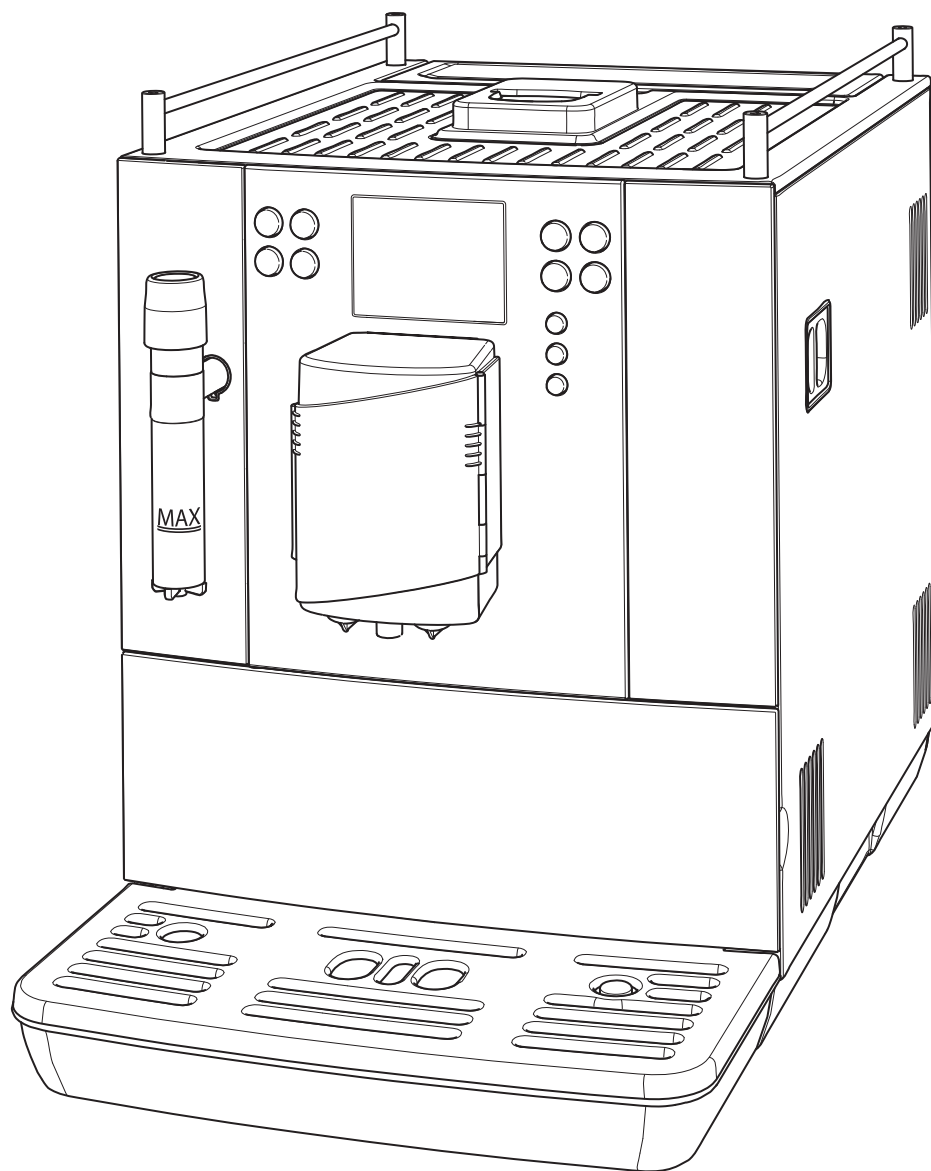


Costa Dragonfly

Operator Manual

Professional Capsules



COSTA DRAGONFLY OPERATOR MANUAL

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This QR code is to access the training videos and translated copies of the Operator Manual

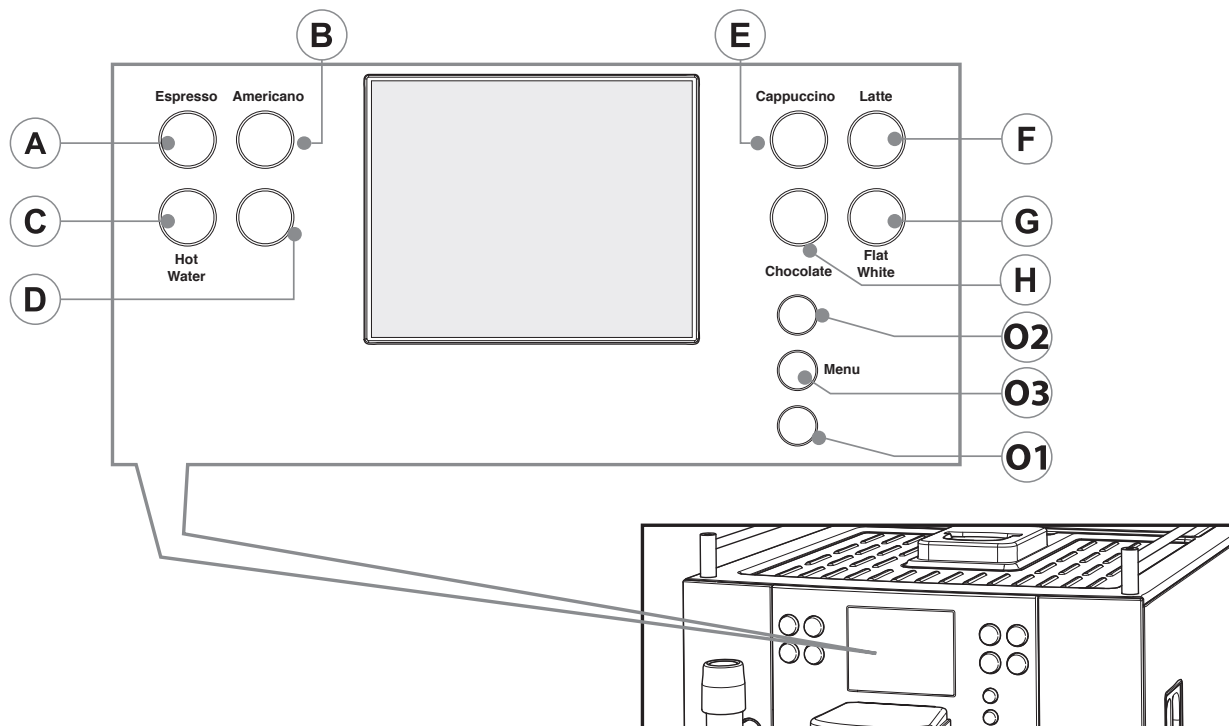
SECTION 1

Introduction

Machine Navigation Overview

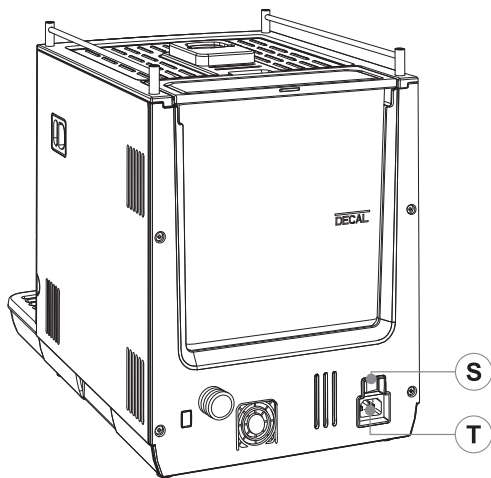
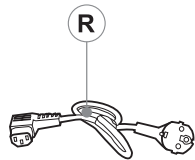
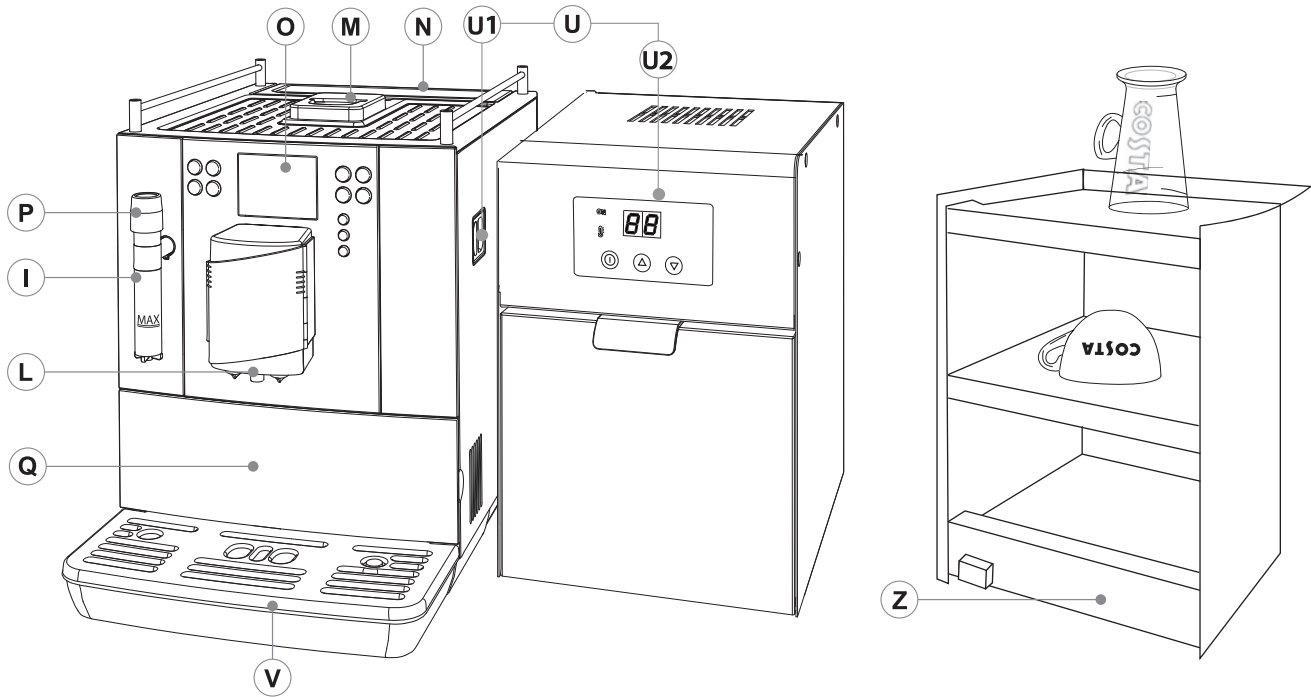
Machine Overview





GLOSSARY OF PARTS

- A. Espresso
- B. Small/Large Americano
- C. Hot Water
- D. Lungo
- E. Small/Large Cappuccino
- F. Small/Large Latte
- G. Flat White
- H. Hot Chocolate
- O1. Decrease value (Down)
- O2. Increase value (Up)
- O3. Menu (OK)



GLOSSARY OF PARTS

- I. Hot water dispenser
- L. Coffee/milk dispense head
- M. Capsule compartment
- N. Water tank and lid
- O. Information display
- P. Water diffuser
- Q. Used capsule drawer
- R. Power cord
- S. On/Off switch
- T. Power cord socket
- U. Milk system
- U1. Place for milk suction tube (as standard)
- U2. Refrigerator system (optional)
- V. Drip-tray with grill
- Z. Cup warmer unit (optional)

SECTION 2

Brand Standard drinks presentation

Espresso

Americano

Latte

Cappuccino

Flat White



Choose your perfect coffee

COFFEE BLENDS



8.5g

Signature Blend **Medium Roast**

- Smooth & Nutty
- Intensity: 8



8.5g

Signature Blend **Dark Roast**

- Bold & Chocolatey
- Intensity: 10



8.5g

Colombian **Medium Roast**

- Rich & Caramelly
- Intensity: 7



13g

Signature Blend **Medium Roast**

- Smooth & Nutty
- Intensity: 8

DRINK TYPES



Single
Espresso



Small
Cappuccino



Small
Americano



Small
Latte



Takeaway
Cup



Single
Espresso



Small
Cappuccino



Small
Americano



Small
Latte



Takeaway
Cup



Flat White

ESPRESSO



1 X CAPSULE

TOOLS NEEDED

- Double espresso cup
- Saucer
- Espresso spoon
- Espresso takeaway cup and lid



HOW TO MAKE

1. Pre-warm the crockery and glassware using hot water to fill by 1/3
2. Empty cup
3. Insert capsule
4. Adjust the dispense head to correct height
5. Press ESPRESSO button

AMERICANO



1 X CAPSULE

SEMI-SKIMMED MILK

Add fresh milk if White Americano is requested

TOOLS NEEDED

- Crockery cup
- Saucer
- T-Spoon
- Takeaway cup and lid



HOW TO MAKE


1. Pre-warm the crockery and glassware using hot water to fill by 1/3
2. Empty cup
3. Insert capsule
4. Adjust the dispense head to correct height
5. Press AMERICANO button

LATTE



1 X CAPSULE
SEMI-SKIMMED MILK

TOOLS NEEDED

- Latte Glass
- Long handled Spoon
- Takeaway cup and lid 

HOW TO MAKE


1. Pre-warm the crockery and glassware using hot water to fill by 1/3
2. Empty glass
3. Insert capsule
4. Adjust the dispense head to correct height
5. Press LATTE button

CAPPUCCINO



1 X CAPSULE
SEMI-SKIMMED MILK
CHOCOLATE DUSTING

TOOLS NEEDED

- Crockery cup
- Saucer
- T-Spoon
- Chocolate shaker (including chocolate powder)
- Takeaway cup and lid 

HOW TO MAKE

1. Pre-warm the crockery and glassware using hot water to fill by 1/3
2. Empty cup
3. Insert capsule
4. Adjust the dispense head to correct height
5. Press CAPPUCCINO button
6. Cappuccino chocolate dusting

FLAT WHITE



1 X CAPSULE SEMI-SKIMMED MILK

TOOLS NEEDED

- Crockery cup
- Saucer
- T-Spoon
- Takeaway cup and lid



HOW TO MAKE

1. Pre-warm the crockery and glassware using hot water to fill by 1/3
2. Empty cup
3. Insert capsule
4. Adjust the dispense head to correct height
5. Press FLAT WHITE button

SECTION 3

Cleaning

Health & Safety

Machine Cleaning

Daily Cleaning Cycle

6 Months and when Required



Whenever you do anything with your Costa machine, always think:

SAFETY

Always approach every task from a safety point of view.

THINK

Do you need to carry out a site specific risk assessment to perform the task safely.

OBSERVE

Look at the task and the area in which it will be carried out.

PROCEED

Once all the safety measures are in place to ensure risk free operations, carry out the task.

- Always take care when handling hot liquids.
- Always wash your hands before and after performing any replenishment and cleaning.
- Always use your Personal Protective Equipment (PPE) – Gloves and goggles – when carrying out a chemical clean.
- Never leave the machine unattended when performing any cleaning tasks.

For more information on keeping safe see Section 8 - Health & Safety

**Report any faults or concerns immediately to the
Costa Contact Centre**

ENVIRONMENTAL TIP:

We are committed to reducing our impact on the environment. When operating your Costa Coffee machine, consider how you can reduce and recycle your waste and ensure your waste water is placed in the correct drains.

ITEMS REQUIRED FOR CLEANING



PPE
Provided by site



**FOOD-SAFE
NON-CORROSIVE
ANTIBACTERIAL SPRAY**
Provided by site



PAPER TOWEL
Provided by site



**MILK CONTAINER
(TRANSPARENT)**
Provided by Costa



**CLEANING CONTAINER
(BLUE)**
Provided by Costa



MILK CLEANING SOLUTION
Provided by Costa



SMALL BRUSH
Provided by Costa

PPE REQUIRED:

- **Protective Gloves**
- **Protective Goggles**

When completing the daily cleaning cycle, protective gloves and goggles must be worn. Please note: This PPE must not be shared between colleagues and it remains the employers responsibility to provide adequate supplies.

**Refer to Safety Data Sheets for the safe handling of chemicals.*

"DAILY CLEANING CYCLE"

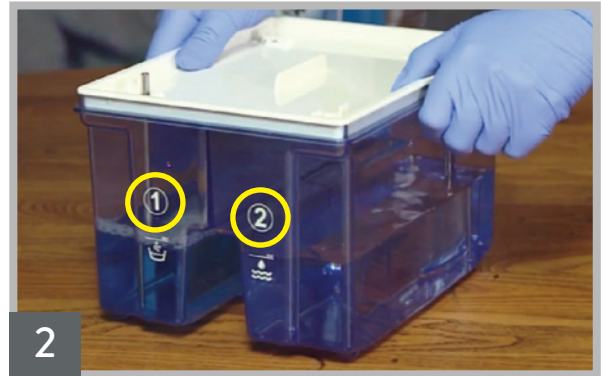
Perform your Machine Daily Cleaning Cycle as part of your replace with daily routine.

Please follow the below step by step guide to clean your machine at your designated machine cleaning time.

ITEMS REQUIRED FOR CLEANING



- 1**
- Open fridge door, lift the 'OK' lever to release the milk container and remove from the fridge. Dispose of any remaining milk and clean the container and lid to remove any residue.



- 2**
- Add one cap (25ml) of the milk cleaning solution to **SIDE 1** of the blue cleaning container and top with clean water to the MAX fill line.
 - Add clean water to **SIDE 2** to the MAX fill line. Place on top of the container.



- Insert the cleaning container into the fridge, **SIDE 1** must be LEFT and **SIDE 2** must be RIGHT.
- Secure the container by locking down the 'OK' lever. Close fridge door.



- 4a**
- Remove drip tray and Capsule bin. Dispose of used Capsules and clean all components removing any build up.



- 4b**
- Clean internal surfaces of the machine with food safe sanitiser and disposable paper towel and replace Capsule bin and drip tray.



- 5**
- Place a container with a minimum of 500ml capacity under the dispense head.
 - Push the dispense head down to lock the container in place, if possible.



- 6**
- Select "Menu" (OK) button. The screen will display the menu options available.
 - Press the '-' button to navigate down and select 'Evening Clean'
 - Press 'OK' to confirm.

The machine will now run the first half (6 minutes) of the cleaning cycle.



SAFETY NOTICE

The first half of the cleaning process will now run for 6 minutes.

During this time the machine will run the cleaning solution through the machine. Hot water and steam will run from the dispense head, therefore the machine can not be left unattended.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Accessible machine surfaces | <input checked="" type="checkbox"/> Milk container and lid (with warm, clean soapy water) |
| <input checked="" type="checkbox"/> Machine counter surfaces and surrounding areas | <input checked="" type="checkbox"/> Condiment area |

Ensure all areas and removable parts are dried with disposable paper towel after cleaning.



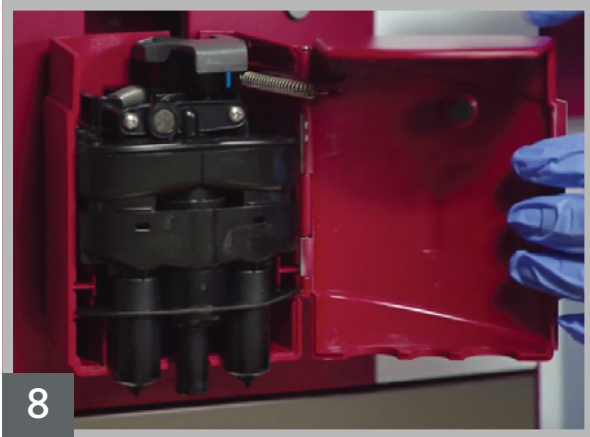
- 7**
- The first half of the clean has now been completed.
 - Remove the blue cleaning container from the fridge (lift the 'OK' lever to release the cleaning container and remove from the fridge).
 - Replace the cleaning container back into the machine with **SIDE 2 LEFT** and **SIDE 1 RIGHT**
 - Lock into place using the 'OK' lever.
 - Press the Menu/OK button to continue.

The machine will now run the second half (10 minutes) of the cleaning cycle.



SAFETY NOTICE

Ensure the machine has fully completed the cleaning cycle and is turned off to complete the follow section for the dispense head cleaning.



8

- Open the cover of the dispense head.



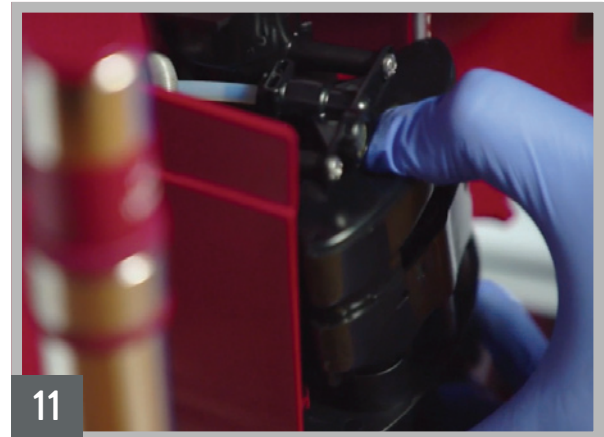
9

- Remove the clip at the top of the milk frothier by sliding/pulling this away from the machine.



10

- Remove the milk frothier in an upwards motion from the machine.



11

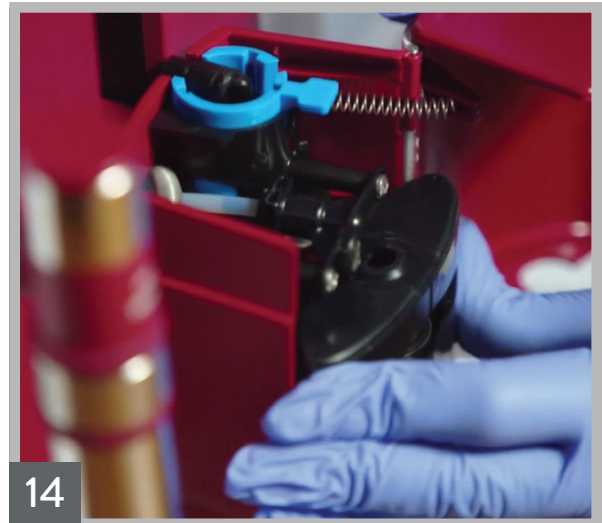
- Remove dispense nozzles by pulling out/away from the machine.



- Disassemble the milk frothier to 4 parts (blue case, clear insert black/blue connector and lid).
- Clean all 4 elements in clean, warm soapy water to remove any build up.



- Disassemble the dispense head into 4 parts.
- Clean with warm, soapy water to remove any build up.



- Reassemble all components for the dispense head and place back into the machine. Milk frothier, milk frothier clip then dispense head.



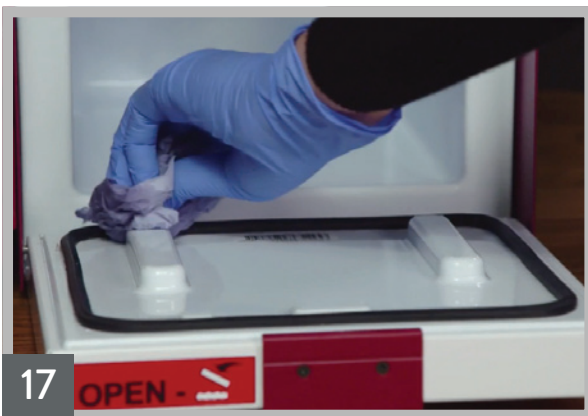
- Remove the hot water dispenser (twist and pull down).



- Unscrew the head of the hot water dispenser and separate into 3 parts. Clean all components in clean, warm soapy water to remove any residue.



- Dry and reassemble all components back together and place back on to the machine.



- Clean all areas of the fridge with food safe sanitiser and disposable paper towel, inclusive of surfaces and seals to remove any build.



- Replenish the fresh milk into the clean milk container.
- Lock the container into place using the 'OK' lever. Once completed close the fridge door.



19

- Using food safe sanitiser and disposable paper towel, clean all surface areas of the machine to remove any spillages and build up.



20

- Place a cup under the dispense head.



21

- Select Menu 'OK' button and '-' to navigate to 'Clean Group'.



22

- Select Menu 'OK' button and the 'Clean group' flush will run for up to 10 seconds. Once complete, dispose of this liquid.



The cleaning cycle is complete,
complete compliance documentation to record any machine activities.

WATER FILTER REPLACEMENT

The water filter must be replaced when indicated by the label on the machine.

To replace, proceed as described in the section "**Water filter installation**"; the software activation procedure must be avoided because it is already activated.

NB: Replacement must occur in any case within 6 months after installation in the machine. This ensures correct functioning of the machine, avoiding excessive scale build-up.

Steps 1 and 2 to be completed when water filter has been changed - 50 litres or every 2 months



- Remove the water tank and empty. Remove the water filter and submerge in water until the water bubbles have stopped. This could take up to 10 minutes.



- Replace the filter into the water tank and fill the tank to the MAX fill line with fresh drinking water. Once complete, place back into the machine.

DESCALING

Descaling alert: when the "**Decal message**" appears on the display, it is advisable to do a descaling cycle, as illustrated below.



ATTENTION! Remove the current water filter and dispose. Take a new water filter and submerge in fresh clean water until the bubbles have stopped. This is priming the water filter for use.

NB: The machine has an advanced program that checks how much water is used to dispense products. This measurement alerts the user when the machine needs a descaling cycle.

Make sure to use Caffitaly System descaler, designed to respect the machine's technical characteristics, in full compliance with consumer safety. The descaler must be disposed of according to the manufacturer's instructions and/or the regulations in force in the country of use.

DESCALING (1 hour 25 minutes to complete)



CAREFULLY read the precautions given on the descaler package. Avoid contact with eyes, skin and machine surfaces. **Do not turn the machine off during descaling.** A person must be present during the operation. **Do not use vinegar: it could damage your machine!**



- Empty and rinse out the used capsule drawer and drip-tray





- Place a container (at least 500 ml) under the coffee dispenser and another under the hot water dispenser.

- Keep the buttons **+** and **-** pressed together for 6 seconds. When released, the display will show the menu and the item "Decalcification" is selected.
- Press the button **OK** "OK" to highlight the option "NO" relevant to the item "Decalcification".
- Press the button **-** to change the option; "YES" now appears as an option.
- Press the button **OK** "OK" to start descaling.
- The message "Fill tank..." appears on the display.



- Remove and empty the water tank. **Remove the water filter.**

DESCALING


- Empty 1 bottle of Caffitaly System Descaler into the water tank. Then fill with fresh water up to the 'DECAL' line.
- Put the tank back, making sure it is fully inserted, and refit the lid.
- Press the button  "OK". The message "**Confirm start procedure**" appears on the display.
- Press the button  "OK" to start the cycle. The message "**...Running**" appears on the display.
- The machine dispenses the descaling solution at regular intervals from the coffee dispenser and from the hot water dispenser.
- If the containers fill up, empty them.
- After a 3-minute pause the dispensing is repeated. This repetition occurs 6 times.
- At the end of the last dispensing, the machine dispenses the remaining solution, until the tank is empty. The display shows the message "**System emptying**".
- When the first phase is completed, the display shows the message "**Fill tank...**".



- Carefully rinse out the water tank and refill to 'MAX' level with fresh water.



- Remove and empty the Capsule draw. Place back into the machine with two 500ml containers back under the dispense head and hot water spout.

- Press the button  "OK". The message "**System flush**" appears on the display.
- The machine dispenses rinse water (about 1 litre).
- When the rinse cycle is finished, the display shows the message "**Fill tank**".
- Carefully rinse out the water tank and refill it with fresh water.

DESCALING



- After filling the water tank and putting it back in place, press the button **OK** "OK" to exit the cycle.

- The machine is in the heating up phase.

DESCALING PROCESS - NEXT STEPS

- The machine will now enter the descaling process for the steam boiler.
 - Remove the containers used to collect the water dispensed by the machine from the hot water tap and the dispense head.
 - Empty and rinse out the used capsule drawer and put it back together with the drip-tray.
1. Remove the water tank.
 2. Empty it and mix the contents of a bottle of Caffitaly System descaler with about 500 ml of water, for a total of 750ml.
 3. Put back the water tank.
 4. The display shows **"Press the OK button"**. Press the button **"OK"** to start the second phase of the descaling cycle.
 5. The display then shows **"Boiler emptying in progress, do not remove drawer"**. In this phase, emptying occurs through the escape of steam from the dispenser and through the drain inside the capsule drawer.
 6. At the end of phase 5, boiler filling with the water+descaling solution will start and the message **"Boiler filling in progress"** is displayed.
 7. Once the boiler has been filled, the display shows the progress of descaling. This phase lasts about 25 minutes. **In this phase the operator must wait for completion while keeping the machine connected and switched on.**
 8. On reaching 100%, the machine starts emptying the boiler and the display shows the message **"Boiler emptying in progress, do not remove drawer"**.
 9. When the boiler has been emptied, the display shows the message **"Empty the drain pan, empty the water tank, rinse and fill it with clean water"**.

DESCALING

10. Carefully rinse out the water tank and refill it with fresh water
11. Empty and rinse out the used capsule drawer; once emptied, put the drawer back in its place.
12. After putting back the capsule drawer and water tank, press **"OK"** to start filling the boiler with clean water, **WITHOUT** the descaling solution.
13. Emptying will begin once the boiler has been filled. The water is drained into the capsule drawer.
14. When the boiler has been emptied, the display shows the message **"Empty the drain pan, empty the tank, rinse and fill it with clean water"**.
15. Repeat the operations from point 10 to point 14 for a second rinse phase.
16. At the end of the second rinse phase, go to the next step (step 17).
17. Carefully rinse out the water tank and refill with fresh water.
18. Empty and rinse out the used capsule drawer; once emptied, put the drawer back in its place.
19. After filling the water tank and putting it back in place, press the button **"OK"** to exit the cycle.
20. The machine is in the heating up phase.
21. Reinstall the water filter.
22. The machine is now ready for use.

SECTION 4

Replenishment

Stock Replenishment Checklist



Replenishment Checklist



Takeaway Cup



Stirrers



Takeaway lid



Sugar Sachets



Semi-skimmed Milk or Costa Approved Equivalent



Choco Dust



Relevant coffee cup/glassware and saucer



Coffee Capsule



Latte glass



T-Spoon



Espresso spoon

Periodic Replenishment Items



Flavours

*The items above will require replenishment periodically

SECTION 5

Stock Management

Goods received procedure

Storing Costa products

Ordering product information

Our products

Milk requirements



Every member of staff is responsible for ensuring all Costa ingredients are kept in store in perfect condition.

- All food products have a 'Use By'/'or Best Before' date on each individual pack. All 'Use By' 'Best Before' dates should be valid upon receipt of the goods.
- On arrival goods can only be accepted if all packaging is in good condition, dry and clean.
- Any packaging that shows damage should be rejected. Record any rejections by noting them on the Proof of Delivery document.

Once you have received your stock ensure all points on the goods received procedure have been followed.

- Neatly store all Costa products in the designated location in your storeroom, this must be in a cool and dry location.
- Ensure all boxes are stored off the floor and heavy boxes are in easy to reach places.
- Keep all products in their original boxes. It will make it easier to store the products neatly and locate important reference numbers, should they be needed.
- Practice efficient stock rotation - 'first in, first out'.
- Capsules have a 2 year shelf life from production.

PRODUCT	DESCRIPTION
CAPSULES	48 Coffee Capsules in 1 box
STIRRERS	1 x 5000 box
CUPS	Regular Takeaway - 1 x 600 cups Large Takeaway - 1 x 720 cups Crockery - 1 x 600 cups Small Crockery Cup 1 x 12 Small Latte Glass 1 x 24 Regular Crockery 1 x 12 Regular Crockery Saucer 1 x 2 Regular Latte Glass 1 x 48 Long handled Spoon 1 x 12
STRAWS	1 x 1500 - Wrapped Straws
SWEETENER	1 x 4000 Sachets
SUGAR	1 x 3000 Brown Sachets 1 x 3000 White Sachets
CHOCODUST	1 x 1000 Sachets
MACHINE CLEANING LIQUID	Number of cleans completed from 1 bottle - 40
FOOD SAFE NON-CORROSIVE ANTIBACTERIAL SPRAY & DISPOSABLE PAPER TOWEL	Provided by the Partner. This is to be used in your daily routines when cleaning the machine.

It is important that you have sufficient stock of milk at all times.

This must be fresh, semi-skimmed milk or the Costa Coffee approved equivalent. Milk must be replaced for fresh every 24 hours including a fresh, clean milk container, this is completed during the daily cleaning cycle. Use the table below to calculate your requirement by referencing the quantity of milk required against your forecasted daily sales.

Don't forget to take into account your order lead time. You may need to forecast 3-4 days usage at one time.

Remember:

4 LTRS - 1 single milk container.

A full milk container will dispense approximately 24 milk based drinks.

SECTION 6

Compliance at site

Daily Compliance Log

Training Records



DAILY COMPLIANCE LOG

The Daily Compliance log is used to capture activities on site. Documenting these controls is an essential part of food safety management and forms part of the due diligence to record machine cleanliness, raw material traceability and appropriate temperature control.



COSTA COFFEE Daily Compliance Log Week Commencing Date: DDMMYY

MILK USAGE BY CATERER	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Quantity	8 units	8 units	8 units	8 units	8 units	8 units	8 units
Use By Date	DDMMYY	DDMMYY	DDMMYY	DDMMYY	DDMMYY	DDMMYY	DDMMYY
Use Time	8:00 am - 9:00 am	9:00 am - 10:00 am	10:00 am - 11:00 am	11:00 am - 12:00 pm	12:00 pm - 1:00 pm	1:00 pm - 2:00 pm	2:00 pm - 3:00 pm
Quantity	8 units			8 units	8 units		
Use By Date	DDMMYY	X	X	DDMMYY	DDMMYY	X	X
Use Time	8:00 am - 9:00 am			11:00 am - 12:00 pm	1:00 pm - 2:00 pm		

FRIDGE & FREEZER RECORDS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
AM Samples at 10:00	1%	1%	1%	1%	1%	1%	1%
AM Flow	8:00 am - 9:00 am	9:00 am - 10:00 am	10:00 am - 11:00 am	11:00 am - 12:00 pm	12:00 pm - 1:00 pm	1:00 pm - 2:00 pm	2:00 pm - 3:00 pm
PM Flow	4:00 pm - 5:00 pm	5:00 pm - 6:00 pm	6:00 pm - 7:00 pm	7:00 pm - 8:00 pm	8:00 pm - 9:00 pm	9:00 pm - 10:00 pm	10:00 pm - 11:00 pm
Totals	Example	Example	Example	Example	Example	Example	Example

MACHINE CLEANING AND SALES RECORDS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Time Cleaning completed	8:00 am	8:00 am	8:00 am	8:00 am	8:00 am	8:00 am	8:00 am
Totals	Example	Example	Example	Example	Example	Example	Example
Example	1%	1%	1%	1%	1%	1%	1%

FOR MACHINES WITH PWRM (NET DEVICE) ONLY

PWRM NET COMPLIANCE CHECK	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
Time Check completed	8:00 am	8:00 am	8:00 am	8:00 am	8:00 am	8:00 am	8:00 am
Totals	Example	Example	Example	Example	Example	Example	Example

"Weekly Compliance Log"
Ensure all of the above records have been fully completed.

END OF WEEK SIGN OFF This section must be completed by an on duty supervisor and/or manager

I confirm that the below statements are met

The team completing the cleaning cycle and maintaining the Costa Coffee machine are competent and fully trained.	The Costa Coffee machine adheres to all health & safety requirements.
NAME: Anna Example	DATE: DDMMYY
	SIGNATURE: JA Example

TRAINING RECORDS

The training records for site are located at the 'Training' section of this folder.

Only employees who have received training from either a Costa representative or the appointed Costa champion should be permitted to use and clean the machine. These training records must be managed by the Costa Champion at site and updated accordingly.

SECTION 7

Troubleshooting

Isolation Instructions (Power)

Troubleshooting

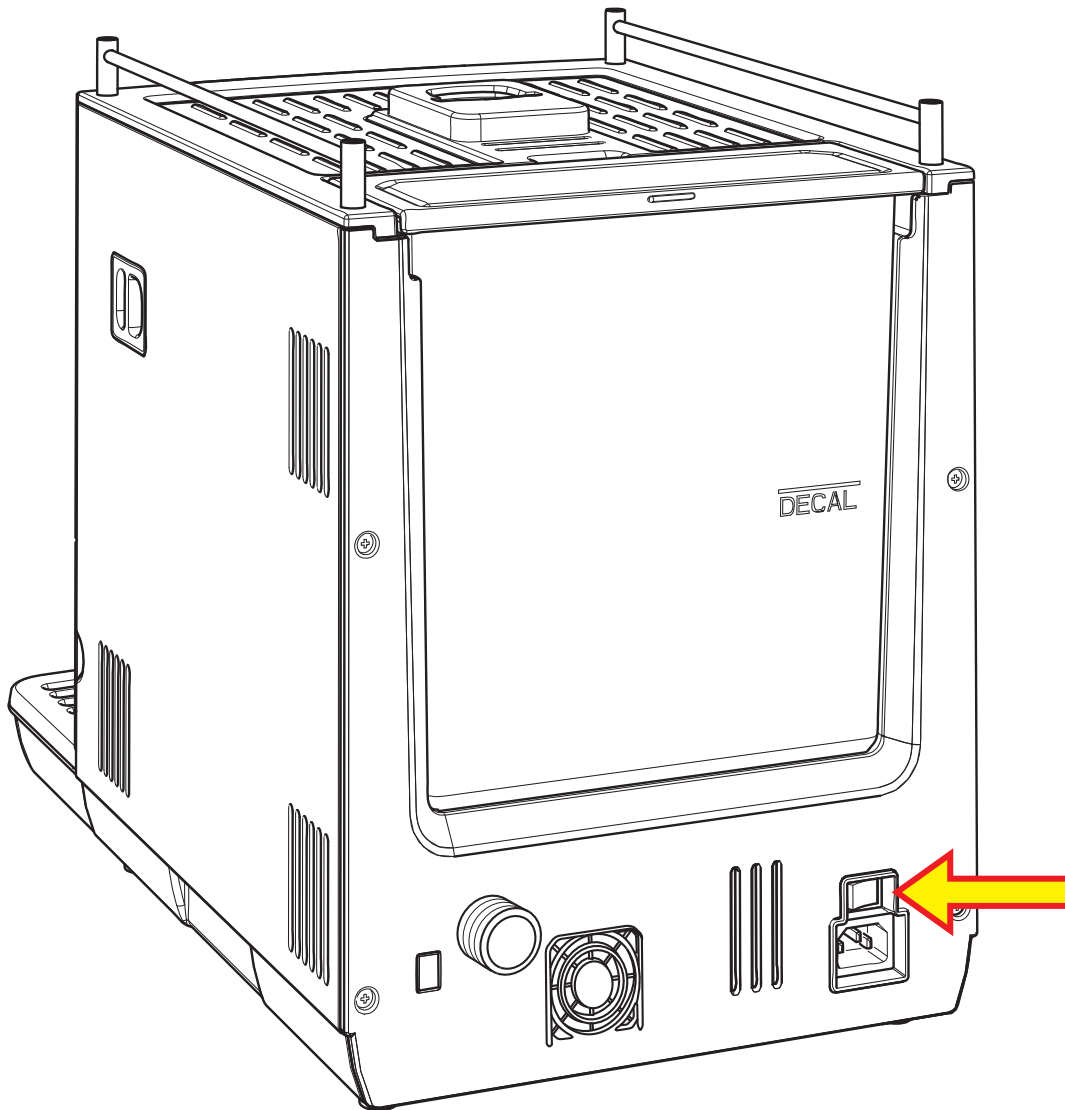
Contact Centre

Customer Complaints



The Costa Coffee Machine should be left on at all times. However, if you are instructed to do so by a Costa Coffee Representative, you can follow these instructions to switch the machine off.

THE MAIN POWER SWITCH IS LOCATED HERE.



PROBLEM	POSSIBLE CAUSE	CURE
The coffee is not hot enough.	<ul style="list-style-type: none"> • Cold cups / espresso cups. • Scale build-up in machine. 	<ul style="list-style-type: none"> • Prewarm the cup. • Descale.
The capsule does NOT drop in the group.	Capsule stuck inside the group.	Remove the blocked capsule with the procedure described below.
When a button is pressed to dispense coffee, the machine seems to start but then stops without dispensing coffee, or only dispenses a small amount.	Incorrect programming of amounts.	Call for technical support.
First escalation for any issues is to turn the machine off, wait one minute, and turn machine back on.		

REMOVING A STUCK CAPSULE

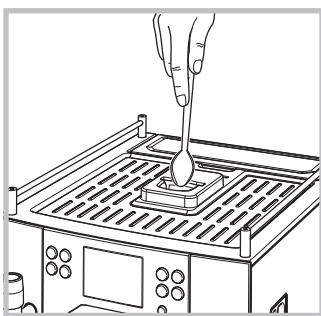
This procedure must be carried out when the message "**Capsule stuck - Remove and press OK**" appears on the display, as illustrated in the paragraph "Alarm indications for the user".

NB: Intervene only in the group where the problem signalled on the display occurred.



ATTENTION: Operate with maximum caution. NEVER insert fingers to remove the capsule; use a spoon to operate in maximum safety. To avoid damaging the machine do not use sharp objects or knives.

- Check if a capsule is stuck in the group.
- Insert a spoon in the group to remove the capsule.



- Remove the spoon.
- Then press the button  "OK" to restore normal operation of the group.

NB: If the malfunction occurs OFTEN, contact the Service Centre.

For any issues with your Costa Coffee machine, please contact the CONTACT CENTRE

BEFORE YOU CALL, ENSURE THAT YOU HAVE:

- Your machine number - Located on a sticker inside the machine door
- Details of the enquiry or fault
- Site number – Located inside the top of the fridge door

The more you can tell the Contact Centre, the easier it will be to help you – they may ask you to return to the machine to complete some basic troubleshooting tasks.



Feedback from our customers is key. We want to hear everything they have to say about us, whether it be about drink quality, price, packaging or a general comment they'd like to share.

- Listen to the customer, be polite and understanding.
- Before you discuss their concerns, get some basic information from them.

YOU WILL NEED:

- **Their full name**
 - **The product they purchased**
 - **Location purchased from (your site name)**
 - **Details of their complaint**
-
- Never argue with the customer, even if you think their complaint is unreasonable.
 - Always offer the customer a refund or replacement product.
 - Give the customer the Costa Contact Centre phone number. Explain they can speak with the Costa Coffee team directly. Assure them that you will pass on their details.
 - Once the customer has left site, contact the Costa Contact Centre and pass on the customer's details and information. This will be immediately passed to a Costa Coffee team member for review.

SECTION 8

Health & Safety

Health and Safety Reminder

Safety Guide

Report any faults or concerns immediately to the Costa Contact Centre



There are a few things to watch out for during cleaning and refilling. By doing this you will help to keep yourself, colleagues and customers safe from danger.

SAFETY

Always approach every task from a safety point of view.

THINK

Do you need to carry out a site specific risk assessment to perform the task safely.

OBSERVE

Look at the task and the area in which it will be carried out.

PROCEED

Once all the safety measures are in place to ensure risk free operations, carry out the task.



For full Safety Data Sheets please refer to Section 10 of this Operator Manual

ACTIVITY	CONTROL MEASURES	PARTNER FURTHER RECOMMENDED ACTION(S)
Training and information	Only employees who have received training from either a Costa Coffee Representative or the appointed Costa Coffee champion should be permitted to use and clean the machine.	As and when required, refresher training should be arranged with a Costa Coffee Representative. This may include training for new members of staff and/or refresher training for staff members who need re-training following an incident.
Cleaning the machine	Never leave the machine unattended when cleaning it. If necessary, cordon off the area around the machine during the cleaning process to prevent unauthorised access.	A site specific own Company risk assessment should be undertaken to ensure that access to the machine is restricted while the machine is being cleaned.
	Only the chemicals permitted by Costa Coffee should be used to clean the machine. Never use any other cleaning chemicals for the machine, (with the exception of partner supplied food safe cleaner) as these may damage the machine. The permitted chemicals are specifically formulated to ensure food safety, operation of the machine and the integrity of the drinks.	Own Company COSHH risk assessment carried out, using information provided in the safety data sheet supplied with the machine. Ensure a copy of the safety data sheet and COSHH risk assessment are kept with the machine at all times. Refer to own Company Health and Safety Manual for further details on chemical safety. Refer to own Company Health and Safety Manual for further details on chemical safety.
	COSHH guidance available and employees trained in correct chemical use and cleaning techniques by a Costa Coffee Representative when the machine is installed. Only employees who have received training from either a Costa Coffee Representative or the appointed Costa Coffee champion should be permitted to use and clean the machine.	
	Personal protective equipment (goggles and protective gloves) must be worn at all times when the chemicals to clean the machine are being used.	
A food safe non-corrosive antibacterial spray and disposable paper towels should be used for general cleaning of the surfaces of the machine. Cleaner should not be sprayed directly into the nozzles of the machine, as this will affect the quality of the drinks produced. Refer to the cleaning section of this guide for further information on how to clean the machine effectively.		
Managing slips, trips and falls	Employees trained to identify spillages and use hazard signage. Spillages mopped up immediately.	Refer to own Company risk assessment on the management of slips, trips and falls.
Managing electricity	If asked by Costa Coffee to switch the machine on or off – ensure hands are clean and dry. Only engineers from Costa Coffee or a nominated service agent should be permitted to undertake work on the machine. Under no circumstances should employees or other contractors carry out maintenance work on any part of the equipment.	Ensure all staff members are aware of how to report faults or concerns, telephone the Helpline immediately.
Lifting and carrying	All employees receive instruction from a Costa Coffee Representative when the machine is installed. The training includes how to fill the bean hopper (coffee bean bags weigh approx. 1kg)	A site specific own Company risk assessment should be undertaken to ensure that lifting and carrying risks are controlled and the risk of injury is reduced. In particular you should include the lifting and carrying of the milk container.
	The machine is installed by trained operatives.	
	Be aware that if the milk container contains more than the minimum amount of milk, it is likely to be unstable when removed, due to the milk moving around in the container.	

ACTIVITY	CONTROL MEASURES	PARTNER FURTHER RECOMMENDED ACTION(S)
Preventing cuts and abrasions	Scissors should be used to open bags and boxes. It is recommended that knives are not used to open bags or boxes, in order to reduce the risk of cuts.	Refer to own Company risk assessment.
Preventing burns/scalds	Only employees who have received training from either a Costa Coffee Representative or the appointed Costa Coffee champion should be permitted to use and clean the machine.	Refer to own Company risk assessment.
	The machine will automatically carry out a milk line flush every so often. After use (every 15 minutes) the machine will ask to confirm with the 'OK' button to carry out a 'Quick Clean' to maintain cleanliness levels. Be aware of steam being produced.	
Managing food safety	To reduce the risk of contamination of the milk container, always ensure the lids are in place and locked. Do not store stock items on the machine. In particular the coffee Capsules may dry out if stored on the machine, which will affect the quality of the drinks produced. If a Capsule appears damaged in any way, DO NOT USE.	All employees should be provided with basic food hygiene instructions by their own company.
	Check the best before and use by dates of all products before they are used to refill the machine. If they are past their use by or best before date DO NOT USE, dispose of them immediately. To ensure the stock system is kept up to date, contact Costa Coffee to inform if any Costa stock has been disposed of.	
	A food safe cleaner should be used for general cleaning of the surfaces of the machine. Cleaner should not be sprayed directly into the nozzles of the machine, as this will affect the quality of the drinks produced. Refer to the cleaning section of this guide for further information on how to clean the machine effectively. DO NOT clean or replenish the machine if you have suffered from sickness or diarrhoea in the last 48 hours.	Ensure your food safe cleaner meets relevant standards and that the contact time is adhered to.
	Before replenishing or cleaning any part of the machine, make sure you have washed and sanitised your hands. Practice good personal hygiene at all times.	
	It is recommended that you carry out routine temperature monitoring of the fridge/chiller used to store the spare milk to ensure that the correct temperature is maintained.	

SECTION 9

Training

Training Record



Training Record



We the undersigned, have read and understood all sections of the Station Information Guide and received Training from a Costa Approved Trainer or our Costa Coffee Champion on all Brand Standards and compliance of our Costa Coffee Machine to include the following,

- Drinks
- Cleaning
- Replenishment
- Stock management
- Trouble Shooting
- Sales Data
- Health and Safety
- Material Safety Data Sheets (COSHH) and Allergen Information

It is the responsibility of both the Site Manager and the individual employee to ensure that he/she has signed this Training Record once they have read and understood the Station Information Guide and received Training from a Costa Approved Trainer or your Costa Coffee Champion.

NAME	SIGNATURE	JOB TITLE	DATE OF TRAINING	TRAINERS NAME	TRAINERS SIGNATURE	DATE OF LEAVING

SECTION 10

MSDS & COSHH

Safety Data Sheets

- Machine Cleaning Liquid



SAFETY DATA SHEET

According to Regulation (EC) No. 1907/2006

PULY MILK[®] Plus Liquid

CLEANER FOR AUTOMATIC CAPPUCCINO MAKERS AND MILK AND COFFEE RESIDUES

Composition submitted to the Ministry of Health – PROFESSIONAL USE

...more than just cleaning!

1. COMPANY AND PRODUCT IDENTIFICATION

- 1.1. Commercial name: **PULY MILK Plus Liquid**
- 1.2. Use: Cleaner for automatic cappuccino makers and milk and coffee residues
- 1.3. Supplier Manufacturer: ASACHIMICI – Via N.Sauro,26 – 26039 VESCOVATO (CR) ITALIA
Tel. +39 0372 830494 - Fax. +39 0372 830029
Marco Carubelli (info@asachimici.com)
- 1.4. Emergency call: Ospedale Niguarda poison center MI Tel. +39 0266101029

2. WARNINGS

Do not swallow - Keep out of the reach of children. The substances used are not dangerous in accordance with dir. 67/548/CEE regard the nature and quantity of employed substances. Since it is a liquid product with an alkaline reaction, if used improperly the product may cause irritation to the eyes and skin. If swallowed it may cause gastrointestinal problems.

3. INGREDIENTS

This product is a preparation in the meaning of Regulation (EC) 1907/2006 (REACH).
Blend of sodium and potassium buffered low alkaline salts. All materials are in compliance with Food and Drug Administration CFR title 21 concerning substances in contact with food equipments. The formulation is registered, tested and certified by NSF International protocol P152.

4. FIRST AID

In the event of contact with the eyes, rinse immediately and thoroughly with running water and seek medical advice. In the event of contact with the skin, rinse thoroughly with running water. If some product is swallowed accidentally, do not provoke vomiting, get the patient to drink a lot of water in small doses and seek medical advice, showing him this sheet.

5. FIRE PREVENTION

The product is not to be considered inflammable.

6. ACCIDENTAL SPILLS

For small quantities, absorb with sawdust and dispose normally. For large quantities, contact your local Public Health Service.

7. HANDLING AND STORAGE

Avoid prolonged contact with the skin – Transfer with care and do not splash. Store in a cool, dry and ventilated place. If correctly stored, the product will remain active for long time.

8. PERSONAL PROTECTION CONTROL

Since it is a liquid alkaline product, if necessary use suitable gloves and protective glasses.

SAFETY DATA SHEET

PULY MILK® Plus Liquid

9. CHEMICAL AND PHYSICAL PROPERTIES

- Form:	clear light blue liquid
- Evaporation temperature:	105°C.
- Boiling point:	110°C
- Hydrogen factor (1% solution in H ₂ O):	pH 10 ± 0.5
- Solubility in H ₂ O:	in all proportions
- Cloud point:	> 100°C
- Pour point:	< 0°C
- Specific weight at 20°C:	1300 g/l.

10. STABILITY AND REACTIVITY

The product is stable in a wide temperature range (10°C ÷ 100°C). If mixed with strong acids, it may produce an exothermic reaction.

11. TOXICITY DATA

Acute oral toxicity of the ingredients: LD₅₀ well over 2.000 mg/Kg, therefore **not considered toxic**.

12. ECOLOGICAL DATA

The compound is in accordance with the Reg. 648/2004 CE pertinent to biodegradability of cleaners. Do not scatter the product in the environment.

13. DISPOSAL

The product is not considered hazardous waste. Nevertheless, disposal shall comply with Leg. Decree No. 22, 5/2/97 as an alkaline detergent, special waste disposal class. IEC Code 200115.

14. TRANSPORT

Product and packaging comply with ADR standards, EC directive. During transport, packages shall be protected against rain, damp and sources of heat.

15. RELEVANT REGULATIONS

The product complies with the following provisions in force: Dir. 67/548/CEE (labelling of hazardous substances) – Reg. 648/2004 CEE (biodegradability of cleaners) - Regulation (EC) 1907/2006 (REACH)

16. OTHER/SUNDRY

The aforementioned data have been provided in good faith and to the best of our knowledge. However, no explicit or implicit guarantee is provided in the event of inadequate or improper use of the product.

AUTHORIZATION IS HEREBY GRANTED TO PHOTOCOPY THIS DOCUMENT FOR THE PURPOSE OF CORRECTLY INFORMING END USERS OF THE PRODUCT.

Customs item for export: **PRODUCT 34029090 T.D.C. (STANDARD CUSTOMS TABLE)**

LATEST UPDATE: 01/11/2009

TECHNICAL DATA SHEET H.A.C.C.P. SPECIF.

PULY MILK[®] Plus Liquid

CLEANER FOR AUTOMATIC CAPPUCCINO MAKERS AND MILK AND COFFEE RESIDUES

...more than just cleaning!

FEATURES: **PULY MILK Plus Liquid** is the result of constant product developments, specifically designed in our Special Applications Research Centre to service the automatic CAPPUCCINO MAKER every day and for removing milk and coffee residues from steam wand and milk-jugs. What's more, **PULY MILK Plus Liquid** provides “**more than just cleanliness**”. It improves deodorizing and keeps the CAPPUCCINO MAKER running smoothly, removing any organic residues that may cause malfunctioning, or give rise to mould or bad smells (**Tested and Certified by N.S.F. International - Protocol P152 Health Effects and Corrosivity of Commercial Espresso Machine Chemical Cleaner**).

DIRECTIONS FOR USE: to clean the automatic cappuccino maker **DAILY:** a) dilute 25 ml of **PULY MILK Plus Liquid** in half litre of cold water; b) get the solution absorbed by means of the suction tube by repeatedly pressing the button indicated in the machine instructions; c) rinse by getting at least 2 litres of clean water sucked in. It is absolutely impossible to get the cappuccino maker to suck in hot water so only use cold water.

To clean the whole machine WEEKLY: prepare a solution of 25 ml of **PULY MILK Plus Liquid** for every half litre of very hot water, using plastic, stainless steel or glass (but not aluminium) containers; dismantle the cappuccino maker completely and leave the parts to soak for 2-3 hours (or overnight) and then rinse carefully once with clean water and repeat. The solution must be used to clean the steam wand, the milk-jug and all the tools dirty of milk and coffee residues.

FREQUENCY OF USE: **PULY MILK Plus Liquid** is generally used every 50/100 cups of foamed milk and whenever you need to restore the machine to efficient working order. We anyway advise preventive measures **at least once a day**, to prevent the heated milk from drying and forming a hard crust that is difficult to remove quickly.

SELF CHECK: Inspect the result. Check that it smells right. If necessary, repeat the washing operation.

CRITICAL POINTS: Check that the seals are whole, and if necessary replace with new spare parts. Check that the dripping pan drain is not clogged so that the **PULY MILK Plus Liquid** reaction foam can flow out freely.

DATA AND SAFETY: See the **SAFETY SHEET**. During washing, be careful of splashes of boiling water; use protective garments (gloves etc.).



PACKAGES:

Puly Milk Plus[®] Liquid 1 L bottle
automatic dispenser
12 bottle per case

Puly Milk Plus[®] Liquid 100 ml bottle
24 bottle per case

SECTION 11

Installation Guide

Water filter change



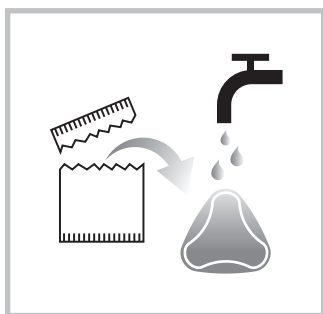


ATTENTION: This filter can only be installed in machines without the water supply connection. Read the precautions contained in the water filter package. Do not jam the filter in the tank: before installing the filter, make sure it can be easily removed from the tank by hand or using a suitable tool.

NB: To ensure optimum protection from scale and for best results, place the filter in the tank the evening before using the machine. Always fill the water tank the evening before use.

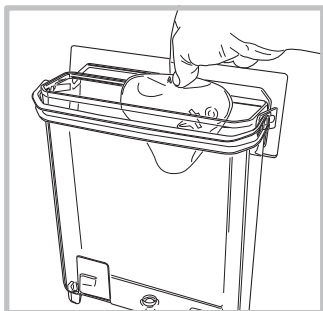
To install the water filter, proceed as follows.

- Remove the film and rinse the tank filter with water before installation.

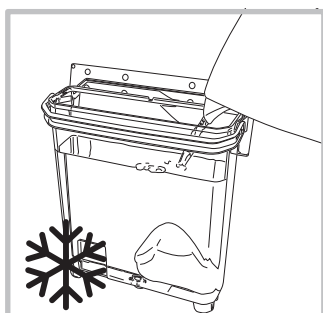


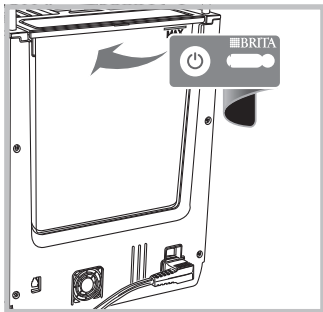
1. Using an empty water tank, remove the existing filter.
2. Open the new filter and submerge in water for **10 minutes** or until the bubbles have stopped rising.
3. Place the new water filter into the water tank and fill the water tank to the 'MAX' line.
4. Replace the water tank back into the machine

- Place the filter on the bottom of the tank.



- Fill the tank with cold drinking water.





- Keep the buttons **−** and **+** pressed together for 7 seconds. When released, the display will show **"USER MENU"** and the item **"Decalcification"** is selected.
- Press the button **−** to select the item **"Water Filter"**.
- Press the button **OK** **"OK"** to highlight the option **"NO"** relevant to the item **"Water Filter"**.
- Press the button **+** to modify the option; **"YES"** now appears as an option.
- Press the button **OK** **"OK"** to activate the selection; the presence of the filter is now set.
ATTENTION! This operation is possible only in machines without the water supply connection.
- Press the button **−** to select the item **"Exit"**; then press the button **OK** **"OK"**.
- The machine returns to the main screen for dispensing products.

NB: For models with water supply connection, the floating water filter cannot be used. For these models, the use of cartridge filters is recommended. For the choice of this cartridge and connection to the water supply, contact an installation technician.

If you require any support with your machine please contact:

Costa Coffee Contact Centre

