

ESPRESSO COFFEE GRINDER #67

OPERATING & SERVICING MANUAL



IMPORTANT: documents contained in this manual and to be kept:

- "EC" DECLARATION OF CONFORMITY
- WARRANTY CERTIFICATE

TRANSLATION OF THE ORIGINAL VERSION



*Coffee grinders - Fruit presses - Mixers - Blenders - Drinks dispensers - Mixer-blenders - Dough mixers -
Cheese graters - Ice crushers - Meat mincers - Vegetable cutters*

REGISTERED DESIGN - FRANCE AND INTERNATIONAL

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"EC/EU" DECLARATION OF CONFORMITY

GB

THE MANUFACTURER:

SANTOS SAS - 140-150, Av. Roger SALENGRO 69120 VAULX-EN-VELIN (LYON) - FRANCE

Declares that the appliance to be launched on the professional market, hereinafter:

Designation: **Espresso coffee grinder**
Type Number: **67**

is in compliance:

- with the regulations defined by appendix 1 of the EU "Machinery" Directive **No. 2006/42/EC** and with national implementing legislation.
- with the regulatory provisions of the following European directives and regulations:
 - No. 2014/35/EU (Low Voltage Directive)
 - No. 2014/30/EU (EMC Directive)
 - No. 2014/65/EU (RoHS Directive)
 - No. 2012/19/EU (WEEE Directive)
 - No. 1935/2004/EC (Regulation) concerning materials and articles intended to come into contact with foodstuffs
 - No. 10/2011/EU (Regulation) concerning plastics intended for contact with foodstuffs

Harmonised European standards used to give presumption of conformity with the essential requirements of the directives mentioned above:

- NF EN ISO 12100:2010, Machine safety - General design principles
- NF EN 60204-1:2018, Machine safety – Electrical equipment of machines – General requirements
- NF EN 1672-2:2020, Food products machinery - Fundamental concepts - Hygiene requirements.
- NF EN 60335-1:2013, Safety of household electrical appliances and similar appliances
- NF EN 60335-2-64:2004, Particular requirements for commercial electric kitchen machines

Issued in VAULX-EN-VELIN on: **01/12/2023**

Title of signatory: **PRESIDENT AND CHIEF EXECUTIVE OFFICER**

Name of signatory: **Aurélien Fouquet**

Signature:



SAFETY RULES

When using, servicing or disposing of the appliance, always observe the following basic precautions.

Read the complete user manual
Keep this user manual

Note: To facilitate the understanding of the following paragraphs, refer to the diagrams at the end of this manual

INSTALLATION - HANDLING

Only one person is required for handling the appliance. For ease of use, we recommend placing the appliance on a table or work surface, so as to have the control panel in front of you (recommended height: 90 cm, to be adapted depending on the user).

RESTRICTIONS



1. The appliance is not intended for continuous operation.
2. Do not use this appliance to grind anything other than roasted coffee beans.
3. Remove all foreign bodies from the coffee beans (metal clips, stones, etc.) that can destroy the burrs.
4. To protect against the risk of electrocution, do not immerse the base in water or any other liquid.
5. The appliance must not be cleaned with a water jet or water under pressure.
6. Never touch the moving parts.
7. It is prohibited to operate the appliance on a work surface with a slope greater than 10° to the horizontal plane. The feet of the machine must always be supported on this surface.
8. Unplug the appliance before any intervention on it: cleaning, maintenance or servicing.
9. Do not use the appliance with a damaged power cord. It must be replaced with a cord equipped with a connector adapted to that of the appliance.
10. Use only original SANTOS-certified spare parts.
11. Do not connect multiple appliances to the same power outlet.
12. Do not use the appliance outdoors.
13. Do not place the appliance near, or on, a heat source.
14. This appliance is a professional appliance intended for professional use only. It is not intended for household use.
15. This appliance is not intended to be used by persons (including children less than 8 years old) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they are overseen by a person responsible for their safety, monitoring or prior instruction regarding the use of the appliance.
Children should be supervised to ensure that they do not play with the appliance.
16. This appliance is intended for collective use, e.g. in restaurant kitchens, canteens, hospitals and small commercial businesses such as bakeries, butchers, etc., but not for the continuous mass production of food.

ELECTRICAL CONNECTION

The appliance can operate over a single-phase electrical power supply:

- 100-240 V 50/60 Hz

This appliance can operate in both 50 Hz and 60 Hz without any adjustment needed

Line protection: the appliance must be connected to a standard 2-pole + earth socket. The installation must be equipped with an RCD and a fuse rated at 16A. **The appliance must be earthed.**

Check that the power plug is always accessible regardless of the installation mode.

CAUTION!



- Before connecting the appliance, check that the mains voltage matches the voltage of your appliance. Its value is indicated:
 - either on the manufacturer's plate (6) under the appliance.
 - or on the manufacturer's plate on the last page of this manual.
- If the power cable (7) is damaged, it must be replaced with a cord equipped with an IEC C13 type connector.

1st USE

Correctly clean the parts in contact with the coffee (fig. A).

- Remove the cover (1), the bean hopper (2), the grounds collector (4) and wash them with a standard household washing up liquid and non-abrasive sponge.

END-OF-LIFE PRODUCT RECYCLING



This appliance is marked with the symbol for the selective sorting of waste electrical and electronic equipment. This means that the product must be taken in hand by a selective collection system in accordance with Directive 2012/19/EU (WEEE) – Business appliances part – to be recycled or dismantled in order to reduce environmental impact.

For more information, please contact your dealer or the SANTOS company.

For disposal or recycling of the components of the appliance, please contact a specialised company or the SANTOS company

Electronic products that have not been selectively sorted are potentially hazardous to the environment.

Packaging materials must be disposed of or recycled in accordance with the regulations in force.

PRESENTATION

- The appliance allows roasted coffee to be ground and dispensed instantaneously via electronic dosing.
- The coffee grinder No. 67 is intended for bars, cafés, hotels, restaurants. It adapts to all espresso coffee machines.
- The appliance consists of a grinding unit and a base made of aluminium, a bean hopper made of transparent plastic, an electronic system that integrates motor control and the dosing.
- The appliance has 6 programs that can be configured.
- The following adjustments can be made:
 - Grind setting (from Filter, Fine, to Espresso)
 - Setting the dose of ground coffee dispensed.
 - Setting the rotation speed of the motor, "Slow grinding" "Fast"
- The appliance is intended exclusively for professional use.

Description of the appliance

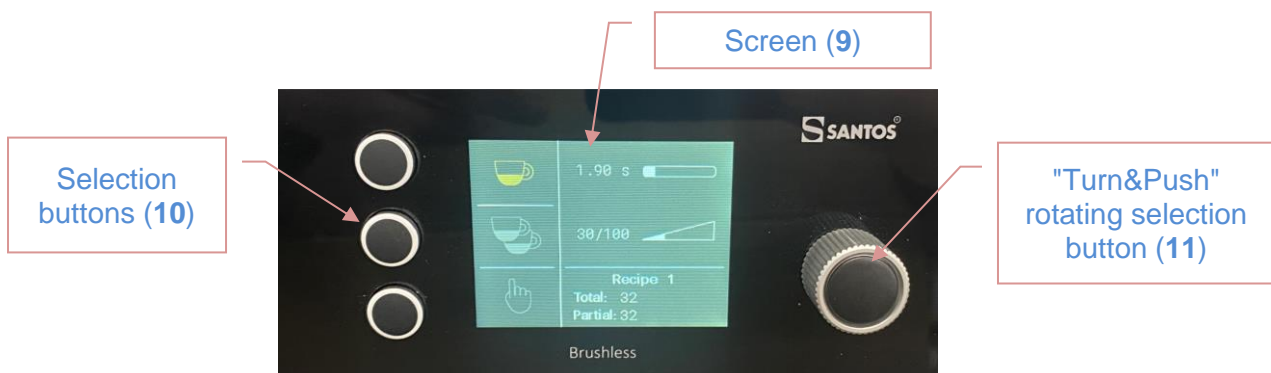
The appliance is comprised of:

- a control panel (8),
- an adjustment nut of the fineness of the grind (24),
- a power cord (7),
- an overcurrent protector (20),
- an On/Off button (12),
- a portafilter detection flap (18),

Description of the control panel

The control panel is comprised of: (fig. A)

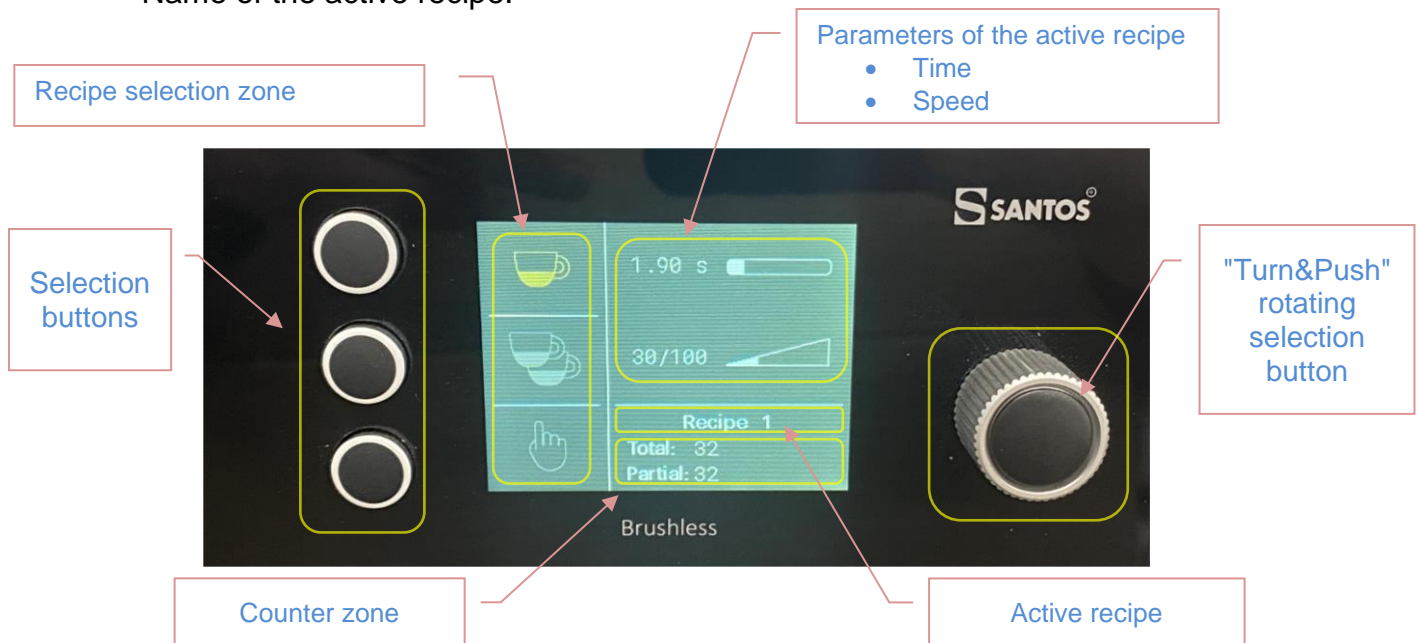
- a screen (9),
- 3 selection buttons (10),
- a "Turn&Push" rotating selection button (11)



Description of the graphics screen

The screen is comprised of several zones:

- Recipe selection zone,
- Recipe parameter information zone
 - Timer
 - Motor speed
- Counter zone,
- Name of the active recipe.



USING THE APPLIANCE

PREAMBLE



Setting a dose is carried out in 3 steps:

1. Grind setting
2. Setting the speed of the motor
3. Setting the timer

See the chapter "Setting the appliance"

FIRST USE

Assembly and preparation

1. **Position the grounds collector (4)** in front of the appliance.
2. **Place the bean hopper (2)** on the adjustment nut of the grinding body (24).
3. **Pour the roasted coffee beans** into the bean hopper and place the cover on the bean hopper.
4. Open the shutter of the bean hopper (3).

Setting the position of the fork

Unlock the retaining screw (16) of the adjustable fork (15).
Adjust the vertical position of the fork according to your portafilter

USE

Switching on

1. Turn on the appliance by pressing the On/Off button (12).
2. Use the Turn&Push button (11) or the selection buttons (10) to select the recipe.
3. Place the portafilter on the fork (15) and move the detection flap (18) to deliver the dose of ground coffee.
4. Remove the portafilter.



Switching off the appliance

The appliance stops automatically when the recipe time has elapsed.

Or,

- By pressing the On/Off button (12).
- By removing the power cord (7) from the appliance
- By lifting up the hopper (2).

In "Stop&Go" mode,

Removing the portafilter stops the appliance (pauses the appliance).

The pause time before recipe resetting can be configured.

SELECTING A DOSE

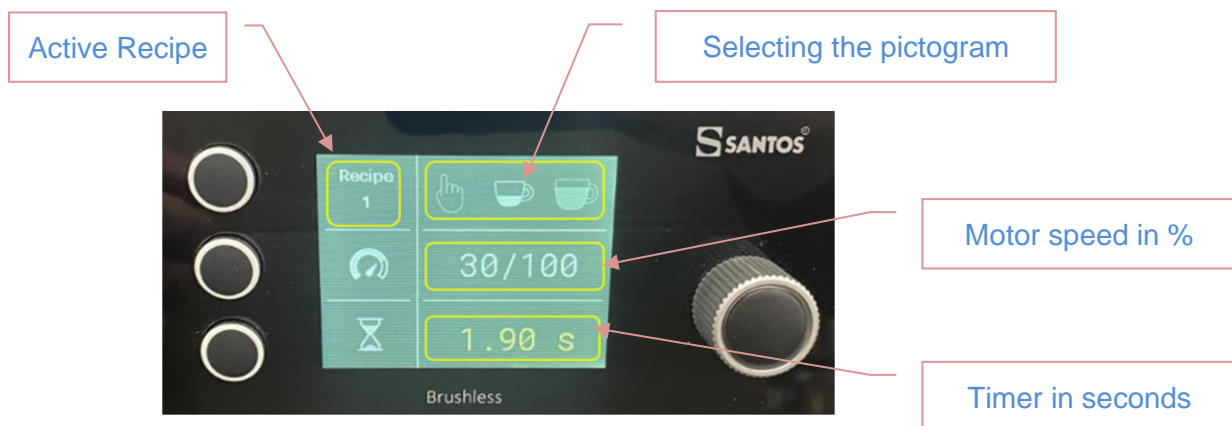
Use one of the 3 selection buttons (10) to activate the associated recipe.

Or use the Turn&Push button (11) to display and select the other recipes.

The logo of the active recipe is yellow.

QUICK ACCESS TO THE SETTINGS OF THE ACTIVE RECIPE

On the home screen, double-clicking on the Turn&Push button (11) provides direct access to the settings of the active recipe.



Use the rotating Turn&Push button (11) to change the value. Click on the button to record the new value and move to the next field.

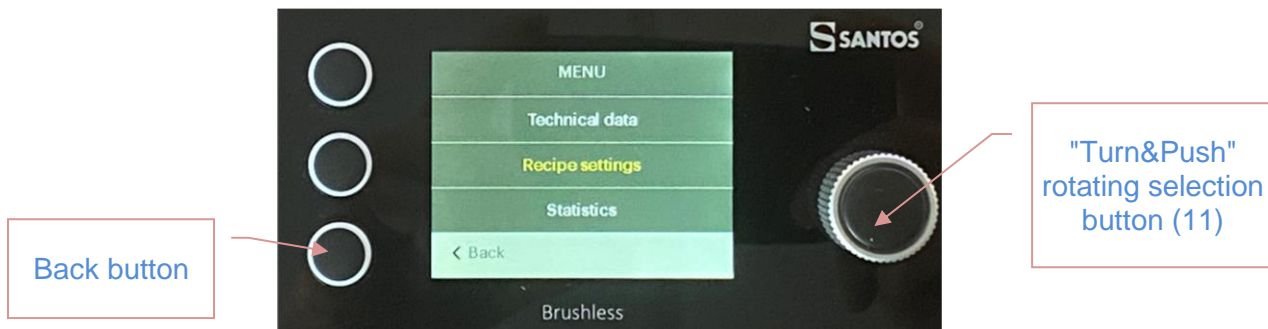
Pressing one of the selection buttons allows you to activate the settings of the parameter of the associated line. Top button = pictogram, middle button = speed and bottom button = timer

Going back to the preceding menu without clicking on the Turn&Push button (11) will not save the new value.

Likewise, after a period of inactivity of 10s without validation, the appliance exits the "Menus" mode and automatically returns to the home screen, without saving the value.

ACCESS TO THE MENUS

A long press on the Turn&Push button (11) activates the "Menus" mode



Use the rotating Turn&Push button (11) to scroll through the menus and select them

Menu list

Recipe settings	Brightness
Recipe creation	Standby time
Recipes 1 to 6	Prolonged Standby time
Recipe activation	Date and time settings
Stop&Go management	Languages
Quick modification	Technical data
Recipe reset	Burrs wear indicator
Statistics	Burrs history
Total counter	Burrs change
Partial counter	Software version
Reset the partial counter	Event log
Display settings	
Dose counters	
Total	
Partial	

Displaying the dispensed dose counters

The display of the "Total" and "Partial" counters is activated separately.

Note: The Total counter cannot be reset.

Recipe creation

The appliance has 6 recipes that can be configured.

- Pictogram, timer, motor speed.

The "Hand" pictogram corresponds to the "Pulse" function: no timer setting. The "Pulse" function can operate for a maximum of 1 minute.

Recipe activation

This menu allows you to activate the display of recipes on the home screen.

By default, only recipes 1, 2 and 3 are activated.

At least one recipe has to be selected.

"Stop&Go" management

This menu allows you to activate "Stop&Go" and to select the pause time.

"Stop&Go" function: in this mode, you must press and hold the "start" button (18), until the timer has elapsed, in order to deliver the dose. The motor stops and pauses when the portafilter is removed. The timer continues when the portafilter is returned, except if the time between the 2 maintained presses is greater than the set pause time.

The pause time can be set from 1 to 10 seconds.

Quick modification

This menu allows you to set the authorisation for quick modification of the active recipe directly from the home screen.

Management of burrs wear and history of the number of sets replaced

Set of menus that allow you to check the wear indicator of the burrs set, record the replacing of a burrs set and to consult the appliance's history.

A wear indicator for the burrs  is displayed starting from 95% wear.

The indicator is erased once replacing the burrs set has been confirmed.

Event log

Lists the main events in the life of the appliance such as: the number of burrs set replacements with the rate of wear, incident history (overloads, overheating, blocking, etc.)

SETTING THE APPLIANCE

Step 1: Grind setting



CAUTION:

Modifying the grind setting always entails setting the recipe timer.

Note: Never operate the appliance with the two burrs in contact. Putting the burrs in contact can cause the grind to jam in the grinding body and premature wear of the burrs.

The appliance is factory set so that the "0" mark on the graduated plate of the nut (24) corresponds to the finest grind without the burrs touching each other (fig. A).

The appliance is delivered with the grind set to the espresso type, **about mark 12** on the adjustment nut (24).

1. Pull the indexing lever (23) to unlock the adjustment nut (24).
2. Tighten the adjustment nut (24) clockwise (right-handed thread) one or two notches for finer grinding.
3. Loosen the adjustment nut (24) anticlockwise (right-handed thread) one or two notches for coarser grinding.
4. Release the indexing lever (23) to lock the nut (24).
5. Deliver 1 to 2 doses of coffee to check the grind setting.

The appliance can obtain a very fine grind. You must however make sure, according to the type of coffee used, that the burrs do not come into contact.

Step 2: Choosing the speed of the motor

For each recipe, the speed of the motor can be chosen from 1 to 100% of the speed range of the motor.

The flow is linked to the choice of the speed. Always adjust the operating time after having modified the motor speed.

Step 3: Setting the dose of ground coffee (timers)

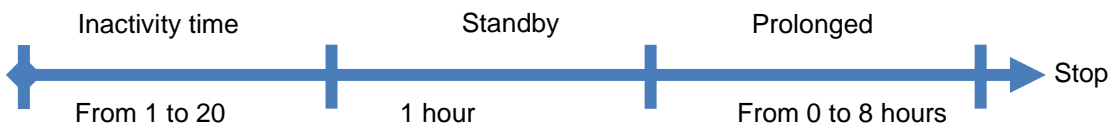
Clean the ground coffee outlet conduit (13) on a regular basis to prevent blocks of coffee agglomerated on the walls from disturbing the regularity of the dosing of the coffee. (fig. A)



IMPORTANT: Verify or adjust the grind setting before setting the timer of each recipe.

STANDBY

The appliance has 2 standby modes and an automatic stop mode that reduce power consumption.



After inactivity that can be set from 1 to 20 minutes, the appliance goes into standby for 1 hour. The display is dimmed automatically.

Prolonged standby turns off the screen. A LED blinks intermittently.

The prolonged standby time can be set from 0 to 8h. The appliance turns off automatically after the prolonged standby time.

Note: The value of "0" allows the appliance to be turned off after 1 hour on standby.

CLEANING

IMPORTANT!



- In all cases, unplug the appliance power cord (7).
- The appliance must not be cleaned with a water jet or water under pressure.
- The appliance must not be washed in the dishwasher.

Cleaning the Bean hopper

Clean the bean hopper (2) with a soft cloth or with a non-abrasive sponge and standard household washing-up liquid.

Quick access to the grinding body and anti-static tab

The appliance has a quick access system to the grinding body without modifying the grind

settings in order to facilitate cleaning the grinding body, burrs and the anti-static tab.

- Close the shutter of the bean hopper (2).
- Empty the coffee beans from the grinding body (25), with the "Pulse" button or by distributing several doses.
- Remove the bean hopper (2).
- Unscrew 2 turns the 3 grinding body closing screws (22) (Fig. D).
- Without touching the indexing lever (23), slightly turn and lift the adjustment nut (24) to access the inside of the grinding body.

Reassembly:

- Place the upper body (21) back in the lower body (25) making sure to properly align the parts so that they do not become stuck. Do not force.
- Position the upper body abutting against the locking slots (anticlockwise rotation).
- Tighten the 3 retaining screws (22).

Cleaning the grinding body

Regularly clean the grinding body (25) with a brush (see chapter: "Quick access to the grinding body").

Cleaning of the anti-static tab

Clean the anti-static tab (34) and if necessary, replace it (34) (see chapter: Quick access to the grinding body").

Cleaning the coffee outlet conduit

Clean the coffee outlet conduit (13) regularly with a brush. Do not insert any aggressive object (see chapter: "Quick access to the grinding body").

SAFETY

Bean hopper safety

The appliance cannot start if the bean hopper (2) is not correctly positioned on the appliance.

SERVICING

Before working on the appliance, it is essential to disconnect it from the mains (7).

Spare parts

This machine does not require any particular maintenance. The bearings are lubricated for life.

If it is necessary to replace wear parts such as burrs, electrical components or other parts, refer to the parts list (see exploded view at the end of this manual).

When **ordering spare parts** (for part numbers see the exploded view at the end of this manual), specify:

- **the type,**
- **the serial number of the appliance and**
- **the electrical specifications (6)**

marked on the bottom of the appliance.

Access to the inside of the appliance

Before working on the appliance, it is essential to disconnect it from the mains (7).

Opening of the side cover (19): use the 2 keys 67005 (33) provided with the appliance.

- Insert the 2 keys (33) in the kerfs (32) of the Left side cover
- Gently pull the 2 keys to unclip the cover.

Replacing burrs



IMPORTANT! always replace the 2 burrs (27) at the same time.

Use only SANTOS burrs

Refer to the table of the appliance's specifications to order the reference for the burrs set that corresponds to your appliance.

The 2 burrs are identical and can be mounted on the movable plate (26) (movable burr) or on the adjustment nut (24) (fixed burr) (fig. E).

1. Close the bean shutter (3) (fig. A).
2. Turn on the appliance, draw several doses to empty the grinding body.
3. Turn off the appliance and disconnect the power cord (7).
4. Remove the bean hopper (2).
5. Loosen the adjustment nut of the burrs (24) one half turn (anticlockwise direction).
6. Unlock and unscrew **2 turns** the 3 locking screws (22) of the upper grinding body (fig. D).
7. Remove the upper portion of the grinding body (21).
8. Unscrew the 3 screws from each burr (fig. E). Note: To lock the rotation of the burr support plate (26) when unscrewing or screwing the fastening screws of the movable burr, place a non-aggressive screwdriver between the grinding body and one of the fins of the plate.



CAUTION! Do not insert the screwdriver into the orifice of the coffee outlet conduit. This would destroy the anti-static tab and interfere with the proper functioning of the appliance.

9. Perfectly clean the entire grinding body and in particular the burrs supports.
10. Place each burr on its support, making sure that there is no coffee dust between the burr and its support.



CAUTION! The slightest small coffee particle placed under the burr can interfere with the proper operation of the appliance. We recommend cleaning the grinding body assembly with a compressed air jet or a dry brush.

CAUTION! do not unscrew the fastening shaft (30) from the burr support plate (26) in order to avoid damaging the geometry of the whole (fig. E).

11. Once the 2 burrs are replaced, place the upper body (21) back in the lower body (25)

- making sure to properly align the parts so that they do not become stuck. Do not force.
12. Position the upper body abutting against the locking slots (anticlockwise rotation).
 13. Tighten the 3 retaining screws (22).
 14. Without forcing, screw the adjustment nut (24) of the burrs until the 2 burrs come into contact (fig. D).
 15. Unscrew the adjustment nut (24) about ten notches to release the burrs that are in contact.
 16. Connect the appliance and turn it on without coffee. Screw the adjustment nut (24) until the 2 burrs come **slightly** into contact (slight noise).
 17. Turn off the appliance.
 18. Unscrew the fastening screws on the graduated plate (29) and re-index the "0" of the graduated plate (28) with the indexing mark (35).
 19. Screw back the fastening screws of the graduated plate (29).
 20. Unscrew the adjustment nut (24) from 10 to 15 notches.
 21. With coffee, adjust the grind (see the "**Grind setting**" part).
 22. Then adjust the timers if the new burrs have modified the flow of the appliance (see the "**Setting the dose of ground coffee**" part).

Resetting the wear percentage of the burrs

Validate the replacing of the burrs set in the "Technical info / Burrs change" menu

Prolonged non-use

This appliance has no restrictions to prolonged inactivity. We simply recommend cleaning it before use and checking the condition of the components of the appliance (e.g. power cord, seals and other spare parts). If the appliance will not be used for more than 1 month, it is recommended to vacuum out any coffee residue in the grinding body in order to prevent the risk of fouling by clumping and hardening.

TROUBLESHOOTING ASSISTANCE

It is necessary to identify what has caused the appliance to stop working. In any case, if the problem persists, switch off (unplug the power cord (7)) and call in maintenance service or contact an approved SANTOS dealer.

If necessary, remember to close the shutter (3) of the bean hopper before removing the hopper.

The appliance is not in the correct language

- Press the up and down selection buttons (10) simultaneously for 5 seconds for direct access to the "choice of language" menu.

The appliance does not start

Screen (9) off:

- Press one of the selection buttons (10).
- Press the On/Off button (12).
- Press the overcurrent protector reset button (20) then press the On/Off button (12).
- Check: the mains supply, the condition of the power cord (7).
- Unplug the power cord (7) for 30 seconds then plug it back in and press the On/Off button (12).
- If the appliance has been working for a long time, wait 30 minutes. The motor is protected by a built-in thermal protector. In case of overheating, the motor stops and cuts off power to the electronic board.
- Contact the maintenance service or a person authorised for electric shock risks to test the components inside the appliance.

Screen (9) on:

- Check for the presence of the hopper (2)
- Press the portafilter flap (18)
- Check that the portafilter correctly moves the portafilter flap (18), you should hear a little "click".
- Check that the burrs (27) are not in contact and prevent the motor from starting.
- Check that there are no foreign objects caught between the burrs.
- Contact the maintenance service

The appliance stops because the motor has overheated: (the motor unit is hot)

The motor is protected by a thermal protector. The appliance stops if the motor overheats.

- Wait for the motor to cool down (20 to 45 minutes), then press the On/Off button (12).

The appliance stops following an overload

A foreign body between the burrs, the burrs in contact, can cause motor overload. In these conditions, either the thermal protector or the overcurrent protector can be activated and stop appliance operation.

If the appliance is hot, then see the "The appliance stops because the motor has overheated" part.

Otherwise:

- Turn off the appliance (unplug the mains plug (7))
- At the rear of the appliance (fig. C), push the button (20) to reset the overcurrent protector. If the button does not remain in the "reset" position, allow the appliance to cool before renewing the operation.

If the problem persists, switch off the power (unplug the mains plug (7)) and call in maintenance service or contact a Santos authorised dealer.

The dose of ground coffee is not even

- Check that there are coffee beans in the bean hopper. We recommend having at least 100 g of coffee beans in the hopper.
- Clean the ground coffee outlet conduit (13) (fig. A)
- Replace the anti-static tab (34)

The appliance runs without filling the portafilter

- Check that there are coffee beans in the bean hopper.
- Check that the bean hopper shutter (3) is in the open position.
- Clean the grinding body, tab and the coffee outlet conduit.
- Try to set a coarser grind
- Replace the burrs (27).

Espresso coffees tend to be increasingly lighter

- Check and adjust the grind setting then
- Check and adjust the timer settings. It is normal to adjust the duration of the timer with the wear of the burrs or a change in the type of roasted coffee.
- Replace the burrs (27) if the timer times become excessive.


The appliance is not operating after a power failure

- The appliance is equipped with a "No voltage" safety. Restart the appliance by pressing the On/Off button (12).

The appliance turns off automatically

- To reduce power consumption, the appliance has an adjustable standby system and an automatic stop.
- Restart the appliance by pressing the On/Off button (12).

The burrs set replacement indicator remains visible

- Validate the replacing of the burrs set in the associated menu. 

TECHNICAL SPECIFICATIONS OF THE APPLIANCE

TECHNICAL SPECIFICATIONS

Model 67		67
Use:		Roasted coffee beans
Power voltage	(V)	100-240 ~
Frequency	(Hz)	50/60
Motor:		
Absorbed power:	(W)	1010
Diameter of the burrs	(mm)	63.5
SANTOS burrs reference		00001B
Bean hopper capacity	(kg)	1.1
Number of recipes that can be configured		6
Grind setting range		Very fine to coarse
Flow (4)	(kg/h)	5 to 50
Intermittent operation (3)		10 seconds on and 20 seconds off
Dimensions: Height	(mm)	520
Width	(mm)	226
Depth	(mm)	362
Weight: Net weight	(kg)	11.5
Shipping weight	(kg)	13
Noise level: (2)	(dBA)	65

(1) These values are given for information only. The exact electrical characteristics of your appliance are noted on its manufacturer's plate.

(2) Noise level measured at sound pressure with appliance under load at 1 m from its axis according to EN 31201.

(3) Cycle 10sec ON / 20sec OFF:

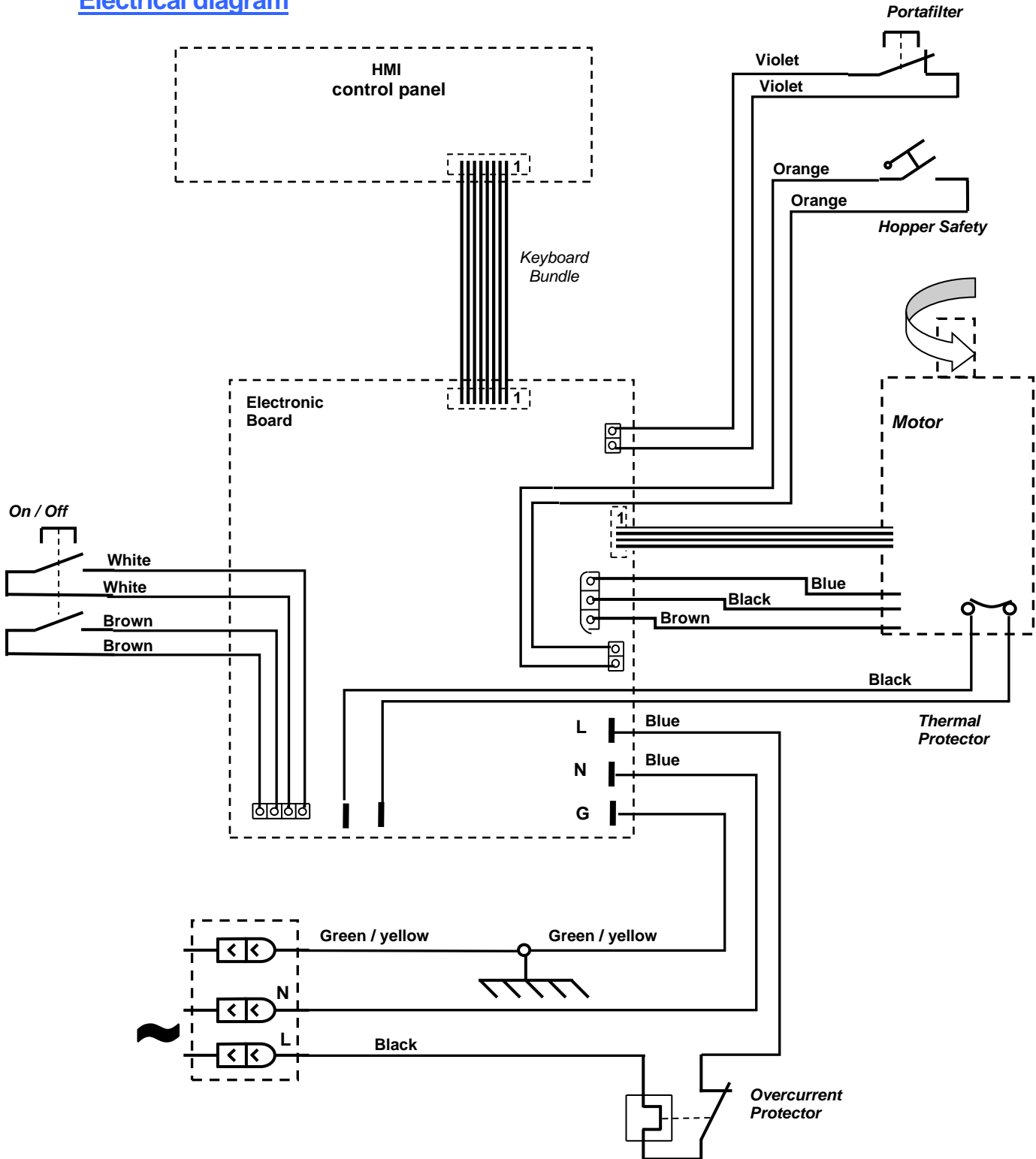
This professional appliance is intended for intermittent use with a 10-second "on" and 20-second "off" cycle.

This cycle corresponds to the "on" time to perform the function and the "off" time for the preparation and service of the processed products, in accordance with the requirements of the standard:

EN 60335-2-64+A1:2004 Part 2-64: Particular requirements for commercial electric kitchen machines.

(4) Flow: the flow depends on the type of beans used, the grind setting and the choice of the motor speed.

Electrical diagram



GB

Correlation table

ITEM	Designation
1	Bean hopper cover
2	Bean hopper
3	Bean hopper shutter
4	Grounds collector
5	Power cord connection case
6	Manufacturer's plate
7	Power cord.
8	Control panel
9	Screen
10	Selection buttons
11	Turn&Push button
12	On/Standby button
13	Ground coffee outlet
14	Ground coffee outlet retaining screw
15	Portafilter fork
16	Fork retaining screw
17	Grinding body
18	Portafilter detection flap
19	Base plate
20	Overcurrent protector
21	Upper Portion of the grinding body
22	Grinding body locking screw
23	Indexing lever
24	Grind setting nut
25	Lower body
26	Burr support plate
27	Burr
28	Graduated plate
29	Graduated plate locking screw
30	Motor shaft nut
31	Portafilter support
32	Cover dismantling key opening
33	Cover dismantling key
34	Anti-static tab
35	Indexing mark

Fig. A



Fig. B

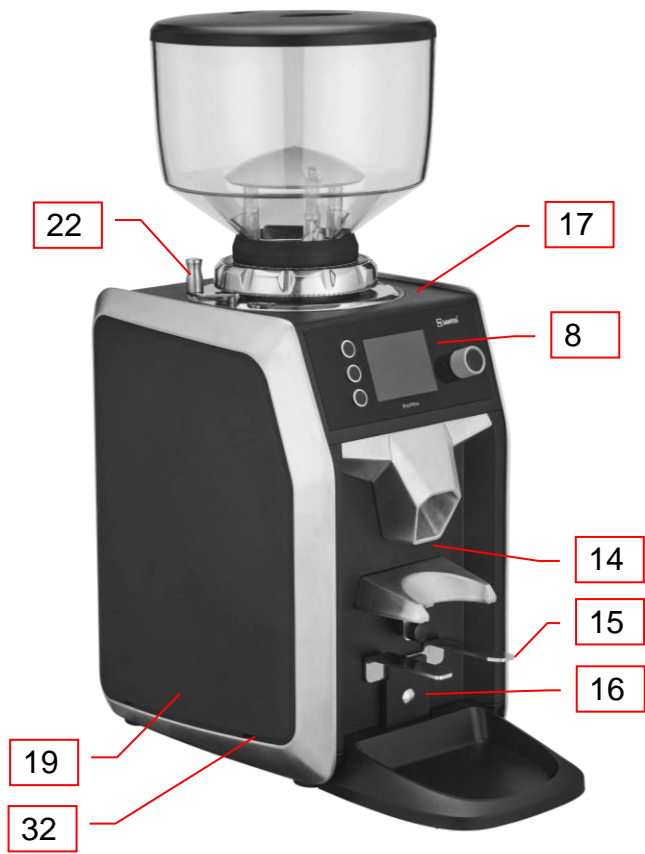


Fig. C



Fig. D

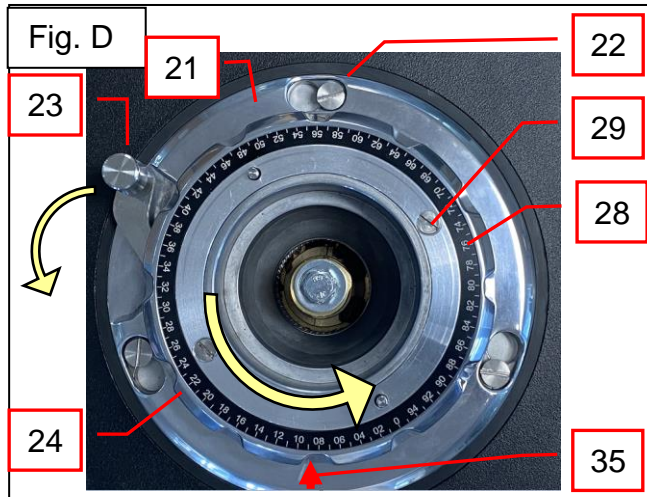


Fig. F

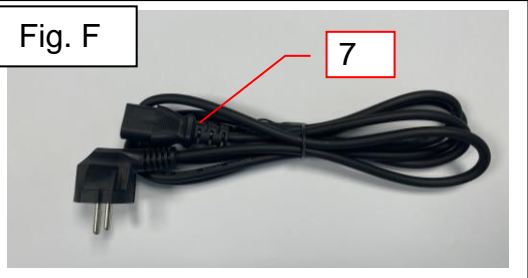
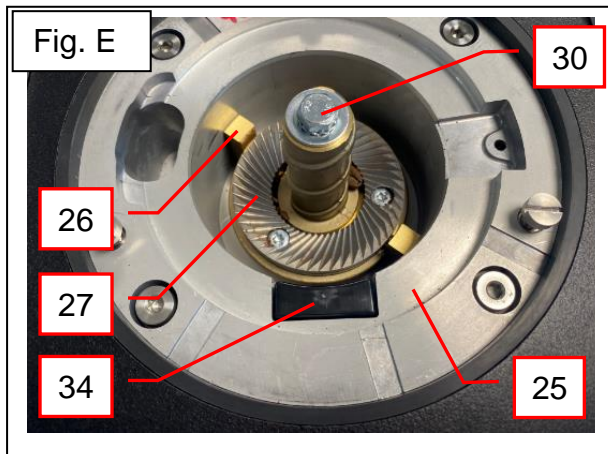


Fig. E



WARRANTY CERTIFICATE

WARRANTY

Since 01.01.95, all are appliances **comply with the EC standards and bear the CE label**. Our warranty is for **twenty-four months** from the date of manufacture shown on the identification plate except for asynchronous motors (made up of a rotor and a stator) which are guaranteed for 5 years from the date of manufacture. The warranty is strictly limited to the free replacement of any original part acknowledged by us as being defective as a result of a fault or a manufacturing defect and identified as belonging to the appliance in question. It does not apply to damage resulting from an installation or use which does not comply with the instructions supplied with each appliance (user manual) or in the event of an obvious lack of maintenance or non-observance of basic electrical safety rules. The warranty does not apply to normal wear. All part replacements under warranty are made after return of the defective part to our workshops carriage paid, accompanied by a **copy of the Compliance Declaration** on which the serial number of the appliance is shown. All appliances have a CE compliant **identification plate** a copy of which is shown in the Compliance Declaration (serial n°, date of manufacture, electrical specifications, etc). In the event of serious damage which is deemed only to be repairable in our workshops, and **after agreement from our services**, all appliances under warranty are to be dispatched by the Distributor carriage paid. If the appliance is repaired or repackaged outside the warranty, the forwarding and return transport is the responsibility of the Distributor. Parts and labor are invoiced at the prices in force (spare parts price - hourly labor cost). A prior estimate can be provided.

Coffee grinders without original SANTOS grinding-discs are not covered by the warranty. The warranty, repair and repackaging conditions of espresso coffee grinders are covered by special instructions. Our warranty does not include the payment of penalties, making good of direct or indirect damage and in particular shortfall in earnings resulting from the non-compliance or defect of products as SANTOS's global responsibility is limited to the sales price of the product supplied and the repair of defective products, if any.

In the event where a defect is revealed during the warranty period, the Distributor must, unless otherwise agreed in writing by SANTOS, inform its customer to discontinue any use of the defective product. Such use would waive SANTOS of any responsibility.

APPLIANCE IDENTIFICATION PLATE

