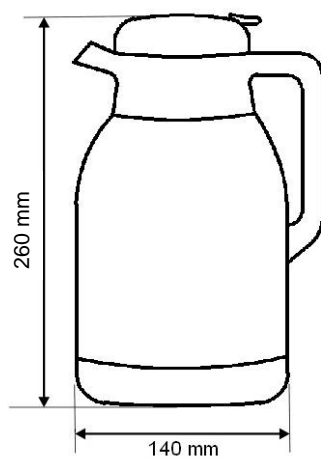
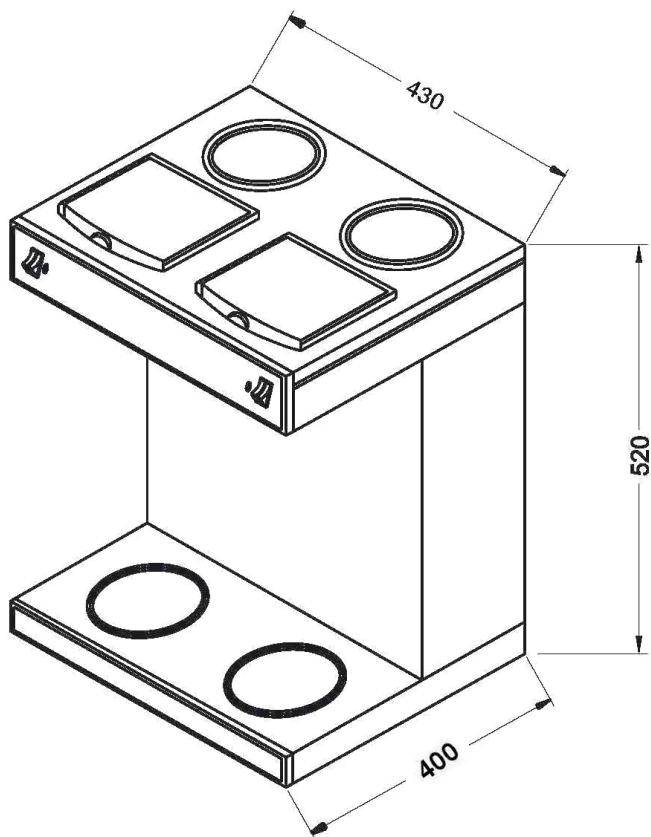
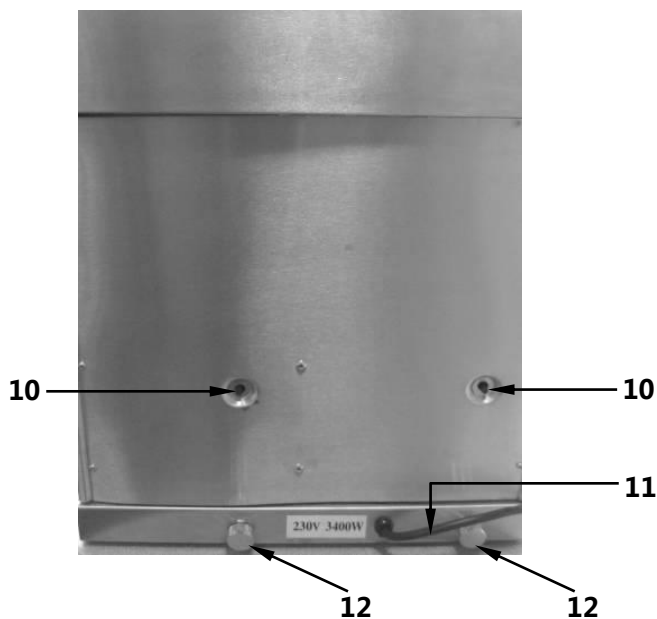
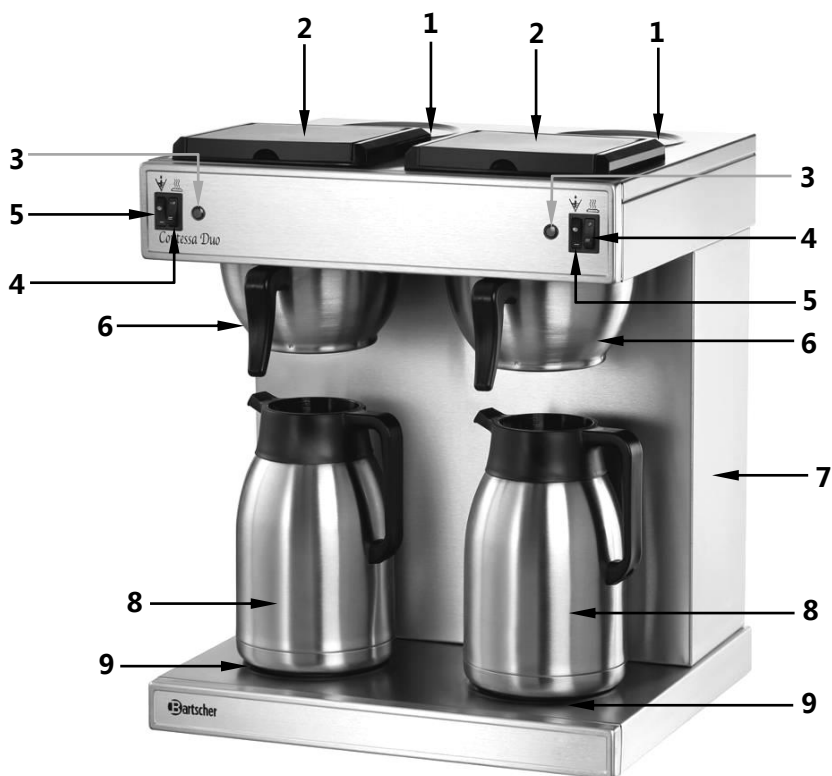


# „Contessa Duo“



**190049**





**ENGLISH**

**Table of contents**

<b>1. Safety .....</b>	<b>22</b>
1.1 Key to symbols .....	22
1.2 Safety instructions .....	23
1.3 Proper use .....	27
<b>2. General information .....</b>	<b>28</b>
2.1 Liability and Warrantees .....	28
2.2 Copyright protection .....	28
2.3 Declaration of conformity .....	28
<b>3. Transport, packaging and storage.....</b>	<b>29</b>
3.1 Delivery check .....	29
3.2 Packaging.....	29
3.3 Storage.....	29
<b>4. Technical data .....</b>	<b>30</b>
4.1 Technical specification .....	30
4.2 Overview of parts .....	31
<b>5. Installation and operation.....</b>	<b>32</b>
5.1 Installation .....	32
5.2 Operation.....	33
<b>6. Cleaning and descaling .....</b>	<b>35</b>
<b>7. Possible Malfunctions .....</b>	<b>38</b>
<b>8. Waste disposal .....</b>	<b>40</b>

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**Read this instruction manual before using and keep them available at all times!**

This instruction manual contains information about the installation, operation and maintenance of the device and should be consulted as an important source of information and reference guide.

Awareness of the safety instructions and instructions for use in this manual will ensure the safe and correct use of the device.

In addition to the information given here, you should comply with any local Health and safety Controls and generally applicable safety regulations.

The instruction manual forms part of the product and should be kept near the device and easily accessible for anyone carrying out the installation, servicing, maintenance or cleaning.

Please keep these instructions and give them to future owners of the device.

## 1. Safety

This device is designed in accordance with the presently applicable technological standards. However, the device can pose a danger if handled improperly and inappropriately.

All persons using the device must follow the recommendations and instructions in this instruction manual.

### 1.1 Key to symbols

In this manual, symbols are used to highlight important safety instructions and any advice relating to the device. The instructions should be followed very carefully to avoid any risk of accident, personal injury or material damage.



**WARNING!**

This symbol highlights hazards which could lead to injury.



**WARNING!**

This symbol highlights dangerous situations which could lead to injury or death.



### **HOT SURFACE!**

This symbol is a warning that the device surface is hot when in use. Ignoring this warning may result in burns!



### **CAUTION!**

This symbol highlights dangerous situations which could lead to light injuries, or damage, malfunction, and/or destruction of the device.



### **NOTE!**

This symbol highlights recommendations and information aimed for effective and trouble-free device operation.

## **1.2 Safety instructions**

- The device can be used by children 8 years and up, as well as by people with disabilities and those with limited experience/ knowledge as long as they are under supervision or have been instructed on proper use of the device and its possible dangers. Children should not play with the device. Cleaning and maintenance cannot be performed by children younger than 8 years old and must be done under supervision. Children under the age of 8 years old must be kept away from the device and its power cord.
- **Never** leave the device unattended when in use.
- Only use the device indoors.
- The device is not adapted for use with an external timer or remote control.

- The device must be operated in correct and safe technical condition only. In case of operational problems disconnect the device from the power supply (pull the plug from the socket) and contact the service company.
- Prevent access of children to the package materials like plastic bags and foamed polystyrene elements. **Suffocation hazard!**
- Only a qualified technician and using original spare parts and accessories should carry out repairs and maintenance of the device. **Do not attempt to repair the device yourself.**
- Do not use any accessory or spare parts that have not been recommended by the manufacturer. These can be dangerous for the user or lead to damages of the device or personal injury, and further, the warranty expires.
- To prevent hazards and to ensure optimum efficiency, no modifications or alterations to the device that are not explicitly approved by the manufacturer may be undertaken.



## **DANGER! Electric shock hazard!**

To avoid the hazard results please follow the safety instructions below.

- Never allow the power cable to come into contact with heat sources or sharp edges. The power cable should not hang over the side of the working surface. Ensure that no one can step on or trip over the cable.
- The power cable must not be folded, bent or tangled, and must always remain fully unrolled. Never place the device or other objects on the power cable.

- Do not cover the cable. Keep away the cable from operating range and do not immerse it into water.
- Check the power cord regularly for damage. Do not use the appliance if the power cord is damaged. If this cable is damaged, it must be replaced by customer service or a qualified electrician in order to avoid dangers.
- The supply cable must be disconnected from the socket only by pulling the plug.
- Never carry or lift the device by the supply cable.
- In any case do not open the device housing. In case of electrical or mechanical modifications the **electric shock hazard** will occur.
- Never immerse the appliance, the power cord and the power plug in water or other liquids.
- Do not use any acid agents and make sure no water ingresses the device.
- **Never** operate the device with moist hands or standing on wet floor.
- Remove the plug from its socket:
  - when the device is not used,
  - in case of anomalies during operation,
  - before cleaning.





## **HOT SURFACE! Burn hazard!**

Follow the safety instructions listed in order to avoid the hazard:

- After turning on the upper heating plates with the ON/OFF switch for upper heating plate they become very hot. To avoid burns do not touch these surfaces.
- Furthermore, after turning off the upper heating plates, they remain hot for some time afterwards. Prior to cleaning, shifting or moving the device to another place, leave the device to cool down.



## **WARNING! Risk of scalding with steam and hot water!**

To avoid the hazard results please follow the safety instructions below.

- During the brewing process a small amount of hot steam is produced. To avoid burns, be careful when removing the thermos jug from the lower plate.
- The water from the water container should be drained only when the device and the water cooled down sufficiently. Firmly retighten the water drain screw afterwards.



## **CAUTION!**

**In order to avoid any damages of the device follow the instructions below:**

- **Never** clean the device or its parts in the dishwasher.

- Do not use sharp objects or abrasive cleaning agents when cleaning the surfaces.
- Do not use the device when the water tank is empty.

### 1.3 Proper use

The operational safety of the device is assured only in case of proper use, according to the operation manual.

All technical activities like installation and maintenance must be performed by the qualified service personnel only.

The device is intended for home use or in similar places such as:

- in kitchens for store or office employees or in similar business areas;
- in agricultural farms;
- by guests of hotels, motels and other typical places of accomodation;
- in Bed and Breakfast facilities.

The **coffee machine** is meant solely to **prepare brewed filter coffee** beverages using filter ground coffee and cold water.

Under no circumstances the **coffee machine** should be used among other things for:

- Boiling up or brewing liquids containing sugar, sweeteners, acids, leaches or alcohols;
- Warming of warm, inflammable, noxious, easily volatilizing or similar liquids or substances or materials.



#### **CAUTION!**

**Any use going beyond the intended purpose and/or any different use of the device is forbidden and is not considered as conventional.**

**Any claims against the manufacturer or his authorized representative as a consequence of experiencing damages resulting from unconventional use are impossible.**

**The operator is liable for all damages resulting from inappropriate use.**

## 2. General information

### 2.1 Liability and Warrantees

All the information and instructions in this manual take into account standard safety regulations, current levels of technical engineering as well as the expertise and experience we have developed over the years.

The instruction manual was translated with all due care and attention. However, we do not accept liability for any translation errors. The German version of this instruction manual is definitive.

If the delivery consists of a special model, the actual scope of delivery may differ from the descriptions and illustrations in this manual. This is also the case for special orders or when the device has been modified in line with new technology.



#### **CAUTION!**

**Read this manual carefully and thoroughly before any operation of the device, and especially before turning it on!**

Manufacturer **is not liable** for any damages or faults caused by:

- violation of advice concerning operation and cleaning;
- use other than designed;
- alterations made by user;
- use of inadequate spare parts.

We reserve the right to make technical changes for purposes of developing and improving the useful properties.

### 2.2 Copyright protection

The instruction manual including any texts, drawings, images or other illustrations is copyright. No part of this publication may be reproduced, transmitted or used in any form or by any means without permission in writing from the manufacturer. Any person who commits any unauthorized act in relation to this publication shall be liable to claims for damages. All rights reserved.



#### **NOTE!**

**The contents, texts, drawings, pictures and any other illustrations are copyright and subject to other protection rights. Any person unlawfully using this publication is liable to criminal prosecution.**

### 2.3 Declaration of conformity



The device complies with the current standards and directives of the EU. We certify this in the EC declaration of conformity. If required we will be glad to send you the according declaration of conformity.

### 3. Transport, packaging and storage

#### 3.1 Delivery check

Please check the delivery upon completeness and transport damage immediately after receipt. In case of visible damage do not accept or accept the delivery with reservation only.

Note the extent of damage on the carrier's bill of delivery. Trigger off the complaint.

Hidden damages should be reclaimed immediately after notice, as claims for damages can only be asserted within the effective period for complaints.

#### 3.2 Packaging

Please do not throw away the covering carton of your device as it might be useful for storage purposes, when moving or, in case of damages, when the device must be sent back to a repair center. The outer and inner packing material should be removed completely from the device before installation.



**If you liked to dispose the packing, consider the regulations applicable in your country. Supply re-usable packing materials to the recycling.**

Please inspect the device upon completeness. In case any part is missing please contact our customer service center immediately.

#### 3.3 Storage

Keep the package closed until installation and under consideration of the outside indicated positioning- and storage markings.

Packages should be stored under consideration of the following:

- do not store outdoors,
- keep it dry and dust-free,
- do not expose it to aggressive media,
- do not expose it to direct sunlight,
- avoid mechanical shocks and vibration,
- in case of longer storage (> 3 months) make sure you check the state of the packaging and the parts regularly, if required refresh or renew.




## 4. Technical data

### 4.1 Technical specification

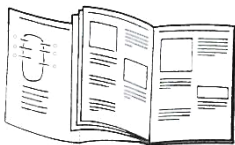
Description	Coffee machine „Contessa Duo“
Code-No.:	<b>190049</b>
Model:	Chrome nickel steel
Connection power:	3.3 kW / 230 V 50/60 Hz
Brewing time:	approx. 8 minutes per thermo jug
Min. brewing quantity:	approx. 0.5 litre per thermo jug
Hourly capacity:	30 litres
Dimensions:	W 430 x D 400 x H 520 mm
Accessory:	2 thermo jugs stainless steel, capacity each: 2 litres
Weight:	14.21 kg

We reserve the right to make technical changes!

### Additional accessories (not included in the packaging)

	<b>Basket filter paper 250/90-L</b> (1000 Filter papers per box)	<b>Code-No.: 190014</b>
	<b>Basket filter paper 250/90-S</b> (250 Filter papers per box)	<b>Code-No.: 190015250</b>
	<b>Thermo jug 2L</b> Capacity: 2 liters	<b>Code-No.: A190122</b>
	<b>Fast descaler for coffee machines</b> (30 portions of 15 g/each)	<b>Code-No.: 190065</b>

## 4.2 Overview of parts



### NOTE!

The cover flap contains the coffee machine most important parts. While reading the instructions this page should always be open and visible.

- 1 Upper hotplate
- 2 Cover flap for filling in cold water
- 3 Control lamp red (status indicator)
- 4 **ON/OFF** switch for upper heating plate
- 5 Main **ON/OFF** switch
- 6 Filter basket with insert
- 7 Water container
- 8 Stainless steel thermo jug
- 9 Bottom plate
- 10 **RESET**-button
- 11 Power supply cable
- 12 Water drain screw

## 5. Installation and operation

### 5.1 Installation

#### Positioning

- Unpack the device and remove all packing material.



#### **CAUTION!**

**Never remove the rating plate and any warning signs from the device.**

- Place the device on top of an even, stable, dry, and water-resistant surface which supports the weight of the device and is not heat sensitive.
- **Never** place the device at the edge of a table to avoid accidents.
- **Never** place the device in humid or wet environment.
- **Never** place the device on the flammable surfaces.
- Place the device so that the plug is easily accessible and can be quickly removed from its socket in case of necessity.

#### Connection



#### **DANGER! Electric shock hazard!**

**The device can cause injuries due to improper installation! Before installation and connecting the local power grid specification should be compared with that of the device (see rating plate). Connect the device only in case of compliance!**

- The power supply circuit with the socket must be protected by the fuse of at least 16A. Connect the device directly to a single grounded socket. Do not use any power bar or multiple socket.

## 5.2 Operation

### Prior to first use

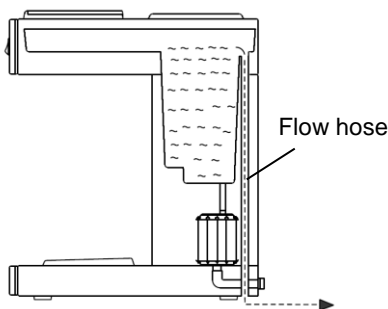


#### CAUTION!

**Never fill hot water into the cold water tank.**

**Do not fill water into the hot device; wait until it has cooled down.**

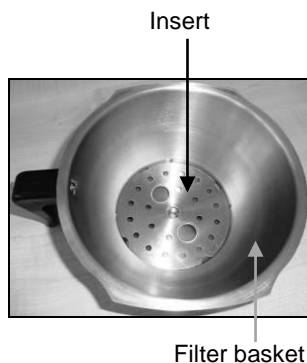
- Prior to first use it is necessary to run 2 or 3 cycles of water through the machine **without** coffee, in order to properly rinse the unit („**Preparation of coffee**“ steps 1-8).
- Due to the nature of the system a small amount of water always remains in the container for water. It is necessary to take this into account when refilling the container.
- Always fill the water container with an amount of water equal to the capacity of the thermo pump jug included with the coffee machine. The amount of coffee brewed will be the same as the amount of water poured.
- If too much water is poured into the water container, excess water will drain out through the flow hose.
- The thermo jug and filter basket with insert should be thoroughly washed in warm water and a mild cleaning agent, then rinsed in clean water. Dry thoroughly after washing.



#### CAUTION!

**When cleaning, be aware of the removable insert at the bottom of the filter basket. After cleaning, replace the insert in the filter basket so that it is secured to the bottom of the filter and will not be accidentally thrown out while disposing of coffee grounds.**

**When brewing coffee without the insert, the paper filter can block the filter basket's drip flow opening and hinder the flow of coffee to the thermo jug.**



- The unit's casing should be wiped with a moist cloth and dried with a soft towel.



- Connect the unit to an appropriate power source which serves one piece of equipment.
- The coffee machine is now ready for use.
- The drip coffee stations can be used simultaneously or separately, as needs dictate.

## Preparation of coffee

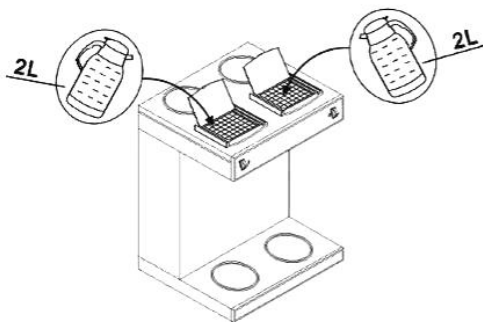
1. Remove the filter basket with insert (6) and place the proper Bartscher paper filter (Code-No.: **190014** or **1900015250**) inside.
2. Pour a proper amount of ground coffee into the paper filter. Use 35 to 50 g of coffee per one litre of water, in accordance with your preferences.
3. Replace the filter basket with insert (6) and slide to the very back until it "clicks" into place.
4. Fill the water container (7) with **cold water** in the proper amount **max. 2 litres**.  
The minimum amount necessary to pour is the equivalent of 0,5 litres per thermo jug.



### CAUTION!

Fill the water container with only fresh drinking water.

Never pour sugar, coffee, tea or milk into the water container!



5. Place the thermo jug (8) without cover on the lower plate (9) in such a manner that the thermo jug opening is located below the drip opening on the filter basket with insert (6).
6. Turn the unit on via the main **ON/OFF** switch (5). The red control light (brewing indicator) (3) will turn on.

7. Coffee will begin to brew. After a moment hot coffee will pour out into the thermo jug.
8. When the brewing process finishes, the machine automatically turns itself off and the red control light (3) goes out. The coffee is ready to be served.
9. Remove the thermo jug (8) from the bottom plate (9) to set aside and screw the lid onto the thermo jug (8).

## 6. Cleaning and descaling



### WARNING!

**Before cleaning, disconnect the device from the power supply (unplug!) and leave to cool off.**

**Never clean the device with use of pressurized water jet.  
Protect the device from the water penetration.**

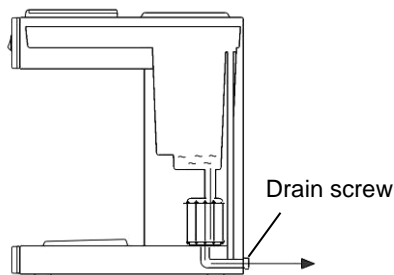
### Regular cleaning



### CAUTION!

**Always, prior to cleaning, moving or transporting the machine, empty the water container.**

- Due to the fact that trace amounts of water remain in the unit's tubes, container, etc., if the unit is to be unused for a longer period of time it is necessary to shake out any remaining water with the help of the **water release screw (12) located on the rear wall of the element**, pour out the water, and clean the unit.



- During shorter periods of non-use it is sufficient to run clean water through the machine, without adding coffee.

- If the unit has gone for a longer period without use, it is necessary to repeat steps 1-8 („**Preparation of coffee**“) without pouring coffee.
- The thermo jug and filter basket should be rinsed following each use.
- It is vital to use only a soft cloth, **never** harsh cleaning agents, which could scratch the surface of the unit.
- After cleaning, use a soft, dry cloth to wipe down and dry the surface.

## Regular descaling



### CAUTION!

**In order to prolong the life of the unit and maintain a high level of coffee quality, the coffee machine should regularly be cleaned of deposits!**

**Returns will not be accepted if the coffee machine has not been cleaned of deposits regularly - as written in the instructions for use.**

**Such complaints are not subject to repair under warranty!**

- During use of the coffee machine, depending on the hardness of the local water supply internal parts of the unit can become covered in calcium deposits. In order to maintain the unit in the best possible condition and ensure the best possible results from each brewing cycle it is necessary to clean the unit of deposits from time to time.
- Under conditions of heavy use the coffee machine must be cleansed of calcium deposits **every two weeks**, as well as cleansed of oils, stains from coffee, and other heavy residues.
- **For cleaning** use commercially available coffee maker cleaning agents.
- You should also the deposit removal process the coffee machine when the brewing process starts taking longer, when the brewing sounds get louder or in case the coffee machine shuts off although there is still water in the tank (e.g. in case of very hard water).
- For **removal of calcium deposits** we recommend „**Fast descaler for coffee machines**“ a formula tried and tested by us:

**(Code-No.: 190065; packaged in 30 portions of 15 g/each).**

- Dissolve the **calcium deposit removal formula (15g)** in **1 - 2 litres** of water.
- Pour the solution containing the calcium deposit removal formula to the water tank for the coffee machine.

- Insert the filter basket by sliding it along the appropriate guides (without coffee).
- Place the empty thermo jug on the bottom plate under the filter basket.
- Turn the unit on as for normal use.
- After several drops of the solution have flowed into the thermo jug, turn the coffee machine off.
- Wait 5 - 6 minutes for the remainder of the solution to dissolve the deposits, then turn the unit on again.
- After the entire solution has flowed through the machine, turn the coffee machine off and dispose of the solution.
- After finishing the deposit removal process it is necessary to repeat the brewing process 2 - 3 times using only water, in accordance with the instructions contained in this insert and/or instructions for use. Water remaining in the coffee machine must then be removed with the help of the flow valve located on the rear wall (at the bottom) of the unit.
- Rinse the thermo jug several times with warm water.
- The unit is now ready to resume making coffee.
- After the calcium deposit removal process it is necessary to carefully wash hands.



### **CAUTION!**

**During the calcium deposit removal process you must not leave the coffee machine unattended! It is necessary to wear protective gloves and goggles while performing the calcium deposit removal process!**

## **Cleaning the thermo jug**

Hard water may leave white, mineral residues inside the jug. The coffee itself normally discolours these residues and leaves brown marks. In order to remove these residues follow the steps below:

1. Take a half-and-half solution of water and vinegar.
2. Leave this solution in the thermo jug for about 20 minutes and pour it out afterwards.
3. Rinse the thermo jug thoroughly and wipe it dry using a dry, soft cloth. Do not use any kind of abrasive agents as this could cause scratches which could again result in cracks.



### **CAUTION!**

**The thermo jug is not suitable for washing in a dishwasher!**

## Storing the device

- If the device is not used for a longer time, clean the device according to the above mentioned instructions and store it in a dry, clean place protected against frost, sun and children. Do not place any heavy objects on the device.

## 7. Possible Malfunctions

In case of malfunction, disconnect the device from its power source. Before contacting the service or sales agent, verify - based on the table below - whether it is possible to eliminate disruption in operation.

PROBLEM	CAUSE	REMEDY
<b>The unit is turned on but the control light (brewing indicator) has not come on.</b>	<ul style="list-style-type: none"><li>• Plug not connected correctly.</li><li>• Fuse of mains opened.</li><li>• Control lamp defect.</li><li>• Switch defect.</li></ul>	<ul style="list-style-type: none"><li>• Connect plug correctl.</li><li>• Control fuse, test machine on other plug.</li><li>• Contact supplier.</li><li>• Contact supplier.</li></ul>
<b>Coffee machine is turned on but does not function.</b>	<ul style="list-style-type: none"><li>• Coffee machine is overdue a decalcification.</li></ul>	<ul style="list-style-type: none"><li>• Pull plug and let coffee machine cool off, press <b>RESET</b>-button on the back of the machine. Decalcify machine.</li></ul>
<b>The coffee machine shuts off.</b>	<ul style="list-style-type: none"><li>• Overheating protection was triggered.</li><li>• Thermostat defect.</li></ul>	<ul style="list-style-type: none"><li>• Pull plug and let the coffee machine cool off. Press the <b>RESET</b> button on the back of the machine.</li><li>• Contact supplier.</li></ul>

PROBLEM	CAUSE	REMEDY
The unit is turned on, the brewing indicator is on, but hot water is not flowing out.	<ul style="list-style-type: none"><li>• Heating element defect.</li><li>• Thermostat defect.</li></ul>	<ul style="list-style-type: none"><li>• Contact supplier.</li><li>• Contact supplier.</li></ul>
The unit is turned on, the brewing indicator does not come on and hot water does not flow out.	<ul style="list-style-type: none"><li>• Control panel is damaged.</li><li>• Damaged filling switch.</li></ul>	<ul style="list-style-type: none"><li>• Contact supplier.</li><li>• Contact supplier.</li></ul>
When turned on a fuse immediately burns out.	<ul style="list-style-type: none"><li>• Short-circuit.</li></ul>	<ul style="list-style-type: none"><li>• Contact supplier.</li></ul>

**If you cannot remove the malfunctions:**

- do not open the body,
- notify the customer service point or contact the sales agent, while providing the following information:
  - type of malfunction;
  - article number and serial number (rating plate at the rear of the device);
  - date of purchase.

## 8. Waste disposal

### Discarding old devices

At the end of its service life the discarded device has to be disposed in accordance with the national regulations. It is advisable to contact a company which is specialized in waste disposal, or just contact the local disposal service in your community.



### **WARNING!**

**To exclude any abuse and the dangers involved make the waste device unfit for use before disposal.**

**For that purpose disconnect device from mains supply and remove mains connection cable from the device.**



**For the disposal of the device please consider and act according to the national and local rules and regulations.**

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