



CATERING BREWERS

MOCCAMASTER

HANDMADE

For the real taste of coffee



ORIGINAL INSTRUCTIONS FOR USE

www.technivorm.com

CONGRATULATIONS ON YOUR PURCHASE OF THE WORLD'S FINEST FILTER COFFEE BREWER!



Gerard-Clement Smit
Founder of the company and
designer of the products.

Handmade in the Netherlands

The Technivorm Moccamaster factory is centrally located in the heart of the Netherlands and serves customers all over the world.

The philosophy of the inventor, Gerald-Clement Smit, to produce high-quality, long-lasting and reliable products, has been guiding the manufacturing of every coffeemaker since 1964. Even today, each coffee brewer is handmade and individually tested in a live situation, using only the finest materials available. Energy efficiency and recyclability play an important role in the design of each Technivorm Moccamaster Coffeemaker.

WHAT'S IMPORTANT WHEN SELECTING A COFFEE BREWER?

- Temperature (92-96 °C)
- Saturation Time (4 to 6 minutes)
- Cleanability
- Longevity
- Reliability
- Warranty

SAVE THESE INSTRUCTIONS

Dit apparaat voldoet aan de volgende EEG richtlijnen:
This appliance is in accordance with the following Directives:
Dieses Gerät wurde in Übereinstimmung gemäß folgende Richtlinien gebaut:
Cet appareil est conforme aux directives:

LVD 2014/35/EU
EMC 2014/30/EU

WEEE 2012/19/EU
RoHS 2011/65/EC



IMPORTANT SAFEGUARDS

WHEN USING ELECTRICAL APPLIANCES, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

• **READ ALL INSTRUCTIONS.**

- Unwrap the coffee maker with care and remove all packaging materials. Keep the packaging (plastic bags and cardboard) out of reach of children.
- The appliance is intended to be used in household and similar applications such as:
 - staff kitchen areas in shops, offices and other working environments.
 - farm houses
 - by clients in hotels, motels and other residential type environments.
 - bed & breakfast environments.
- Use the machine indoors only.
- Appliance can be used by persons with reduced physical sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way.
- This appliance can be used by children aged from 8 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
- Cleaning and user maintenance shall not be carried out by children unless they are older than 8 years and supervised. Keep the appliance and its cord out of reach of children aged less than 8 years.
- Children shall not play with the appliance.
- Check to see if the voltage of the appliance matches your mains voltage. The appliance must be plugged into a socket with safety ground.
- Unplug from socket when not in use and before cleaning the surface of the appliance.
- Allow to cool before putting on or taking off parts, and before cleaning the surface of the appliance.
- The appliance, cord and plug may never be partially or entirely submerged in water or other liquid.
- Do not operate the appliance with a damaged cord or plug or if the appliance malfunctions or is damaged in any way. Contact your supplier or importer.
- If the cord is damaged, it must be replaced with a special cord, which is available from the manufacturer or importer. Never attempt to repair the appliance yourself, repair must be carried out by skilled technicians. Return the appliance to the nearest service facility for examination, repair or adjustment.
- Place the appliance on a flat surface in a frost-free room.
- Do not place the appliance on a hot surface, near gas- or electric cookers or in an oven.

IMPORTANT SAFEGUARDS

- Do not run the cord across hot surfaces or let it hang over the edge of table or counter, were it could be pulled on by children.
- Do not use the appliance for any purpose other than its intended use.
- Do not touch the hot parts of the appliance, such as the hotplate or the brew basket holder.

READ INSTRUCTIONS CAREFULLY BEFORE USING

- Do not remove brew-basket or carafe while brewing
- Do not pour any liquids other than water or recommended cleaning product into water reservoir.
- Scalding may occur if any of these parts are removed during brewing cycles.

Glass jug

- The glass jug is designed for use with this appliance.
- Do not put a hot jug on a cold surface. Never place the glass jug over open flame or hot range cook-top or other heat source.
- Do not use a cracked glass jug or a jug with loose handle.
- Do not clean the jug with abrasive cleaners, steel wool or similar materials.

NOT DISWASHER SAFE

Thermos

- Do not use the thermos for storing dairy products or baby food, as these will curdle if kept for a longer period of time.
- Do not use for carbonated beverages.
- Do not transport the thermos in a horizontal or up-side-down position as it can lead to leakage. Use the special transport lid.
- Do not drink directly from the thermos. Liquid from the carafe may be very hot.
- Never place the thermos onto a hot/warm cooking ring, gas cooker or other heat source.
- Never place the thermos in an oven or microwave.
- Do not clean thermos with abrasive cleaners, steel wool or similar materials.

NOT DISWASHER SAFE.

BEFORE YOU USE

Before using your new coffee brewer for the first time, or if the machine has not been used for some time, we recommend first rinsing the water receptacle. Fill the coffee brewer with cold water and operate once or twice without any coffee.

POWER SUPPLY CORD

The short power supply cord is provided to reduce risks resulting from becoming entangled in or tripping over a longer cord. If an extension cord is used, the marked electrical rating of the extension cord must be at least as great as the rating of the coffee brewer. The extension cord must be a grounding type 3 cord.

The extension cord should be arranged so it doesn't drape over the counter or table top where it can be pulled over by children or tripped over.

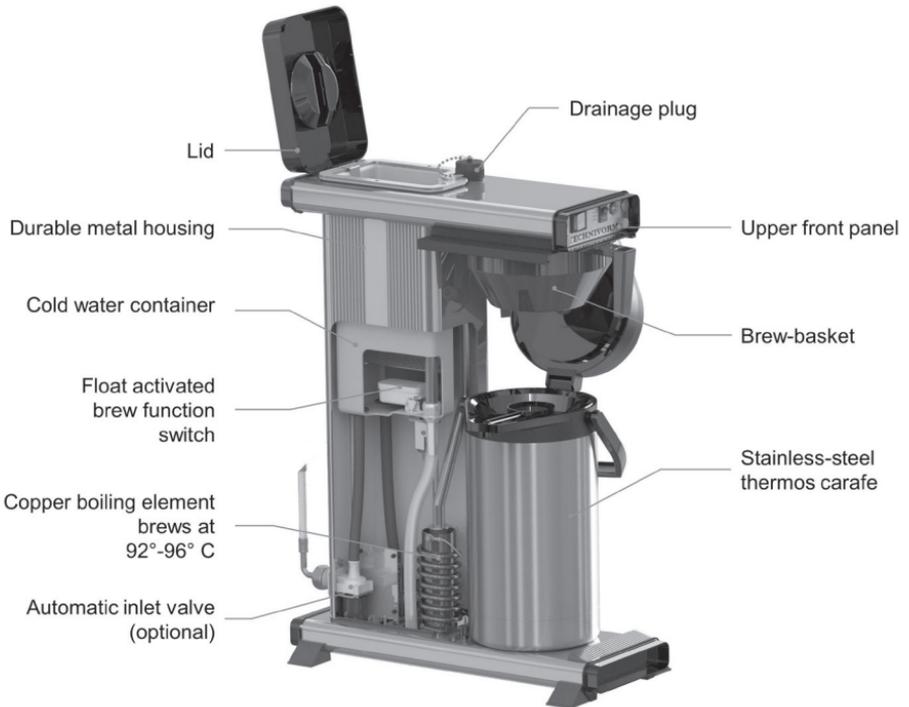
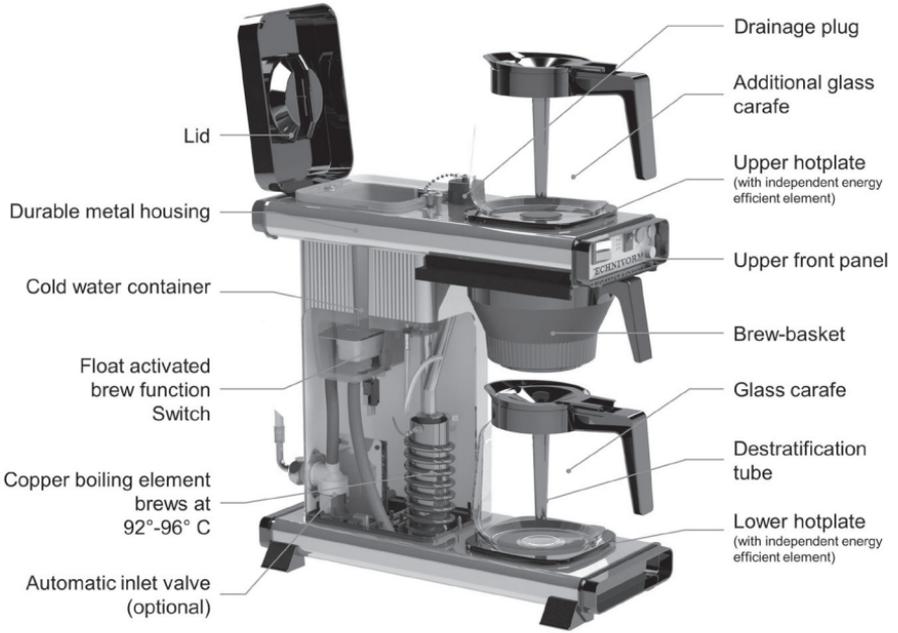
IMPORTANT: This coffee brewer is equipped with a special cord and plug, which in case of damage should be replaced by a matching cord and plug. This can be obtained from your Moccamaster service point.

ENVIRONMENTAL RECOMMENDATIONS

- Please discard the filter and coffee grounds by disposing of them in an organic waste container or compost heap. If not available, you may dispose of filters and grounds in normal household waste.
- For environmental concerns, please recycle responsibly. Do not throw away the appliance with the normal household waste, but hand it in at an official collecting point for recycling. By doing this, you help preserve the environment.

MOCCAMASTER

PARTS



NOTE: Models shown are the Moccaserver Autofil and Thermoking 3000 Autofil. The features on your machine may differ slightly.

THERMAL CARAFE



MODEL: THERMOSERVE
CAPACITY: 1.8L
144 cups/hour
OPTIONAL: Autofill

GLASS CARAFE



MODEL: MOCCASERVER
CAPACITY: 1.8L/carafe
144 cups/hour
OPTIONAL: Autofill



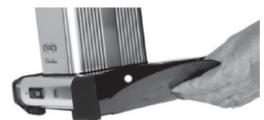
MODEL: THERMOKING 3000
CAPACITY: 3.0L
160 cups/hour
OPTIONAL: Autofill



MODEL: MOCCAFOUR
CAPACITY: 1.8L/carafe
288 cups/hour (3N)
175 cups/hour (single phase)
OPTIONAL: Autofill
3N or single phase version

Locking the footplate in place (Thermoserve only)

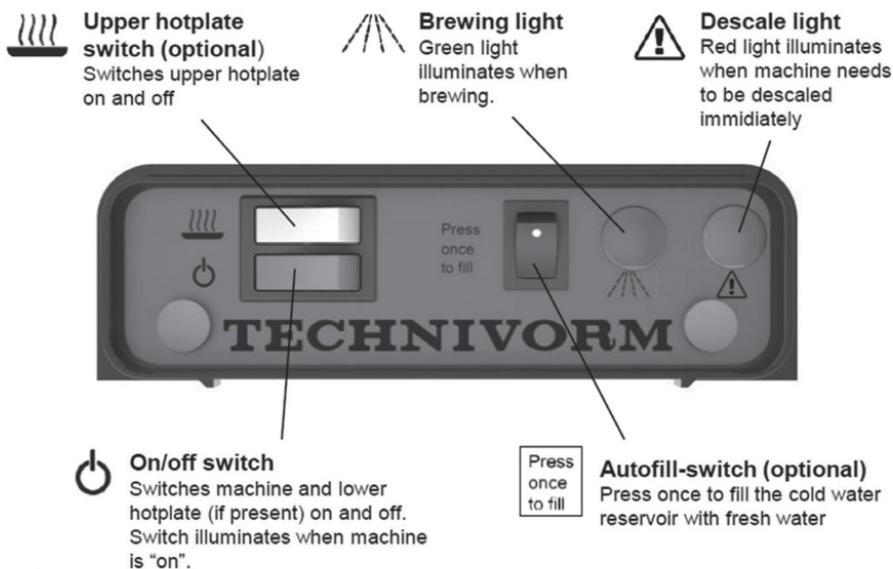
- Tilt coffee brewer backwards slightly.
- Hook footplate's vertical rim into the cut away opening, then lower brewer. Footplate is now locked in place.
- Place the thermos on the footplate, so it presses the white button on the inner base.



DIRECTIONS FOR USE

1. Power switch should be in the off position.
2. Fill the water container with fresh COLD water by hand or press the autofill button (optional feature).
3. Place a fluted filter into the filter cone. Fill the paper with the required amount of filter fine ground coffee and slide the filter cone firmly into position.
4. Place an empty carafe underneath the filter cone and switch the machine on.
5. A green brewing light will illuminate to indicate that the machine is brewing. It will go out then the brewing cycle is completed.
6. The machine ON switch also controls the bottom hotplate, so leave the switch on whilst keeping the coffee hot. The top hotplate (if present) has its own switch on top of the main ON switch.
7. Make sure all hotplates are switched OFF when the carafes are empty. Overheating empty glass will weaken the glass.
8. Always remove used coffee/filter paper from the filter pan at the end of each brew. NEVER use the hotplate to re-heat coffee or other liquids.

Switches and lights



Basic Cleaning

- Disconnect the machine before regular cleaning with a damp (NOT WET) cloth and wipe dry afterwards. Never immerse machine in liquid. Other parts, such as carafes, lids, brew baskets may be washed in the normal way.
- DESCALE THE MACHINE REGULARLY. FAILING TO DESCALE WILL CAUSE THE BOILER TO OVERHEAT AND EVENTUALLY THE FUSE TO TRIP. If the descale light illuminates, the machine should be descaled immediately.

Descaling instruction

- Unscrew the drainage plug – under the lid of the cold water container – and turn the machine upside down to drain the residual water from the boiler.
- Fill the container with the correctly diluted descaler.
- Do not switch the machine on, but simply allow the descaler to gravity feed in the boiler from where it will work its way through the system. A chemical reaction between the scale and the descaler – clearly visible as foaming – forces the descaler through the boiler into the brew basket/carafe.

TIP: if you unscrew the drainage plug under the lid of the cold water container, you will see active foaming. For as long as that continues, there is still scale in the boiler! In that case, simply pour some more cold descaler into the cold water tank to continue descaling until the active foaming stops.

ATTENTION: NEVER turn the machine on with the screw cap on the drainage plug open, as you could burn yourself!

- Depending on the amount of scale in the boiler, the descaling process may take some time. The machine will however descale itself and does not require you to stand over it whilst it happens.
- After descaling, boil at least three carafes of water through the machine to remove all traces of descaling agent.

Protection from frost

- Unplug machine from the mains.
- Unscrew the drainage plug under the lid of cold water container.
- Remove all residual water from the machine by turning it upside down.
- Before using the machine again, replace and tighten drainage plug.

TROUBLESHOOTING

The following table provides solutions for problems you may encounter as you use your Technivorm Moccamaster. If you do not find a solution to your specific problem, or the problem persists after troubleshooting, please contact your retailer or service point.

| PROBLEM | POSSIBLE CAUSE | SOLUTION |
|--|---|--|
| Brewer not working; lights not illuminated. | Power supply. | Check to ensure brewer is plugged into socket. |
| Power light is on, but coffee maker is not working. | Mineral buildup in heating element. | See descaling instruction manual. |
| | Empty water container. | Fill the water container. |
| Thermos is not keeping coffee hot. | Defective thermos. | Contact authorized service centre for replacement. |
| | Possible damage to carafe vacuum seal. | |
| Hot plate stays on after brewing is complete. | Your brewer has manual power off switch. | Manually turn power switch off. |
| Coffee tastes weak or bitter. | Incorrect amount of coffee used in brewing. | To brew to ECBC standard use 60 grams of coffee per litre water. |
| | Incorrect grind of coffee. | Please use standard filter grind coffee.* |
| Brew cycle is taking more than 6 minutes to complete.* | Coffee brewer needs to be descaled. | See descaling instruction in manual. |
| Water dripping out very slowly. | The brewer may be clogged with mineral deposits and needs to be descaled. | See descaling instruction in manual. |

***NOTE:** Clogging and backing up of water and/or coffee in the filter holder can occur under any or a combination of any of the following conditions: the use of too finely ground coffee, using two or more paper filters or allowing coffee grounds to spill over the filter.

Thermoking3000: by default the brew cycle takes more than 6 minutes. It is recommended to use a slightly coarser grind of coffee, in accordance with the longer brew cycle.

How do I order replacements parts?

Contact your local retailer or importer for parts, which may also be ordered online at www.moccamaster.eu

WARRANTY.

The warranty is valid for two (2) years from the day of purchase.

You must keep the original receipt as your proof of purchase.

If the product is serviced during the warranty period such service does not extend the warranty period to more than two years from the original day of purchase. The warranty covers defects and faulty components related to material or production.

Exemptions from the warranty are specified below.

In order for the warranty to be valid, you must make your claim within three months after the defect was detected.

WHAT THE WARRANTY DOES NOT COVER:

- Normal wear, scratches and dents and damage caused by dropping, impacts or similar.
- Use of the product for purposes other than making coffee.
- Replaceable parts such as filter holder and jugs.
- Damage caused by use of cleaning agents or descaling products not recommended by Moccamaster.
- Shipping handled or commissioned by the customer.

Please follow our maintenance instructions. The warranty does not cover damage caused by incorrect storage, other use than making coffee, connecting to incorrect voltage, damage caused by chemical substances, corrosion, damage caused by water, frost or other abnormal environmental influence.

If an authorized service technician is unable to find defects on the product the warranty will not cover related costs.

If authorized service personnel do not carry out repairs and/or modifications, or unoriginal Moccamaster parts have been used, the warranty on the product will automatically be null and void.

Service and repair.

Contact your local retailer or importer for service and repair.

Importer/Importør/Maahantuoja/Importør/Importör

Denmark: info.dk@moccamaster.com

Finland: info.fi@moccamaster.com

Norway: info.no@moccamaster.com

Sweden: info.se@moccamaster.com

The Netherlands & Germany: info@moccamster.eu

United Kingdom: info@aafirst.co.uk

Belgium and France: info@calita.nl

