



# **SipWithMe Elite Instruction Guide**



**For video instructions,  
visit us online here  
or scan the QR code below.**





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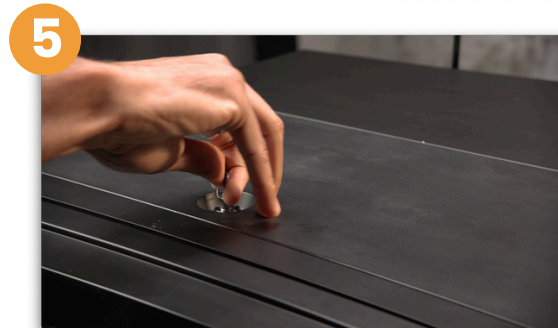


# Filling the Brewer Ingredients



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1. Open the product access door lid on top of the unit using the door key.
2. Fill each bean canister with the correct coffee blend and avoid spilling any coffee beans.
3. Remove the lids of the soluble canisters one at a time.
4. Fill the soluble canisters as needed, being careful not to overfill any of them, as this will cause the soluble powder to get packed.
5. Reinstall the top access door lid.



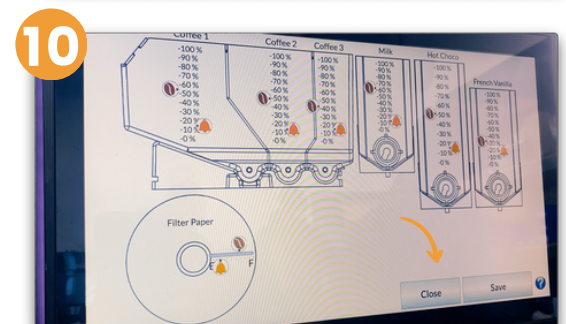
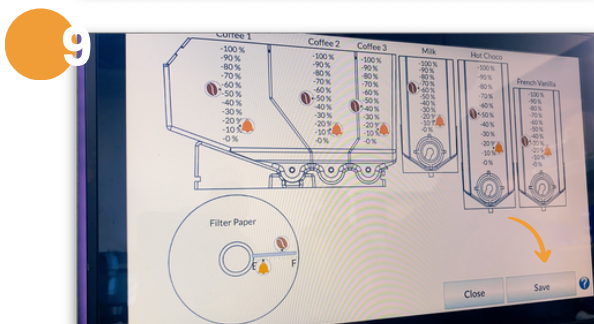
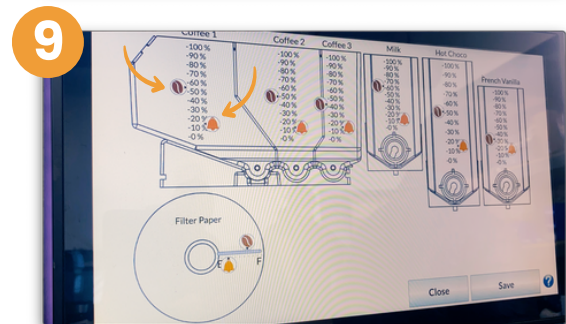
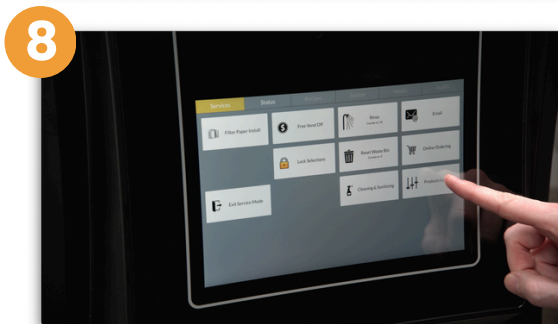
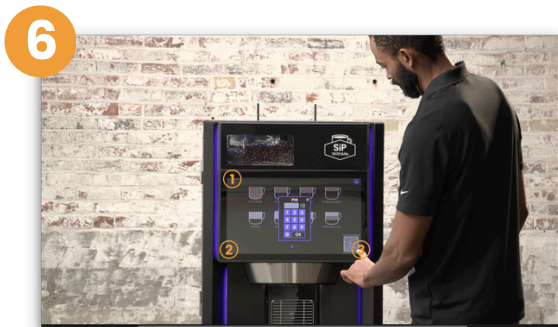


# Filling the Brewer Ingredients (continued)



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6. To reset low product notifications, enter service mode by pressing the three corners of the screen.
7. Enter your PIN. The factory default is 5657. Press "OK."
8. In service mode, press the "Products Levels" button.
9. Adjust the product levels by sliding the coffee bean icon to the desired percentage level, then press the "Save" button. If you do not save the newly adjusted levels before you exit, they will revert to the previous levels.
10. Exit by pressing the "Close" button.





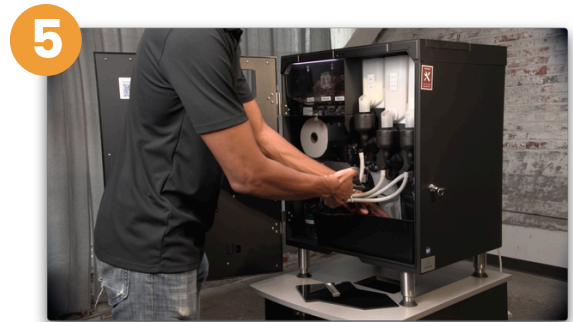
# Waste Bin Full



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1. Once the bin reaches the limit count, a “Waste Bin Full” alert will immediately appear under the notifications tab, and dispensing will be disabled.
2. All coffee drinks will be disabled until the waste bin has been emptied and the waste bin count has been reset.
3. Open the brewer door.
4. Remove the splash guard.
5. Using scissors, trim the filter paper to the right of the brew group, ensuring the cut is made 6 inches below the yoke assembly.
6. Brush off any excess coffee grounds.
7. Remove the waste bin from the unit. Empty and clean it.



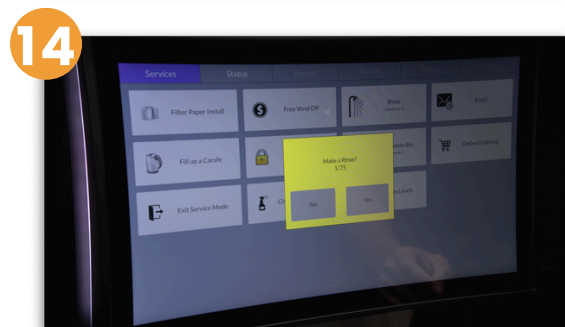
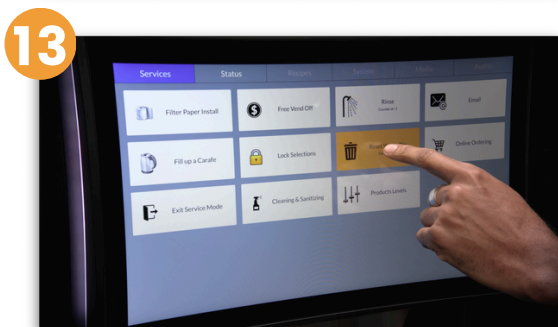
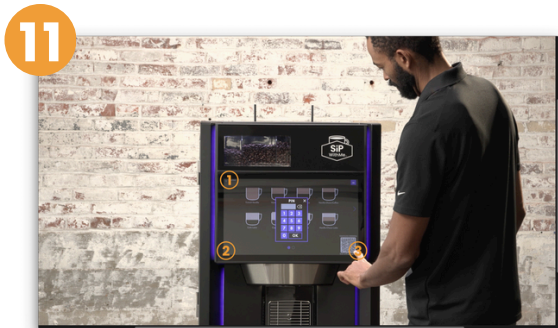


# Waste Bin Full (continued)



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8. Replace the bin in the machine.
9. Replace the splash guard.
10. Close and lock the machine door.
11. Enter service mode by clicking on the three corners of the screen.
12. Enter your PIN. The factory default is 5657. Press the "OK."
13. Tap "Reset Waste Bin."
14. You will be asked if you would like to perform another rinse. Select the appropriate option.
15. Once completed, the machine will resume dispensing beverages.





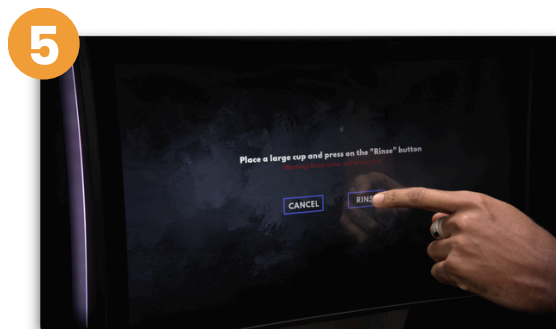
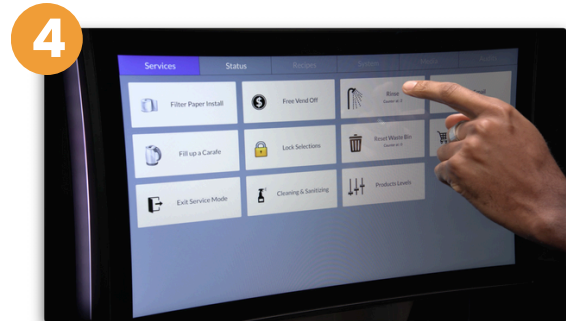
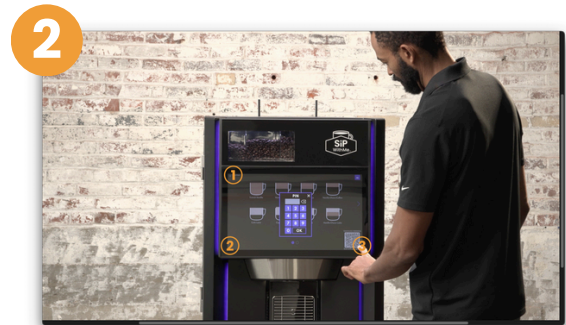
# Performing a Rinse Cycle



Click or scan the QR code for video instructions



1. Place an empty container under the spout. Make sure it is at least 16 oz.
2. Enter service mode by pressing the three corners of the screen.
3. Enter your PIN. The factory default is 5657. Press "OK."
4. In service mode, press the "Rinse" button.
5. Verify that your container is well-positioned and press the "Rinse" button in the pop-up window.







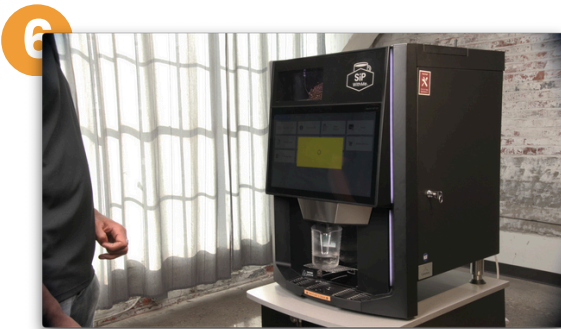
# Performing a Rinse Cycle (continued)



[Click](#) or scan the QR code for video instructions



6. Wait while water comes out of the spout. **The water will be very hot.**
7. Do not remove the container until the rinse is complete.
8. Empty the container, and be careful when handling it, because the **water will be very hot.**
9. At a minimum, rinsing should be performed twice a day.





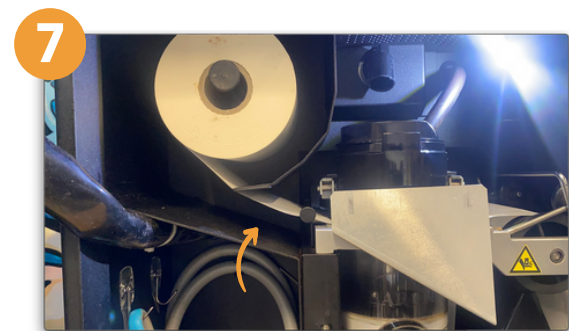
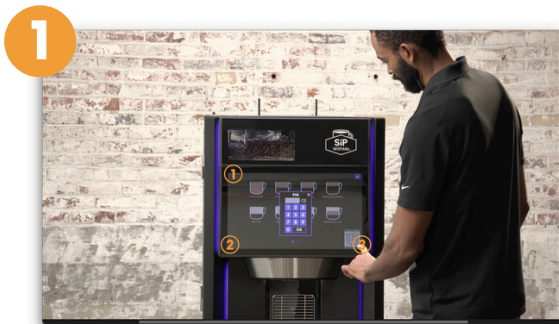
# Installing Filter Paper



Click or scan the QR code for video instructions



1. Enter service mode by pressing the three corners of the screen.
2. Enter your PIN. The factory default is 5657. Press "OK."
3. In service mode, press the "Filter Paper Install" button.
4. Open the brewer door.
5. Remove the splash guard.
6. Follow the on-screen instructions to feed the filter paper correctly.
7. Feed the filter paper under the guiding spindle.



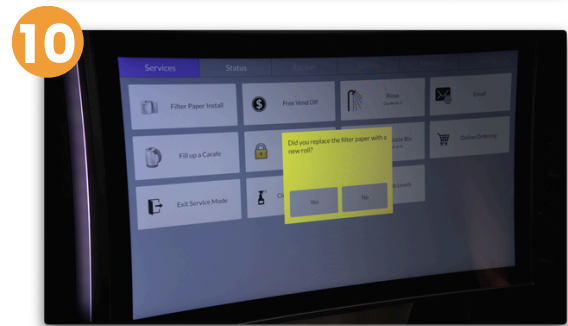
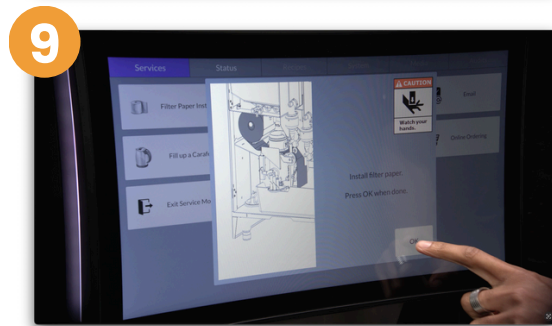


# Installing Filter Paper (continued)



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7. Ensure the filter paper roll is pushed all the way in until it touches the back pane and you hear a quiet, but audible, click.
8. Reinstall the splash guard and close the brewer door.
9. Press the "OK" button.
10. If you installed a new filter paper roll, press "Yes" in the pop-up window. If you did not install a new roll, press "No" to keep the cup count correct on the filter paper roll.
11. Press the "Exit Service Mode" button.





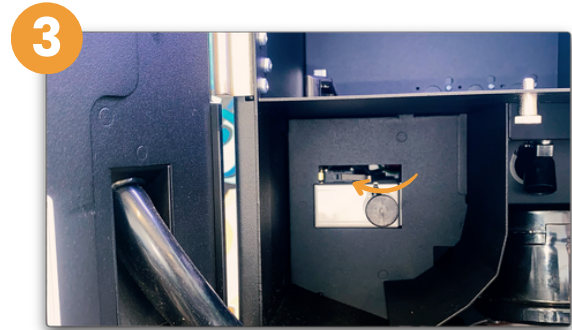
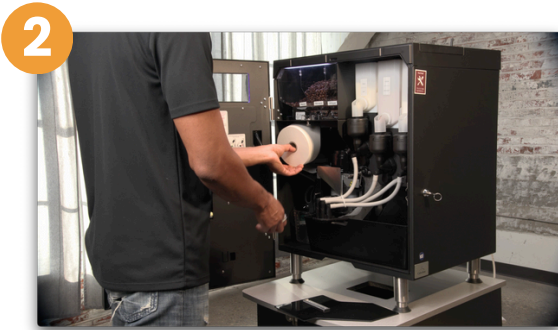
# Filter Paper Error Resolution



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1. If the machine is not reading the filter paper roll when it has a full paper roll, start by removing it.
2. Once removed, you can access the filter paper switch in the back.
3. Adjust the switch by gently pulling on the metal leg to extend it. Then, place the filter paper roll back on the spindle, and slowly push the roll until you hear the switch click.
4. Reinstall filter using filter paper install instructions.





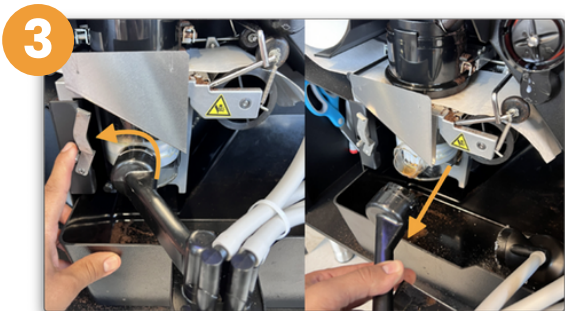
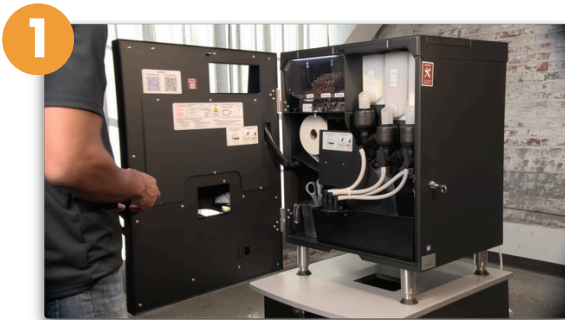
# Cleaning the Mixing Bowls



Click or scan the QR code for video instructions



1. Open the machine door.
2. Remove the splash guard and set it aside.
3. To remove the dispensing spout, lift the spout support lock and gently pull the spout until it comes completely out.
4. To remove the mixing bowls, turn the seal plates on the back of the housings counterclockwise about an eighth of a turn to unlock them.
5. Once the seal plate is unlocked, gently pull the mixing chambers straight out, **removing all three**.





# Cleaning the Mixing Bowls (continued)



[Click](#) or scan the QR code for video instructions

6. Remove the hot water hose by gently pinching, turning, and pulling until it comes out.
7. Take the entire assembly to the sink and remove the steam traps by gently pulling them up.
8. Rinse thoroughly with running water.
9. Once the parts are completely clean, dry them with a towel or paper towel. **The steam traps MUST be 100% dry before reinstalling them.**
10. Install the mix housing assembly, starting with the dispensing spout, hot water hose, and all three mixing chambers with their respective steam traps.
11. Make sure to lock the dispensing spout and the seal plates by turning them clockwise.





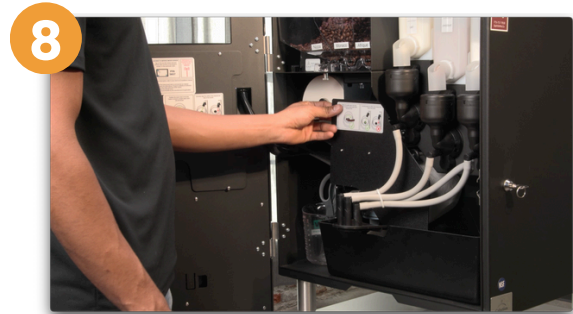
# Cleaning the Mixing Bowls (continued)



[Click](#) or scan the QR code for video instructions



11. Once everything has been assembled, gently pull to make sure the parts are correctly locked in position.
12. Replace the splash guard and close and lock the machine door.
13. **This must be done once a week** to avoid the risk of clogging.





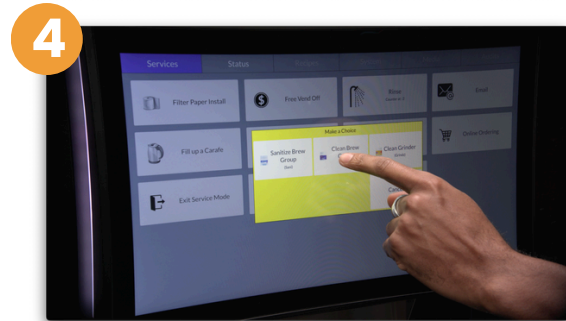
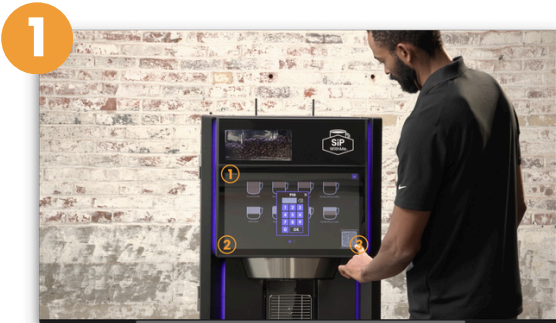
# Doing a Machine Tablet Cleaning



Click or scan the QR code for video instructions



1. Enter service mode by clicking on the three corners of the screen.
2. Enter your PIN. The factory default is 5657. Press "OK."
3. Select the "Cleaning & Sanitizing" option.
4. Choose "Clean Brew Group."
5. Open the brewer door.







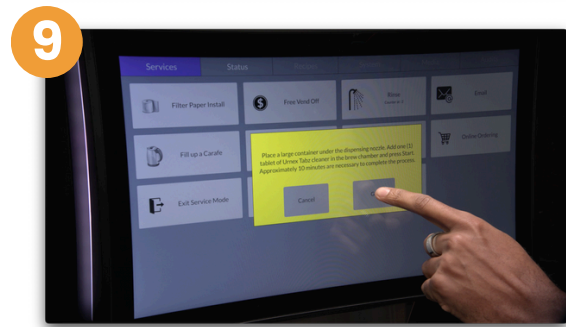
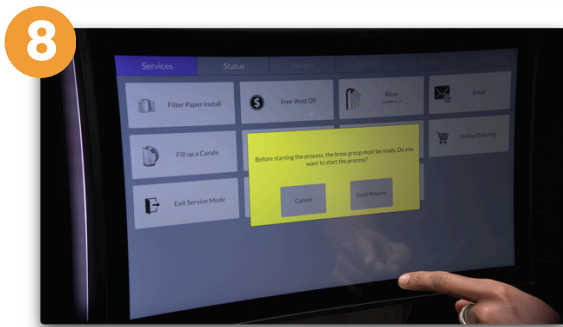
# Doing a Machine Tablet Cleaning (continued)



[Click](#) or scan the QR code for video instructions



6. Place one cleaning tablet inside the funnel cup on top of the brew cylinder.
7. Close the machine door and place an empty 16 oz container under the spout.
8. Select "Start Process."
9. Select the "Go" button. This step will take approximately 10 minutes.



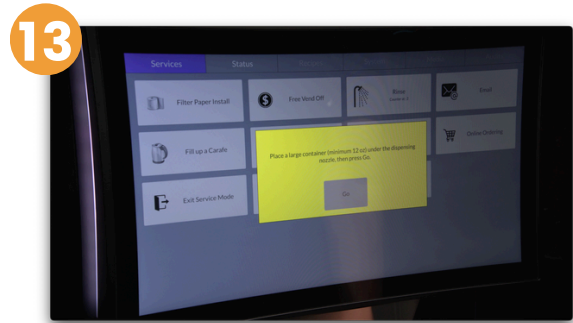
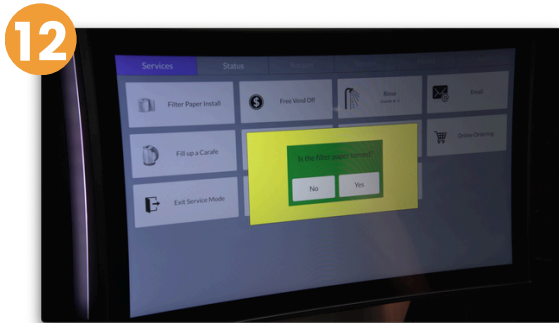


# Doing a Machine Tablet Cleaning (continued)



[Click](#) or scan the QR code for video instructions

11. Follow the instructions on the screen.
12. Press "No" in the pop-up window if the filter paper is intact. If it is torn, press "Yes."
- 13 Select the "Go" button and wait until the water comes out of the spout.
14. Empty the container, and be careful when handling it, because the water will be hot.
15. Replace the rinse cup and press "Go."



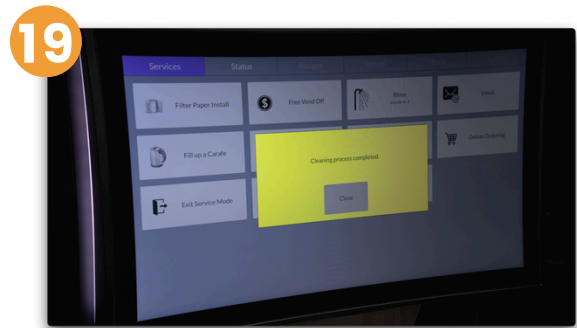
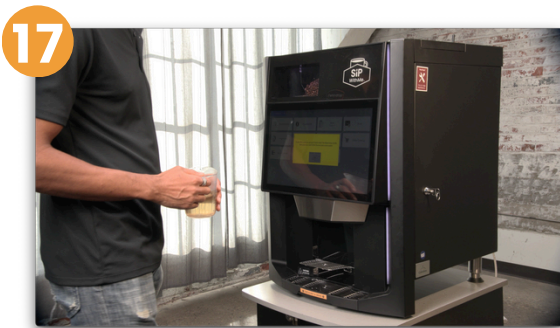


# Doing a Machine Tablet Cleaning (continued)



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17. Empty the container.
18. The cleaning process is now complete.
19. Press "Close" and exit service mode.
20. Close and lock the brewer door.





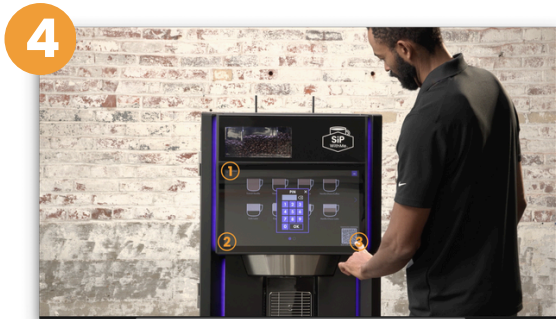
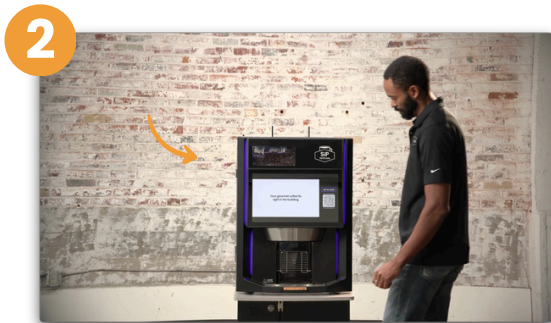
# Machine Out of Product



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1. If the machine is out of product, you will receive an automated alert via email.
2. First, confirm the machine is low or out of any product.
3. Refill all of the coffee or powder bins that need more product.
4. To reset low product notifications, enter service mode by pressing the three corners of the screen.
5. Enter your PIN. The factory default is 5657. Press "OK."





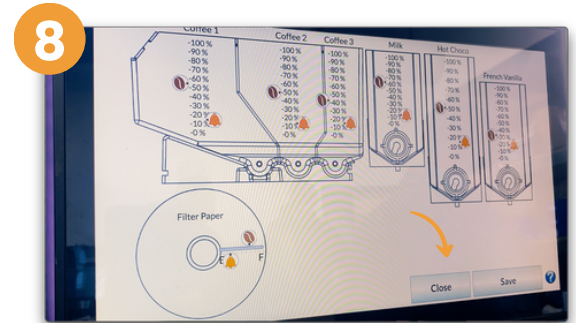
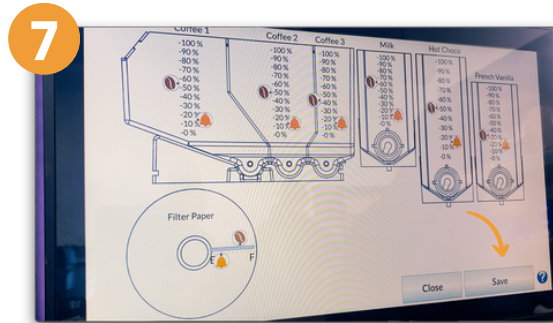
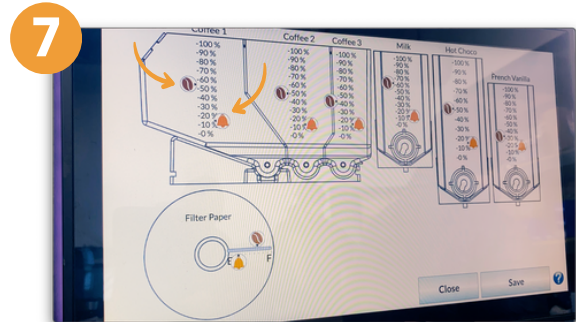
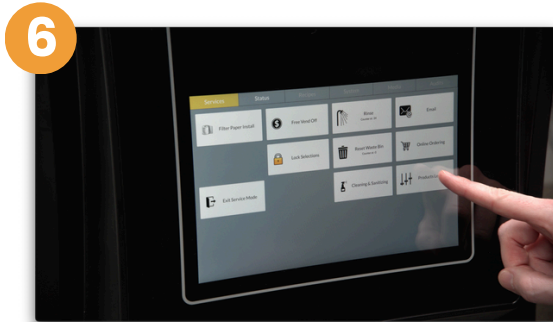
# Machine Out of Product (continued)



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6. In service mode, press the “Products Levels” button.
7. Adjust the product levels accordingly, then press “Save.”
8. Press the “Close” button.
9. Press the “Exit Service Mode” button.





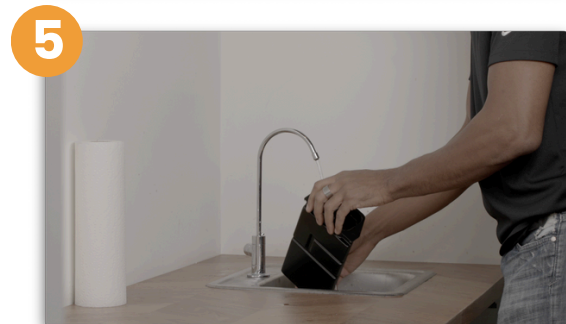
# Overflow Tray Full



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1. A water in overflow tray error will appear on the main screen when the overflow tray is full. Your machine will be disabled until the overflow tray is emptied.
2. Open the machine door.
3. Next, remove the splash guard and waste bin.
4. You'll see your overflow tray behind your waste bin in the bottom right corner.
5. Empty the overflow water drip tray, dry it with a towel, and place it back in the machine.
6. Remember to replace the waste bin and the splash guard.
7. Once complete, the "Water in the Overflow Tray" error will be cleared, and the machine will resume normal operation.



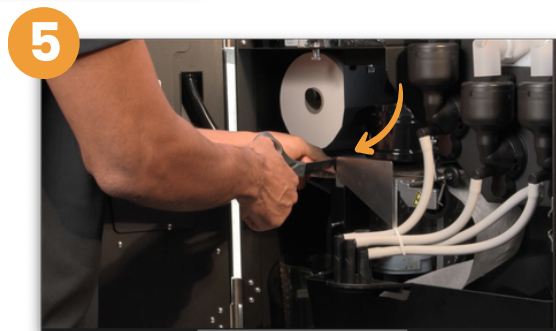
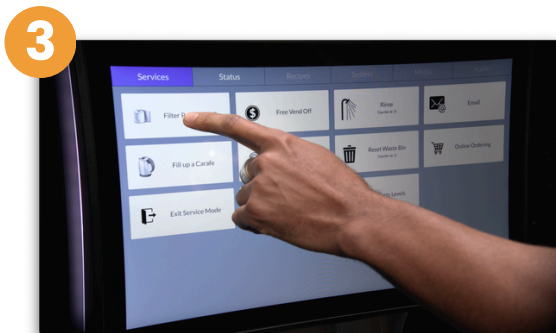
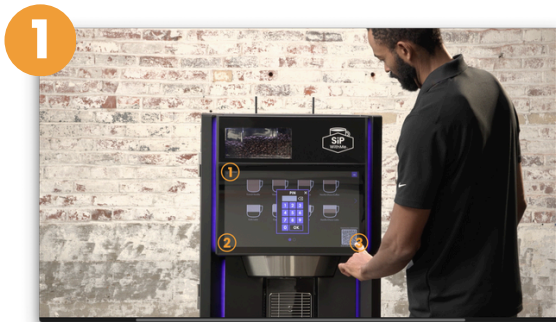


# Removing the Brew Group



Click or scan the QR code for video instructions

1. Enter service mode by clicking on the three corners of the screen.
2. Enter your PIN. The factory default is 5657. Press "OK."
3. Select "Filter Paper Install" on the screen to release the filter paper.
4. Remove the splash guard and set it aside.
5. Once the brew group releases the filter paper, cut it on the left side of the brew group and remove it.



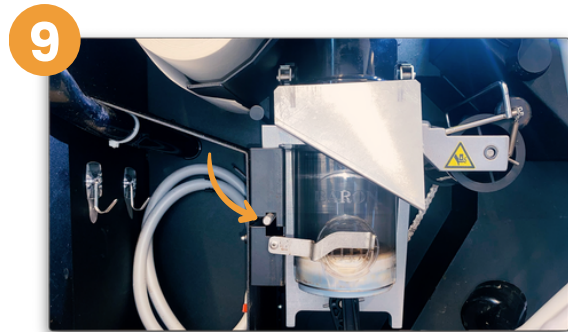
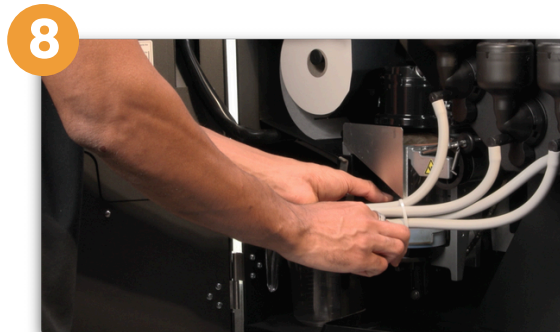


# Removing the Brew Group (continued)



Click or scan the QR code for video instructions

6. Remove the waste bin.
7. Move the spout support lock (a metal latch) counterclockwise to the left.
8. Remove the black plastic dispense nozzle attached to the lower part of the brew group.
9. Locate the brew group spring lock lever. Push down and move it to the right until it stays in place. This will unlock the brew group. Move the spout support lock down clockwise.
10. Firmly grab the brew group assembly from the main frame and slowly pull out.
11. Take the brew group to the sink and rinse it completely.





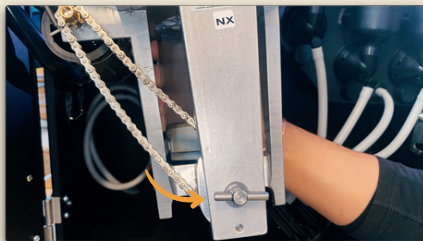


# Removing the Brew Group (continued)

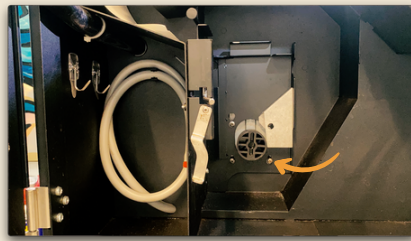


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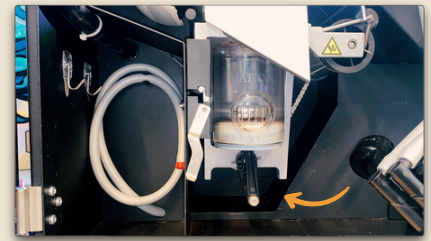
12. Make sure to dry excess water.
13. Once dry, reinsert the brew group by ensuring the main shaft pin matches the brew motor coupler inside the machine.
14. If it is no longer aligned, the main shaft pin in the rear of the brew cylinder can be adjusted by hand to ensure it locks in the coupler when inserted into the machine (see inset below).
15. Make sure the spring lock has returned to the up position.
16. Reconnect the dispense nozzle and lock it into place by turning the spout support lock to the right, using a clockwise motion. **Reconnect the hot water hose to the tube holder (metal loop) in the funnel cup.**
17. Reinstall the filter paper following the filter paper roll install instructions.



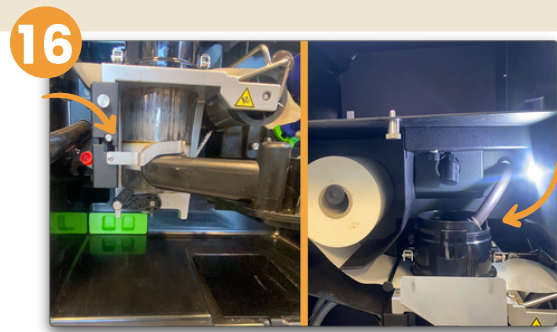
Main Shaft Pin



Brew Motor Coupler



Adjust By Hand





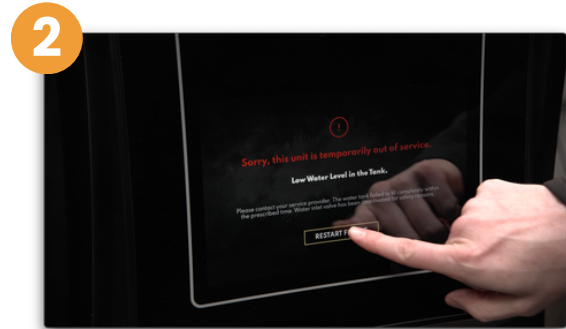
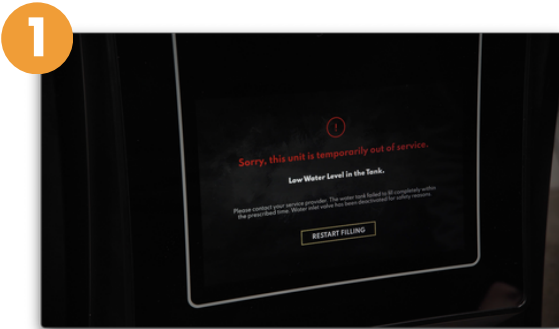
# Low Water Level



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1. When the machine is not getting the appropriate amount of water, you will receive a “Low Water Level” notification on the machine.
2. If you use a water jug to supply the machine, replace the empty jug with a full one. Press “Restart” on the screen, and the machine will refill.
3. If a water supply line supplies your machine, ensure the valve is open. If it is closed, reopen it, and the machine will refill automatically.
4. If the machine does not start automatically refilling, power cycle the machine using the rear power switch.





# Water Temp Too Low



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1. If you receive a water temperature error, the temperature is not high enough for the machine to brew.
2. The current machine temperature will be indicated on the screen.
3. The machine may take up to 2 minutes to return to the proper brewing temperature. It will automatically heat the water without any interaction needed.

1



2





# Grinder Jam Resolution



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1. Enter service mode by pressing the three corners of the screen.
2. Enter your PIN. The factory default is 5657. Press the back arrow to turn on the machine's interior light.
3. To locate the jam, remove the grinder chute (a plastic elbow) by carefully pulling the piece off.
4. Using a pointy object, clear the jam by poking and removing all packed coffee grounds inside the grinder.
5. Ensure the jam is fully cleared.





# Grinder Jam Resolution (continued)



Click or scan the QR code for video instructions

- Put the grinder chute back in place. It will snap back in by pushing and applying pressure at the top edge of the chute base.
- Enter service mode by pressing the three corners of the screen.
- Enter your PIN. The factory default is 5657.
- Run a rinse cycle to engage the grinder and expel the remaining grounds from the grinder burrs.
- Press the "Exit Service Mode" button

