

Espresso Machines

Nuova Simonelli Black Eagle – Overview

After Each Use:

- Clean steam wands by “blowing out” and wiping with a damp wiping cloth saturated in sanitizer.

Multiple Times Daily*:

- Backflush all groups with water.
- Clean screens with water.

Daily:

- Backflush groups with Cafiza® Espresso Machine Cleaner.
- Clean Screens and Portafilters with Cafiza® Espresso Machine Cleaner.

Weekly:

- No weekly tasks.

Quarterly:

- Replace group gaskets and screens.
- Replace portafilter baskets and springs.
- Replace steam wand tips.

Annually:

- Replace all diffuser screws.

As Needed:

- Reprogram the espresso machines.

Calibration Standards:

BATCH SIZE	VOLUME IN/OUT	DROP & PULL TIME	VISUAL CUES
One Pull	18g in/ 36g out	5-7 Second Drop 24-29 Second Pull	Consistency of warm viscous honey



*The amount of times these cleaning tasks are preformed is dependent on output of the machine.

Espresso Machines

Nuova Simonelli Black Eagle – Cleaning the Steam Wands

Frequency: *Ongoing – After turning machine on and after each use*

Materials Needed:

- *Wiping Cloth*

- *ClickSan Sanitizer*

MSDS: *A Safety Data Sheet for ClickSan Sanitizer can be found on the Partner Hub.*

01 – Place a wiping cloth loosely over the steam wand tip

02 – Open the steam wand for 2 seconds

03 – Wipe the steam wand exterior using a wiping cloth saturated with sanitizer.



Espresso Machines

Nuova Simonelli Black Eagle – Backflushing Groups with Water

Frequency: *Multiple times a day*

Materials Needed:

- Blind portafilter Insert

Warning:



Never remove portafilters while the machine is backflushing.

01 – Grab blind portafilter

- If you do not have a dedicated blind portafilter, take out the standard espresso basket and insert a blind filter



01 Grab blind portafilter



02 Place blind portafilters in groups being cleaned

03 – Press the cleaning button

- This will bring up the “Automatic wash, Cycle” screen



03 Press the cleaning button



04 Start the “Clean” cycle

04 – Start the “Clean” cycle

- Turning the knob (located to the right of the screen) highlight the group you would like to start backflushing.
- With the group highlighted, start the cleaning process by pressing the knob.
- Once selected, the screen will note the group is “Cleaning.”
- Repeat this process for each grouphead you would like to clean.
- The “Cleaning” cycle takes about two minutes to complete.

05 – Empty the portafilters

- After the cleaning cycle is complete, the word “Rinse” will appear below each group icon that was cleaned.
- Remove the portafilters and dump the liquid in them out in the drain tray.
- Put the portafilters back into the groupheads.



05 Empty the portafilters

Espresso Machines

Nuova Simonelli Black Eagle – Backflushing Groups with Water

Continued

06 – Start the “Rinse” cycle

- Turning the knob again, highlight the group that is ready to “rinse.”
- To start the rinsing process, press the knob.
- Repeat the process for each remaining cleaned grouphead.
- The “Rinse” cycle takes about two minutes to complete.



07 – Completed “Clean” and “Rinse” cycle

- When the groups are finished rinsing , the screen will have no words under each of the group icons
- Use the knob to scroll to the “Home” button in the bottom left corner and press to knob to select “Home.”



08 – After selecting “Home”, the screen will go back to the main screen.

09 –Returning blind portafilter

- Remove the blind portafilter inserts and re-insert the standard coffee baskets if necessary.



08 After selecting “Home”, the screen will go back to the main screen



09 Returning blind portafilter

Espresso Machines

Nuova Simonelli Black Eagle – Backflushing Groups with Cafiza®

Frequency: Daily

Materials Needed:

- Blind Portafilter Insert
- Cafiza® Espresso Machine Cleaner

MSDS:

A Safety Data Sheet for Cafiza® Espresso Machine Cleaner and ClickSan Sanitizer can be found on the Partner Hub.

Standard:

Always go through both the wash and rinse cycles to get rid of all chemical residue.

Warning:



Never remove portafilters while the machine is backflushing.

01 – Grab a blind portafilter

- If you do not have a dedicated blind portafilter, take out the standard espresso basket and insert a blind filter



01 Grab a blind portafilter



02 Clean grouphead and screen

02 – Clean grouphead around screen

- Use a detail brush or a wiping cloth saturated in sanitizer to clean inside each group head around the screen and gasket to remove excess grounds.



03 Put ¼ teaspoon of Cafiza® Espresso Machine Cleaner into blind portafilter



04 Place blind portafilters into groups being cleaned

04 – Place blind portafilters in groups being cleaned.

05 – Press the cleaning button

- This will bring up the “Automatic wash Cycle” screen



05 Press the cleaning button

06 - Start the “Clean” cycle

- Turning the knob (located to the right of the screen) highlight the group you would like to start backflushing.
- With the group highlighted, start the cleaning process by pressing the knob.
- Once selected, the screen will note the group is “Cleaning.”
- Repeat this process for each grouphead you would like to clean.
- The “Cleaning” cycle takes about two minutes to complete.



06 Start the “Clean” cycle



Espresso Machines

Nuova Simonelli Black Eagle – Backflushing Groups with Cafiza®

Continued

07 – Empty the portafilters

- After the cleaning cycle is complete, the word “Rinse” will appear below each group icon that was cleaned.
- Remove the portafilters and dump the liquid in them out in the drain tray.
- Put the portafilters back into the groupheads.



07 Empty the portafilters

08 – Start the “Rinse” cycle

- Turning the knob again, highlight the group that is ready to “rinse.”
- To start the rinsing process, press the knob.
- Repeat the process for each remaining cleaned grouphead.
- The “Rinse” cycle takes about two minutes to complete.



08 Start the “Rinse” cycle

09 – Completed “Clean” and “Rinse” cycle

- When the groups are finished rinsing, the screen will have no words under each of the group icons
- Use the knob to scroll to the “Home” button in the bottom left corner and press to knob to select “Home.”



09 Completed “Clean” and “Rinse” cycle

10 – After selecting “Home”, the screen will go back to the main screen

11 – Returning blind portafilter

- Remove the blind portafilter inserts and re-insert the standard coffee baskets if necessary.



10 After selecting “Home”, the screen will go back to the main screen



11 Returning blind portafilter

Espresso Machines

Nuova Simonelli Black Eagle – Cleaning the Screens with Water

Frequency: *Multiple times a day*

Materials Needed:

- Back up set of diffuser screens and screws
- Stubby handled screwdriver

- Wiping Cloth
- ClickSan sanitizer
- Food contact only detail brush

MSDS:

A Safety Data Sheet for ClickSan Sanitizer can be found on the Partner Hub.

Standard:

Always go through both the wash and rinse cycles to get rid of all chemical residue.

Warning:



Always turn the machine OFF when removing filters..

01 – Safety first

- Make sure to tell all partners that you are removing and cleaning the screens.
- Do not press any buttons on the machine – doing so will cause hot water to shoot out and harm partners and facilities.



02 Remove the Screen

02 – Remove the screen

- Lay a towel down on the drip-tray to catch the screw, screen and grouphead plate.
- Using the stubby handled screwdriver, remove the diffuser screw by turning it counter-clockwise.
- Remove the screen.
- Warning: The grouphead plate will come out with the screen and will be very hot. Use caution – use the towel to grab the hot items or allow them to fall down onto the towel.



03 Check the screen and screw for ware

03 – Check the screen and screw for ware

- If the wire mesh is frayed or separating from the stainless steel backing discard the screen and replace with a new one.

04 – Wipe down the screen and grouphead plate

- Using a wiping cloth, clean off the screen and grouphead plate until all excess build up and grounds are off



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Nuova Simonelli Black Eagle – Cleaning the Screens with Water

Continued

05– Clean the grouphead gasket

- Using the food contact only detail brush to detail clean around the grouphead gasket
- Wipe the grouphead gasket clean with a wiping cloth saturated in ClickSan
- Warning: Grouphead will be hot



06 – Replace screen and grouphead plate

- Place clean grouphead plate and screen back into place and use screw to securely attach all pieces back to the machine.
- Use the stubby handled screwdriver to tighten the screw by turning clockwise.
- Be careful to not cross-thread or overtighten the diffuser screw.

07 – Repeat steps 01-06 for all groupheads



06 Replace screen and grouphead plate

Espresso Machines

Nuova Simonelli Black Eagle – Cleaning the Screens with Cafiza®

Frequency: Daily

Materials Needed:

- Back up set of diffuser screens and screws
- Stubby handled screwdriver
- Wiping Cloth

- ClickSan sanitizer
- Food contact only detail brush
- Cafiza® Espresso Machine Cleaner
- 5"x5" Plexi cube

MSDS:

A Safety Data Sheet for ClickSan Sanitizer and Cafiza® Espresso Machine Cleaner can be found on the Partner Hub.

Standard:

Always go through both the wash and rinse cycles to get rid of all chemical residue.

Warning:



Always turn the machine OFF when removing filters..

01 – Safety first

- Make sure to tell all partners that you are removing and cleaning the screens.
- Do not press any buttons on the machine – doing so will cause hot water to shoot out and harm partners and facilities.



02 Remove the Screen

02 – Remove the screen

- Lay a towel down on the drip-tray to catch the screw, screen and grouphead plate.
- Using the stubby handled screwdriver, remove the diffuser screw by turning it counter-clockwise.
- Remove the screen.
- Warning: The grouphead plate will come out with the screen and will be very hot. Use caution – use the towel to grab the hot items or allow them to fall down onto the towel.



03 Check the screen and screw for ware

03 – Check the screen and screw for ware

- If the wire mesh is frayed or separating from the stainless steel backing discard the screen and replace with a new one.

Espresso Machines

Nuova Simonelli Black Eagle – Cleaning the Screens with Cafiza®

Continued

04 – Begin soaking the screen, grouphead plate and portafilters

- Add $\frac{1}{4}$ teaspoon of Cafiza® Espresso Machine Cleaner to a plexi cube. Fill it half way up with hot water. Immerse the screens and screws as well as the portafilter basket. Soak for 30 minutes.
- Note: Do not soak the portafilter handles in the solution



04 Begin soaking the screen, grouphead plate and portafilter

05 – Wipe down the screen and grouphead plate

- Using a wiping cloth, clean off the screen and grouphead plate until all excess build up and grounds are off

06– Clean the grouphead gasket

- Using the food contact only detail brush to detail clean around the grouphead gasket
- Wipe the grouphead gasket clean with a wiping cloth saturated in ClickSan
- Warning: Grouphead will be hot



06 Clean grouphead gasket

07 – Replace screen and grouphead plate

- Place clean grouphead plate and screen back into place and use screw to securely attach all pieces back to the machine.
- Use the stubby handled screwdriver to tighten the screw by turning clockwise.
- Be careful to not cross-thread or overtighten the diffuser screw.



07 Replace screen and grouphead plate

Espresso Machines

Nuova Simonelli Black Eagle – Cleaning the Drip Tray and Machine Exterior

Frequency: Daily

Materials Needed:

- Wiping Cloth

- ClickSan Sanitizer

MSDS: A Safety Data Sheet for ClickSan Sanitizer can be found on the Partner Hub.

01 – Remove drip tray and grate

- Remove the drip tray and drip tray grate by pulling up and out.



01 Remove drip tray and grate

02 – Wipe area down

- Use a wiping cloth saturated in sanitizer to clean any milk build-up on the area under and behind the drip tray.
- Wipe down the top, sides, and back of the machine, being careful not to get any buttons wet.



02 Wipe area down

03 – Clean the drip tray and grate

- Wash, rinse, and sanitize the drip tray using the three compartment sink method. Air dry.

04 – Replace the drip tray.

Espresso Machines

Nuova Simonelli Black Eagle – Troubleshooting

PROBLEM	POSSIBLE CAUSE	SOLUTION
The shots are inconsistent.	The bar grinder dose is incorrect.	Verify that the bar grinder is dosing accurately.
	The bar grinder grind is incorrect.	Adjust the grind.
	The coffee boiler is not up to temperature (red panel lights are on).	Allow the boiler temperature to recover. If using a four-group machine, alternate using groups one and two with groups three and four.
	The portafilter inserts are worn.	Replace portafilter inserts screens.
	The diffuser screens are worn.	Replace diffuser screens.
	The water filters are clogged.	Check water filters. (See the Water Treatment Systems section for details.)
	The water supply valve is not open all the way.	Open the water supply valve all the way.
	The espresso machine pump is worn or faulty.	Notify the FCC.
The shots are inconsistent. The volume varies from shot to shot.	The shot glasses are different. Not all shot glasses are one ounce.	Verify the volume of shot glasses using a calibration cup.
	The machine is not programmed correctly.	Reprogram the espresso machine. (See procedure in this section.)
	The water filters are clogged.	Check water filters. (See the Water Treatment Systems section for details.)
	The water supply valve is not open all the way.	Open the water supply valve all the way.
	The espresso machine pump is worn or faulty.	Notify the FCC.
The espresso machine pump is noisy.	The pump needs water.	Check the water filters. (See the Water Treatment Systems section for details.)
		Check water supply line for kinks and verify that the valve is fully open.



Espresso Machines

Nuova Simonelli Black Eagle – Troubleshooting

PROBLEM	POSSIBLE CAUSE	SOLUTION
The steam pressure is low or there is no steam pressure.	The steam supply is depleted due to excessive steaming.	Allow a few minutes for recovery.
	The steam supply has been depleted because both valves were open at the same time.	Allow the machine to recover. Ensure that only one steam valve is open at a time.
	The power switch is not turned on all the way.	Verify that the power switch is in position two.
	The steam wand tip is clogged.	Remove and clean the steam wand tip.
	The cotter pin on the steam valve is broken.	Replace the broken cotter pin. (See procedure in this section.)
	The steam boiler is empty.	Check the level in the sight glass. If there is no water level, turn off the machine and notify the FCC.
All the lights on the button boxes are blinking.	The water to the machine has been shut off.	Verify that the water supply valve is fully open. To reset lights, turn switch to OFF, then back to position two.
	The water filters are clogged.	Check the water filters. (See the Water Treatment Systems section for details.)
There is flooding under the machine on the counter.	The drain line is pinched.	Verify that the drain line has no kinks and takes advantage of gravity.
	The drain line is clogged.	Clear the catch basin and drain line.
	The catch basin is cracked.	Notify the FCC.
The portafilter insert falls out.	The portafilter spring is worn out.	Replace the portafilter spring.
Water leaks from around the portafilter when pulling a shot.	The group is dirty.	Backflush the group.
	The group gasket is worn.	Replace the group gasket. (See procedure this section.)
The water from the groups is lukewarm or cold.	The hot water supply in the coffee boilers has been depleted.	Allow the coffee boilers to recover and return to temperature.
	The thermal breaker has blown.	Notify the FCC.

