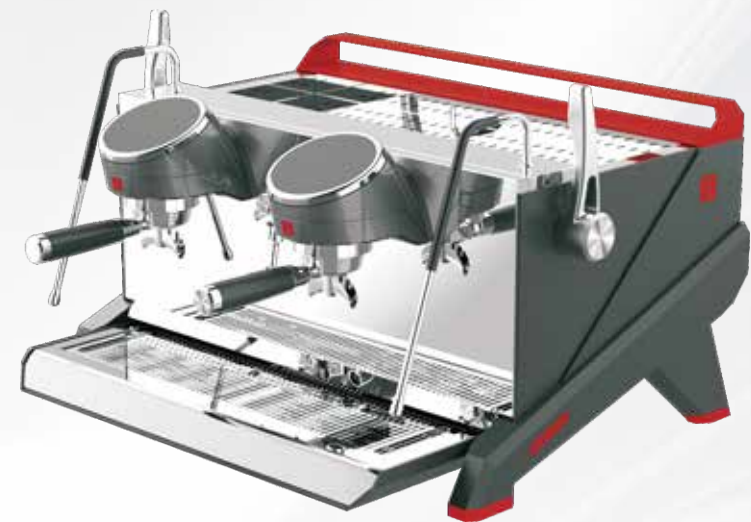




# Product Manual



Commercial Semi-Automatic Espresso Machine

**Aqua Solution Sp. z o.o.**  
ul. Piekary 371, 32-060 Piekary  
tel. 12 201 86 86  
e-mail: [kontakt@coffeeformat.pl](mailto:kontakt@coffeeformat.pl)

In order to let you understand this machine more quickly, please read this manual carefully before use, and keep the manual properly

(Images may differ from the actual product due to updates or upgrades.  
Please refer to the actual product. Thank you.)

## FOREWORD

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



### Overview

This machine adopts a 4-inch round LCD operation screen and an integral suspended design. The back panel is adorned with a hollow - out luminous Logo. This machine also has four outstanding functions:

- 1.T3 multi-boiler configuration ensures stable temperature for continuous cup output;
- 2.PID temperature control system with sensitive and accurate temperature sensing;
- 3.Multiple safety protections: electronic anti-dry burning, electronic overheating protection, and mechanical overpressure protection;
- 4.Visual extraction data and statistical data.

### 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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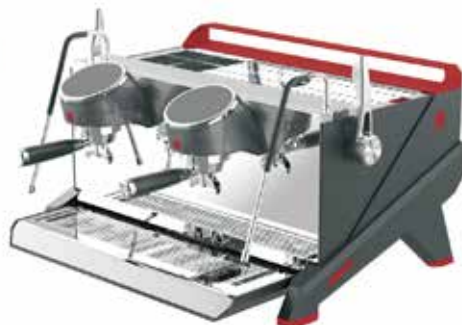
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**01 Product Features and Parameters**

AMZ-1



AMZ-2



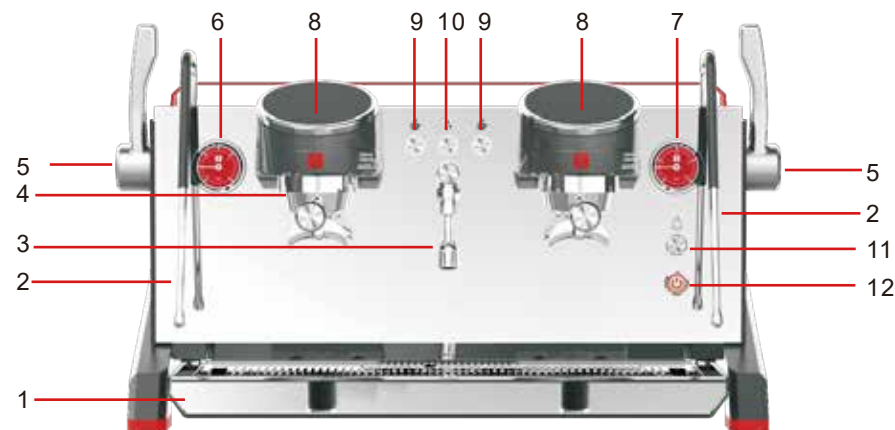
AMZ-3



Model	Boiler capacity	Voltage	Power	Size(W*L*H)
AMZ-1	6L+1.5L	220V	3500W	645X655X515mm
AMZ-2(L/TP)	11L+1.5L*2	220V/380V	6100W	845X655X515mm
AMZ-3(TP)	15L+1.5L*3	220V/380V	6800W	1045X655X515mm

maximum pressure 0.2MPa, maximum working pressure 0.16MPa, maximum water inlet pressure 0.65MPa.

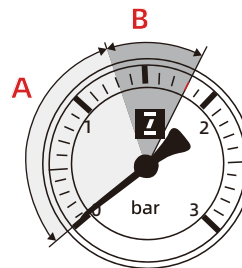
**02 Machine Introduction**



- <1> water tray    <2> steam rod    <3> hot water pipe    <4> brewing head
- <5> steam lever    <6> barometer    <7> water pressure gauge
- <8> display screen    <9> extraction key    <10> hot water key
- <11> Light switch    <12> Power switch

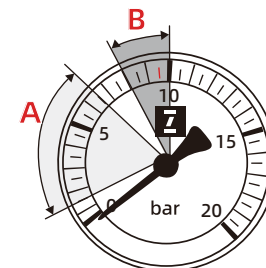
**6 Steam Pressure Gauge**

- A: Low Temperature
- B: Recommended Range  
(According to Personal Preference)



**7 Water Pressure Gauge**

- A: Water Inlet Pressure 1.5~6.5Bar
- B: Working Pressure 8~10Bar



### 03 Unpacking Precautions

3.1 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.

3.2 Contents of the package:

Model	Bottomless handle	Double cup handle	High and low cup holder	Accessory box	Product Manual	Powder Press	Silicone Gasket	Drain Pipe	Inlet Pipe
AMZ-1	1	1	1	1	1	1	1	1	1
AMZ-2(L/TP)	1	2	1	1	1	1	1	1	1
AMZ-3(L/TP)	*	3	1	1	1	1	1	1	1

Note: \*Accessories are only included in packages for the Chinese market and not provided with overseas models.

### 04 Safety Precautions

#### 4.1 Scope of Use of the Coffee Machine:

- The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction
- Children being supervised not to play with the appliance
- For an appliance intended to be permanently connected to the water mains and not connected by a hose-set.
- This product must be installed by qualified technicians with corresponding qualifications and professional knowledge. Self-installation by users may lead to water leakage, property damage, or product damage due to improper operation, and will invalidate the product's warranty service. The installation work must strictly comply with the plumbing codes, standards, and relevant laws and regulations of the country/region where the installation is carried out. Before installation, please confirm that the tap water pressure, water quality, pipe material type, and interface size meet the technical requirements of this product. If any modification is required, it shall be carried out by professional personnel.
- The instructions shall state the appliance is suitable for indoor use.
- Operating temperature range for this product: 5~40°C
- The appliance is not suitable for installation in an area where a water jet could be used.
- The maximum tilt of 2° the appliance for safe operation. A tilt of less than 2° need not be stated. An instruction such as "the appliance has to be placed in a horizontal position" is sufficient

- The appliances of the professional type shall state that the appliance is only to be installed in locations where its use and maintenance is restricted to trained personnel.
- For class I appliances of the professional type that are intended to be permanently connected to fixed wiring, and have a leakage current that may exceed 10 mA, shall state that the installation of a residual current device (RCD) having a rated residual operating current not exceeding 30 mA is advisable.
- Caution in the instructions for appliances incorporating a non-self-resetting thermal cut-out that is reset by disconnection of the supply mains, if this cut-out is required to comply with the standard
- The appliances connected to the water mains by detachable hose-sets shall state that the new hose-sets supplied with the appliance are to be used and that old hose-sets should not be reused.
- 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.

#### 4.2 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.

#### 4.3 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.

#### 4.4 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 downward 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

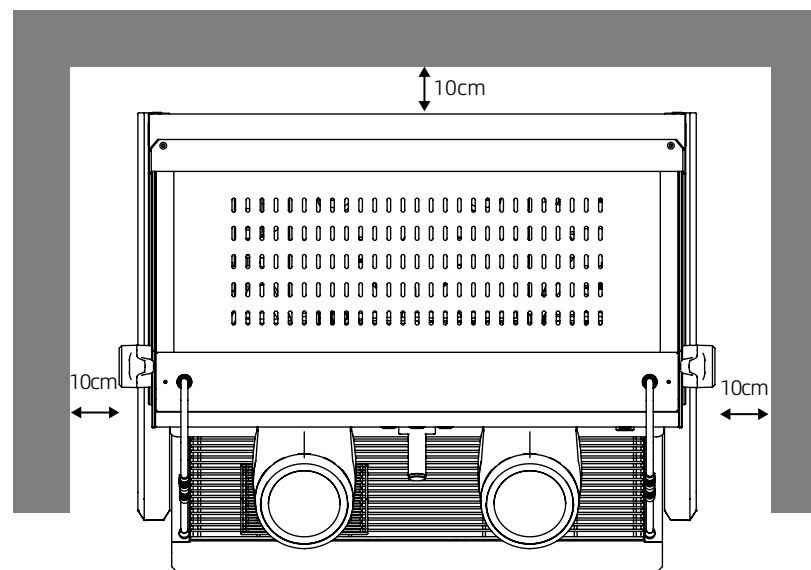
## 05 Machine Installation

### 5.1 Before Installing the Machine

- Please carefully read the "Safety Precautions" on the previous pages of the manual and check the "5.4 Installation Diagrams".
- After taking the machine out of the package, check the accessories according to the "packing list".

### 5.2 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.

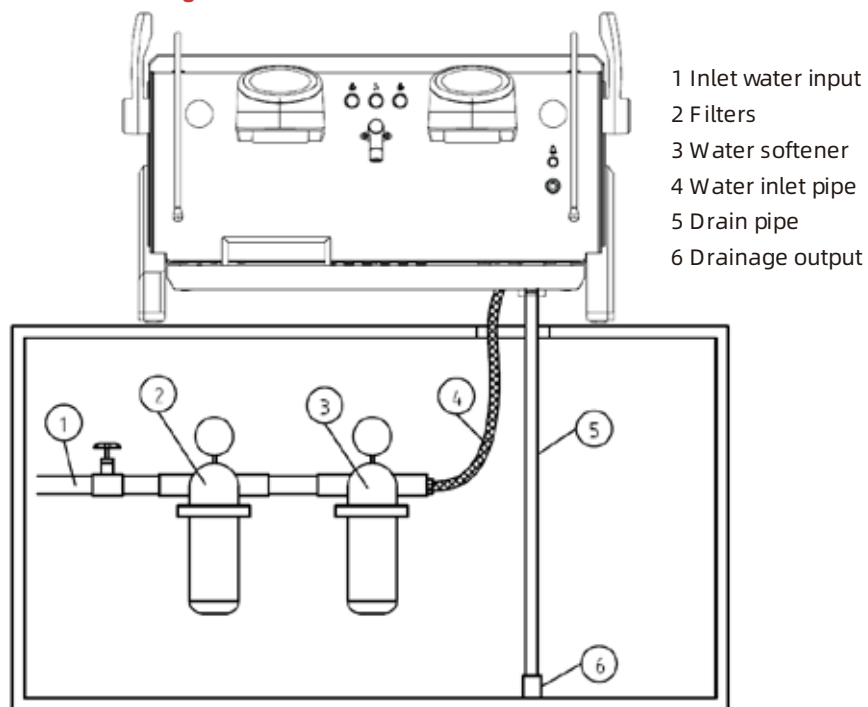


Special tip: Do not cover the ventilation holes or drop any objects into the machine.

### 5.3 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.

### 5.4 Installation Diagrams



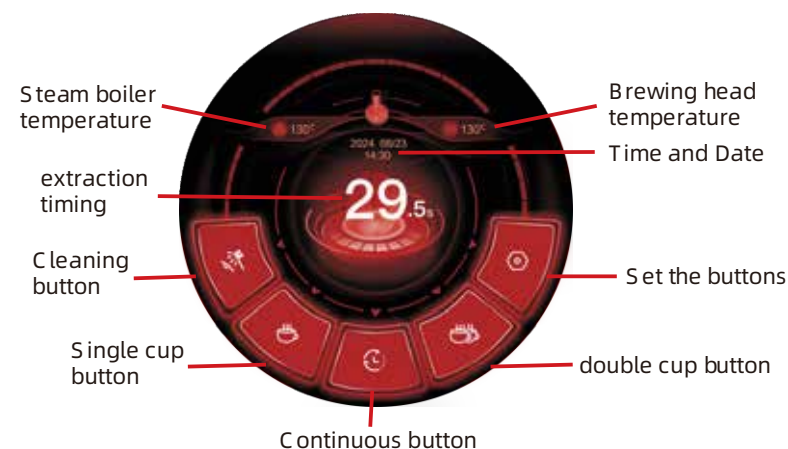
### The installation steps are as follows:

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.

## 06 Brief introduction of operation interface

### (1.1) Main interface



### (1.2) Settings interface



(2.1) Temperature setting



Steam boiler temperature: setting range is 115-130C°, 125C° is recommended;  
 Extraction boiler temperature: the setting range is 85-98C°, and it is recommended to be consistent with the production temperature;  
 Brewing head temperature: that is, the production temperature, the setting range is 85-98C°, 92C° is recommended.

(3.1) capacity setting



Cup capacity setting: set the specific cup quantity of each function button;  
 Flow calibration: it can calibrate the effluent flow of the offset cooking head;  
 Cup capacity copy: copy the cup capacity set on the other side of the brewing head to the current brewing head;  
 Reset the cup capacity: reset the currently set cup capacity to the factory value;  
 Pre-soak setting: set the water outlet time and pause time of pre-soak.

(4.1) Statistics



Statistics: the number of times the machine has been used for each operation function. This value is the data of a single brewing head. The data statistics of the whole machine can be viewed in the maintenance function under other settings interface.

(5.1) Energy saving settings



Set the automatic on-off time every day according to the actual use, and you can also turn off the heating system of a single brewing head to save energy.  
 Head switch: can independently shut down the brewing head and extraction boiler heating system;  
 Weekly programming: Set the automatic on-off time every day.

(5.1.1) Weekly program



Automatic power on/off: (NO), which means that the automatic power on and off function is turned on; (OFF), which means that the automatic power on and off function is turned off, and the machine enters the normally open state;  
 Boot time: After the machine reaches the set time, it will automatically turn on the machine and turn on the heating;  
 Shutdown time: The machine will automatically enter the standby mode after the set time and turn off the heating.

(6.1) Warn



You can view the faults that have occurred on the device



Warning pop-up interface

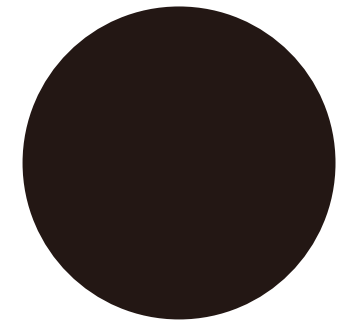
6.2 Other settings



- 6.2.1 Time and Date: Set the machine's time and date.
- 6.2.2 Information: View the machine's software information.
- 6.2.3 Restore Factory Settings: Restore to factory default parameters.



Clear data and restore to manufacturer's initial defaults; used to resolve parameter confusion and troubleshoot setting faults (system restore function).

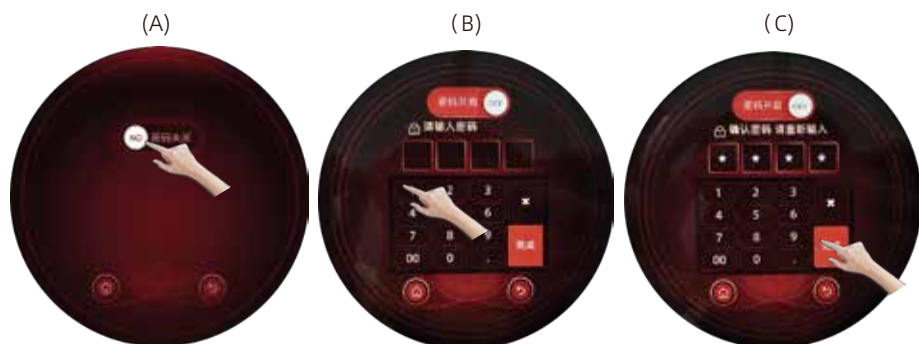


Operation unavailable during process wait for automatic restart.

- 6.2.4 Display Settings: Set screen saver time and brightness.
- 6.2.5 Maintenance: Cup count since last maintenance and time until next maintenance.
- 6.2.6 Machine Cleaning: Automatic deep cleaning of the machine.

### 6.2.7 Password Settings

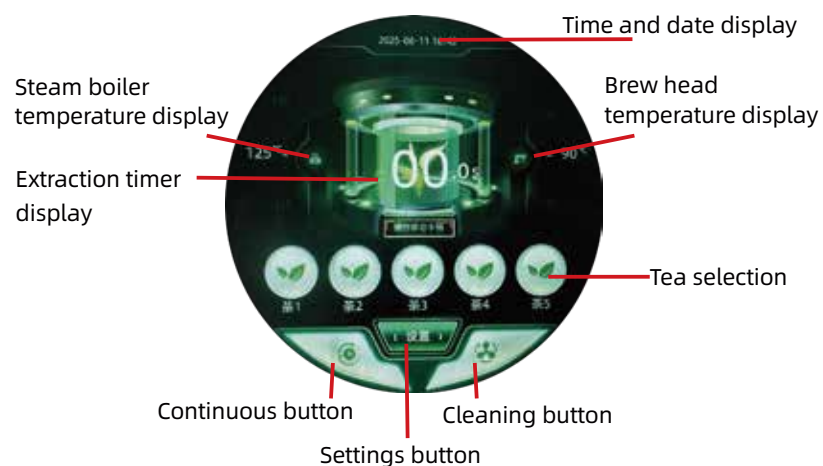
- ❖ Enable password control (see Figure A)
- ❖ Set a 4-digit password freely for the first time (B)
- ❖ Re-enter password for confirmation (C)



- ❖ Return to main interface to complete password control
- ❖ Disabling password protection or modifying password requires entering the old password

6.2.8 Language Settings: Select the appropriate language as needed.

6.2.9 Programs: Program switching, with coffee program and tea program available.



- ❖ Cup volume setting - 5 types of tea - 6-level parameter adjustment

6.2.10 Screen Lock: Anti-misoperation mechanism. Locks the touch screen during cleaning to prevent accidental modification of extraction parameters and protect system settings.

6.2.11 Heating Off: One-key shutdown of boiler heating tubes and other components, preventing high-temperature scalds and damage from dry burning, ensuring safety and energy efficiency, and safeguarding equipment maintenance.



- ❖ After a "click" sound, the main screen and boiler heating indicator dim.
- ❖ To restart heating components like the boiler: turn off the power button first, then restart the power; a "click" sound indicates activation.

## 07 Machine Operation, Cleaning and Maintenance

### 7.1 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;

### 7.2 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.

### 7.3 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;

### 7.4 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.

### 7.5 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.

### 7.6 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	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.

## 08 Simple Troubleshooting Table

8.1 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:

Problem	Tips for action
Coffee spills from the side of the extraction handle	<ul style="list-style-type: none"> <li>• The coffee handle is not locked</li> <li>• There is residual coffee ground on the edge of the coffee handle filter</li> <li>• The rubber ring of the brewing head is aging</li> </ul>
Coffee grease is blackened or burnt	<ul style="list-style-type: none"> <li>• The amount of ground coffee is not enough</li> <li>• Excessive extraction, reduction of extraction</li> </ul>
The coffee is not hot enough	<ul style="list-style-type: none"> <li>• The coffee handle is cold. The handle should remain locked on the brewing head when not in use</li> <li>• The cup is cold. The cups should be preheated on a warm cup tray in advance</li> <li>• The machine is not heated up</li> </ul>
Not enough water pressure when making coffee	<ul style="list-style-type: none"> <li>• The coffee Flow rate is too fast</li> <li>• Adjust the booster valve of the water pump</li> <li>• The pump is faulty and needs to be replaced (Please contact the technician)</li> </ul>
Clogged steam nozzle	<ul style="list-style-type: none"> <li>• No steam output</li> <li>• Excessive water level; open hot water or drain</li> <li>• Insufficient boiler pressure (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. It is necessary to disassemble the valve body for cleaning or contact maintenance personnel</li> </ul>
The machine cannot make coffee	<ul style="list-style-type: none"> <li>• Check whether the power is connected and whether the power supply is normal</li> <li>• Check whether there is water and whether there is water entering the coffee machine</li> <li>• Observe whether the brewing head is clogged</li> </ul>

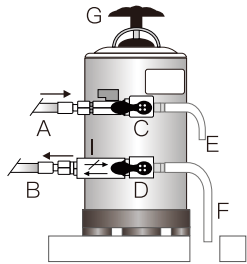
## 09 Failures without Screen Prompts

Category	Error Message	Solutions
Temperature Sensor Abnormalities	E1/E3/E5: Boiler/Brewing Head Temperature Sensor No Signal	a. Check for loose or broken NTC wiring harness.
	E2/E4/E6: Boiler/Brewing Head Temperature Too High	a. Replace faulty temperature sensor. b. Inspect and replace solid-state relay if damaged.
Water Inlet Issues	E7: Water Level Detection Error E8: Water Inlet Timeout	a. Verify water supply and open inlet valve. b. Ensure drain valve is closed. c. Press the "Continuous" button and check if water flows after several seconds.
	E9: Flow Rate Abnormality	a. Clean brewing head filter or tea extraction handle. b. Reduce tea powder/leaves in the handle. c. Tighten flow meter plug.
Other	E10: Communication Error	a. Reconnect loose communication wiring harness.

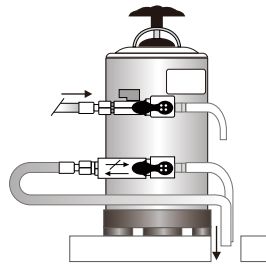
**10 Softener Cleaning Instructions**

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

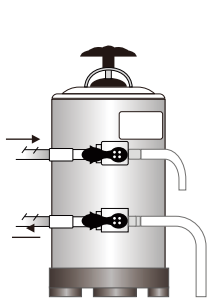
- Prepare materials: 0.5 kg of food-grade table salt.
- Pressure relief: Turn valves C and D to the right to release pressure before opening the softener lid.
- Salt addition: Add 0.5 kg of salt, re-tighten the lid, turn valve C to the right, and let water flow through for 4-6 hours.
- Rinse: After drainage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



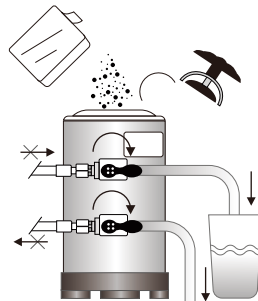
① Installation diagram



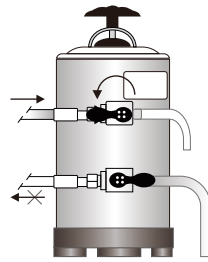
② Pre-impregnation cleaning



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