

Get TopBrewer up and running quickly

If you experience any issues with your TopBrewer, please check this guide for a solution before calling our service team.

iPad does not connect to TopBrewer

Switch off the machine and wait 10 seconds. Turn on the machine. Wait until you hear a *beep* and check if the app connects to the machine. If this doesn't work, try the following:

- Shut down the TopBrewer app on the iPad. Switch off the machine. Wait 10 seconds. Turn on the machine and open the app again.
- On the iPad turn Bluetooth off and on.

App connects to the wrong machine

- Switch off the machine and wait 10 seconds. Turn on the machine. Wait until you hear a *beep* and check if the app connects to the machine.
- Close the TopBrewer app on the iPad. Open the app again.

If the app still connects to the wrong machine:

- Press the menu (3 lines in the left corner).
- Select "Change Machine".
- Now select the machine you want.

iPad is locked or needs to be restarted

Contact your internal IT department or the team member responsible for your iPad.

External interface error

- Switch off the machine and wait 10 sec.
- Turn on the machine.

Toppist error

- Switch off the machine and wait 10 sec.
- Turn on the machine.

If the machine continues to report a "Toppist error", call our service team.

Waterflow issue

When the coffee does not flow smoothly out of the tap during brewing but drips slowly.

There are two possible reasons for the water-flow issue:

1. **The top piston in the machine is dirty**
Open the lid of the TopBrewer and check the top piston for impurities.
 - If there is dirt on the top piston, clean the machine.
 - If cleaning does not solve the problem, contact the service team.

2. **The water block is switched off**
Check if there is water in the bottom of the cabinet.
 - If there are visible signs of water at the bottom of the cabinet, immediately turn off the water supply to the machine. Then contact our service team.

If there is no visible water in the cabinet, check whether the water block is switched off (the water block is mounted on the water supply/tap).

- If the water block is switched off (red), wipe the sensor with a dry kitchen towel - you will find the sensor by following the cable from the water block at the bottom of the cabinet.
- Switch the water block on again by pressing the switch back (green arrow direction).



The Waterblock sensor

Coffee grounds in the machine

If coffee grounds accumulate around the black swing arm, it is usually because the bag in the container is not set correctly.

Ensure the bag is pushed down and under the edge so it doesn't stick up.

Dregbin full

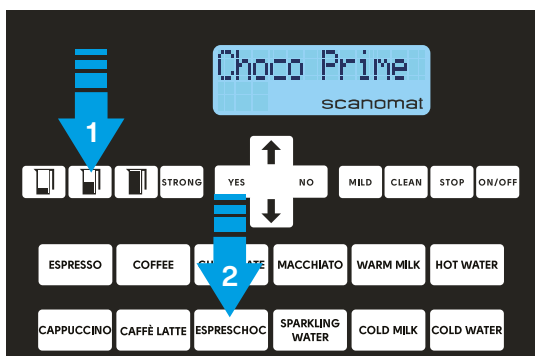
- Open the TopBrewer door.
- Remove the dregbin and empty it.
- Put the dregbin back in place, and make sure the bag in the bin is fitted correctly.
- Close the door.

If "Dregbin full" continues to be reported, do the following:

- Open the TopBrewer door.
- Remove the dregbin again.
- Hold it out for min. 10 seconds.
- Put the bin back in place and close the door.

Liquid chocolate is not dispensed

- Check that the chocolate has flowed into the tube - if not, press the chocolate bag so that the chocolate flows into the tube. Then run a "Choco Prime" that pushes the liquid chocolate through the system. On the TopBrewer keyboard, first press the key marked with Arrow 1 so that "Clean Menu" appears in the display. Next, press the Arrow 2 key and Choco Prime will start.



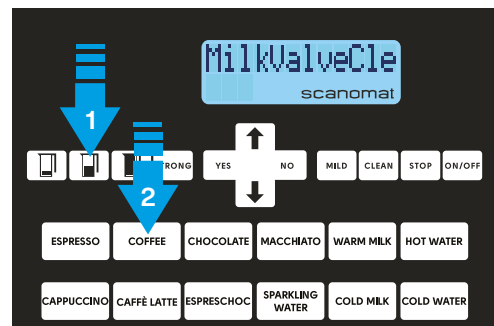
Call service if there is still no chocolate dispensed.

Milk missing when brewing

When no milk is dispensed when brewing coffee with milk, and milk has been added to the fridge.

SmartFridge refrigerator (from 2023):

- Check that the lid of the milk container is positioned correctly. The 3 tubes on the lid must be pushed until you hear a "click" (see the guide in the cleaning manual).
- If milk still does not come through perform a "Milk Valve Clean". On the TopBrewer keyboard, first press the key marked with Arrow 1 so that "Clean Menu" appears in the display. Then press the Arrow 2 key and milk is now sent from the fridge through the system. *Contact service if milk does not flow through.*



Refrigerator (before 2023):

Check if the milk is frozen in the container.

If the milk is frozen, call for service.

If the milk lines are frozen because they have been sitting too high in the refrigerator:

- Make a cup of hot water and place the milk tubes in the water.
- Then choose a cold or hot milk from the app menu, dispensing the hot water from the cup until the lines are cleared.
- Massage the milk lines along the way so the frozen milk comes out.

Missing Beans

Does it show "Missing Beans" though the bean container is full.



- Check that the bean canister is closed - the metal handle on the side must be in the upper position. *Call service if the machine does not have the handle.*