MIXOLOGIQ COCKTAIL MACHINE

mixologiq
PERFECT COCKTAILS IN FEW SECONDS

@GrandCruWineFridges

www.grandcruwinefridges.com.au

NEED HELP? CALL
1300 935 683

CONTENTS

SAFETY PRECAUTIONS

Thank you for choosing MixoTwo Cocktail Machine, we want you to make the most of your new machine. Please read carefully this Owners Manual before using MixoTwo, in doing so you will avoid putting yourself at risk or damage the machine.

IMPORTANT WARNINGS

Important warnings have the following symbols, please observe these warnings

The manufacturer shall not be held liable for any damages resulting from failure to read this user guide and observe the instructions of use.

Keep these instructions in a safe place.

CAREFULL – DANGER
Ignoring this sign and remarks may put you into personal danger

CAREFULL – WARNING
Ignoring this sign and remarks may result in damage to your product

HINT
Useful Hint to make the best of your product

TECHNICAL SAFETY

- Prior to use, check the plug and lead for any damage.
- Hold the plug when removing the plug from the socket.
- Check whether the power supply is suitable for this product.
- Ensure that the product is standing firmly and level.
- Always have repairs carried out by qualified service engineers.
- To avoid damage to the product, a damaged plug may only be replaced by the manufacturer or a qualified service engineer.

REFRIGERANT

This product contains a refrigerant, the quantity used in the product is stated on the type plate.

- R600a refrigerant gas (16 grams)
- Contact with liquid may cause frostbite or cold burns.
- Exposure to low concentrations may lead to dizziness, headache, nausea and loss of coordination.
- For liquid contact, flush with water for at least 15 minutes. Obtain medical assistance.
- When exposed to fire the container can burst open or explode.
- Always ensure that there is sufficient ventilation in the room where the appliance is located.
- Never open the machine unit.

DURING OPERATION

- Use this product only indoors.
- Never use the product as a step.
- Never store electrical appliances in the product.
- Ensure that ventilation grilles both in and outside the machine remain unobstructed.
- ln case of emergency the plug should be removed from the socket.

POWER SUPPLY

- If this device cable is damaged it must be replaced with an original cable.
- ln case of emergency: remove the plug lead from the socket.
- The socket should be within easy reach of the machine
- Check for the correct power supply, referred to the information on the type plate.
- Ensure that the plug lead cannot be trapped or snagged.
- If necessary, the plug lead can be extended by a qualified electrician.
- We do not recommend the use of an extension lead.

Fluctuations in the power supply can cause damage, which causes the machine to switch off. Supplier cannot be held responsible for any consequential damage.

⚠️ **Climate classification:** A refrigerator is produced for optimal performance within certain ambient temperatures. This product is suitable for the following classification: N: from +16 °C to +32°C.

🛑 Never install the refrigerator next to a heat source!

⚠️ **Refrigeration:** A hydrocarbon refrigerant (R600a) can cause frostbites and cold burns, exposure to low concentrations may lead to dizziness, headache, nausea and loss of coordination. When exposed to fire the container can burst open or explode.

OPERATING PRINCIPLE

A refrigerator works by extracting heat from the space to be refrigerated and to release this in the surrounding area. For maximum air circulation it is recommended to allow **at least 10 cm space** around the machine.

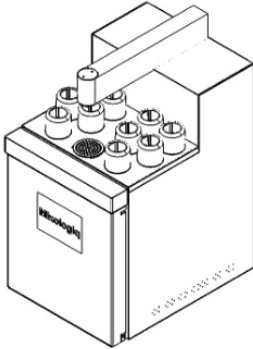🛑 Be very careful never to obstruct the air inlets and outlets.

TYPE PLATE

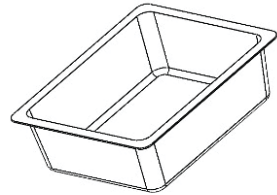| Type	Cocktail Machine
Model	MixoTwo
Serial number	YYMM-SERIAL
Refr. R	R 600a 18g
Voltage	220-240V 50Hz
Current	3.5 A

CE   RoHS ✓   🗑️

B+B MixologiK®
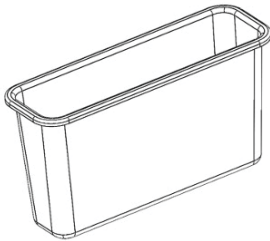
SHIPPING BOX CONTENTS
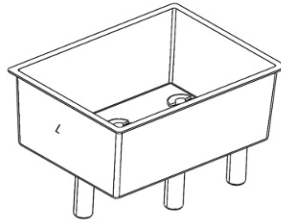

MixoTwo cocktail machine (x1)

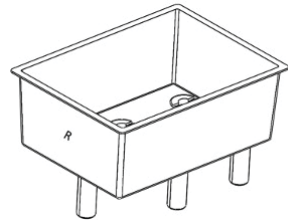Mobile Caps with aerator for bottles (x10)

Inside cleaning container (x1)

Top Middle cleaning container (x1)

Top Left cleaning container (x1)

Top Right cleaning container (x1)

Calibration glass (x1)

USB Wireless Dongle (x1)

Power supply 220v/24V (x1)

Power cables (x2)

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INSTALLATION

LOCATION

- MixoTwo must be installed on a flat horizontal smooth surface to work properly. Legs are used for adjustment and levelling.
- A minimum distance of 20 cm is required above the top of the machine to enable the change of the bottles.
- MixoTwo contains a refrigerated section with a compressor. For maximum air circulation, allow at least 10 cm space around MixoTwo.

> ⛔ **Important:** Never obstruct the air inlets and outlets.

ELECTRIC INSTALLATION

- **Before installing power cables be sure that the power button ❶ is set on OFF.**
- MixoTwo contains 2 electricals inlets for the Fridge and the Electronic System.

– **Fridge connection:** Plug a Power Cable on the outlet ❷
– **Electronic System connection:** Plug the Power Supply with a Power Cable on the outlet ❸

INTERNET INSTALLATION

To operate properly MixoTwo must be connected on Internet for:

- Add / Edit / Delete recipes
- View statistics of consumptions
- Make software update
- Remote control in the event of malfunctions
- Backoffice support

CONNECTION

- Connect the USB Wireless Donggle on the USB Outlet ❹
- If possible connect a cable directly using an RJ45 cable from the Internet Box on the Inlet ❺
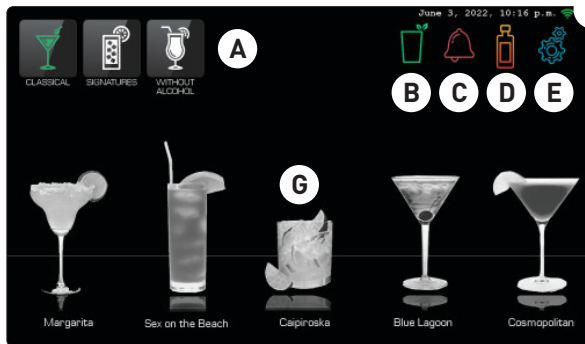
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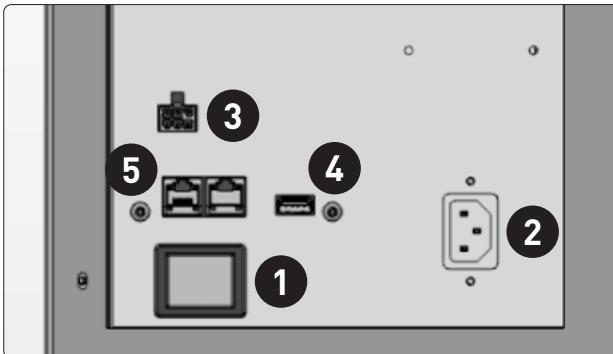
START MIXOTWO

Once the Installation is complete, to start MixoTwo switch (D) to position 1.
The screen after few seconds will show the following message:


Click on **and the Main screen will appear:**

A Preloaded Cocktails Families   **B** List of cocktails in progress

C Alerts (Empty Bottles, New software update ...)

D Preloaded Bottle Map   **E** Settings Menu   **F** Internet connection status

G Horizontal scrollable list of preloaded cocktails for the family selected
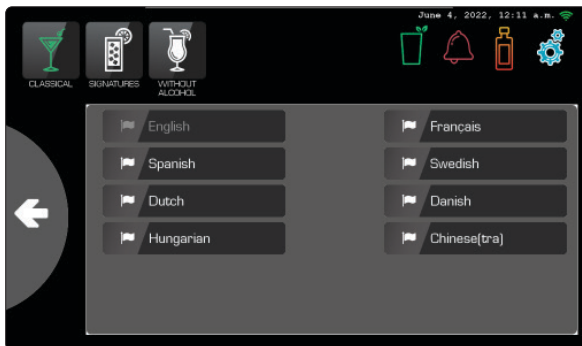
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SETTINGS - MENU DESCRIPTION

Click on the setting menu **to open the screen below:**
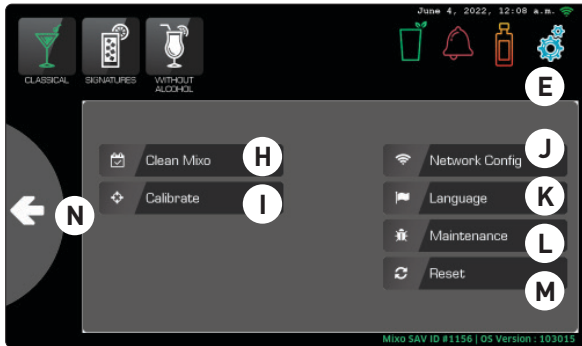
H Launch cleaning Menu **I** Calibrate bottles **J** Connect to Internet
K Change language **L** Use for maintenance **M** Restart machine
N Back to main screen

LANGUAGE SELECTION
In the setting menu click on "Language" **K**.
Then click on the selected language and wait for few seconds for screen to restart.

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INTERNET CONNECTION

INTERNET SETUP

To operate properly MixoTwo must be connected to Internet to:

• Add / Edit / Delete recipes
• View statistics of consumptions
• Make software update
• Remote control in the event of malfunctions

⚠ **Important:** MixoTwo can operate without Internet connection but will not be able to be updated and send statistics until Internet connection is restored.

STATUS OF INTERNET CONNECTION

The Internet connection status is shown on the right screen corner **F**:

📶 Active Connection   ⚠ Not active Connection

RJ45 CONNECTION

When MixoTwo is plugged with a RJ45 wire on a standard configuration the connection must be automatic 📶.

If after 1 minute, the connected status is not active ⚠:

• Check if the wire is connected on the good RJ45 (left one)
• Check internet connection by connecting the wire to computer
• Connection may be not DHCP configured (usually in large companies). In this case refer to **Advanced Configuration.**
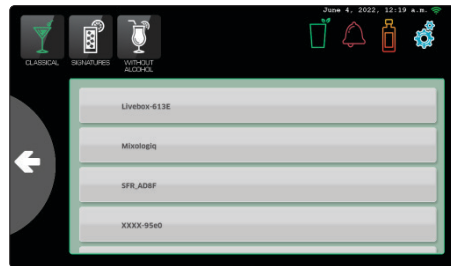
WIRELESS CONNECTION

• Check the USB Wireless Dongle is plugged (delivered with MixoTwo).
• In setting menu click on "Network Config" **J**.

Click on the icon 📶 Wi-Fi

Select the correct Wireless network:

Type the Wifi password then click [GO]

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> **Note:** Keyboard can be scrolled from top to bottom to get lowercase letters and special characters.

- If password is correct the internet connection status will become active :
- If internet connection is after 2 minutes, check your password.

ADVANCED CONFIGURATION

For specific configuration when DHCP is not active (usually in large companies).

Click IP Config
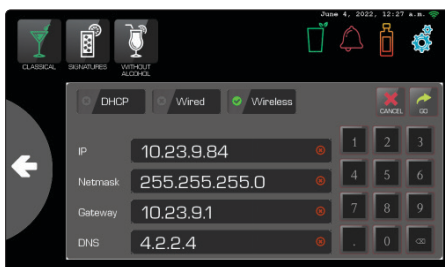
- Choose "Wired" or "Wireless"
- Unselect DHCP
- Set your own IP Address, Network Mask, Gateway, DNS

Click

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BOTTLE POSITIONING

> ⚠ **Important:** Making good cocktails depends on the quality of the ingredients and good use of MixoTwo operation depends on adapting ingredients viscosity to its pumping system for syrups, juices or thick alcohols. An ingredient with a thick viscosity will lead to non-detection of empty bottle or pumps and pipes obstruction due to inappropriate product viscosity.

BOTTLES MAP

MixoTwo has 20 available bottles slots for Alcohol, Liquors, Syrups and Juices (10 chilled and 10 at room temperature).

 Each slot is represented by a number from 1 to 20, to can be viewed by clicking on the main screen menu.

The following screen will appear showing:

- The Bottles Map is a top view of the **Top** and the **Inside** sections of MixoTwo, showing ingredients on each slot
- Affectation of each slot can be changed directly from the Backoffice (refer to this section for more information).
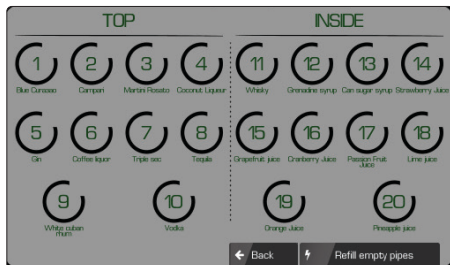
BOTTLES INSTALLATION ON TOP SECTION (10 BOTTLES)

Insert the mobile cap equipped with its aerator (2) on the bottle, as shown below:

To insert the mobile cup with its aerator in the bottle, follow steps in the proper order:

- Open the bottle, if necessary remove its flow limiter.
- Insert the mobile cap fully on the top of the bottle (bottle upright)
- Press on the valve (for degassing)

Then, when this is done:

- Insert the assembly into the designated slot as shown

> ⚠ To remove a bottle, pull the bottle gently upwards.

BOTTLES INSTALLATION ON INSIDE SECTION (10 BOTTLES)

The 10 bottles for the **Inside** section are placed by putting tubes inside each allocated bottle, then tap bottles using black caps as shown.

> ⚠ **Important:** Make sure that the rigid tube is correctly fixed to its connection to avoid an air intake which will cause the empty bottle message.

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CLEANING PROCESS

> ⚠ **Important:** Regular cleaning is essential to make MixoTwo operates at its best, this operation must be done with hot water with an appropriate descaling agent.

THE CLEANING PROCESS

The cleaning process consists in two separate operations. In the setting menu click on "Clean Mixo" Ⓗ to get the following screen:
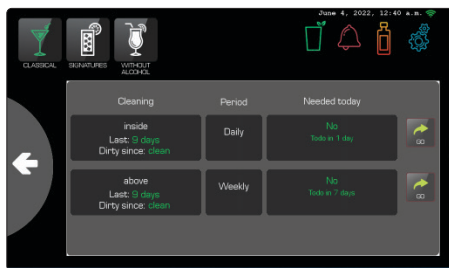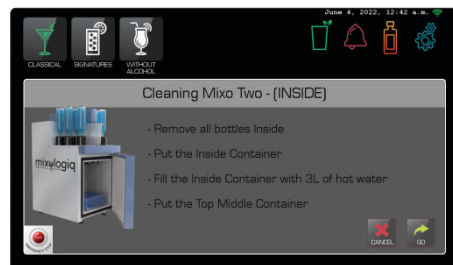

CLEANING THE INSIDE SECTION

DAILY OPERATION
Cleaning of the INSIDE section MUST be done daily after service as tubes containing juices or syrups may deteriorate or block tubes after few hours.

INSIDE SECTION CLEANING PROCESS
Follow the steps on the screen:

On the row "Inside" click on [GO]

- Remove all bottles.
- Fill the Inside Container with 3 liters of hot water (approx. 60°C to 70°C) and descaling agent.
- Put all tubes inside container.
- Put Middle Container under distribution head.
- Follow cleaning steps from screen

Click on [GO]

- MixoTwo pumps the hot water from the Cleaning container into Middle container.
- Once the container and tubes are empty the cleaning process is completed, remove the containers and re-install bottles in their original positions.

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CLEANING THE TOP SECTION

WEEKLY OR DAILY OPERATION
- WEEKLY CLEANING only if dry alcohols are used
- DAILY CLEANING if syrups, juices or other ingredients containing sugar are used.

TOP SECTION CLEANING PROCESS

Follow the steps on the screen:

On the row "TOP" click on

- Remove all bottles
- Put Left Top & Right Top containers on their caps.
- Fill each container with 1.5 liter of hot water (approx 60°C to 70°C) with descaling agent.
- Put the Middle container under distribution head.
- Follow cleaning steps from screen

Click on

- MixoTwo is pumping the hot water from the Cleaning containers and put it in the Middle container.
- Once the containers and the tubes are empty the cleaning process is completed.
- Remove the containers and re-install the bottles in their original slots.

⚠️ **Most Important:** Use only Vaseline on fixed cups rubber gaskets to facilitate the introduction and removal of two **Top** section cleaning baskets.

Never use grease as this product deteriorates rubber properties and creates a stickier action that will force out gaskets from their position when removing the cleaning baskets.

An appropriate descaling agent in recommended quantity must be always used with the hot water for cleaning.

⚠️ Mobile cups must also be regularly cleaned with hot water to avoid the obstruction of their aerators and their degassing valves.

⚠️ **Important:** If cleaning process is not done correctly, sugar will crystalize inside tubes and plug them. Distributor's maintenance will then be necessary.

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CALIBRATION PROCESS

> ⚠️ **Important:** Making good cocktails depends on a good calibration of MixoTwo as well as good quality ingredients. Good operation of MixoTwo depends on ingredient viscosity adapted to its pumping system for syrups, juices and thick alcohols. A very thick ingredient will lead to pump and pipes obstructions.
>
> **Consult your Distributor for assistance in selecting the right ingredients for MixoTwo best operation.**

⚠️ **Important:** To get accurate cocktails, the calibration process must be done each time you change the brand of product or of an ingredient. For example,Grenadine Syrup viscosity differs from brand to brand.

Calibration is the most important step to get accurate cocktails. This process checks viscosity of each ingredient to set pumping time for One milliliter (1 ML) from each bottle.

CALIBRATE THE BOTTLES

• In the setting menu click on "Calibrate" **I**.

• Select the bottles you want to calibrate (by default the not calibrated bottles are selected)

• Click "Calibrate **X** bottles"

• In case MixoTwo is not clean, it will start by asking you to clean the machine: Follow the steps on the screen or refer to the Cleaning Section.

Once the MixoTwo is clean, follow the steps from screen:
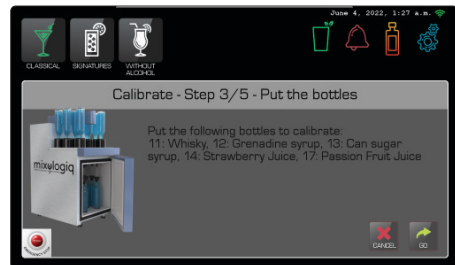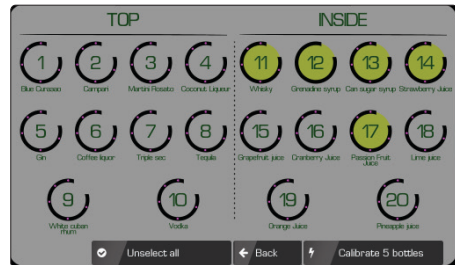
• Put the selected bottles, with at less 20cl of liquids inside, in the right slot.

Click on

• The Calibration Glass is supplied with MixoTwo. Put the Calibration Glass under the distribution head.

Click on

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> ⚠️ **Important:** Calibration glass supplied MUST be used and cannot be changed as it needs to have this specific diameter.


- MixoTwo self operates pumping 2cl from each bottle to make its auto-calibration:
  - When calibration glass is full, screen will ask to empty it.
  - If an error occurs during calibration process on one or more bottles MixoTwo will inform at the end of process (or during process) to correct it.

> ⚠️ **Important: DON'T TOUCH MIXOTWO** once the calibration process has started

> ⚠️ **Important:** If an ingredient is not calibrated the images of the cocktails containing this ingredient are "grayed" out until the calibration is done.

CLEANING THE CALIBRATION SENSOR

- Calibration process MixoTwo uses a sensor which is integrated in the distribution head.
- MixoTwo may ask to clean it if dirty by showing you this image. In this case clean sensor using a dry tissue to remove traces of liquid.
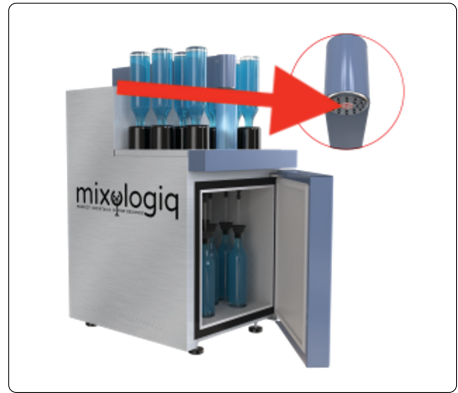
FRIDGE TEMPERATURE

- The Fridge is designed to work with an ambient temperature up to 32°C.
- Fridge temperature may be adjusted with the thermostat inside the fridge: **Position 2.**

> ⚠️ **Important:** The refrigerator risks freezing if it is set too cold or if it is poorly ventilated and if the door is not closed properly. When it is frozen, the fridge is no longer cold and in this case, it is necessary to unplug it and let it thaw completely. Be sure to turn it back on only after it is completely dry.

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PREPARING A COCKTAIL

On the main screen, click on the cocktail you want to prepare, a new window will open for selecting the cocktail recipe before selecting the number of cocktails to be made:

The process is as follows:

- Select the family ("Classical", "Signature", "Mocktails" etc...)
- Click on the cocktail to prepare will indicate:
  – The type of glass (or Shaker) that is required for the recipe.
  – The ingredients that have to be put in the Shaker or Glass before the cocktail preparation:
  – The steps to follow after the cocktail has been prepared.
  – If the cocktail requires to be shaken and need to be put or not in the glass.
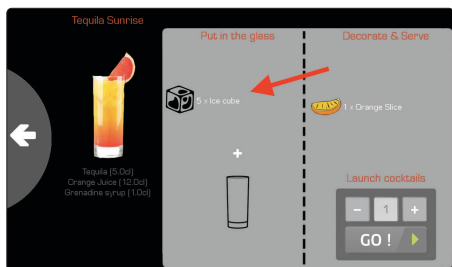
- Insert the glass or shaker in the MixoTwo
- Change the number of cocktails to prepare.

Click on the icon GO ! ▶

- MixoTwo serves the doses according to the recipe.
- At the end of the cocktail follow the last steps before serving the customer:
  – If the cocktail was done in the shaker.
  – It must be shaked and served in the glass with or without the ice depending of the recipe.
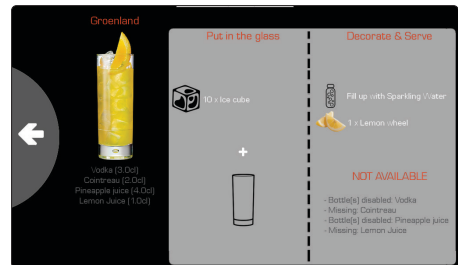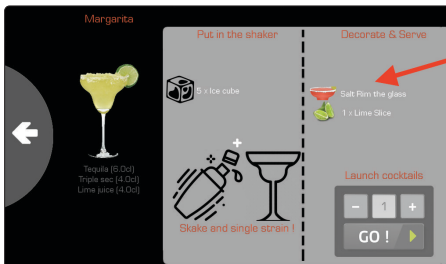
SHAKE AND SINGLE STRAIN

SHAKE AND SERVE WITH ICE

BEFORE SERVING

- Before serving, add with ingredients for taste or decoration.This information is shown here on the right of the screen:

⚠ **Important: Grey cocktail.** Sometimes in MixoTwo, there are grey cocktails shown, and if you click on the cocktail, the cocktail cannot be made, as shown in the two images above. The reasons can be:

- Bottle disabled
- Uncalibrated bottle
- Missing ingredient.

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END OF BOTTLES

⚠️ **Important:** End of bottle detection is based on electrical resistive sensor principle analysing passage of the fluid. This technology is very reliable but depends on the dielectrical fluid properties (alcohol, viscosity, brand etc.) and sometimes this may lead to improper readings.

In case of error message (bottle empty) operator must first visually check if the bottle is effectively empty or not. If the bottle is not empty the operator can cancel this error message and carry on with the cocktail.

ALERT MESSAGES

A message while the cocktail is processing

- If the empty detection concerns the fridge area, check that the rigid dip tube is properly engaged in its connector so that there is no air intake.
- Check the physical condition of the bottle.
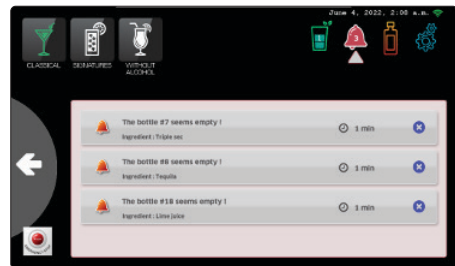- If the bottle is really empty, change the bottle:

Click on ![GO]

- If the bottle is not yet empty:

Click on ![RETRY]

- To bypass an ingredient:

Click on ![SKIP]

Alert message will disappear when MixoTwo manages to get the liquid

VIEWING THE QUEUE/ CANCELLING A COCKTAIL

To view the queue of cocktails in progress or to cancel them:

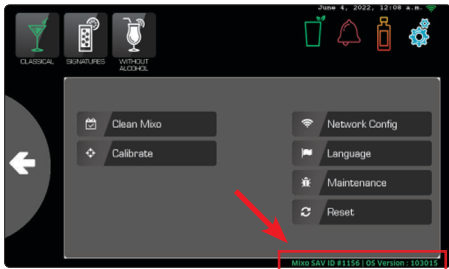**Click on** ![icon] **in the top right of the screen**

- The list of cocktails to be prepared is displayed
- To cancel the preparation of a cocktail, click "Cancel"

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SOFTWARE VERSION AND UPDATE

MixoTwo is controlled through a Software that is improved continually to upgrade its performance.
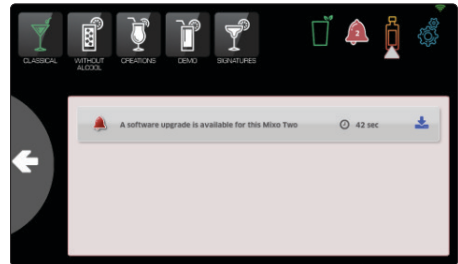
SOFTWARE SECTION

The version of the Software can be viewed on the Settings menu:

AUTOMATIC UPDATE

When a new software version is available an alert will be displayed:

To install it, click on the icon on the right and wait for 2 minutes while the machine is restarting.

BACKOFFICE ACCESS

ADD AND EDIT RECIPES

Access to the Backoffice at the URL: https://my.mixologiq.com

Ask for your access codes from your Distributor.

MixoTwo must be connected on Internet to synchronize the recipes with the Backoffice.

For more information about the Backoffice refer to its own documentation.

MAINTENANCE

In case of recurring problems with a bottle you should contact your Distributor for maintenance. In the meantime and continue using MixoTwo without the bottle that has a problem, you can disable the bottle in the maintenance menu.

In the setting menu click on Maintenance Ⓛ
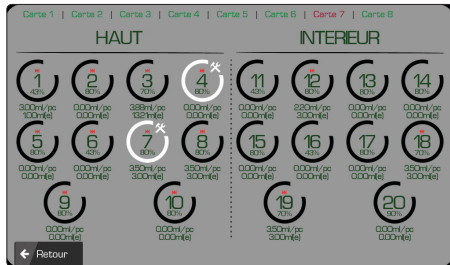
At the top of the screen is the status of electronic cards:

Card X	**In green:** card X is operational. X: Card number (from 1 to 8)
Card X	**In Red:** card X does not respond. X: Card number (from 1 to 8)

Bottle number:
- 70%: Pump rotation speed in %.
- 3.5 ml / pc: Pump resolution in ml / revolution. (ND: is not calibrated)
- 3.00 ml (e): Surplus served after filling.

Bottle Disabled: Its location will change color. Reset (K) or restart MixoTwo: The recipes using this bottle will appear in "grey". To reinstall the bottle, do the same.

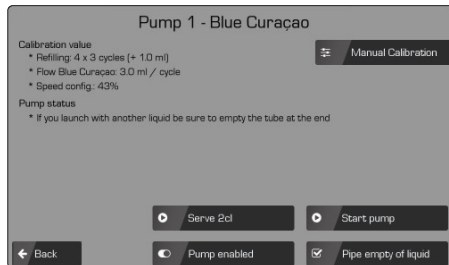**Full Pipe:** Full circle means full pipe.

Empty Pipe: Incomplete circle means empty pipe.

Bottle Without ingredient, check your bottle plan.

BOTTLE INFORMATION

In the Maintenance menu click on a bottle:

In this Menu, we find all the information concerning the bottle:
- **Pump 1:** Blue Curacao: Bottle number with the assigned ingredient.
- **Calibration Value:**
  – Refilling: 1 * 4 cycle (+1 ml): the bottle filled in 4 cycles of 3 turns and for this, it generates a surplus of 1 ml.
  – Flow White Cuban Rum: 3.00 ml/ cycle: Resolution of the pump in relation to the ingredient (ml / cycle).
  – Speed config: 43% the pump rotation speed in %. The rotation speed can be different from one pump to another.
- **Back:** Back button.
- **Pump Enabled:** To activate/disable a bottle.
- **Pipe Empty of liquid:** Pipe status (empty or full)
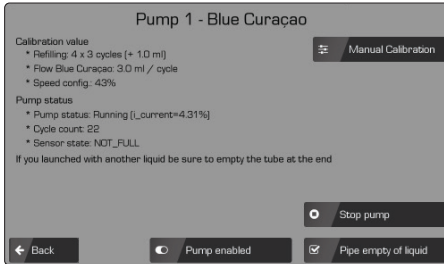
- **Start Pump:** Find out more about the pump status
  – Pump Status: Gives information on the pump and the current consumed in percentage.
  – Cycle count: Number of laps in progress.
  – Sensor state: State of the liquid sensor and also gives the status of the hose (empty or full
- **Serve 2cl:** test the "flow" calibration if it is good (the pipe must be full before starting the test)
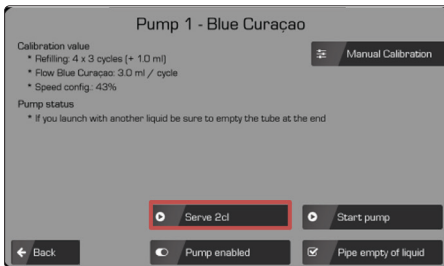
- In the event that you find that one of the ingredients is either in excess or in insufficient quantity, please: Test if the ingredient is properly calibrated using the 2cl function, to access this function, click on Settings >> Maintenance >> ingredient number >> serve 2cl.
- In case the pump does not dispense 2cl, please re-calibrate the ingredient either using automatic calibration or manual calibration.

MANUAL CALIBRATION

In this menu, we find all information concerning how to calibrate the bottle manually.
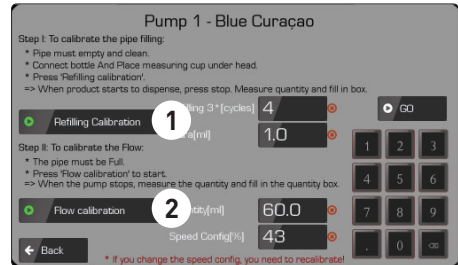
To calibrate manually you must follow the steps indicated, and there are two steps to calibrate properly

- **1st step: to calibrate the filling of the pipe ❶:**
  – Pipe must empty and clean.
  – Connect bottle and place measuring cup under head.
  – Press "Refilling calibration" ❶.
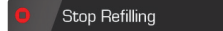
  – When product starts to dispense, press stop.
  – Measure quantity.
  – Fill in box using the numeric keypad.

- **2nd step to calibrate the flow of the pump / ingredient ❷:**
  – Pipe must full and bottle connected.
  – Place measuring cup under head.
  – Press on "Flow calibration" ❷.
  – Measure quantity.

  – Fill in box using the numeric keypad.

  – Click on Go to save.

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> ❗ **Important:** If you change the speed config, you need to recalibrate the bottle.

- Fill the box using the numeric keypad.
- Pump "1, 6, 11, 16: 43" < speed Config < 100.
- Others: 70 < speed Config < 100
- Click on Go to Save
- Recalibrate the bottle.

> ❗ For more performance in flow, it is preferable to not change the speed config.

TROUBLESHOOTING

Before contacting your Distributor, please try and solve your problems using the table below:

Problem	Probable cause(s)	Solution
Recipe does not fill the glass	• Ice is missing in the glass. • Size of the glass is bigger than standard size used for the recipe.	• Check if recipe requires ice inside the glass. • Adapt recipe in the Backoffice to fit your glass size.
Dose of an ingredient seems to be incorrect in each cocktail	• Calibration may have be done with another ingredient or another brand. • An error appears during the calibration.	• Make the calibration again with the right ingredient.
An error occurs each time a dose is served with a specific Slot	• The pump may have a problem	• Disable the pump • Contact your Distributor
A Slot is always showing "end bottle" but there is liquid inside	• The tubes may have a problem	• Check if tubes are correctly set • Disable the pump • Contact your Distributor
Error Code: P-1X5Y-ZO X between: 1 to 4 Y between: 0 to 4	• The pump or his sensor is not working.	
Error Code: P-1X5Y-ZA X between: 1 to 4 Y between: 0 to 4	• The electronic card of this bottle is not working	• Disable the pump(s). • Contact your distributor to change the component or his wire.
Error Code: Z-1X5Y-ZA X between: 5 to 8 Y between: 0 to 4	• The electronic card of this sensor is not working	

⚠ Some errors that may be related to use are explained by images and instructions, so that these errors can be resolved independently.

This information is displayed on the screen.

Follow the resolution instructions and then "RESET".

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WARRANTY, SERVICE AND SUPPORT

Thank you for purchasing a Mixologiq Cocktail Machine from Home Icon International Pty Ltd. Home Icon provides a 1-year warranty on the Mixologiq Cocktail Machine.

WARRANTY REGISTRATION

Register your MixoTwo now for warranty, and allow us to provide you with the best possible after sales service:

1. Please log on to our website at **www.grandcruwinefridges.com.au**

2. Click on the **'Support'** tab across the top

3. Select **'Warranty Registration'** and fill out the details as required

This warranty does not cover the following:

• Any damages caused from improper use or not used in accordance with the instruction manuals.
• Damage caused by connecting your product to the wrong power source/supply.
• Incorrect installation or modifications made during installation or use of the product.
• Removing screws or otherwise opening the outer case will void the warranty.
• Any damages resulting from poor handling or moving of the product, misuse, fire or water damage etc.
• Failure to maintain the product as per the Instruction Manual.
• Problems caused by incorrect or inadequate venting of the product.

SERVICE AND SUPPORT

Should an instance arrive where you require assistance, contact our support team:

1. Please log on to our website at **www.grandcruwinefridges.com.au**

2. Click on the **'Support'** tab across the top

3. Select the **'Request a Service'** option and fill out the details as required

NEED HELP? CALL
1300 935 683

EVERYONE IS THE BEST BARTENDER WITH MIXOLOGIQ

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