



# Product Manual



Commercial espresso semi-automatic coffee machine

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To help you understand this machine more quickly, please read this manual thoroughly before use and keep it properly stored

(Above picture for reference only)

**PREFACE**

Thank you very much for using the **IZENSSO** commercial espresso semi-automatic coffee machine.



**Overview**

This machine adopts a numerical control touch screen, with a hollow luminous logo on the back panel as the finishing touch, which makes the technological texture and brand logo complement each other. This machine also has three core functions: One-key start to get rid of cumbersome operations; pre-infusion function with freely adjustable pre-infusion parameters; multiple safety protections to guard the equipment in an all-round way. It creates an efficient, safe and worry-free user experience for users and is a powerful assistant in beverage making.

**Warnings**

- To ensure the correct use of the machine and give full play to its performance, please read the user manual carefully before using the machine.
- This manual will tell you the advantages of purchasing this product and guide you on how to better use our product, daily maintenance, deal with unexpected failures and Simple elimination methods, etc.reducing the downtime of users due to waiting for maintenance.
- This product meets commercial equipment standards and is designed and manufactured for commercial use only. Users who choose to use it for household purposes must independently assess its suitability and related risks.
- This machine is protected by copyright laws and international treaties. Unauthorized duplication of the machine (or any part of it) will result in legal liability.

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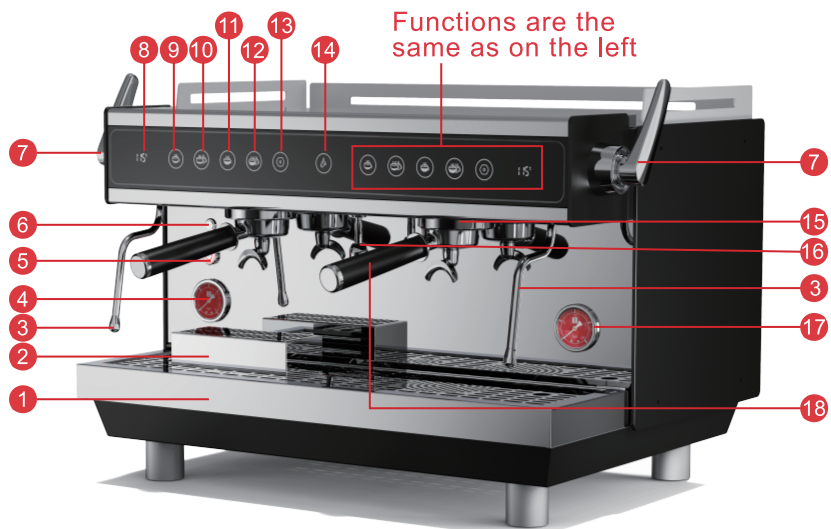
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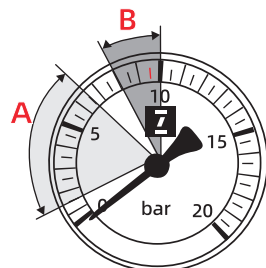
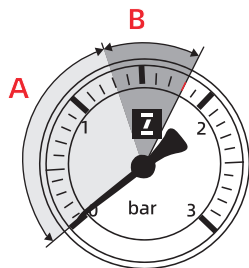
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**01 Product Features and Parameters**



- 1 Drip Tray
  - 2 High-low Adjustable Cup rack
  - 3 Steam Wand
  - 4 Steam Pressure Gauge
  - 5 Power Button
  - 6 Light Button
  - 7 Steam Lever
  - 8 Extraction Timer
  - 9 Single Cup Button
  - 10 Double Cup Button
  - 11 Full Cup Button
  - 12 Double Full Cup Button
  - 13 Setting Button /Continuous Button
  - 14 Hot Water Button
  - 15 Brew Head
  - 16 Hot Water Pipe
  - 17 Water Pressure Gauge
  - 18 Extraction Handle Pipe
- A: Low Temperature  
 B: Recommended Range  
 (According to Personal Preference)



Model	Boiler Capacity	Voltage	Power	Size(W*L*H)
SZ-2	11L	220V	3500W	790×590×540 mm

**02 Unpacking Precautions**

2.1 The machine and all accessories are usually packed in special freight cartons. After receiving the goods, please check whether the packaging is intact. If the packaging is damaged or accessories are missing, please contact the local dealer or manufacturer immediately.

2.2 Contents of the package:

SZ- 2	Single Shot Handle	1	Accessory box	1	Silicone Gasket	1
	Double Shot Handle	2	Product Manual	1	Inlet Pipe	1
	High-low cup rack	1	Powder Press	1	Drain Pipe	1

**03 Safety Precautions**

**3.1 Scope of Use of the Coffee Machine:**

- This coffee machine can be installed in takeaway beverage stores, bakeries, tea restaurants, cafes and other catering industries and places in need. This coffee machine is used for making hot coffee and heating with steam, such as brewing coffee, heating milk and making milk froth, etc. It cannot be used to make other beverages.

**3.2 Storage of the Coffee Machine Manual:**

- This manual is an indispensable part of the machine and must be delivered to the user together with the machine. Please read all the prompts and related contents in the manual carefully to understand the important information about installation, use and maintenance. After reading, please keep the manual in a place where it is not easy to lose for future reference.
- After unpacking, confirm that the machine is in good condition. Please properly dispose of all packaging materials in the corresponding disposal places. If you have any questions, please do not use the machine temporarily and contact the dealer or professional for help immediately.

### 3.3 Power Supply for the Coffee Machine:

- Before starting up, confirm that the power parameters shown on the product nameplate are consistent with the actual power supply used. The product nameplate is located on the left side of the front of the machine.
- The machine installation can only be carried out by trained and qualified personnel. The installation must comply with local electrical and plumbing standards. For relevant procedures and standards, please contact the local fire safety department.
- For electrical safety, the machine must be equipped with a safe and reliable grounding system. The manufacturer shall not be liable for any damage caused by the system not being grounded. Before installation, please contact a qualified electrician to check whether the line load meets the maximum load shown on the nameplate.
- Do not use adapter plugs, multi-function sockets or extension cords to supply power to the machine. When these tools are used temporarily, they must be operated by qualified electricians to avoid danger.
- When installing the machine, the accessories and materials provided with the machine must be used. If it is necessary to use purchased accessories, the installing engineer shall inform the user to purchase and check whether the accessories can be connected to the drinking water source.

### 3.4 Water Source Connection for the Coffee Machine:

- The machine must be installed and used in accordance with this manual. The manufacturer shall not be liable for any damage caused by improper use, misoperation and unreasonable reasons. It is recommended to purchase corresponding filtration and water softening equipment to help reduce scaling and blockage during long-term use of the machine. Mechanical failures caused by water quality are not covered by the warranty.
- The machine needs to be connected to a drinking water source, and the installation location shall comply with relevant regulations. The installing personnel shall confirm with the owner/responsible person of the machine that the water source used complies with the above regulations and standards.  
The water pipe connection of the machine must comply with local health standards, and the water connection port shall be reserved within 2 meters of the machine installation location.
- The machine shall not be used by children or persons lacking relevant knowledge and experience. Trainees can only use it under the supervision and guidance of professionals. After installation, please first open the water valve, wait for the pressure gauge pointer to deflect to the "1" position (except for bottled water), and then turn on the main power supply of the machine to prevent possible damage to relevant accessories due to water shortage.
- After the first installation and commissioning of the machine, please turn off the machine, empty all steam and water storage in the machine to remove possible impurities in the machine, and then restart the machine for use.
- The following are some basic common sense about electrical appliances that must be understood during use:
  - Do not pull the plug with wet hands or feet;
  - Do not use the machine when barefoot;
  - Do not use the machine in humid places;
  - Do not expose the machine to the natural environment (rain, direct sunlight, etc.)
  - Do not allow children or unconscious persons to operate the machine

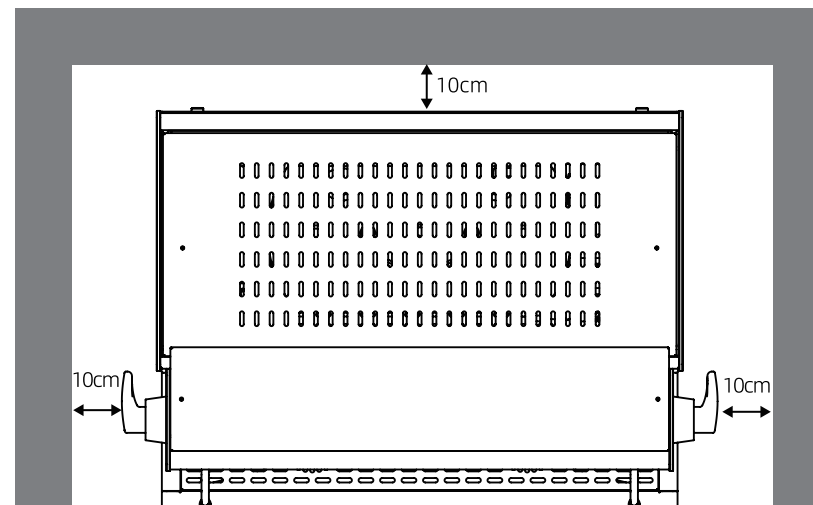
## 04 Machine Installation

### 4.1 Before Installing the Machine

- Please carefully read the "Safety Precautions" on the previous pages of the manual and check the "4.4 Installation Diagrams".
- After taking the machine out of the package, check the accessories according to the "packing list".

### 4.2 Installation Space

- For safety reasons, regarding power risks, keep the machine away from sinks, buckets, aquariums, faucets and other humid places or places that may leak electricity.
- Place the equipment on a solid horizontal platform with more than 10CM of space around for heat dissipation, and no covering above the machine. the machine will produce heat during operation, so it needs to be placed in a space that can ensure adequate ventilation and heat dissipation.

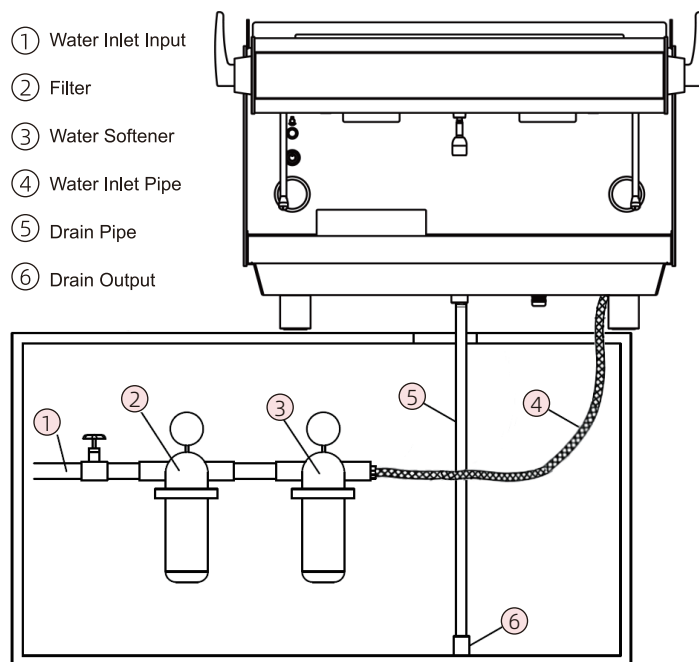


Special tip: Do not cover the ventilation holes or drop any objects into the machine.

### 4.3 Installation Suggestions:

- Users need to purchase corresponding filtration and water softening equipment by themselves, which helps to reduce scaling and blockage during long-term use of the machine.
- Any mechanical failure caused by water quality is not covered by the warranty!
- A valve that can shut off the water source must be installed at the output end of the tap water to facilitate machine maintenance and cleaning.
- If a water softener is installed, it must be pre-soaked and cleaned for the first time before being connected to the machine for use.

### 4.4 Installation Diagrams



#### The installation steps are as follows:

- Open the accessory box, take out the relevant connectors and untie the metal hose of the machine; twist the G3/8 brass connector onto the metal hose;
- Twist the G3/8 to G1/2 brass adapter onto the G3/8 brass connector;
- Then connect it to the filtered and softened water source;
- Finally, turn on the water source. Wait for 30 seconds and observe whether the connectors are leaking. If there is no leakage, you can turn on the power and start the machine.

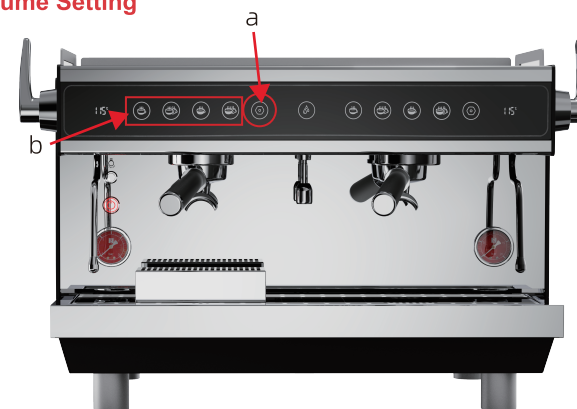
## 05 Operation Interface Programming Operations

### 5.1 Startup



- a. Turn on the main power switch, and the machine starts to detect the water level, automatically replenish water and heat up.
- b. When the temperature on the extraction display reaches the set temperature, it indicates that the heating is completed.
- c. Short press the setting key to continuously discharge water to preheat the brew head for 10 minutes. Observe whether the whole machine operates normally.

### 5.2 Cup Volume Setting



- a. In standby mode/after startup self-inspection is completed - after another 15 seconds, press and hold the setting key for 10 seconds to enter cup volume programming.



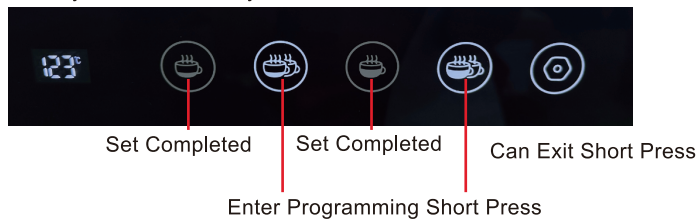
- b. All key lights flash. Short press any cup volume to be set to enter the water outlet process.



- When the required coffee volume is reached - short press the corresponding cup volume key again to stop the liquid outlet, and the cup volume parameters will be automatically saved.

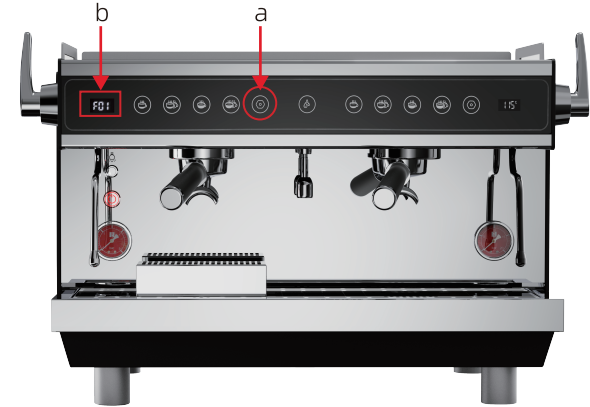


- In cup volume programming:  
The cup volume key light flashes, indicating that you can enter cup volume programming accordingly;  
The cup volume key light dims, indicating that the cup volume setting has been completed;  
When the setting key light flashes, it indicates that the cup volume setting has been completed and you can exit at any time.



- After the water outlet of the last cup volume setting is completed, the setting process will exit automatically.

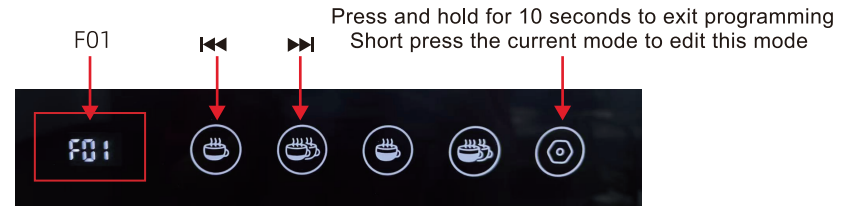
### 5.3 System Parameter Programming



- a. Within 15 seconds after the startup self-inspection is completed, press and hold the setting key for 10 seconds to enter parameter programming.

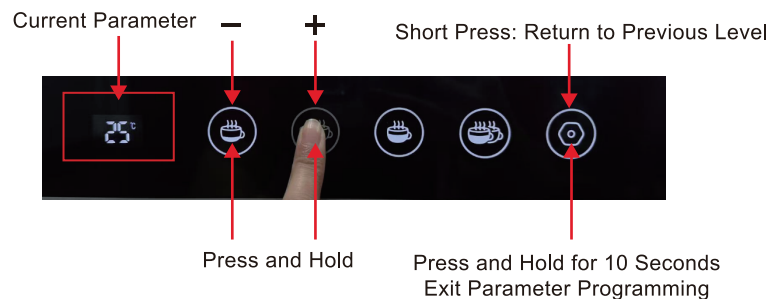


- b. In parameter programming:



- F1: Steam boiler temperature, default 125 °C (115-130);
- F2: Pre-infusion time, displayed as 08, default 0.8s (0-10);
- F3: Pre-infusion waiting time, displayed as 15, default 1.5s (0-10);
- F4: Single cup flow, default 45ml (0-999);
- F5: Double cup flow, default 60ml (0-999);
- F6: Full cup flow, default 60ml (0-999);
- F7: Double full cup flow, default 120ml (0-999);
- F8: Version number.

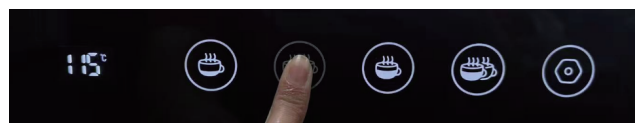
- In any mode programming:



- In any mode programming, it will automatically exit parameter programming after 20 seconds of no operation.

#### 5.4 Cleaning Mode

- In standby mode, press and hold the double cup key for 10 seconds to enter cleaning mode.



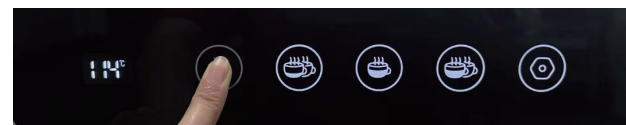
- The double cup key light flashes, and water is automatically discharged, cycling 15 times (3 seconds on and 1 second off), then exits automatically.  
In cleaning state: Press and hold for 10 seconds to force exit cleaning.

Press and Hold for 10 Seconds to Exit Cleaning

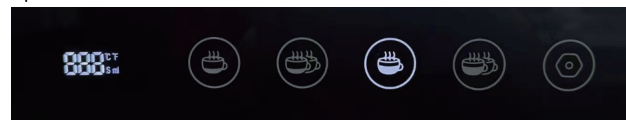


#### 5.5 Restore Factory Settings

- In standby mode, press and hold the single cup key for 10 seconds to enter restore factory settings.

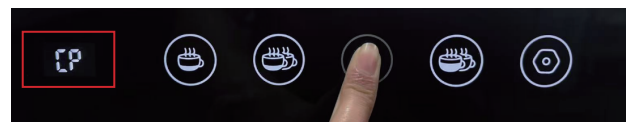


- After hearing a "click" sound, the machine turns off, restarts automatically and starts self-inspection (the keys light up and flash in sequence in the self-inspection state) until completion.



#### 5.6 Copy Head Parameters

- In standby mode, press and hold the full cup key for 10 seconds to enter the state, and "CP" indicates that the copying is successful.



## 06 Machine Operation, Cleaning and Maintenance

### 6.1 Machine Operation

- Plug in the machine's power plug and check whether the water source is turned on;
- Turn on the main power switch. If the power light or electronic key light is always on, it indicates that the machine is operating normally;

### 6.2 Coffee Making

Take down the coffee handle, fill the filter screen with ground coffee powder, and then remove the coffee grounds on the edge of the filter screen (which can extend the service life of the brew head rubber ring);

Place the prepared measuring cup or coffee cup under the outlet of the coffee handle;

- According to customer needs, turn on the continuous coffee extraction key or any cup volume key to make coffee;
- Tip: If you pause the operation, please lock the coffee handle on the brew head, which can ensure the stable temperature of the extraction handle during use and make the quality of the brewed coffee better.

### 6.3 Milk Froth Making

- Pour an appropriate amount of pure milk (whole milk) into the milk frothing pitcher and place it under the steam wand;
- Adjust the angle of the steam wand, place the steam wand nozzle in the center of the milk frothing pitcher and insert it into the milk to a depth of about 1 cm;
- Pull down the steam lever, and when the milk becomes uniform and delicate, pull the lever vertically upward to turn off the steam;
- After making the milk froth, be sure to wipe the residual milk on the steam wand and nozzle with a wet towel. And turn on the steam for about 2 seconds to discharge the residual milk dirt in the steam holes to keep the air holes unobstructed;

### 6.4 Turning off the Machine

- To turn off the machine, press the power key to turn off all indicator lights.  
Tip: If the machine is to be shut down for a long time, for safety reasons, it is recommended to unplug the machine's power plug.

### 6.5 Machine Maintenance

- During maintenance/repair, try to contact the manufacturer to purchase accessories. If purchased from other sources, it must be ensured that the accessories used meet safety and health standards.
- When repairing/maintaining an accessory that comes into contact with food or water, a cleaning process must be carried out.

### 6.6 Machine Cleaning

- In addition to cleaning the extraction handle and brew head, the following parts must be cleaned after the machine is turned off and the power is cut off for 20 minutes and cooled to room temperature. Please refer to the following table for details:

Cleaning parts		Cleaning Frequency		
Serial Number	Name	After use	Everyday	Weekly
1	Tea Extraction Handle	✓	✓	✓
2	Brewing Head		✓	✓
3	Brewing Head Rubber Ring		✓	✓
4	Drip Tray		✓	✓
5	Machine Housing	As needed		

#### ① Cleaning the extraction handle and filter screen

- If necessary, use a tool to take out the filter screen from the extraction handle, then rinse it with clean water and dry it;
- If necessary, use a soft bristle brush to clean the residual powder on the handle filter screen;

#### ② Cleaning the brew head

- The internal cleaning of the brew head can be done in the parameter setting menu. The cleaning process lasts for 2 minutes and will automatically stop after completion. During the cleaning process, the brew head will continuously discharge water, and someone must be on duty to avoid scalding accidents;
- The brew head filter screen can be cleaned with a hard bristle brush;

#### ③ Cleaning the brew head rubber ring

- Use a slightly hard brush to clean the dirt and coffee grounds on the rubber ring;

#### ④ Cleaning the drip tray and cup rack

- Scrub the drip tray with hot water and detergent

#### ⑤ Cleaning the machine shell

- Do not clean the machine shell with any acid or alkaline solvent, and it is forbidden to directly immerse the machine in water for cleaning. The shell only needs to be cleaned with a neutral detergent or a wet cloth with hot water;
- Before cleaning the machine shell, make sure that the power is cut off.

#### ⑥ Cleaning the drip tray

- Add a small amount of detergent and clean with a small brush, then rinse with clean water after cleaning;

#### ⑦ If the above operations are performed, basically no other maintenance measures are needed;

#### ⑧ For any other operation knowledge, please contact the local agent or professional.

## 07 Simple Troubleshooting Table

7.1 Therefore, the manufacturer has edited a table based on long-term maintenance/repair experience to reduce the time and related costs for users to wait for repairs due to simple mechanical failures; (Wear parts and rubber rings are not covered by the warranty)

- When the main power cord is damaged, it must be replaced by professional personnel;
- If your coffee machine does not work well, please check the problem against the following fault table:

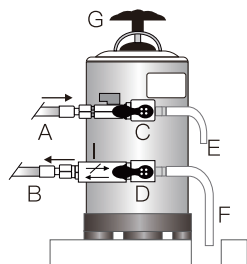
Causes	Operation Tips
The machine cannot make coffee	<ul style="list-style-type: none"> <li>• Check if there is power supply.</li> <li>• Check if there is water entering the coffee machine.</li> <li>• The coffee powder is ground too finely or tamped too hard.</li> <li>• The brew head is blocked.</li> </ul>
Coffee overflows from the side of the coffee handle	<ul style="list-style-type: none"> <li>• The coffee handle is not locked tightly.</li> <li>• There is coffee powder on the edge of the filter screen of the coffee handle.</li> <li>• The brew head rubber ring is aging.</li> </ul>
Little or no coffee crema	<ul style="list-style-type: none"> <li>• The amount of coffee powder may be insufficient.</li> <li>• The coffee powder is ground too coarsely.</li> <li>• The coffee powder in the filter screen is not tamped correctly.</li> <li>• The coffee beans are not fresh enough or damp.</li> </ul>
The coffee crema is dark or has a burnt taste	<ul style="list-style-type: none"> <li>• The coffee powder is ground too finely.</li> <li>• There is too much coffee powder.</li> <li>• The tamping force of the coffee powder is too large.</li> </ul>
The brewed coffee is not hot enough	<ul style="list-style-type: none"> <li>• The hot water passes through the filter screen too fast. It takes 24-30 seconds to make about 30ml of coffee for 2 cups.</li> <li>• The coffee powder is ground too coarsely.</li> <li>• The tamping force of the coffee powder is insufficient or uneven.</li> <li>• The coffee handle is cold. The coffee handle should be locked on the brew head after use. The coffee cup is cold.</li> <li>• The cup should be preheated before use.</li> <li>• The machine is not heated.</li> </ul>

Causes	Operation Tips
Insufficient water pressure when making coffee	<ul style="list-style-type: none"> <li>• The coffee flows too fast.</li> <li>• The water pump is faulty and needs to be replaced.</li> </ul>
No steam output	<ul style="list-style-type: none"> <li>• The steam nozzle is blocked.</li> <li>• The water level is too high, turn on the hot water or drain.</li> <li>• The boiler pressure is insufficient or there is no heating.</li> </ul>
The boiler is full of water	<ul style="list-style-type: none"> <li>• The water inlet solenoid valve is not closed tightly or blocked.</li> <li>• It is necessary to disassemble the valve body for cleaning or contact technical personnel.</li> </ul>
Air leakage of the vacuum breaker valve	<ul style="list-style-type: none"> <li>• The rubber ring is aging.</li> <li>• The valve needle is centered.</li> </ul>
Air leakage of the safety valve	<ul style="list-style-type: none"> <li>• The spring is weak, and the safety valve needs to be replaced.</li> </ul>
No water or steam comes out of the brew head	<ul style="list-style-type: none"> <li>• If no coffee has been made for a long time, release water for a few seconds.</li> <li>• Insufficient water pressure or water shortage, check the water supply.</li> <li>• A check valve must be installed for bottled water.</li> </ul>

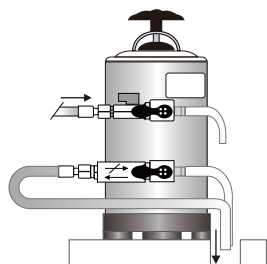
## 08 Softener Cleaning Instructions

- ① Installation diagram and accessory name    ② Install pre-soak cleaning (15-30 minutes)  
 ③ Work status                                    ④ Salt cleaning                                    ⑤ Regenerative backwash

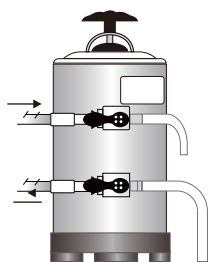
- Prepare materials: 0.5 kg of food-grade table salt.
- Pressure relief: Turn valves C and D to the right to release pressure before opening the softener lid.
- Salt addition: Add 0.5 kg of salt, re-tighten the lid, turn valve C to the right, and let water flow through for 4-6 hours.
- Rinse: After drainage is salt-free, switch valves C and D to the left (working mode).



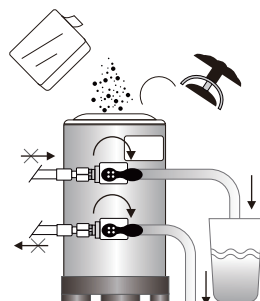
① Installation diagram



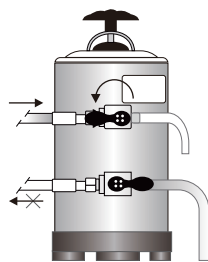
② Pre-impregnation cleaning



③ Working mode



④ salt cleaning



⑤ Regenerative backwash

A: Water inlet    B: Water outlet    C: Inlet valve    D: Outlet valve    E: Pressure relief pipe  
 F: Drain pipe    G: Softener lid    I: Check valve