

SERVICE INFORMATION

M157.0

MODELS AFFECTED: All Crane Voce Coffee Machines.

MODEL NUMBERS: VOCE 603,605,607

Revised: 1/3/2019

RE: Correct the issue with clogged mixing bowls

Some of the settings in the 2.2 version software are not correct causing the cream and sugar to be dispensed both early, and into a dry bowl, creating a clog in the bowl or in the tube.

To correct the problem, it is necessary to reset the timers for the Milk and Sugar product delays, as well as the whipper delays associated with the coffee brewed drinks.

The instant coffee drink does not need to be changed because the brewer is not involved. The Espresso drink, which is called "SINGLE SHOT" has a Sugar option that has different delay settings than the other drinks.

TO RESET THE NECESSARY SETTINGS

1. Open the door of the machine and after about a 5 second delay, a screen will be displayed asking for the entry of a PIN code. The default code for a service technician is four one's. (1111)
 - A. The buttons on each side of the screen are assigned as numeric buttons to be used for the entry of the PIN code.
 - B. The buttons below the screen are assigned as an OK button used to accept the entered code, and a reset button to start over if a mistake is made.
2. Press the button labeled *1* four times to enter the default code. A pound sign will be displayed for each digit entered.
3. Press the button labeled *OK*, to accept the entered code once it has been correctly entered. A screen will come up displaying the Main Service menu.
4. Press the button labeled *PRODUCT CONFIGURATION*, to display a menu of the available functions.
5. Press the button labeled *SELECTION TIMERS*, to display a list of drinks.
6. Press the button labeled *FRESH BREW COFFEE*, the first coffee drink listed, to display a list of the timer settings for that drink.
 - A. Press the button labeled *MILK*, to display the timer settings for the milk portion of the drink.
 - B. Press the button labeled *PRODUCT DELAY*, to bring up a screen allowing the setting to be changed and saved.

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1. Press the labeled buttons on the sides of the screen to enter a new setting of 12.50 seconds.
 2. Press the labeled button on the bottom of the screen to save the new setting and return to the previous screen.
- C. Press the button labeled *WHIPPER DELAY*, to bring up a screen allowing the setting to be changed and saved.
1. Press the labeled buttons on the sides of the screen to enter a new setting of 12.70 seconds.
 2. Press the labeled button on the bottom of the screen to save the new setting and return to the previous screen.
- D. Press the button labeled *UP ONE LEVEL*, to return to the Fresh Brew Coffee timer settings.
- E. Press the button labeled *SUGAR*, to display the timer settings for the sugar portion of the drink.
- F. Press the button labeled *PRODUCT DELAY*, to bring up a screen allowing the setting to be changed and saved.
1. Press the labeled buttons on the sides of the screen to enter a new setting of 12.50 seconds.
 2. Press the labeled button on the bottom of the screen to *SAVE* the new setting and return to the previous screen
- G. Press the button labeled *WHIPPER DELAY*, to bring up a screen allowing the setting to be changed and saved.
1. Press the labeled buttons on the sides of the screen to enter a new setting of 12.70 seconds.
 2. Press the labeled button on the bottom of the screen to save the new setting and return to the previous screen.
- H. Press the button labeled *UP ONE LEVEL*, to return to the Fresh Brew Coffee timer settings.
- I. Press the button labeled *UP ONE LEVEL*, to return to the Selection Timers screen, and the list of drinks.
- J. Repeat a similar process as described above for the coffee related drinks that use cream and sugar. The drinks that need to be reset are listed below.

1. Fresh Brew Coffee	Milk, Sugar	Product delay, 12.50	Whipper Delay, 12.70
2. Cappuccino	Sugar	Product delay, 12.50	Whipper Delay, 12.70
3. Cafe Latte	Sugar	Product Delay, 12.50	Whipper Delay, 12.70
4. Single Shot	Sugar	Product Delay, 8.25	Whipper Delay, 8.50
5. Gourmet Coffee	Milk, Sugar	Product Delay, 12.50	Whipper Delay, 12.70
6. Decaf Coffee (Brewed)	Milk, Sugar	Product Delay, 12.50	Whipper Delay, 12.70
7. Americano	Sugar	Product Delay, 12.50	Whipper Delay, 12.70

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7. With all the drinks reset as needed, press the button labeled *UP ONE LEVEL*, to return to the previous screen. Repeat as needed to return to the main menu.
8. Close the door and allow the machine to return to a stand-by condition. Test the machine as needed to ensure proper function.