

The COFE+ Kiosk Operator's Manual

Last Updated: February 26, 2026

How to Use This Manual

This manual focuses on the WHY more than the HOW. Understanding why a step is necessary helps you do the job better and handle small variations without calling for help.

The good news: this machine was designed to be easy to maintain. If you follow the procedures in this manual, the kiosk can run reliably for 10+ years. That's the goal.

Chapter 1: The Daily Workflow

This is your daily battle rhythm. It is a sequence of four phases designed for maximum efficiency, hygiene, and performance. Follow it precisely, every day.

Phase 1: Morning Prep & Checks

Goal: Assess the machine's status and plan your work.

- **Check the Backend:** Before you touch anything, log in to the backend system. Review yesterday's sales and current inventory levels. Know what you need before you start.
- **Wipe Down the Exterior:** Perform a full wipe-down of all external surfaces, doors, and countertops. Get the dust and grime out of the way first.

Phase 2: Cleaning & Sanitization

Goal: Ensure the machine is spotless and food-safe before any materials are handled.

- **Sanitize Core Components:** With a fresh disinfectant wipe, thoroughly clean the **robotic gripper** and the **ice chute**.
- **Run the Auto-Clean Cycle:** From the main screen, initiate the "Machine Cleaning" cycle. This takes 10-15 minutes.
- **Flush the Milk Lines:** While the auto-clean runs, initiate the "Milk Line Flush" cycle. Use the specified cleaning powder. The lines are clean when they appear "crystal clear."
- **Inspect the Powder Chutes:** Take the chutes that were cleaned yesterday. **Confirm they are 100% DRY.** Any moisture is unacceptable, as it will cause powder to cake and clog the system. Install the dry chutes.

Pro Tip: The 10-15 minute auto-clean cycle is not a break. Use this time to prepare your materials for the next phase.

Phase 3: Stock & Replenish

Goal: Refill all materials accurately and safely, following FIFO principles.

- **Stock Cups & Lids:** Inspect each stack for defects (dents, cracks) before loading. Refill all dispensers to **MAX** capacity.
- **Refill Coffee Beans:** Add new beans to the hopper. **Do not overfill.** Leaving space ensures older beans at the bottom are used first (First-In, First-Out).
- **Refill Powders:** Check levels for chocolate, matcha, etc. Refill based on sales data. Gently shake hoppers to loosen compacted powder.
- **Refill Syrups:** Check all syrup levels. Refill as needed, paying special attention to **cane sugar**, as it is a critical ingredient for many top-selling drinks.
- **Manage Milk:** This is a critical food safety task.
 - **Use Old Milk First:** Prioritize any milk remaining from the previous day. If a bag is low, connect all milk lines to it to finish it quickly.
 - **Pre-Cool New Milk:** New milk bags **MUST be cold** before being connected. Place them in the fridge upon arrival. Never use warm milk.
 - **Keep It Off The Floor:** Milk crates and bags must **NEVER** touch the floor. Use the provided mats.
- **Restock Water:** Replace any empty water canisters. Ensure you have an adequate reserve supply (at least 4-6 full canisters).

Phase 4: Final Checks & Close-Down

Goal: Leave the machine in perfect condition for the next shift or sales period.

- **Empty Solid Waste:** Empty the coffee grounds container **before it is full.**
- **Empty Liquid Waste:** Empty the wastewater bucket.
- **CRITICAL: Secure the Hose:** Confirm the wastewater hose is placed **SECURELY INSIDE THE BUCKET.** Double-check it. Failure here will flood the machine.
- **Organize Your Workspace:** Clean and store all tools. Spread cleaning cloths to air dry.
- **Secure the Kiosk:** Lock the door firmly.

Chapter 2: The 6 Non-Negotiable Rules

These six rules are the difference between a profitable machine and a broken one. They are not suggestions. Memorize them. Live by them.

1. DRY CHUTES ONLY.

- Powder chutes must be **100% dry** before installation. *Wet chutes cause clogs and service calls.*

2. PRE-COOL YOUR MILK.

- New milk must be **cold** before you connect it. *Warm milk foams, overflows, and creates a mess.*

3. KEEP IT OFF THE FLOOR.

- All milk supplies must be kept **off the floor**. *This is a basic, non-negotiable food safety rule.*

4. SECURE THE DRAIN HOSE.

- The wastewater hose must be **securely inside the bucket**. *Forgetting this will cause a catastrophic internal flood.*

5. OVERSTOCK THE ESSENTIALS.

- **Never run out** of cups or water. *Running out means your business is closed.*

6. EMPTY WASTE EARLY.

- **Never let waste containers get full**. *Full containers cause clogs, errors, and unsanitary conditions.*

Chapter 3: Periodic Maintenance

Scheduled tasks to keep the machine running at peak performance.

Task	Frequency	Purpose
Coffee Bean Calibration	Weekly	Ensures consistent taste and strength.
Powder Hopper Cleaning	Weekly	Prevents caking, contamination, and clogs.
Pest Control	Every 2-3 Months	A necessary preventative measure.

Appendix A: Daily Operations Checklist

(This is the one-page checklist you approved, ready for printing and daily use.)

Date: _____ Operator: _____

1. Morning Prep & Checks

- Check Backend:** Review sales data and inventory levels.
- External Cleaning:** Wipe down all exterior surfaces, doors, and countertops.

2. Cleaning & Sanitization

- Sanitize Core Components:** Wipe the **robotic gripper** and **ice chute** with disinfectant.
- Run Auto-Clean:** Initiate the "Machine Cleaning" cycle on the main screen.
- Flush Milk Lines:** Initiate the "Milk Line Flush" cycle.
- Inspect Powder Chutes:** Confirm previously cleaned chutes are **100% DRY** before installing.

3. Stock & Replenish

- Cups & Lids:** Inspect for defects, then refill all dispensers to **MAX**.
- Coffee Beans:** Refill hopper (**do not overfill** to ensure FIFO).
- Powders:** Refill chocolate, matcha, etc., as needed.
- Syrups:** Refill all syrups, paying close attention to **cane sugar**.
- Milk:** Follow FIFO and **PRE-COOL** rules. Keep supplies **OFF THE FLOOR**.
- Water:** Replace empty canisters; ensure adequate reserve supply.

4. Final Checks & Close-Down

- Empty Solid Waste:** Empty the coffee grounds container **before it is full**.
- Empty Liquid Waste:** Empty the wastewater bucket.
- CRITICAL:** Confirm wastewater hose is **SECURELY INSIDE THE BUCKET**.
- Organize Supplies:** Clean and store all tools. Air-dry cleaning cloths.
- Secure the Kiosk:** Lock the door.

Notes:
