



coffeeing the World



CLASSE 20

> **User Manual** (Read Installation Manual first)

Dear Client

First of all, thank you for choosing RANCILIO.

We are sure the product you have purchased will meet your expectations.

The coffee machine you are about to use is the outcome of extensive research and development. It is the most efficient, user-friendly and well designed machine of its kind.

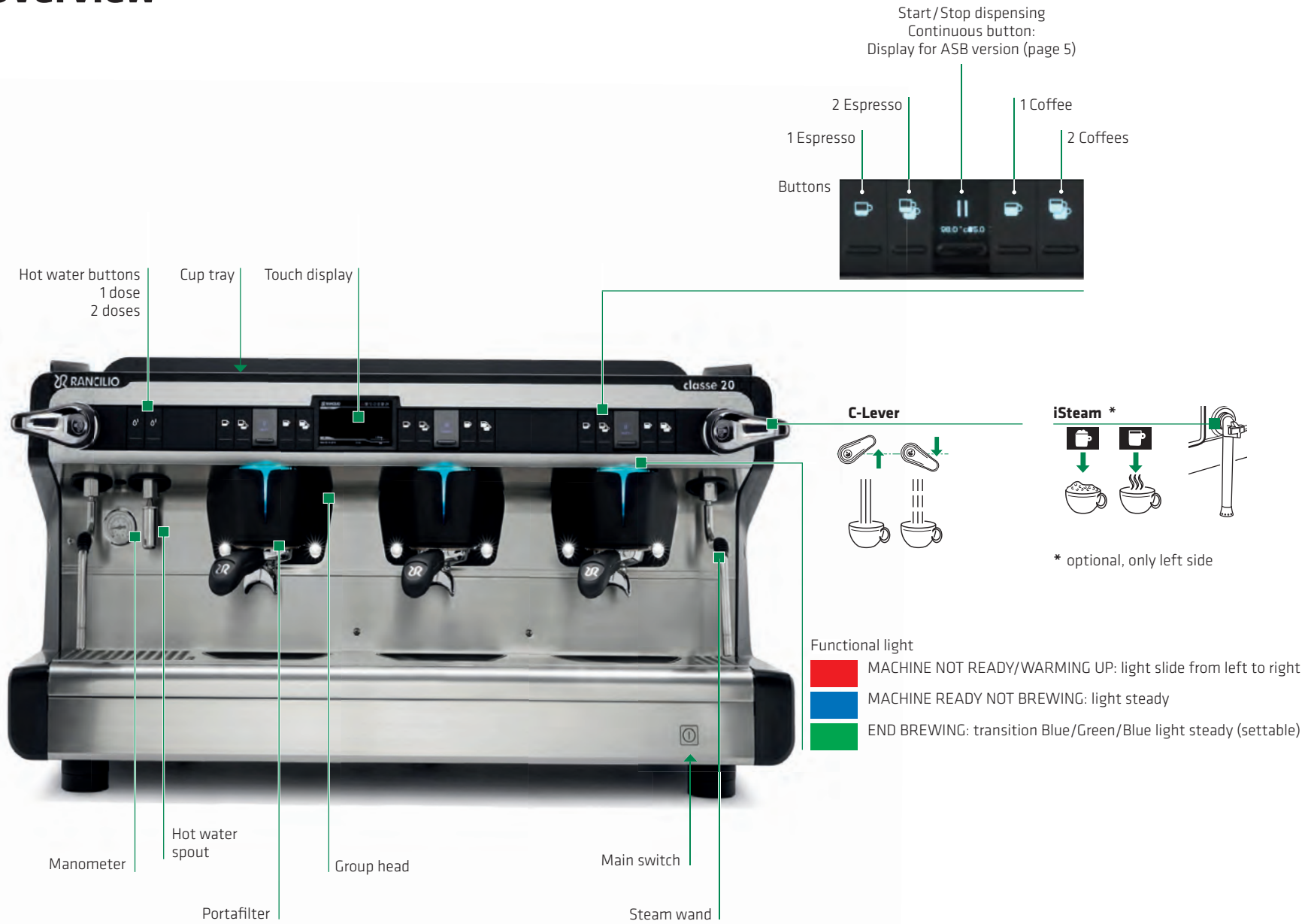
This Manual describes correct use and maintenance. It will help you obtain the best results from your coffee machine. We hope you find our explanations clear, and that we shall win your trust for the future too.

The CLASSE 20 machine line has been designed to prepare espresso and other hot beverages in a high demand commercial environment.

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Overview

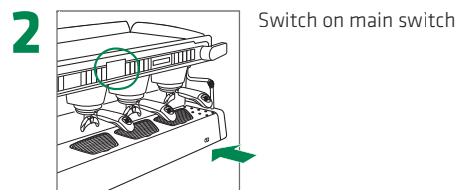
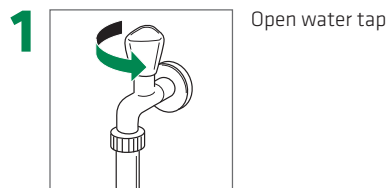


Manual Switch ON/OFF

Switch ON

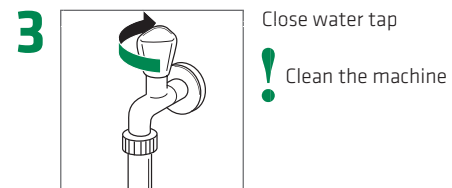
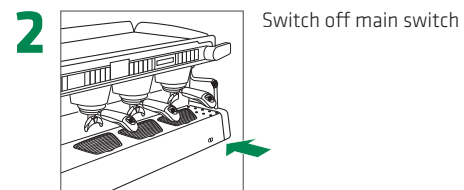
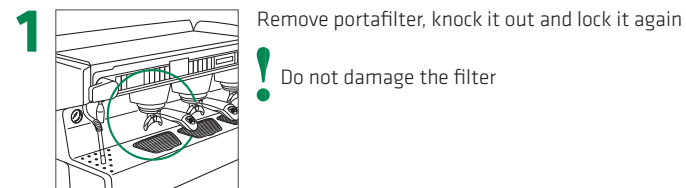
! Only a qualified person is allowed to connect the machine to the power supply.

! At the start of each day and anytime after a stop of more than 8 hours, it is necessary to renew 100 % of the water inside the hydraulic circuit. Let flow out water from each group for at least 30 seconds and dispense from the hot water spout at least 5 liters of water for 2-groups and 8 liters for 3-groups machine.




i **First start-up:**
Follow the instructions that appear on the display

Switch OFF



Machine Display

Menu Barista



SHORTCUTS

- Cup Warmer ON/OFF & level adjustment
- Boiler heating ON/OFF
- Coffee group cleaning selected
- Cleaning lock screen (40 seconds)

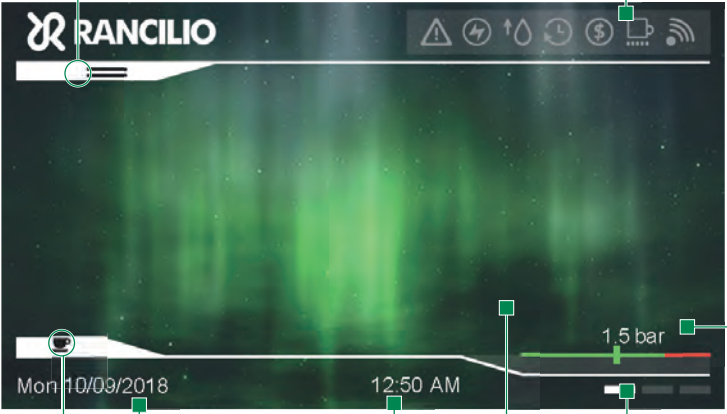
Other optional menus that can be enabled by the Manager:

OPTIONAL SHORTCUTS

- Timer
- Partial counters
- Doses
- Groups (ASB)
- Lights
- Softener
- Date & Time setting


Notification Line (lighted when in use)

	Warnings		Cash System
	Boiler heating		Cup warmer heating level
	Boiler filling		Telemetry
	Timer		



Menu Barista

Delivery Control (Brewing)



Brewing in progress or last selected

Group selected

Bar filling in real time or last selected


Date

Time


Steam boiler manometer

Swipe for different pages (swipe with a single finger)
HOME
MANAGER
TECHNICIAN

To access the desired menu, swipe right with two fingers (double swipe) using the fast menu.
The password is requested if the technician has set it.




Display ASB (continuous brewing button)



Continuous button (appears when brewing is not dispensing)

Temperature set on group



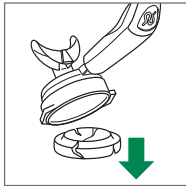
Brewing time (in seconds)

Temperature set on group

Brewing coffee

- ! **Warning:** Hot surface
- **Water renewal:** see note on page 4

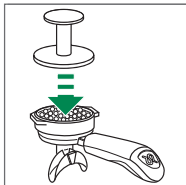
1



Knock out the portafilter and clean it with a cloth or object that does not damage the filter

! It is recommended to flush the group head 2-3 seconds

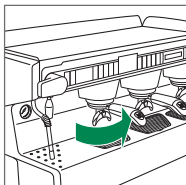
2



Fill with finely ground coffee and tamp

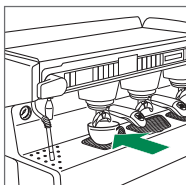
! Remove leftovers from rim of the filter

3



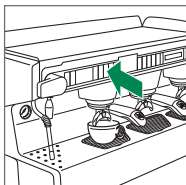
Lock the portafilter into the group head

4



Put cup(s) under portafilter spout

5

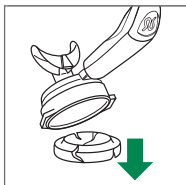


Start preparation

The information on Delivery Control screen are defined by manager

i To stop press the button again

6



Remove portafilter and knock it out
It is recommended to flush 2-3 seconds

! Do not damage the filter

Cleaning of the group heads

- ! **Do not use abrasive tools! Use suitable detergents to clean coffee machines and follow the instructions on the package!**

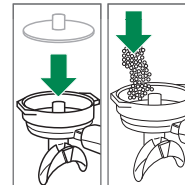
1



Enter the cleaning menu and select the group to clean

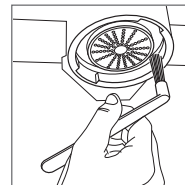
Follow the instructions on the display

2



Insert blind filter disk and add cleaning detergent for coffee machines

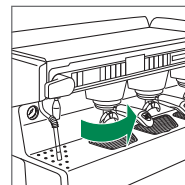
3



Brush the seals under the group head

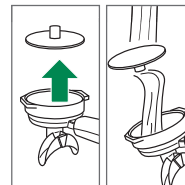
! Do not brush the shower screen!

4



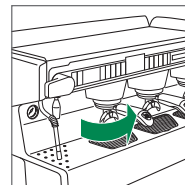
Lock the portafilter into the group head and than push "OK"

5



After the washing cycle, remove the portafilter using the blind filter basket, and press "OK" to rinse both under running water.

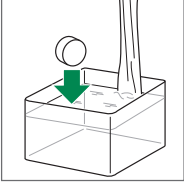
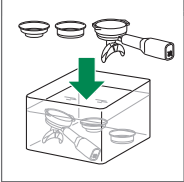
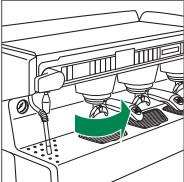
6



After rinse cycle, insert blind filter disk, lock the portafilter again and push "OK" to finish the clean.
Remove the blind filter disk from portafilter, re-lock it into the group head and than push "OK"

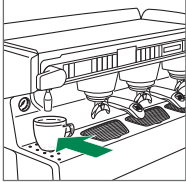

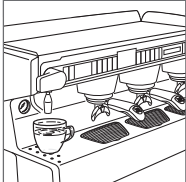
Cleaning the filter

- ! **Warning:** Hot surface.
- **Do not use abrasive tools! Use suitable detergents to clean coffee machines and follow the instructions on the package!**

-  Prepare solution in container
-  Immerse portafilter/unlocked filter in solution for at least 20 min. Rinse portafilter/filter thoroughly under running water
! Follow the directions provided on the detergent package
-  Reattach portafilter, lock it into the group head

Brewing hot water (tea)

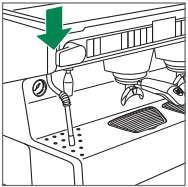
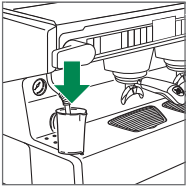
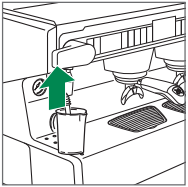
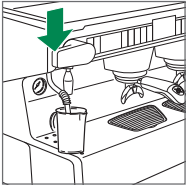
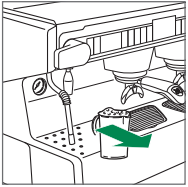
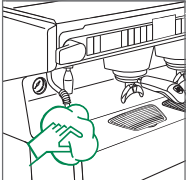
- ! **Warning:** Hot surface
- **Water renewal:** see note on page 4

-  Put cup under hot water spout
-  Press the requested hot water button
-  Wait for end of brewing
! Press button again for manual stop

Use Steam C-lever

! **Warning:** Hot surface

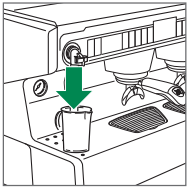
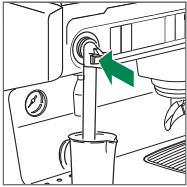

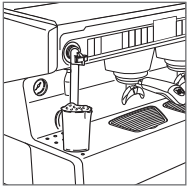
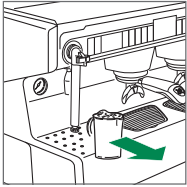
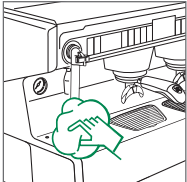

! **For best results:** store milk at $\leq 5^{\circ}\text{C}$ ($\leq 41^{\circ}\text{F}$)

- 1** **5 sec.**  Flush out residual steam condensate
- 2**  Submerge steam wand in milk
- 3**  Push up C-lever for continuous steam
! Push back to stop steam
- or  Push the C-lever downwards to release steam; the tap will close automatically when the steam is released
- 4**  Remove product when finished and clean steam wand
- 5**  Purge and clean steam wand

Use iSteam (optional)


! **Warning:** Hot surface

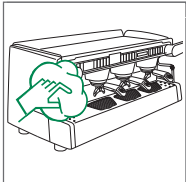
! **For best results:** store milk at $\leq 5^{\circ}\text{C}$ ($\leq 41^{\circ}\text{F}$)

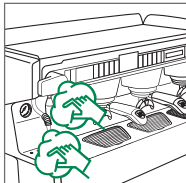
- 1**  Submerge iSteam in milk
- 2**  Press button
 Press and hold button to increase the final temperature
- 3**  Wait for end of preparation
! It is possible to stop pressing the button again
- 4**  Remove product when finished
! Do not remove before both led buttons on or blinking
- 5**  Purge and clean iSteam
 Press when the led buttons flash
A jet of steam cleans the iSteam wand

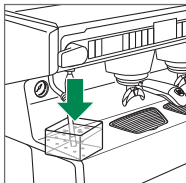
Daily cleaning C-Lever & iSteam

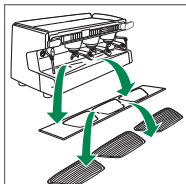
- ! Do not use abrasive tools! Use suitable detergents to clean milk, and follow the directions on the package! Do not use water jets for cleaning!

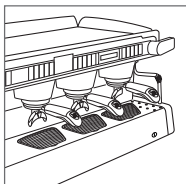
1  Deactivate screen (the screen will be deactivated for 40 seconds to permit the cleaning)
Follow the instructions on the display

2  Clean housing with damp cloth
! Follow the grain of the satin finish on stainless steel parts

3  Clean steam wand/hot water spout
! Check that steam nozzle holes are clean and not obstructed

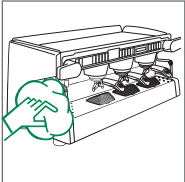
4  Submerge steam wand in milk detergent

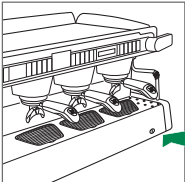
5  Remove cup-holder grid, clean drain outlet and inside of tray

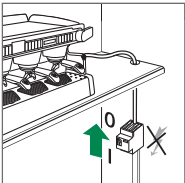
6  Reattach cup-holder grid

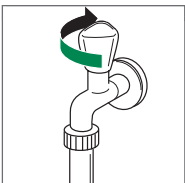
Uninstalling the machine

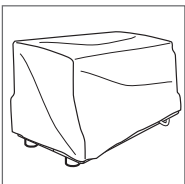
- ! Only qualified personnel are authorised to disconnect the machine from the mains power and from the hydraulic circuit

1  Clean the machine
! See part «Daily cleaning»

2  Switch off main switch

3  Switch off the circuit breaker

4  Close water tap

5  Cover the machine and place it in a dry room, not exposed to environmental elements
! Coffee machine must be cold

i **Decommissioning: cut the power cable and hand the machine over to authorised companies for disposal**

What if...

! **Diagnostics are to be carried out by the user with the plug disconnected**

• **For any problem or need that has not been specifically mentioned above, contact our Customer Support without attempting to perform repairs**



...the water is not dispensing

Verify that the water tap is open



...the machine does not power on

Verify that the power is switch on

Verify that the mains plug is inserted

Verify that the mains switch and the circuit are breaker on

Verify that the timer is ON



...the pump is very noisy

Verify that the hose is pinched under the machine



...there is a lot of coffee grounds in the cup

Verify if the filter / portafilter are damaged



...irregular steam delivery

Verify if the tips of the steam wand are obstructed



...there is no steam delivery

Verify if the steam wand is clogged

Verify that the steam switch is turned on and the machine under pressure



...the group flowrate is too slow

Verify if the shower screen is dirty



...the coffee brewing is too fast

Verify if the coffee in the portafilter is tamped too little

Verify if the coffee ground is too coarse

Verify if the amount of coffee is too small

Verify if the filter basket worn



...slow dispensing

Verify that the filter, the portafilter and the group heads are cleaned

Verify if the coffee ground is too finely

Verify if the amount of coffee is too much

Verify if the coffee in the portafilter is tamped too hard



...coffee drips outside the portafilter

Verify if the portafilter is too dirty



...coffee taste is rancid

Verify if the group and filter are very dirty

Verify if the bean coffee is too old



...there is water under the machine

Verify if the drain pipe is obstructed

Settings Manager



	FAST MENU	TOPIC	SEE PAGE
	Settings	2.1 SETTINGS	
	2.1.1	LIGHTS	12
	2.1.2	LANGUAGE	
	2.1.3	DATE & TIME	
	2.1.4	TIMER	13
	2.1.5	PASSWORD	
		STANDARD QUALITY ESPRESSO	
	2.1.6	SOFTENER	13
	Info	2.2 INFO	
	2.2.1	COUNTERS	
	2.2.2	TOTAL COUNTERS	
	2.2.3	CLEANER COUNTERS	
	2.2.4	HISTORICAL ERRORS	
	2.2.5	SYSTEM	
	Screen	2.3 SCREEN	
	2.3.1	SHORTCUTS	
	2.3.2	SCREENSAVER	
	2.3.1	CONTRAST AND BRIGHTNESS	
	2.3.2	WALLPAPER	
	Snap & Share	2.4 SNAP & SHARE (SEE PAGE 17)	
	2.4.1	QR SIZE	
	2.4.2	PARAMETERS	
	2.4.3	COUNTERS	
	2.4.4	HISTORICAL ERRORS	
	2.4.5	HISTORICAL CLEANER	
	Doses	2.5 DOSES (GROUP 1/2/3, COPY, WATER, I-STEAM)	14
	Groups	2.6 GROUPS	16

Settings Manager

Function of the buttons

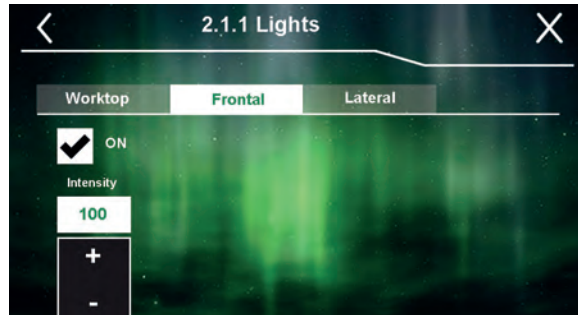
- < Exit and save
- X Exit and do not save

«LIGHT»



Shortcut

Design lights ON/OFF (USB version)



Select ON to switch on front lighting, and press + or - to select lighting intensity

! Optional design lighting based on the chosen version

Design lights RGB



Select ON to switch on front lighting, and choose lighting intensity and RGB colour

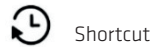
! Optional design lighting based on the chosen version

Settings Manager

Function of the buttons

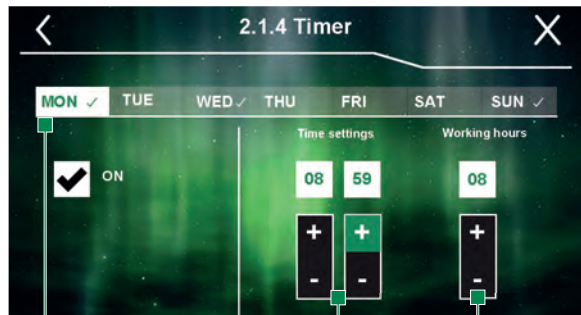
- < Exit and save
- X Exit and do not save

«TIMER»



Shortcut

Automated machine start-up and shut-down



Days in which switch ON/OFF the machine
 Timer activated

Machine start-up time

Working hours of the machine

- ! Do not close the water tap with the timer set
- ! Possibility to automatically switch ON/OFF the machine in predefined days and times

«SOFTENER»



Shortcut

Installation date and litres of softener



Water hardness and litres of softener



- ! The machine alerts when it is time to replace the cartridge or to regenerate resins
- Activate check marks according to the softener used

Settings Manager

Function of the buttons

- < Exit and save
- X Exit and do not save

«DOSES»



Self-learning

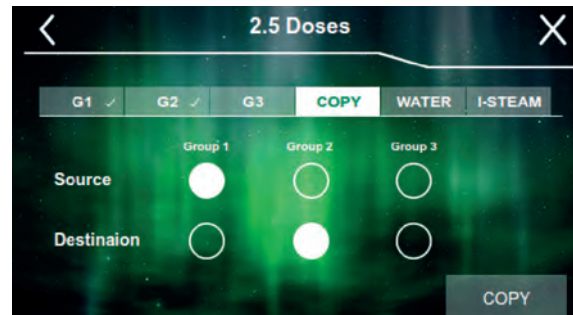


1. Check the self-learning box
2. Brew a coffee according to your recipe on the button that you want set
3. Stop the brew according to your recipe
4. For precise regulation, select the box concerned and adjust the value by using the + and - buttons

Remove check mark the self-learning box to test the recipe

- ! Select brewing group to adjust the parameters
- Select the parameters and use + or -

Copy dose



To set the same parameters to another group use "copy menu"

- ! The groups can be adjusted individually

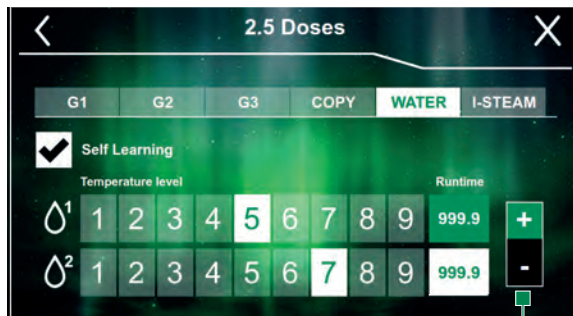
Settings Manager

Function of the buttons

- < Exit and save
- X Exit and do not save

«HOT WATER»

Self-learning



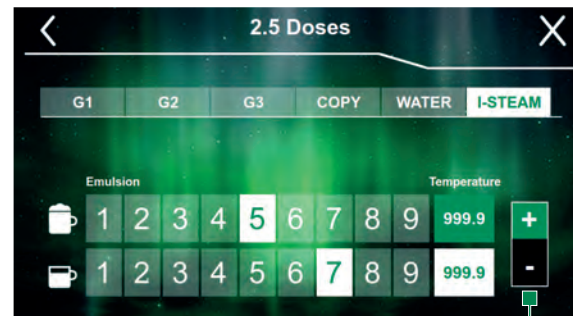
1. Check the self-learning box
2. Brew water according to your recipe on the button that you want set
3. Stop the brew according your recipe
4. For precise regulation, select the box concerned and adjust the value by using the + and - buttons

Remove check mark the self-learning box to test the recipe

! Select the parameters and use + or -

«STEAM iSteam» optional

Manual setting



- 9 more foam
- 1 less foam

Manual Setting

Settings Manager

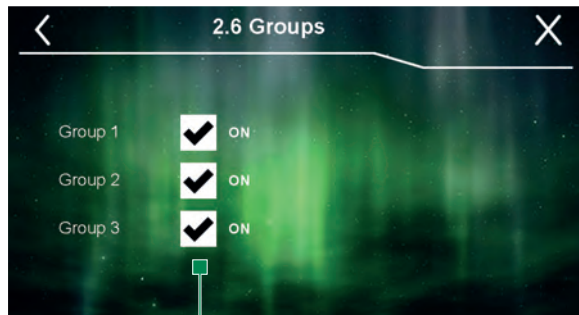
Function of the buttons

- < Exit and save
- X Exit and do not save

«GROUPS»

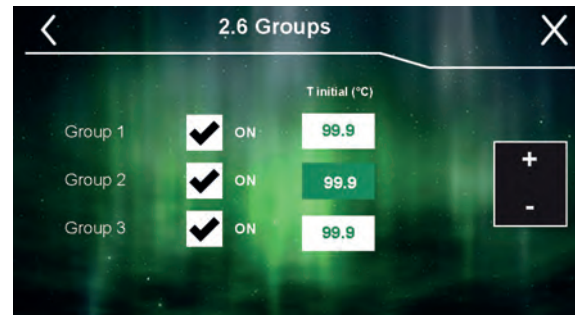
 Shortcut

USB setting



Group ON/OFF switch

ASB setting



Select the temperature you wish to change

! Select the parameters and use + or -

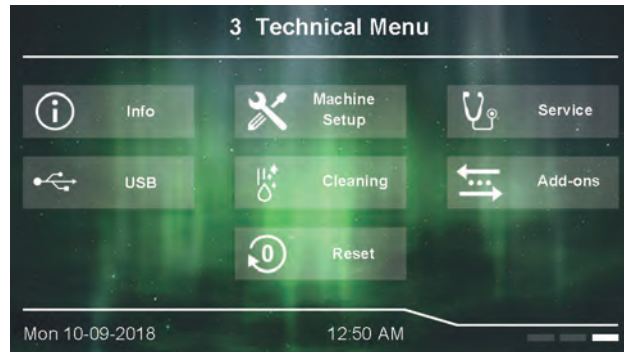
! ASB version enabled by Technician






Settings Technician



	FAST MENU	TOPIC	SUB-TOPIC	SEE PAGE
	Info	3.1	INFO	
		3.1.1	COUNTERS	
		3.1.2	TOTAL COUNTERS	
		3.1.3	CLEANER COUNTERS	
		3.1.4	HISTORICAL ERRORS	
		3.1.5	SYSTEM	
	Machine Setup	3.2	MACHINE SETUP	
		3.2.1	GROUPS	
			3.2.1.1 CONTINUE	19
			3.2.1.2 ASB	
			3.2.1.3 OFFSET SENSORS	
		3.2.2	UTILITIES	
			3.2.2.1 REDUCE POWER	
			3.2.2.2 CUPWARMER	
			3.2.2.3 SOFTENER	
			3.2.2.4 PRESSURE	
			3.2.2.5 RGB	
			3.2.2.6 I-STEAM	
		3.2.3	PASSWORD	
			3.2.3.1 PASSWORD MENU TECHNICAL	
			3.2.3.2 PASSWORD MENU MANAGER	
		3.2.4	UNIT OF MEASURE	
		3.2.5	MAINTENANCE (PARAMETERS, PUP UP INFO, RESET)	19
		3.2.6	SNAP & SHARE (QR SIZE, E-MAILS)	19
		3.2.7	MACHINE DATA (N° SERIES, MACHINE NAME)	

Settings Technician



	FAST MENU	TOPIC	SEE PAGE
	Service	3.3 SERVICE	
		3.3.1 ELECTROVALVES (TEST GROUPS, WATER, I-STEAM)	20
		3.3.2 HEATING ELEMENTS (TEST BOILER, RELAY, GROUPS)	20
		3.3.3 LIGHTS	20
		3.3.4 VOLUMETRIC COUNTERS	20
		3.3.5 LEVEL SENSORS	
		3.3.6 ANALOG SENSORS	
		3.3.7 PUMP	
		3.3.8 DISPLAY	
		3.3.9 TECHNICAL COUNTERS (ACTIVATE PUMP, PUMP WORKING HOURS, ELV CONTROLS, TOTAL QUANTITY WATER, TOTAL QUANTITY SOFTENER)	
	USB	3.4 USB	
		3.4.1 PARAMETERS	21
		3.4.2 ERROR LIST	21
		3.4.3 COUNTERS	21
		3.4.4 IMAGES	21
		3.4.5 SYSTEM	
	Cleaning	3.5 CLEANING	
		3.5.1 SETTING	22
		3.5.2 I-STEAM	22
	Add ons	3.6 ADD-ONS	
		3.6.1 IDS	
		3.6.2 TELEMETRY	
		3.6.3 BLUETOOTH	
	Reset	3.7 RESET	
		3.7.1 FIRST START-UP	22
		3.7.2 RESET	22
		3.7.3 FACTORY RESET	22

Settings Technician

Function of the buttons

< Exit and save

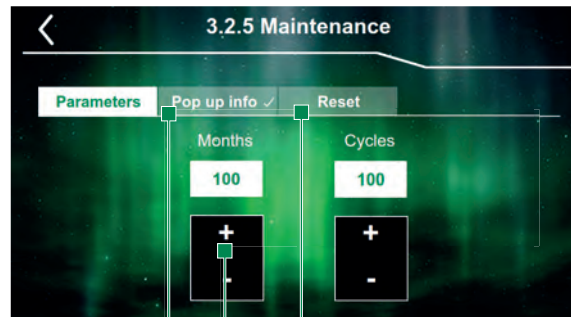
«GROUPS»



|| Enables/disables the continuous brewing of ASB function

Offset: calibration of the group sensor

«MAINTENANCE»

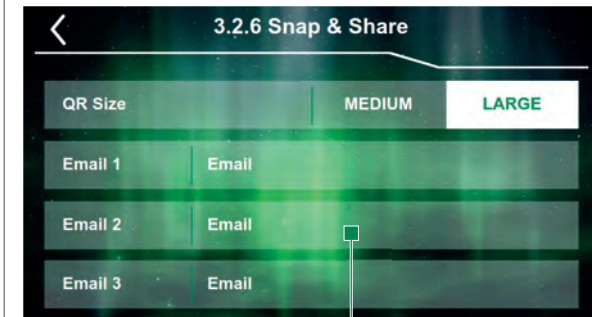


Reset of maintenance counters

After XX months or cycles is displayed pop-up with notice to contact the technician

Information concerning the technician to be contacted

«SNAP & SHARE»



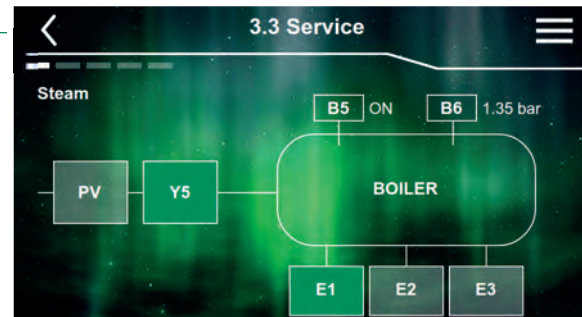
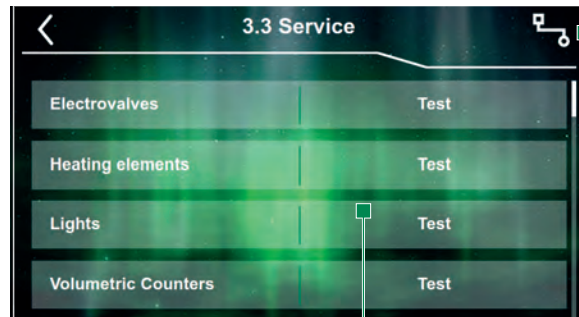
Enter e-mail to send the scan of QR code

Settings Technician

Function of the buttons

< Exit and save

«Service»



Visual service for test each system:

- > iSteam
- > Coffee USB
- > Coffee ASB
- > Water

- ! Component could be switched on/off with one tap
- ! When the function is selected, the box is green coloured
- ! More than one component could be selected in the same time

Press the button «TEST» to enter in every menu and analyse each component

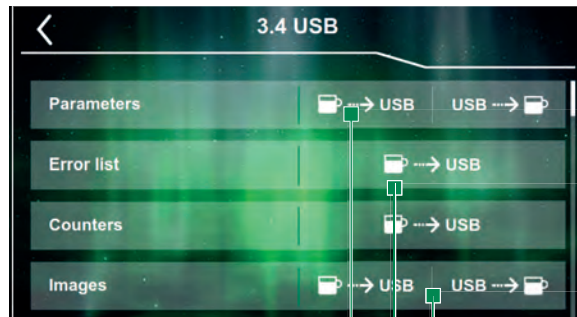
Hold the button to keep the component on

Settings Technician

Function of the buttons

< Exit and save

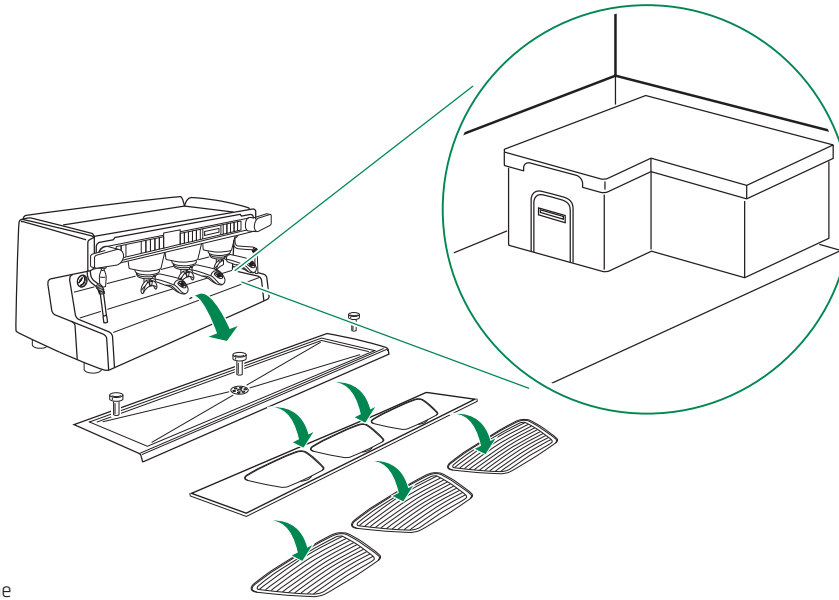
«USB»



Transfer parameters from/to machine

Transfer images from/to machine

Transfer list of errors and counters to USB key



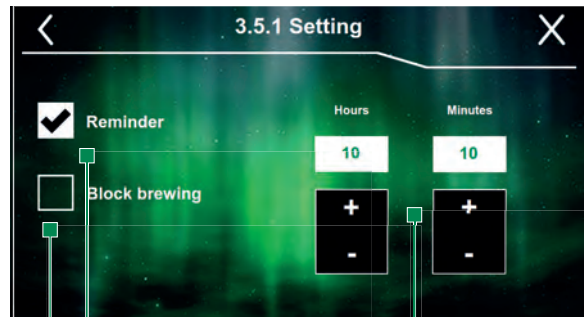
Settings Technician

Function of the buttons

- < Exit and save
- X Exit and do not save

«CLEANING»

Setting



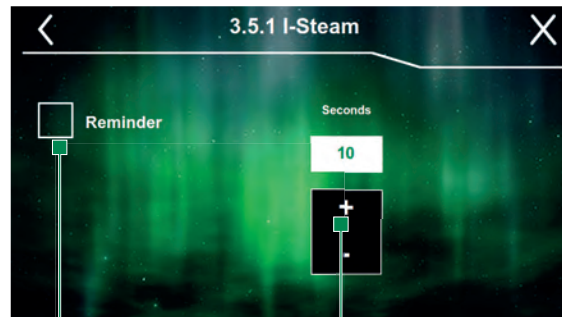
Check for a pop-up reminder cleaning of the machine

Time when the pop-up will appear

Check to block machine after one hour from pop-up warning if no cleaning

! Pop-up is not appeared if no brewings are made

iSteam



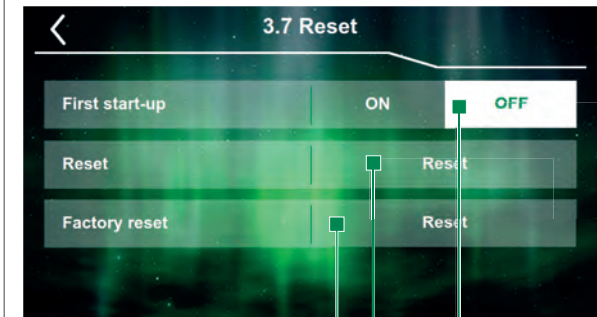
Check for a pop-up reminder cleaning of iSteam

After XX seconds from the last brewing, the iSteam buttons blink

! One purge of XX seconds is performed regardless of which button is pressed

«RESET»

Reset



Reset to first start-up

Reset to default parameters

Reset all (exclusive Rancilio)

List of errors

Code	Fault description	Code	Fault description	Code	Fault description
<i>E01</i>	Error reaching boiler level	<i>W02</i>	Failure to read Group 2 flowmeter	<i>W37</i>	EV line cold water economiser short circuit
<i>E02</i>	Boiler pressure not reached	<i>W03</i>	Failure to read Group 3 flowmeter	<i>W38</i>	EV line hot water economiser interruption
<i>E03</i>	Boiler level probe short circuit	<i>W08</i>	Maintenance warning	<i>W39</i>	EV line hot water economiser short circuit
<i>E04</i>	Boiler level probe interruption	<i>W20</i>	EV line water supply interruption	<i>W44</i>	EV line group 1 profiling interruption
<i>E05</i>	IDS connection missing	<i>W21</i>	EV line water supply short circuit	<i>W45</i>	EV line group 1 profiling short circuit
<i>E06</i>	Resin regeneration failure	<i>W22</i>	EV line drain interruption	<i>W46</i>	EV line group 2 profiling interruption
<i>E07</i>	Maintenance failure	<i>W23</i>	EV line drain short circuit	<i>W47</i>	EV line group 2 profiling short circuit
<i>E08</i>	Washing failure	<i>W24</i>	EV line group 1 interruption	<i>W48</i>	EV line group 3 profiling interruption
<i>E09</i>	5 V connection services missing	<i>W25</i>	EV line group 1 short circuit	<i>W49</i>	EV line group 3 profiling short circuit
<i>E10</i>	Pressure transducer connection missing	<i>W26</i>	EV line group 2 interruption	<i>W70</i>	Lighting group 1 interruption
<i>E11</i>	12 V connection services missing	<i>W27</i>	EV line group 2 short circuit	<i>W71</i>	Lighting group 1 short circuit
<i>E12</i>	12 V power board connection missing	<i>W28</i>	EV line group 3 interruption	<i>W72</i>	Lighting group 2 interruption
<i>E13</i>	24 V connection power valves missing	<i>W29</i>	EV line group 3 short circuit	<i>W73</i>	Lighting group 2 short circuit
<i>E14</i>	24 V connection display unit missing	<i>W32</i>	EV line left steam interruption	<i>W74</i>	Lighting group 3 interruption
<i>E15</i>	24 V Triac connection missing	<i>W33</i>	EV line left steam short circuit	<i>W75</i>	Lighting group 3 short circuit
<i>E19</i>	Boiler over pressure	<i>W34</i>	EV line right steam interruption	<i>W92</i>	Cup warmer 1 temperature probe interruption
<i>E20</i>	Boiler safety level intervention	<i>W35</i>	EV line right steam short circuit	<i>W93</i>	Cup warmer 1 temperature probe short circuit
<i>W01</i>	Failure to read Group 1 flowmeter	<i>W36</i>	EV line cold water economiser interruption	<i>W96</i>	External temperature probe group 1, interruption

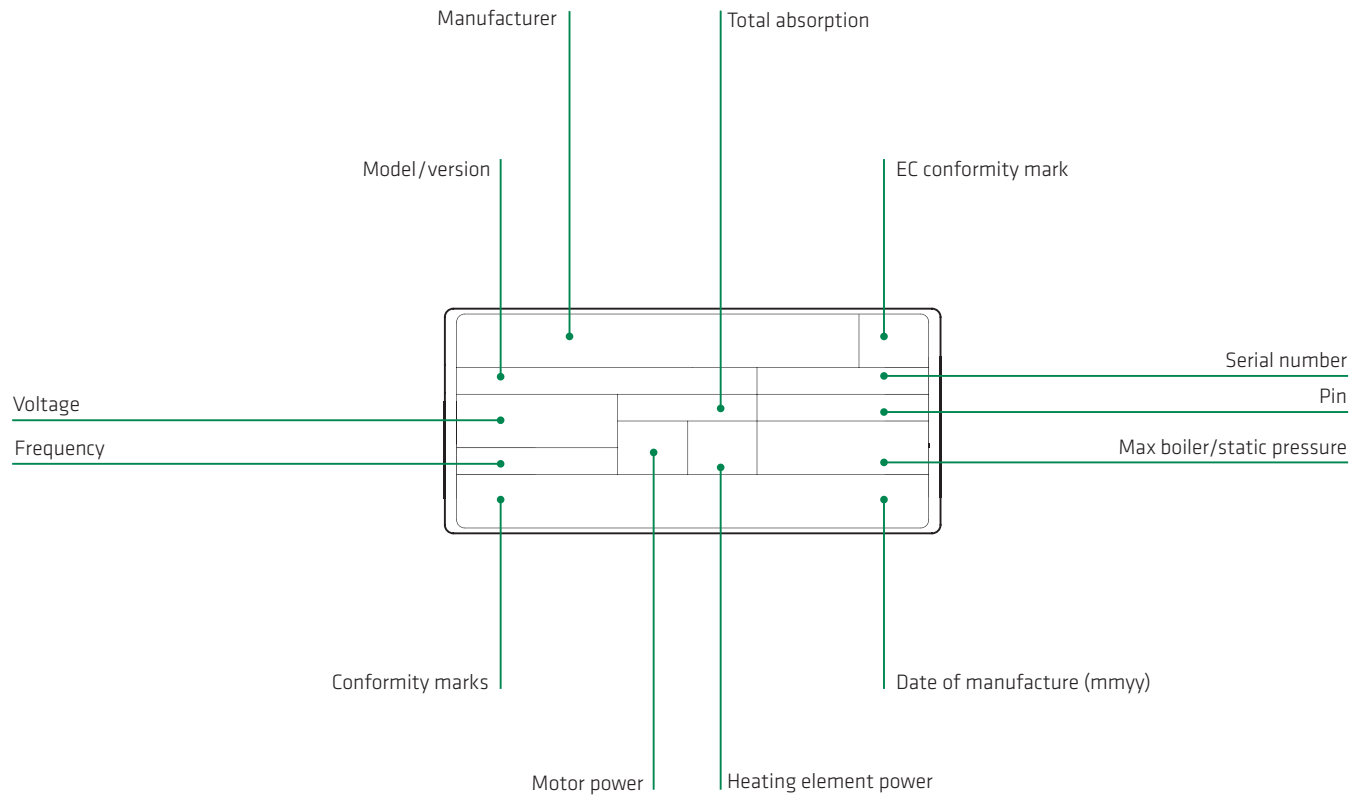
List of errors

General

Code	Fault description	Code	Fault description	Code	Fault description
W97	External temperature probe group 1, short circuit	W149	Internal temperature probe set-point, group 1, not reached	W220	EV line right steam interruption
W98	External temperature probe group 2, interruption	W150	Internal temperature probe overheating group 2	W221	EV line right steam short circuit
W99	External temperature probe group 2, short circuit	W151	Internal temperature probe set-point, group 2, not reached	W222	EV line left cold water economiser
W100	External temperature probe group 3, interruption	W152	Internal temperature probe overheating group 2	W223	EV line cold water economiser short circuit
W101	External temperature probe group 3, short circuit	W153	Internal temperature probe set-point, group 3, not reached	W224	EV line hot water economiser interruption
W104	Internal temperature probe group 1, interruption	W156	Maintenance warning	W226	EV line group 1 profiling interruption
W105	Internal temperature probe group 1, short circuit	W200	EV line water supply interruption		
W106	Internal temperature probe group 2, interruption	W201	EV line water supply short circuit		
W107	Internal temperature probe group 2, short circuit	W202	EV line drain interruption		
W108	Internal temperature probe group 3, interruption	W203	EV line drain short circuit		
W109	Internal temperature probe group 3, short circuit	W206	EV line group 1 interruption		
W140	External temperature probe overheating group 1	W207	EV line group 1 short circuit		
W141	External temperature probe set-point, group 1, not reached	W208	EV line group 2 interruption		
W142	External temperature probe overheating group 2	W209	EV line group 2 short circuit		
W143	External temperature probe set-point, group 2, not reached	W210	EV line group 3 interruption		
W144	External temperature probe overheating group 3	W211	EV line group 3 short circuit		
W145	External temperature probe set-point, group 3, not reached	W212	EV line left steam interruption		
W148	Internal temperature probe overheating group 1	W213	EV line left steam short circuit		

Technical data

We reserve the right to make technical changes
The maximum power depends on model and country



Technical data

		2 GR ASB	3 GR ASB	2 GR USB	3 GR USB
General	Width	775 mm 30.5 inch	1015 mm 39.9 inch	775 mm 30.5 inch	1015 mm 39.9 inch
	Depth	568 mm 22.4 inch	568 mm 22.4 inch	568 mm 22.4 inch	568 mm 22.4 inch
	Height	550 mm 21.6 inch	550 mm 21.6 inch	550 mm 21.6 inch	550 mm 21.6 inch
	Weight	74 kg 163.1 lb	85 kg 187.4 lb	74 kg 163.1 lb	85 kg 187.4 lb
	Noise level during use	< 70 dB	< 70 dB	< 70 dB	< 70 dB
	Water inlet	3/8"	3/8"	3/8"	3/8"
	ø mm drainage	14 mm 0.55 inch	14 mm 0.55 inch	14 mm 0.55 inch	14 mm 0.55 inch
	Ambient temperature during use	+5 - +30 °C +41 - +86 °F	+5 - +30 °C +41 - +86 °F	+5 - +30 °C +41 - +86 °F	+5 - +30 °C +41 - +86 °F
Power supply	220 - 240V~/380-415V3N~, 50 - 60Hz	5.21-5.35 kW	6.56-6.73 kW	4.71-4.85 kW	6.41-6.58 kW
	220 - 240V~, 60Hz	5.21-5.35 kW	6.56-6.73 kW	4.71-4.85 kW	5.41-5.58 kW

		2 GR ASB	3 GR ASB	2 GR USB	3 GR USB
Main Boiler	Pressure	0.22 MPa 2.2 bar	0.22 MPa 2.2 bar	0.22 MPa 2.2 bar	0.22 MPa 2.2 bar
	Temperature	134 °C	134 °C	134 °C	134 °C
	Content	Water/ Steam	Water/ Steam	Water/ Steam	Water/ Steam
	Capacity	11 l	16 l	11 l	16 l
Coffee Boiler	Pressure	1.2 MPa 12 bar	1.2 MPa 12 bar	-	-
	Temperature	adjustable	adjustable	-	-
	Content	Water	Water	-	-
	Capacity	0.15 l	0.15 l	-	-
	Pre-infusion chamber	0.01 l	0.01 l	-	-
Exchanger	Exchanger	2x	3x	2x	3x
	Pressure	1.2 MPa 12 bar	1.2 MPa 12 bar	1.2 MPa 12 bar	1.2 MPa 12 bar
	Capacity	0.35 l	0.35 l	0.35 l	0.35 l
	Temperature	134 °C	134 °C	134 °C	134 °C
	Content	Water	Water	Water	Water

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