

CROWN INDUSTRIES IS HERE TO ASSIST YOU

If you are in any doubt regarding the safety of your CROWN Coffee Maker or how to operate it effectively, you should cease to operate it immediately and make contact with CROWN Industries as soon as possible.

We will give you all the assistance you need.

Phone: +61 3 9739 6966

Email: Info@crowindustries.com.au

Web: www.crownindustries.com.au



Coffee Maker Serial No'



Made in Australia



COMMERCIAL COFFEE MAKER

(automatic, stainless steel)

INFORMATION BOOKLET

CROWN COFFEE MAKER MODELS

CM36SS, CM55SS, CM100SS

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NEVER OPERATE THIS COFFEE MAKER WITHOUT WATER OR YOU WILL CAUSE SEVERE DAMAGE WHICH WILL NOT BE COVERED UNDER WARRANTY

DO NOT use this appliance as a hot water urn. It is designed specifically to be used as a Coffee Maker.

PLEASE READ THROUGH THIS INFORMATION BOOKLET, ATTACH YOUR RECEIPT OF PURCHASE AND KEEP IT IN AN 'EASY TO FIND' PLACE FOR FUTURE REFERENCE

Tel: +61 3 9739 6966 - Email: info@crowindustries.com.au - Web: www.crownindustries.com.au

Address: Factory 47, 70-72 Cave Hill Rd LILYDALE VIC 3140 Australia

A big THANK YOU from the team at CROWN Industries for purchasing a CROWN Coffee Maker.

- We are a 100% Australian family owned business and if you didn't already know, we are proud to inform you that your new Commercial Stainless Steel Coffee Maker was made right here at home in Australia.
- You can rest in the knowledge that we made your Coffee Maker using the highest quality food-grade stainless steel. It includes leading-edge components and is designed to outperform and outlast every other Coffee Maker in the market today.
- Best of all, if you ever have any questions or concerns about your Coffee Maker, we are here to assist. If you ring, we will answer; if you email us, we will reply.
- In the unlikely event that you have a potential warranty issue, we will not run and hide. Rather, we will do everything we can to get your Coffee Maker running beautifully, as it should be.

Register Your New Coffee Maker

PLEASE REGISTER YOUR NEW CROWN COFFEE MAKER

We understand you are excited about your new Coffee Maker and no doubt; can't wait to put it to work. However; before you forget, can you please register your purchase with us? Simply, go to our website and complete the New Product Registration form at:

www.crownindustries.com.au/product-registration

By registering your product, the relevant details will be saved on our system and this will ensure you receive a quick turn-around on any queries you may have in the future, including any challenges which are covered under warranty.

What's In The Box?

When unpacking the contents of the box, you will find the following items:

- 1 x CROWN Coffee Maker with tap, gauge tube (CM55SS and CM100SS only), ON/OFF switch, carry handles, power cord, neon light (READY/SERVE) and operating instructions.
- 1 x lid with omnidirectional splash dome.
- 1 x percolator stem.
- 1 x coffee grain basket.
- 1 x information booklet.



CROWN FABRICATIONS PTY LTD

WARRANTY

Your new CROWN Coffee Maker is backed by a 24 Month Standard Warranty against poor workmanship and failing components, from the date of purchase.

Should you be interested in extending your Warranty out to 48 Months for the stainless steel body and 36 Months for the components, you can either call us on:

03 9739 696 or email us at info@crownindustries.com.au

and we will assist you. You have up to (and including) 60 days from the date of initial purchase, to purchase an Extended Warranty.

WARRANTY CLAIM PROCESS

If you believe your unit is faulty and is covered under warranty, you will be required to complete the **Warranty Claim Application** form on our website at:

www.crownindustries.com.au/warranty-claim-application

we will get back to you within 24 hours of receiving your application and will work through the process with you.

Upon receipt of your concerns, we will work with you to initially diagnose the problem. It is very common that a problem is due to a misunderstanding on how to use the appliance and/or on caring for the appliance.

Generally, we are able to solve a problem almost immediately; however, if the problem is something that requires more attention, we will work with you to get it sorted.

Based on the nature of the problem, CROWN will make a decision to:

- Arrange for a repairer to come to your site, or
- Send you a replacement part (where a part is simple and safe to replace), or
- Bring the item back to CROWN for further assessment and correctional work, or
- Replace the item, or
- A combination of the above.

As we move through the process with you, we will maintain close communication to ensure you have full knowledge of where we are at in getting you up and running again, as soon as possible.

Technical Data

| PRODUCT CODE | CAPACITY (Litres / Cups) | HEIGHT (mm) | WIDTH (mm) | WEIGHT (kg) | POWER (Volts / kW / Hz / Amp) |
|--|--------------------------|-------------|------------|-------------|-------------------------------|
| COMMERCIAL COFFEE MAKER (automatic) | | | | | |
| CM36SS | 6 / 36 | 400 | 225 | 3.90 | 220-240 / 1.10 / 50-60 / 5 |
| CM55SS | 9 / 55 | 440 | 260 | 5.30 | 220-240 / 1.64 / 50-60 / 7 |
| CM100SS | 16 / 100 | 540 | 260 | 6.40 | 220-240 / 1.64 / 50-60 / 7 |

CROWN FABRICATIONS PTY LTD

Cleaning the Interior

The cleaning process for the Coffee Maker interior is referred to as 'descaling' and is a very simple process as follows:

1. Add cold water to the Coffee Maker so that it is approximately 1/3 full.
2. Add a packet of CROWN Urn Cleaner.
3. Run the Coffee Maker until the keep warm light is on.
4. Switch off the Coffee Maker and allow the water to cool to a manageable temperature.
5. Fill a cup/mug from the tap and then tip that water into the sink.
6. Unplug the Coffee Maker.
7. Pour out the water using a swirling motion.
8. Rinse the interior with cold water.
9. Go back to using your Coffee Maker as per normal.

NOTES:

- Having completed the descaling process, the interior of your Coffee Maker should be free from particulates and have a shine to it. If this is not the case, it is recommended that you repeat the descaling process.
- As an alternative to using a packet of CROWN Urn Cleaner, you can cut a lemon into quarters and add those to the water. You will need to ensure that you do not allow any of the lemon to become lodged in the tap system when you undertake point 5 above.

Tap Maintenance

If a customer has a problem with their Coffee Maker, it is generally to do with the tap system. The tap consists of moving parts and like all moving parts, is subject to different forces (depending on user care, frequency of use and application, etc.)

Our recommendation is very simple – do nothing with your tap system unless it ceases to operate as it should. If, however; your tap drips or the water does not flow effectively during operation, then it is time to consider some tap maintenance.

CROWN carries stock of complete tap assemblies and tap components and if necessary, we can talk you (or your repairer) through the simple fixing process.

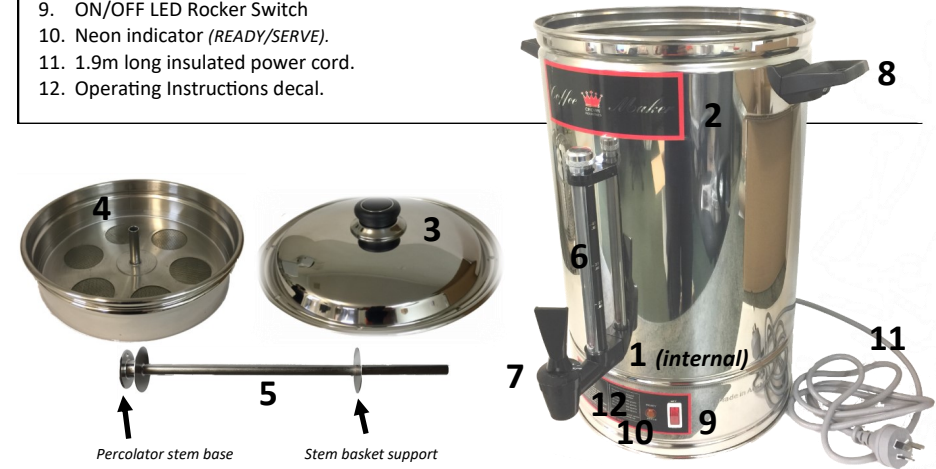
Your Coffee Maker will be up and running again in no time.

Brewing Ratio Chart

| Model | | | Brewed Coffee | Ground Coffee |
|---------|--------|----------|---------------|---------------|
| CM100SS | CM55SS | CM36SS | 16 Cups | 96 grams |
| | | | 26 Cups | 156 grams |
| | | 36 Cups | 216 grams | |
| | | 40 Cups | 240 grams | |
| | CM36SS | 55 Cups | 300 grams | |
| | | 60 Cups | 360 grams | |
| | | 80 Cups | 480 grams | |
| | | 100 Cups | 600 grams | |

Coffee Maker Features

1. Heating element with boil dry protection.
2. Food grade stainless-steel body.
3. Food grade stainless-steel lid with breathers, omnidirectional splash dome and lid knob.
4. Food grade stainless steel coffee basket
5. Food grade stainless steel percolator stem.
6. Liquid level gauge tube with "Cup availability" indicator (CM55SS and CM100SS only).
7. Non-drip tap.
8. Heat resistant lift handles.
9. ON/OFF LED Rocker Switch
10. Neon indicator (READY/SERVE).
11. 1.9m long insulated power cord.
12. Operating Instructions decal.



Operating Instructions

1. Unpack the contents of the box.
 2. Carefully read through this Information Booklet paying particular attention to the Safety Instructions on page 4, before operating your Coffee Maker.
 3. Place your new Coffee Maker on a flat surface (such as a kitchen bench top).
 4. Add the desired level of cold water (noting the water level in the gauge tube).
- NOTE: DO NOT add water above the 55 CUP indicator (CM55SS) or above the 100 CUP indicator (CM100SS) or above the base of the coffee basket (CM36SS).**
5. Add course-ground coffee to the basket (see the recommended amount on the Operating Instructions Decal or refer to the Brewing Ratio Chart on page 6).
 6. Place the percolator stem base into the heating element at the bottom/inside of the Coffee Maker and then place the coffee basket onto the percolator stem until the basket is seated on the stem basket support.
 7. Place the lid on the Coffee Maker.
 8. Plug the power cord into a power socket and switch the power socket to ON.
 9. Switch the ON/OFF rocker switch to the ON position.
 10. When the READY/SERVE light is on, the coffee is ready to serve.
 11. Pull the tap towards you and fill the cup/mug/decanter to your desired level.

Initial Clean

Although your new CROWN Coffee Maker has been fully tested and inspected prior to packaging, we recommend that you conduct an initial cleaning procedure before using it for the first time:

Follow the Operating Instructions on Page 3 and when you get to Instruction No' 4, do the following:

1. Add water to the Coffee Maker until it is approximately 1/3 full.
2. Place the percolator stem and coffee basket (*with NO coffee*) into their correct positions.
3. Place the lid on the Coffee Maker.
4. Plug the power cord into the power socket, turn on the socket and switch the ON/OFF rocker switch to the ON position.
5. When the READY/SERVE light is on, switch the rocker switch back to the OFF position, turn OFF at the power socket and extract the power cord from the power socket.
6. Allow the Coffee Maker to sit for 5 minutes and then take the lid off and dispense approximately half of the water (*via the tap*) into a jug. Discard the water.
7. Extract the coffee basket and stem and rinse them both with cold water.
8. Pour the remaining hot water into the sink then rinse the Coffee Maker with cold water.
9. Your Coffee Maker is now ready for action.

Safety Instructions

Your new Coffee Maker is specifically designed to brew large amounts of coffee. It will quickly become one of your favorite appliances particularly if you treat it with care and respect.

If you follow our Safety Instructions below, you will get the very best out of your Coffee Maker for many years and you can be assured that it will be safe and pleasurable to operate.

ENSURE YOU **DO NOT** DO THE FOLLOWING with your Coffee Maker...

- Use it for a purpose other than that for which it was designed.
- Operate it without water.
- Operate it without the lid secured on top.
- Operate it in an enclosed space such as a cupboard.
- Overfill above the level of the gauge tube (*CM55SS and CM100SS*) or above the base of the coffee basket (*CM36SS*).
- Operate it unless it is on a flat and stable surface.
- Place any other items on top of it whilst it is in operation.
- Submerge it into water or any other liquid.
- Take the lid off whilst percolating.
- Empty it whilst it is powered and still operating.
- Empty it whilst it is plugged into the power socket.
- Place it where a child may reach the tap.
- Position it in such a manner that the power cord overhangs a benchtop or similar surface.
- Place it against the power socket as this may result in heat transfer from the unit to the power socket.
- Place it on a stove or similar heating appliance.
- Tamper with the electronics. This will most certainly place you in danger and void your warranty (*if applicable*).
- Operate it if you have any concerns regarding its safety.

ENSURE YOU **DO** THE FOLLOWING with your Coffee Maker...

- Carefully and thoroughly read through all of the information in this Information Booklet.
- Instruct other users on the correct operating procedure as provided in this Information Booklet.
- Instruct other users on the safety instructions as provided in this Information Booklet.
- Turn the power socket OFF prior to extracting the power cord from the power socket.
- Extract the power cord from the power socket whilst holding the power plug (*as opposed to holding the cord section*).
- Rinse the inside of the Coffee Maker and the components (*coffee basket, stem and lid*) at the end of each event or at the end of each day prior to storage.

Care and Maintenance

It is important that you abide by all of the Safety Instructions provided in this Information Booklet whilst conducting Care and Maintenance on your Coffee Maker.

PRE-INSPECTION PROCESS

Ensure your Coffee Maker is empty and the power plug is removed from the power socket.

Inspection Process-Exterior

Starting at the top (*lid*), inspect the Coffee Maker (*including the underside*) to ensure you identify any current or potential issues. Potential issues may be damaged or loose components such as the tap, carry handles or power cord. In the unlikely event that you find a leak, you are to cease using the Coffee Maker and contact CROWN Industries immediately.

Cleaning the Exterior

Using a soft damp cloth, wipe over the Coffee Maker and then polish with a soft dry cloth. A small amount of cleaning agent (*such as soap or dishwashing liquid*) may be used if necessary but under no circumstances are commercial chemicals or abrasives to be used in the cleaning process.

Inspection Process - Interior

Depending on the age of your Coffee Maker, its level of use and/or the last time it was cleaned, you will likely find discolouration (*brown colour*) inside your urn. This is the result of baked-on sedimentation from the coffee; If the build-up becomes too thick, it may affect the operation of your Coffee Maker and will likely lead you to think your unit is faulty when, in fact, it is not. If, however; the interior is not cleaned from time to time and the build-up is allowed to continue, there is a risk you will damage the heating element.

The cleaning process is outlined on page 6.