

# © MicroVend

## MV-1 Operational Manual



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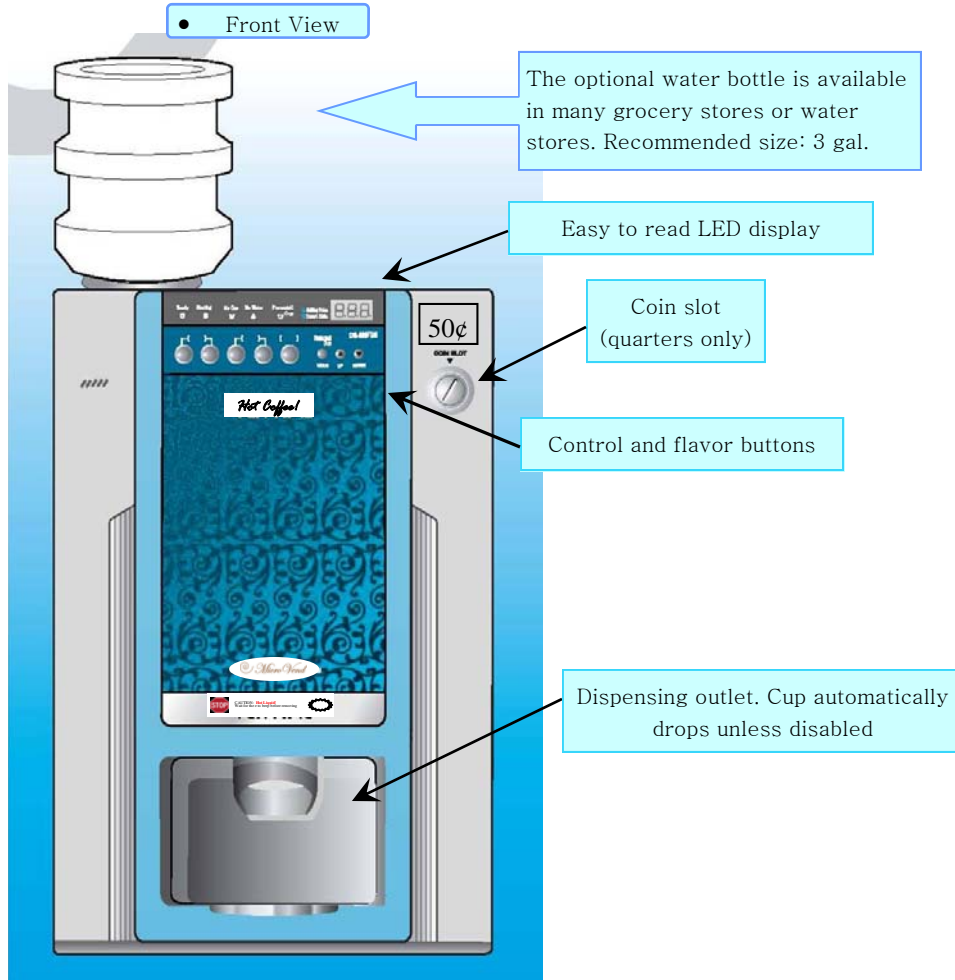
# Welcome to the MV-1

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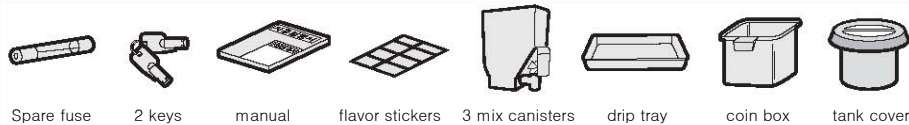
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# Welcome to the MV-1

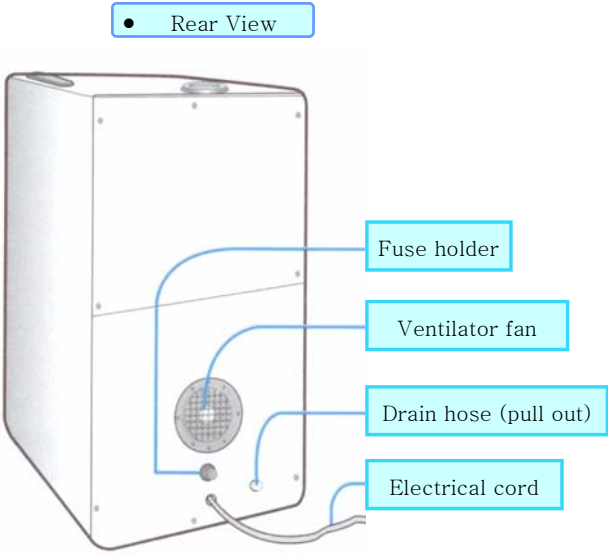
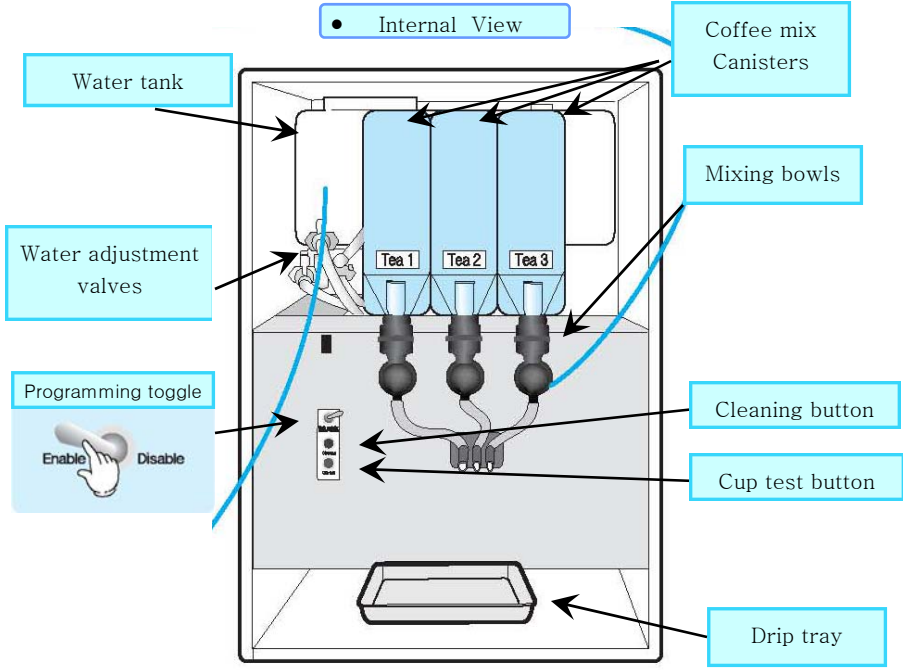
Thank you for purchasing the MV-1, the ultimate countertop coffee vending machine. We are sure you will be happy with your purchase. We have done our best to make this manual comprehensive and easy to read. However, If you have any questions, or require more information, please contact us online at [www.microvend.com](http://www.microvend.com)



## Package contents: The MV-1 and Accessories

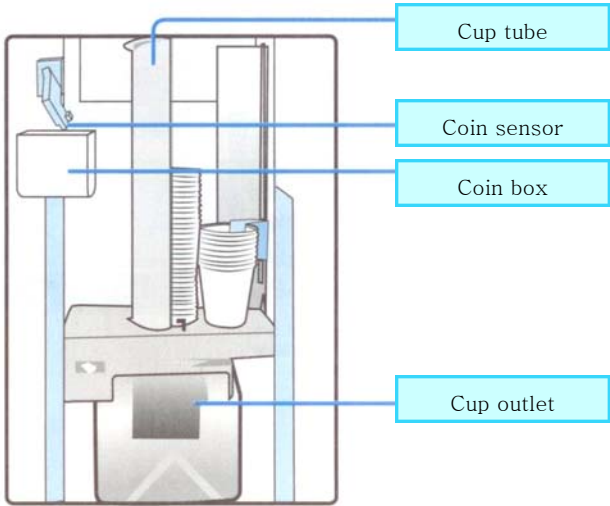


# Other Views and Identification of Parts

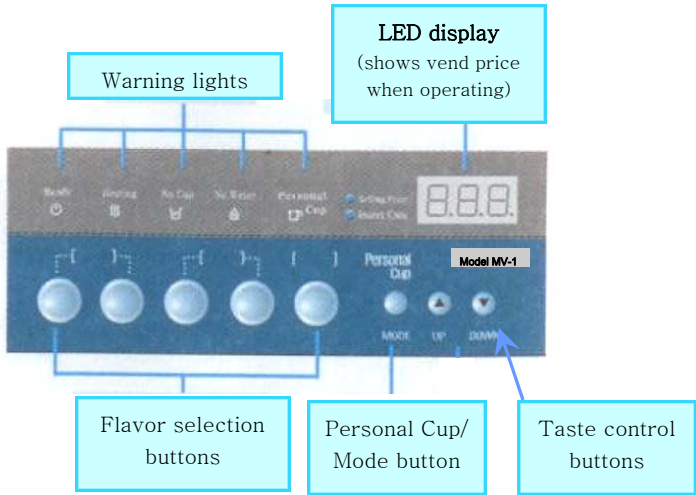


# Other Views and Identification of Parts

- Inside the door



- Control panel and display



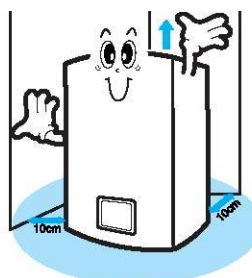
## Getting Started

### Before using

- 1 Clean the machine**
  - Clean inside and outside. Rinse the water reservoir thoroughly (procedure on page 6) before using, or you may experience a bad taste for the first few cups.



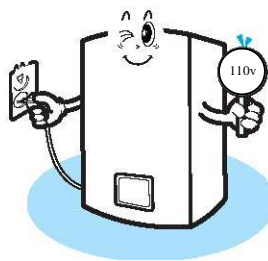
- 2 Place the machine 10 cm (4 inches) from walls**
  - this will help the machine run more quietly and efficiently



- 3 Put the drip tray in the machine**
  - this will help keep your machine clean.



- 4 Plug the machine into a grounded outlet**
  - a regular three prong wall outlet is fine, don't use adapters, power strips, or extension cords.



Now you are ready to fill your new MV-1 with water, coffee mix, and cups!

## Getting Started

### Rinsing the Water Reservoir

Before dispensing any beverages with the MV-1 it is a good idea to rinse out the water reservoir. This is a very easy process and only takes about fifteen minutes. This process is especially important when the machine is new, but it may be a good idea to do it after moving it or after long periods where the machine has not been used.

1. fill the machine with water, turn the machine on, and let the water stay in the machine for five minutes.
2. For rinsing the machine it is best not to let the water heat up entirely. The green “ready” light will show on the display panel when the water has reached the set temperature. You **WON’T** need to see this light turn on.
3. On the back of the machine you will see a drain hose that needs to be extended. Gently pull the drain hose out as far as it will comfortably go. See page four for a diagram of the back of the machine showing where the drain hose and plug are located.
4. Remove the plug and drain the water into an appropriate container. The water coming out will be hot so use a sturdy bucket or pot that will hold at least eight quarts of water.
5. Turn the machine off whenever there is no water in the machine.
6. Repeat from step one. Twice through this process should be enough.

Step one



Ready

Step two



Steps three and four



Caution!!  
Hot Water!

Step five



## Getting Started

### Adding Water

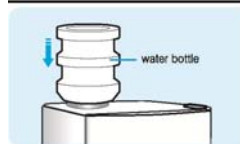
1. remove the water tank lid from the top of the machine.
2. Pour water into the reservoir until almost full. Do not overfill the reservoir or water could leak into the machine and cause damage.
3. If the “no water” light is on fill with water until the light goes off.
4. If you want to use a water bottle, simply put the bottle on the machine similar to putting it on a water cooler. Be careful not to spill a lot of water. It is a good idea to keep a towel on hand.



Step one



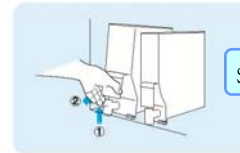
Step two



## Getting Started

### Adding Coffee Mix

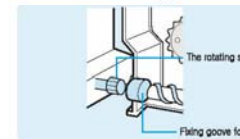
1. turn the nozzle of the canister upwards so the mix doesn't spill when you fill it.
2. Remove the canister and fill with your favorite mix. Replace the canister lid.
3. Put the canister in the machine so that the shaft on the back of the canister connects to the shaft in the machine. The canister has two tabs under the nozzle that should fit into slots in the machine.
4. After the canister is snugly attached to the machine turn the nozzle back downwards so that the mix can dispense properly.



Step one



Step two



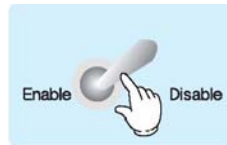
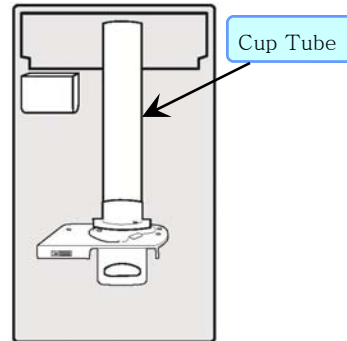
Step three



## Getting Started

### Adding Cups

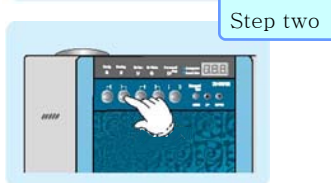
1. the cups for the MV-1 come in “sleeves” of fifty cups each. The MV-1 cup Tube can hold about sixty cups. Simply remove the cups from the “sleeve” and put them in the tube.
2. **TESTING THE AUTOMATIC CUP DROP:** To test the cup drop press the cup test button inside the machine (shown on page four of this manual). If the automatic cup drop is enabled a cup will drop and you will hear a beep. To enable the automatic cup drop please see the programming section of this manual.  
**NOTE: when testing the automatic cup drop,** the programming switch must be set in the “disable” position.



## Getting Started

### Operating the MV-1

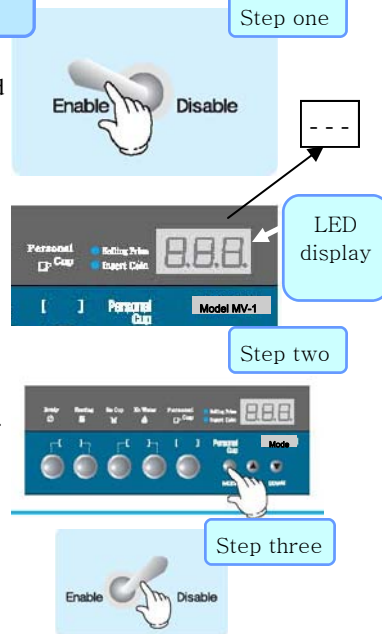
1. The power switch is located on the lower right side of the machine. Turn it on. The lights on the display will flash and the machine will beep three times. The machine takes ten to fifteen minutes for the water to heat up.
2. When you see the green “ready” light on the display, insert coins and press the desired flavor. The machine has five flavor buttons, but only three flavors. There is no difference between the first and second button or the third and fourth button.
3. The cup will drop and the selected beverage will dispense automatically. Wait until you hear a beep before carefully removing the beverage.
4. Enjoy!



# Programming the MV-1

## General Programming Guidelines

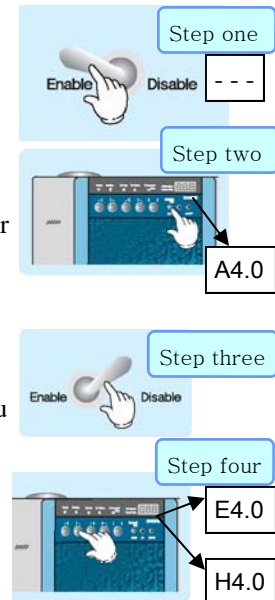
1. Whenever you are programming the MV-1 you must be in the programming mode. To do this you will need to move the programming toggle to the “enable” position. When you are done programming, put the toggle back into the disable position to save your settings. Refer to the diagram on page four for the location of the programming toggle. When you move the toggle to “enable” the machine will give a short beep and the LED display will show “- - -”
2. The MV-1 has individual settings that are specific to each flavor and some global settings that affect the operation of the whole machine. You will move through the settings by pressing the “mode” button, which is the same button as the “personal cup” button. You then use the “up” and “down” buttons to make adjustments. Use the flavor buttons for the settings specific to that flavor.
3. When finished, always put the programming toggle back to disable to save your settings and return the machine to normal operation.



# Programming the MV-1

## Adjusting the Strength of the Coffee

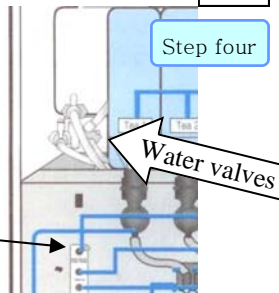
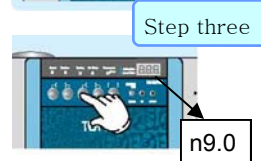
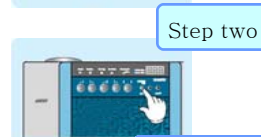
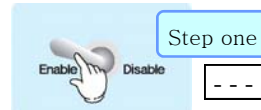
1. Set the programming toggle switch to “enable”.
2. Press the “mode” button, which is the same button as “personal cup” ONE TIME. The display will change to “A4.0”. This is the amount of mix that will be dispensed from canister one for flavor one. Raise or lower the number according to whether you want a stronger or weaker taste.
3. You will need to put the machine back into operational mode by moving the programming toggle to “disable” in order to test the flavor.
4. To set the other flavors, when the machine is “enabled”, press the appropriate flavor buttons ONE TIME. When you press the third or fourth button you will see “E4.0” and for the fifth button you will see “H4.0”. Adjust to taste.  
NOTE: If you press the flavor button twice you will be adjusting the amount of water as described in the next section.
5. Set the programming toggle back to “disable”.



## Programming the MV-1

### Adjusting the Amount of Water

1. Set the programming toggle to “enable”
2. Press the “mode” button ONE TIME.
3. Each water setting is individual, so you will need to press the button of the flavor you want to adjust. For the water adjustment you will need to press the flavor button TWICE. You will see “n9.0” on the screen. Raise or lower as desired.
4. Manual adjustment is also possible by turning the valves inside of the machine. The valves are numbered 1, 2, and 3, which corresponds to the first, second, and third flavors respectively. They are located over the programming toggle (see pg. 4). NOTE: these valves often need adjusting when the machine is first set up or after moving the machine in a vehicle.
5. Set the programming toggle back to “disable”



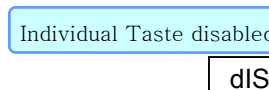
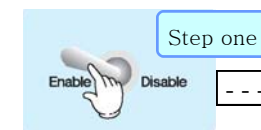
Programming toggle

## Programming the MV-1

### The Individual Taste Function

OVERVIEW: The Individual taste function allows the end-user some control over the strength of the coffee product they get. If the control is enabled, customers can get a stronger or weaker cup by using the “up” and “down” button next to the “personal cup” button.

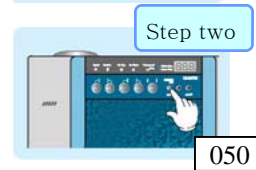
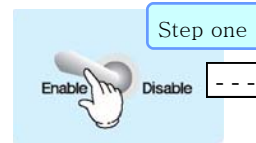
1. Set the programming toggle to “enable”
2. Press the “mode button TWICE . You will see “t0.1” on the LED display.
3. Raising or lowering the amount will allow the customer more or less control over the strength of the coffee they get.
4. To disable the function, when the programming toggle is set to “enable”, press the “mode” button THREE TIMES. You will see “ENA” on the LED display. If you push the “up” or “down” buttons you will see “dIS” on the LED display and the function will be disabled.
5. Set the programming toggle back to “disable”



## Programming the MV-1

### Changing or Setting the Price

1. Set the programming toggle to “enable”.
2. Press the “mode” button FOUR TIMES. You will see “050” on the LED display. This is the price per vend for flavor one. You can adjust the price in 25 cent increments from \$0 (free!) to \$2.25 (0 to 9 coins) by using the “up” and “down” buttons.
3. Press the other flavor buttons to set the price for each flavor. It is possible to set each flavor at a different price. However, This can make it confusing for the customer. We recommend setting all the prices at the same level.

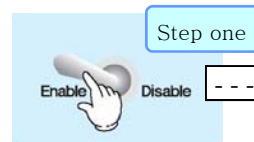


## Programming the MV-1

### Checking the Number of Cups Sold

**OFFICE COFFEE SERVICE FEATURE:** The MV-1 has a feature that allows the operator to check the number of cups sold. Some accounts may want to give free gourmet coffee drinks to their employees or clients. An operator can set the price to zero and then check the number of cups sold and invoice the client for the vends.

1. Set the programming toggle to “enable”.
2. Press the “mode” button FIVE TIMES. The LED display will show a three digit number “223”. This means that flavor one sold 223 cups.
3. Pushing the other flavor buttons will display the number of cups sold for each flavor. The numbers continue to add until “999”. There is no way to reset these numbers.
4. Set the programming toggle back to “disable”.



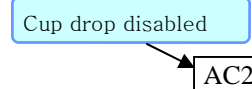
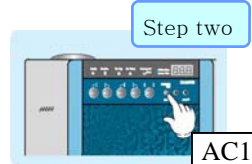
## Programming the MV-1

### Disabling the Automatic Cup Drop

More and more offices are “going green” and are concerned about waste. For an client that doesn’t want to use disposable cups it is possible to disable the automatic cup drop feature.

1. set the programming toggle to “enable”
2. Press the “mode” button SIX TIMES. You will see “AC1” on the LED display. By using the “up” and “down” arrows the display will change to “AC2”. If you leave it on “AC2” then no cups will drop when the coffee is dispensed.
3. Set the programming toggle back to “disable”

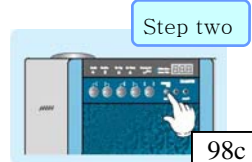
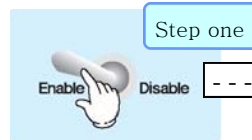
Note: the “personal cup” setting disables the cup drop for ONE time only. We applaud people using the “personal cup” function, but caution people that they must have the cup safely in the cup outlet before selecting a flavor.



## Programming the MV-1

### Setting the Water Temperature

1. Set the programming toggle to “enable”
2. Press the “mode” button SEVEN TIMES. You will see “98c” appear in the LED display. The temperature is calculated in Celsius or Centigrade, so 98 is very hot. Use the “up” and “down” buttons to adjust the temperature to your liking.
3. Set the programming toggle back to “disable”.



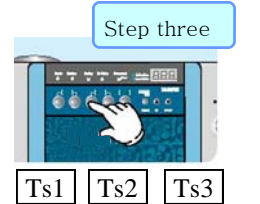
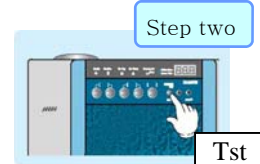
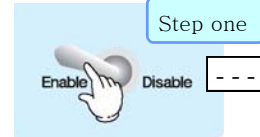
## Programming the MV-1

### Operational Testing Mode

The MV-1 has a testing feature where each of the flavors gets dispensed in turn.

1. Set the programming toggle to “enable”
2. Press the “mode” button EIGHT TIMES. You will see “Tst” on the LED Display.
3. Press any of the flavor buttons, and hold the button down until the test starts. As the machine operates you will see the display change to read “Ts1” “Ts2” and “Ts3” as each flavor dispenses.

4. Set the programming toggle back to “disable”.  
NOTE: make sure the door to the machine is closed tightly before doing this test. Also, someone has to remove the cups while the machine is operating.  
**DO NOT LEAVE THE MACHINE UNATTENDED WHILE PERFORMING THE TEST.**



## Cleaning the MV-1

### Regular Cleaning

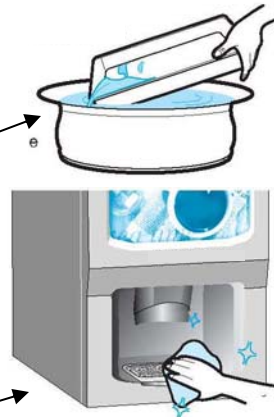
The MV-1 is very easy to clean. How often each machine gets cleaned depends on the volume that the machine is doing. There is no recommended schedule for cleaning except to say that busier machines should be cleaned more often and all machines need to be kept as clean as possible.

- Use warm water, a towel or sponge, and any hand dishwashing lotion.
- Never use any strong detergents or toxic cleansers

Wash the drip tray

Regular cleaning includes washing the drip tray and wiping out the cup outlet area as well as generally wiping down the exterior of the machine.

Wipe the cup outlet

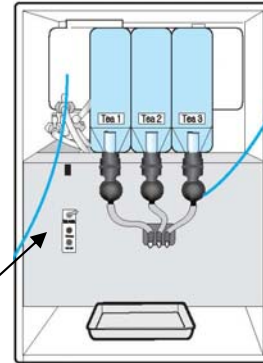
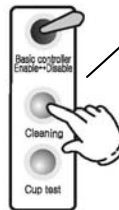


## Cleaning the MV-1

### The Automatic Cleaning Function

The automatic cleaning function will clean the lines from the mixing bowls to the cup outlet. The machine does this by sending hot water through the mixing bowls and down the tubes. You might want to catch the water in a cup or other container, or you might want to let the water go into the drip tray. Either way, please remember that the water coming out will be **HOT**.

1. Press the cleaning button **ONE TIME** briefly to clean the first line.
2. Press the cleaning button **TWO TIMES** briefly to clean the second line.
3. Press the cleaning button **THREE TIMES** to clean the third line.
4. Press and **HOLD** the cleaning button for a few seconds and you will hear a longer beep. Then all three lines will be cleaned in turn.



**NOTE:** The automatic cleaning function only works when the MV-1 is in the regular operational mode (the programming toggle is set to “disable”).

## Cleaning the MV-1

### Additional Cleaning

#### The Flavor Canisters

The flavor canisters can be cleaned easily by hand washing with hot water and soap. You may soak the canisters if necessary. You will find that the nozzle is easy to remove. The shaft can be removed by using a screw driver on the holding ring on the back of the canister where the shaft connects to the machine. It is not necessary to remove the shaft in most cases.

**NOTE:** please make sure the canisters are completely dry before adding more coffee mix.

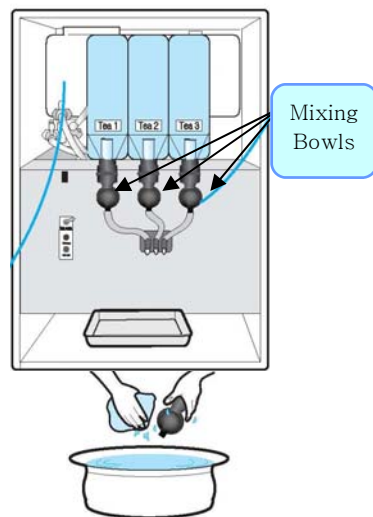
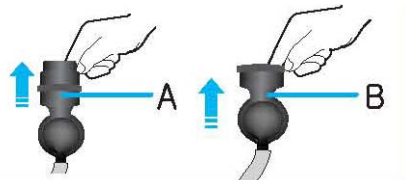


## Cleaning the MV-1

### Additional Cleaning

#### The Mixing Bowls

The mixing bowls are easily removed from the machine by hand without any tools. Simply take them apart as indicated in figures A and B. Each mixing bowl consists of three parts: a top piece, a bottom piece, and a ring that goes in between these two pieces. All of these pieces are made of durable plastic and can be soaked and easily washed by hand.



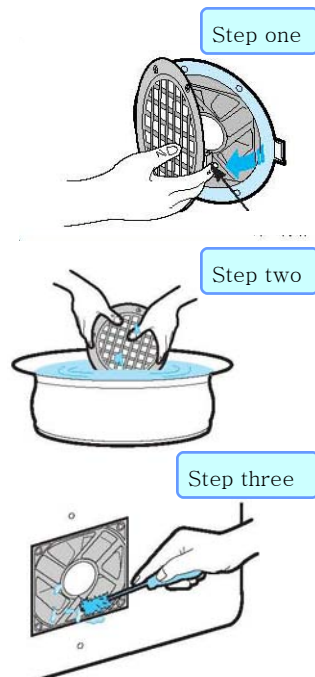
## Cleaning the MV-1

### Additional Cleaning

#### The Ventilator Fan

Keeping the ventilator fan clean will reduce noise and make your machine run more efficiently. For the location of the ventilator fan see the diagram of the rear of the machine on page 4. No special tools are required for cleaning. **NOTE:** the machine should be turned off before you begin to clean the fan.

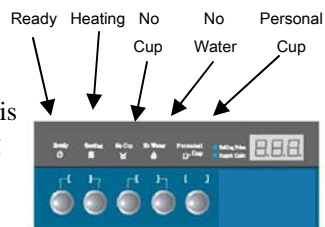
1. remove the fan cover by pressing the tab
2. Clean the fan cover with hot water and a mild soap.
3. Clean the fan blades with a damp towel and a small brush. A toothbrush works fine. **DO NOT** allow the fan motor to be immersed in water or become completely wet.
4. Allow the parts to dry, then replace the fan and the cover.



## Working with the MV-1

### The Warning Lights

1. **READY**—When the ready light is on (green), the machine is ready to operate.
2. **HEATING**—After adding water it will take some time to heat the water. Usually this takes about ten to fifteen minutes. Checking the water level regularly helps to avoid unwanted delays.
3. **NO CUP**—Of course this light indicates that the machine is out of cups and no beverages will be vended. However, sometimes cups get jammed in the cup tube and the machine doesn't register that it has cups. Tapping upward on the cups from the cup outlet generally fixes this problem. **NOTE:** The machine will not dispense beverages if the "No Cup" light is on even if the "personal cup" function is selected. Make sure you don't run out of cups!
4. **NO WATER**— This really means that the machine is low on water. The machine should never be operated without water. The machine shuts down when there is a minimal amount of water in the machine so the heating elements don't become damaged. It is a good idea to check the level regularly and not let the machine get so low that this light comes on. The water level can be checked visually by looking down into the water fill opening on the top or by opening the door and looking at the water tank.
5. **PERSONAL CUP**— The personal cup feature temporarily disables the automatic cup drop. This button sometimes gets pushed by accident, ignorance, or some other reason, and a customer is surprised when their beverages vends directly into the drip tray. A small sign warning customers not to use this button unless they have their cup in the cup outlet is helpful.

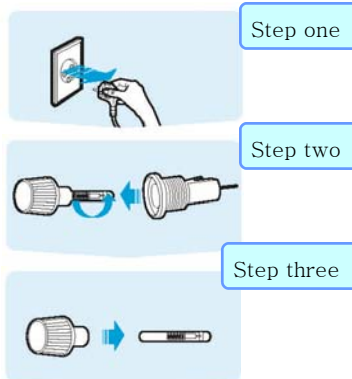


## Working with the MV-1

### Replacing the Fuse

For the location of the fuse holder see the diagram of the rear of the machine on page four.

1. unplug the machine
2. The fuse holder should easily unscrew by hand without any special tools.
3. Remove the fuse and replace, then screw the holder back into the machine. Replacement fuses are available at [www.microvend.com](http://www.microvend.com)



## Working with the MV-1

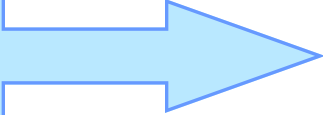
### Customer Expectations

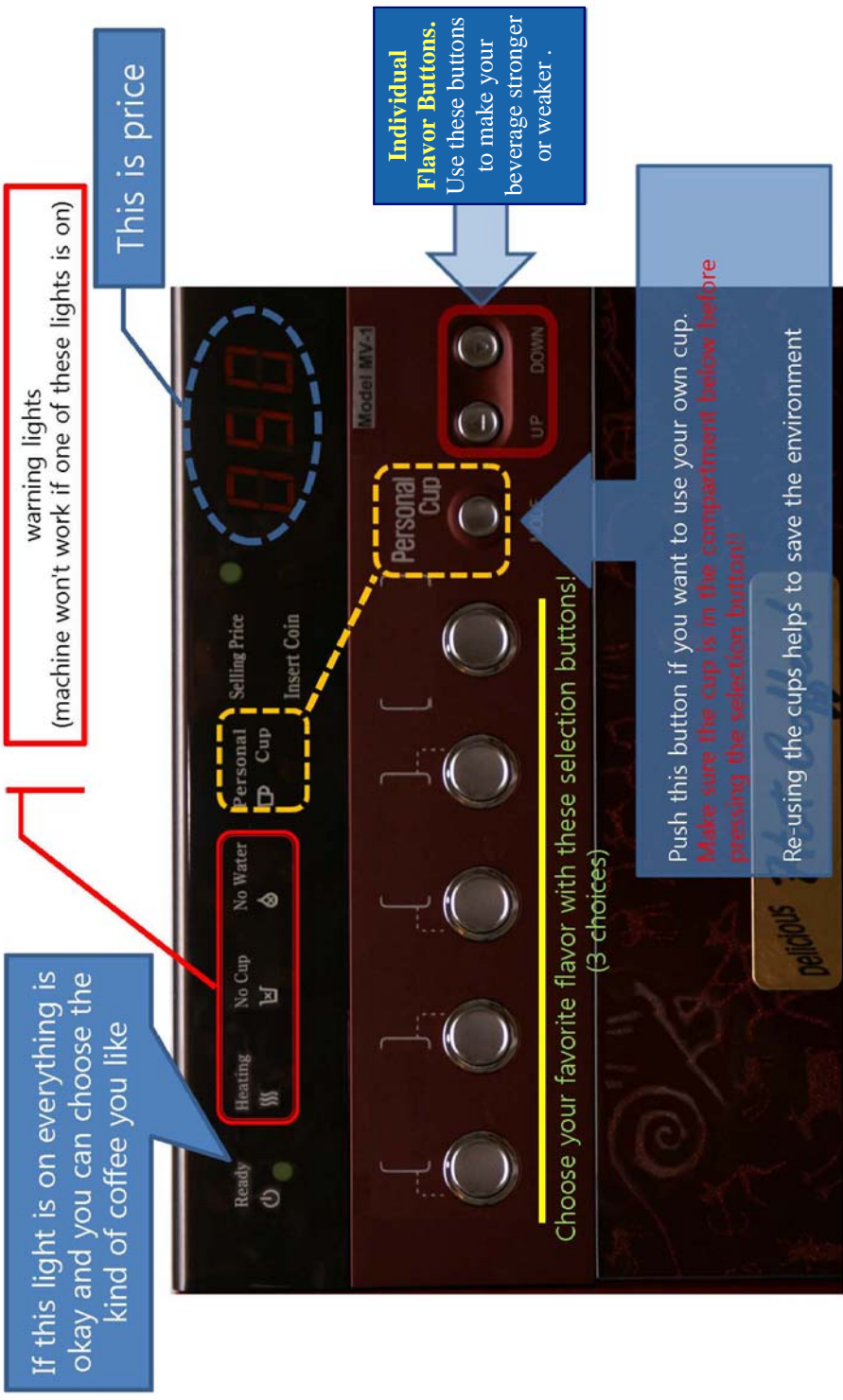
Customers are often surprised at the high quality of drink that comes from the MV-1. This is mostly due to the fact that old-fashioned bulky machines often delivered a terrible cup of coffee. The MV-1, however, does have some limitations. Below are a list of the most common complaints. All of them can be avoided a little knowledge of how the machine operates.

1. **“The cup didn’t come out and my drink went down the drain”** This is because the “personal cup” button was pushed. If the machine was out of cups it wouldn’t vend.
2. **“I put in fifty cents, but it wouldn’t give me any coffee”** This is usually because people put in dimes and nickels instead of quarters. The machine will not even register other coins, they just drop right into the coin box. Sometimes customers confuse a nickel for a quarter. The LED display shows how much money the machine has registered. If a customer said they put in fifty cents and the machine’s LED display reads “025” they probably put in a quarter and a nickel.
3. **“I just got a cup of hot water!”** This means your coffee mix ran out. The machine does not have a warning light to tell when the coffee mix is running low. Additionally, the mix is dispensed from the rear of the canister. This makes it so that sometimes the canister looks like it has more mix than it really does because the mix is highest towards the front of the canister. Check your mix levels often and keep some extra mix on hand.
4. **“The drink is too sweet”** or **“The drink isn’t strong enough”** The customer probably doesn’t know about the “Individual Flavor Buttons”. With the MV-1 customers have choice over the strength of their beverage.

### **CUSTOMER INFORMATION**

The following page may be cut out and posted on or near your machine for the benefit of your customers





If this light is on everything is okay and you can choose the kind of coffee you like

warning lights  
(machine won't work if one of these lights is on)

This is price

Ready Heating No Cup No Water

Personal Cup Selling Price Insert Coin

Personal Cup

**Individual Flavor Buttons.**  
Use these buttons to make your beverage stronger or weaker.

Choose your favorite flavor with these selection buttons!  
(3 choices)

Push this button if you want to use your own cup.  
*Make sure the cup is in the compartment below before pressing the selection button!*  
Re-using the cups helps to save the environment

Delicious

# © MicroVend

How can so much Flavor fit  
into a Machine so small?

*The*  
**MV-1**

*Tabletop coffee  
vending machine*

*The gourmet  
coffee shop that  
fits on your  
countertop!*



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