

General information

Reference:	IB-20200310 Cleaning the touchscreen and the coronavirus.docx
Date:	March 11, 2020
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Title / Subject:	Cleaning the touchscreen and the coronavirus
Applicable models:	All models

Details

Several customers asked for information about cleaning the touchscreen of the coffee machine in connection with the coronavirus.

The touchscreen requires very little maintenance. We recommend that you regularly clean the surface with (Isopropyl) alcohol on a clean soft cloth for disinfection purposes.

Precautions and instructions

- do not use high-pressure air, water, steam or any other (aggressive) chemicals to clean the surface of the touchscreen.
- do not spray the cleaning detergent directly on the screen but dampen the soft cloth to clean the screen.
- prevent dripping, do not use too much cleaning liquid on the cloth.
- after cleaning, make sure the surface of the touchscreen is dry.
- handle the touchscreen with care, do not use excess force during cleaning.
- do not use any sharp objects to clean the touchscreen surface.
- also check the precautions and instructions indicated by the manufacturer of the used cleaning detergent.

Remarks

In case any questions remain, please do not hesitate to contact Tech Support at support@dejongduke.nl



de Jong DUKE Nio Shutdown Procedure

Short Term (2 weeks or less):

Simply turn off power to the machine.

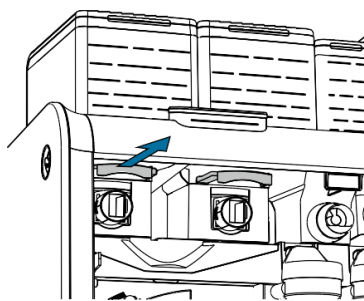
Long Term (more than 2 weeks):

Perform the following steps:

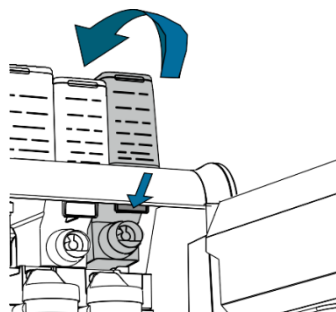
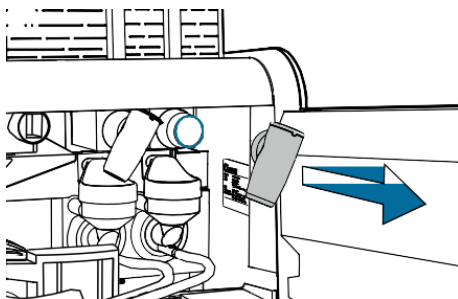
1. Unlock and open the door of the machine.

How to remove, empty, and replace the canisters:

2. Remove the green funnel. Unlock the bean canisters by pulling the green handle fully outwards. Lift up on the canister to remove.



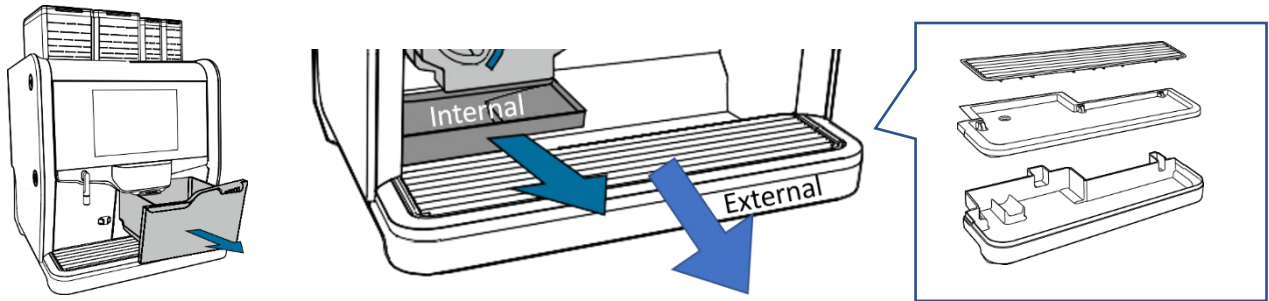
3. Empty contents of canisters and place back into machine. Push in the green handles to lock the bean canisters. Make sure to place lids on all canisters. (Rinse with water to clean, if desired)
4. Remove the green the nozzles of the powder canisters. Press in on the locking tabs to release. Lift up the front of the canisters to lean back and then remove.



5. Empty contents of canisters and place back into machine. Make sure to place lids on canisters. (Rinse with water to clean, if desired)

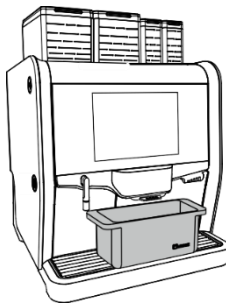
How to empty waste bucket and drip trays (internal and external):

6. Remove the waste bucket and drip trays. Empty and rinse the items with warm water until clean, then place back into machine.

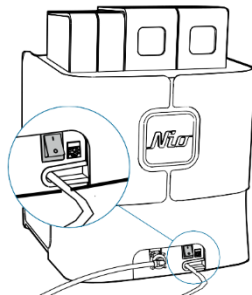


How to rinse mixers and brewer:

7. Close and lock the door of the Nio
8. Place a 1-liter container under the outlet to collect the hot water.



9. Press the Rinse button on the display. Hot water from the boiler flows through the CoEx-brewer and mixers. (Open and close door again if rinse button does not display)
10. Repeat step 9 until clean water comes out of the machine. (empty container each time)
11. For Nio's with the Fresh Milk options, proceed to step 13, otherwise continue.
12. Turn off the power switch located on the back of the Nio.





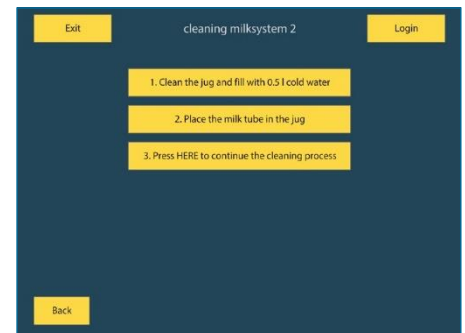
*Empty all boilers if machine will be exposed to temperatures below freezing. This step must only be performed by a trained technician.

*Suggested -Turn off water supply to machine. This step must only be performed by a trained technician

Optional: How to cleaning the milk system

If your Nio is equipped with the fresh milk option, the milk system must be cleaned before shutdown.

13. Prepare a solution of 30ml / 1 fl oz milk system cleaner (4INF011) with half a liter / 17 fl oz cold water in a jug.
14. Open the refrigerator, take the milk tube from the milk container and place it in the jug with the cleaning solution.
15. Open and close the door to enter the Service menu.
16. Press the 'Cleaning program milk system' button on the screen.
17. Follow the instructions on the screen:
 - a. Place a  under the outlet.
 - b. Press the 'Press HERE to start the cleaning' button on the screen.
 - c. The cleaning solution will be pumped through the milk system into the .
 - d. When instructed by the screen, clean the jug and fill it with clean cold water.
 - e. Place the milk tube in the jug again.
 - f. Press the 'Press HERE to continue the cleaning' button on the screen. The system will be rinsed out with clean water.
18. After returning to the service menu, replace the milk tube from the jug to the milk container.
19. Close the refrigerator.
20. Select 'Exit' and 'Close door and press here to quit service' to return to the main menu.
21. Turn off power to the refrigerator with the switch on the back.
22. Turn off power to the Nio with the switch on the back.





de Jong DUKE Virtu Shutdown Procedure

Short Term (2 weeks or less):

Simply turn off power to the machine.

Long Term (more than 2 weeks):

Perform the following steps:

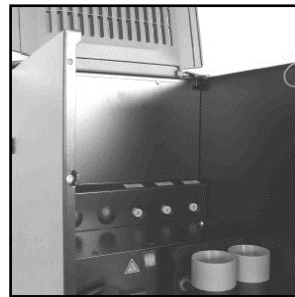
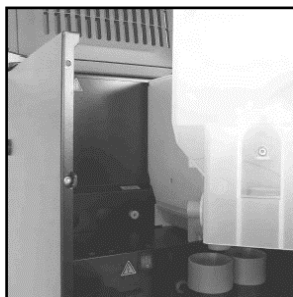
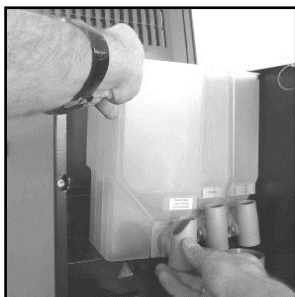
1. Unlock and open the door of the machine.

How to remove, empty, and replace the canisters

2. Unlock the bean canisters by pulling the green handle fully outwards. Lift up on the canister to remove.



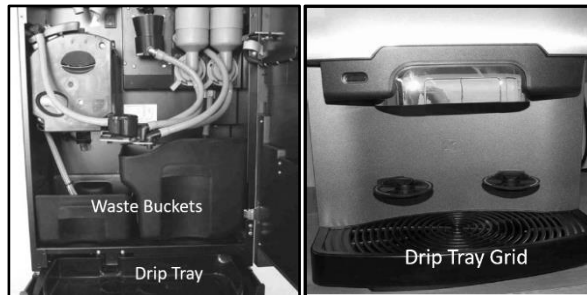
3. Empty contents of canisters and place back into machine (Rinse with water to clean, if desired). Push in green handle to lock. Make sure to place lids on canisters.
4. Turn the nozzles of the powder canisters upwards. Slightly lift up the front of the canisters, pull towards the front of the machine and remove



5. Empty contents of canisters and place back into machine. Make sure to place lids on canisters. (Rinse with water to clean, if desired)

How to empty waste buckets and drip tray

6. Remove the waste bucket, drip tray and drip tray grid. Empty and rinse the items with warm water, then place back into machine

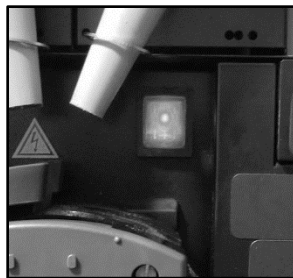


How to rinse mixers and brewer

7. Close and lock the door of the Virtu
8. Flip up the left cup stand and place a container under the outlet to collect the hot water.



9. Press the Rinse button on the display. Hot water from the boiler flows through the CoEx-brewer and mixers. (Open and close door again if rinse button does not display)
10. Repeat step 9 until clean water comes out of the machine.
11. Open the door and turn off the power switch located inside above the CoEx brewer



12. Close and lock the door of the Virtu

*Empty all boilers if machine will be exposed to temperatures below freezing. This step must only be performed by a trained technician.

*Suggested - Turn off water supply to machine. This step must only be performed by a trained technician.