

Version Notice

This manual is a draft version for product sample evaluation and is for reference only. We reserve the right to adjust and update the content, with the final version subject to the mass-produced product.

Smart X Operation Manual (Draft)

CAYE Smart X | Smart X Master User Manual

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Document

Smart X | Smart X Master

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1. Safety Instructions

This chapter explains the intended uses and safety guidelines to ensure the machine and its software run smoothly and safely. It also covers how to handle and store the equipment properly.

Please read and follow all the instructions in this manual, especially the safety guidelines. Ensure all relevant personnel (refer to page X) have access to this manual.

Make sure you read and understand this chapter completely before operating the machine. If you have any questions, please contact your local authorized service center for assistance.

1.1. Intended Use of the Coffee Machine

This coffee machine is designed for grinding, brewing, and preparing hot coffee, hot water, hot milk, cold milk, steam (depending on the model), and powdered beverages (depending on the configuration). It is for indoor use only and intended for commercial environments like catering services, restaurants, and hotels.

Do not use the machine for any other beverages or purposes.

To adjust the coffee settings, you must have the appropriate access permission. For details, please refer to the User Permission section (Page x).

1.1.1. Smart X Models

Smart X models are named based on their features and intended uses:

- B: Number of grinders and bean hoppers (varies by model).
- C: Coffee, hot water, and Instant Coffee Powder beverages (varies by model).
- M: Milk coffee and milk beverages (varies by model).
- S: Automatic steam wand (varies by model).
- Y: Separate milk froth dispenser (varies by model).
- T: Separate hot water dispenser (varies by model).

The Smart X Master is a variant of the Smart X design.

Accessories for Smart X | Smart X Master:

- Choco: Optional accessory for dispensing Instant Coffee Powder beverages, such as chocolate.
- Refrigerator beside or Refrigerator undercounter: Side-mounted or undercounter refrigerators.

1.2. Safety Instructions

1.2.1. Importance of Safety Instructions

To prevent accidents, equipment damage, or environmental pollution, you must follow the safety instructions provided in this manual and with the coffee machine and its accessories. Adhere to the relevant regulations and technical standards in your country or region where the machine and accessories are used.

1.2.2. Ignoring Safety Rules

Failure to adhere to safety guidelines, laws, and technical regulations can lead to accidents, property damage, and environmental issues. Failure to follow the manufacturer's instructions can also compromise the protection provided by the machine and its accessories.

1.3. Standards

This coffee machine and its accessories meet all applicable safety and usage standards worldwide. For more details, please refer to our Declaration of Conformity or contact your service provider.

1.4. General Safety Instructions

(Warning signs to be added) Keep the coffee machine and its accessories away from sources of interference.

Avoid exposing the machine to direct sunlight, high temperatures, dust, or excessive humidity (use only in clean, food service environments).

(Warning signs to be added) Risk of Electric Shock

In case of problems or emergencies, disconnect the power plug immediately. Ensure the plug is easily accessible.

Only use the power cord that came with the machine.

Do not use the machine or its accessories if the power cord is damaged. If you notice any signs of damage, such as a burning smell or visible insulation damage, unplug the machine right away and contact your local authorized service provider.

Only a manufacturer-approved service agency may repair the power cord.

Keep the power cord away from hot surfaces and avoid bending or pinching it.

Ensure it doesn't touch sharp edges.

Repairs, commissioning, and maintenance should only be performed by an authorized service provider.

Do not open the machine or remove any parts unless explicitly instructed by the manual (e.g., user manual).

Connect the machine only to the specified power supply and to a network with proper grounding.

Special requirement for Australia: The circuit breaker in the fixed wiring must comply with AS/NZS 3000.

Do not immerse the product in water.

(Warning signs to be added) Risk of Burns or Scalds

The hot water, steam, milk, and coffee from the beverage outlets are very hot. Avoid direct contact with them.

Always place a suitably sized cup under the outlet before preparing a beverage.

During automatic cleaning, the machine will release hot water, cleaning liquid, and steam. Keep hands and skin away from the outlets.

(Warning signs to be added) Irritant Products

Be aware of the hazards associated with CAYE Clean and CAYE cleaning pills. Follow local safety regulations when handling the coffee machine and its accessories. Always wear

protective gloves and eyewear when working with potentially hazardous materials. Before use, refer to the safety data sheets for CAYE Clean and CAYE cleaning pills. Follow the recommended protective measures and applicable regulations. For safety data sheets, please visit the Electronic Support Center ([website address to be added](#)).

(Warning signs to be added) Only use the products, accessories, spare parts, and software listed in the manual.

(Warning signs to be added) Do not place anything other than clean cups on or above the coffee machine and its accessories.

The coffee machine and its accessories should not be installed in areas where they may be exposed to spraying equipment. Avoid placing the machine on surfaces that are sprayed or cleaned with hoses, steam nozzles, steam cleaners or similar equipment.

Ensure the machine is on a level, waterproof, heat-resistant, and sturdy surface or base capable of supporting its weight (see Technical Specifications, page X).

For proper operation, maintenance, and safety, ensure a minimum clearance of 50 mm between the back and sides of the machine and walls or other equipment. It is recommended to allow at least 650 mm of working space in front of the machine and at least 250 mm of clearance above the bean hopper. Ensure a clear height of 1000 mm from the top of the mounting surface for the Smart X | Smart X Master; the mounting surface should be at least 800 mm above the ground. If the coffee machine's wiring will run under the counter, allow room for the cables, which will reduce the available space under the coffee machine. The machine must be installed in locations where trained personnel can access it for use and maintenance. Refer to the “Personnel” section (Page x) for more information.

Connect the machine to the power supply according to the rating plate instructions (see the Smart X | Smart X Master rating plate on page x). The power supply automatically adjusts the frequency, so no additional action is needed.

Ensure the power cord complies with local regulations.

Voltage and current specifications are provided in the “Electrical Data and Power Supply Overview” section for the Smart X | Smart X Master (Page x).

(Warning signs to be added) Use only original hoses when connecting the machine to the water mains.

The machine owner or administrator must arrange for all necessary preparation work for electrical, water, and drainage connections. This work must be carried out by an authorized technician following general, country-specific, and local regulations. The CAYE service agency can only connect the machine to the designated connection points. They are not authorized or responsible for any preliminary installation work before making the connection. For a checklist of requirements to be met before initial commissioning, please visit the Electronic Support Center ([website address to be added](#)).

(Warning signs to be added) Turn off the machine at the main switch before cleaning the coffee machine. Clean the machine with a damp cloth, then dry it with a dry cloth to avoid water buildup.

Regular cleaning is crucial for smooth operation and optimal coffee quality. For cleaning methods and frequency, please refer to the Maintenance section (Page 64).

Use only original CAYE cleaning products. Using other products may damage the machine or

void the warranty.

Do not use a water jet for cleaning.

Regular maintenance is necessary for safe and efficient operation. See the Maintenance section for more information.

To prevent spoilage from food residues: if the machine is not cleaned regularly, milk and coffee residues may build up, block the

beverage outlet, or contaminate the beverages. Follow the cleaning schedule for the coffee machine and optional Instant Coffee Powder module (Page x), the cleaning overview for the Smart X machine (Page x), and the cleaning overview for Instant Coffee Powder accessories (Page x).

(Warning sign to be added) Individuals who cannot use the machine safely due to physical, sensory, or cognitive limitations, or lack of experience or knowledge, must not operate the machine unless under supervision or instruction from a responsible person.

The machine is not intended for use by children under 8 years old. Children over 8 years old or individuals with reduced physical, sensory, or intellectual capabilities must not use the machine without supervision.

It is prohibited for children to play with the machine.

It is prohibited for children to perform any cleaning tasks.

(Warning sign to be added) Do not place the machine or any of its parts in the dishwasher.

Avoid using coffee beans with additives or caramelized beans.

When not in use (short periods):

- Turn off the machine using the main power switch.
- Close the water supply tap.

1.5. Disposal Instructions

Materials must be treated and recycled according to current regulations.

The machine and its accessories must be recycled.

Electrical and electronic equipment, including accessories, requires separate recycling.

These items may contain hazardous substances harmful to health and the environment. The owner must either return the machine to the dealer or contact an approved agency directly for its disposal and recycling.

Symbol Description

Electrical and electronic equipment must be collected separately.

This machine complies with the European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE).

The general recycling symbol indicates that the item is recyclable.

1.6. Decommissioning and Disposal

1.6.1. Packaging Materials

Recycle or dispose of packaging materials (cardboard, plastic film, polyethylene, foam, polystyrene) in accordance with local regulations.

1.6.2. Dismantling the Equipment

Disconnect the machine from the power and water supplies. If the machine is hardwired, have it disconnected by an authorized service technician.

1.7. Special Safety Instructions and Signs

Follow the specific safety instructions detailed in their respective chapters, as they are equally important as the general safety guidelines in this section.

1.7.1. Symbols on the Coffee Machine

Refer to the table for explanations of the symbols used on the coffee machine to understand their associated warnings.

Symbol	Description	Explanation
	Caution, see accompanying documents	
	High Voltage - Danger	Risk of electric shock. Always switch off the machine at the main switch during maintenance
	Burns - Danger	High Temperature Surface May cause burns if touched. Avoid contact!
	Corrosive Product	Corrosive Causes severe burns Avoid contact with skin and eyes
	Main Switch	Power On
	Main Switch	Power Off
	Main Water Inlet	Tap Open
	Main Water Inlet	Tap Closed
	Protective Earth	

1.8. Packaging Markings for the Coffee Machine

Symbol	Description
	Fragile, Handle with Care
	Keep Dry
	Do Not Invert
	Humidity Limits
	Temperature Limits
	Stacking Limits Do not exceed the specified number of items

Dark Gray	✓	✓	✓	✓	✓	✓	✓	✓	✓
-----------	---	---	---	---	---	---	---	---	---

2.1.2. Instant Coffee Powder Accessory Module

Model (to be determined)	
Can be mounted on either side of the coffee machine	✓
Includes door and powder bin locks	○
Single instant coffee powder outlet	○
Dual instant coffee powder outlet (optional)	○
Frost White	✓
Titanium Gray	✓
Black Soap Black	✓

2.1.3. Smart X Machine Series (Appearance)

Add equipment photo (various colors)

2.1.4. Instant Coffee Powder Accessory Equipment (Appearance)

Add equipment photo (various colors)

2.1.5. Smart X Machine Nameplate

The equipment nameplate is located at xxxxx.

(Nameplate Photo)

Please copy the following details from the nameplate and fill in the fields below:

Machine Model

Serial Number (SN)

Symbol	Description
	Serial Number
	GB Mark (China)
	EC (CE) Mark (EU)
	VDE GS Mark (EU)
	UL Certification Mark (Canada and the US)
	NSF Mark (North America)
	CMIM Mark (Morocco)
	EAC Mark (Russia)

	UKCA Mark (United Kingdom)
	PSE Mark (Japan)
	KC Mark (Korea)

2.1.6. Nameplate for Instant Coffee Powder Accessories

The equipment nameplate is located at xxxxx.

(Nameplate Photo)

Please copy the following details from the nameplate and fill in the fields below:

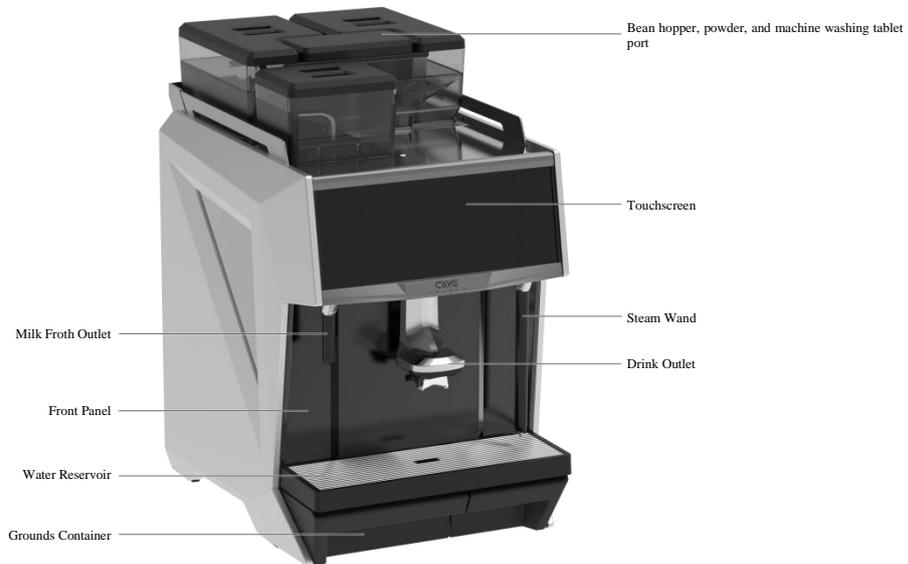
Machine Model

Serial Number (SN)

Symbol	Description
	Serial Number
	GB Mark (China)
	EC (CE) Mark (EU)
	VDE GS Mark (EU)
	UL Certification Mark (Canada and the US)
	NSF Mark (North America)
	CMIM Mark (Morocco)
	EAC Mark (Russia)
	UKCA Mark (United Kingdom)
	PSE Mark (Japan)
	KC Mark (Korea)

2.2. Overview

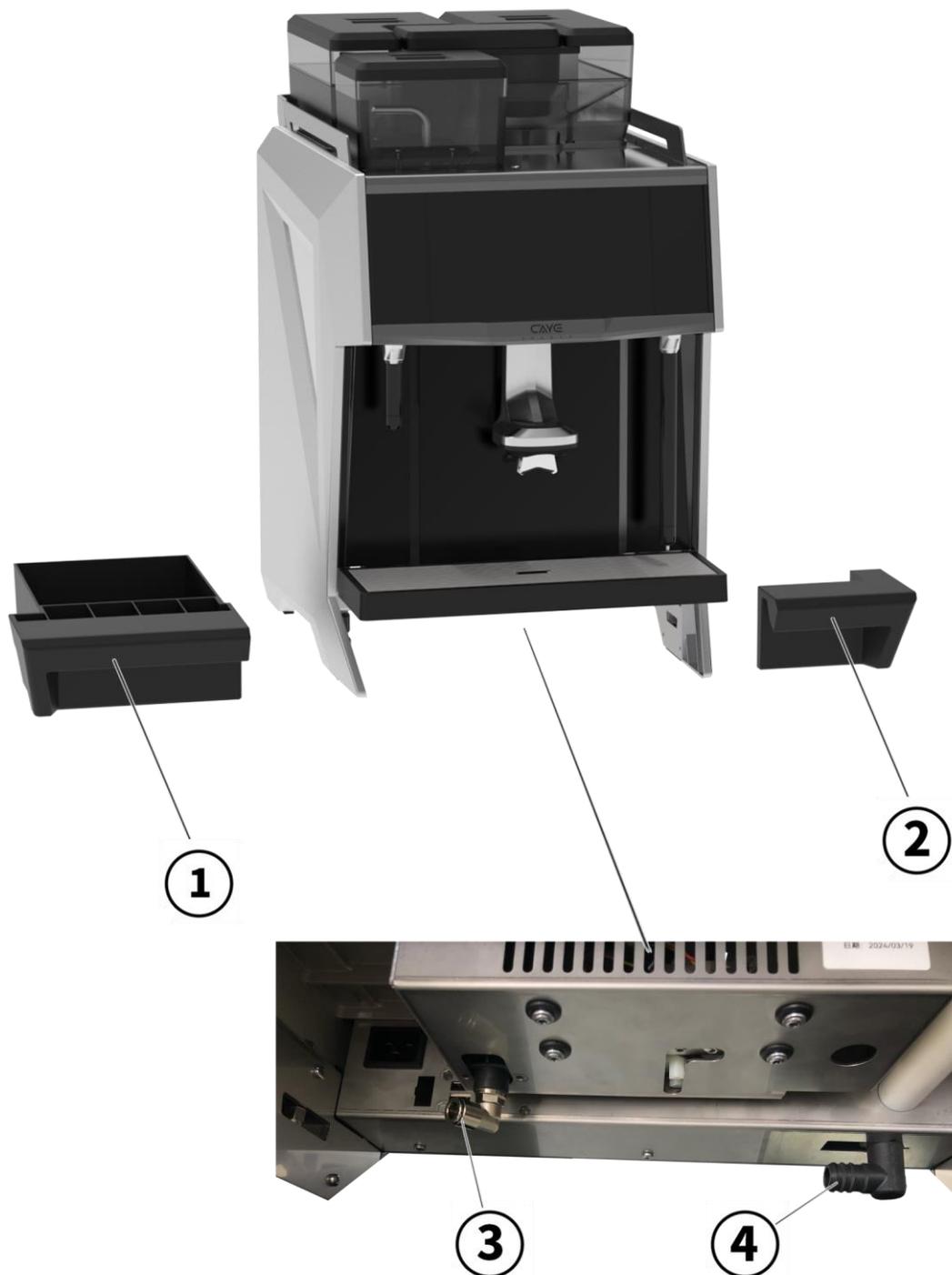
2.2.1. Overview of Smart X Machine



2.2.2. Overview of the Instant Coffee Powder Accessory

Requires the same photo as above

2.2.3. Main Switch and Water Inlet of Smart X



2.2.4. Touchscreen Overview (10.1 inches)

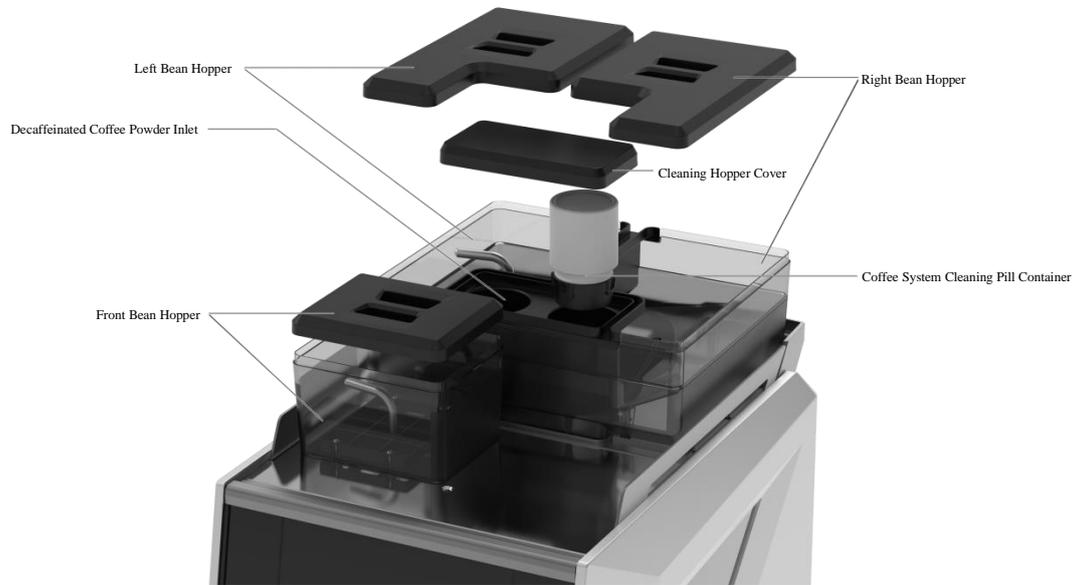
The display of beverages and buttons varies based on the settings.

The illustrations shown are for software version 3.17.

The illustrations are in monochrome.

(Photo of the front of the screen and annotations to be added)

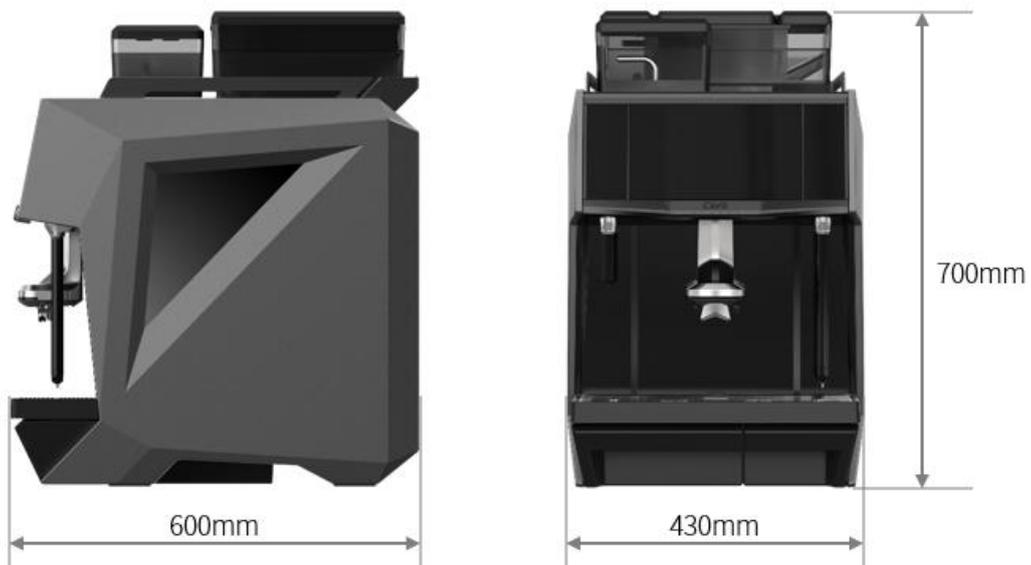
2.2.5. Top View of the Smart X Machine (Bean Hopper)





2.3. Technical Specifications

2.3.1. General Technical Specifications of Smart X Coffee Machine



		Smart X	Smart X Master
Production Efficiency	Recommended Daily Output	250 cups	500 cups
	Hourly Coffee Output	Espresso: 175 cups	Espresso: 350 cups

		Cappuccino: 175 cups	Cappuccino: 350 cups
	Hourly Hot Water Output:		34 liters
Grinding System	Bean hopper configuration	2 x 1.2kg, with an option for a third	2 x 1.2kg
	Number of grinders	Optional 1/2/3 grinders available	2 grinders
	Burrs size and type		64mm ceramic burrs
	Grinding particle size adjustment		Electric adjustment
	Coffee grounds storage bin	720g, support undercounter ground coffee disposal	
Brewing Extraction	Number of Brewing Heads	1 (metal)	2 (metal)
	Powder Cup Capacity	Optional 24 g or 30 g	
	Coffee Outlet Height	80~185mm / 60~165mm (with liquid weighing function)	
	Powder Weighing System	Standard, Accuracy deviation ± 0.2 g	
	Liquid Weighing System	Support	
Milk and Steam	Milk Mode	One-Touch Milk Coffee: AutoMilk Direct Milk Foam Supply: CayeFoam+	
	Cold Milk Foam	Support	
	Steam Wand	CayeSteam Automatic Temperature-Sensing Milk Frothing Wand	
	Hot Water System	Independent Hot Water Outlet	
Maintenance	Automatic Cleaning	Supports automatic cleaning and dosing (Milk system cleaning requires manual dosing)	
Interaction and Digital Features	Touchscreen	10.1-inch full-color, programmable menu	
	Networking	Supports wired network, wireless Wi-Fi, and wireless 4G	
	Digital Functions	Supports menu and configuration distribution, firmware updates, remote monitoring	
Scalability	External Components	Supports external milk refrigerator	

2.3.2. General Technical Specifications for the Instant Coffee Powder Accessory Module (Optional)

Requires the same photo and information as above

2.3.3. Performance Indicators

The performance may vary based on cup size and equipment configuration.

2.3.4. Overview of Electrical Power Specifications for Smart X Machines

(information icons to be added) The power cord must comply with local regulations. Supports automatic frequency adjustment. so no additional action is needed.

2.3.5. Water Quality Requirements of Smart X Machine

2.3.5.1. Water Inlet and Outlet Specifications

Description	
Water Inlet Pipe	1 stainless steel braided pipe, G3/8 inch with female connector, 2 meters
Drain Pipe	1 pipe, 22 mm diameter x 16 mm diameter x 2 meters

Water Inlet Flow Rate	> 140 l/h
Water Inlet Pressure	2.5 - 4 bar (36.3 - 58 psi)

(information icons required) If pressure exceeds 4 bar (58 psi), install a pressure-reducing valve.

2.3.5.2. Water Quality Recommendations

Description	
Temporary Hardness	2 - 6° dKH (36 - 107 ppm)
pH Value	Ideal range is 7.0 - 7.2
Total Hardness	5 - 8° dGH (89 -142 ppm)

(Warning information and icon to be added) Avoid using the machine outside the specified environmental conditions.

2.3.6. Environmental Conditions for Coffee Machine Use

(Warning information and icon to be added) Avoid using the machine outside the specified environmental conditions.

Description	
Operating Temperature	10 to 32 °C
Relative Humidity (RH), non-condensing (for storage, transport, and operation)	5 to 80% (RH)
Transient Overvoltage	Class II

2.3.7. Environmental Conditions for Instant Coffee Powder Accessory Module Use

Description	
Operating Temperature	10 to 32 °C
Relative Humidity (RH), non-condensing (for storage, transport, and operation)	5 to 80% (RH)
Transient Overvoltage	Class II

2.4. IoT Monitoring

This advanced telemetry system allows you to monitor and analyze real-time data from anywhere in the world. It helps you maintain beverage consistency and stability, ensures transparency, optimizes service and maintenance functions, and generates detailed statistics. Tabular analysis is available, allowing you to compile data into clear, easy-to-read reports.

Access to the telemetry system is restricted and requires specific user permissions.

2.5. Coffee Making Process

Depending on the selected drink, the system automatically grinds the precise amount of coffee beans, transfers them to the brewer, and distributes and tamps them according to your settings. The coffee machine then brews the drink to your specifications.

1. Grinding and Coffee Powder Weighing

The CAYE-designed ceramic burrs are powered by a quiet, high-performance motor. Heat from the motor is efficiently dissipated by a fan system, preserving the quality of the coffee

beans. The AccuPowderWeigh system ensures consistent grind weight and uniform powder distribution throughout the day, delivering optimal extraction every time.

2. VVD Electronic Powder Distribution and Tamping

The VVD system automates powder distribution by moving the coffee grounds to the brewing chamber with up-and-down vibrations, ensuring even spread and consistent extraction. This electronic process mimics the powder distribution technique used by professional baristas. For tamping, the system uses a 24/30-gram brewing chamber and offers various pressure settings. The electronic control of tamping force ensures uniform coffee grounds density before extraction, enhancing stability and consistency, especially for large-volume beverage preparation.

3. Temperature Control

A separate coffee boiler from the water and steam boiler ensures precise temperature control and efficiency, which are crucial for maintaining beverage quality.

4. Extraction

Reverse gravity extraction and vertical injection techniques enhance the efficiency of coffee powder use, optimizing espresso production.

5. Milk Frothing

The SuperMix milk frothing technology integrates air and milk proteins in a vortex, then combines them with high-pressure steam. This produces dense, high-quality milk foam that mimics professional barista skills.

6. Production

All drinks are programmed for consistent and efficient dispensing, ensuring top-notch productivity and quality for an exceptional customer experience.

2.6. Coffee Machine Cleaning Process

The Smart X coffee machine is designed for easy and thorough cleaning.

You can program the machine to automatically rinse the beverage outlet, coffee system, and milk system as needed. For instance, rinsing can occur after x minutes of inactivity or after y drinks have been dispensed.

Daily cleaning of the coffee, milk, and chocolate systems:

- Perform partial cleaning with coffee system cleaning tablets, taking approximately 10 minutes.
- Perform partial cleaning with milk system cleaning tablets, taking approximately 10 minutes.
- For both the coffee and milk systems, use cleaning tablets for a full automatic clean, which takes around 18 minutes.

2.6.1. Coffee System Cleaning

For daily maintenance, use the provided coffee system cleaning tablets.

On Smart X | Smart X Master models, place the cleaning tablets in the designated container inside the machine at least once every two months, eliminating the need for additional manual cleaning agent.

2.6.2. Milk System Cleaning

The Smart X offers two methods for cleaning the milk system:

- Use daily on Smart X | Smart X Master machines. Add a specific amount of Cayeclean (Caye Milk Cleaner) to the Caye cleaning box at the start of the cleaning cycle. Insert the milk pipe inlet into the box for thorough cleaning.
- Milk System Cleaning Tablets

Also for daily use on Smart X | Smart X Master machines. Add a specified number of milk cleaning tablets to the Caye cleaning box at the start of the cleaning cycle. Insert the milk pipe inlet into the box to complete the cleaning process.

2.6.3. Cleaning the Instant Coffee Powder Accessory Module

The machine automatically rinses the chocolate hose and outlet with hot water during the cleaning cycle. Some parts need to be cleaned under running water daily (for automatic cleaning) or weekly (for manual cleaning).

For detailed information on the relevant programs and procedures, refer to:

- Automatic System Cleaning Program for Smart X machines and accessories (including milk and Instant Coffee Powder Accessory Module) (Page x)
- Refilling and checking the cleaning tablet bottle (Page x)
- Emptying and cleaning the powder container (optional) (Page x)
- Cleaning the Instant Coffee Powder outlet (optional) (Page x)

3. Software

This chapter provides an overview of the machine's softwares.

The display of drinks and controls may vary depending on the system.

Illustrations are based on software version xxx.

The illustrations are in monochrome.

3.1. Using the Touchscreen

The machine's software is controlled via the touch screen.

- Tap to click.
- Tap the upper left corner to access the main settings screen.
- Press and hold to open the login screen or perform actions such as starting an automatic cleaning cycle.
- Swipe to adjust settings.

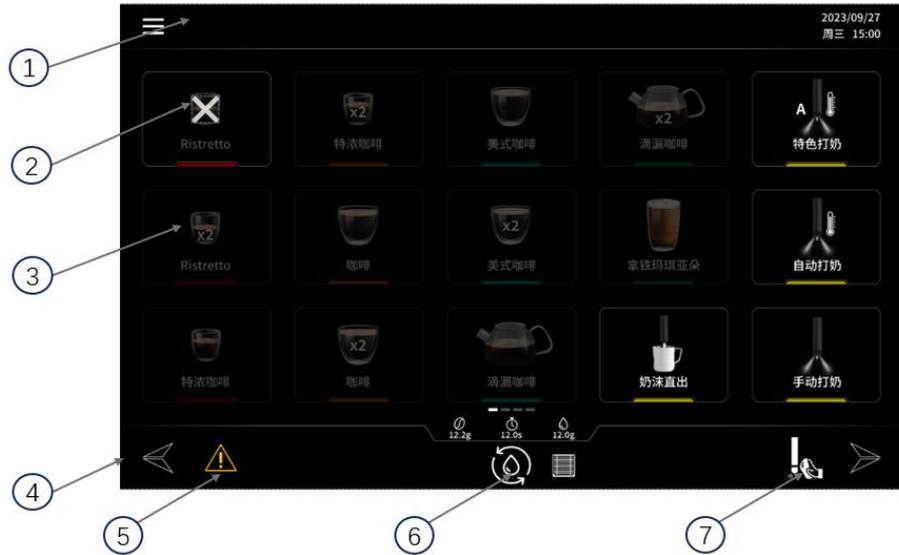
Use only your fingers to interact with the screen and select drinks.

3.2. Home Screen

Most functions and coffee drink options can be accessed from the home screen.

(Prompt information to be added) Flashing buttons indicate that user action is needed.

The home screen may display up to 15 buttons.



1.	Header Bar	5.	Fault Display
2.	Beverage Stop Button	6.	Rinse Button
3.	Beverage Button	7.	Steam Purge
4.	Footer Bar		

3.2.1. Header Bar

The header bar remains visible except when the Rinse top layer is displayed (Page 43).

3.2.2. Top Layer

The top layer only appears when the login area is pressed (see Header Bar on page 35).

3.2.3. Footer Bar

The footer bar is always visible.

3.3. Beverage Button (Default)

3.4. Grinder Commissioning

This button may require a password or display access depending on your setup. By default, it is restricted to service engineers (see User Rights in the Display menu, page x).

Pressing the Grinder Adjustment button opens the grinder adjustment menu.

(Prompt information to be added) For detailed instructions on grinder adjustment, refer to the Beans and Grinders menu (Page 61).

3.5. Special Settings

These settings are configured by Caye Service. If you need to modify factory parameters, consult with a service engineer about User Rights (Page x) during installation.

4. Machine Adjustment

This chapter covers the initial setup of the machine.

4.1. Initial Startup Commissioning

(Warning information to be added) Before starting up the machine, ensure you have read and understood the General Safety Instructions (Page 8) and the rest of this manual. If you have any questions, please contact your local service provider.

When installing the machine in EU countries/regions, please comply with the relevant electrical connection regulations and standards. Other country/region-specific regulations may also apply. For locations outside the EU, verify that the referenced standards are accepted by the legal entity or person using the machine.

(Warning information to be added) The machine weighs over 60 kg. It requires two people to unpack, move, and/or lift it onto a stable surface that can support its weight. Remove the access panels before lifting the machine.

If you're using a forklift, hand stacker, or any other manual lifting equipment, ensure you follow local regulations for its use.

(Prompt information to be added) Your service organization will handle the installation of the machine and provide guidance on its initial use. Any subsequent recommissioning, decommissioning, maintenance, or repair will also be managed by your service organization.

4.2. Requirements Before First Commissioning

Before the service engineer sets up your machine, certain preparations must be completed by you. The following tasks must be carried out by professionally qualified personnel.

4.2.1. Environmental Space and Load-Bearing Requirements

Description	
A flat and clean surface	<input type="checkbox"/>
Clean environment	<input type="checkbox"/>
Space at least 25 cm larger than the machine's dimensions	<input type="checkbox"/>
A stable bench capable of supporting the coffee machine and accessories (minimum weight capacity > 75 kg)	<input type="checkbox"/>
Minimum bench height of 80 cm	<input type="checkbox"/>
Each device must have its own electrical circuit with short-circuit protection	<input type="checkbox"/>

4.2.2. Coffee Machine Usage Conditions

Description	
Bench opening must meet equipment requirements	<input type="checkbox"/>
3/8-inch tap with a one-way shut-off valve (must comply with local regulations)	<input type="checkbox"/>
Water inlet pressure: 2.5 - 4 bar (32.3 - 58 psi) (250 - 400 kPa). If pressure exceeds 4 bar, install a pressure-reducing valve	<input type="checkbox"/>
Water inlet flow rate: > 140 l/h	<input type="checkbox"/>

Drain hose must be connected to a sewer pipe (minimum inlet diameter 56 mm / 2.2 inches). The sewer pipe and backflow prevention devices must comply with local regulations	<input type="checkbox"/>
Total water hardness: 5 - 8° dGH (89-142 ppm)	<input type="checkbox"/>
Temporary water hardness: 2 - 6° dKH (36-107 ppm)	<input type="checkbox"/>
Water pH: Ideal range 7.0 - 7.2	<input type="checkbox"/>
Chlorine content (must meet local regulations)	<input type="checkbox"/>

5. Operation

This chapter covers how to start, stop, and operate the machine.

(Warning information to be added) Before using the machine to prepare drinks, ensure you read the General Safety Instructions (Page x) and understand the relevant sections of this manual. If you have any questions, please contact your local service provider.

(Prompt information to be added) The quality of coffee depends on several factors, but the most important are using fresh ingredients and regularly cleaning and maintaining the machine as outlined in the Cleaning and Maintenance Instructions (Page x).

Depending on your machine's hardware configuration, some functions described in this chapter may not be available. For more details, please contact your service organization.

The display of beverages and buttons varies based on the settings.

Illustrations are based on software version x.xx.

The illustrations are in monochrome.

5.1. Daily Settings Guide

The quality of coffee depends on several factors, but the most important are using fresh ingredients and regularly cleaning and maintaining the machine as outlined in the Cleaning and Maintenance Instructions (Page x).

1. Switch on the main power.
 - Or wake the machine using the standby button (Page x)
2. Address any prompts, warnings, or error messages as needed (see Error Message Examples (Page x)).
3. The machine performs an automatic initial wet rinse.
4. Press the steam exhaust button (Page x) to initialize (option).
5. Empty and clean the grounds container (Page x).
6. Add fresh coffee beans (Page x).
7. Fill the powder container if applicable (Page x).
8. Insert coffee cleaning tablets if required (Page x).
9. Prepare your coffee drink and enjoy!

5.2. Turning On the Machine

1. Remove the grounds container.
2. Ensure the tap at the main water inlet is open.
3. Flip the main power switch to «I» (On) to power up the machine.

5.2.1. Standby and Wake-Up

(Prompt information to be added) Standby mode conserves power by turning off functions like the heating boiler, touch screen, and front spotlight. Use this mode for short-term shutdowns, such as overnight. Power consumption in standby mode is under 2 watts.

If the machine is on and in standby mode, press and hold the "Standby" button for 3 seconds to turn it back on.

(Add photo of the front panel and indicate the standby button)

5.3. Rinse

(Warning information to be added) Pressing the "Rinse" button dispenses hot water.

(Add icon for the "Rinse" button)

The machine automatically performs a rinse cycle after each start. The "Rinse" button will flash when a timed rinse is due. You can also initiate a rinse at any time by pressing the "Rinse" button.

The button typically appears at the bottom of the beverage area. Refer to User Permissions in the "Display" menu (Page x).

(Add user interface photo and indicate the rinse button location)

5.3.1. Preheat Rinse

After n minutes of inactivity (no drinks made), the machine will prompt for a preheat rinse if this function is activated.

(Prompt information to be added) To activate or deactivate this function, please contact your local service organization.

5.3.2. Automatic Rinse

Attention! Automatic rinsing is not a substitute for daily cleaning. It helps remove residues from the coffee and milk systems and prevents excessive build-up with high cup volumes.

The machine automatically rinses at specific intervals and when turned on or off.

5.4. Steam Wand Purge Button

(Warning information to be added) Risk of burns or scalds.

Be cautious of hot steam! Avoid contact!

(Add steam purge button icon)

5.5. Refilling Coffee Beans

(Warning information to be added) Do not reach into the grinder; the blades are very sharp and can cause injury.

Ensure no foreign objects enter the bean hopper to avoid damage to the grinder blades and motor.

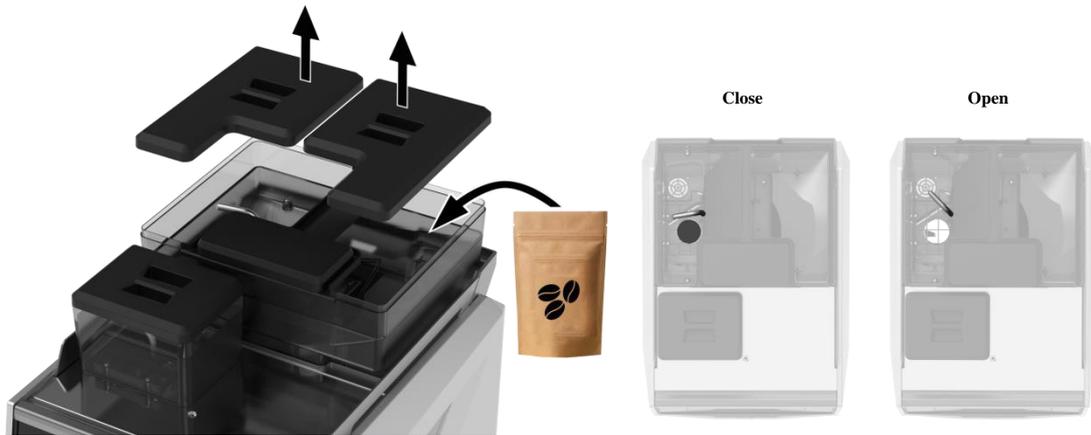
Open the number of bags needed for the day and store coffee beans in a cool, dry place.

(Prompt information to be added) Do not use beans treated with additives or caramel.

1. Remove the bean hopper cover.
2. Check that the hopper feed port is open (hopper should be locked).

(Prompt information to be added) When unlocked, the bean hopper will be loose, and the feed port will be closed, preventing beans from entering the grinder.

3. Add fresh coffee beans.
4. Put the bean hopper cover back.



5.6. Refill Instant Coffee Powder (Optional)

(Warning information to be added) Never attempt to reach into the mixer as this could result in injury.

(Prompt information to be added) Use only powder that is suitable for automatic machines.

Ensure that no foreign objects enter the mixer. This could clog or damage it.

1. Remove the instant coffee powder hopper cover (1).
2. Add the instant coffee powder.
3. Put the instant coffee powder hopper cover back.

(Add diagram)

5.7. Using the Cup Holder.

- The top of the machine can be used to hold a coffee cup.

(Add diagram)

5.8. Preparing a Drink

This manual does not cover every possible drink in detail. Refer to the following chapters for an overview of the main drinks. To adjust settings or displays for a drink button, refer to “User Permissions” in the “Display” menu (Page x).

(Prompt information to be added) All drink buttons can serve as start/stop buttons.

Press a button to start making a drink. To stop the process manually, press the same button again.

5.8.1. Adjusting the Coffee Outlet Height

- Adjust the coffee outlet up or down to match the height of your cup.

(Prompt information to be added) Maximum cup height is 165 mm.

(Add diagram)

5.8.2. Preparing a Single Coffee Drink

(Prompt information to be added) All drink buttons can serve as start/stop buttons.

Press a button to start making a drink. To stop the process manually, press the same button again.

1. Adjust the height of the beverage outlet (Page x).
2. Place a cup under the beverage outlet.
3. Press a single coffee drink button (e.g., single espresso).

(Add button image)

4. Wait for the drink to be prepared.

5.8.3. Preparing a Double Coffee Drink

(Prompt information to be added) All drink buttons can serve as start/stop buttons.

Press a button to start making a drink. To stop the process manually, press the same button again.

1. Adjust the height of the beverage outlet (Page x).
2. Place a cup under the beverage outlet.
3. Press a double coffee drink button (e.g., double espresso).

(Add button image)

4. Wait for the drink to be prepared.

5.8.4. Preparing Hot Water Drinks

(Prompt information to be added) Depending on the machine's configuration, hot water may be dispensed through either the central beverage outlet or the hot water outlet. For specific details, please contact your service provider.

All beverage buttons can also function as start/stop buttons.

Press a button to start making a drink. To stop the process manually, press the same button again.

1. Adjust the height of the beverage outlet as needed (Page x).
2. Place your cup under the appropriate outlet.
3. Press the hot water button to start dispensing.
(Add button image)
4. Wait for the drink to be prepared.

5.8.5. Using the Steam Wand to Heat and Froth Milk

(Prompt information to be added) All drink buttons can serve as start/stop buttons.

Press a button to start making a drink. To stop the process manually, press the same button again.

Do not immerse the steam wand in milk if you're not actively using it.

1. Before using the steam wand, press the steam purge button to clear any condensed water from the wand.
2. Insert the steam wand into the milk jug filled with the desired amount of milk.
3. Press the steam button to begin frothing or heating the milk. (The steam button has three functions)

Super Mix: Fully automatic frothing with adjustable foam thickness and stop temperature.

Automatic Milk Frothing (Temperature Control Only): Sets the stop temperature; the milk frothing will stop once the set temperature is reached.

Manual Milk Frothing (Pure Manual Mode): Allows for manual control over frothing and final milk temperature.

4. Wait for the drink to be completed.
5. After use, press the steam purge icon again to remove any remaining milk from the steam wand and wipe the wand with a clean, damp cloth.





5.8.6. Making Instant Coffee Drinks with Powder (e.g., Specialty Coffee) (Optional)

(Prompt information to be added) Only add ground coffee to the decaf coffee channel!

All beverage buttons can also function as start/stop buttons.

Press a button to start making a drink. To stop the process manually, press the same button again.

The available drinks and buttons may vary depending on the recipe settings.

Depending on the machine's configuration, hot water may be dispensed through either the central beverage outlet or the hot water outlet. For specific details, please contact your service provider.

The specialty coffee button may not appear in the drinks area based on your settings. For more details, refer to User Permissions in the “Display” menu (Page x).

1. Adjust the height of the beverage outlet (Page x).
2. Place a cup under the beverage outlet.
3. Press the button with the measuring spoon icon.
4. Select the desired drink option (2).
5. Open the decaf coffee channel cover and add a portion of ground coffee (up to 20 g). For best results, use a finer grind.
6. Close the decaf coffee channel cover and press “Continue” to start making your drink.
7. Wait for the drink to be prepared.

(Add operation diagram)

5.8.7. Making Instant Coffee Powder Drinks (e.g., Hot Chocolate) (Optional)

(Prompt information to be added) All drink buttons can serve as start/stop buttons.

Press a button to start making a drink. To stop the process manually, press the same button

again.

1. Adjust the height of the beverage outlet (Page x).
2. Place a cup under the beverage outlet.
3. Press the button for instant coffee powder drinks (e.g., hot chocolate).
(Add button image)
4. Wait for the drink to be prepared.

5.9. Aborting Drink Preparation

(Prompt information to be added) Depending on your settings, the “Stop” button might not be visible in the beverage area. For details, see User Permissions in the “Display” menu (Page 130).

To cancel the drink preparation, press the “Stop” button.

j. Emptying and Cleaning the Grounds Container

(Warning information to be added) Risk of burns or scalds.

During rinsing or cleaning, the grounds container may contain hot water. Please handle with care.

Coffee grounds can be composted or recycled with organic waste.

When the grounds container is full, empty it by following the steps and instructions below.

1. Remove the grounds container.
2. Empty the grounds container and clean it thoroughly.
3. Place the grounds container back in its position.
4. Confirm the container is empty by pressing the “Yes” button. This will reset the grounds count.

(Prompt information to be added) If you press “No” the system will continue with the previous grounds count and not restart the counting process.

5.10. Turning Off the Machine

1. Remove the grounds container.
2. Empty the grounds container and clean it thoroughly.
3. To turn off the machine, set the main power switch to the “0” (off) position.
4. If the machine will be stored for an extended period or if you're performing pump maintenance, be sure to close the main water inlet tap.
5. Place the grounds container back in its position.

5.11. Guidelines for Cleaning Machine at the End of Each Day

(Prompt information to be added) To prevent odors and build-up of coffee oils, grounds, and milk—which can clog the machine—make daily cleaning a routine. This practice ensures high-quality coffee and smooth operation of the machine. Please be aware that, in accordance with regional food safety regulations, failure to clean the machine regularly will lock the

beverage buttons and prevent drink preparation.

1. Refer to the cleaning schedule (Page x) for specific instructions.
2. Turn off (Page x) the main power switch.
 - a. Or use the standby button to enter standby mode (Page x).
 - b. Or set a standby timer to automatically put the machine into standby mode (Page x) (with superuser permission).

5.12. Emergency Stop

(Warning information to be added) Perform an emergency stop only if the machine has completely stopped and is unresponsive to commands, or if an immediate stop is needed to prevent personal injury.

To shut down all functions:

- Turn off (Page x) the main power switch.
- Unplug the power cord from the outlet.

(Prompt information to be added) When installing the machine, make sure the main switch and power cord are easily accessible. The main power outlet or air switch must be positioned near the machine and accessible to the operator.

6. “Setup” Menu

This chapter covers the basics of setup, programming, and software adjustments for users and supervisors.

(Warning information to be added) Do not share passwords with untrained users. Incorrect entries or changes can affect drink quality and the stability of the equipment.

(Prompt information to be added) Depending on your permission level, some chapters may not be visible. For details, please refer to the User Permission (Page 126).

The display of beverages and buttons varies based on the settings.

Illustrations are based on software version x.xx.

The illustrations are in monochrome.

6.1. Opening the “Login” Menu

(Prompt information to be added) If you forget your password, you can request a temporary password. Press the button to obtain temporary access and provide the displayed number to your service organization.

1. Press and hold the Login area (Page x).
2. Enter your password to access the “Settings” menu.

(System diagram to be added)

1. Menu examples of normal user permissions.
2. Menu examples of advanced user permissions.
3. Menu examples of super user (administrator) permissions.

Normal user can view statistics (beverage readings) and machine washing history data.

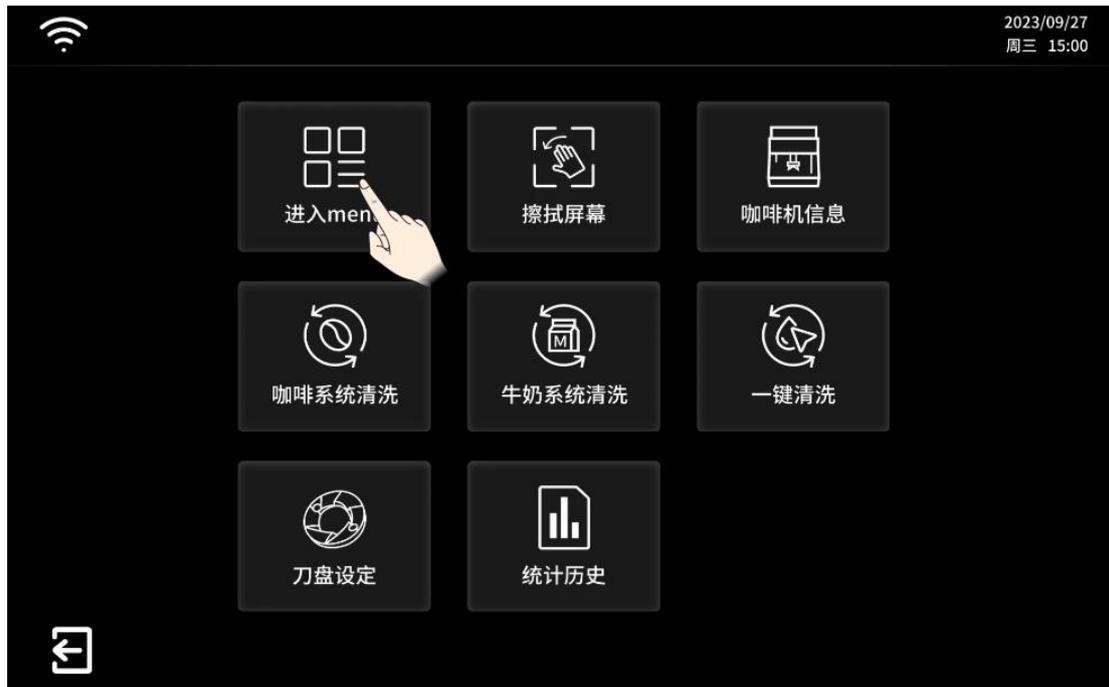
Advanced user has limited access to beverage settings, display options, statistics, and history data.

Super user (administrator) has full access to all settings and functions.

6.1.1. Primary and Secondary Menus

The operating system features primary and secondary menus for configuring various functions and beverage recipes of the coffee machine.

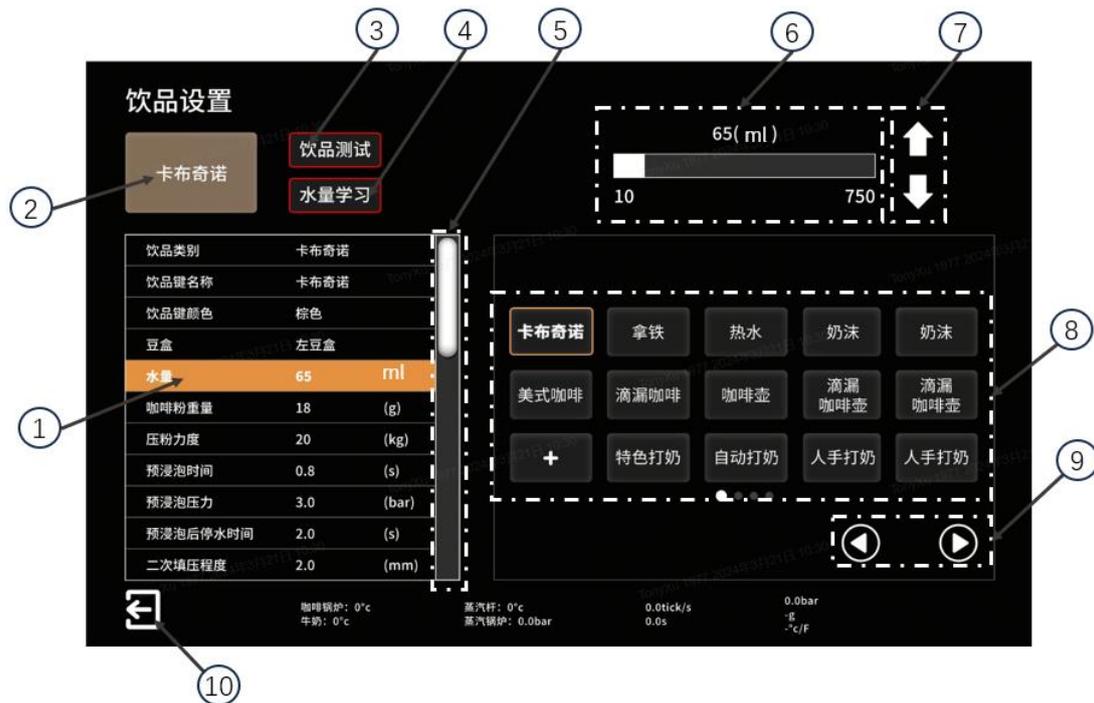
Primary menu example:



Secondary menu example:



6.2. Use of Beverage Recipe Setting Menu



1. Beverage Parameter Setting Area
2. Beverage Icon Display Area
3. Beverage Test/Stop Button
4. Water/Powder Learning Button
5. Beverage Parameter Adjustment Slider
6. Beverage Parameter Range Display Area
7. Beverage Parameter Arrow Adjustment Area
8. Beverage Display Area on Operation Interface
9. Beverage Page Turning Area on Operation Interface
10. Back to Previous Level Button (Click this button to save the current parameter settings and return to the previous menu automatically)

6.3. “Statistics/History Data” Menu

This menu provides access to:

- Beverage Readings (Page x)
- Machine Readings (Available to Super Users (Administrators) only)
- History Data (Page X) (Includes coffee machine cleaning history)

(Menu example to be added)

(Prompt information to be added) If necessary, the counter can be reset.

6.3.1. “Beverage Readings” Menu

(Menu example to be added)

6.3.1.1. “Beverage Readings” Submenu

(Menu example to be added)

6.3.2. “History Data” Menu

(Menu example to be added)

6.3.2.1. “History Data” Submenu

(Menu example to be added)

6.4. “Beverages and Beverage Keys” (Super user (administrator) permissions)

(Prompt information to be added) The hot water output from the steam boiler is measured in seconds. The hot water from the coffee boiler and the normal temperature water from the coffee system are measured in ml/s (controlled by a flow meter). The adjustment range for these outputs is from 0 to 1000 ml.

Milk volume is adjustable in seconds. The adjustment rang is from 0 to 100 seconds.

An administrator can adjust the following beverage recipe settings.



1. Beverage Key Icon: Click to select a new product image.
2. Beverage Key Name: Click to enter a new name (up to 13 characters).
3. Water Volume: Click to modify the volume in ml. Adjust using the slider or up/down arrows.
4. Learning Mode Water Volume:
 - a. Tap the “Learning Mode Water Volume” button. The device will grind the coffee beans, tamp the puck, and brew according to the current settings. The process will continue until you tap the button again.
 - b. Once the desired water level is reached in the cup, tap the button again to stop. The system will save this water volume (in ml).
5. Swipe to access the next menu.
6. Tap Milk Addition Order to access secondary settings (only for milk drinks and if a refrigerator is connected).
7. Milk Volume: Press to adjust the dispensing time or the learning volume (only for milk drinks and if a refrigerator is available).
8. Beverage Test.

Perform at least 6 beverage tests to ensure the coffee and extraction time meet your expectations. This will also confirm that the grinder delivers the correct amount of coffee for the specified puck thickness. For adjustments, refer to the “Beans and Grinder” menu (Page

x).

6.4.1. Caya Foam Automatic Steam Wand: Heating and Frothing Milk

Control the stop temperature and froth density for beverages with steam and frothed milk.

(Menu example to be added)

6.4.2. Hot Water Beverages

Adjust the water volume and temperature for hot water beverages.

(Menu example to be added)

6.5. “Display” Menu

(Prompt information to be added) If your preferred language isn't available, please contact service for assistance.

With Super User permissions, you can import and set languages, add custom icons, and adjust settings for the date, display pages, screen saver, and mood lighting.

(Menu example to be added)

6.5.1. Set Date and Time

Follow the on-screen instructions. Set the date and time as needed.

(Menu example to be added)

6.5.2. Time Zone

Select your time zone to ensure accurate daylight saving time adjustments.

(Menu example to be added)

6.5.3. Front Mood Light

- Off: No decorative light under the front panel.
- Select Color: Fixed color under the front panel.
- Mix: Cycles through the entire color spectrum every 3 minutes.

(Menu example to be added)

6.5.4. Display Pages

- 1 to 4 layers (up to 15 beverages per layer, depending on settings).
- Up to 62 product keys.

(Menu example to be added)

6.5.5. “Import Product Icons” Menu

(Prompt information to be added) Save the ".xxx" file to the root directory of your USB drive.

Delete Icon Button: Removes all user-defined icons.

File Type: JPEG or PNG. Ensure the file resolution is less than 4096*4096. Please be aware that the file must meet specific conditions. Contact your local service provider for details.

Press Start Import to upload the product icons. Follow the on- display instructions.

(Menu example to be added)

6.5.6. “Import Language Files” Menu

(Prompt information to be added) Save the ".xxx" file to the root directory of your USB drive.

Delete All Languages Button: Deletes all languages except Chinese and English.

Start Import: Press to import language files. Follow the on- display instructions.

(Menu example to be added)

6.6. “Grinder” Menu

(Prompt information to be added) The visibility of this button depends on your settings. By default, it’s limited to super users (administrators). Check user permissions in the “Display” menu (Page x).

The Grinder Adjustment Menu allows to adjust the grind coarseness in 0.01 mm increments.

- Press Fine (-) to make the grind finer or Coarse (+) to make it coarser.

6.6.1. Smart X Grinder Settings

The left bean hopper (x color) or the right bean hopper (y color) allows you to adjust the grind coarseness of the coffee beans.

(Menu example to be added)

(Prompt information to be added) Finer settings shorten the extraction time, while coarser settings lengthen it.

For example, a 36 ml double shot of espresso made with 18 g of coffee beans typically takes 23 to 25 seconds to extract. (The client may adjust the water-to-coffee ratio and extraction time based on the beans and flavor preference)

6.7. “Wash and Standby” Menu

6.7.1. Standby After Washing

- No (The machine continues to operate after washing).
- Yes (The machine switches to standby mode after washing).

(Menu example to be added)

6.7.2. Standby On/Off Time

Set the time and select the day. The machine will automatically turn on, rinse, and heat.

(Menu example to be added)

6.8. “Password” Menu

(Warning information to be added) Do not share passwords with untrained users. Incorrect

entries or changes can affect drink quality and the machine's stable operation.

(Prompt information to be added) Ensure you remember the password.

There are three access levels. Each level may be set with its own password.

(Menu example to be added)

6.9. Logout (Superuser (Administrator))

If the Superuser (Administrator) forgets to log out, make sure no one is operating the machine and press "Logout".

(Menu example to be added)

7. Maintenance

This chapter offers detailed instructions for cleaning and maintaining your machine.

(Warning information to be added) Before cleaning, read the general safety instructions (Page x) and understand the relevant parts of this manual. Consult your local service agency if you have any doubts (Page 122).

Use only original Caye cleaning products. Using unauthorized products may damage the machine or void the warranty.

Ensure that no one ingests these cleaning solutions.

Contact your local service organization if you notice any performance changes even after maintenance.

(Prompt information to be added) Cleaning procedures may vary based on machine model and configuration. For specific details, please contact your service provider.

Do not place the machine or its components in a dishwasher.

Clean removable parts with water and a cleaning solution.

Wipe them dry after cleaning. Ensure no cleaning agent residues remain.

The display of beverages and buttons varies based on the settings.

Illustrations are based on software version x.xx.

The illustrations are in monochrome.

7.1. Cleaning and Maintenance Operations

7.1.1. Cleaning Instructions

Regular cleaning is essential for smooth machine operation and optimal coffee quality. For methods and frequency, refer to the Maintenance section (Page x).

It's crucial to ensure that the machine doesn't pose any health risks from the food it prepares.

Improper maintenance and cleaning can lead to hygiene issues, especially with milk drinks.

The system automatically records all cleaning operations.

For details on cleaning intervals, see the Regular Cleaning section (Page x).

7.1.2. Repair and Maintenance

(Warning information to be added) Only authorized service organizations designated by the

manufacturer are allowed to perform repairs, commissioning, and maintenance.

The repair schedule for the coffee machine is based on the number of drinks made:

- Smart X Series: Every 12 months or after 50,000 drinks.

For any maintenance needs, please contact your local service provider.

7.2. Regular Cleaning

7.2.1.1. Standards

Description	Daily	Weekly	Monthly	Custom
Visual inspection of cleaning tablet bottle	-	-	-	✓
Automatic system rinse	✓	-	-	✓
Automatic system cleaning program using coffee system cleaning tablets and Cayeclean milk cleaner (Page x).	✓	-	-	✓
Bean hopper (Page x)	-	✓	-	✓
Display/touch screen (Page x)	✓	-	-	✓
Milk tube and nipple (Page x)				
Beverage outlet (Page x)	✓	-	-	✓
Grounds container (Page x)	✓	-	-	✓
Waste water tray (Page x)	✓	-	-	✓
Casing (Page x)	✓	-	-	✓
Bench under the machine (Page x)	✓	-	-	✓

7.2.1.2. Depends on Machine Model and Configuration

Description	Daily	Weekly	Monthly	Custom
Instant Coffee Powder Hopper	-	✓	-	✓
Separate Milk Outlet	✓	-	-	✓
Steam Wand	✓	-	-	✓

Description	Daily	Weekly	Monthly	Custom
Undercounter Dregs System	✓	-	-	✓
Instant Coffee Powder Mixer	✓	-	-	✓

7.2.2. Cleaning Overview for Smart X Machines

(Picture to be added)

7.2.3. Smart X Instant Coffee Powder Accessory Module Cleaning Overview

(Picture to be added)

7.3. Standard Cleaning Procedure

7.3.1. Refilling and Visually Checking the Cleaning Tablet Bottle

(Warning information to be added) Irritant Products

Be aware of the potential hazards associated with Cayeclean Milk Cleaner and Caye Coffee System Cleaning Tablets. Follow local safety regulations when handling these products. Always wear protective gloves and eyewear when working with potentially hazardous materials.

1. Remove the cleaning hopper cover and take out the cleaning tablet bottle. Check for any blocked or broken cleaning tablet.
3. If needed, clean the tablet bottle and remove any blocked or broken tablets.
4. Refill the cleaning tablet bottle with fresh coffee machine cleaning tablet.

(Prompt information to be added) Ensure that no broken cleaning tablets are left in the bottle.

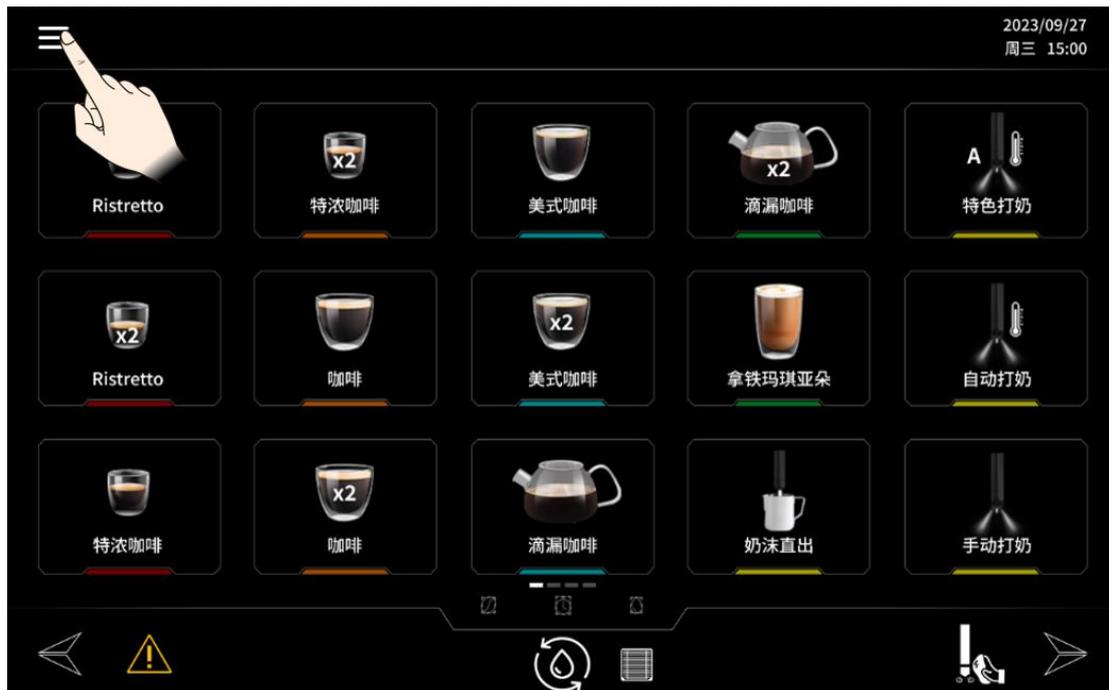
5. Replace the tablet bottle and secure the cleaning hopper cover.

7.3.2. Automatic System Cleaning for Smart X Machines and Optional Modules (Including Milk System and Instant Coffee Powder Accessory Module)

You can initiate a complete cleaning program for your Smart X coffee machine at any time. The program will automatically execute the cleaning steps appropriate for your machine's configuration. You also have the option to clean individual systems (such as the coffee system, milk system, or instant coffee powder accessory module) as needed. To ensure proper hygiene and compliance with local food safety regulations, a complete cleaning program must be performed at least once within the specified time period. Failure to do so may prevent the machine from preparing drinks, unless otherwise permitted by local food safety authorities.

(Warning information to be added) Do not remove the milk tube from the milk jug until the screen prompts you to do so. The milk in the tube will be pushed back.

1. Press the top left symbol on the touch screen.



2. Select “One-Touch Cleaning” to start the automatic cleaning.

3. Press “Yes” to confirm, or “No” to cancel.

(Screen display to be added)

4. Empty and clean the grounds container.

(Diagram to be added)

5. Press “Continue”.

6. When the milk system is detected

- When prompted, remove the milk jug and store it in the refrigerator.
- Empty and clean the milk container and the interior of the refrigerator if needed.

(Diagram to be added)

7. When the milk cleaner is in use

- Remove the bottle cap.
- Add 25 ml of CayeClean to a clean cleaning box.

(Diagram to be added)

When the tablets are being cleaned with milk

- Place 1 tablet in a clean cleaning box.

(Diagram to be added)

8. Insert the milk tube into the cleaning box, ensuring it lies flat on the bottom of the slot.

(Diagram to be added)

9. Press “Continue”.

10. When the instant coffee powder accessory module is detected.

(Text and diagram to be added)

11. Press “Continue”.

12. Wait for the coffee machine to complete the automatic cleaning cycle.

(Warning information to be added) Risk of burns or scalds.

The machine will release hot cleaning liquid and steam several times during this process.

Keep hands and skin away from the outlet.

(Prompt information to be added) The entire cleaning process takes approximately 15 minutes.

13. After cleaning, remove and clean the cleaning box.

(Diagram to be added)

14. Wipe down the milk box with a clean, damp cloth and return it to its place. If needed, fill the milk box with cold, fresh milk.

(Diagram to be added)

15. Ensure the milk tube is properly positioned at the bottom of the box.

(Diagram to be added)

16. Empty the powder grounds container into the sink.

(Diagram to be added)

(Warning information to be) Risk of burns or scalds

The powder grounds container may contain hot water during the initial start or cleaning, so handle it with care to avoid burns or scalds.

17. Rinse and dry the powder grounds container thoroughly.

(Diagram to be added)

18. Replace the powder grounds container.

(Diagram to be added)

19. Confirm by pressing "Yes" (or "No" to cancel).

(Diagram to be added)

20. Your machine is now clean and ready for use.

7.3.3. Clean All Beverage Outlets, Including the Coffee Outlet, Milk Outlet, Hot Water Outlet, and Instant Coffee Powder Drink Outlet

1. Turn off the main power switch (Page x).
2. Gently pull down to remove the beverage outlet.
3. Clean the outlet with detergent and rinse with clean water.
4. Reassemble the outlet.

(Diagram to be added)

7.3.4. Empty and Clean the Bean Hopper

1. Turn off the main power switch (Page x).

2. Take off the cover of the bean hopper.
3. Unlock the bean hopper (ensure the discharge port is closed).
4. Remove the bean hopper and transfer the coffee beans to another container for reuse.
5. Wash the bean hopper with detergent, rinse with water, and dry thoroughly with a clean cloth.
6. Reassemble and lock the bean hopper (ensure the discharge port is open).
7. Refill coffee beans (Page x).

(Prompt information to be added) Ensure the bean hopper is completely dry before refilling with coffee beans.

(Diagram to be added)

7.3.5. Clean Machine Housing

- Use a damp cloth to clean the housing, then wipe it dry with a clean, dry cloth.

7.3.6. Clean Display | Touchscreen

1. Press the top center of the touchscreen (1).
2. Tap the “Clean Screen” button (2).
3. During the countdown, follow the instructions below for disinfecting the screen.

(Warning information to be added) Only use commercial disinfectants. Avoid using sanitary disinfectants!

Spray disinfectant onto a soft cloth, then gently wipe the screen.

Important Notes! Do not spray liquid directly onto the screen.

(Prompt information to be added) The countdown timer on the screen lets you clean without accidentally starting a drink.

(Diagram to be added)

7.3.7. Clean the Waste Water Tray

1. Clean the grille and the inside of the waste water tray with detergent, then rinse with clean water.

(Diagram to be added)

7.3.8. Clean the Surface Underneath the Machine

1. Remove the grounds container.
2. Clean the surface underneath the machine.
3. Replace the grounds container.

(Diagram to be added)

7.4. Cleaning Program (Depending on your machine model and optional features)

7.4.1. Instant Coffee Powder Beverage Outlet (Optional)

(Prompt icon to be added) Depending on your model, this feature might not be available. For

specific details, please contact your service provider.

1. Turn off the main power switch (Page x).
2. Remove the instant coffee powder beverage outlet by gently pulling it down.
3. Clean with detergent and rinse with clean water.
4. Reassemble the outlet.

(Diagram to be added)

7.4.2. Empty and Clean the Instant Coffee Powder Hopper (Optional)

(Prompt icon to be added) Depending on your model, this feature might not be available. For specific details, please contact your service provider.

1. Turn off the main power switch (Page x).
2. Remove the top panel and the cover of the instant coffee powder hopper (1).
3. Pull up and lift the instant coffee powder hopper to remove it.
4. Clean all parts with detergent, rinse with clean water, and dry with a clean, soft cloth.
6. Reassemble and reinstall the instant coffee powder hopper.

(Prompt icon to be added) Ensure the instant coffee powder hopper is completely dry before refilling it.

(Diagram to be added)

7.4.3. Cleaning Separate Milk Outlet

(Prompt icon to be added) Depending on your model, this feature might not be available. For specific details, please contact your service provider.

Clean the separate milk outlet daily or as needed using a clean, soft cloth.

7.4.4. Clean Steam Wand and Steam Nozzle

(Prompt icon to be added) After each use of the automatic steam wand, it must be wiped down and purged.

1. Press the flashing “Steam Purge” button (1) on the main screen.
2. Wipe the steam wand with a clean, damp cloth. The cloth should be disinfected and replaced daily.
3. On the screen, press the “Steam Purge” button.

(Diagram to be added)

(Prompt icon to be added) Clean the steam nozzle daily when the machine is turned off.

1. Turn off (Page x) the main power switch.
2. Remove the steam nozzle.
3. Ensure you do not lose the seal.
4. Clean the nozzle with a soft brush, detergent, and water.
5. Reinstall and tighten the nozzle, ensuring no steam leaks except through the nozzle.

(Diagram to be added)

8. Troubleshooting

This chapter covers all user interface warning messages.

(Warning icon to be added) Review and understand the relevant sections of this manual before performing any troubleshooting. If you have any questions, please contact your local service provider.

Illustrations are based on software version x.xx.

The illustrations are in monochrome.

8.1. Fault Message Example

All Caye coffee machines come with an internal troubleshooting and fault message system. The following screen shows an example.

If the user is required to perform an action, a warning flag will appear.

(Diagram to be added)

1. Tap the information icon to view the warning message and the steps you need to take.
2. Follow the on-screen instructions to resolve the issue and press “OK” when you're done.
3. Repeat this process as needed until the warning sign disappears.

(Diagram to be added)

8.2. Fault Message Codes

Fault message codes are organized by style (e.g., E-XXX), severity (e.g., yellow), and behavior (e.g., visible to the user). Please refer to the following code categories for details:

8.2.1. Style

Style	Description
E-xxx	Fault
S-xxx	Stop
W-xxx	Warning
I-xxx	Information

8.2.2. Fault Urgency Classification

Color	Severity	Description
	None	Information prompt only; no user action needed
	Low	No advanced user required; can be resolved by regular users
	Medium	Requires an advanced user to address as soon as possible
	Medium-High	Needs an advanced user to handle immediately Machine can still be used, but some functions are restricted

Color	Severity	Description
	High	Advanced user must address immediately Machine is locked and cannot be used

8.2.3. Display and Recording of Fault Information

Symbol	Description
Icon to be added	User Visible
Icon to be added	Repeated Display
Icon to be added	Recorded to Fault History

8.3. Fault Messages (E-XXX) (User and Supervisor Permissions)

(Prompt icon to be added) For more information on fault message codes, please refer to xxxxxx.

If the suggested actions do not resolve the issue or if other problems arise, please contact your local service organization.

No.	Module	Message Content	Solution

8.4. Stop Messages (S-XXX) (User and Supervisor Permissions)

(Prompt icon to be added) For more information on fault message codes, please refer to xxxxxx.

If the suggested actions do not resolve the issue or if other problems arise, please contact your local service organization.

No.	Module	Message Content	Solution

8.5. Warning Messages (S-XXX) (User and Supervisor Permissions)

(Prompt icon to be added) For more information on fault message codes, please refer to xxxxxx.

If the suggested actions do not resolve the issue or if other problems arise, please contact your local service organization.

No.	Module	Message Content	Solution

8.6. FAQ

8.6.1. Bean Hopper Unlocked

Coffee is coming out watery.

The bean hopper is either empty or not properly locked, preventing beans from reaching the grinder.

- Refill the beans or ensure the bean hopper is locked (Page x).

8.6.2. No Water Supply Connected

The main water tap (usually under the counter) or the machine tap (below the waste tray) is closed.

- Open all relevant taps.

8.6.3. No milk is coming out

If no milk is coming out, but the milk jug is not empty.

1. Check that the milk is cold enough (3 °C). Always fill the jug with pre-cooled milk.
2. Make sure the end of the milk inlet tube is submerged at the bottom of the jug.
3. Ensure the milk inlet tube is not pinched and is in good condition.

8.6.4. The steam wand is clogged

- To prevent clogging, you need to purge the steam wand before and after each use (Page x).

(Prompt icon to be added) Not using the steam purge function regularly can lead to gradual clogging of the pipe. Make steam purging a daily routine or refer to the steam purge button instructions (Page x).

9. Optional Functions

This chapter covers the optional functions available on the machine.

9.1. Optional Features List of Smart X Machine

9.1.1. Grinder and Bean Hopper

Required Options

9.1.2. Housing

Required Options

9.1.3. Drink Outlet

Required Options

9.1.4. Product Settings

Required Options

9.1.5. Others

Required Options

9.2. Instant Coffee Powder Accessory Module

Required Options

9.3. Bean Hopper Cover with Lock

Provides security, especially for self-service machines.

- For specific details, please contact your service provider.

(Diagram to be added)

9.4. Red Cleaning Hopper Cover

Red color helps prevent mistakes when filling beans or cleaning tablets.

(Diagram to be added)

9.5. Cleaning Hopper Cover with Lock

Ensures security, ideal for self-service environments.

(Diagram to be added)

- For specific details, please contact your service provider.

9.6. Self-Service Mode Configuration

This option enhances the machine's performance in self-service mode and other settings.

The machine is configured as follows:

- Single coffee outlet (Page x)
- Cup centering guide (Page x)
- No separate milk outlet (Page x)
- No steam wand

9.7. Single Coffee Outlet

Enhances the self-service experience by simplifying operation.

- For more details, visit the eSupport Center.

(Diagram to be added)

9.8. Separate Milk Outlet

The separate milk outlet ensures perfect milk froth for espresso, letting baristas focus on creating latte art.

(Diagram to be added)

9.9. Automatic Adjustable Americano Temperature

The automatic adjustable Americano temperature feature lets you set the water temperature via software.

It also supports dispensing iced Americanos. The Americano proportioning valve opens fully

to deliver room temperature water while keeping the espresso at the desired temperature.

(Diagram to be added)

9.10. Dual Milk System

This optional feature lets you prepare drinks with two different types of milk.

- For specific details, please contact your service provider.

(Diagram to be added)

9.11. Undercounter Dregs System

The undercounter grounds system boosts the capacity of the drum for holding coffee grounds.

- For specific details, please contact your service provider.

(Diagram to be added)

10. Warranty and General Information

This chapter outlines warranty limitations and provides basic information about the machine and the documentation structure.

10.1. Warranty

Caye coffee machines are guaranteed to be free from defects in workmanship and materials when they leave the factory. The warranty is valid for 12 months from the installation date or for up to 50,000 drinks, whichever comes first.

Caye will, at its discretion, repair or replace any part or all of the product that does not meet this warranty. Caye's responsibility under this warranty is limited to

repairing or replacing defective parts and does not cover worn parts or maintenance products. The warranty does not apply in the following situations:

- Instructions for handling, installing, or operating the machine or spare parts are not followed.
- The machine is disassembled, modified, or repaired with non-original parts by unauthorized individuals or companies.
- The machine is used for purposes other than its intended use.
- The machine is not installed or maintained properly and regularly by authorized personnel or companies.
- The quality of incoming water does not meet Caye's standards.

Each Caye spare part is guaranteed to be free from defects in workmanship and materials for 12 months from the date of shipment.

Repaired spare parts are guaranteed for 6 months from the date of shipment.

To make a warranty claim, you must submit a completed installation sheet for each machine. Any spare part returned under warranty must be sent to Caye within 90 days; otherwise, Caye will invoice you for it.

All cleaning materials used on Caye machines must be authorized by the manufacturer. Using non-authorized cleaning materials will void the warranty.

10.2. Warranty Limitations

Caye is not responsible for:

- Improper use of the machine.
- Unauthorized modifications (whether voluntary or involuntary).
- Failure to follow the instructions provided in the machine's manual.
- Failure to adhere to safety instructions in the manual.
- Damage resulting from the machine's use, including any data loss or financial losses related to software.
- Using the coffee machine in ways not specified by the manufacturer may compromise its protection and performance.

When connected to a host computer, the user is solely responsible for ensuring accurate and error-free transfer of results (including hardware, software, and firmware) to the system.

(Prompt information to be added) The warranty will be void in the following cases:

- The machine is installed by unauthorized personnel.
- Installation does not comply with our data sheet.
- Damage caused by misuse.
- Maintenance performed by unauthorized personnel.
- Failure to follow the required service and maintenance schedule.
- Failure to perform mandatory daily cleaning.
- Damage from improper storage.
- Operation not in line with this manual or information other than the manufacturer's original instructions.

Each machine is tested by Caye before shipment.

10.3. Glossary

This manual includes the following terms and acronyms.

10.3.1. Acronyms

10.3.1.1. Common Acronyms

Need R&D to provide relevant information

10.3.1.2. Machine Series Acronym

Need R&D to provide relevant information

10.3.2. "Personnel"

Manufacturer

Caye

User

The term “User” refers to the end user who operates the machine to make coffee or other beverages.

Primary User

The “Primary User” is the machine's owner, whether they use it themselves or transfer it to someone else.

Personnel

“Personnel” includes anyone authorized by the manufacturer to perform activities on the machine.

Administrator (Super User)

An "Administrator" is someone authorized to perform specific tasks on the machine and is properly trained.

Service Engineer

A "Service Engineer" is qualified to install, maintain, and repair the machine and has received appropriate training.

Service Organization

A "Service Organization" is an authorized entity that appoints Service Engineers and can be contacted for repairs, user training, and other services.

10.3.3. Injury

Minor Injury

A reversible injury that does not require medical treatment.

Moderate Injury

A reversible injury that does require medical treatment.

10.3.4. Product

Machine

Refers to a coffee machine manufactured by Caye.

Cayefoam

Caye's upgraded milk frothing system provides a two-step barista solution. This new generation of Cayefoam allows you to adjust the density of the milk froth based on the type of drink you're making.

Coffee machine cleaning tablets

Coffee system cleaning products.

Milk system cleaning tablets

Milk system cleaning products.

Cayeclean

Milk system cleaning products.

10.3.5. Coffee Terminology

10.3.5.1. General Terminology

Barista

A person trained in making and serving coffee drinks, typically in a café.

Espresso

A concentrated coffee brewed by forcing hot water through finely-ground coffee. It's the base for many coffee drinks.

Ristretto

Ristretto is a short shot of espresso made with the same amount of coffee but half the water.

Lungo

An espresso made with the same amount of coffee but twice the water.

Americano (Long Black)

An Americano is made by diluting espresso with hot water.

Macchiato

An espresso topped with a small amount of milk foam.

Latte Macchiato

A layered drink with cold milk at the bottom, espresso in the middle, and hot milk foam on top.

Cappuccino

A coffee drink made with equal parts espresso, steamed milk, and milk foam.

Flat White

Popular in Australia and New Zealand, this is a coffee with steamed milk and a thin layer of microfoam, typically around 5mm thick.

Piccolo Latte

A small latte served in an espresso cup. It features a robust yet smooth espresso flavor, balanced by steamed milk and a touch of fine foam.

Decaf

Coffee made with reduced caffeine.

10.4. Typographic Conventions

In this manual, the following style guidelines are used.

10.4.1. Warning

(Warning icon to be added) Indicated by a specific alert icon and bold text. Major risks are shown in bold (e.g., risk of burns). Failure to follow these warnings could lead to damage to the machine, burns, or interruption of the beverage preparation process.

This style is used to indicate:

- Imminent hazards that could result in moderate injury if not avoided.
- Potential hazards that could lead to minor injury if not avoided.

10.4.2. Description

(Prompt icon to be added) This symbol is used to indicate.

These provide preferred procedures or recommended use or general information.

10.4.3. Symbol

- Procedures: Step-by-step instructions are numbered (1, 2, 3).
- Cross-references and Links: Bold font is used for references (e.g., page x).
- Software Buttons: Bold italic font denotes software buttons (e.g., OK, Save, Rinse).
- Numbered Lists: Text linked to illustrations is numbered (1, 2, 3).

11. Appendix

This chapter provides additional content, including device lists, user administrator modules, and more.

11.1. Device List for Smart X Machines

(Prompt icon to be added) Please note that the device list may vary depending on your machine's configuration.

11.1.1. General Configuration

Need R&D to provide relevant information

11.1.2. Optional Functions

Need R&D to provide relevant information

11.1.2.1. Device list for the instant coffee powder accessory module

(Prompt icon to be added) Please note that the device list may vary depending on your machine's configuration.

11.2. Spare Parts Ordering

Please contact your local service organization or visit our website for assistance.

11.3. User Permissions

The table below outlines the default menu user permissions set by the manufacturer when the machine is shipped.

- Users (Basic Users)
- Administrator (Super User)

(Prompt icon to be added) The illustration is based on software version 3.17.

The illustrations are in monochrome.

11.3.1. User Permissions in the "Statistics/History" Menu

(Menu example to be added)

11.3.2. User Permissions in the "Beverages and Beverage Keys" Menu

The table below details the default settings for Cappuccino. User access rights for other beverages are similar.

(Menu example to be added)

11.3.3. User Permissions in the "Display" Menu

(Menu example to be added)

11.3.4. User Permissions in the "Bean Hopper and Grinder" Menu for Smart X Coffee Machines

(Menu example to be added)

11.3.5. User Permissions in the "Wash/Standby" Menu

(Menu example to be added)

11.3.6. User Permissions in the "Password" Menu

(Menu example to be added)

11.3.7. Other Settings and Parameters

(Prompt icon to be added) For more information, please contact your service organization.