



Cameo C'choco User Manual

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C'choco

Classic; Core

Super Traditional (ST)

Cameo X



Document

Original English Cameo User Manual

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See Cameo article number on page 26.



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Manufacturer

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1.2	2.5x	14.12.20	New logo, add accessories, 2.2 > 2.5 new software functions, new coffee outlet and C'choco, machine types.
1.3	2.5x	16.02.21	Change title page add single coffee outlet option



The instructions contained in this User Manual must be adhered to in particular the safety instructions. This will help to avoid personal injury and material damage. Ensure that all «Persons» have access to the User Manual.



Thank you for purchasing the Cameo super-automatic coffee machine.

The User Manual will help you to discover all the functions offered by your Cameo and enjoy your products to the full.

If you require further information or have any other questions on the machine, contact your local service organisation or our support team.

We hope you enjoy using your Cameo.

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For Your Safety 1

This chapter sets out the intended use and safety instructions to ensure safe and trouble-free operation of the Cameo and its associated software. It also describes handling and storage conditions.



The instructions contained in this User Manual must be adhered to in particular the safety instructions. Ensure that all «Persons» have access to the User Manual.

Before carrying out any operation on the Cameo, it is imperative to read this chapter and fully understand it. In case of any doubt, consult your local service organisation.

1.1 Intended use

This Cameo coffee machine is exclusively intended to grind, brew and dispense hot coffee, hot water, hot milk, cold milk and steam (depending on model). The coffee machine is designed for indoor usage and is intended for commercial use only (e.g. food services, restaurants and hotels).

Do not use this coffee machine to produce any other product or for any other purpose.



To change coffee settings it is necessary to have the appropriate access rights. Please refer to chapter [“11.3 User rights” on page 118](#) for more details.

Model types (Cameo X, ST and Core are design variants)

Three Cameo models are available, intended to dispense:

- C'2ct; coffee and hot water.
- C'2s; coffee, hot water and steam.
- C'2m; coffee, hot water, steam and milk.

Accessories designed for use with Cameo:

- C'choco; connected accessory to dispense powder products (e.g. chocolate powder).
- C'fridge beside or C'fridge beneath; standalone fridge.
- C'cup heater; standalone cup warmer.



1.2 Introduction

1.2.1 Importance of the safety instructions

In order to prevent accidents to persons, damage to equipment or pollution of the environment, you must comply with all the safety instructions in this User Manual and on the machine.

Observe the bylaws and the recognised technical rules which apply in the country of use of the Cameo.

1.2.2 Disregarding the safety rules

Disregarding the safety rules, as well as existing legal and technical regulations, may lead to accidents, damage to property or environmental pollution.

Disregarding the instructions for use given by the manufacturer may reduce the level of protection offered by the Cameo.

1.3 Directives



This machine complies with all applicable European Community Directives and associated harmonised standards.

- | | |
|----------------------------|---|
| • 2006/42/CE | Machinery Directive. |
| • 2014/30/EU | Electromagnetic Compatibility (EMC). |
| • 2014/68/EU | Pressure equipment. |
| • 2014/35/EU | Low voltage directive (LVD). Electrical equipment designed for use within certain voltage limits. |
| • 2011/65/EU | Restriction of the use of certain hazardous substances in electrical and electronic equipment. |
| • 2012/19/EU | Waste Electrical and Electronic Equipment (WEEE). |
| • 1935/2004/CE | Materials and articles intended to come into contact with food. |
| • Regulations (EU) 10/2011 | Plastic materials and articles intended to come into contact with foodstuffs. |
| • - | German Food and Feed Code (Lebensmittel-, Bedarfsgegenstände- und Futtermittelgesetzbuch - LFGB) |

1.3.1 Harmonised standards

Statement about the relevant harmonised standards that have been used, or statement about the specifications in relation to which conformity is declared:

Cameo only

- EMC: CISPR 14-1:2016, CISPR 14-2:2015, IEC 61000-3-2:2018, IEC 61000-3-3:2013/AMD1:2017
- LVD: IEC 60335-1:2010/AMD1:2013/AMD2:2016, IEC 60335-2-75:2012/AMD1:2015, IEC 62233:2005

Cameo/C'choco

- EMC: CISPR 14-1:2016, CISPR 14-2:2015, IEC 61000-3-2:2018, IEC 61000-3-3:2013/AMD1:2017
- LVD: DIN EN 60335-1 (VDE 0700-1):2012-10/DIN EN 60335-1 (VDE 0700-1):2012-10//A13 (VDE 0700-1/A13):2018-07, EN 60335-1:2012/AC:2014/A11:2014/A13:2017/A1:2019/A14:2019/A2:2019, DIN EN 60335-2-75 (VDE 0700-75):2010-11, EN 60335-2-75:2004+A1+A11+A2+A12:2010, DIN EN 62233 (VDE 0700-366):2008-11/Ber.1 (VDE 0700-366 Ber.1):2009-04, EN 62233:2008/Ber.1:2008, IEC 60335-1:2010/AMD1:2013/AMD2:2016, IEC 60335-2-75:2012/AMD1:2015/AMD2:2018

1.4 General safety instructions



Keep the Cameo away from potential sources of interference.

Do not expose the Cameo to direct sunlight, heat, dust or excessive humidity (use only in a clean food service environment).



RISK OF ELECTROCUTION

The power plug is the device used for disconnection in case of problems or emergency and it must be easily accessible at all times.

Only use the power cord provided with the machine.

Never use a machine which is damaged or has a defective power cord. With signs of damage, for example if there is a smell of burning or visible insulation damage, unplug the machine, immediately stop using it and contact your local service organisation.

The power cord must only be repaired by a service organisation appointed by the manufacturer.

Make sure that the cable is not near a hot surface.

Be careful to ensure that the power cord is not trapped and does not rub against sharp edges.

Repair, commissioning and service operations must only be performed by a service organisation appointed by the manufacturer.

Never open the machine, nor remove any parts except for the instructions specified in this manual.

Only connect the Cameo to the electrical power sources specified and a power supply network provided with a protective earth.

Requirement for Australian deviation: disconnection incorporated in the fixed wiring is in accordance with AS/NZS 3000.

Do not immerse the appliance in water.



RISK OF BURNS OR SCALDING

The hot water, steam, milk and coffee dispensed are hot. Avoid direct contact with the skin.

Always place a suitable cup under the outlet before dispensing products.

During automatic cleaning, hot cleaning solution and steam are released several times.

Keep hands and skin away from the outlets.



IRRITANT PRODUCTS

Everclean™ and Eversys cleaning balls™ should be considered potentially dangerous. When performing any operation on the Cameo, local safety regulations must be followed. It is imperative to wear protective gloves and glasses when working with potentially dangerous materials.

For any other materials referred to in this manual (e.g. Everclean™ and Eversys cleaning balls™) corresponding safety data sheets should be consulted before the first use, adequate protective measures should be applied and any applicable regulations should be followed.

Safety data sheets are available under the [Eversys Login area](#).



It is imperative to use only the products, accessories, spare parts and software specified in this manual.

The powder chute, the bean hoppers, and the Eversys cleaning ball dispenser may only be filled with materials for the use intended.



Except for cups, do not place anything on top or above the Cameo.

The machine is not suitable for installation in an area where a water jet or water spray might be used.

The machine must not be located on a surface that is sprayed or cleaned with a water hose, steam jets, steam cleaner, or similar equipment.

The machine must be placed and levelled on a horizontal, water-resistant, heatproof, and sturdy base capable of bearing its weight, see [“2.3.3 Dimensions and weight of the machine” on page 26](#).

For operating, service and safety reasons the machine should be installed with a clearance of not less than 50 mm at the back and sides from the building or non-approved equipment. A minimum working space of 650 mm in front the coffee machine and overhead clearance of at least 250 mm above the bean hoppers are recommended. A clear height of 950 mm from the top of the installation surface should be ensured. The height of the installation surface above the floor is at least 800 mm. If the coffee machine connections are to be run downwards through the counter, please make space for the lines, which can reduce the usable space below the coffee machine.

The machine is only to be installed in locations where its use and maintenance is restricted to trained personnel. Please refer to [“10.2.2 «Persons»” on page 112](#).

Only connect the machine to the mains in accordance with the information on the rating plate [“2.3.7 Rating plate” on page 29](#).

Adjustment of the frequency is automatic. No action is required.

The power cord must be in accordance with local regulations. Voltage/current specifications are as listed in the table [“2.3.4 Electrical data and power overview” on page 27](#).



To connect the machine to the water mains, use the original supplied hoses only.

Any necessary on-site preparatory work for electricity, water and drainage connections at the customer's premises is to be arranged by the machine owner/manager. The work must be carried out by authorised installation technicians in compliance with general, country-specific and local regulations. Eversys service organisations may only connect the coffee machine to existing prepared connection points. Eversys appointed service organisations are neither authorised, nor responsible for carrying out any on-site installation work prior to connection.



Always switch off the machine at the main switch before undertaking cleaning tasks. Use only a damp cloth and protect the machine against permanent water projections.

Regular cleaning is mandatory in order to ensure problem-free operation of the coffee machine and to ensure optimum coffee quality. Refer to method and frequency under [“7 Care” on page 65](#).

Only use original Eversys cleaning products. Use of products that are not explicitly recommended by Eversys could damage the machine.

It is forbidden to clean the machine with a water jet or a water spray.

Make sure to have your machine maintained at regular intervals to ensure safe and efficient performance. Refer to [“7.1.2 Maintenance” on page 67](#).

Risk of spoiled food residue: if the machine is not cleaned regularly, milk and coffee residue may accumulate in the machine, clog the outlets or get into drinks. Clean the coffee machine and add-on according to [“7.2.1 Cleaning plan” on page 68](#) and [“7.2.2 Cleaning table” on page 69](#).



People, including children, who, because of their physical, sensory or cognitive abilities, or due to their inexperience or lack of knowledge, are not able to use this machine safely, are not allowed to operate it unless under the supervision or on the order of a responsible person.

The machine is not suitable for children under the age of 8 years. Children above the age of 8 or persons who are challenged with respect to physical, sensory or mental abilities must never approach the machine alone and must always be supervised.

Children are not allowed to play with the machine.

Children are not permitted to perform any cleaning on the machine.



Do not put the Cameo or any of its component parts in the dishwasher.

Never use coffee beans treated with additives or caramelised.

In case of prolonged absence (short-term storage), switch off the machine using the main power switch and close the water tap.

1.5 Information for disposal

The disposal and/or recycling of materials must be performed in accordance with the legislation in force.

This machine and its accessories must be recycled.

Subject to separate collection of electric and electronic equipment and accessories for the purpose of recycling.

Electrical and electronic equipment may contain dangerous substances which constitute health and environmental hazards. The owner must return the device to its dealer or establish direct contact with an approved body for treatment and recovery of this type of equipment.

Symbol	Description
	Separate collection of electric and electronic equipment. This machine is marked in compliance with European Directive 2012/19/EU, Waste Electrical and Electronic Equipment (WEEE).
	General symbol for recovery/recyclable

1.6 Decommissioning and disposal



Contact your local service organisation for long term decommissioning and disposal.

1.6.1 Packaging material

The packaging material (cardboard, PE plastic film, PE, PE-foam, EPS) must be recycled or disposed of according to the local regulations.

1.6.2 Removal of equipment

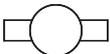
Disconnect the coffee machine from the power supply and water mains. If the coffee machine is hard-wired, it must be disconnected by an authorised service agent.

1.7 Special safety instructions and signs

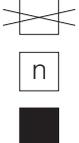
Appropriate safety instructions are mentioned in the specific chapters. They should be observed in the same way as the general safety instructions contained in this chapter.

1.7.1 Signs

The following signs can be found on the Cameo. Associated warnings are explained in the table.

Sign	Description	Explanation
	Caution, consult accompanying documents	-
	High voltage - Danger	ELECTROCUTION During maintenance work, always power off the machine using the main switch (see "5.9" on page 53).
	Burning - Danger	HOT SURFACE Contact may cause burns. Do not touch.
	Corrosive product	CORROSIVE Causes severe burns. Avoid contact with skin and eyes.
	Main switch	Power ON.
	Main switch	Power OFF.
	Main water inlet	Water tap open.
	Main water inlet	Water tap closed.
	Protective earthing	-

1.8 Packaging signs

Symbol	Description
	Fragile, handle with care.
	Keep dry.
	Keep upright.
	Maximum and minimum humidity limit.
	Maximum and minimum temperature limit.
	Stacking limit by number. Not to be vertically stacked higher than the specified number of items «n».
	Phytosanitary treatment of the pallet.
	Serial Number.



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Description 2

Chapter Overview

This chapter offers a general overview and presentation of the Cameo.

2.1 Identification

The Cameo is a super automatic coffee machine that automates the entire process of making a perfect Barista coffee drink. The Cameo coffee machine has numerous options. An overview of your machine is illustrated in the following chapters. Please note that your coffee machine may look different from the configuration shown in this manual (C'2m Classic and C'2m <10.2020).



The technical specifications, illustrations and dimensions contained in these instructions are given merely as an indication. They shall not give rise to any claim.

For any further information, please consult your local distributor or [see "Manufacturer" on page 2](#).

2 Description



2.1.1 Key features

Cameo model	Cameo X					
	C'2ct/ST	C'2s/ST	C'2m/ST	C'2ct/	C'2s/	C'2m/
	Classic	Classic	Classic	Core	Core	Core
Two products at the same time	✓	✓	✓	✓	✓	✓
Coffee products and hot water (coffee outlet)	✓	✓	✓	✓	✓	✓
Hot water outlet	✓	✓	✓	✗	✗	✗
Adjustable water temperature	✗	✓	✓	✗	✗	✗
Steam products (steam wand)	✗	✓	✓	✗	✓	✗
e'Foam Micro Air Dosing (MAD)	✗	✓	✓	✗	✓	✗
Electronic Milk Texturing (EMT) (coffee outlet)	✗	✗	✓	✗	✗	✓
1.5-Step (optional)	✗	✗	✓	✗	✗	✗
e'Levelling	✓	✓	✓	✓	✓	✓
Front LED	✓	✓	✓	✗	✗	✗
PowerPlus (5.6 kW steam boiler power)	✓	✓	✓	✗	✗	✗
Bean hopper level alert	✓	✓	✓	✗	✗	✗
CCI/CSI/API Connection	✓	✓	✓	✗	✗	✗
e'Connect (Telemetry)	✓	✓	✓	✓	✓	✓
Tempest	✓	✓	✓	✓	✓	✓
Earth	✓	✓	✓	✗	✗	✗
Customised colours	✓	✓	✓	✗	✗	✗



Cameo Core is a standard product with no options.

2.1.2 Cameo range (visuals)

Cameo (previous 09.2020)



Fig. 2-1

Cameo classic



Fig. 2-2

Cameo Super traditional



Fig. 2-3

Cameo X



Fig. 2-4

2 Description



2.2 Overview

2.2.1 Front view



Fig. 2-5 Front view

- (1) Bean hoppers and cleaning balls access (see ["2.2.4" on page 25](#))
- (2) Cups heater (≈ 50 cups)
- (3) Touch screen
- (4) Coffee outlet
- (5) Steam wand (or optional 1.5-Step, see ["9.13" on page 106](#))
- (6) Front panel (Service Engineer access only)
- (7) Drip tray (closed)
- (8) Hot water outlet

2.2.2 Drip tray open



Fig. 2-6

- (1) Main power switch (see "5.2" on page 42)
- (2) Drip tray (open)
- (3) Water inlet
- (4) Grounds drawer

2 Description



2.2.3 Touch screen

The touch screen and the graphical user interface are touch-sensitive.



Fig. 2-7

- (1) Hot water wheel selector and/or button (See "5.6.3" on page 47)
- (2) Emergency stop touch button (See "5.7" on page 51)
- (3) Graphical user interface (products may vary according to settings and Cameo model) (See "3" on page 33)
- (4) Standby button (See "5.2.1" on page 42)
- (5) Steam wheel selector and/or button (See "5.6.4" on page 48)



Depending on the settings, the touch screen wheel selectors (1) and (5) may be used as a wheel and/or as a button. Display of the stop and standby buttons also depend on the settings.

See chapter "11.3 User rights" on page 118.

2.2.4 Top view (bean hopper)

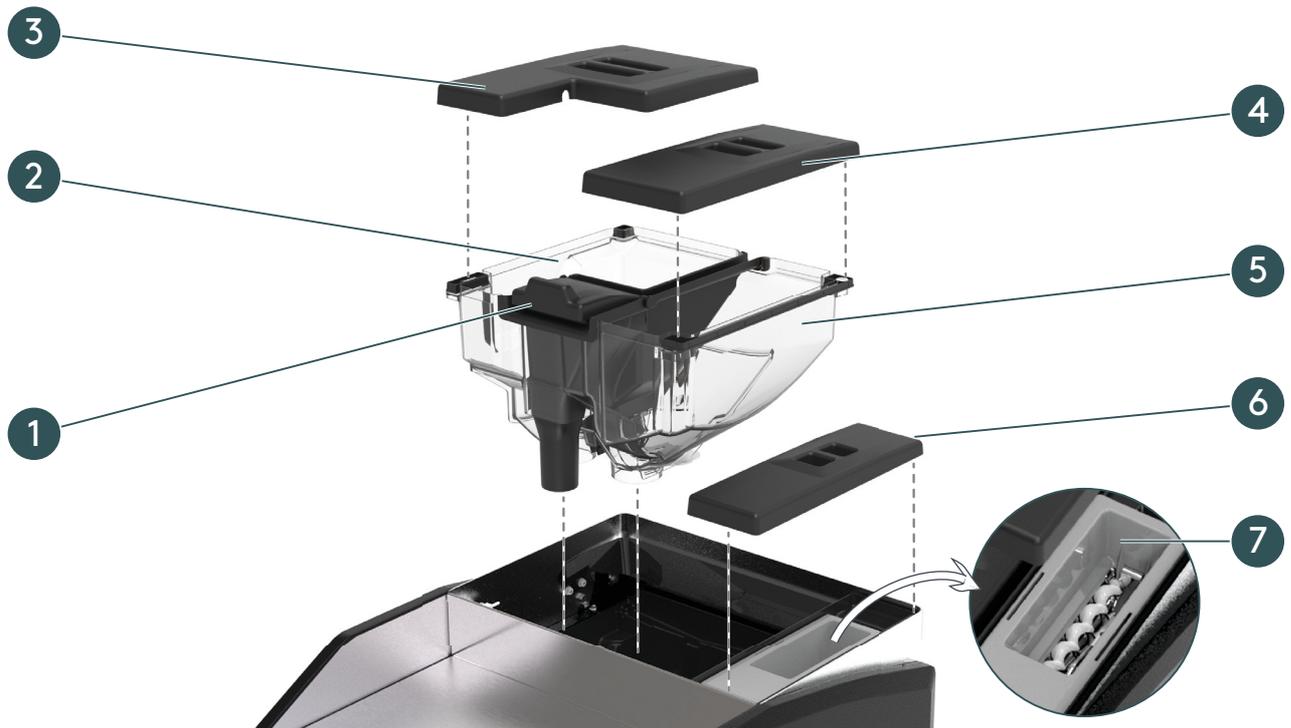


Fig. 2-8

- | | |
|---|--|
| (1) Powder chute decaf or special coffee | (5) Bean hopper (right side) |
| (2) Bean hopper (left side) | (6) Eversys cleaning balls™ cover |
| (3) Bean hopper cover (left side) | (7) Eversys cleaning balls™ dispenser |
| (4) Bean hopper cover (right side) | |



Optional single bean hopper (with no powder chute) and red cover for the cleaning balls available see ["9 Options"](#) on page 91 for more information.

2 Description



2.3 Technical data

2.3.1 Performance

Description (Classic, Core and ST)	C'2ct	C'2s	C'2m
Two products at the same time	✓	✓	✓
Espresso/h (23 s extraction time)	175	175	175
Cappuccino/h (23 s extraction time)	-	-	175
Hot water products/h (200ml)	170	170	170



Performance depends on cup size and machine settings.

2.3.2 Cameo article number

Description	C'2ct	C'2s	C'2m
Cameo Classic	0E10000001	0E10000002	0E10000003
Cameo X	-	0E10000006	0E10000004
Cameo Core	0E10000009	0E10000008	0E10000007
Cameo Super Traditional	0E10000010	0E10000011	0E10000012

2.3.3 Dimensions and weight of the machine

Description	C'2ct/Classic C'2ct/Core	C'2s/Classic C'2s/Core	C'2m/Classic C'2m/Core	Cameo X/ST
Width (W)		430 mm (16.9 in)		470 mm (18.5 in)
Height (H)		580 mm (22.8 in)		580 mm (22.8 in)
Height (H) with High feet and large grounds drawer (option, see "9.17" on page 109)		630 mm (24.8 in)		630 mm (24.8 in)
Depth (D)		600 mm (23.6 in)		600 mm (23.6 in)
Weight	53 kg	60 kg	62 kg	67 kg

2.3.4 Electrical data and power overview



Cameo Core - Only available with:
 1LNPE, 220-240 V~, 50/60 Hz (16 A - fuse)
 2LPE - 208 Vac, 60 Hz (15 A - time delay) - NA - (3xAWG14)
 200V~, 50/60Hz (12 A) - JP
 1LNPE, 220 V~, 60 Hz (16 A - fuse) - KR - (3x1.5mm²) (C13/C19 - type F) (C'2ct/Core)
 1LNPE, 220 V~, 60 Hz (25 A - fuse) - KR - (3x4mm²) (C'2s and C'2m/Core)

					Cameo X
Description (Cameo Classic and ST)	Country	C'2ct	C'2s	C'2m	
Europe					
1LNPE, 220-240 V~, 50/60 Hz (16 A - fuse) C19 plug:	-	2500 W	2800 W	2800 W	
	1 phase 16 A	CH (type J); EU (type E/F); UK (type G); US (type B).			
1LNPE, 220-240 V~, 50/60 Hz (3x4 mm ²) (25 A fuse)	EU	N/A	5600 W	5600 W	
3LNPE, 380-415 V~, 50/60 Hz (5x1.5mm ²) (16 A - fuse)	EU, IL	N/A	8100 W	8100 W	
3LPE, 220-240V~, 50/60 Hz (5x4mm ²) (20 A - fuse)	EU	N/A	5600 W	5600 W	
North America (NA)					
2LPE - 208 Vac, 60 Hz (15 A - time delay) - (3xAWG14)	US/CA (NA)	2000 W	2300 W	2300 W	
2LPE - 208 Vac, 60 Hz (30 A - time delay) (3xAWG10)	US/CA (NA)	N/A	4600 W	4600 W	
Asia					
200V~, 50/60Hz (12 A)	JP	1900 W	2100 W	2100 W	
200V~, 50/60Hz (30 A)	JP	N/A	6000 W	6000 W	
1LNPE, 220 V~, 60 Hz (16 A - fuse) - KR - (3x1.5mm ²) (C13/C19 - type F)	KR (type F)	2300 W	2600 W	2600 W	
1LNPE, 220 V~, 60 Hz (25 A - fuse) - KR - (3x4mm ²)	KR	N/A	5100 W	5100 W	
3LNPE, 380 V~, 60 Hz (16 A - fuse) - KR - (5x1.5mm ²)	KR	N/A	7400 W	7400 W	
Frequency	50/60 Hz				
Power consumption (machine on)	1900 W to 8100 W				
Power consumption (standby mode)	Less than 2 W				



The power cord and plug must be in accordance with local regulations. Adjustment of the frequency is automatic. No action is required.

2.3.7 Rating plate

The rating plate is located behind the left bean hopper.

Please copy the following information from the identification label in the fields below:

Type

Serial number (SN)

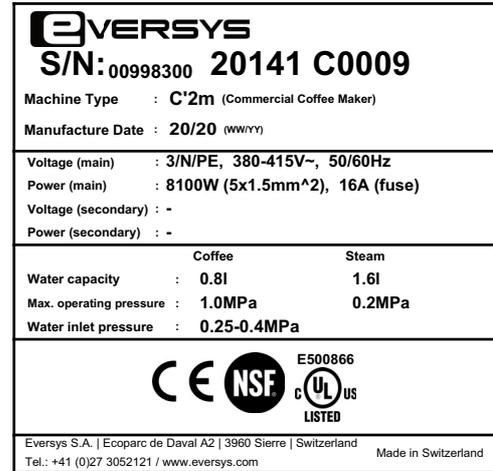


Fig. 2-9

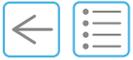
Symbol	Description
	Manufacturer's reference (order number)
	Serial number
	Date of manufacture (week + year)
	Manufacturer
	CE mark
	VDE GS Mark (EU)
	UL Certification Marks (Canada and United States)
	NSF Mark (NA)
	CMIM mark (Morocco)
	Eurasian Conformity mark
	UK Conformity Assessment mark

2 Description



2.3.8 Machine type correspondence table

Machine name	Machine type
C'2ct/Classic	C'2ct
C'2s/Classic	C'2
C'2m/Classic	C'2m
C'2ct/Core	C'2ct
C'2s/Core	C'2
C'2m/Core	C'2m
Cameo X	Cameo X
C'2ct/ST	C2ct-2021
C'2s/ST	C2s-2021
C'2m/ST	C2m-2021



2.4 e'Connect (Telemetry)

This leading-edge telemetry system allows you to track and process live data from anywhere in the world, to control consistency and performance, ensuring transparency, optimize service maintenance and generate statistics. It is possible to provide dashboards to enable you to converge data into simple reporting.

Specific user rights are necessary to access the telemetry system.

[Contact your service organisation for more information.](#)

2.5 Process flow

Depending on the process/product, the system will take suitable quantities of beans and grind them according to the product needs, supply them to the appropriate brew chamber and tamp according to settings. It will then brew and dispense the product according to your request.

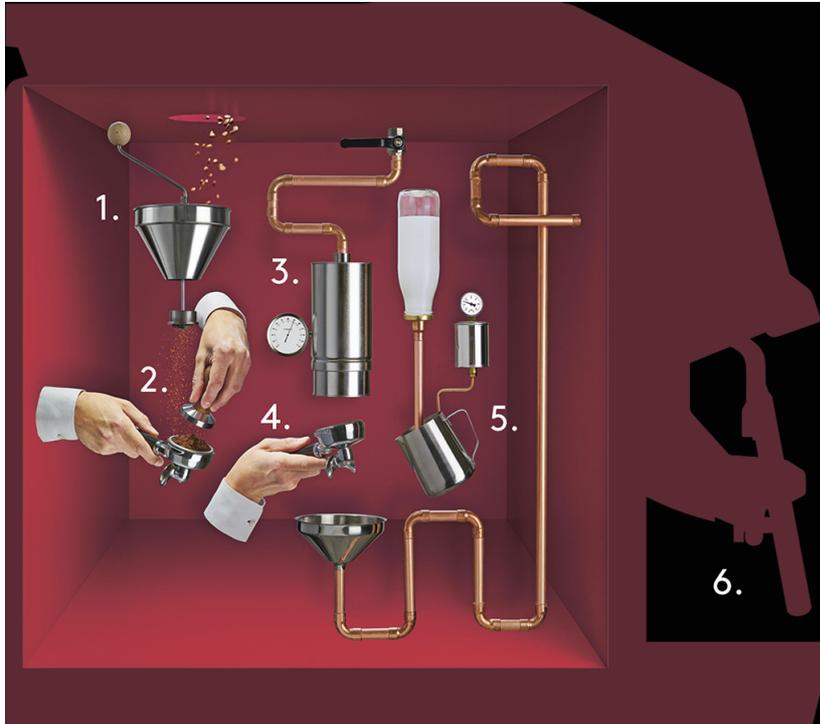


Fig. 2-10

- (1) Grinding**
Eversys - designed ceramic blades driven by a powerful yet quiet motor, whose heat is cleverly channelled away from the coffee beans, to maintain their quality, via a set of fans. Electronic control maintains consistency of product throughout the day, ensuring optimal extraction at all times.
- (2) e'Levelling and tamping**
Automatic levelling is the ability to initiate a movement to the brew chamber, create a vibration which enables the powder in the chamber to spread more evenly, which leads to a better, more consistent extraction. This movement is a replica of what the Barista does-taps the portafilter. Tamping
A 24 - gram brewing chamber to facilitate single cycle large beverages is controlled by electronic tamping to guarantee consistent quality.
- (3) Temperature control**
A dedicated coffee boiler, separated from the water/steam boiler, ensures productivity and temperature control, essential parts of in-cup quality.
- (4) Brewing**
Reverse gravity extraction vertical infusion optimizes powder efficiency as the espresso is produced.
- (5) Milk frothing**
Milk is frothed with steam and air in the one-step system, promoting flavour as well as texture, mirroring the Barista experience.
- (6) Dispensing**
All products are pre-programmed to be dispensed in a consistent and efficient manner, placing seamless productivity and quality at the forefront of the customer experience.

Software 3

Chapter Overview

This chapter describes the Cameo software at a glance.

3.1 Using the touch screen

The Cameo software is operated with a touch screen.

- Press to click.
- Press top (to open the top layer).
- Press and hold to open login or e.g. start automatic cleaning.
- Slide to adjust settings.



Only use your fingers to select a product/press the touch screen.

3.2 Main screen

The main screen offers access to most of the software functions and coffee products.

- The display of products and buttons depends on the settings.
A blinking button indicates that the user needs to perform an action.

The main screen may also display 8 or 15 buttons.



Fig. 3-1

- (1) Product buttons (See "3.3" on page 36)
- (2) Emergency stop button (See "5.7" on page 51)
- (3) Header strip or top layer (See page 35)
- (4) Rinse button (See "5.3" on page 43)
- (5) Footer strip (See page 35)

3.2.1 Header strip

The header strip is always visible except when the rinse top layer is displayed (see "5.3" on page 43).

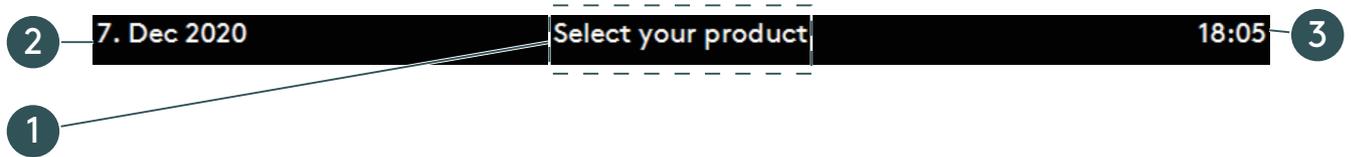


Fig. 3-2Header strip

- (1) Login access area (long press to open: See "6.1" on page 56) or press to open the top layer "3.2.2" on page 35
- (2) Date (day, month and year)
- (3) Time



To change the language, time zone and date, please refer to "11.3.3 Display" on page 120.

3.2.2 Top layer



Fig. 3-3Top layer

- (1) Info menu
- (2) Clean the screen countdown (See "5.3" on page 43)
- (3) Login access area See "6.1" on page 56
- (4) Rinse button (See "5.3" on page 43)

3.2.3 Footer strip

The footer strip is always visible and buttons differ according to settings.



Fig. 3-4Footer strip

- (1) Decaf. button
- (2) Milk two button (press to select milk two)
- (3) Extraction time (seconds)
- (4) Warning message (See "8.1" on page 81)
- (5) Grinder button (See "3.4" on page 37)
- (6) Purge button (See "5.6.5" on page 49)
- (7) Product layer page # (press to access other products)

3.3 Product buttons (default)

Product	Description	Product	Description
	Ristretto		Latte
	2 x Espresso		Cappuccino
	Coffee button		Milkfoam
	Coffee powder - Decaf. (special product)		Espresso Macchiato
	Americano		Latte Macchiato
	Coffee Pot		Milk
	Filter Coffee		Manual Steam
	Hot Water		Auto Steam
	Choco		Everfoam™
			1.5-Step

3.4 Grinder button



Display of this button or password access depends on the settings. Default settings are limited to Service Engineer login ([see "11.3.3" on page 120](#)).

The grinder button opens the **Grinder Adjustment** menu.



Grinder adjustment tips: [See "6.6 Beans & Grinder" on page 62](#).

3.5 Specific settings

Settings are done by the Eversys service organisation. If wishing to change factory parameters, make sure to go through the ["11.3 User rights" on page 118](#) with your service engineer during commissioning.



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Commissioning 4

Chapter Overview

This chapter outlines the initial setup of the machine.

4.1 Initial commissioning



It is imperative to read the [“1.4 General safety instructions”](#) on page 12 and understand this manual before commissioning the machine.

Specifications for the electrical connection and the standards quoted apply for connecting the coffee machine in EU countries. It may be necessary to also observe additional country-specific regulations. Outside the EU, acceptance of the standards quoted is to be checked by the legal entity or person who wishes to use the coffee machine.



The machine weighs > 50 kg, two people are required to unpack, transport and/or lift it onto a flat stable table capable of bearing its weight.

If using a forklift, hand stacker or any other manual lifting equipment, make sure to use it according to local regulations.



Your service organisation will put your coffee machine in operation for the first time and instruct you on its operation.

Subsequent recommissioning, decommissioning or any service and repair operations will also be undertaken by your service organisation.

4.2 Requirements prior to initial commissioning

A few preparations are necessary before your service engineer can set up your Cameo. The following preparations must be carried out by a professionally qualified person.

Description	OK	Issue
Flat and clean surface	<input type="checkbox"/>	
Clean environment	<input type="checkbox"/>	
Space above min. 300 mm (11.8 in)	<input type="checkbox"/>	
Stable table capable of bearing < 100 kg	<input type="checkbox"/>	
Table height 800 mm (31.5 in)	<input type="checkbox"/>	
Countertop cutout, see "9.2.2" on page 93.	<input type="checkbox"/>	
Separate electrical lines for each machine.	<input type="checkbox"/>	
Electrical mains protected by RCD or RCCB	<input type="checkbox"/>	
Mains power switch	<input type="checkbox"/>	
Water mains shutoff valve with a non-return valve (type EA or according to local regulation)	<input type="checkbox"/>	
Descaling cartridge or carbon filter as minimum	<input type="checkbox"/>	
Water pressure 2.5 - 4 bars (32.3 - 58 psi)	<input type="checkbox"/>	
Pressure reducer (only if pressure is above 4.5 bars)	<input type="checkbox"/>	
Flow rate above 140 L/h.	<input type="checkbox"/>	
Water inlet 3/8" (AU and JA G 1/2)	<input type="checkbox"/>	
The drain hose must be connected to a siphon (input min. Ø 56 mm).	<input type="checkbox"/>	
Siphon input min. Ø 56 mm according to EN 61770.	<input type="checkbox"/>	
Machine installed with adequate back flow protection to comply with applicable federal, state or local plumbing codes.	<input type="checkbox"/>	
Total hardness: 5 - 8° dGH (89-142 ppm)	<input type="checkbox"/>	
Carbonate hardness: Max. 6° dKH (107 ppm)	<input type="checkbox"/>	
pH value: ideal 7.0 - 7.2	<input type="checkbox"/>	
Chlorine (Cl) max. 0.1 mg/l	<input type="checkbox"/>	

Operation 5

Chapter Overview

This chapter presents how to start, stop and operate the Cameo.



It is imperative to read the [“1.4 General safety instructions”](#) on page 12 and understand this manual before making drinks with this Cameo. In case of unclear information, please contact your local service organisation.



The quality of the coffee depends on many factors, but it is most important of all to use fresh coffee beans and to regularly clean and service your machine according to [“7.1 Cleaning and maintenance operations”](#) on page 66.

5.1 Daily setup guidelines

	Procedure	See chapter
A.	Switch on.	“5.2” on page 42
B.	Or wake up with the standby button.	“5.2.1” on page 42
C.	If necessary, acknowledge errors.	“8.1” on page 81
D.	Press Rinse to initialize startup.	“5.3” on page 43
E.	Empty the grounds drawer.	“5.8” on page 52
F.	Fill with fresh coffee bean.	“5.4” on page 44
G.	If necessary, fill with Eversys cleaning balls™.	“7.3.8” on page 79
H.	Enjoy your drink!	“5.6” on page 46

5.2 Switch on

- A. Move the steam wand to the right (1) (if using the optional milk arm refer to "9.13" on page 106).
- B. Lift the drip tray (2) and remove the grounds drawer (3).
- C. Start the Cameo at the main power (4), switch to «I» (ON).
- D. Check that the main water inlet tap is open (5).
- E. Replace the grounds drawer and push the drip tray back to its original position.

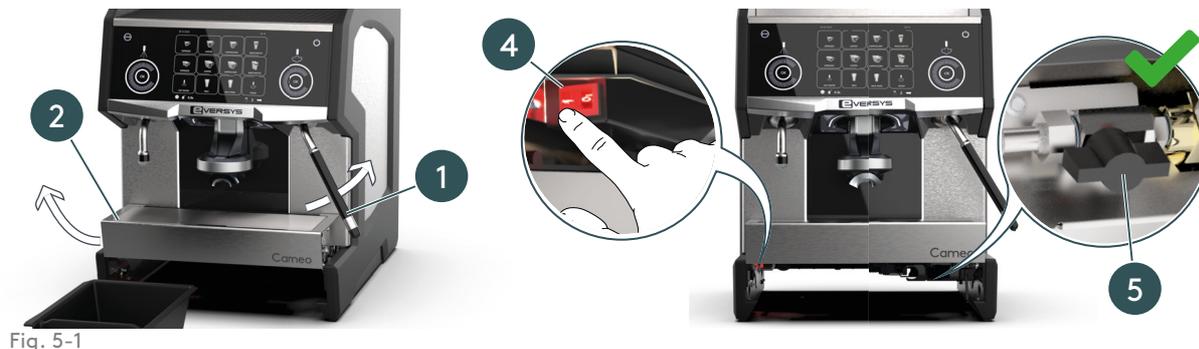


Fig. 5-1

5.2.1 Standby (wake up)



- A. If the Cameo is already switched on and in standby mode, press and hold (3s) the standby button (1) to power up.



Fig. 5-2



Standby mode switches off all the functions like heating the boiler, the touch screen and the front lighting to save energy. It is possible to use this function to switch off, for instance overnight.

5.3 Rinse



To initialize the Cameo, it is necessary to rinse after each start-up. Each time a rinse is necessary this button will flash.

- A. It is possible to rinse at any time by pressing the **Rinse (1)** button.



The Rinse button dispenses hot water.



Depending on settings, the **Rinse** button will display either in the products area or on the top layer. Refer to chapter [“11.3 User rights” on page 118](#) for more information.

Top layer example:



Fig. 5-3

5.3.1 Pre-heat rinse



After 10 minutes idle mode (no drink is being made), a pre-heat rinse is requested by the machine if this function is activated.



To activate or deactivate this function, please contact your local service organisation.

5.3.2 Auto-rinse

Rinsing is not a substitute for daily cleaning! Auto-rinsing is necessary to remove residue that builds-up in the coffee and milk systems.

The Cameo automatically rinses after certain time intervals as well as when it is switched ON or OFF.

5.4 Fill the coffee bean hoppers

 **Never try to reach into the grinder. Grinder burrs are sharp and may cause injury.**

 Only open bags of coffee beans with as much as you need for the day. Store coffee beans in a cool and dry place.

Ensure that no foreign object get into the bean hopper(s). The grinder may be blocked or damaged.

The following procedures describe how to fill the left bean hopper (3). Proceed in the same way to fill the right bean hopper (4).

A. Remove the left bean hopper lid (3).

 This stops all Cameo functions!

B. Ensure the bean hoppers are open (locked) (2).

 When unlocked (1) the bean hopper is loose, and it will not be possible to grind coffee (closed position).

C. Fill with fresh coffee beans (5).

D. Close the left lid (6).

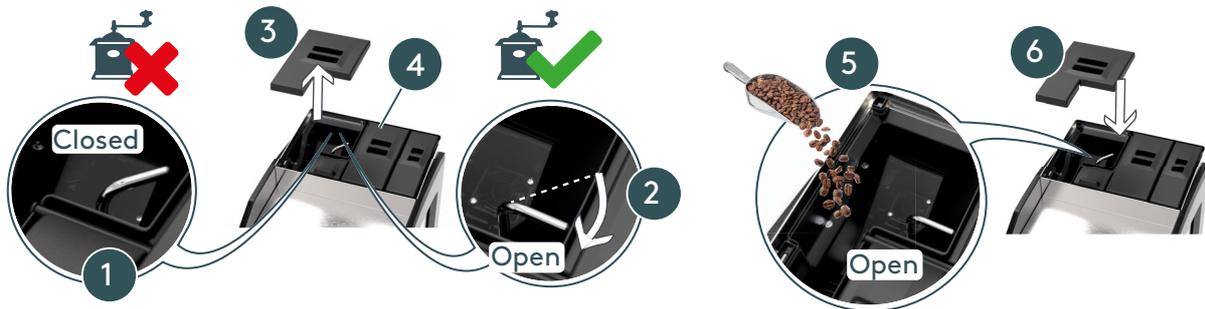


Fig. 5-4

5.5 Cups heating panel

- A. Fill the heating panel with cups.



Be careful as the cups and the heating panel may be hot. Ensure that the plastic grid is in place.



It is possible to stack up to 50 Eversys espresso cups.

We recommend a maximum of two layers of cups in order to ensure optimum heating of the cups.



Fig. 5-5

5.6 Make a drink

It is not possible to outline all drink products in this manual. You can find an overview of the main types in the following chapters.

To change settings or display of the product buttons, refer to “11.3.3 Display” on page 120.



All product buttons function as stop/start buttons.

Press the button to start dispensing the product and, if necessary, to stop dispensing manually: press the same product button again.

5.6.1 Adjust the coffee outlet height

- A. Move the coffee outlet (1) up or down to adjust it according to cup height.



Max. cup height is described in chapter “2.3.6” on page 28.



Fig. 5-6

5.6.2 Coffee product



- A. Place two espressos cups under the coffee outlet.
- B. Press this button to make two Espressos at the same time.

5.6.3 Hot water product



- A. Place a cup under the hot water outlet (1).
- B. Press this button to dispense hot water (e.g. to make a tea).

It is also possible to use the Cameo left side wheel and OK button to dispense hot water.



Fig. 5-7

5.6.4 Steam product



- A. Before using the steam wand, press the purge button ("[5.6.5](#)" on page 49) to evacuate air from possible condensation.
- B. Place a milk frothing pitcher (2) under the steam wand.
- C. Insert the steam wand in the milk frothing pitcher (filled to one third with fresh cold milk).
- D. Press one of the buttons above to dispense a steam product (e.g. to make milk foam or coffee art (3)).

 Never leave the steam wand immersed in the pitcher if not used.

- E. It is also possible to use the Cameo right side wheel and **OK** button to dispense steam.
- F. Purge and wipe the steam wand ("[5.6.5](#)" on page 49).



Fig. 5-8

5.6.5 Steam purge button



After every use of the steam wand it is necessary to wipe and purge it.

- A. Press the blinking purge button on the main screen (1).
- B. Wipe the steam wand with a damp cloth (2). Change cloths every day.



Caution hot steam!

- C. On the screen that displays, press purge (3).



Fig. 5-9

5.6.6 Powder coffee product (decaf.)



Only add ground coffee in the decaffeinated powder chute!



Depending on settings, the **Decaf.** button may not be displayed in the products area. Refer to chapter [“11.3.3 Display” on page 120](#) for more information.



If your machine is customised with the optional single bean hopper, it is not possible to make a decaf product. The powder chute is not available anymore.

- A. Press the button with measuring scoop (1).
- B. Press the desired product (2).
- C. Open the powder chute (3) and add one portion of ground coffee max. 20 g. Use espresso fine grind coffee for optimal in-cup quality.
- D. Close the powder chute lid (3) and press **Continue** to dispense the product.



Fig. 5-10

5.7 Product stop



- A.** To stop all products dispensing, press the product stop button (1) or (2).



Depending on the settings, the **STOP** button may not be displayed in the products area (2). Refer to chapter [“11.3.3 Display” on page 120](#) for more information.

Removing a lid stops all Cameo functions.



Fig. 5-11

5.8 Empty grounds drawer



RISK OF BURNS.

After first startup or during cleaning, the grounds drawer may contain hot water, empty it carefully (see "7" on page 65 for more information).



Coffee grounds may be composted or recycled with organic waste (4).

- A. Once the grounds drawer is full with coffee cakes, empty it according to the following steps and the instructions displayed.
- B. Move the steam wand to the right (1) (or upwards if using the optional milk arm, refer to "9.13" on page 106 for more information).
- C. Lift the drip tray (2) and remove the grounds drawer (3).
- D. Empty the grounds drawer (4) and replace it under the drip tray.



Fig. 5-12

- E. Acknowledge emptying of the grounds drawer.

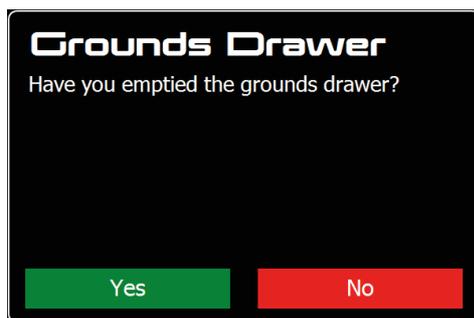
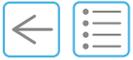


Fig. 5-13



5.9 Switch off

- A. Shut down the Cameo at the main power switch, to «O» (Off).

Refer to chapter "5.2 Switch on" on page 42 for more information.

5.10 End of the day guidelines



To avoid odours and possibly sticky coffee and milk residues (which might also block the machine), make cleaning part of your daily end-of-the-day procedure.

This will ensure top quality coffee and smooth operation.

	Procedure	See chapter
A.	Clean	"7.2" on page 68
B.	Switch off or standby	"5.9" on page 53
C.	Have a nice evening!	;)

5.11 Emergency stop



Perform an emergency stop ONLY if the machine is completely stalled and does not respond to any command.

To shut down all functions, either:

- switch OFF the main power switch (1).
- unplug the power cord from the mains socket.



The Cameo must be located in such a manner that the main switch and power cord are accessible at all times.

The mains power socket must be located near the Cameo and must be easily accessible by the operator.



Fig. 5-14Emergency stop

Settings Menu 6

Chapter Overview

This chapter outlines Operator and Manager basic settings.



Never give your password to untrained users. Incorrect entries or changes may reduce the quality of drinks.



The display of these chapters depends on your login level. Please refer to the Appendix, chapter [“11.3 User rights” on page 118](#) for more information.

6 Settings Menu



6.1 Login menu

- A. Press and hold the login area (see "3.2.1 Header strip" on page 35).

↳ The login menu displays.



Fig. 6-1

- B. Type in your password to access the settings menu.
 - C. If you do not have a password, it is possible to request a temporary password. Press **Get a temporary access** and provide your service organisation with the number displayed.
- (1) The settings **Menu** displays.

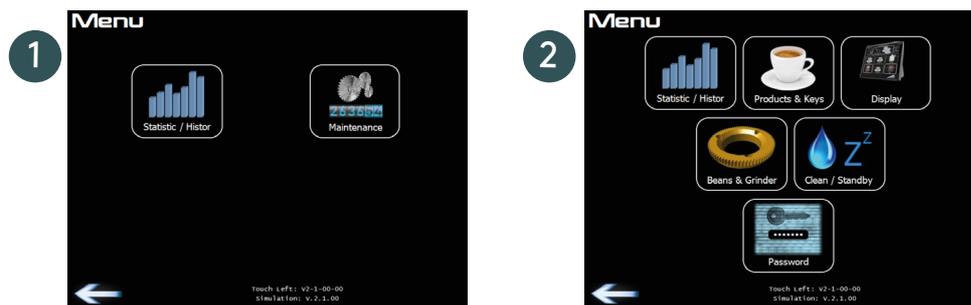


Fig. 6-2

- (1) **Menu** example with operator access.
- (2) **Menu** example with manager access.



Operator login lets you view statistics (product counter) and cleaning history.

Manager login is a limited access for product settings and display functions. Full access to all statistics and history.

6.2 Use of the software menu (Manager)

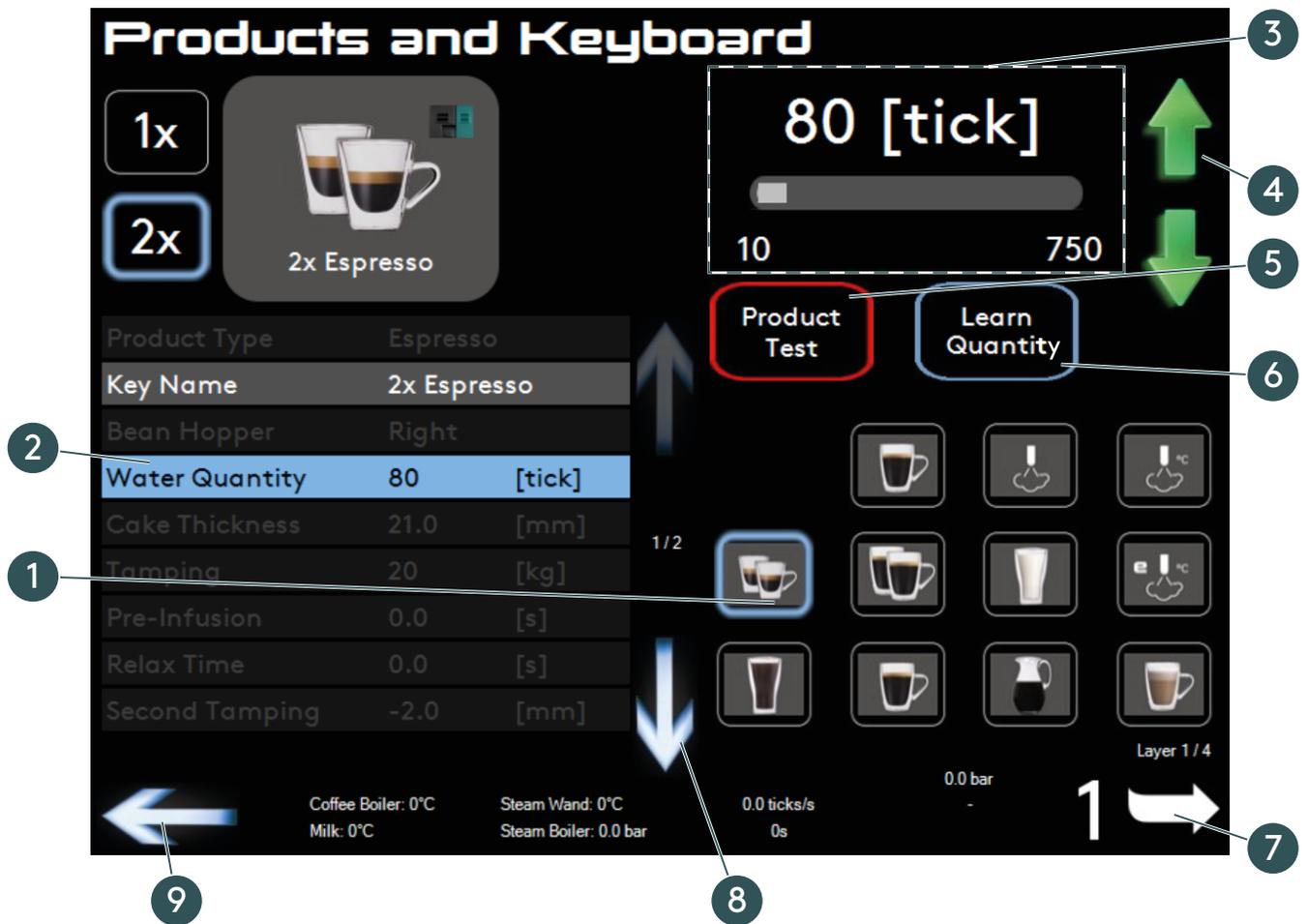


Fig. 6-3

- (1) Select a product.
- (2) Press a sub-menu to display its settings.
- (3) Slider: Slide left or right to adjust settings.
- (4) Up/down keys: Use these arrows (green) for fine adjustments.
- (5) **Product Test**, use this button to test the product and avoid going back to the main screen.
- (6) **Learn Quantity**, use this button to adjust the quantity of water or milk depending on the product.
- (7) Browse layers.
- (8) Browse menu.
- (9) Navigate to previous menu.

6 Settings Menu



6.3 Statistic/History

This menu allows access to:

- Product Counter.

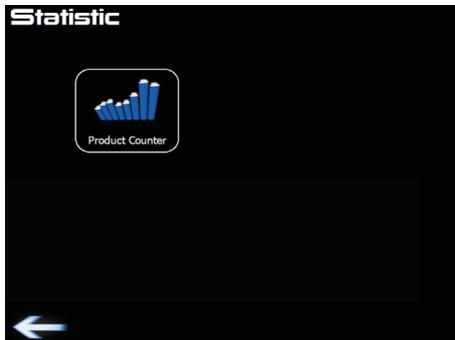


Fig. 6-4



All counters are linked to a password. It is possible to reset counters if necessary.

6.3.1 Product Counter

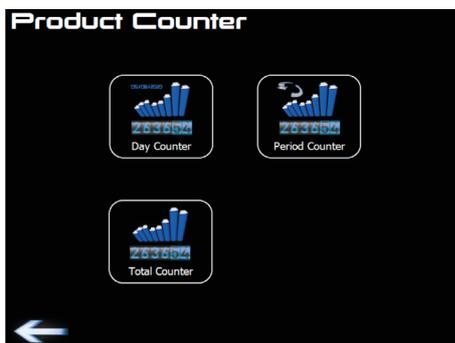


Fig. 6-5

Total counter example



Fig. 6-6

6.4 Products & Keys (Manager login)

With manager access it is possible to modify the following settings.



The hot water quantity is set in seconds when dispensed from the steam boiler and in ticks (controlled by the flowmeter) when it is dispensed from the coffee boiler.

Adjustment range is 0 to 1000 ticks. Ticks are approximately equal to ml.

The milk quantity is set in seconds. Adjustment range is 0 to 100 seconds.

- (1) **Key Name**, press to type in a new name (maximum 13 characters).

Water Quantity, press to modify the number of ticks or seconds (adjust with the slider or up/down keys).



Fig. 6-7

- (2) **Learn Quantity**

- A. Press **Learn Quantity** to dispense a coffee.
- B. When the desired level is in the cup, press the same button to stop the drink.

↳ This memorizes the number of ticks (or seconds).

- (3) Press **Milk sequence** or **Powder sequence** (only if you have the C'choco unit) to open available settings.

- (4) **Milk Quantity** (only for milk products), press to modify the numbers of seconds or **Learn Quantity**.

- (5) **Product test**

Ensure that at least 6 beverages are run using **Product Test** to achieve the desired coffee and extraction time and that the grinder is delivering the correct amount of coffee for the set cake thickness.

To adjust see ["6.6 Beans & Grinder" on page 62.](#)

Everfoam and auto foam products

With these steam products it is possible to control the **Stop Temperature and Foam Texture**.

Hot water products

With hot water products it is possible to control the **Water Temperature**.

6.5 Display

With manager access it is possible to import and set a language, import new icons and set the date, number of display layers, screensaver and front lighting.



Standard languages are EN/FR/DE/NL. For other languages, please contact your service organisation.



Fig. 6-8

Set time and date

Follow the screen instruction. Set time and date if needed.

Time zone

Choose time zone to get correct daylight saving time.

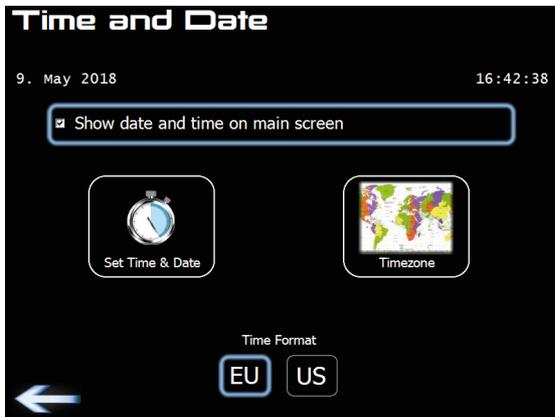


Fig. 6-9

Front lighting

- **Off** (no decorative light under front panel)
- **Select colour** (fixed colour under front panel)
- **Mix** (complete colour spectrum within 3 minutes)

Number of display layers

1 to 3 layers (up to 8, 12 or 15 products per layer depending on settings).

6.5.1 Import Icons

Process is similar to language import, see [“6.5.2 Import Language” on page 61](#)



Store the «.Icons» file in the main directory of the USB drive.

The button **Delete All Icons** deletes all user defined icons.

Filetype: JPEG or PNG. Please note that the files must also respect specific conditions. Please contact your service organisation for more information.



Fig. 6-10

6.5.2 Import Language

Languages can be imported by pressing **Import Language** key.

Follow the instructions displayed.



Store the «.Language» file in the main directory of the USB drive.

The button **Delete All Languages** removes all languages except for English.



Fig. 6-11

6.6 Beans & Grinder

 Display of this button of this screen depends on settings. Default settings are limited to Service Engineer login (see “11.3.3” on page 120).

From the **Grinder Adjustment** menu it is possible to manually adjust the grind size of the coffee powder by 1/100 mm.

Grind Hopper Left (green) or the **Grind Hopper Right** (blue) allow to test grinding of the coffee beans.

- A. Press **finer (-)** or **coarser (+)** to adjust the grind size.



Fig. 6-12

6.6.1 Adjustment tips

 Adjust by setting the grinder either finer or coarser to increase or decrease the extraction time. Average extraction time for two espressos at 25 ml each is 21 to 23 seconds.

6.7 Clean/Standby

Standby after cleaning

- No (machine continues to work after cleaning).
- Yes (machine switches to standby mode after cleaning).

Standby On/Off times

Set the time and choose the days.

↪ The machine will automatically switch on, rinse and heat up accordingly.

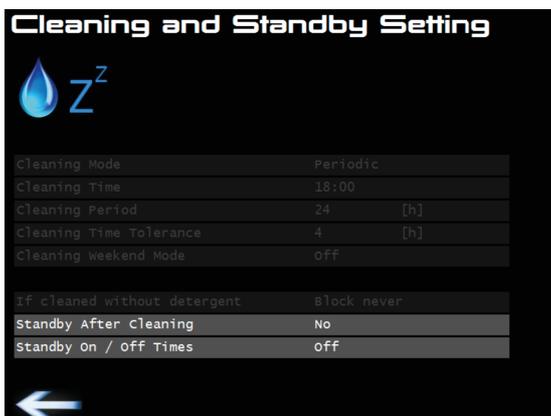


Fig. 6-13

6.8 Password

Two access levels are available. A password can be defined for each level.



Make sure to remember the passwords.



Fig. 6-14



6.9 Logout (technical access).

If a service engineer forgot to logout, check that nobody is still working on the machine and press **Logout (1)**.

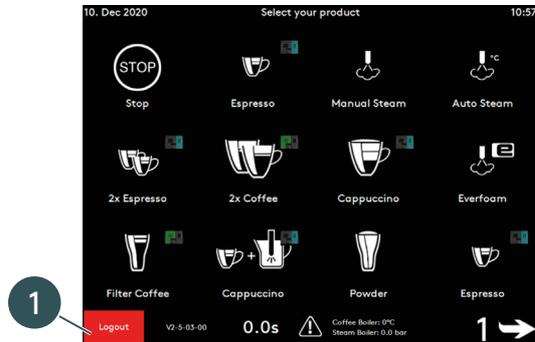


Fig. 6-15

Care 7

Chapter Overview

This chapter explains in detail how to clean and maintain your Cameo.



It is imperative to read the [“1.4 General safety instructions”](#) on page 12 and understand this manual before carrying out any cleaning on the Cameo. In case of unclear information, please contact your local service organisation.

Use only Eversys cleaning balls™ and Everclean™ solutions to clean the system.

Ensure that no one ever ingests these cleaning solutions.

If any variation of performance is observed or suspected, even after care operations, contact your local service organisation.



Do not put the Cameo or any of its component parts in the dishwasher.

Clean under tap water with soft soap.

Dry the parts well after cleaning them. There must not be any residue from cleaning agents.



7.1 Cleaning and maintenance operations

7.1.1 Cleaning

Regular cleaning is mandatory in order to ensure problem-free operation of the coffee machine and to ensure optimum coffee quality.

It is imperative to ensure that persons are not subject to any health hazards as a consequence of the consumption of the food items dispensed by the Cameo.

If care and cleaning of the coffee machine is not carried out properly, dispensing milk beverages will constitute a food hygiene hazard point.

All automatic cleaning operations are logged.

[See chapter "7.2 Periodic cleaning" on page 68.](#)

7.1.2 Maintenance

The Cameo needs to be serviced every **12 months** or every **50'000 products**. Maintenance may only be carried out by a service organisation appointed by the manufacturer.

Please contact your local service organisation for any maintenance tasks.



Fig. 7-1

7.2 Periodic cleaning

7.2.1 Cleaning plan

Description	Daily	Weekly	Monthly	Or as required	See
Automatic system rinse	✗	✗	✗	✓	page 43
Automatic system cleaning Eversys cleaning balls™	✓	✗	✗	✓	page 70
Automatic milk system cleaning Everclean™	✓	✗	✗	✓	page 70
Steam wand	✓	✗	✗	✓	page 49
Steam wand (remove tip)	✗	✗	✓	✓	page 80
1.5-Step (optional)	✓	✗	✗	✓	page 106
Coffee/milk outlet	✗	✓	✗	✓	page 75
Bean hoppers	✗	✓	✗	✓	page 76
Housing and touch screen	✓	✗	✗	✓	page 77
Drip tray	✓	✗	✗	✓	page 78
Grounds drawer	✓	✗	✗	✓	page 73
Undercounter ground coffee disposal (optional)	✓	✗	✗	✓	page 101
Milk tank	✓	✗	✗	✓	page 72
Milk fridge	✓	✗	✗	✓	page 72
Visual inspection cleaning balls dispenser	✓	✗	✗	✓	page 79
C'choco	✓	✗	✗	✓	page 98

7.2.2 Cleaning table

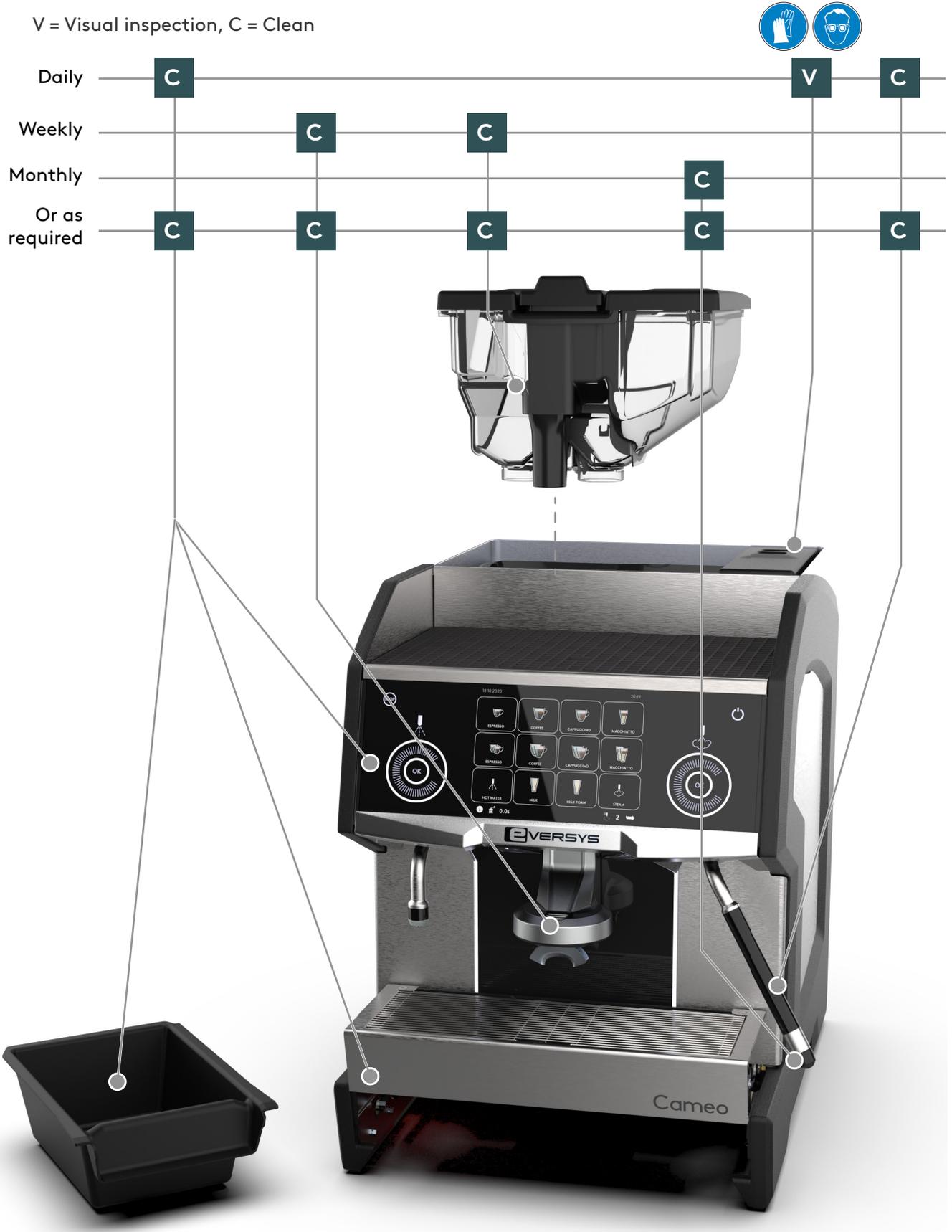


Fig. 7-2

7.3 Cleaning procedures

7.3.1 Automatic system cleaning procedure (with milk)

It is possible to run the complete cleaning procedure at any time. Though you must run the cleaning when requested (if cancelled and depending on settings, it will not be possible to make a drink unless cleaning is performed). The following procedure is illustrated with the C'fridge, the milk tank and the fridge may differ (e.g. with the Vitrifrigo® side fridge there is a high milk tank).



- A. Press and hold the rinse button for 3 s to run automatic cleaning.

↳ The **Cleaning?** menu displays.



Fig. 7-3

- B. Press **Yes** (or **No** to cancel).

↳ The **Grounds drawer** menu displays.



Fig. 7-4

Empty the grounds drawer according to chapter [“5.8 Empty grounds drawer”](#) on page 52.

↪ The **Milk Tank Cleaning** menu displays.



Fig. 7-5

C. Remove the milk tank (1) and store it in a fridge during the cleaning process.

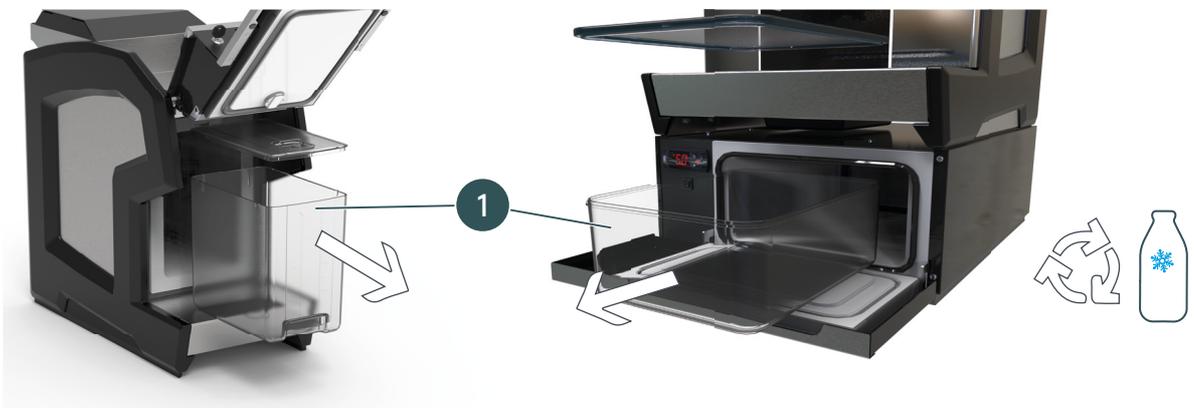


Fig. 7-6

D. If necessary clean the milk tank with warm water and soft soap. Rinse thoroughly.

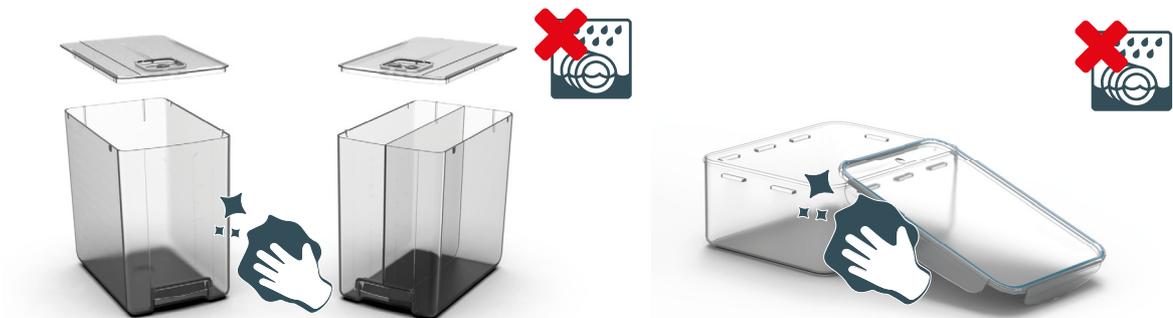


Fig. 7-7

- E. Fill the empty cleaning tank (2.1) with 25 ml Everclean™ (press pump once) and place the milk in-take tube (2.2) inside of it. Ensure that it correctly lays at the bottom of the tank.
- F. Press **Continue** (3).



Fig. 7-8

Cleaning in progress displays.



Fig. 7-9

It takes approximately 12 minutes to complete the entire process.

RISK OF SCALDING OR BURNS.
Hot cleaning solution and steam are dispensed several times during the automatic cleaning. Do not touch the outlets or the zone under the outlets.

- G. When cleaning is finished, remove and clean the cleaning tank (4).
- H. Clean the milk tank tube with a damp single-use cloth (5) and replace the milk tank (6) in the refrigerator. If necessary refill according to ["9.2.1 Refill"](#) on page 92.
- I. Ensure that milk tank tube (5) correctly lays at the bottom of the milk tank (6).
- J. Press **Continue** (7).

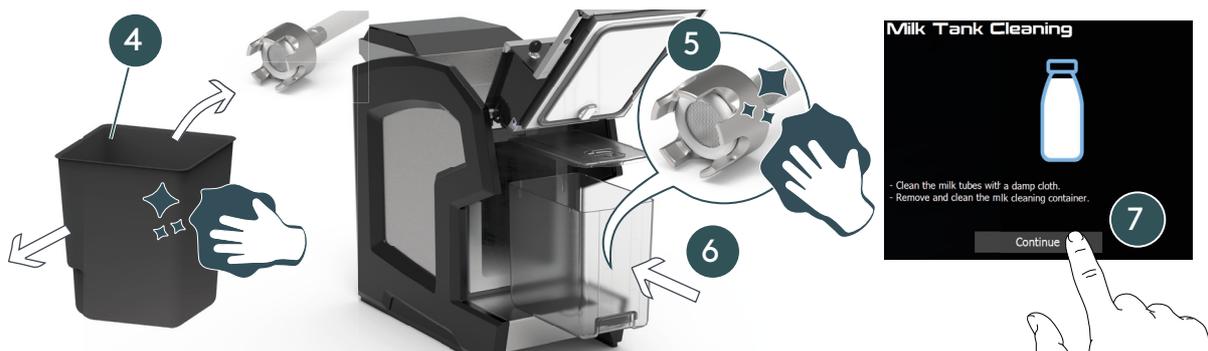


Fig. 7-10

↪ The following menu displays.

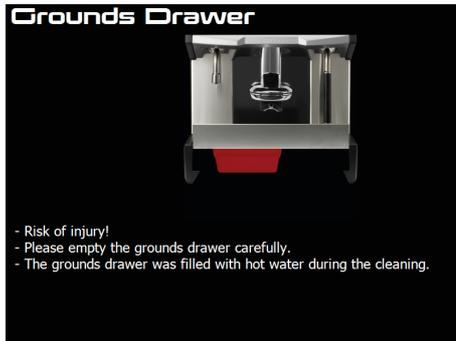


Fig. 7-11

- K.** Empty the grounds drawer in a sink (8) and clean it with soft soap.
- L.** Rinse and dry the grounds drawer (9).



RISK OF BURNS.

The grounds drawer contains hot water, so empty it carefully.

- M.** Lift the drip tray and replace the grounds drawer (10).



Fig. 7-12

- N.** Acknowledge emptying of the grounds drawer.

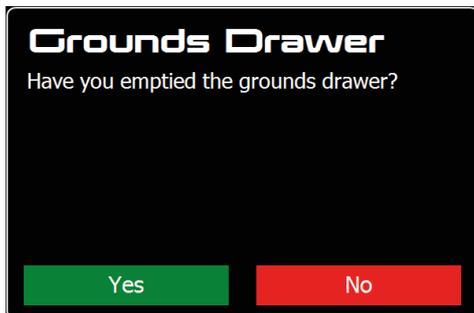


Fig. 7-13

7.3.2 Coffee/milk outlet V2 (metal)

To clean the coffee/milk outlet proceed as follows.

- A. Switch off the machine at the main switch (see “5.9 Switch off” on page 53).
- B. Gently pull down (1) to remove the coffee outlet (1).
- C. Clean with soft soap under clean water (4).
- D. Gently reassemble in the reverse order.

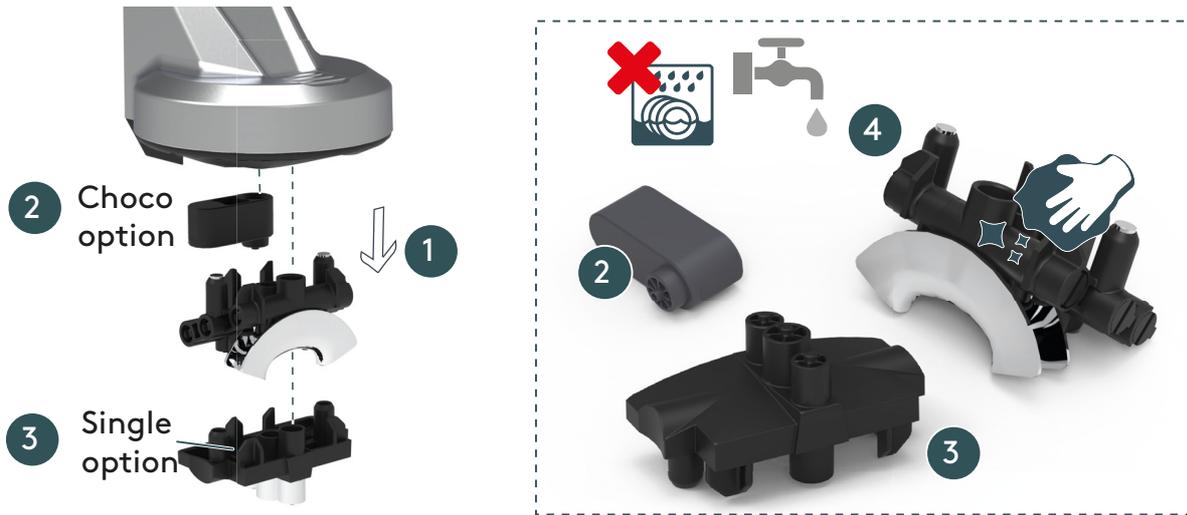


Fig. 7-14

 If you have the C'choco module ensure to clean the optional choco outlet (2). See chapter “9.4 C'choco” on page 95.

 For more information on the single outlet (3) See chapter “9.18 Single coffee outlet” on page 110.

7.3.3 Coffee/milk outlet V1

To clean the coffee/milk outlet proceed as follows.

- A. Switch off the machine at the main switch (see “5.9 Switch off” on page 53).
- B. Slightly tilt the coffee outlet (1) and gently pull (2) to remove it.
- C. Clean with soft soap and use a nylon hand tube brush to clean the holes (3).
- D. Gently reassemble in the reverse order.



Fig. 7-15



7.3.4 Bean hoppers (and decaffeinated powder chute)

To clean the bean hoppers proceed as follows.

- A. Switch off the machine at the main switch (see "5.9 Switch off" on page 53).
- B. Remove both bean hopper lids (1).
- C. Unlock the bean hoppers (2).
- D. Remove the bean hoppers (3) and store the beans for re-use.
- E. Clean the bean hoppers (4) with soft soap, rinse with water and dry with a soft cloth.
- F. Make sure that the bean hoppers are perfectly dry before refilling with coffee beans.
- G. Reassemble in the reverse order and lock the bean hoppers.



Fig. 7-16

H.



If you have the optional single bean hopper, the powder chute is not available. See chapter "9.16 Single bean hopper" on page 109.

7.3.5 Housing

- A. Switch off the machine at the main switch (see “5.9 Switch off” on page 53).
- B. Clean the housing with a damp cloth.

7.3.6 Display (touch screen)



- A. Press on the top middle of the touch screen.
- B. Press on the **Clean the screen** button.

➡ The screen displays a countdown timer.



Fig. 7-17

Disinfect the screen according to the following recommendation (watch video:<https://wi.st/3iMX0Ve>).



Only use commercial disinfectants for hands. Do not use any sanitary disinfectants!

Spray disinfectant on a soft cloth and carefully wipe the display with the cloth.

Important! Never spray any liquid directly onto the touch screen.

7.3.7 Drip tray

- A. Switch off the machine at the main switch (see ["5.9 Switch off"](#) on page 53).
- B. Slightly push the drip tray grid (2) (to unlock) and remove it (3).
- C. Wash the grid and inside of the drip tray (1) with soft soap and rinse.
- D. When replacing the grid, make sure that it lays nice and flat.

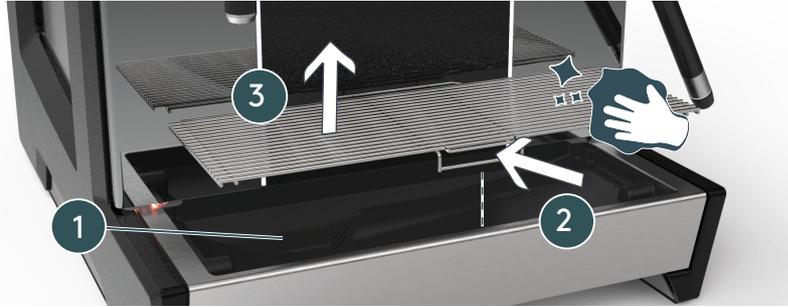


Fig. 7-18

7.3.8 Refill and visual check of the cleaning balls dispenser

- A. Switch off the machine at the main switch (see “5.9 Switch off” on page 53).
- B. Remove the lid (1) and check that there are no blocked or broken cleaning balls in the dispenser (3).



Make sure to previously switch off the machine. There is a risk of minor injury with moving parts.

- C. If necessary, clean the dispenser and remove the blocked or broken cleaning balls.
- D. Refill with Eversys cleaning balls™.



Make sure that there are no broken Eversys cleaning balls™.

- E. Replace the lid (1).



Fig. 7-19

7.3.9 How to clean the steam nozzle

- A. Switch off the machine at the main switch (see "5.9 Switch off" on page 53).
- B. Remove the nozzle (1).
- C. Ensure to not remove (2) the white seal.
- D. Wash the nozzle with soft soap and clean water using a soft brush (3).
- E. Tighten the nozzle (4).
- F. Check that there is no gap between the seal and the nozzle (5).

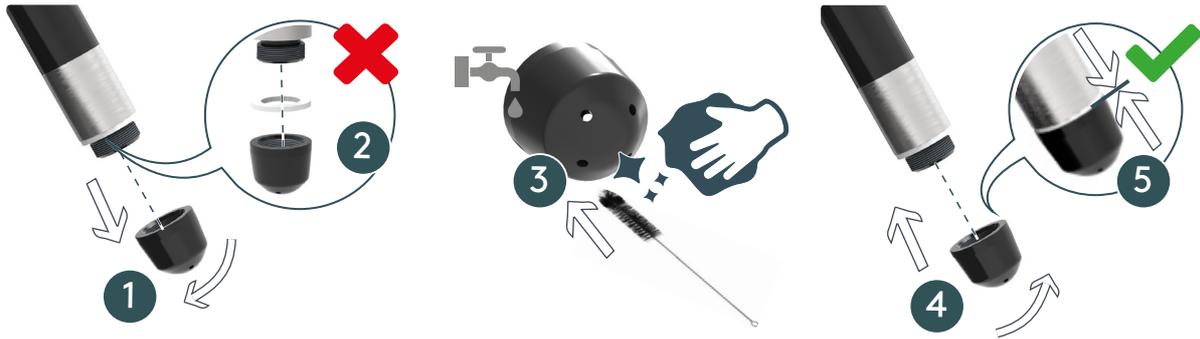


Fig. 7-20

Troubleshooting 8

Chapter Overview

This chapter covers all user interface warning messages.



It is imperative to read and understand this manual before carrying out any troubleshooting on the Cameo. In case of unclear information, please contact your local service organisation.

8.1 Error message example

All Eversys coffee machines are equipped with an internal troubleshooting and error message system. The following screen shows an example.

If an action of the user is required, the warning sign (1) is displayed.

- A. Press the warning sign (1) to display the warning message and required action.
- B. Follow the display message(s) to solve the problem and press **OK** when done.
- C. Use the arrow keys to navigate between the different warning/error messages.

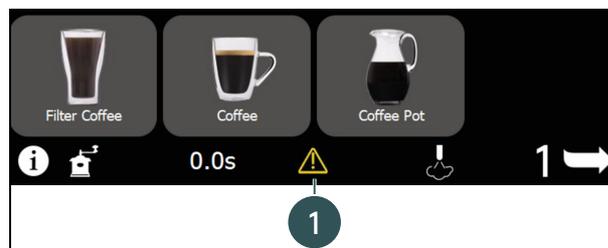


Fig. 8-1



Fig. 8-2

8.2 Error messages



If the actions listed below fail to rectify the issue or other problems not listed here occur, contact your local service organisation.

W=Warnings

S=Stops

E=Errors

#	Info message	Explanation/Corrective action	Refer to
E-000	Bean hopper right missing	Bean hopper removed during a process (e.g. during cleaning: replace the bean hopper and wait until cleaning is finished).	-
E-001	Bean hopper left missing	Bean hopper removed during a process (e.g. during cleaning: replace the bean hopper and wait until cleaning is finished).	-
E-010	Software too old. Please start software update.	Contact service organisation.	-
E-011	Hydraulic unit not connected. Water pump has been switched off.	Contact service organisation.	-
E-012	Milk unit not connected. Water pump has been switched off.	Contact service organisation.	-
E-013	Brewing unit not connected.	Contact service organisation.	-
E-014	Grinder unit not connected.	Contact service organisation.	-
E-095	Software update running. Please wait...	Contact service organisation.	-
E-097	Please set machine type	Contact service organisation.	-
E-098	Please start software update	Contact service organisation.	-
E-099	Communication Error. Please turn the coffee machine off, wait 10 s and turn it on again.	Communication error. Please turn the coffee machine off, wait 10 s and turn it on again.	"5.2" on page 42
E-100	Pressure Sensor Always Zero	Contact service organisation.	-
E-102	Steam Boiler Empty Timeout	- Switch the machine OFF, wait 10 sec. and turn it back ON. - If doesn't work, contact service organisation.	"5.2" on page 42
E-103	Timeout during steam boiler filling. Please check the water supply and press "Continue".	- Switch the machine OFF, wait 10 sec. and turn it back ON. - If doesn't work, contact service organisation.	"5.2" on page 42
E-104	Timeout Steam Heating	- Switch the machine OFF, wait 10 sec. and turn it back ON. - If doesn't work, contact service organisation.	"5.2" on page 42
E-105	Steam boiler connector missing	Contact service organisation.	-



#	Info message	Explanation / Corrective action	Refer to
E-197	Please set machine type	Contact service organisation.	-
E-198	Please start software update	Contact service organisation.	-
E-199	Communication Error Steam	See E-099 on page 82.	-
S-000	Initialize, please wait...	Wait until the initialization has finished.	-
S-001	Coffee boiler is heating...	Wait until the coffee boiler has reached its nominal temperature.	-
S-002	Bean hopper left missing	Check if the bean hopper or lid is inserted correctly.	"5.4" on page 44
S-003	Bean hopper right missing	Check if the bean hopper or lid is inserted correctly.	"5.4" on page 44
S-004	Please empty the grounds drawer.	The grounds drawer must be emptied before cleaning can be started.	"5.8" on page 52
S-005	Risk of injury! Please empty the grounds drawer carefully. The grounds drawer was filled with hot water during cleaning.	During cleaning the grounds drawer is filled with water. Empty it carefully!	"5.8" on page 52
S-006	Grounds drawer is full	The grounds drawer has to be emptied.	"5.8" on page 52
S-007	Please insert grounds drawer	Empty and insert grounds drawer.	"5.8" on page 52
S-008	Please insert the grounds drawer.	The coffee machine can only continue if the grounds drawer is inserted.	"5.8" on page 52
S-009	Grounds drawer missing	The sensor has detected that the grounds drawer is missing.	"5.8" on page 52
S-010	Bean hopper right is empty or locked. Please refill or unlock the bean hopper.	The brewing module has detected no coffee powder in the chamber. The bean hopper right has to be refilled or unlocked.	"5.4" on page 44
S-011	Bean hopper left is empty or locked. Please refill or unlock the bean hopper.	The brewing module has detected no coffee powder in the chamber. The bean hopper left has to be refilled or unlocked.	"5.4" on page 44
S-012	Bean hopper is empty or locked. Please refill or unlock the bean hopper.	The brewing module has detected no coffee powder in the chamber. The bean hopper has to be refilled or unlocked.	"5.4" on page 44
S-013	Coffee quantity too high (last product).	Too much powder coffee was used. Use less coffee next time. If the error remains, contact your service organisation.	"5.6.6" on page 50
S-014	Rinse necessary. The coffee boiler isn't allowed to heat before the machine is rinsed.	Press the rinse key in the upper right corner.	"5.3" on page 43



#	Info message	Explanation / Corrective action	Refer to
S-027	Interface not detected. All coffee products are locked. Please check the interface connection and setting.	This message only occurs if you use an external interface (CSI or CCI).	"9.1" on page 91
S-028	The milk system has been cleaned without detergent. The coffee machine is blocked now until the next cleaning with Everclean!	Can only occur if you have set the parameter "If cleaned without detergent" to "Block after 4 days". The coffee machine is blocked now until the next cleaning with detergent!	"11.3.5" on page 122
S-029	Milk fridge door open. Please close the fridge door properly.	This message is only set if monitoring of milk fridge door is activated. Close the fridge door.	"11.3.7" on page 122
S-030	Source water tank empty. Please refill source water tank.	Reed switch has detected that the source water tank is empty. - Refill the source water tank. - Check reed switch and cable.	"9.1" on page 91
S-031	Waste water tank full. Please empty waste water tank.	Reed switch has detected that the waste water tank is full. - Refill the source water tank. - Check reed switch and cable.	"9.1" on page 91
S-032	Milk unit not connected. Water pump has been switched off.	Milk products blocked! Contact service organisation.	-
S-033	Touch Screen open. Please close the display properly.	Machine blocked! Contact service organisation.	-
S-034	Bean hopper left is empty or locked. Please refill or unlock the bean hopper.	The brewing module has detected no coffee powder in the chamber. The left bean hopper has to be refilled or unlocked.	"5.4" on page 44
S-035	Bean hopper right is empty or locked. Please refill or unlock the bean hopper.	The brewing module has detected no coffee powder in the chamber. The right bean hopper has to be refilled or unlocked.	"5.4" on page 44
S-100	Steam boiler is heating...	This message occurs if the steam boiler pressure is below 0.8 bar and the boiler starts to heat to the nominal value (e.g. in the morning after switching on the coffee machine)	-
S-101	Please switch off the machine	This message occurs if the steam boiler has been emptied or de-pressurised. The coffee machine has to be switched off (main switch).	"5.9" on page 53
S-102	Empty steam boiler...	Contact service organisation.	-
S-103	Depressurize steam boiler...	Contact service organisation.	-
S-104	Fill steam boiler...	If the water level is lower than the safety level the steam boiler has to be filled. Wait until the steam boiler is filled.	-

8 Troubleshooting



#	Info message	Explanation/Corrective action	Refer to
S-105	Rinse necessary. The steam boiler isn't allowed to heat before the machine is rinsed.	After switching on the coffee machine, the steam boiler has to wait until the rinse button is pressed before it is allowed to heat. Press the rinse button.	"5.3" on page 43
S-106	Initialize, please wait...	Just wait until the coffee machine is initialised.	-
S-107	Steam boiler security probe problem.	Contact service organisation.	-
S-108	Interface not detected. All steam and hot water products are locked. Please check the interface connection and setting.	This message only occurs if you use an external interface (CSI or CCI).	"9" on page 91
S-109	Touch Screen open. Please close the display properly.	Contact service organisation.	-
W-002	Coffee boiler is heating...	If this message remains, call your service organisation.	-
W-004	Water flow too low	Contact service organisation.	-
W-006	Check cleaning ball dispenser. Blocked or broken cleaning balls. Light barrier dirty?	Contact service organisation.	-
W-007	The coffee machine has been cleaned without cleaning balls. Cleaning ball dispenser empty? Blocked or broken cleaning balls?	This warning is set if no cleaning ball has been detected. Check if the cleaning ball dispenser is empty. If yes -> Refill it. Check if a cleaning ball is blocking the dispenser. If this message remains, call your service organisation.	"7.3.8" on page 79
W-008	Press "Continue" to start cleaning now. If you want to start cleaning later, press the stop button.	To start cleaning latter, press and hold the rinse key for three seconds to start cleaning.	"7.3.1" on page 70
W-009	Cleaning ball dispenser missing.	Contact service organisation.	-
W-010	Invalid coffee recipe	No action necessary. This message disappears with the next successful coffee product. Normally this message should never appear.	-
W-011	Brewing unit initialization failed. The brewing unit is blocked. => Please check the brewing unit.	Contact service organisation.	-
W-013	Service necessary. Please contact your service technician.	The machine has reached the predefined number of products or the service date interval has elapsed. Please call your service technician.	-



#	Info message	Explanation / Corrective action	Refer to
W-014	Please change the water filter.	Predefined water amount has been reached. The water filter has to be changed after its life time cycle. Otherwise the boilers will be damaged due to the limescale. Please call your service technician.	-
W-018	Milk tank empty. Please refill the milk tank.	Refill the milk tank.	"9.2.1" on page 92
W-019	Steam pressure too low for milk products.	Wait until the steam pressure is high enough to produce a milk product.	-
W-021	Top piston failure. The machine tries to unblock the piston automatically.	Contact service organisation.	-
W-022	Bottom piston failure left. The machine tries to unblock the piston automatically.	Contact service organisation.	-
W-023	Bottom piston failure right. The machine tries to unblock the piston automatically.	Contact service organisation.	-
W-024	Milk tank empty. Please refill the milk tank.	Refill the milk tank.	"9.2.1" on page 92
W-025	No grinder turns detected (grinder right, bean hopper right). The grinder automatically tries to start again.	The grinder automatically tries to unblock itself (that normally solves the problem). But if it can't unblock itself after three times, the grinder is blocked and intervention is necessary (the warning W-068 is set).	-
W-027	Date and time incorrect. Please adjust the date and time in the display menu and restart the machine.	<ul style="list-style-type: none">- Turn the coffee machine off (main switch and not standby button!), wait 10s and turn it on again (that mostly fixes the problem).- But if the message is still shown after turning off and on the machine login with manager password and:<ul style="list-style-type: none">- Adjust the date and time at the display => Main Menu => Display => Date and Time => Set Date & Time => Check also if the time zone is correct on the display(s) If the message still appears after manually setting the date and time and restarting the machine, please call your service technician.	"11.3.3" on page 120
W-029	Failure of external EEPROM (CPU)	Contact service organisation.	-
W-030	Failure during backup to external EEPROM (CPU)	Contact service organisation.	-
W-034	No coffee powder detected (left). Please check the powder chute and press "Continue".	Check the powder chute. Have you inserted enough powder?	"5.6.6" on page 50
W-035	No coffee powder detected (right). Please check the powder chute and press "Continue".	Check the powder chute. Have you inserted enough powder?	"5.6.6" on page 50

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#	Info message	Explanation/Corrective action	Refer to
W-037	The milk system was cleaned without detergent. Please use "Everclean"!	None or not sufficient detergent detected for a proper cleaning of the milk system.	"7.3.1" on page 70
W-038	Coffee boiler temperature sensor failure left. Please check the temperature sensor and cable.	Contact service organisation.	-
W-040	Milk heater temperature sensor failure left. Please check the temperature sensor and cable.	Contact service organisation.	-
W-048	During the weekend all milk products are locked!	Occurs only if you have turned on "Cleaning Weekend Mode" ("Clean/Standby" menu)	"11.3.5" on page 122
W-050	Fan Front doesn't run. Check if the fan is plugged in correctly.	Contact service organisation.	-
W-054	Milk pump doesn't run.	Contact service organisation.	-
W-056	Milk input temperature sensor failure. Please check the temperature sensor and cable.	Contact service organisation.	-
W-058	Milk tank temperature left too high. Please fill the milk tank with cold milk.	The temperature of the milk in the fridge is too high. Use and refill only cooled milk.	"9.2" on page 92
W-060	Milk module not connected.	Contact service organisation.	-
W-065	Please schedule next service with your service technician.	In the next few weeks a service will be necessary. It's good to plan the next service early enough (no last minute action). Please call your service technician.	"7.1.2" on page 67
W-066	Please schedule water filter change with your service technician.	In the next few weeks a water filter change will be necessary. It's good to plan the next water filter change early enough (no last minute action). Please call your service technician.	"7.1.2" on page 67
W-068	The left grinder is blocked. Close the left bean hopper. Press "Continue" to start automatic grinder unblocking.	Contact service organisation.	-
W-075	The extraction time is too high. Please press "Continue" to start a rinse.	The extraction time is more than 15 s too long three times running. To check if the machine has a problem, a rinse will be performed after pressing "Continue". If the warning doesn't disappear after the rinse, login with manager password: => Consult the rinse history for more information => Please call your service technician.	"11.3.1" on page 118



#	Info message	Explanation / Corrective action	Refer to
W-077	The flow rate during rinse is too high. Consult the rinse history for more information.	The flow rate during rinse on the left side is higher than 15 ticks/s. Please call your service technician.	"11.3.1" on page 118
W-080	The left grinder could not be automatically unblocked. Press "Continue" to start manual grinder unblocking.	Contact service organisation.	-
W-084	Bean level left too low. Please refill the bean hopper.	Light barrier detected no coffee beans in left hopper. Refill bean hopper. If warning remains, please call your service technician.	"5.4" on page 44
W-086	Initial rinse of milk system hasn't been performed yet. Check if you are logged out.	Make sure that you are being logged out so that the init rinse can start.	"6.9" on page 64
W-101	Steam boiler pressure too high	Contact service organisation.	-
W-103	Steam wand left temperature sensor failure. Please check the temperature sensor and cable.	Steam or everfoam blocked! Contact service organisation.	-

8.3 FAQs

8.3.1 Bean hoppers unlocked

The coffee dispensed is watery.

The bean hopper is empty or closed so no beans have access to the grinder.

↪ Fill or lock the bean hoppers in operating position.

[See chapter "5.4 Fill the coffee bean hoppers" on page 44](#)

8.3.2 No water connected

The main water tap (usually under the counter) or the coffee machine water tap (under the drip tray) are closed.

↪ Open all the water taps.

[See chapter "1.7 Special safety instructions and signs" on page 16](#)

[See chapter "5.2 Switch on" on page 42](#)

8.3.3 No milk dispensed

No milk is dispensed, but the milk tank in the refrigerator is not empty.

↪ Check that the milk is cold enough (3 °C). If making cold milk foam the recommended temperature is 0.5-3 °C. Always fill the milk tank with pre-cooled milk.

↪ Check that the end of the milk in-take tube lay on the bottom of the filled milk tank.

↪ Check that the milk tube is not pinched and in good condition.

[See chapter "9.2.1 Refill" on page 92](#)

8.3.4 Steam wand is clogged

↪ The steam wand needs to be purged before and after every product preparation.

[See chapter "5.6.5 Steam purge button" on page 49](#)



Not using the purge will slowly block the pipe inside. Make purging your regular procedure or refer to chapter ["7.3.9 How to clean the steam nozzle" on page 80](#).

8.3.5 Cups on the cup heater are not warm enough.

↪ Cups can be topped up to a maximum of 2 layers to have an effective cup heating function.

↪ The cup heater is not intended to keep cups warm in a cold air flow (e.g. near an open window or door). [See chapter "5.5 Cups heating panel" on page 45](#)

↪ Contact your service engineer to verify the heating panel settings.

Options 9

Chapter Overview

This chapter describes Cameo options (except Cameo Core).

9.1 Option list and accessories

Description Cameo Classic and ST	C'2ct	C'2s	C'2m	See
C'fridge beside or beneath	✓	✓	✓	9.2 on p.92
C'cup heater	✓	✓	✓	9.3 on p.94
C'choco	✓	✓	✓	9.4 on p.95
Under counter ground coffee disposal	✓	✓	✓	9.5 on p.101
Without steam wand	✗	✗	✓	9.6 on p.101
Cold milk foam	✗	✗	✓	9.7 on p.102
High hot water outlet	✗	✓	✓	9.8 on p.102
PowerPlus 5.6 kW steam boiler power	✓	✓	✓	9.9 on p.103
Bean hopper level alert (standard)	✓	✓	✓	9.10 on p.103
Option selection 2 milk types (dual milk)	✗	✗	✓	9.11 on p.104
Bean hopper lock	✓	✓	✓	9.12 on p.105
1.5-Step	✗	✗	✓	9.13 on p.106
Cup centering guide	✓	✓	✓	9.14 on p.107
Colour Earth/Tempest	✓	✓	✓	9.15 on p.108
Single bean hopper (1 x 2.4 kg)	✓	✓	✓	9.16 on p.109
High feet (and large grounds drawer)	✓	✓	✓	9.17 on p.109
Single coffee outlet	✓	✓	✓	9.18 on p.110

9.2 C'fridge

There are many different refrigerators on the market, so please note that your fridge may look different to the configuration shown below.

⚠ Before carrying out any operation on the C'fridge, it is imperative to read the User Manual and fully understand it. In case of any doubt, consult your local service organisation.

⚠ RISK OF EXPLOSION.
Never store inflammable or explosive goods inside the fridge!

9.2.1 Refill

⚠ Always clean your hands before refilling milk. Germs can be introduced from dirty hands when opening.

Only use cooled milk (pasteurised, homogenised or UHT).

To refill the C'fridge with milk proceed as follows:

- A.** Make sure that the C'fridge is switched on and operating correctly (check that the temperature is not higher than 3°C (37.4°F). If making cold milk foam we recommend even colder milk between: 0.5-3°C (32.9-37.4°F).
- B.** Remove the milk tank from the C'fridge (1) and the cover (2).
- C.** Clean the milk tank with soft soap, rinse under running drinking water and dry it (3).
- D.** Fill with cold fresh milk (4) and replace the milk container lid.
- E.** Carefully replace the milk tank in the C'fridge (5), ensure to insert the milk tube (6) inside the milk tank and that it correctly lays on the bottom of the milk tank.
- F.** Close the door (7).



Fig. 9-1

9.2.2 Optional countertop cut-out dimensions

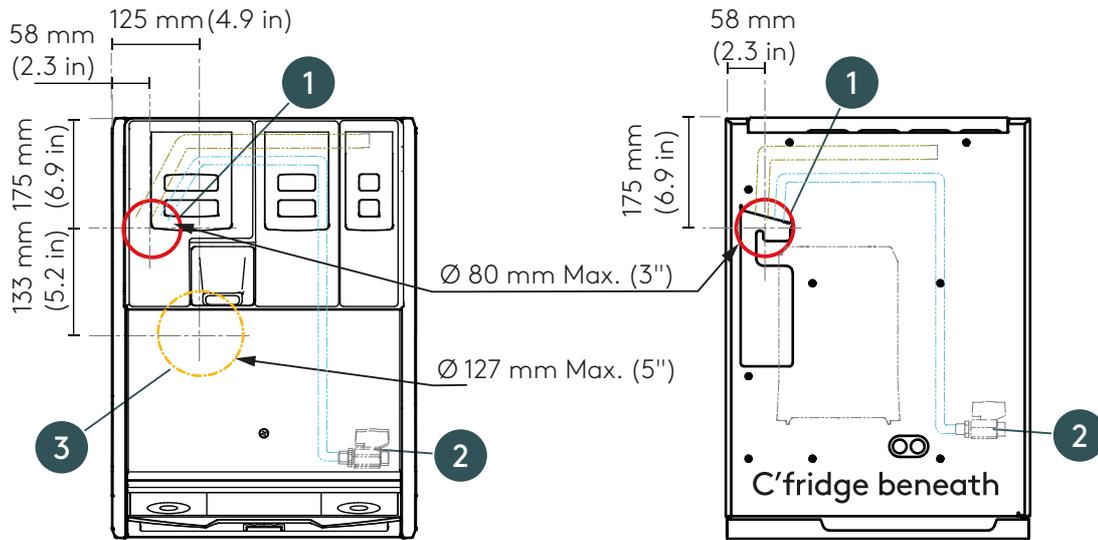


Fig. 9-2

(1) Counter cut-out for :

- Power cord
- Water hose
- Serial port
- Ethernet
- Milk

(2) Main water inlet

(3) Optional under counter ground coffee disposal cut-out

9.3 C'cup heater



Before carrying out any operation on the C'cup heater, it is imperative to read the User Manual and fully understand it. In case of any doubt, consult your local service organisation.

Be careful as the cups, the heating panel and the heating drawers may be hot (90°C).

The C'cup heater with the Cameo classic design is now available.



Fig. 9-3

Refer to the C'cup heater User Manual or the quick start guide provided with the machine for more information.

9.4 C'choco

The C'choco is a powder dispensing system. It allows to dispense powder products such as chocolate powder mixed with water from the coffee boiler.

This device only works in combination with a Cameo machine and 2nd generation CPU/coffee outlets.

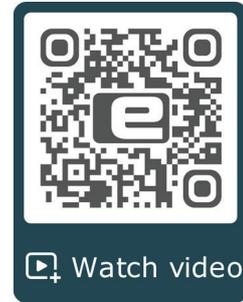
The C'choco is intended for use on Cameo machines only.



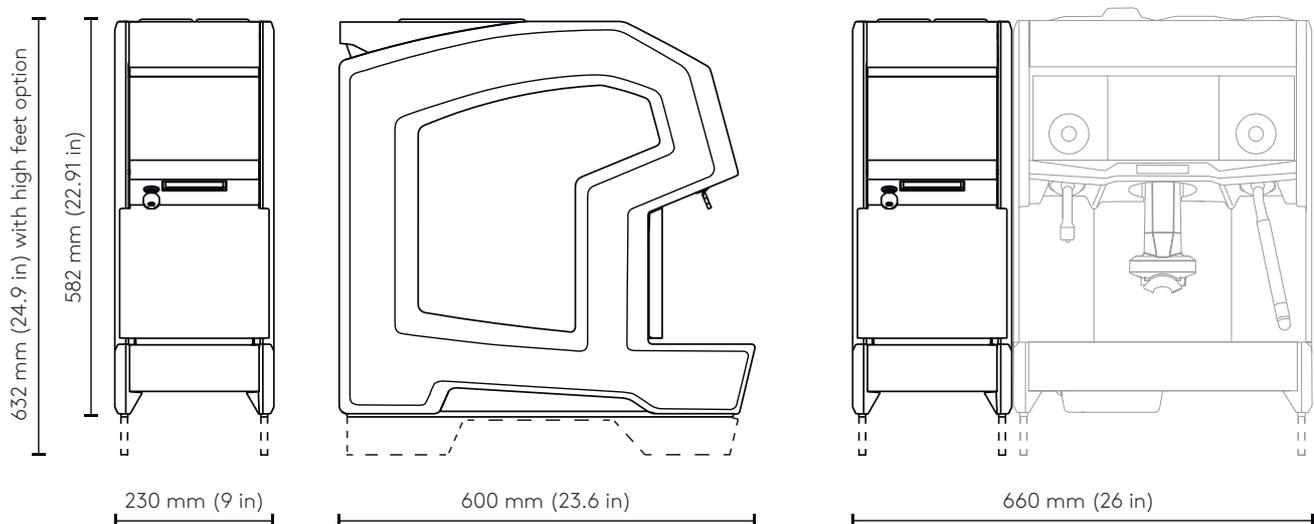
Fig. 9-4

9.4.1 Technical specifications (datasheet)

Machine configuration and overall dimensions



Classic	C'choco
Weight	23 kg
Powder containers	2 x 1.5 kg
Hardware configuration	Cameo pre-configuration necessary.
Mechanical configuration	Cameo with C'choco predisposition, coffee outlet V2 (metal) and CPU V2.
Software	v2.5x and higher
Voltage	24 V provided by the Cameo.
Power consumption	--
Locking system	Key
Installation specifications	Only setup on the left side of the Cameo. For use with Cameo machines only.



9.4.2 Fill with powder



Never try to reach into the mixers. This may cause injury by pinching (3).



Only use powder suitable for automatic machine. Ensure that no foreign object gets into the mixers. This may block or damage them.

- A. Remove the covers (1).
- B. Fill with powder (2).
- C. Replace the covers.



Fig. 9-5

9.4.3 Make a powder drink



- A. Place a cup under the coffee outlet.
- B. Press a choco button preconfigured by your service engineer.



If you have a manager access it is possible to adjust the amount of water. Press **Powder Sequence** (1) and adjust water **Quantity** (2). Press **Product Test** (3) and press check (4) when done.

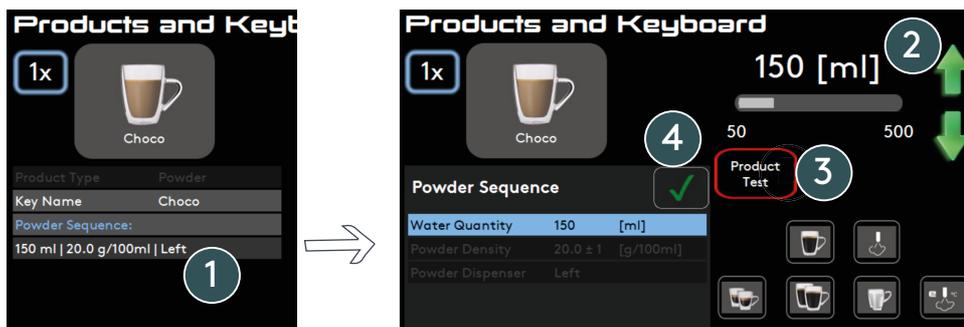


Fig. 9-6

9.4.4 C'choco Daily care

It is important to clean your C'choco unit daily. When requested by the software or when necessary, please follow this procedure or watch this [cleaning video](#).

- A. Open the C'choco door (1).
- B. Turn the powder chutes upwards (2) and remove both of them (3).
- C. Unplug the tube (4) from the panel.

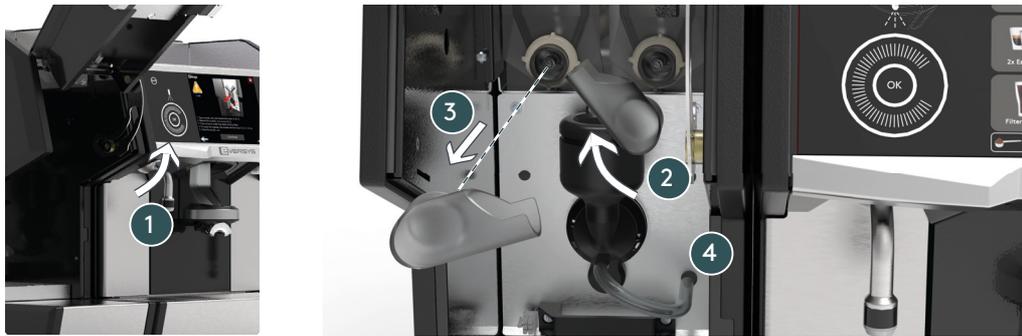


Fig. 9-7

- D. Turn the handle upwards (CCW) (5) to unlock the mixer.
- E. Gently remove the mixer (6). Separate the mixer cover and base (7).
- F. Clean all under tap water with soft soap (8). Dry the parts.



Fig. 9-8

- G. Assemble the mixer cover and base (9) and correctly position it inside the C'choco (10).
- H. Replace the powder chutes (11), lock the handle (12) and plug the tube (13).
- I. Press **Continue** on the software to finish the cleaning process.

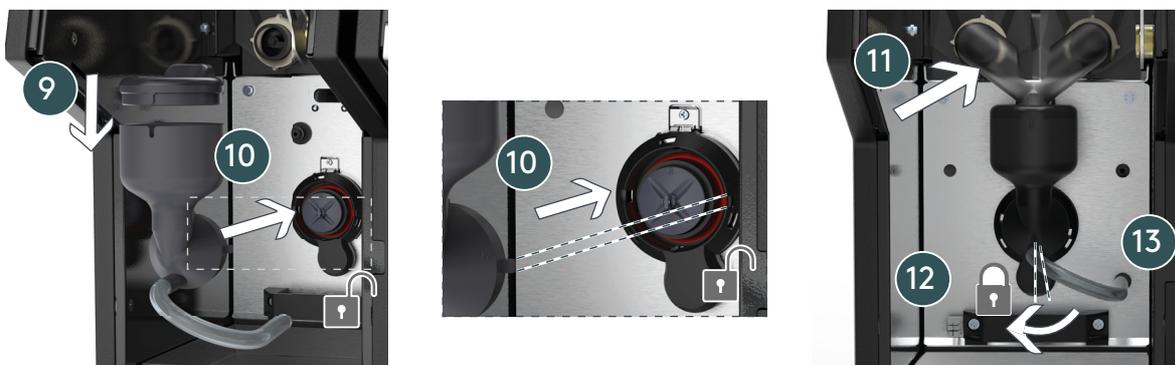


Fig. 9-9

9.4.5 C'choco Weekly care

Empty and clean the powder container

- A. Remove the top panel (1) and the covers (2).
- B. Pull the containers and lift to remove them (3).
- C. Remove the powder chutes (4).
- D. Clean all under tap water with soft soap (5).
- E. Dry the parts and replace them inside the C'choco unit.

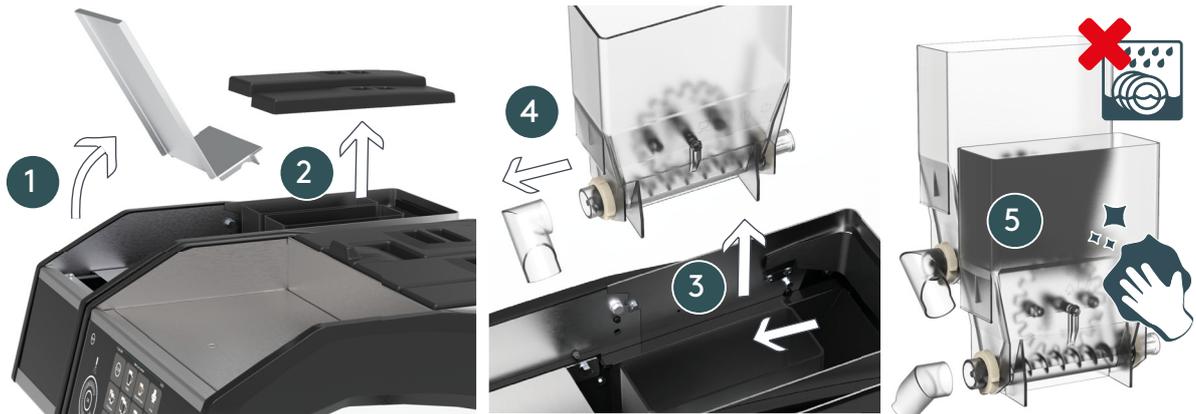


Fig. 9-10

- F. Clean the coffee outlet according to chapter [“7.3.2 Coffee/milk outlet V2 \(metal\)”](#) on page 74.

9.4.6 Clean under the unit

- A. To clean under the unit, it is necessary to remove the support.
- B. Slightly tilt the support upwards when replacing it.



Fig. 9-11

9.4.7 Close the door

- A. To free the door, slightly push the panel and lever up (1).
- B. Close the door (2).



Fig. 9-12

9.5 Undercounter ground coffee disposal

The undercounter ground coffee disposal allows a higher amount of coffee grounds in the bin.

Your service engineer will configure settings according to your needs during initial commissioning.



Fig. 9-13

- (1) Black grounds bin drawer; for normal use (with a hole).
- (2) Red cleaning drawer; for use during cleaning process. The software will display a warning message to replace the black grounds bin by the red cleaning drawer and to remove it when necessary.
- (3) Grounds chute tube inserted into the countertop cut-out by your service engineer during initial commissioning.

[Refer to "9.2.2 Optional countertop cut-out dimensions" on page 93](#)

9.6 Without steam wand

No steam wand is installed (e.g. C'2m/Core).



Everfoam, manual steam and auto steam functions described in this manual are not available if there is no steam wand.



Fig. 9-14

9 Options



9.7 Cold milk foam

This option enables cold foam.

Your service engineer will configure the settings according to your needs during initial commissioning or after an update.

9.8 High hot water outlet

The high hot water outlet allows you to use cups that are up to **195 mm** high.

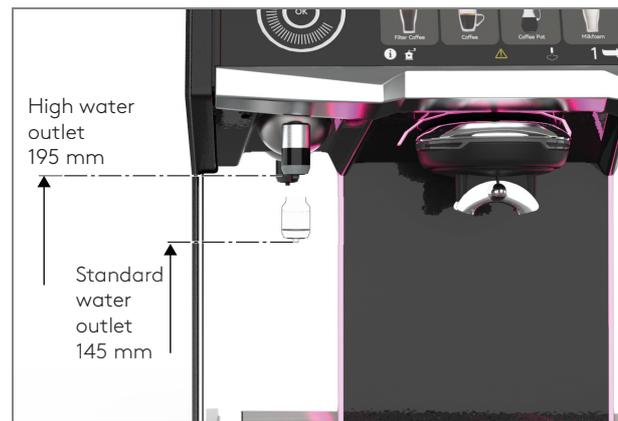


Figure 9-15

9.9 PowerPlus 5.6 kW steam boiler power

If your electrical network allows (1x25A, 2x16A, 3x16A), it is possible to order the PowerPlus option. The steam boiler will be energised by 5.6 kW instead 2.8 kW, so significantly increasing its performance.

Your service engineer will configure the settings according to your needs during initial commissioning.



Standard on all machines since 2020. Except for Cameo Core.

9.10 Bean hopper level alert

Light barriers are installed on each side of the two bean hoppers, one as a transmitter and the other as a receiver.

This will allow the system to automatically detect the amount of coffee beans in the hoppers before the warning message «bean hopper empty» appears. This avoids waste products , as well as any need to plan refills in advance.



Fig. 9-16



Standard on all machines since 2020. Except for Cameo Core.

9.11 Option selection 2 milk types

This option enables the possibility to dispense products with two different types of milk.

C'fridge beneath and C'fridge beside are available in dual milk configuration.



Fig. 9-17



If using e.g. regular milk on milk tank #1 and e.g. soy milk on milk tank #2, it is not possible to guarantee Lactose-Free Milk on milk tank #2.

9.12 Bean hopper lock

The bean hopper lock is available for safety purposes (e.g. self-service machines).

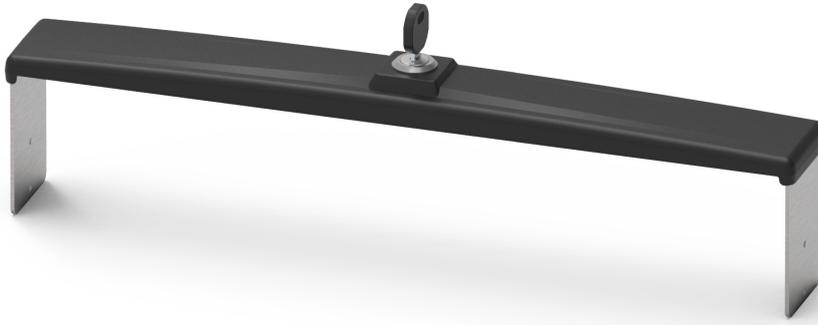


Fig. 9-18

9.13 1.5-Step

The 1.5-Step replaces the steam wand on the right side only. It allows to dispense perfect foam at the same time of an espresso and lets the Barista concentrate on latte art.

9.13.1 1.5-Step (Long)

- A. If the 1.5-Step is installed, lift the milk arm (1) to lift the drip tray.
- B. Clean the milk arm with a clean cloth after each use (2).



Never leave the milk arm immersed in the pitcher. The system will run an automatic rinse whenever necessary.



Fig. 9-19

9.13.2 1.5-Step

- A. Cleaning via the automatic cleaning cycles.



Fig. 9-20

9.14 Cup centering

A guide is clipped to the drip tray, to help centre cups under the coffee outlet.



Fig. 9-21

9.15 Colours

- (1) Cameo available colours are:
- (1) Tempest (is the colour illustrated in this manual)
- (2) Earth



Fig. 9-22

9.16 Single bean hopper

The single bean hopper can hold up to 2.4 kg of coffee beans.

With this configuration, it is possible to use both grinders for making two types of grinding with the same beans.

[To swap back to the double bean hopper click this link to watch the video \(or scan the QR\)](#)

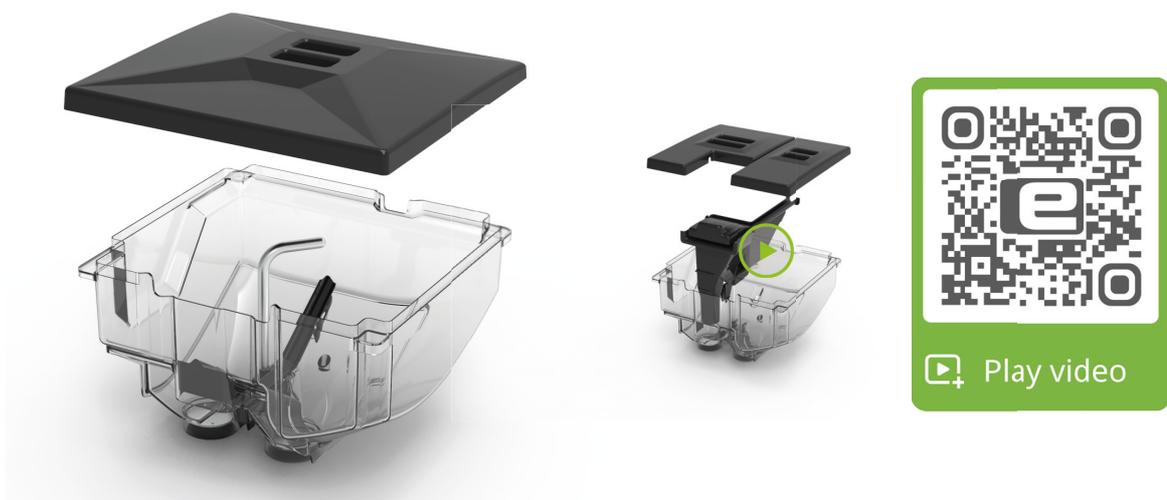


Fig. 9-23

9.17 High feet & Large grounds drawer

The high feet are about 50 mm higher than the standard feet.

The large grounds drawer is about 80% bigger than the standard one. It contains in total: 0.7 kg.

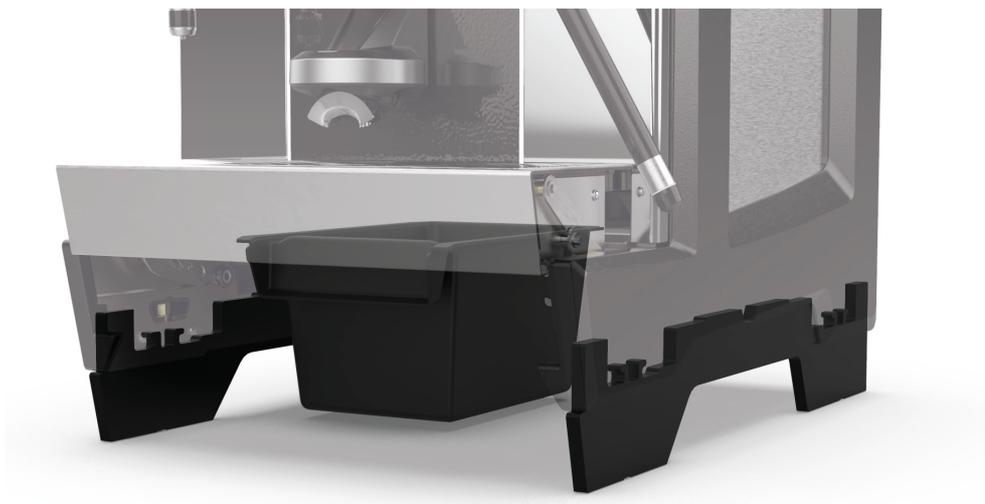


Fig. 9-24

9.18 Single coffee outlet

The single coffee outlet option is incompatible with the coffee outlet V1.



The single outlet enhances customer experience for self-Service machines and it is easy to swap between the single outlet back to the double outlet at any time.

- (1) Single coffee outlet
- (2) Single milk outlet
- (3) Single water outlet
- (4) Chocolate outlet (option)



Fig. 9-25

Warranty and Generalities 10

This chapter describes the warranty limitations and basic information on the machine and the document structure.

10.1 Warranty limitation

Eversys S.A. denies any responsibility in case of:

- incorrect use of the coffee machine.
- unauthorised modification (willingly or unwillingly).
- not complying with the instructions contained in the manuals provided with the coffee machine.
- not complying with the safety instructions contained in the manuals.
- damage linked to the use of the machine, in particular any loss of data or any financial loss which might be associated with the use of the software.
- if the machine is used in a manner not specified by the manufacturer, the protection provided by the coffee machine may be impaired.

When the coffee machine is connected to a host, the user takes the entire responsibility for errorless transmission of the results (e.g. hardware, software and firmware) to this system.



Any warranty will be deemed void in the following cases: Installation of the machine by unauthorised persons; Installation non conforming with our datasheet; Misuse causing damage; Maintenance by unauthorised persons; Mandatory service and maintenance schedule not respected; Mandatory daily cleaning not respected; Damage due to improper storage; Use contrary to the instructions given in this manual or according to information other than the manufacturer's original tips.

Each Cameo is tested by Eversys S.A. before shipping.

10.2 Glossary

The following terms and acronyms are used in this manual.

10.2.1 Acronyms

C'2m	Coffee, hot water, milk, steam
C'2s	Coffee, hot water and steam
C'2ct	Coffee and hot water
ST	Super Traditional
EMT	Electronic Milk Texturing system with heating/steaming module
MAD	e'Foam, with Micro Air Dosing system (everfoam)

10.2.2 «Persons»

Manufacturer

[See "Manufacturer" on page 2.](#)

User

The term «user» is the final person, end user, using the coffee machine to dispense coffee or any other product.

Operator

The term «operator» is the owner of a Cameo both when using it as its owner and when transferring it to a third-party.

Personnel

The term «personnel» encompasses persons who have any kind of activity with the Cameo and who are qualified in accordance with the manufacturer's requirements and are consequently authorised.

Manager

The term «manager» designates duly trained persons who are permitted to perform specific tasks on the Cameo.

Service engineer

The term «service engineer» designates duly trained persons who are permitted to install, maintain and service the Cameo.

Service organisation

The term «service organisation» designates the organisation which is permitted to appoint «service engineers» and is your contact from servicing to user training.



10.2.3 Injury

Minor Injury

A reversible injury that does not require medical treatment.

Moderate Injury

A reversible injury that does require medical treatment.

10.2.4 Products

Machine

This is the Cameo coffee machine manufactured by Eversys S.A.

Everfoam (e'Foam)

The Eversys' improved Foam system provides a 2-step Barista solution. This generation of e'Foam allows you to texture the milk by product type. This is done through the Micro Air Dosing (MAD) system controlled electronically.

Eversys cleaning balls™

Coffee brew module cleaning product.

Everclean™

Milk system cleaning product.

10.2.5 Coffee terms

Coffee product types (non-exhaustive list)

Espresso	The espresso is the foundation and the most important part to every espresso-based drink.
Ristretto	A ristretto is an espresso that is extracted with the same amount of coffee but half the amount of water.
Coffee	A coffee is an espresso that is extracted with the same amount of coffee but the amount of water is doubled.
Americano (long black)	An Americano is hot water with an espresso extracted on top of the hot water.
Coffee pot	An American-based (one or two espresso) but sets with multiple cycles in order to fill the pot.
Macchiato	A Macchiato is an espresso but with a dollop of foamed milk on top.
Latte macchiato	Latte macchiato is a 3-layer product with cold milk at the bottom, one espresso in the middle and hot foamed milk on top.
Cappuccino	A cappuccino is a mix of coffee and hot milk with hot foam milk on top.
Flat white	A flat white is a coffee you'll primarily find in Australia and New Zealand. It is a mix of coffee and hot milk with 5 mm hot foam milk on top.
Piccolo latte	A piccolo latte is a caffè latte made in an espresso cup. This means it has a very strong but toned-down espresso taste thanks to the steamed milk and micro foam within it.
Decaf	Decaffeinated coffee

Barista

A person who is specially trained in making and serving coffee drinks, as in a coffee bar. A person who is specially trained in making and serving coffee drinks, as in a coffee bar.

10.3 Typographical conventions

The following styles are used in this manual.

10.3.1 Warning



Warning messages are signalled by this symbol and bold type. The main risk appears in capital letters (e.g. RISK OF BURNS). Non-compliance with these messages may result in damage to the machine, causing burns or in having to stop a product.

They are used to designate:

- **an imminent and dangerous situation which, if not avoided, may lead to moderate injury of the user;**
 - **or a potentially dangerous situation which, if not avoided may lead to minor injury of the user.**
-

10.3.2 Note



Notes are indicated by this symbol.

They indicate a preferred procedure or recommended use and/or a general informative remark.

10.3.3 Notation

- Procedures: Text preceded by a letter (**A, B, C**) indicates a procedure to be carried out step by step.
- Cross-references and links: this style is used as **bold italic and in blue**.
- Procedure results use this symbol: .
- Software buttons: text in bold italic style is used (e.g. **OK, Save, Rinse**).
- List of numbers: text linked to an illustration (**1, 2, 3**).



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Appendix 11

Chapter overview

This chapter contains additional content such as the equipment list, user manager module and more.

11.1 Equipment list

Description	Quantity
Cameo machine	1
Eversys™ cleaning balls container (62 pcs)	1
Water inlet hose (3/8"-3/8", L=2 m)	1
Hose clamp 16-27 mm	1
Drain hose (Ø22/16 - 2 m)	1
Drain connection	1
O-ring (Ø15.6x1.78 mm)	1
Everclean™ (C'2m and C'fridge only)	1
Everclean™ cleaning container (C'2m only)	1
Everclean™ dosing pump (25 ml) (C'2m only)	1
Red transport locks to keep for safe use	1
Quick start guide	1
Remove transport locks instructions	1
General safety instructions	1
Installation and warranty form	1

11.2 Spare Parts Ordering

Please contact your local service organisation or connect to the [webshop](#).

11.3 User rights

The table below describes the menu user level rights according to the manufacturer's default settings when the Cameo is shipped.

- Operator (user basic)
- Manager (super user)
- Tech (advanced - service engineer access only) - Contact your service organisation for more information.

11.3.1 Statistic/History

Parameter	Default	Operator	Manager	Tech	See chapter
Product Counter	-	✓	✓	✓	"6.3.1" on page 58
- Day counter	-	✓	✓	✓	"6.3.1" on page 58
- Period Counter	-	✓	✓	✓	"6.3.1" on page 58
- Total counter	-	✓	✓	✓	"6.3.1" on page 58
Machine Counter	-	-	-	✓	-
History	-	-	-	✓	-
- Product history	-	-	-	✓	-
- Error history	-	-	-	✓	-
- Cleaning history	-	-	-	✓	-
- Rinse history	-	-	-	✓	-
- Service history	-	-	-	✓	-



11.3.2 Product & Keys (e.g. Cappuccino)

Parameter	Default	Operator	Manager	Tech	See chapter
page 1/2					
1 x	-	-	-	✓	Contact service
2 x	-	-	-	✓	Contact service
Product test	-	-	✓	✓	"5" on page 59
Learn quantity	-	-	✓	✓	"2" on page 59
Product type	-	-	-	✓	Contact service
Key name	-	-	✓	✓	"6.4" on page 59
Bean hopper (right or left)	Right	-	-	✓	Contact service
Water quantity [tick]	72	-	✓	✓	"6.4" on page 59
Cake thickness [mm]	14	-	-	✓	Contact service
Tamping [kg]	20	-	-	✓	Contact service
Pre-Infusion [s]	0.8	-	-	✓	Contact service
Relax Time [s]	2.0	-	-	✓	Contact service
Second tamping [mm]	2.0	-	-	✓	Contact service
page 2/2					
Bypass quantity [%]	0	-	-	✓	Contact service
Coffee cycles [#]	1	-	-	✓	Contact service
Milk quantity [s]	9.0	-	✓	✓	"6.4" on page 59
Milk sequence	White on top	-	-	✓	Contact service
Cof. Delay time	0.0	-	-	✓	Contact service
Foam sequence	Foam->Milk	-	-	✓	Contact service
Milk Percent	0	-	-	✓	Contact service
Foam texture	80	-	-	✓	Contact service
Temp sequence	Warm	-	-	✓	Contact service
Milk sort	One	-	-	✓	Contact service

11.3.3 Display

Parameter	Default	Operator	Manager	Tech	See chapter
page 1/3					
Import Icons	-	-	✓	✓	"6.5.1" on page 61
- Start Import	-	-	✓	✓	"6.5.1" on page 61
- Delete All Icons	-	-	✓	✓	"6.5.1" on page 61
Import Language	-	-	✓	✓	"6.5.2" on page 61
- Start Import	-	-	✓	✓	"6.5.2" on page 61
- Delete All Languages	-	-	✓	✓	"6.5.2" on page 61
Language	EN	-	✓	✓	"6.5" on page 60
Date and Time	DD.MM.YY	-	✓	✓	"6.5" on page 60
Screen style	Tempest	-	-	✓	Contact service
Number of display layer	3	-	✓	✓	"6.5" on page 60
Automatic go back to layer 1	Yes	-	-	✓	Contact service
Screensaver	off	-	✓	✓	"6.5" on page 60
Front Lighting	Mix	-	✓	✓	"6.5" on page 60
Front Lighting brightness	90	-	-	✓	Contact service
page 2/3					
Show extraction counter	No	-	-	✓	Contact service
Colorize extraction time	Off	-	-	✓	Contact service
Lock Function (stop button)	Off	-	-	✓	Contact service
Standby button	On	-	-	✓	Contact service
Display brightness	90	-	✓	✓	Contact service
Show help button	No	-	-	✓	Contact service
Show grinder adjust button	No	-	-	✓	Contact service
Show rinse key	Yes	-	-	✓	Contact service
Show stop key	Yes	-	-	✓	Contact service

Parameter	Default	Operator	Manager	Tech	See chapter
page 3/3					
Cameo stop button (emergency stop)	On	-	-	✓	Contact service
Cameo hot water button	On	-	-	✓	Contact service
Cameo touch wheel left button	Use as wheel	-	-	✓	Contact service
Cameo steam button	On	-	-	✓	Contact service
Cameo touch wheel right button	Use as wheel	-	-	✓	Contact service

11.3.4 Beans & Grinder

Parameter	Default	Operator (password protected)	Manager	Tech	See chapter
Grind Hopper Right	-	✓	✓	✓	"6.6" on page 62
finer (-) [1/100 mm]	0	✓	✓	✓	"6.6" on page 62
Coarser (+) [1/100 mm]	0	✓	✓	✓	"6.6" on page 62
Grind Hopper Left	-	✓	✓	✓	"6.6" on page 62
finer (-) [1/100 mm]	0	✓	✓	✓	"6.6" on page 62
Coarser (+) [1/100 mm]	0	✓	✓	✓	"6.6" on page 62

11.3.5 Clean/Standby

Parameter	Default	Operator	Manager	Tech	See chapter
Cleaning Mode	Periodic	-	-	✓	Contact Service
Cleaning Time	18:00	-	-	✓	Contact Service
Cleaning Period [h]	24	-	-	✓	Contact Service
Cleaning Time Tolerance [h]	4	-	-	✓	Contact Service
Cleaning Weekend Mode	off	-	-	✓	Contact Service
If cleaned without detergent	Block never	-	-	✓	Contact Service
Standby After Cleaning	No	-	✓	✓	"6.7" on page 63
Standby On/Off times	off	-	✓	✓	"6.7" on page 63

11.3.6 Password

Parameter	Default	Operator	Manager	Tech	See chapter
Operator	-	-	✓	✓	"6.8" on page 63
- Change password	-	-	✓	✓	"6.8" on page 63
Manager	-	-	✓	✓	"6.8" on page 63
- Change password	-	-	✓	✓	"6.8" on page 63

11.3.7 Other settings and parameters

For all other settings and parameters not listed, please contact your service organisation.

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