

FLAVIA® CREATION 300

USER GUIDE
MANUEL DE L'UTILISATEUR
MANUAL DEL USUARIO



Enjoy many delicious moments with
your new FLAVIA CREATION 300 system

70-41-3461





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SAFETY AND INSTALLATION GUIDELINES

SAFETY NOTICE

In order to prevent harm or injury to those using the brewer or to any other persons and/or property, please be sure to read and follow the “Safety and Installation Guidelines” included in the box with the brewer.

PLUMBED SYSTEMS

When connecting the brewer to the mains drinking water supply, a water filter is advised to allow for optimum product life and beverage taste. For best results, use a filter that reduces scale from calcium carbonate and any taste and odor issues, such as an Ion Exchange Activated Carbon water filter. The brewer should be regularly descaled if a water filter is not fitted. The brewer will request a descale when it is needed. In any case of any power supply/electricity loss please go into operator settings/maintenance/descaling to perform descaling again to flush any descaling solution left in the brewer.

ELECTRICAL SUPPLY FOR INSTALLATION

It is important to have a power supply ready for an efficient brewer installation.

Note: If unsure about any installation requirements, consult an electrician and/or a plumber.

INTRODUCING THE FLAVIA CREATION 300 SYSTEM

The one brewer that satisfies your entire workplace beverage needs. We know that as an office manager, you have to deal with hassles on a regular basis. We set out to change that. Introducing the new Flavia C300 - a connected beverage system designed to take more work off your plate - and put more variety into your coworkers' cups.

- Unmatched selection of hot/cold and dairy/non-dairy drinks in one system.
- Smart online brewer technology makes managing workplace beverages a breeze.
- Flexibility to add features as your needs change.



FLAVIA®
CREATION 300
Brewer

Creation 300 Features & Benefits

- 14 types of hot and cold beverages, including coffees, teas, lattes, infused waters, and more when paired with the Flavia Chill Refresh module.
- C300 is not compatible with any other Flavia Chill Unit.
- Plumbed in or jug filled.
- Touch screen with interactive content.
- Patented in-cup frothing with milk and non-dairy alternatives.
- Pure taste guarantee - designed for no taste or allergen transfer between drinks.

Relax, FLAVIA IQ WORKS FOR YOU™

- Monitor consumption trends online.
- Receive email alerts when users report issues or request stocking or cleaning via brewer screen.
- Automatically requests service from your distributor, when needed.

Interested in upgrading your system with Flavia Chill Refresh or IQ? Please contact your beverage distributor for more information.

FLAVIA C300 BREWER LAYOUT

This brewer is designed for use with all WHITE nozzle Freshpacks.

Please ensure to ONLY use this brewer with Flavia Freshpacks that have a barcode on both sides of the pack.



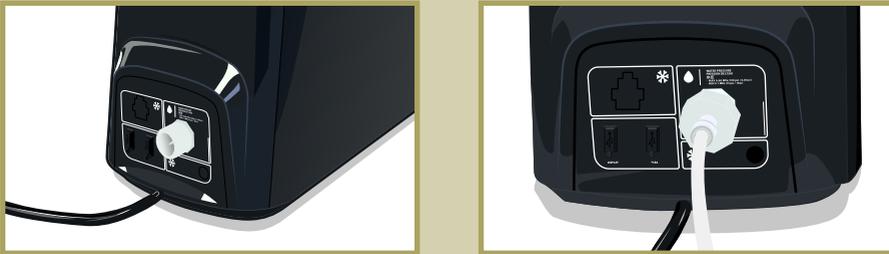
SETTING UP YOUR BREWER

PLUMBED IN

If you are also installing the optional module, please refer to the user guide supplied with those products before setting up brewer.

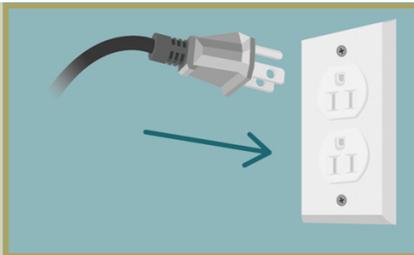
1

Switch off the water supply, connect the in-line water filter, then connect the brewer to the water line as illustrated.



2

Plug the brewer into your main power source using the supplied power cable.



3

Follow the on-screen instructions for priming and setting the brewer up. Input all required fields on the screen, such as Office Size, Industry, State, and Brewer location.



4

Ensure to accept the End User Licensing Agreement on the screen. After the on-screen guided setup, ensure the brewer is connected. This is done through the Operator menu under “Network”.



5

If you are signed up for Flavia IQ, have your beverage distributor walk you through Flavia IQ on the day of install, bookmark the portal flavia.lavazzapro.com, and set up email alerts.

JUG FILLED – MANUAL FILLING WITH WATER

- 1 Lift the filler lid
- 2 Fill with water to the MAX level
- 3 Close the filler lid



Notice – Only use filtered cold water when refilling or descaling the unit.. Failure to do so could result in premature failure of the machine.

Take care not to overfill the water tank.

If the tank runs out before water is refilled, the display will read “Please add water”.

If the tank is overfilled, water will flow out from underneath the Freshpack door and into the drip tray.

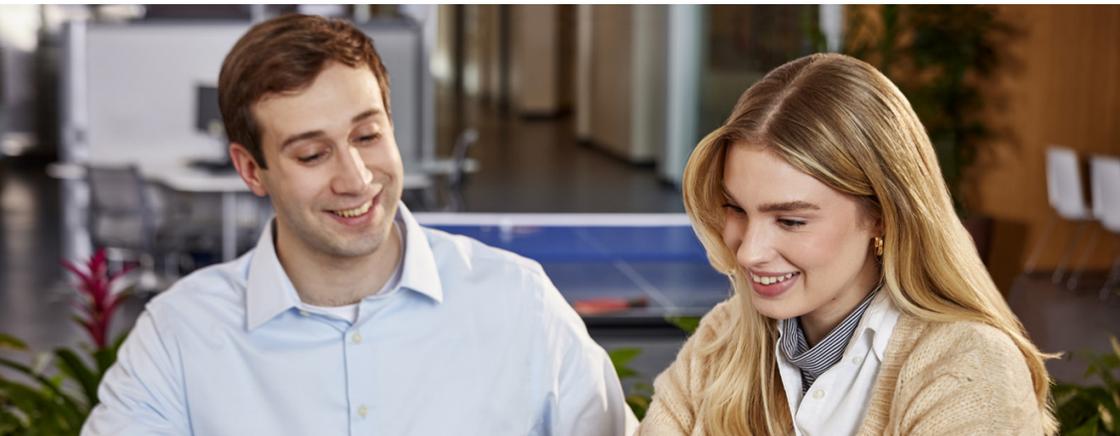
FLUSHING THE BREWER

After plugging in the brewer, please refer to the on-screen instructions in order to preform a flush. You can also perform a flush at any point from the Operator Menu under “Maintenance section”. If the brewer has been switched off or without power for longer than 5 days, perform a flush.

The basic steps of flushing the brewer are as follows:

* For Jug fill units, please make sure the water tank is filled to the max line.

- 1 Remove the drip tray.
- 2 Pull out the drainage tube and place in a suitable water container capable of holding a minimum of 3 liters (0.65 gal) of water, as illustrated.
- 3 Follow the on-screen instructions in order to complete the flush. You can pause the flush at any time using the touchscreen.
- 4 The brewer will then require 1 minute to heat the water before it can produce its first hot drink.



SETTING UP YOUR BREWER CONT.

PLUMBING OPTIONS

The Flavia C300 requires a plumbed in water supply in order to be used. C300 can be used as a jug fill brewer when no water line is available. Please contact your beverage distributor for more information.

SETTINGS AND OPERATOR MENU

To access the settings and the Operator Menu, use the hidden button on the main menu. Hold your finger on the upper left corner of the screen for several seconds until the “Settings” screen is displayed. This screen shows some useful information such as the software version and the total vend counter.



To access the Operator Menu, please use the default password “3333”. Brewer settings can be changed here. If Flavia IQ is enabled, all operator settings and software updates can be done remotely, no visit needed.



ENERGY SAVING MODE

The Flavia C300 is designed to be highly energy-efficient. In order to conserve even more energy, the brewer is configured to switch into standby mode after 120 minutes (or 2 hours) of inactivity. To configure the energy saving mode:

- 1 Enter the Operator Menu (see above).
- 2 Navigate to the “Energy saving” under Site Preferences screen.
- 3 Set time period for brewer to enter standby in minutes by using the dropdown menu.
- 4 Exit the menu to save the settings.

If the brewer is in standby mode the heaters will be switched off and the display will have low contrast. Pressing any area on the screen will re-activate the brewer. It will take approximately 1 minute for the brewer to be able to brew the first hot drink.

OPERATING LANGUAGES

As part of the installation, the default language is set on the brewer. In addition, users can temporarily change the language for each vend using the top right corner of the brewer home screen.



SELECTING COMPATIBLE CUPS TO USE

Most 12 oz cups (375 ml) and some travel mugs will be compatible with the Flavia C300 brewer. The brewer can also be used without the drip tray if a user prefers to use a travel mug or a larger vessel.

Please check the compatibility of any glass cups or mugs.

CUP SIZES

A variety of commonly available cup sizes are compatible with the brewer. See below for a range of recommended cup dimensions.

- **Top*** = 2.4" – 3.5" (62 mm – 89 mm)
- **Bottom*** = 1.7" – 2.5" (44 mm – 64 mm)
- **Height with drip tray** = 2.4" – 4.5" (62 mm – 115 mm)
- **Without drip tray** = max. 6.5" (165 mm)

*Mugs and cups of sizes outside of these values may be used, providing they are of similar shape and proportions to the figure above (Please consult your beverage distributor for cup compatibility).



Note: Please ensure that the cup you are using is appropriate for the size of drink you select when preparing a beverage. Maximum cup weight recommended is approximately 11.6 oz (330 g).

Use of cups that do not meet the recommended criteria may result in overflow or mess creation. Mugs and cups with a fully round bottom or bowl shape should not be used with the brewer.

For further advice on cups and mugs suitable for use with your brewer, please contact your beverage distributor.



PREPARING A COFFEE, TEA, OR HOT CHOCOLATE

The clever design of the Flavia C300 allows multiple ways of brewing a drink, using its new barcode scanning technology.

Users can either select their favorite drink from the drinks carousel on the home screen, or use the quick “TOUCH TO INSERT PACK” option, which then recommends preparation for best taste experience.

THE QUICK BREW PROCESS

If a desired drink is already in mind, quicken the brewing process by using the “TOUCH TO INSERT PACK” option on the home screen. If compatible drinks are available (for instance, for hot chocolate), the brewer will suggest those drinks and recommend ideal preparation of the drink selected, otherwise it will recommend preparation for best taste experience.

SELECTING A DRINK FROM THE DRINKS CAROUSEL

This method of brewing lets users browse all of the available drink options before making a choice of the desired type of drink:



1. Place a cup on the cup stand and centrally align it on the metal plate.



2. From the menu, select a drink on the carousel or through the “TOUCH TO INSERT PACK” option.



3. The brewer will ask you to open the Freshpack door and the on-screen instructions will ask for the appropriate Freshpack. Once inserted, follow the on-screen instructions.

If the incorrect Freshpack is inserted, the brewer will ask whether to continue, see compatible options for the inserted Freshpack, or go back to the home screen.



4. Select the desired drink size and strength. The cup sizes and strength options will differ, depending on the Freshpack inserted. The outline shows the recommended setting for best taste experience.

Please always bear in mind the size of cup used to avoid overfilling.



5. The brewer will now prepare the selected drink. The content on the screen that is displayed while brewing can be changed remotely through Flavia IQ. The brewing process can be cancelled by pressing the “X” button. Once brewing is complete, the brewer screen will notify the user. Take care when handling, as the drink may be hot.

PREPARING A CAPPUCCINO, LATTE, OR MOCHA

With the Flavia C300, you can offer even more drink variety to your co-workers and guests. This new system can now not only prepare cappuccinos, lattes, and mochas using the Original Milk Froth but can also serve delicious drinks using a variety of liquid dairy and non-dairy options. If one of the two options, Freshpack or liquid milk, is not available to you after install, please let your beverage distributor know, and they will change the brewer settings accordingly.

THE QUICK BREW PROCESS FOR CAPPUCCINO, LATTE OR MOCHA

TIP: Try the previously described process and insert a Original Milk Froth or a Hot Chocolate. The brewer will suggest compatible drinks.

Please note that the liquid milk option is not available through the quick brew process. The user will first need to go through the drink carousel to select the drink for this feature.



SELECTING A DRINK FROM THE DRINKS CAROUSEL

Some of these steps are covered in more detail in the previous drink preparation section.

- 1 From the menu move left and right by using arrows on the bottom sides to find the desired cappuccino, latte, mocha or chocolate latte.
- 2 If liquid milk and Original Milk Froth Freshpacks are available to users, the on-screen instructions will ask for the preferred brewing method and will help the user prepare the drink with either method. If the liquid milk option is selected, the milk will be frothed in the cup. For best froth results, half-and-half or whole milk are recommended. However, any dairy or non-dairy milk can be used.



- 3 After the froth is prepared (either from a Froth Freshpack or liquid milk), the brewer will ask you to open the door and remove the old pack if you are using Original Milk Froth and the brewer door will open and the on-screen instructions will then ask for the second pack, indicating "Pack 2 of 2" on-screen.



- 4 Follow the on-screen instructions and close the door.

The second Freshpack will then vend into the cup. Once complete, take care when handling cup, as the drink may be hot.

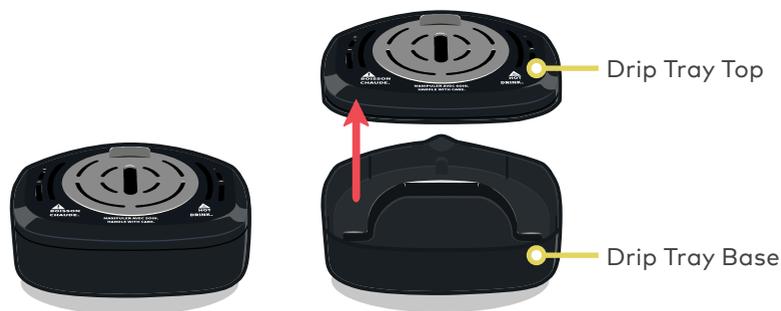


DAILY CARE

Only clean specified areas with appropriate materials as instructed. Do not use abrasive products or harsh chemicals to clean the brewer. Although the Flavia Creation 300 is designed to prevent taste and allergen transfer between drinks, in the event of a spillage, promptly follow the cleaning instructions in this guide.

EMPTYING AND CLEANING THE DRIP TRAY

The drip tray is a two-piece design with the lower part used to collect spillages or overflows with a spout to make emptying it easy. To avoid overflow, please check and empty the drip tray regularly.



- 1 Lift out and empty drip tray. **CAUTION - CONTENTS MAY BE HOT.**
- 2 Separate top and bottom parts of the drip tray and cup stand.
- 3 Hand wash both parts in warm soapy water.
- 4 Wipe the area underneath and around the drip tray.
- 5 Reassemble the top and bottom halves of the drip tray.
- 6 Once reassembled, place the drip tray back into the base of the brewer and push it gently towards the brewer. Magnets will help lock it in place.
- 7 The brewer will then be ready to vend drinks again.

CLEANING THE BARCODE SCANNER

On the rare occurrence that the barcode scanner becomes dirty and doesn't scan Freshpacks, it will need to be cleaned.

To test whether the barcode is being read, press "TOUCH TO INSERT PACK". Insert a Freshpack (e.g., Hot Chocolate or Original Milk Froth). If the next screen does not show a shortlist of compatible drinks, the scanner has not read the pack.

- 1 Access the barcode scanner by opening the Freshpack door (See section "CLEANING THE FRESHPACK DOOR" Page 23). The barcode scanner is located inside the brewer, at the right side of the brew chamber top, towards the back of the brewer.
- 2 Clean the barcode scanner with a clean, moist, lint-free cloth or lens cleaner cloth. For best results, dry any moisture from the lens after cleaning to prevent streaks from being left behind.



Run a minimum 3 cup of hot water through the system to provide a final rinse and discard. Please keep vending hot water if you see something apart from pure water inside of the hot water.



WEEKLY CARE GENERAL CLEANING

Only clean specified areas with appropriate materials as instructed. Do not use abrasive products or harsh chemicals to clean the brewer. Although the Flavia Creation 300 is designed to prevent taste and allergen transfer between drinks, in the event of a spillage, promptly follow the cleaning instructions in this guide.

Use a clean damp cloth to wipe the outside surfaces and exposed areas inside. Do not use strong detergents or abrasive products as they may damage or tarnish the finish of the brewer.

If spillage occurs, please perform this cleaning method immediately to prevent potential product taste cross contamination or allergen transfer.

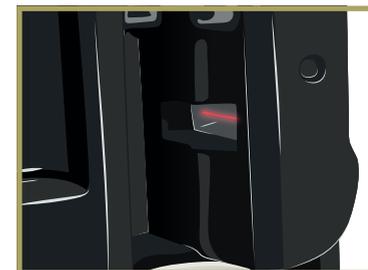
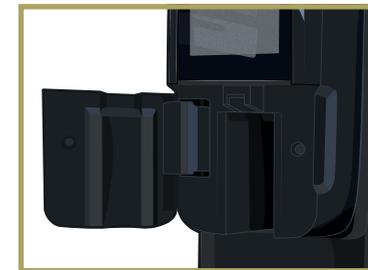
CLEANING THE WATER FILLER FUNNEL



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

CLEANING THE FRESHPACK DOOR

- 1 Open the Freshpack door.
- 2 Wash with warm soapy water and rinse thoroughly. Wipe the sides of the area where door was within the brewer.
- 3 Clean the internal area of the brew chamber including pack scanner. (Please follow the barcode scanner cleaning steps in [page 21](#))
- 4 Push the door to fully close it.



Run a minimum of 3 cups of hot water through the system to provide a final rinse and discard. Please keep vending hot water if you see something apart from pure water inside of the hot water cup.



LONGER TERM CARE

CHANGING A FILTER

In addition, the brewer should also be used with an in-line water filter or descale regularly to prevent the brewer from being damaged over time. Main water filter should be changed in line with the filter manufacturer's guidelines to ensure optimal filtration and protection of the brewer.

Contact your beverage distributor for support.

Lavazza recommended descalers:

- DEZCAL Liquid – Product Code: 15-DLQ1
Link : <https://urnex.com/dezcal-descaling-liquid>
- DEZCAL Powder – Product Code: 15-DZP-UX900
Link : <https://urnex.com/dezcal-descaling-powder>



INTERNAL FLUSHING

From the Operator menu, a flush of the brewer can be performed. This is the same process that is used to flush the brewer during a setup (detailed in the previous “Setting up your brewer” section). However, it is advised to empty the drip tray before doing a flush.

A flush should always be performed before and after a long-term storage. It is also advisable to flush the brewer after relocation to ensure a quality vend. Do not add detergent through the filter hole.

SOFTWARE UPDATES

Newer software versions will become available occasionally for the Flavia C300, offering improvements or updates to the brewer. Using Flavia IQ, your beverage distributor will be able to deliver the new software remotely to your brewer.

During the update, the software will be downloaded in the background with no impact on the usability of the brewer.

When the software is ready to install and the brewer is not being used, the system will automatically update and restart.

Also, the brewer has USB slots at the back of the brewer for software updates.

Please contact your beverage distributor for support.

DRAINING YOUR BREWER

The cold tank drain hose is accessible from the front of the brewer, located behind the drip tray.

The brewer must be drained before attempting to move the brewer, or placing into storage.

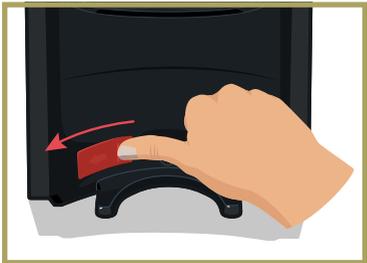
Ensure that the brewer is turned off and unplugged from the main power socket before any draining. Do not store your brewer outside of the recommended ambient conditions when not in use to prevent damage to the brewer.

Please follow the drain function before long term storage from the operator menu.

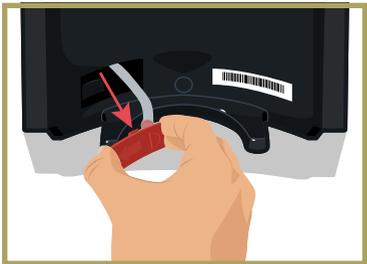
DRAINING THE COLD TANK



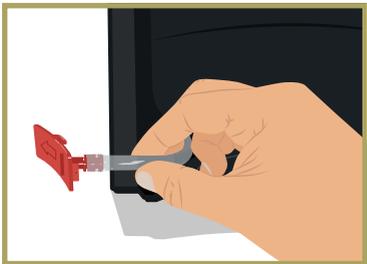
- 1 Remove the drip tray and in order to uncover the drain plug location.
- 2 Look for the drain plug to the left side of the brewer, where it would typically be covered by the drip tray.
- 3 Remove drain plug by pulling the red plug cover to the left to dislodge the cover.



- 4 Pull the cover outwards. The drain tube will be connected to the plug and proceeds to come out of the brewer. Do not pull the drain tube with force to avoid damaging the tube.
- 5 Use a suitable, empty wastewater receptacle to put under the drain tube before removing the drain plug.



- 6 Remove the drain plug. Allow all water to drain out. Caution - Water may be hot.
- 7 Plug the red drain plug back into the tube. Push drain tube right into place and click the drain plug cover back into place.



- 8 Replace the drip tray.



TROUBLESHOOTING

The design of the Flavia C300 brewer makes it very unlikely that anything will go wrong. However, if errors do occur, you can quickly resolve many of them yourself, as noted in the chart below. On-screen animations and instructions will help.

The best experience and quickest problem resolution is achievable with Flavia IQ, due to its automated email alerts. Please contact your beverage distributor if interested.

PROBLEM	REASON	SOLUTION
ERROR 049 or “Thermal Block Temperature High” message displayed	Thermoblock temperature is too high.	Please wait for the brewer to cool down. Then press the “Retry” button.
“Please add water” message displayed	The internal cold water tank of the brewer is empty.	Make sure cold-water tank of the brewer is properly filled and with a full tank of water (filtered preferred). Follow on-screen instructions.
“Auto inletting water” message displayed	The internal cold water tank of the brewer is filling up.	If the message persists for more than 20 seconds, check that the water supply is turned on, and that the delivery pipe is not kinked.
“Check water connection” message displayed	The internal cold water tank of the brewer is attempting to fill up.	Check that the water supply is turned on and that the delivery pipe is not kinked. Then press the “Retry” button.
“Descaling Warning” message displayed	The water system needs descaling.	Please use the advised descale solution and follow on-screen instructions.
“Please wait while the water heats up” message displayed	The water is heating up.	If message stays on for more than 20 minutes, please switch off brewer and contact your beverage distributor. Message may stay on for more than 20 minutes only after first installation.

“Cold Drink Unavailable” message displayed	Cold module error.	Please check Flavia Chill Refresh LED light if it is flashing red, please restart your units. Then retry.
	Cold water is not ready.	Please check Flavia Chill Refresh LED light if it is flashing white, please wait 45 mins until Flavia Chill Refresh cools down. If the message persists for more than 20 mins, please restart your units. Then retry.
	Cold water is not ready.	Please check Flavia Chill Refresh LED light. If it is not on, make sure chill unit is on.
“ERROR 321: Flow Meter Error”	Brewer pack injector is stuck.	Please press “RETRY” button to fix it. If the message persists, please restart your unit.
“ERROR 377: Flow Meter Error” “ERROR 351: Divert valve Stuck” “ERROR 391: PCBA Error” “ERROR E358: Thermal Block Open” “ERROR E358: NTC Short Circuit Error” “ERROR E356: NTC Open Circuit Error”	A component within the brewer has malfunctioned.	Please restart your brewer.

ENJOY MANY
DELICIOUS MOMENTS

WITH YOUR FLAVIA C300



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CREATION 300

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