



## INSTALLATION QUICK START GUIDE AND CHECKLIST

**CHECKLIST MUST BE SIGNED  
AND RETURNED TO RANCILIO  
GROUP NA TO RECEIVE  
PAYMENT FOR YOUR SERVICES**

# ATTENTION!!

Please check the site to make sure they are ready for installation before you begin to install the Egro ONE.

**DO NOT ATTEMPT A PARTIAL INSTALL.**

Call the service hot line from the site if it is not ready.

Rancilio Service Hot line: (877) 642-9409

### Check Site for the following:

- All equipment was shipped
- 200 - 240 volt dedicated power line
- Dedicated water line with shut-off within 4 feet of machine
- 3.5 access hole in counter top where machine will be placed
- 2lbs of both types of coffee being served (i.e. regular and decaf)
- 1 gallon of milk

## INSTALLATION QUICK START GUIDE

Please follow these instructions as not to void the warranty. Be sure to complete the checklist on the last page of this document. If you do not complete the checklist you may not get paid for the installation. Call Rancilio Group NA Service toll free: (877) 642-9409 with questions.

### 1. Check Electrical Outlet and Voltage.

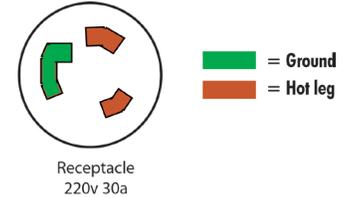
**1.1** Check the site to be sure that they have at 200v - 250v 30a dedicated single phase line to use for the machine.

**1.2** FOR TOP MILK MODELS. Check to be sure there is a 110v line to use for the fridge.

**1.3** Use a voltage meter to measure the incoming line voltage at the wall.

Measure the voltage from hot-leg to hot-leg. The optimal voltage range is 200V-250V. If the measured voltage is below 200, a voltage booster may be

required. Make a note of the voltage. *Note: Egro coffee machines do not use a neutral line. A dedicated ground wire is required for proper performance.*



### 2. Check and Connect the Water and Drain Connections.

**2.1** The floor drain must be at least 2" in diameter. Route the drain hose and brew exhaust hose from the drain tray of the machine down to the floor drain in a continuous downward pinch. If there are any dips or kinks it will cause the drain tray to overflow or may prevent the machine from working properly.

**2.2** The incoming water supply should be 3/8" (NPT).

**2.3** Test the water using the hardness test kit provided. Note the hardness.

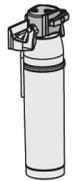
**2.4** Adjust the bypass on filter and if necessary make a note to adjust the water meter on the machine after the machine is powered on. See the water hardness instructions on page 3 for further details.

**2.5** Attach the filter.

**2.6** Flush the filter, by pressing the flush button on the top. Let it run for 30 seconds.

**2.7** Connect the filter to the machine's water line.

**2.8** Turn water on and check for leaks.



### 3. THIS STEP IS FOR TOP MILK MODELS. Connect the fridge.

**3.1** Place fridge next to machine or under the counter. *Note: if you're placing the fridge under the counter be sure that you have the extension hose and wire kit.*

**3.2** Remove the right side panel to the fridge.

**3.3** Remove the left side panel of the machine.

**3.4** Locate and route the wires and hoses through the hole in the side panel of the fridge.

**3.5** Route them through the hole in the left side panel of the machine.

**3.6** Connect them all.

**3.7** Replace the side panel on the machine and fridge.

**3.8** Push the access hoses and wires into the fridge gently. Move the fridge to beside the machine so the side panels of each are touching.

## INSTALLATION QUICK START GUIDE

### 4. Plug in and Power up.

- 4.1 Plug the machine power connection to the dedicated 220v 30a incoming line.
- 4.2 FOR TOP MILK MODELS. Plug the fridge into the 110v power line. \*Double check that the water is turned on\*
- 4.3 Open the grounds drawer. Turn the power switch on.
- 4.4 FOR TOP MILK MODELS. Open the fridge door and turn the fridge on.

### 5. Check Drinks Levels.

- 5.1 Place hoppers on machine and fill with beans. The machine is set-up for regular beans in the left hopper and decaf beans in the right hopper.
- 5.2 FOR TOP MILK MODELS. Place milk gallon in fridge and insert hoses. Or for self service machines, pour milk into container in the fridge and insert hoses.
- 5.3 Brew a double espresso of both regular and decaf. Check the shot times. The brew time of both types should be between 18-22 seconds. If they are not within this time, adjust the grind.  
*Note: if the brew time is too short, make the grind finer using the dial wheel near the corresponding hopper. If the brew time is too long, make the grind coarser. Turn the wheel toward the front of the machine for finer coffee and towards the back of the machine for coarser grind. Turn the wheel 2 clicks and brew 2 drinks. Time the second drink. Repeat until the shot times are correct for both regular and decaf double espresso.*
- 5.4 Make a sample of each drink size. This would be a good opportunity to work with the manager or supervisor on duty.
- 5.5 Make adjustments in the manager menu and teach the manager how they can adjust the espresso and milk drinks. Press and hold finger on clock > Choose Manager Menu > Enter password (default 1927) > Choose product configuration > Choose product to adjust
- 5.6 If an iSteam is installed, check the foam quantity and quality. Steam some milk for the manager on duty. If necessary, make adjustments to the emulsion levels in Tech menu > Product Set-up > iSteam.

### 6. Train Manager and Staff.

- 6.1 Be sure to train the manager and staff that is available in all of the following areas of machine.
  - How to make a drink.
  - How to steam milk using iSteam.
  - Daily cleaning cycle - both coffee and milk (FOR TOP MILK MODELS).
  - Weekly cleaning of the foamer heads. (FOR TOP MILK MODELS ONLY)
  - How to access the manager menu.
  - How to access the video menu.
  - How to remove hoppers.

**Water Hardness Test Instructions on Next Page.**

For training videos visit the Rancilio Group North America  
YouTube channel.

At: <http://www.youtube.com/user/RancilioGroupNA?feature=mhee>

or just search YouTube for  
RancilioGroupNA.



# Test Water Hardness and Adjust Machine

Test water hardness during step 2 and adjust machine after step 4 of the installation quick start guide

The following instructions show how to use the Temporary Hardness Test Kit from MAVEA. This test measures carbonate levels in the water. Carbonates or hard minerals found in water can cause serious damage to all espresso equipment. Please follow the instructions below and measure and make any adjustments need to the filter and/or machine as instructed below.



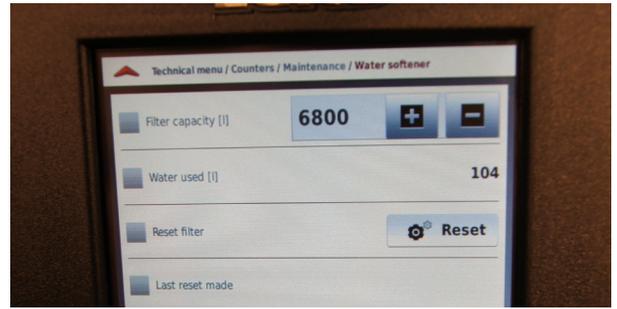
1. Fill measuring tube with 5ml of water from water line going to machine, before installing filter.



2. Add indicator solution drop by drop. COUNT the drops. Gently mix between drops.



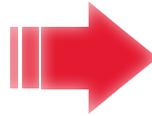
3. Continue adding drops one by one until the color of the water changes from purple to yellow.



4. Follow chart below to make adjustments to the machine and the bypass of the filter.

### How to Change the Machine Water Alert

1. Hold your finger over the clock for 8 seconds, or until the screen changes to "Egro Portal"
2. Select "Technical Menu" (enter default PIN code: 1849)
3. Select "Counters"
4. Select "Maintenance"
5. Select "Water Softener"
6. Change "Filter Capacity" to the required amount in liters



### How to Change Filter ByPass

Adjust Bypass on filter head by turning the plastic screw to the appropriate bypass level.

\* The highlighted blue row is the North American default setting for the EGRO ONE models and MAVEA 500 Purity C Filters.

If Hardness Count is...	Set Filter Bypass...	Set Alert in Liters to...
1 2 3	70%	30,400
4 5 6	60%	12,200
7 8	50%	8,600
* 9 10 11	30%	5,400
12 13 14	30%	4,200
15 to up	20%	2,700

# MUST BE RETURNED FOR PAYMENT

Please complete the following checklist. Notice the fields that are required are marked with an \*. These fields must be completed before we will issue a payment for the installation work.

<b>*Site Name:</b>		<b>*Service Company:</b>	
<b>*Site Contact:</b>		<b>Technician:</b>	
<b>Site Phone:</b>		<b>Date Installed:</b>	
<b>Machine Model:</b>		<b>*Water Hardness:</b>	
<b>Voltage:</b>			
<b>Site Address:</b>			
<b>Notes:</b>			

**Check off the actions performed.**

- Site was prepared. (note: do not attempt partial install)
- All equipment was shipped
- \*Checked voltage
- \*Checked water hardness before installing filter. Make note in field above
- \*Adjusted filter and machine alert. (Only if necessary)
- \*Calibrated shot times by adjusting grinder
- \*Tested all drink levels
- \*Steamed milk using iSteam (only if iSteam is installed)
- Send parameter file to [service@ranciliogroupna.com](mailto:service@ranciliogroupna.com). Be sure to put the work order number in the subject of the email.

**\*Trained Manager and/or Staff in the following areas:**

- How to make drinks
- How to use iSteam (only if installed)
- How to perform daily cleaning
- How to perform weekly cleaning (FOR TOP MILK MODELS ONLY)
- How to remove drain tray
- How to access manager menu (for managers only)
- How to play videos
- How to remove hoppers

For training videos visit the Rancilio Group North America YouTube channel.

At: <http://www.youtube.com/user/RancilioGroupNA?feature=mhee>

or just search YouTube for RancilioGroupNA.



**List the names of Managers and Staff Trained      Signatures: (Required for Payment)**

<b>Manager:</b>		<b>Manager Signature:</b>	
<b>Staff Member 1:</b>		<b>Date:</b>	
<b>Staff Member 2:</b>		<b>Technician Signature:</b>	
<b>Staff Member 3:</b>		<b>Date:</b>	
<b>Staff Member 4:</b>			
<b>Staff Member 5:</b>			

Please return this completed form to Rancilio Group North America via fax, email or mail.

Fax to: (630) 427-1713 or scan and return via email to [service@ranciliogroupna.com](mailto:service@ranciliogroupna.com) or send copy to Rancilio Group North America | Attn: After Sales Dept | 1340 Internationale Pkwy #200 | Woodridge, IL 60517