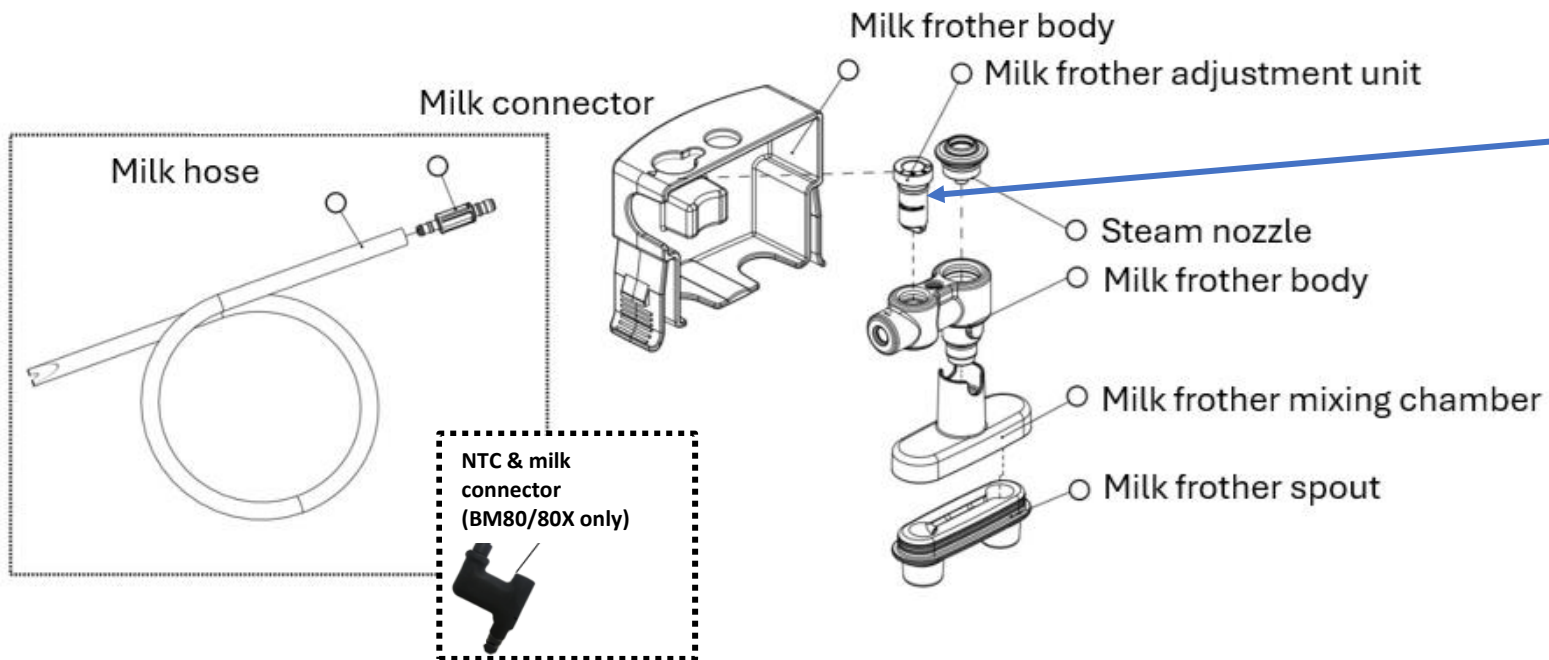


The frother body or any of the frother parts are NOT dishwasher safe. This can result in the parts warping and not fitting correctly.



If milk frother is not cleaned regularly, milk buildup can block the outlet and prevent it from creating milk foam!

Milk frother components



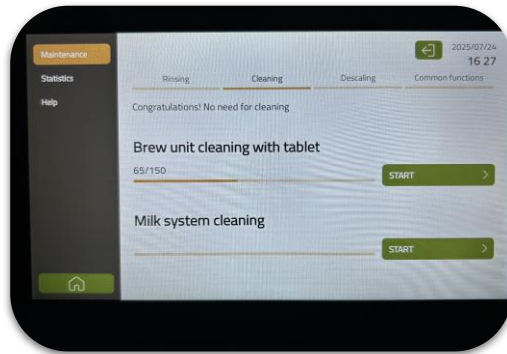
IMPORTANT:

When inserting the **milk frother adjustment unit** into the **milk frother body**.

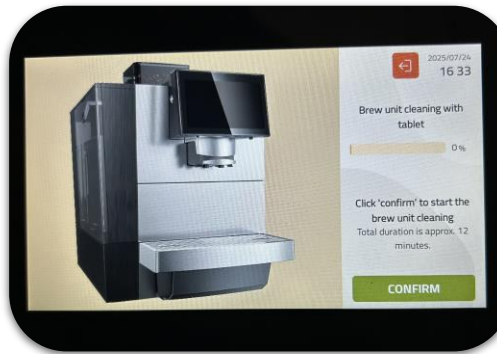
Ensure the **number 1** is aligned with triangle notch on the body.



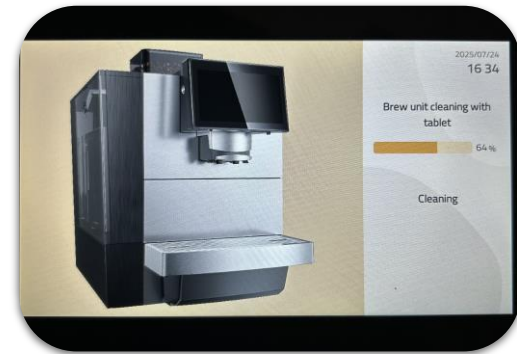
Brew unit cleaning cycle



1. From within the 'Maintenance' menu select 'Brew unit clean'



2. Press 'OK' to start the cleaning cycle.

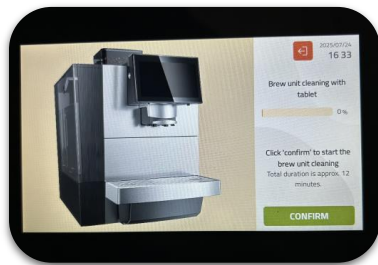


3. Perform every step according to the messages displayed on the screen.

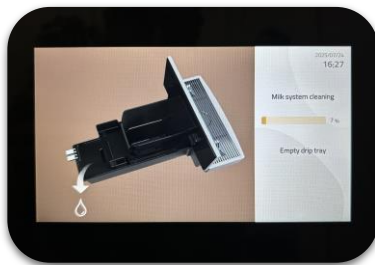


During cleaning, hot cleaning solution will flow out of the spout. Never reach under the spout while cleaning.

Brew unit cleaning cycle



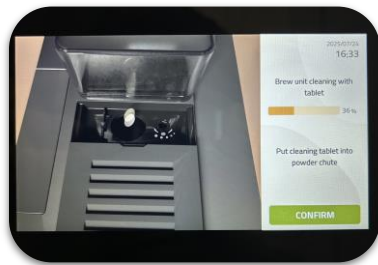
Perform every step according to the messages displayed on the screen.



1. Empty the drip tray.



2. Machine will perform an initial rinse.
DO NOT add tablets at this stage.



3. When prompted add **1 x 2g** coffee system cleaning tablet.
Press OK.



4. Cleaning will commence.
DO NOT press the 'skip' button as this will cancel the cleaning program.



5. Empty the drip tray. Cleaning is Complete



During cleaning, hot cleaning solution will flow out of the spout. Never reach under the spout while cleaning.

Bean hopper cleaning



1. Switch off the coffee machine and disconnect the mains plug.
2. Remove the bean hopper lid using the key to unlock if needed.
3. Turn the metal lever inside until it clicks then remove the bean hopper.
4. Empty it and clean with a damp cloth.
5. Dry the bean hopper completely then place it back and lock the lever back in. Lock the lid with a key if needed.



Bean hoppers can be cleaned when needed but cleaning at weekly intervals is recommended.

Empty grounds container



1. Remove the grounds container by moving the outlet up, pulling on the drip tray and removing the grounds container.



2. Pour out any coffee grounds.



3. Clean it thoroughly with water.



4. Dry and replace into the machine.

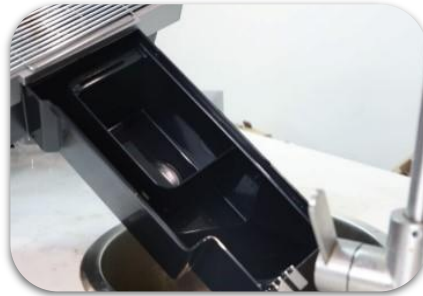


Only empty the grounds container when prompted by the machine during operation or any of the cleaning cycles.

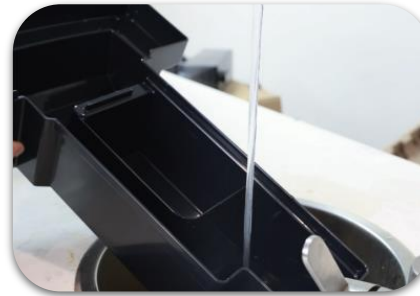
Empty drip tray



1. Remove the drip tray by moving the outlet up then pulling on the drip tray.



2. Pour out any wastewater.



3. Clean it thoroughly with water.

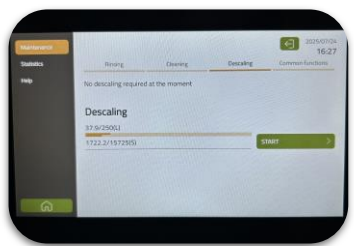


4. Ensure the two metal plates in front of the drip tray are dry and replace into the machine.

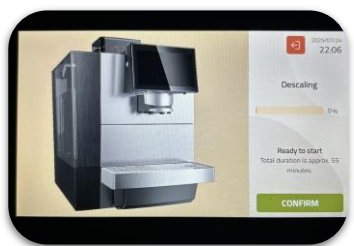


“Empty drip tray” will be misreported if the two metal plates in front of the drip tray are not completely dry.

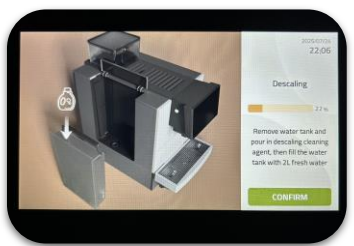
Descaling



1. From within the 'Maintenance' menu select 'Descaling'



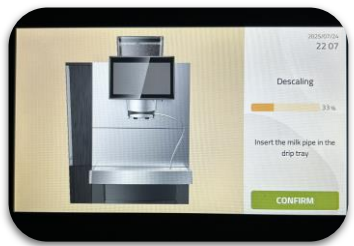
2. Press 'Confirm' to start the cleaning cycle. Remove the drip tray grid.



3. Remove the water tank and add 1 x 200g or 3 x 28g sachets of descaling agent, then fill the tank with 2L of fresh water.



4. Replace the water tank.



5. Insert the milk pipe into the drip tray grid. Then press 'Confirm' to start.



6. Empty the water tank, rinse then refill with fresh water to the 'Max fill' line. Then replace the tank.



7. Replace the milk pipe into the milk container. Then press 'Confirm'.



8. Empty the drip tray then press 'Confirm' to finish the descale cycle.



If descaling is not performed at regular intervals scale will build up inside the machine and prevent correct temperatures from being reached or water from flowing at a correct rate.



During descaling, hot cleaning solution will flow out of the spout. Never reach under the spout while the machine is cleaning.

Operational messages

Message	Possible solution
The drip tray is full	Need to empty the drip tray
Install drip tray	Need to install drip tray or it is not in the correct position
Empty grounds container	Need to empty coffee grounds after every 50 cups of coffee
Fill water tank	Fill water tank or place the water tank back
Fill beans	Fill the bean hopper with fresh beans
The bean hopper is not in position	Place the bean hopper back and lock in position
Low temperature	Restart the machine
High temperature	Restart the machine

Troubleshooting

Fault	Actions (see images and instructions on following slides)
No milk dispensing / milk spitting	Check milk container/bottle, ensure enough milk Ensure milk is at fridge temperature (approx. 5 degs.) Check milk pipe is attached to the frother correctly Check for kinks or obstructions on the milk pipe Check all milk frother components are assembled correctly Check milk frother adjustment unit is correctly inserted with no1 aligned with the triangle indicator on the frother unit as per instructions Perform a milk system clean as per instructions If above fails to resolve the issues perform a descale as per instructions
Grinder error message	Ensure beans are in bean hopper Check for blockages in bean hopper Rotate grind coarseness dial clockwise to make coffee grinds coarser
Fill beans error message (when hopper is full)	Agitate beans in hopper Perform brew unit clean as per instructions
No coffee / water dispensing	Perform descale (as per instructions)
High pressure / error 6 message	Grind maybe set too fine. Rotate grind coarseness dial clockwise to make coffee grinds coarser If above fails to resolve the issues perform a descale as per instructions
Milk temp too high error message Or low drink temperature readings	Check all milk frother components are assembled correctly Perform descale (as per instructions)
Drip tray full error message	Dry metal sensors at the rear of the drip tray & inside of the machine

Contact your service provider if faults cannot be resolved, or contact Bestir on **01582 237847** / service@bestir.uk