

jura®



Figure: Your machine may look different than the one shown.

Z10 (NAA) Instructions for Use



For your safety: read and understand manual before use.

Your Z10





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1 IMPORTANT SAFEGUARDS

Comply with the instructions for use

Failure to observe the instructions for use may result in serious injuries or damage to property. Safety information is therefore indicated as follows:

	This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.
	DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury.
	WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.
	CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
NOTICE	NOTICE is used to address practices not related to personal injury.

Follow the basic safety precautions

When using electrical appliances, basic safety precautions shall always be followed, to reduce the risk of fire, electric shock, and/or injury to persons, including the following:

- Read all instructions.
- Do not touch hot surfaces. Use handles or knobs.
- To protect against fire, electric shock and injury to persons, do not immerse power cord, plugs, or body of machine in water or other liquid.
- Close supervision is necessary when any appliance is used by or near children.
- Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or has been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair or adjustment.

- The use of an accessory attachment not recommended by the appliance manufacturer may result in fire, electric shock, or injury to persons.
- Do not use outdoors.
- Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- To disconnect, turn any control to 'OFF' then remove plug from wall outlet.
- Do not use appliance for other than intended use.
- Use extreme caution when dispensing hot steam, hot water or hot coffee.

SAVE THESE INSTRUCTIONS. Pass them on to any subsequent user.

Intended use The appliance is designed and intended for household use only. It shall only be used for coffee preparation and to heat milk and water, according to these instructions. Use for any other purpose will be deemed improper. JURA Elektroapparate AG cannot accept any responsibility for the consequences of improper use.

People, including children, who

- do not have the physical, sensory or mental capabilities to use the appliance safely or
- are inexperienced or lack knowledge in how to use the appliance safely

must be supervised by a responsible person when using it, or must be instructed in how to use it correctly.

Special power cord set instructions

- A short power-supply cord is to be provided to reduce risks resulting from becoming entangled in or tripping over a longer cord.
- The cord shall be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over.
- This appliance has a 3-pin grounded plug.
- Do not modify the plug in any way.

Extension cords are available and may be used if care is exercised in their use.

If the user chooses to use an extension cord,

- the marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance, and
- if the appliance is of the grounded type, the extension cord should be a grounding type 3-wire cord, and
- the longer cord should be arranged so that it will not drape over the counter top or tabletop where it can be pulled on by children or tripped over.

 **WARNING**



To reduce the risk of fire or electric shock, DO NOT remove any service covers. DO NOT modify the appliance in any way that is not described in these instructions. NO user serviceable parts included. Repair MUST be done by authorized personnel only.

In the event of signs of damage, for example if there is a smell of burning, unplug the machine immediately from outlet and contact JURA customer service.

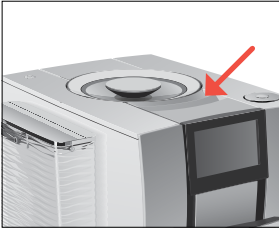
 **CAUTION**

This appliance is for household use. Any servicing other than cleaning and user maintenance shall be performed by an authorized service representative:

- Do not immerse base in water or try to disassemble.
- Do not put the appliance or any individual parts in the dishwasher.
- Check voltage to be sure that the voltage indicated on the name plate complies with your voltage. The name plate is located on the underside of the appliance.
- Never use warm or hot water to fill the water container. Use cold water only.
- Keep your hands and the cord away from hot parts of the appliance during operation.

There is a risk of scalds or burns on the spouts and the cappuccino frother / nozzle.

- Keep children away.
- Do not touch any hot parts. Use the handles or knobs provided.
- Ensure that the cappuccino frother / nozzle is correctly fitted and clean. If incorrectly fitted or if they become blocked, the cappuccino frother or its parts might come off.

NOTICE

NEVER DO
(or you will void your
warranty protection):

- Never clean with scouring powders or hard implements.
 - Ensure that the ventilation slots are not covered.
 - Never pull out the drip tray during the brewing process. Only pull the drip tray when the display instructs you or when the appliance is ready for use.
-
- Never fill instant coffee, chocolate mix etc. into the bean container or ground coffee funnel (filler funnel for ground coffee). It will damage the functioning of the brewing chamber.
 - Never fill sugar coated coffee beans into the bean container. In case of doubt, call your dealer.
 - Never fill anything other than coffee beans into the bean container (no chocolate, no rice, no nuts, no spices, nothing other than roasted coffee beans).
 - Never fill frozen beans into the bean container. If you store beans in the freezer, let them thaw 3 to 4 hours before filling them into the bean container.
 - Never fill anything but fresh, cold and clean water into the water tank, except when decalcifying.
 - Never use mineral or carbonated water. You can use tap water, bottled water, spring water and reverse osmosis water.
 - Never do anything with the machine which is not described in these instructions. In case of doubt, call your dealer.

2 Control elements

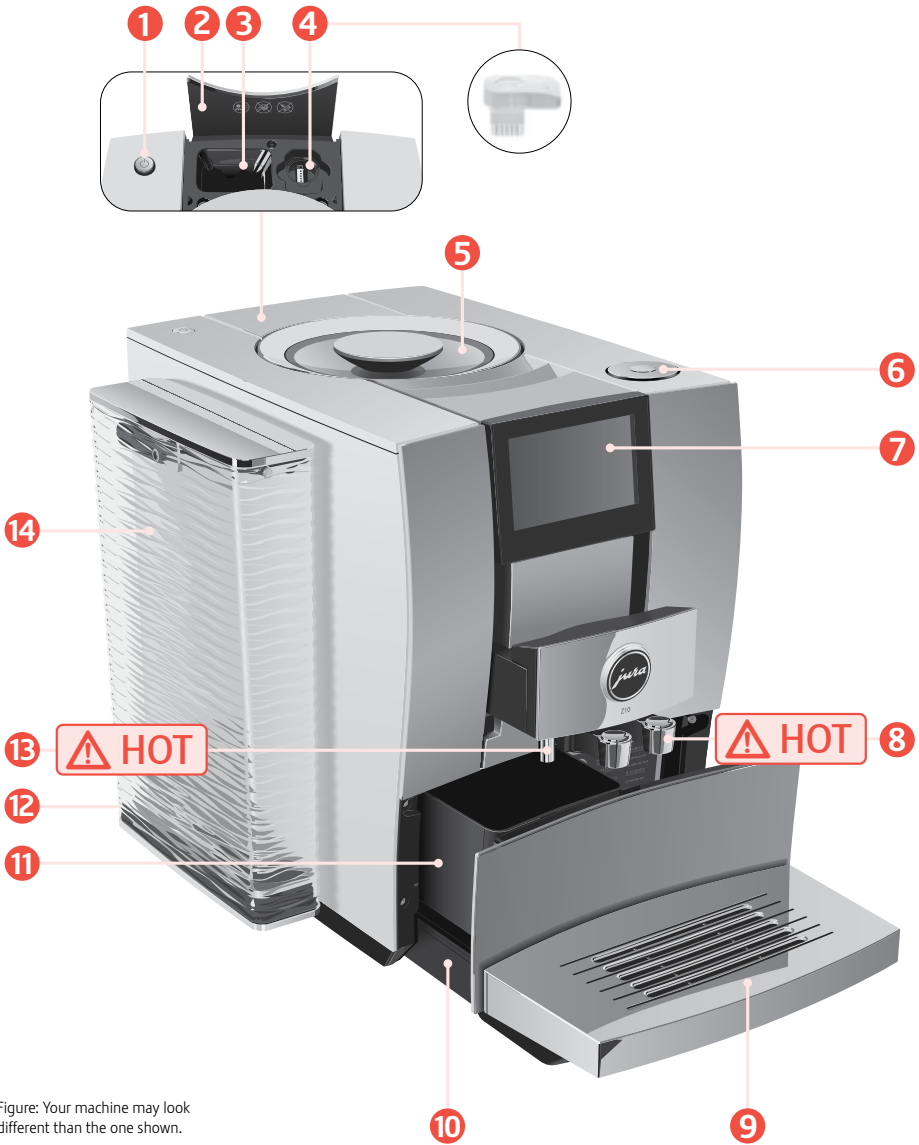


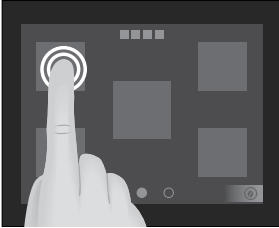
Figure: Your machine may look different than the one shown.

- 1 On/Off button ϕ
- 2 Cover for powder chute for ground coffee
- 3 Powder chute for ground coffee
- 4 Service socket with JURA WiFi Connect (under cover)
- 5 Bean container with aroma preservation cover
- 6 Rotary Switch
- 7 Touchscreen display
- 8 Height- and width-adjustable dual spout
- 9 Cup platform
- 10 Drip tray
- 11 Coffee grounds container
- 12 Power cord
- 13 Hot-water spout
- 14 Water tank
- 15 Container for milk system cleaning
- 16 Measuring spoon for ground coffee
- 17 Filter casing



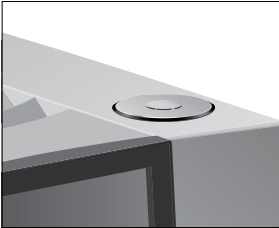
3 Preparing and using for the first time

Operation with touchscreen display and Rotary Switch



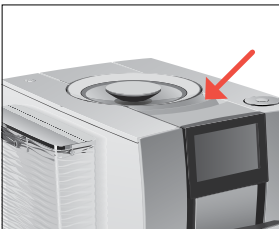
You can operate your Z10 in two ways:

- Your Z10 has a touchscreen display. Tap or swipe the display to trigger an action.



- Use the Rotary Switch, which can be turned or pressed.

Setting up the machine



When setting up your Z10, please note the following:

- Choose a spot for your Z10 which protects the machine against overheating. Ensure that the ventilation slots are not covered.
- Place the Z10 on a horizontal surface that is not sensitive to water.

Filling the bean container

The bean container has an aroma preservation cover. This will ensure that your coffee beans retain their aroma for longer.

NOTICE

Coffee beans which have been treated with additives (e.g. sugar), ground coffee or freeze-dried coffee will damage the grinder.

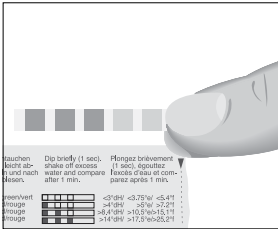
- Only use roasted, untreated coffee beans to fill the bean container.

- Remove the aroma preservation cover.
- Remove any dirt or foreign objects from inside the bean container.
- Fill the bean container with coffee beans and close the aroma preservation cover.

Determining the water hardness

When you use the machine for the first time, you must set the water hardness. If you do not know the hardness of your water, you can find this out first. Use the Aquadur® test strips supplied with the machine.

- ▶ Hold the test strip under flowing water for one second. Shake off the water.
- ▶ Wait for about 1 minute.
- ▶ You will then be able to read the degree of water hardness from the discoloration of the Aquadur® test strip and the description on the packaging.



Level	Display German Degree (°dH)	Degrees of general hardness (°dGH)	Parts per million (ppm)	Indicator Strip number of 'reddish' fields
Not active	–	–	–	–
Very soft water	<3	<3	< 53.4	None
Soft water	> 4	> 4	> 71	1
Hard water	> 8.4	> 8.4	> 150	2
Very hard water	> 14	> 14	> 250	3

First-time use

⚠ WARNING

If the machine is operated with a defective power cord, there is a danger of potentially fatal electric shock.

- ▶ Never use a machine which is damaged.
- ▶ Never use a machine which has a defective power cord.

NOTICE

Milk, sparkling mineral water or other liquids can damage the water tank or the machine.

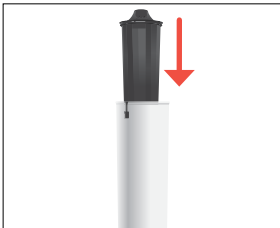
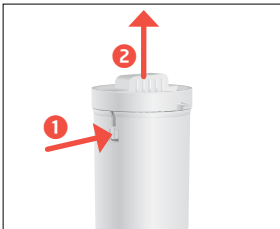
- ▶ Only fill the water tank with fresh, cold water.

- i** The water volume is given as standard in 'oz'. You can change this setting to 'ml' in programming mode (see Chapter 6 'Machine settings').

Precondition: The bean container has been filled.

3 Preparing and using for the first time

- ▶ Insert the power plug into a power socket.
- ▶ Press the On/Off button ϕ to switch the Z10 on.
‘Choose language’
 - ▶ **i** To display more languages, touch < or > until the desired language comes into focus (e.g. ‘English’).
- ▶ Touch ‘Save’.
‘Saved’ appears briefly on the display.
‘Water hardness’
 - ▶ **i** If you do not know the hardness of your water, you must find this out first (see chapter 3 ‘Preparing and using for the first time – Determining the water hardness’).
- ▶ Touch < or > to change the water hardness setting.
- ▶ Touch ‘Save’.
‘Saved’ appears briefly on the display.
‘Insert filter’
- ▶ Place a receptacle under the hot-water spout and dual spout.
- ▶ Remove the water tank and rinse it with cold water.



- ▶ Open the filter casing.
- ▶ Insert the CLEARYL Smart filter cartridge.
- ▶ Close the filter casing.
- ▶ Insert the filter casing into the water tank.



- ▶ Turn the filter casing clockwise until it audibly clicks into place.
- ▶ Fill the water tank with fresh, cold water and reinsert the tank.

i The machine automatically detects that you have just inserted the filter cartridge.

‘Saved’

‘Filter is being rinsed’

‘System is filling’

‘Empty drip tray’

- ▶ Empty the drip tray and put it back into the machine.
- ▶ Scan the QR code with your mobile device to establish a connection.

‘Connect accessory?’

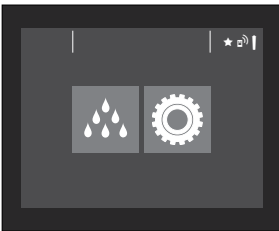
- ▶ Place a receptacle under the dual spout.

‘Machine is rinsing’

The start screen is displayed. Your Z10 is ready for use.



Managing your Z10 – the JURA Cockpit

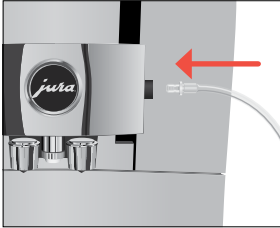


You can manage your Z10 with the **JURA Cockpit**. Press the Rotary Switch to open the JURA Cockpit.

Symbol	Meaning
	‘Maintenance’ section (blue)
	‘Machine setting’ section (green)
	‘Smart mode’ active
(white)	Your Z10 is connected with the network and/or Cool Control via JURA WiFi Connect.
(red)	No connection to the WiFi network
	Filter mode

3 Preparing and using for the first time

Connecting milk




Your Z10 creates fine, creamy, feather-light milk foam with a perfect consistency. The most important requirement for frothing milk is a milk temperature of 39–46 °F (4–8 °C). We would therefore recommend using a milk cooler or a milk container.

- ▶ Connect the milk pipe to the dual spout.
- ▶ Connect the other end of the milk pipe to a milk container or a milk cooler.

Connecting the Cool Control milk cooler wirelessly

Your Z10 can be connected with your Cool Control milk cooler.


Precondition: The JURA WiFi Connect is inserted into the service socket of your Z10.

- ▶ Press the Rotary Switch.
- ▶ Touch the 'Machine setting'  symbol.
- ▶ Touch '1/2' to go to the next page.
- ▶ Touch 'Connect accessory'.
- ▶ Touch 'Connect'.
- ▶ 'Saved'

Establishing a WiFi connection

Your Z10 can be connected with your JURA app (J.O.E.*).

Precondition: J.O.E.* is installed on your mobile end device and you have logged into your home network. The JURA WiFi Connect is inserted into the service socket of your Z10.

- ▶ Press the Rotary Switch.
- ▶ Touch the 'Machine setting'  symbol.
- ▶ Touch 'Wi-Fi connection'.
- ▶ Touch 'Connect'.
- ▶ Add a new network in your JURA app (J.O.E.*) and follow the instructions.

4 Preparation

WARNING

Hot coffee, hot steam and hot water can cause scalding. Scalding is a serious burn.

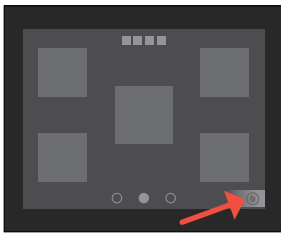
- Use extreme care when handling hot liquid or steam.
- Allow liquid to cool down before drinking.
- In the event of scalding, rinse affected area with cold water and seek medical attention.
- Keep children AWAY.

Basic information about preparing drinks:

Aim	What to do
Change the coffee strength of a single product	During the grinding operation, move your finger across the display or turn the Rotary Switch
Change the amount for a single product	During preparation, move your finger across the display or turn the Rotary Switch
Change the consistency of grind, coffee strength, quantity and temperature for any given product	Tap and hold a product for around 2 seconds and configure the settings under 'Product settings'
Display more products	Turn the Rotary Switch to access the product selector view or move your finger across the display
Stop preparation	Touch 'Cancel' or press the Rotary Switch
Place a product on the start screen as a favorite	Tap and hold a product for around 2 seconds and place another product under 'Replace product'

- i** If no actions are performed on the machine for 9 minutes, your Z10 will switch to standby mode. Touch the display or press or turn the Rotary Switch to take it out of standby mode.
- i** The water volume is given as standard in 'oz'. You can change this setting to 'ml' in programming mode (see Chapter 6 'Machine settings').
- i** Coffee tastes best served hot. A cold porcelain cup cools the beverage – and impairs the taste. We therefore recommend prewarming the cups. You can purchase a JURA cup warmer from your specialized dealer.

Aroma Selection




You can use Aroma Selection on your Z10 to change the consistency of grind and coffee strength of any product:

Example: Espresso with higher coffee strength

- Place a cup under the dual spout.

- Touch the 'Aroma Selection' symbol (bottom right).

- Touch 'Espresso'.





- Touch  to increase the coffee strength.

- Touch 'Start'.

The preset amount of water for coffee flows into the cup.

Preparation with preselection (Specialty Selection)

Touch '■■■■' to initiate the Specialty Selection and activate the desired preselection for your next product:

Specialty Selection	Meaning
Cold Brew  (espresso, coffee, caffè Barista, Americano)	The product is prepared as a cold beverage.
Extra Shot  (all specialty coffees)	The product is prepared with two brewing operations, each with half the amount of water – for a specialty coffee with a particularly intense taste.
Double product 	The product is prepared 2x in succession (2 strokes).
Ground coffee 	The product is prepared with ground coffee.

i The Specialty Selection closes after 10 seconds.

i If you press your preselection **briefly**, the next product will be prepared according to your preselection.

i If you press and **hold** your preselection (for 2 seconds), the preselection will be active until you switch off your Z10.

Cold Brew

The 'Cold Brew' preselection is used to prepare a cold specialty coffee.

Example: Coffee with 'Cold Brew' preselection

- ▶ Fill the water tank with cold water.
 - ❗ You can influence the brewing result: The colder the water in the water tank, the colder the brewed beverage will be.
- ▶ Place a cup under the dual spout.
- ▶ Add ice cubes to the cup according to your own preferences.
- ▶ Touch '■■■■' to initiate the Specialty Selection.
 - ❗ The Specialty Selection closes after 10 seconds.
- ▶ Touch ☼ to activate the 'Cold Brew' preselection.
- ▶ Touch 'Coffee'.
 - The preset amount of water for coffee flows into the cup.



Espresso and coffee

Example: Coffee

- ▶ Place a cup under the dual spout.
- ▶ Touch 'Coffee'.
 - The preset amount of water for coffee flows into the cup.



Latte macchiato, cappuccino and other specialty coffees with milk

Your Z10 prepares the following specialty coffees with milk at the touch of a button:

- Cortado
- Latte macchiato
- Macchiato
- Flat White
- Cappuccino
- Caffè latte

Example: Latte macchiato

Precondition: Milk is connected to the dual spout.

- ▶ Place a glass under the dual spout.
- ▶ Touch 'Latte macchiato'.
 - The preset amounts of milk and milk foam flow into the glass.
- ❗ There is a short interval while the hot milk separates from the milk foam. This allows the typical layers of a latte macchiato to form.



The preset amount of water for espresso flows into the glass.

i 8 minutes after preparation, the milk system is automatically rinsed. Therefore, always place a receptacle under the dual spout after preparing milk.

To ensure that the milk system in the dual spout always works properly, you must clean it **daily** (see chapter 7 ‘Maintenance – Cleaning the milk system’).

Milk and milk foam

Your Z10 prepares hot milk and milk foam.

i **8 minutes** after milk preparation, the milk system is **automatically** rinsed. Therefore, always place a receptacle under the dual spout after preparing milk.

Espresso doppio

‘Doppio’ is Italian for ‘double’. When you select Espresso doppio, two espressos are prepared one after the other. The result is an extra full-bodied and aromatic specialty coffee.

Caffè Barista and Americano

For the ‘caffè Barista’ and ‘Americano’, the Z10 blends the coffee with hot water using a special preparation method. This results in a full-bodied specialty coffee which is particularly easy to digest. You can change the amount of this additional water (see chapter 4 ‘Preparation – Adjusting the product settings’).

Jug of coffee

Relive the good old days – a ‘jug of coffee’, traditionally made from porcelain, is perfect when you want to slow things down and catch up with friends or family. The ‘jug of coffee’ function provides a large portion of black coffee which is generally served at breakfast or to accompany a piece of cake. Fill the jug with 1–5 strokes of black coffee.

Ground coffee


You can choose to use a second coffee variety, for example decaffeinated coffee, with the filter funnel for ground coffee.

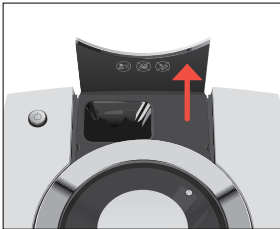
- Never add more than two level measuring spoons of ground coffee.
- Use ground coffee which is not ground too finely. Very fine coffee can block up the system so that the coffee only comes out in drips.
- If you did not fill the machine with a sufficient amount of ground coffee, ‘**Not enough ground coffee**’ is displayed and the Z10 stops the operation.

- The desired specialty coffee must be prepared within approximately one minute after filling with the ground coffee. Otherwise the Z10 stops the operation and is once more ready for use.

All specialty coffees with ground coffee are always prepared following the same model.

Example: Proceed as follows to prepare one espresso using ground coffee.

- Place an espresso cup under the dual spout.
- Touch '■■■■' to initiate the Specialty Selection.
- Touch .
- Touch 'Espresso'.
'Please add ground coffee'
- Open the powder chute cover.
- Place one level measuring spoon of ground coffee into the filler funnel.
- Close the cover of the powder chute.
- Touch 'Next'.
- Touch 'Espresso'.
The preset amount of water for espresso flows into the cup.



Hot water

The Z10 allows you to prepare different variants of hot water:

- 'Hot water'
- 'Hot water for green tea'

CAUTION

There is a danger of scalding from hot water splashes.

- Avoid direct contact with the skin.



Example: Hot water

- Place a cup under the dual spout.
- Touch 'Hot water'.
The preset amount of water flows into the cup.



Adjusting the product settings

Touch a product for **approximately 2 seconds** to access the settings:

- **'Product settings'**: Specify individual settings such as coffee strength, amount of water, etc.
- **'Initials'**: Change the name of the product.
- **'Permanent preselection'**: Specify a permanent preselection (Specialty Selection).
- **'Replace product'**: Replace the products on the start screen with your favorites.

The settings always follow the same model.


Example: Proceed as follows to change the coffee strength for one coffee.

- ▶ Touch 'Coffee' for **approximately 2 seconds**.
- ▶ Touch **'Product settings'**.
 - i** Depending on the selected product, there will be different settings available which are represented by symbols on your display.
- ▶ Touch the  symbol.
The  symbol appears in white.
- ▶ Turn the Rotary Switch to change the setting.
- ▶ Touch **'Save'**.
- ▶ Touch **'Back'** to return to the start screen.

5 Daily operation

Switching the machine on and off



- ▶ Place a receptacle under the dual spout.
- ▶ Press the On/Off button .

‘Machine is rinsing’

Your Z10 is switched on or off.

- i** When the machine is switched off, the system is only rinsed if a specialty coffee has been prepared.
- i** If milk has been prepared before switching off, you will be prompted to perform milk system cleaning (**‘Clean the milk system’**). After 30 seconds the switch-off process continues automatically.

Filling the water tank

Daily maintenance of the machine and hygiene when handling milk, coffee and water are key to a perfect coffee result in the cup every time. You should therefore change the water **daily**.

CAUTION

Milk, sparkling mineral water or other liquids can damage the water tank or the machine.

- ▶ Only fill the water tank with fresh, cold water.

- ▶ Remove the water tank and rinse it with cold water.
- ▶ Fill the water tank with fresh, cold water and reinsert the tank.

5 Daily operation


Maintenance actions


Optimal coffee quality depends on many factors. One important prerequisite is regular maintenance of your Z10. Perform the following steps:

Maintenance action	Daily	If necessary	Note
Empty the drip tray and coffee grounds container and rinse with warm water (The insert for the drip tray, including the drip tray itself, and the coffee grounds container are dishwasher-safe)	x		Always empty the coffee grounds container when the machine is switched on. This is the only way of resetting the coffee grounds counter.
Clean the milk system (if heavily soiled, also dismantle it)		x	(see chapter 7 'Maintenance – Dismantling and rinsing the dual spout')
Rinse the milk pipe	x		
Rinse the water tank	x		
Wipe the surface of the machine with a clean, soft, damp cloth (e.g. microfiber cloth)	x		
Change the milk pipe HP3		approx. every 3 months	
Clean the inside of the water tank with a brush		x	
Clean the top and bottom of the cup platform		x	
Clean the drip tray and coffee grounds container		x	The message Maintenance information appears in the 'Maintenance section' ❖ within the Cockpit.

i You will find more information about maintenance of your Z10 in the 'Maintenance' ❖ section in the program item 'Maintenance information'.

6 Machine settings

Press the Rotary Switch to open the Cockpit. In the 'Machine setting'  section, you can make the following settings:

Program item	Explanation
'Smart mode'	Arrange products by preparation frequency on the start screen after a certain amount of time (the  symbol in the Cockpit shows that 'Smart mode' is activated)
'Product name'	Display product images with/without product names on the start screen
'Add start screen'	Define number of start screens (1–4)
'Number of products'	Set the number of products on the start screen: 2 products, 5 products or automatic ('Smart mode')
'Wi-Fi connection'	Wirelessly connect your Z10 with your JURA app (J.O.E.™) or with the Cool Control milk cooler, or disconnect again (see chapter 3 'Preparing and using for the first time – Establishing a WiFi connection')
'Switch off after'	Set the automatic switch-off time to save energy (switch-off after 15 minutes, 30 minutes or 1–9 hours after the last action on the machine)
'Choose language'	Set language
'Factory setting'	Restore factory settings (your Z10 will switch off after this)
'Water hardness'	Set the hardness of the water used (1 °dH to 30 °dH) to prevent calcification of your machine.
'Units'	Set the unit for the amount of water (ml or oz)
'Information'	View software version
'Connect accessory'	Wirelessly connect your Z10 with your JURA app (J.O.E.™) or with the Cool Control milk cooler, or disconnect again
'Display'	Change display brightness (in 10% increments)
'Empty system'	Empty the system to protect the Z10 from frost during transport (see chapter 10 'Transport and environmentally friendly disposal – Transport / Emptying the system')
'Product counter'	View product counter
'Maintenance counter'	View the maintenance counter





7 Maintenance

⚠ WARNING

Use of maintenance products that are harmful to health and discharge of liquids during maintenance program. Harmful if swallowed. Irritating to eyes and skin.

- ▶ Keep children AWAY.
- ▶ Keep children away from the machine while it is performing a maintenance program.
- ▶ Avoid contact with skin and eyes.
- ▶ Avoid generation of dust. Do not inhale dust.
- ▶ When using do not eat or drink.
- ▶ Keep maintenance products away from food, drink and animal food.
- ▶ Keep container tightly closed and dry. Keep in a cool place.

Basic information about maintenance:


- Press the Rotary Switch to open the Cockpit. This area consists of a 'Maintenance'  section and a 'Machine setting'  section. You can manage the maintenance of your Z10 in the  section.
- If a maintenance program needs to be initiated, the  symbol appears with a red background. Press the Rotary Switch to open the Cockpit. The Cockpit shows maintenance programs that need to be carried out in the form of messages with red backgrounds. Press the button that corresponds to the message to go straight to the maintenance program. Maintenance programs that are due imminently are indicated on your Z10 by means of a bar display within the message.
- Perform each maintenance program when you are prompted to do so.

Rinsing the machine



You can start coffee system rinsing manually at any time.

Precondition: The start screen is displayed.

- ▶ Place a receptacle under the dual spout.
- ▶ Press the Rotary Switch.
- ▶ Touch .
- ▶ Touch 'Rinse' to start the rinse operation. The operation stops automatically.

Automatic milk system rinsing

8 minutes after milk preparation, the milk system is **automatically** rinsed. Therefore, always place a receptacle under the dual spout after preparing milk.

Cleaning the milk system

To ensure that the milk system in the dual spout always works properly, you must clean it **daily** when you have been preparing milk.

⚠ WARNING

Non-recommended cleaning agents will not optimally remove milk residues. This may cause the cappuccino frother to become blocked and fly off the machine. Discharge of hot steam.

- ▶ Use only original JURA milk system cleaner.

⚠ WARNING

Harmful and irritating cleaning agent. Harmful if swallowed. Irritating to eyes and skin.

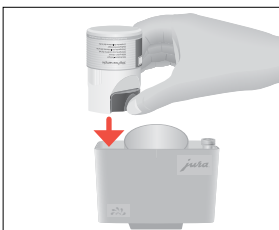
- ▶ Keep children **AWAY**.
- ▶ Avoid contact with skin and eyes.
- ▶ After contact with skin, wash immediately with plenty of water. In case of skin irritation, seek medical advice.
- ▶ After eye contact, immediately flush eyes with plenty of water and seek medical advice.
- ▶ If swallowed, rinse mouth immediately and drink large quantities of water. Do not induce vomiting. Seek medical advice immediately and show label.

i JURA milk system cleaner is available from specialized dealers.

i To clean the milk system, use the included container for milk system cleaning.

Precondition: The start screen is displayed.

- ▶ Press the Rotary Switch.
- ▶ Touch **☼**.
- ▶ Touch **'Clean the milk system'**.
- ▶ Touch **'Next'**.
- ▶ **'Cleaning agent for milk system' / 'Connect the milk tube'**
- ▶ Remove the milk pipe from the milk container or milk cooler.
- ▶ Pour one dose of milk system cleaner into the container for milk system cleaning.

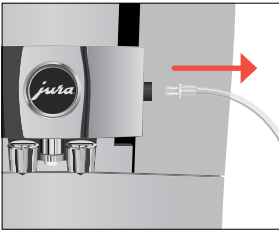




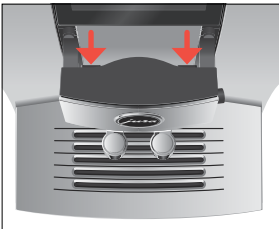
- ▶ Place the container under the dual spout and connect the milk pipe with the container.
 - ❗ To connect the milk pipe to the container correctly, the pipe must be fitted with a connector.
- ▶ Slide the dual spout down to fix the container in place.
- ▶ Touch **'Start'**.
The dual spout and the milk pipe are cleaned.
The operation stops automatically.

Dismantling and rinsing the dual spout

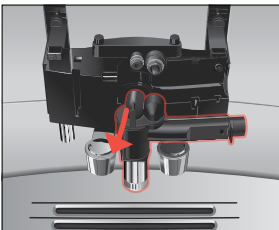
If insufficient foam is produced when the milk is frothed or milk sprays out of the dual spout, the frother may be clogged. If this happens, dismantle and rinse the dual spout.



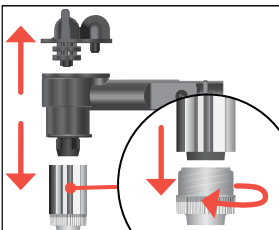
- ▶ Remove the milk pipe and rinse it thoroughly under running water.



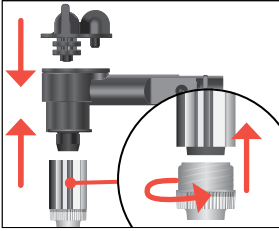
- ▶ Press the releasing devices and pull the cover of the dual spout up and off.



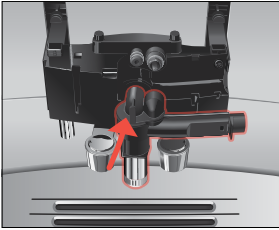
- ▶ Remove the milk system from the dual spout.
 - ❗ Do not lever the milk system back and forth to disconnect it from the milk pipe connection. Remove the milk system firmly to prevent it from tilting.



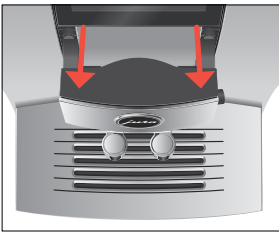
- ▶ Dismantle the milk system into its individual parts.
- ▶ Rinse all the parts under running water. If there are severely dried-on milk residues, first immerse the individual parts in a solution of 8.5 oz (250 ml) water and one dose of JURA milk system cleaner. Then rinse the individual parts thoroughly.



- ▶ Reassemble the milk system.



- ▶ Fit the assembled individual parts back in the dual spout and press it firmly.



- ▶ Fit the cover of the dual spout. Make sure the cover of the dual spout is correctly fitted.

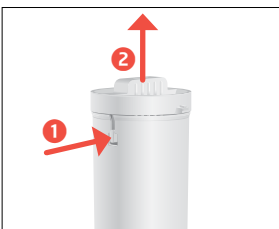
Inserting/changing the filter

Once the filter cartridge stops working (depending on the water hardness setting), the Z10 will prompt you to change the filter.

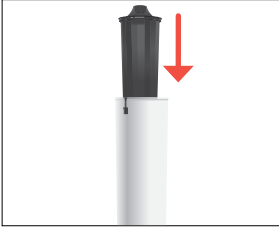
- ❗ Your Z10 no longer has to be descaled if you are using the CLEARYL Smart filter cartridge.
- ❗ CLEARYL Smart filter cartridges are available from specialized dealers.

Precondition: The start screen is displayed. (Or 'Change the filter' is displayed in the Cockpit if the filter capacity is used.)

- ▶ Remove and empty the water tank.
- ▶ Turn the filter casing counterclockwise and remove it.
- ▶ Open the filter casing.
- ▶ Remove the used CLEARYL Smart filter cartridge.



7 Maintenance



- ▶ Insert a **new** CLEARYL Smart filter cartridge.
- ▶ Close the filter casing.
- ▶ Insert the filter casing into the water tank.

- ▶ Turn the filter casing clockwise until it audibly clicks into place.
- ▶ Fill the water tank with fresh, cold water and reinsert the tank. The machine automatically detects that you have just inserted/changed the filter cartridge.
'Filter is being rinsed'
'Empty drip tray'
- ▶ Empty the drip tray and coffee grounds container and put them back into the machine. The start screen is displayed.

Cleaning the machine

After 180 preparations or 80 switch-on rinses, the Z10 will prompt you to clean it.

WARNING

Non-recommended (e.g. liquid) cleaning agents may contain substances that could damage the machine or leave residues.

- ▶ Use only original JURA cleaning tablets. These are formulated especially for your machine.

WARNING

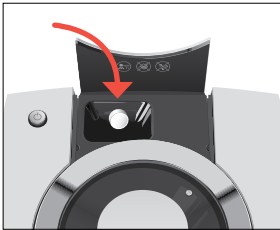
Harmful and irritating cleaning agent. Harmful if swallowed. Irritating to eyes and skin.

- ▶ Keep children **AWAY**.
- ▶ Avoid contact with skin and eyes.
- ▶ Avoid generation of dust. Do not inhale dust.
- ▶ After contact with skin, wash immediately with plenty of water. In case of skin irritation, seek medical advice.
- ▶ After eye contact, immediately flush eyes with plenty of water and seek medical advice.
- ▶ If swallowed, rinse mouth immediately and drink large quantities of water. Do not induce vomiting. Seek medical advice immediately and show label.

- i** The cleaning program lasts approximately 20 minutes.
- i** Do not interrupt the cleaning program. The quality of cleaning will be impaired if you do so.
- i** JURA cleaning tablets are available from specialized dealers.

Precondition: 'Clean' is displayed in the Cockpit.

- ▶ Touch 'Clean'.
- ▶ Touch 'Start'.
- ▶ 'Empty coffee grounds container'
- ▶ Empty the drip tray and coffee grounds container and put them back into the machine.
- ▶ 'Press the Rotary Switch'
- ▶ Place a receptacle under the dual spout.
- ▶ Press the Rotary Switch.
- ▶ 'Machine is being cleaned', water flows out of the dual spout. The operation is interrupted, 'Add cleaning tablet'.
- ▶ Open the cover of the filler funnel for ground coffee.



- ▶ Insert a JURA cleaning tablet into the filler funnel.
- ▶ Close the cover of the filler funnel.
- ▶ Touch 'Next'.
- ▶ 'Machine is being cleaned', water flows out of the dual spout repeatedly.
- ▶ 'Empty coffee grounds container'
- ▶ Empty the drip tray and coffee grounds container and put them back into the machine.

Descaling the machine

The Z10 builds up deposits of limescale over time and automatically prompts you to descale it when necessary. The degree of calcification depends on the hardness of your water.

- ▶ **i** If you are using a CLEARLY Smart filter cartridge, you will not be prompted to descale.

⚠ WARNING

Non-recommended descaling agents (e.g. vinegar) may contain substances that could damage the machine or leave residues.

- ▶ Use only original JURA descaling tablets. These are formulated especially for your machine.

⚠ WARNING

Harmful and irritating descaling agent. Harmful if swallowed.
Irritating to eyes and skin.

- ▶ Keep children **AWAY**.
- ▶ Avoid contact with skin and eyes.
- ▶ Avoid generation of dust. Do not inhale dust.
- ▶ After contact with skin, wash immediately with plenty of water. In case of skin irritation, seek medical advice.
- ▶ After eye contact, immediately flush eyes with plenty of water. Remove contact lenses. Seek medical advice.
- ▶ If swallowed, rinse mouth immediately and drink large quantities of water. Do not induce vomiting. Seek medical advice immediately and show label.

NOTICE

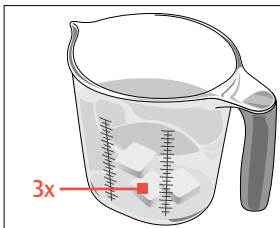
If the descaling operation is interrupted, there may be damage to the machine.

- ▶ Allow the descaling program to run to the end.

- ❗ The descaling program lasts approximately 45 minutes.
- ❗ JURA descaling tablets are available from specialized dealers.
- ❗ If the descaling agent comes into contact with sensitive surfaces (e.g. marble), damage cannot be ruled out. Clean up any splashes immediately.

Precondition: 'Descale' is displayed in the Cockpit.

- ▶ Touch 'Descale'.
- ▶ Touch 'Start'.
- ▶ 'Empty drip tray'
- ▶ Empty the drip tray and coffee grounds container and put them back into the machine.
- ▶ 'Pour descaling agent into water tank'
- ▶ Remove and empty the water tank.
- ▶ Completely dissolve 3 JURA descaling tablets in a receptacle holding 20 oz (600 ml) of water. This may take several minutes.
- ▶ Pour the solution into the **empty** water tank and insert it into the machine.
- ▶ 'Press the Rotary Switch'





- ▶ Place a receptacle under the hot-water spout and dual spout.
 - ▶ Press the Rotary Switch.
‘Machine is being descaled’, water flows straight into the drip tray and out of the hot-water spout and dual spout repeatedly.
‘Empty drip tray’.
 - ▶ Empty the drip tray and coffee grounds container and put them back into the machine.
‘Fill water tank’
 - ▶ Empty the receptacle and place it under the hot-water and dual spouts.
 - ▶ Remove the water tank and rinse it thoroughly.
 - ▶ Fill the water tank with fresh, cold water and reinsert the tank.
‘Press the Rotary Switch’
 - ▶ Press the Rotary Switch.
 Water flows straight into the drip tray and out of the hot-water spout and dual spout repeatedly.
‘Empty drip tray’
 - ▶ Empty the drip tray and coffee grounds container and put them back into the machine.
- i** If the descaling operation stops unexpectedly, rinse the water tank thoroughly.

Descaling the water tank

Limescale deposits may form in the water tank. To ensure correct function of the machine, descale the water tank from time to time.

- ▶ Remove the water tank.
- ▶ If you use a CLEARYL Smart filter cartridge, remove this.
- ▶ Completely fill the water tank and dissolve 3 JURA descaling tablets in it.
- ▶ Leave the water tank with the descaling solution for several hours (e.g. overnight).
- ▶ Empty the water tank and rinse it thoroughly.
- ▶ If you use a CLEARYL Smart filter cartridge, insert this again.
- ▶ Fill the water tank with fresh, cold water and reinsert the tank.

Cleaning the bean container

Coffee beans may be covered with a slight oil film which remains on the walls of the bean container. These traces may negatively affect the coffee result. For this reason, clean the bean container from time to time.

Precondition: 'Fill bean container' is displayed.


- ▶ Switch the machine off with the On/Off button ϕ .
- ▶ Remove the aroma preservation cover.
- ▶ Clean the bean container with a soft, dry cloth.
- ▶ Fill the bean container with coffee beans and close the aroma preservation cover.

8 Display messages

Messages on the start screen

Message	Cause/Result	Action
'Fill water tank'	The water tank is empty. You cannot prepare any products.	▶ Fill the water tank (see chapter 5 'Daily operation – Filling the water tank').
'Empty coffee grounds container' / 'Empty drip tray'	The coffee grounds container is full. / The drip tray is full. You cannot prepare any products.	▶ Empty the coffee grounds container and the drip tray (see chapter 5 'Daily operation – Maintenance actions').
'Drip tray not fitted'	The drip tray is not inserted correctly or is not inserted at all. You cannot prepare any products.	▶ Fit the drip tray.
'Fill bean container'	The bean container is empty. You cannot prepare any specialty coffees, but you can prepare hot water and milk.	▶ Fill the bean container (see chapter 3 'Preparing and using for the first time – Filling the bean container').
'Not enough ground coffee'	There is insufficient ground coffee in the machine; the Z10 stops the operation.	▶ The next time you prepare a beverage, add more ground coffee (see chapter 4 'Preparation – Ground coffee').
'Spout is not fitted'	The cover of the dual spout has not been fitted.	▶ Correctly fit the cover of the dual spout.

Messages in the Cockpit

Message	Cause/Result	Action
The filter symbol  lights up red. 'Change the filter'	Filter capacity is met .	▶ Replace the CLEARYL Smart filter cartridge (see chapter 7 'Maintenance – Inserting/ changing the filter').
'Clean'	The Z10 is prompting you to clean it.	▶ Perform cleaning (see chapter 7 'Maintenance – Cleaning the machine').
'Descale'	The Z10 is prompting you to descale it.	▶ Perform descaling (see chapter 7 'Maintenance – Descaling the machine').
'Clean the milk system'	The Z10 prompts you to clean the milk system.	▶ Perform milk system cleaning (see chapter 7 'Maintenance – Cleaning the milk system').

9 Troubleshooting

Problem	Cause/Result	Action
Insufficient foam is produced when the milk is frothed or milk sprays from the dual spout.	The dual spout is dirty.	<ul style="list-style-type: none"> ▶ Make sure the cover of the dual spout is correctly fitted. ▶ Clean the milk system in the dual spout (see chapter 7 'Maintenance – Cleaning the milk system'). ▶ Dismantle and rinse the dual spout (see chapter 7 'Maintenance – Dismantling and rinsing the dual spout').
	The milk and milk foam temperature is set too high.	<ul style="list-style-type: none"> ▶ Set a lower milk and milk foam temperature for the product.
With specialty coffees with a finer grinder setting, the coffee only flows in drips.	The coffee has been ground too finely and is blocking the system.	<ul style="list-style-type: none"> ▶ If possible, set the consistency of grind for the specialty coffee 1–2 levels coarser (see chapter 4 'Preparation – Adjusting the product settings').
Coffee only comes out in drips when it is being prepared.	The coffee has been ground too finely and is blocking the system.	<ul style="list-style-type: none"> ▶ Use more coarsely ground coffee (see chapter 4 'Preparation – Ground coffee').
	The water hardness may not have been correctly set.	<ul style="list-style-type: none"> ▶ Perform descaling (see chapter 7 'Maintenance – Descaling the machine').
There is dry ground coffee behind the coffee grounds container.	The beans used are resulting in an above-average volume of ground coffee.	<ul style="list-style-type: none"> ▶ Reduce the coffee strength or choose a finer grinder setting (see chapter 4 'Preparation – Adjusting the product settings').
'Fill water tank' is not displayed although the water tank is empty.	There is a lot of limescale in the water tank.	<ul style="list-style-type: none"> ▶ Descale the water tank (see chapter 7 'Maintenance – Descaling the water tank').
Grinder is making a very loud noise.	There are foreign objects in the grinder.	<ul style="list-style-type: none"> ▶ Contact customer support in your country (see chapter 13 'JURA contact details / Legal information').

Problem	Cause/Result	Action
'Error 2' or 'Error 5' is displayed.	If the machine has been exposed to the cold for a long period of time, heating may be disabled for safety reasons.	<ul style="list-style-type: none"> ▶ Warm the machine at room temperature.
Other 'Error' messages are displayed.	–	<ul style="list-style-type: none"> ▶ Switch the Z10 off with the On/Off button \odot. Contact customer support in your country (see chapter 13 'JURA contact details / Legal information').
Little or no steam comes out of the dual spout. The pump is very quiet.	The connector of the milk system in the dual spout may be blocked by milk residues or limescale fragments loosened during descaling.	<ul style="list-style-type: none"> ▶ Press the releasing devices and pull the cover of the dual spout up and off. ▶ Remove the milk system from the dual spout. ▶ Unscrew the black connector with the aid of the hexagonal hole on the measuring spoon for ground coffee. ▶ Clean the connector thoroughly. ▶ Screw the connector back on by hand. ▶ Carefully tighten it using the hexagonal hole on the measuring spoon, turning by no more than a quarter of a rotation.

i If you were unable to solve the problem, contact customer support in your country (see chapter 13 'JURA contact details / Legal information').

10 Transport and environmentally friendly disposal


Transport / Emptying the system

Keep the packaging for your Z10. It should be used to protect the machine during transport.

In order to protect the Z10 from frost during transport, the system must be emptied.



Precondition: The start screen is displayed.

- ▶ Remove the milk pipe from the dual spout.
- ▶ Place a receptacle under the dual spout.
- ▶ Press the Rotary Switch.
- ▶ Touch the 'Machine setting'  symbol.
- ▶ Switch to the '2/2' page.
- ▶ Touch 'Empty system'.
- ▶ Remove and empty the water tank.
- ▶ Press the Rotary Switch.

Steam will continue to be discharged from the dual spout and the hot-water nozzle until the system is empty.


Your Z10 is switched off.

Disposal

Please dispose of old machines in an environmentally neutral way.



11 Technical data

Voltage	120 V ~, 60 Hz
Power	1450 W
Conformity mark	
Energy consumption	approx. 6 Wh
Pump pressure	static, max. 15 bar
Holding capacity of water tank	81 oz (2.4 l)
Holding capacity of bean container	10 oz (280 g)
Holding capacity of coffee grounds container	max. 20 portions
Cord length	approx. 47 in. (1.2 m)
Weight	26–29 lb (12–13 kg) (depending on the machine variant)
Dimensions (W × H × D)	12.6 × 14.2 × 18.5 in. (32 × 36 × 47 cm)
Milk system	HP3
CLEARYL filter cartridge Smart (RFID technology)	Frequency band 13.56 MHz Max. transmission power < 1 mW
JURA WiFi Connect (WiFi)	Frequency band 2.4 GHz Max. transmission power < 100 mW
JURA type	759

Directives The machine complies with the following directives:

- Standard UL 1082
- Canadian Standard CSA C22.2 No. 64

FCC Rules This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules

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13 JURA contact details / Legal information

JURA Elektroapparate AG
Kaffeeweltstrasse 10
CH-4626 Niederbuchsiten
Switzerland

	USA: JURA Inc.	Canada: FAEMA
Customer Service		
Phone	1-800-220-5701	1-(855)-544-8600
E-Mail	info@us.jura.com	info@juracanada.ca
Opening Hours (EST)	Mon – Thu 9 am – 9 pm, Fri 9 am – 8 pm, Sat 9 am – 5 pm	
Distributor Address	20 Craig Road Montvale, NJ 07645	115 Matheson Boulevard East Mississauga, Ontario, L4Z 1X8
Phone	001 (201) 767-3999	1-(905)-501-8600
Fax	001 (201) 767-9684	
Internet	us.jura.com	ca.jura.com

@ You will find additional contact details for your country at **jura.com**.

Technical changes We reserve the right to make technical changes. The diagrams used in these instructions for use are for illustration purposes only and do not represent the original colors of the machine. Some details of your Z10 may vary.

Feedback Your opinion is important to us! Use the contact details at **jura.com**.

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