

**apuro**

# Hot Chocolate Dispenser

Instruction manual



**Model:  
CN219-A**

## **Safety Instructions**

- Position on a flat, stable surface.
- A service agent/qualified technician should carry out installation and any repairs if required. Do not remove any components on this product.
- Consult Local and National Standards to comply with the following:
  - Health and Safety at Work Legislation
  - Fire Precautions
  - Wiring Regulations
  - Building Regulations
- DO NOT immerse the appliance in water, or use jet/pressure washers to clean the appliance.
- Do not use the appliance for anything other than its intended use.
- Always switch off and disconnect the power supply to the appliance when not in use.
- Not suitable for outdoor use.
- Keep all packaging away from children. Dispose of the packaging in accordance to the regulations of local authorities.
- If the power cord is damaged, it must be replaced by an Apuro agent or a recommended qualified technician in order to avoid a hazard.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- Apuro recommend that this appliance should be periodically tested (at least annually) by a Competent Person. Testing should include, but not be limited to: Visual Inspection, Polarity Test, Earth Continuity, Insulation Continuity and Functional Testing.

## Introduction

Please take a few moments to carefully read through this manual. Correct maintenance and operation of this machine will provide the best possible performance from your Apuro product.

## Pack Contents

The following is included:

- Apuro Hot Chocolate Dispenser
- Instruction Manual
- Cleaning Brush

Apuro prides itself on quality and service, ensuring that at the time of unpacking the contents are supplied fully functional and free of damage.

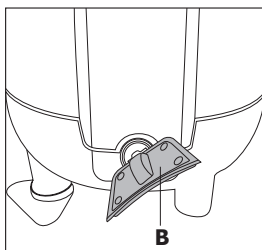
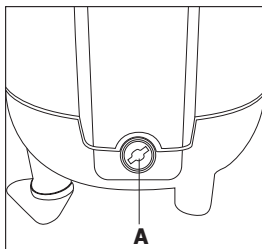
Should you find any damage as a result of transit, please contact your Apuro dealer immediately.

## Operation



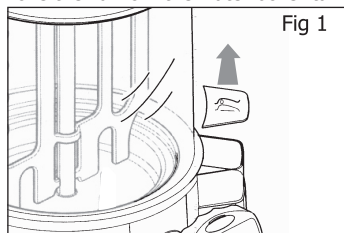
**Before first use, ensure to**

- **Clean the whole appliance thoroughly, esp. the parts in contact with liquids.**
- **Unscrew the drain cap (A) using the boiler tank lid (B) to drain the boiler tank completely.**

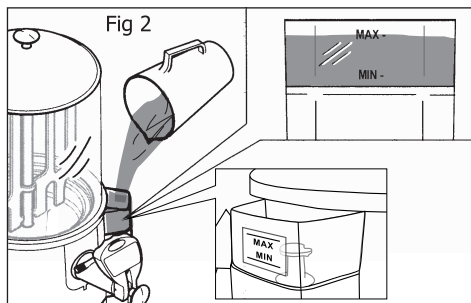


## Filling the water boiler tank

- Make sure the power switch is set to OFF.
- Remove the lid from the water boiler tank (Fig 1).



- Fill the tank with water until it reaches the **MAX** fill line (Fig 2). (Tip: When filling up an empty tank for the first time, the amount of water needed is approximately 3.25L.)

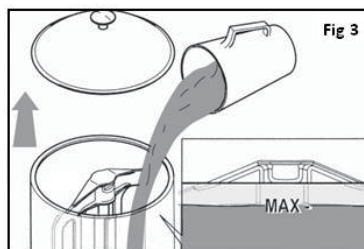


**Caution: Once the alarm light is On with buzzing sound, immediately re-fill up the tank to avoid overheating and damage to the appliance.**

- Replace the lid.

## Filling the Bowl

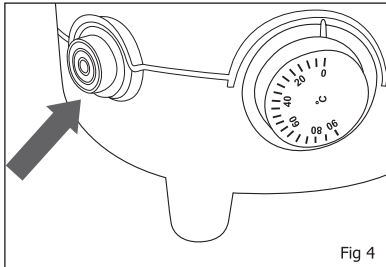
- Remove the lid and pour the beverage prepared according to the manufacturer's instructions into the bowl (Fig 3).



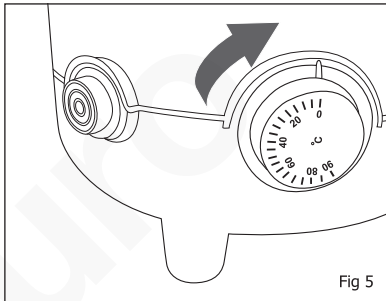
- Never exceed the **MAX LEVEL** mark.
- Replace the lid.

## Turn on

- Turn on the power using the green switch (Fig 4). Switch will illuminate when machine is on.



- Set the thermostat to the required temperature (Fig 5).

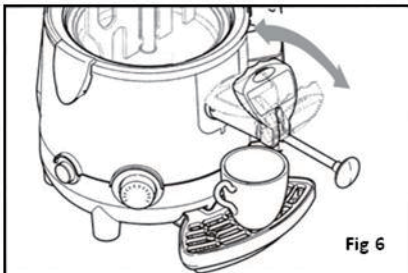


## Dispensing the product

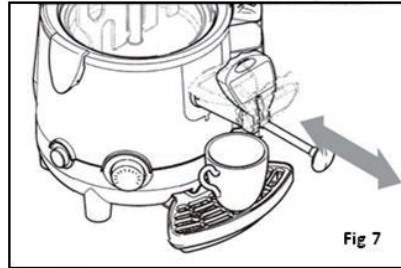


**Warning: The products dispensed from the machine can be hot please take care to avoid risk of scalding.**

- Place a suitable cup beneath the tap.
- Push or pull the lever on the tap until the required amount of product has been poured into the cup (Fig 6).



- Release the tap lever so that the product stops pouring.
- If the product to be dispensed is especially thick pull the tap Rod out to the maximum position (Fig 7).
- Any clogging in the dispensing line may be removed by sliding the tap rod back and forth (Fig 7).



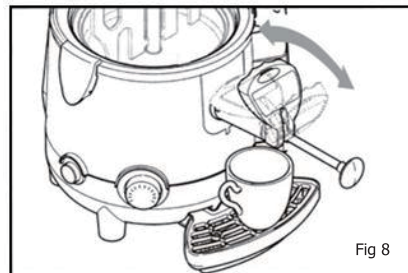
**Warning: Never touch the bowl or lid while the machine is operating, since they are very hot; always use the handle when moving the bowl lid.**

## Cleaning, care and Maintenance

### Emptying the bowl

Before cleaning out the bowl, it is first necessary to empty out any product inside it.

- With the machine switched on, empty out all of the product still inside the bowl, using the lever on the tap (Fig 8).



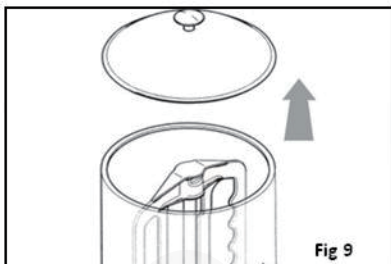
**Warning: the product dispensed from the machine has a very high temperature; risk of scalding.**

## Removing and cleaning the bowl

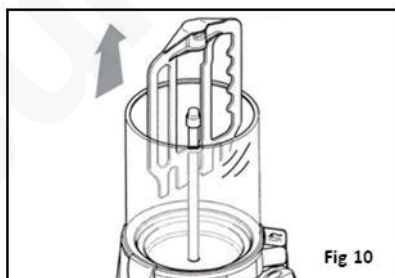


**Warning:** before removing the bowl, make sure that the main switch is off, the unit is unplugged from the mains and that the bowl is empty and sufficiently cooled down.

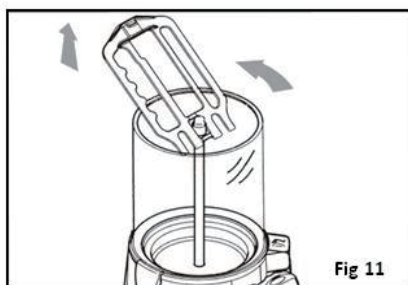
- Remove the lid (Fig 9).



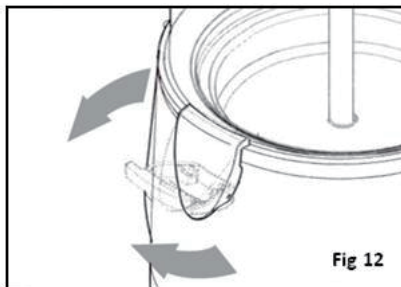
- Slide the mixing paddle upwards to remove it, keeping it in line with the central rod until the bottom slot of the mixing paddle is level with the rotation pin (Fig 10).



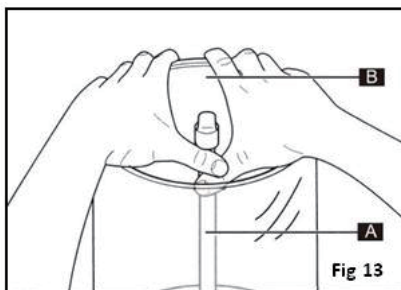
- Tilt the mixing paddle and slide it upwards, as illustrated in Fig 11, to remove it completely.



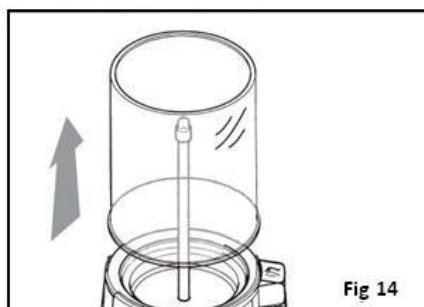
- Unlock the bowl clips as illustrated in Fig 12, to free the bowl from the machine body.



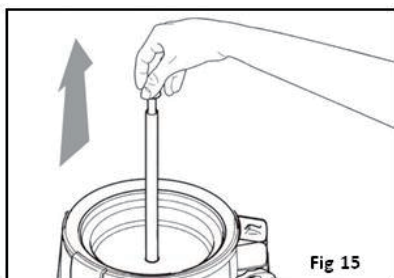
- Release the bowl from the machine body, using two fingers to prise it away from the fixed steel part of the mixer rod (A) and the others to grip the outlet edge of the bowl (B) (Fig 13).



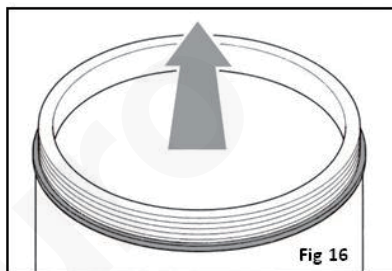
- Gradually pull the bowl harder until it comes away from its seating.
- Slide the bowl upwards using both hands (Fig 14).



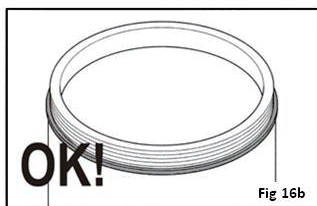
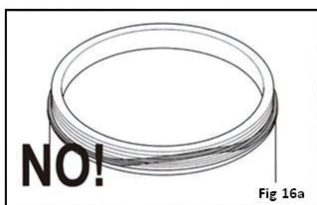
- Slide the mixing rod upwards with one hand, taking care to grip it by the rotation pin (Fig 15).



- Place the bowl on a flat surface and using both hands, remove the gasket by sliding it upwards in the direction shown by the arrow (Fig 16).



- Wash the disassembled bowl and components with a sanitising detergent solution, rinsing thoroughly with clean hot water.
- Before reassembling the bowl ensure the gasket seal is positioned correctly (Fig 16a, 16b).



- Moisten the gasket seal with water and fit the bowl back into place. **DO NOT USE LUBRICANT.**

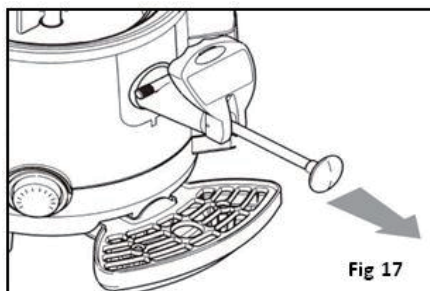


**Warning: make sure that the bowl is correctly fitted to the machine; an incorrectly fitted bowl will cause the product to leak out with risk of scalding!**

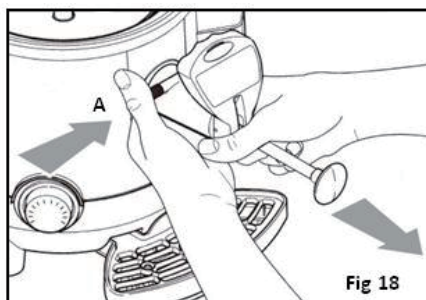
- Reassemble the bowl, rod and mixing paddle by reversing the disassembly instructions.

## Removing the tap

- Ensure the bowl is empty.
- Move the tap rod to the maximum dispensing position (Fig 17).

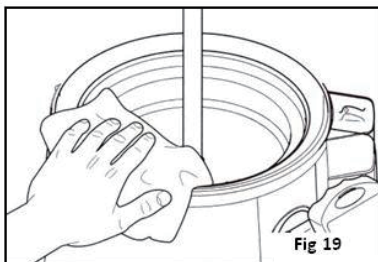


- Press the button (A) securing the tap to the machine and then remove the tap with both hands (Fig 18).

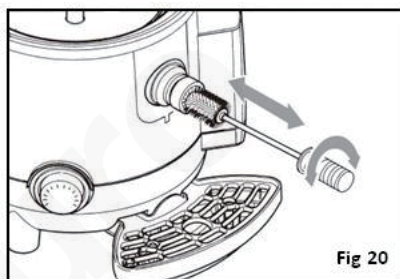


## Cleaning the Water Pan

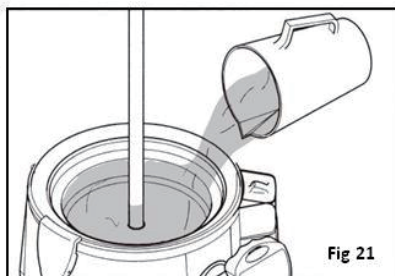
With bowl and tap removed clean the surface of the pan using a damp cloth and/or a non-abrasive sponge (Fig 19).



- Clean the channel connecting the bowl and the tap, using a cleaning brush (included) (fig 20).



- Refit the tap.
- Pour a little water inside the pan (Fig 21).

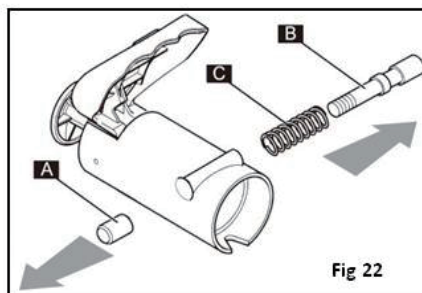


- Use the tap to drain out all water from the pan so as to eliminate any small product residues inside the dispensing channel.

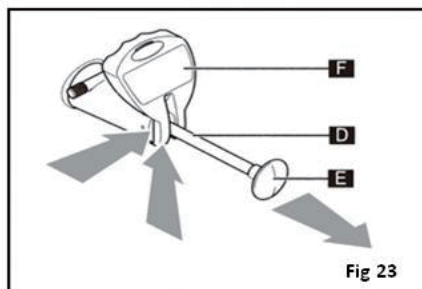
## Disassembling and cleaning the tap

To clean the inside of the tap, disassemble it as follows:

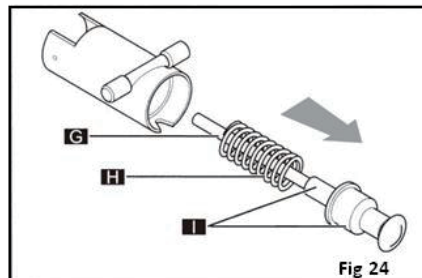
- Remove the tap (See "removing the tap").
- Place the tap on a clean, flat surface.
- Loosen and remove the screw (A).
- Slide out the pin (B) and spring (C) from the seating (Fig 22).



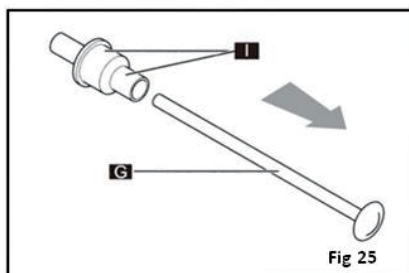
- Pull the lever (D) all the way out from the knob (E) then push the lever (F) upwards from bottom until it comes out from the pin guide (Fig 23). Unscrew the knob E by turning anti-clockwise while holding the rod in place.



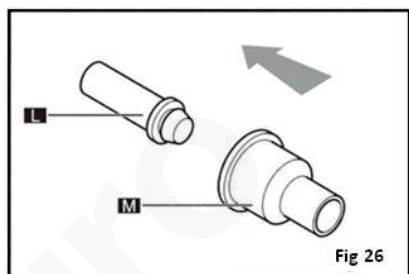
- Pull out the rod (G) and spring (H) from the tap body (the pin/gasket assembly (I) will slide out together with the rod) (Fig 24).



- Detach the rod (G) from the pin/gasket assembly (I) (Fig 25).



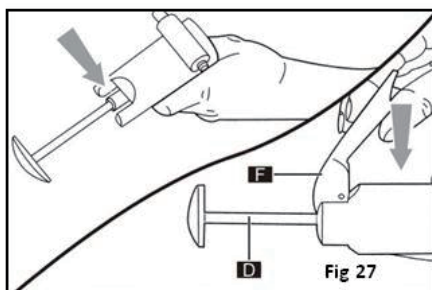
- Disassemble (by pulling) the pin (L) from the gasket (M) (Fig 26).



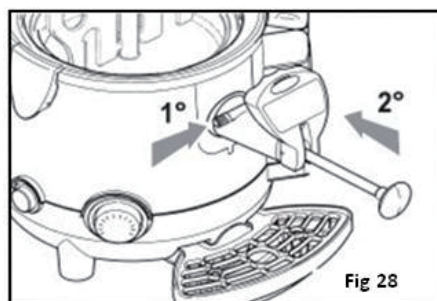
Wash the disassembled components with a sanitising detergent solution, rinsing thoroughly with clean hot water.

Reassemble the tap by reversing the disassembly instructions.

- To fit the lever (F) push the rod (D) from the inside until the guides protrude; then insert the lever (F) and slowly release the rod (D) (Fig 27).



- To fit the tap correctly back in place hold down the button, making sure that the rod is completely extracted.
- Introduce the tap into the seat and push until the push button returns to its initial position (Fig 28).



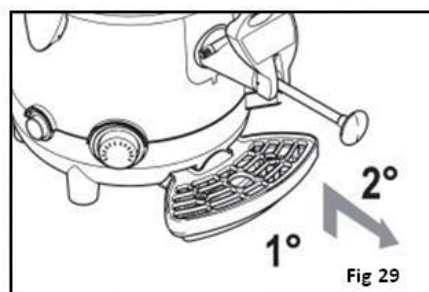
## Cleaning the Drip Tray

The drip tray should be emptied and cleaned daily.



**Note: the tray needs to be emptied out and cleaned every time that the red float fitted to the grid rises, this is to stop liquid from leaking out.**

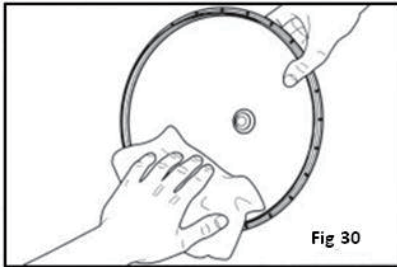
- Lift the tray with grid and pull it outwards to remove it from its seating (Fig 29).



- Wash the tray and grid separately with warm, soapy water.
- Dry all of the components and reposition the grid on top of the tray.
- Fit the tray back in place and press down to secure it to the machine.

## Cleaning the lid

- Remove the bowl lid from the machine.
- Clean the surface using a damp cloth and / or a non-abrasive sponge soaked in sanitising product.
- Rinse thoroughly using clean water.

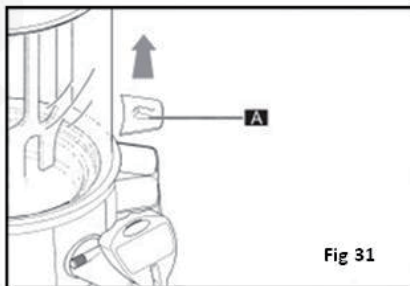


## Emptying the boiler Tank

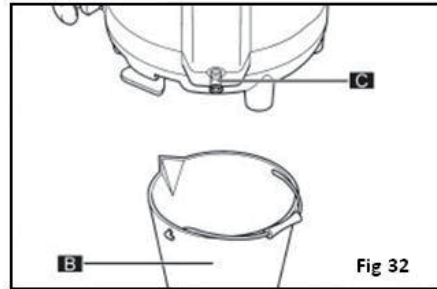


**Warning: While the boiler is being emptied, the machine must be unplugged. The boiler may be emptied only when the bowl is empty and the machine has cooled down sufficiently.**

- Remove the drip tray.
- Remove the lid (A) (Fig 31).



- Place the machine on a flat surface.
- Place a container (B) with a capacity of more than 3 litres underneath the bleeder cap (C) (Fig 32).
- Use a coin or Allen wrench to unscrew the drain cap (C).
- Pull out the cap (C) with a firm movement and wait for all the water to empty out from the boiler tank (Fig 32).



## Cleaning and de-scaling the Boiler Tank



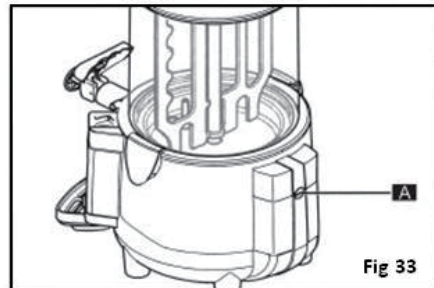
**Warning: The boiler tank needs to be de-scaled on a regular basis.**

- Follow the steps for draining out the boiler tank.
- Insert and secure the boiler tank bleeder cap.
- Fill the boiler tank with a solution of scale remover (suitable for use in coffee machines) and water (following instructions supplied with the scale remover).
- Leave the solution in the tank for the time indicated in the scale remover instructions.
- Empty out the solution from inside the boiler tank.
- Rinse out the tank as per scale remover instructions.

## Thermal Protector Switch

If the Boiler tank boils dry, the unit's thermal protector switch will activate to protect the heating element. Allow to cool then reset as follows:

- Use a suitable tool to loosen and remove the protective screw (A).
- Use a suitable tool to press the button inside to restore normal machine operation.



## Troubleshooting

A qualified technician must carry out repairs if required.

Fault	Probable Cause	Solution
The appliance is not working	The unit is not switched on	Check unit is plugged in correctly and switched on
	Plug or lead is damaged	Replace plug or lead
	Mains power supply fault	Check mains power supply
Mixing paddle does not turn	No power	Make sure the machine is plugged in correctly
	Mixing rod not fitted correctly	Ensure mixing rod is correctly fitted
	Motor Fault	Consult a qualified technician
	Switch set to OFF	Set the switch to ON
Tap leaks	Tap not fitted correctly	Empty machine and fit tap as per instructions
	Build up of debris	Empty machine and clean tap as per instructions
	Sealing Gasket needs replacing	Consult a qualified technician
Water escaping from boiler	Temperature too high	Adjust the thermostat
	Tank filled above <b>MAX</b> indication line	Allow machine to cool then empty the tank and refill to correct level
	Sealing gasket needs replacing	Consult a qualified technician
Product leaks from bottom of bowl	The bowl is not fitted correctly	Empty machine and re-fit bowl as per instructions
	Sealing gasket needs replacing	Consult a qualified technician
Machine shuts down while in use	The water level in the boiler tank has fallen below the minimum ( <b>MIN</b> ) level	Fill the boiler tank to <b>MAX</b> fill level and reset Thermal Protector Switch
	No water in boiler tank	Fill the boiler tank to <b>MAX</b> fill level and reset Thermal Protector Switch
No power	Thermal cut-out switch is activated	Check the appliance is safe with no obvious damage then press the reset switch
<b>If the machine malfunctions due to causes other than those listed or the proposed corrective actions do not solve the problem please call an Apuro agent or qualified technician</b>		

## Technical Specifications

Note: Due to our continuous improvement process, the product specifications are subject to change without notice.

Model	Voltage	Power	Current	Capacity (Litres)	Dimensions H x W x D mm	Weight
CN219-A	220-240V~ 50Hz	1006W	4.37A	5	465 x 280 x 410	7.3kg

## Electrical Wiring

The plug is to be connected to a suitable mains socket.

This appliance is wired as follows:

- Live wire (coloured brown) to terminal marked L
- Neutral wire (coloured blue) to terminal marked N
- Earth wire (coloured green/yellow) to terminal marked E

This appliance must be earthed.



If in doubt consult a qualified electrician.

Electrical isolation points must be kept clear of any obstructions. In the event of any emergency disconnection being required they must be readily accessible.

## Compliance

The product must not be disposed of as household waste. To help prevent possible harm to human health and/or the environment, the product must be disposed of in an approved and environmentally safe recycling process. For further information on how to dispose of this product correctly, contact the product supplier, or the local authority responsible for waste disposal in your area.

Apuro parts have undergone strict product testing in order to comply with regulatory standards and specifications set by international, independent, and federal authorities.



Apuro products have been approved to carry the following symbol:

**All rights reserved. No part of these instructions may be produced or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written permission of APURO.**

**Every effort is made to ensure all details are correct at the time of going to press, however, APURO reserve the right to change specifications without notice.**

# DECLARATION OF CONFORMITY

- Conformiteitsverklaring • Déclaration de conformité • Konformitätserklärung • Dichiarazione di conformità • Declaración de conformidad

<b>Equipment Type</b> • Uitrustingstype • Type d'équipement • Gerätetyp • Tipo di apparecchiatura • Tipo de equipo		<b>Model</b> • Modèle • Modell • Modello • Modelo
Hot Chocolate Dispenser - 5Ltr		CN219-A
<b>Application of Territory Legislation &amp; Council Directives(s)</b> Toepassing van Europese Richtlijn(en) • Application de la/des directive(s) du Conseil • Anwendbare EU-Richtlinie(n) • Applicazione delle Direttive • Aplicación de la(s) directiva(s) del consejo	<b>Electrical safety</b> IEC 60335-1:2012 +A1:2013 +A2:2016 IEC 60335-2-75:2012 +A1:2015 +A2:2018  <b>Electro-Magnetic Compatibility</b> EN IEC 55014-1: 2021 EN IEC 55014-2:2021 EN IEC 61000-3-2: 2019 +A1:2021 EN 61000-3-3:2013 +A1:2019	
<b>Manufacturer Name</b> • Naam fabrikant • Nom du producteur • Name des Herstellers • Nome del produttore • Nombre del fabricante		<b>Apuro</b>

I, the undersigned, hereby declare that the equipment specified above conforms to the above Territory Legislation, Directive(s) and Standard(s).

Ik, de ondergetekende, verklaar hierbij dat de hierboven gespecificeerde uitrusting goedgekeurd is volgens de bovenstaande Richtlijn(en) en Standaard(en).

Je soussigné, confirme la conformité de l'équipement cité dans la présente à la / aux Directive(s) et Norme(s) ci-dessus  
Ich, der/die Unterzeichnende, erkläre hiermit, dass das oben angegebene Gerät der/den oben angeführten Richtlinie(n) und Norm(en) entspricht.

Il sottoscritto dichiara che l'apparecchiatura di sopra specificata è conforme alle Direttive e agli Standard sopra riportati.

El abajo firmante declara por la presente que el equipo arriba especificado está en conformidad con la(s) directiva(s) y estándar(es) arriba mencionadas.

**Date** • Data • Date • Datum • Data • Fecha

**Signature** • Handtekening • Signature • Unterschrift Firma • Firma

**Full Name** • Volledige naam • Nom et prénom • Vollständiger Name • Nome completo • Nombre completo

**Position** • Functie • Fonction • Position • Qualifica • Posición

**Manufacturer Name** • Adres fabrikant • Adresse du producteur • Anschrift des Herstellers • Indirizzo del produttore • Dirección del fabricante

<b>12<sup>th</sup> October 2022</b>	
DocuSigned by: <i>Ashley Hooper</i> B39382C9FD9C478	DocuSigned by: <i>Brendan Denmeade</i> 386FAD00DFE8483
<b>Ashley Hooper</b>	<b>Brendan Denmeade</b>
<b>Group Head of Product Quality &amp; Compliance</b>	<b>Commercial Manager/ Responsible Supplier</b>
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CN219-A\_A5\_v2\_2025/04/18