



# Solis

## MASTER 5000

### digital

Bedienungsanleitung

2-19

Mode d'emploi

20-37

Istruzioni per l'uso

38-55

User's manual

56-73

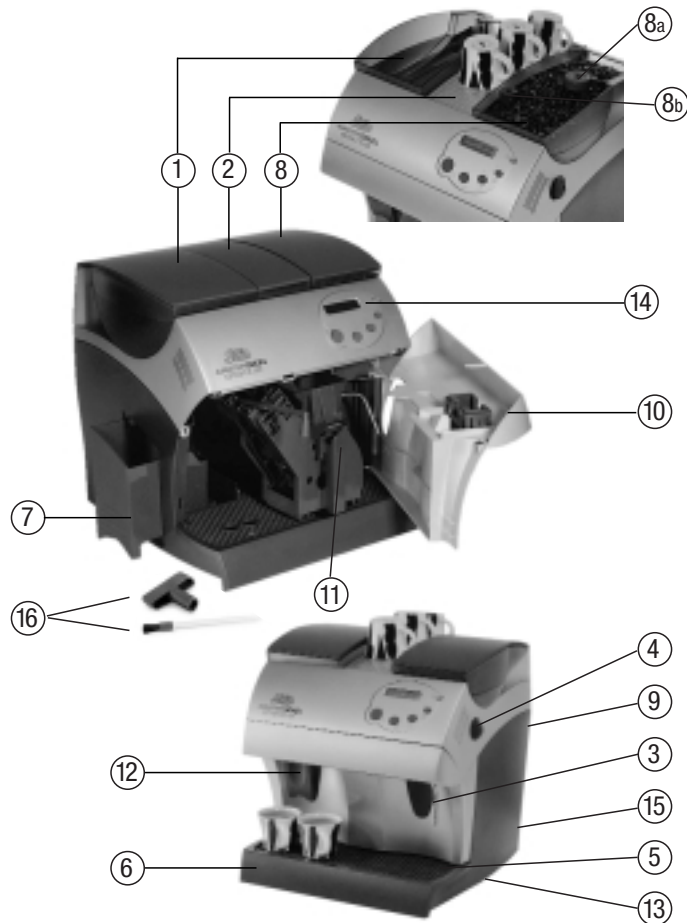
Dear Customer,  
 With the new SOLIS MASTER 5000 DIGITAL FULLY AUTOMATIC espresso machine you have purchased a quality product. Please read these instructions carefully and follow them. By doing so, you and your guests will truly enjoy your SOLIS MASTER 5000 DIGITAL. Please retain these instructions in a safe place. If you are not sure about anything or would like to receive more information, please ask us or your local dealer. We are always ready to help.

SOLIS LTD

**Table of contents**

Legend, control panel with LCD display and indicator explanations

|             |                                    |              |              |
|-------------|------------------------------------|--------------|--------------|
| <b>1.0</b>  | Safety instructions                | <b>Page</b>  | <b>57</b>    |
| <b>2.0</b>  | General comments                   | <b>Pages</b> | <b>58–59</b> |
| <b>3.0</b>  | Starting up/First usage            | <b>Pages</b> | <b>60–61</b> |
| <b>4.0</b>  | Preparing coffee/Volume adjustment | <b>Page</b>  | <b>61</b>    |
| <b>5.0</b>  | Making hot water                   | <b>Page</b>  | <b>62</b>    |
| <b>6.0</b>  | Making steam                       | <b>Pages</b> | <b>62–63</b> |
| <b>7.0</b>  | Grinder/Adjustment of grinder      | <b>Page</b>  | <b>63</b>    |
| <b>8.0</b>  | Programming                        | <b>Pages</b> | <b>63–65</b> |
| <b>9.0</b>  | Cleaning and care                  | <b>Pages</b> | <b>65–67</b> |
| <b>10.0</b> | Descaling                          | <b>Pages</b> | <b>68–69</b> |
| <b>11.0</b> | Trouble shooting                   | <b>Page</b>  | <b>70</b>    |
| <b>12.0</b> | Service and maintenance            | <b>Page</b>  | <b>71</b>    |
| <b>13.0</b> | Useful tips about coffee           | <b>Page</b>  | <b>71</b>    |
| <b>14.0</b> | Recommended accessories            | <b>Page</b>  | <b>72</b>    |
| <b>15.0</b> | Technical data                     | <b>Page</b>  | <b>73</b>    |
| <b>16.0</b> | Disposal                           | <b>Page</b>  | <b>73</b>    |

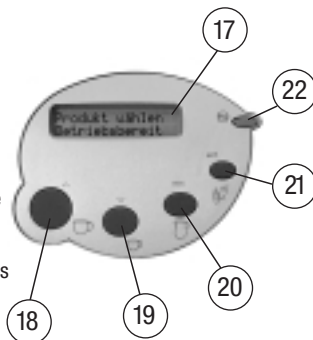


**Legend:**

- 1 Removable water reservoir with cover
- 2 Cup storage area with cover
- 3 Swivel steam and hot water nozzle
- 4 Steam/hot water knob
- 5 Cup tray
- 6 Removable drip tray with fill-level indicator
- 7 Removable container for waste coffee
- 8 Bean container with cover
- 8a Grinder adjustment knob
- 8b Knob for setting quantity of ground coffee
- 9 Main switch ON/OFF
- 10 Service door
- 11 Removable brewing unit
- 12 Adjustable dispensing head
- 13 Built-in rotating ring
- 14 Control panel with LCD display
- 15 Power cord
- 16 Accessories: key for brewing unit, cleaning brush

**Control panel with LCD display**

- 17 LCD display
- 18 Coffee selection button, 1 or 2 cups or arrow button ^ in programming mode
- 19 Espresso selection button, 1 or 2 cups or arrow button v in programming mode
- 20 Large coffee selection button, 1 or 2 cups or «esc» button in programming mode
- 21 Steam selection button or «ent» button in programming mode
- 22 Cleaning button for the cleaning cycle

**ALCD display indicator explanations**

With the exception of the programming mode, where special indicators guide you through the program (see section entitled Programming), the following indicators may appear in the display during normal operation:

|                         |  |
|-------------------------|--|
| <b>WATERTANK EMPTY</b>  | Add water and restart cycle  |
| <b>COF. BEANS EMPTY</b> | Add beans and restart cycle  |
| <b>DREGDRAW.MISS.</b>   | Insert waste coffee container and/or drip tray correctly   |
| <b>BREW UNIT MISS.</b>  | Insert or shut brewing unit correctly  |
| <b>DREGDRAWER FULL</b>  | Remove and empty waste coffee container  |
| <b>DESCALING</b>        | Descale appliance immediately when this indicator appears  |
| <b>WARMING UP...</b>    | This indicator appears as the appliance warms up or when there is a switchover to steam  |
| <b>OVERTEMPERATURE</b>  | The temperature is too high after selecting steam; ventilate air from the appliance until the <b>Ready for Use</b> indicator appears in line with point 3.5. |
| <b>READY FOR USE</b>    | This indicator appears in connection with <b>Select product</b> or <b>Steam</b> . Press appropriate button.  |
| <b>ENERGY SAVING</b>    | Press «ent» button to switch appliance back on.  |

**Other indicators are self-explanatory or explained under Troubleshooting, point 11.0 or Programming, point 8.0**

## 1.0 Safety Instructions

**Please strictly observe the following safety precautions for your own safety and the safety of others.**

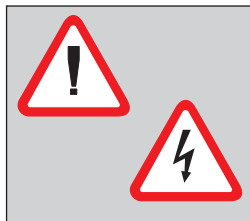
### DANGER

Electrical current can be dangerous! Electrical parts should never be in contact with water: danger of short-circuit! In case of fire, use a carbon dioxide (CO<sub>2</sub>) based fire extinguisher. Water or powder extinguishers are not suitable.

**Children** do not understand how dangerous electrical appliances can be. For this reason, children should never be allowed near electrical appliances without supervision.

**User's manual:** The appliance should only be operated after careful study of the user's manual. Persons who are not familiar with the operating instructions, children or persons under the influence of alcohol, drugs or medication should operate the appliance only under proper supervision.

**Power supply:** Never use an appliance with a faulty cord. When using an extension cord, this must also be without any fault. Place extension cord in such a way that tripping over it is not possible. Keep away children and domestic animals. Do not pull the cord to unplug the machine. Never touch the power cord with wet hands.



**Repairs/Maintenance:** In case of defects, the appliance must be opened and repaired by an authorized technician only. This also applies to damaged cords since special tools are required.

**Cleaning:** Do not immerse the appliance in water. Do not use the appliance with wet hands. Always unplug the machine prior to cleaning. Make sure the power cord does not touch hot parts of the appliance.

**The appliance should not be switched on without supervision.** For reasons of safety and energy-saving it is recommended to switch off the appliance overnight and during absences.

**Power connection:** The socket to which the appliance is connected must always be earthed. For your safety, we recommend the use of an FI-safety adapter (available from your electrical store).



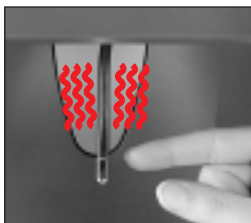
**Location of the machine:** Place the appliance on a stable, level surface. The surface must not be warm or hot. Choose a position which is out of the reach of children and pets. The distance to walls or other objects must be at least 10 cm.



**Do not use the appliance outdoors** and do not expose the appliance to climatic conditions (rain, snow, frost etc.).



**Danger of burns:** Be careful when touching the steam nozzle as it becomes hot when in use. Do not direct steam or hot water jet toward any parts of your body: danger of scalding.



**Electrical outlet:** Make sure that the power (voltage) of your electrical outlet corresponds to the indications on the rating plate of the machine.



**Proper usage:** This espresso machine has been manufactured for household use only. Do not use the machine for any other purpose. Technical modifications or improper usage are not allowed due to the dangers involved.



## 2.0 General Comments

**Contents:** Make sure that you have received the following:

- appliance including rotating ring
- key for brewing unit
- cleaning brush
- user's manual and warranty card



**Commercial usage:** This appliance is destined for usage in private households. If used commercially, the warranty conditions change.

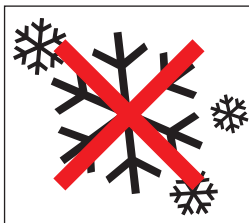
Please carefully observe warranty conditions!



**Packaging:** The original packing is specially constructed to allow transportation with the postal service. Please make sure to retain the original packing for future transportation needs.



**Cold weather/Frost:** The appliance must be protected against frost and should not be left overnight in a car during winter.



### 3.0 Starting up/First usage

Prior to starting the appliance, please carefully review the safety instructions mentioned under Pt. 1.0.

The appliance should never be used without water or without coffee beans.

Remove key for brewing unit and cleaning brush from the container for waste coffee (7). Retain key and brush for future use.

**3.1 The bean container** is fixed with two screws. Remove cover and fill container **with fresh coffee beans (approx. 300 g)**. At the same time, make sure that the grinder adjustment knob (8a) is set to position 8 (+/- 2). Properly close the bean container with the cover.



**3.2 Remove the water reservoir. Remove the cover and fill reservoir with cold water (max. 1,8 litres).** Then replace reservoir on machine. With slight pressure make sure that the valve at the bottom of the reservoir is properly placed. Replace cover.



**Caution:** Use only fresh, cold water. Never use carbonated water, milk or any other liquid.



**3.3 Pull the power cord from the back of the machine to the desired length** (the rest of the power cord stays in the cord container). Connect the plug to an earthed socket.

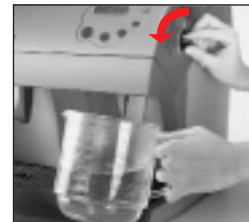


**3.4 Press the main ON/OFF switch.** After the automatic self-test, the **WARMING UP...** indicator will appear in the display.



### 3.5 Priming the system

Place a suitable container underneath the steam and hot water nozzle. Open the steam/hot water knob until a steady stream of water is dispensed. Close the steam/hot water knob. The machine has now been primed.



**Note:** Priming is best carried out when the machine is still cold. Therefore, start priming procedure immediately after switching on the machine.

**Important:** For reasons of hygiene it is recommended to rinse and prime the machine after an extended period of non-usage (i.e. vacation).

### 3.6 Ready for use/first coffee:

when the indicator **SELECT PRODUCT...READY FOR USE** appears, press the appropriate button and the first coffee will be delivered.

For reasons of hygiene, it is recommended not to consume the first cup of coffee.

**The appliance is now ready!**

### 4.0 Preparing coffee

It is assumed that the appliance is ready to operate in accordance with Pt. 3.0 «Starting up», i.e. the water reservoir is filled with water, the bean container is filled with coffee beans and the indicator **SELECT PRODUCT...READY FOR USE** appears.

**4.1. When the appliance is ready for use, place 1 or 2 cups** under the dispensing head and press the appropriate coffee selection button:

for one cup = press once

for two cups = press twice

**Note:** The SOLIS MASTER 5000 DIGITAL is equipped with an automatic pre-brewing system: The ground coffee is pre-wet, the flow of water is briefly stopped and only then will the actual brewing operation start.



**Note:** The dispensing head is adjustable. You can therefore use very large cups or even a coffee glass. Simply push the dispensing head upwards and, for a coffee glass, push it back. **Do not forget to move the dispensing head to the normal position after use.**

**4.2 Selection of volume. The appliance is pre-programmed to supply 3 products:**



Coffee



Espresso



Large coffee

These values can be individually adapted in line with Pt. 8.0 under Programming.

**Note:** You have the option to interrupt the flow of coffee at any time by briefly pressing the coffee selection button (18). If the coffee selection button (18) is pressed twice, the volume will automatically be doubled for two cups.

### 4.3 Dosing the quantity of ground coffee

You can set the quantity of ground coffee to be between 6 and 9 grams (scale - to +) by setting the knob (8b) to the desired position.



### 5.0 Making hot water

for tea, soups etc.

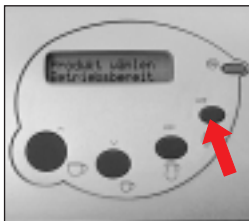
5.1 When the appliance is ready for use, place a glass or cup directly under the steam and hot water nozzle and slowly open the steam/hot water knob. Hot water will automatically be dispensed. To stop the flow of water, close the steam/hot water knob.



### 6.0 Making steam

To heat milk or other beverages and to make cappuccino.

6.1 When the appliance is ready for use, **press steam selection button (21)** and wait until the **STEAM . . . READY FOR USE** indicator appears.



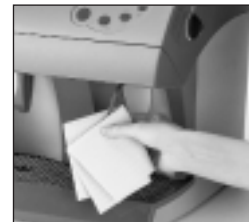
6.2 **Open the steam knob very slightly** and allow the condensation to exit into the drip tray. Afterwards, immerse the swivel steam nozzle into the liquid to be heated. Slowly open the steam knob completely and heat the liquid, using a circular movement from bottom to top.



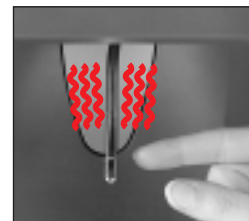
6.3 **If no further steam is required, slowly close the steam knob** and move the steam nozzle to the original position on the drip tray and switch off steam selection button (21).



**Note:** It is advisable to clean the steam nozzle with a damp cloth immediately after use.



**Important:** The steam nozzle will be extremely hot after delivery of hot water or steam. Avoid direct skin contact – danger of burns!



6.4 With the steam selection button (21) switched off, **open the steam knob again – indicator HOT WATER . . . OVERTEMPERATURE appears – and prime the machine until a steady stream of water flows from the nozzle and only the HOT WATER indicator appears (without Overtemperature).**



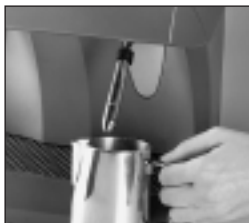
Close the steam/hot water knob. The machine is now again ready to brew coffee.

**Important:** After producing steam, it is imperative to prime/cool down the machine (see also Pt. 3.5). Otherwise, the machine will block and the **OVERTEMPERATURE** indicator will appear.



### 6.5 Making steam with special steam nozzle (separate accessory)

It is preferable to use this special steam nozzle. Simply slide over steam/hot water nozzle and proceed according to Pt. 6.1. With this special nozzle your beverage will be heated in a very short time. For cleaning, the outer part of the nozzle can be removed.



### 7.0 Grinder/Adjustment of Grinder

The standard setting of the grinder is on position 8 (+/- 2) which is the most suitable setting for most coffee beans. However, you have the option to individually adjust the grinder. Should the coffee delivery be too fast (grinds are too coarse) or too slow (grinds are too fine) the grinder is not properly set and needs to be adjusted.



#### Recommended setting of grinder: Position 8 (+/- 2)

Grinder setting › 1 = fine / Grinder setting › 18 = coarse

**Important:** The setting may only be adjusted if the grinder is in motion.

**Note:** If possible avoid extreme settings (e.g. position 1). It is preferable to test a different blend of coffee beans (not every bean is equally suitable). Furthermore, please note that the grinder adjustment will only be fully effective after having made about 3–4 coffees.

**7.1 Electronic grinder protection.** Even premium coffee blends may contain impurities such as small stones. To avoid damage, the grinder is equipped with an electronic stone sensor. If a small stone gets stuck in the grinder, a strange sound will be audible. In this case, immediately switch off the appliance. If the machine is not manually turned off, the grinder will automatically block itself after about 25 seconds at the latest. In this case, the **GRINDER BLOCKED** indicator will appear.

**Important:** Do not re-start the appliance prior to removing the stone since otherwise you may damage the motor. You may need to contact an authorized service center to rectify this fault.

**Note:** When using very large or oily beans it is occasionally possible that the beans do not slide easily towards the grinder. If this occurs, push the coffee beans towards the grinder intake and carefully clean the bean container prior to refilling it (machine must be switched off!).

### 8.0 Programming

#### Change of the programmed selection of volume

To change the programmed cup size, press the appropriate selection button and **keep it pressed** during the brewing process. **Release the selection button as soon as the desired volume of coffee has been brewed** (max. 250 ml). During this process, the LCD display shows **1 COFFEE... PROGR. QUANTIT.** If the prebrewing is activated, this will also be considered.

**Note:** To ensure that the change is registered properly, it is important to ensure that the selection button is depressed during the entire process (start of grinding) and released only on completion of the process.

**To switch to programming mode,** ensure the appliance is switched on and ready for use and **press the «ent» button (steam) until the indicator LANGUAGE . . . . WATER HARDN. appears.** The flashing cursor can be moved up/down with the arrow buttons ^ (coffee) and v (Espresso).

**The following program points will appear consecutively in the display:**

|              |               |
|--------------|---------------|
| LANGUAGE     | TOTAL COFFEES |
| WATER HARDN. | DESCALING     |
| TEMPERATURE  | SIGN. DESCAL. |
| PREBREWING   | TIMER         |
| PREGRINDING  |               |



Press the «esc» button to leave programming mode.

To select the individual program points:

- a) Select the required program point **with arrow buttons ^ and v**
- b) Activate the selected point **with the «ent» button**
- c) Now reselect the required setting **with arrow buttons ^ and v** and save with the «ent» button.

**Note:** You can exit the setting at any time without making any changes by pressing the «esc» button (but only if you have not yet saved a setting with the «ent» button).

To select language:

First select «Language» **with the arrow buttons ^ and v** and then activate **with the «ent» button**; the LANGUAGE . . . ENGLISH indicator will appear.

Now select required language with the arrow buttons ^ and v and save with the «ent» button.

To set the water hardness:

First select «Water Hardn.» **with the arrow buttons ^ and v** and then activate **with the «ent» button**; the WATER HARDN. . . . HARDNESS 3 indicator will appear.

The appliance is pre-programmed to an average value of water hardness 3, which is the correct setting for normal water conditions. If necessary, adjust the setting in line with the amount of lime/water hardness of the local water.

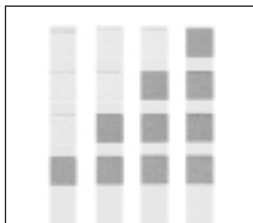
To test your water: Briefly dip the test strip delivered with the appliance into the water (1 second) and gently shake off excess water. The test result can be read off after one minute.

**Key to test strip:**

- 1 zone red = Hardness 1 (500 litres)
- 2 zones red = Hardness 2 (300 litres)
- 3 zones red = Hardness 3 (150 litres)
- 4 zones red = Hardness 4 (80 litres)

**Adjust the value with the arrow buttons ^ and v in line** with the test result.

**Note:** After the corresponding volume of water (see above) has passed through the appliance the **DESCALING** indicator will appear, at which point it is essential to descale the appliance in line with Pt. 10.0.



To select the temperature:

First select «Temperature» **with the arrow buttons ^ and v** and then activate **with the «ent» button**; the TEMPERATURE . . . . MEDIUM indicator will appear.

The value can now be reset to **Minimum, Low, Medium, High or Maximum** with the arrow buttons ^ and v

To switch on the prebrewing

First select «Prewewing» **with the arrow buttons ^ and v** and then activate **with the «ent» button**; the PREBREWING . . . . ON indicator will appear.

The value can now be reset to **Off, On or Long** with the arrow buttons ^ and v.

### To switch on the pregrinding

First select «Pregrinding» with the arrow buttons ^ and v and then activate with the «ent» button; the PREBREWING... OFF indicator will appear. The value can now be reset to **Off, On** with the arrow buttons ^ and v

### Total Coffees

First select «Total Coffees» with the arrow buttons ^ and v and then activate with the «ent» button; the TOTAL COFFEES... 18 indicator will appear. **The value indicated cannot be reset.**

### Descaling

First select «Descaling» with the arrow buttons ^ and v and then activate with the «ent» button; the DESCALING indicator will appear. **Carry out the descaling operation in line with Pt. 10.0.**

### Descaling signal

First select «Sign.Descal.» with the arrow buttons ^ and v and then activate with the «ent» button; the QUANTITY WATER... NOT REACHED indicator will appear, followed by LEFT QUANTITY... 50 l. **This display indicates that the appliance can deliver another 50 litres (coffee or water) before it requires descaling.**

### Timer

First select «Timer» with the arrow buttons ^ and v and then activate with the «ent» button; the STANDBY AFTER... 5:00 indicator will appear. **This is the setting preprogrammed by the works.**

Using the arrow buttons ^ and v, the appliance can be programmed to switch itself off at 1/4 h intervals from 0 to 12 hours. **The timer function starts after the last product is dispensed;** each time a product is dispensed the timer starts again anew. **No timer function at setting 0:00**

**Note:** If the preset time expires without any product being delivered the ((Energy Saving)) indicator will appear and the appliance will switch itself off (**ENERGY SAVING**). Press the «ent» button to switch the appliance back on again.

### To set the quantity of ground coffee:

You can set the quantity of coffee to between 6 and 9 grams (scale - to +) using the knob (8b) for setting the quantity of ground coffee in line with Pt. 4.3.



### 9.0 Cleaning and care

Always keep your SOLIS MASTER 5000 DIGITAL clean to ensure top brewing quality and to extend the working life of your machine.

### 9.1 Integral cleaning program

The SOLIS MASTER 5000 DIGITAL features a cleaning program intended as a supplement to the normal daily/weekly cleaning procedure. **It ensures effective removal of coffee fat lodged in inaccessible spots,** thereby guaranteeing fresh, great-tasting coffee if used regularly.

**We recommend you run the program once a month, or after 250 cups at the latest, depending on how much the appliance is used. The program takes approx. 5 minutes.**

**Note:**

Use our specially adapted **SOLIS SOLITABS cleaning tablets** for the cleaning program.

**Before starting the program, please remember to:**

- fill the water reservoir
- place a large container under the dispensing head (the dispensing head can be pushed upwards/backwards; it can also be removed for cleaning, see point 9.3).



**The program requires about 1.2 litres of water, including clean water for rinsing. Empty the container as necessary.**

- a) **Remove the brewing unit** and rinse away any powder remaining on the two sieves under the tap.
- b) **Put a SOLITABS cleaning tablet into the funnel** and replace the brewing unit.
- c) **Press the cleaning button after replacing the brewing unit;** the cleaning program will start automatically and the indicator **RINSING CYCLE** appears.



**Note:** the program runs through 4 cleaning cycles, including the clean water rinsing cycle, with a pause between each cycle to let the cleaning agent take effect.

- d) **As soon as the indicator RINSING CYCLE . . . FINISHED appears,** the program is finished and the appliance can be used to make coffee again on completion of the self-test. Indicator **SELECT PRODUCT . . . READY FOR USE** appears.

**9.2 Daily and weekly cleaning**

The housing is best cleaned with a damp cloth and subsequently dried.

**Note:** microfibre cloths are ideal for cleaning (Solis microfibre cloth Art. 703.05)

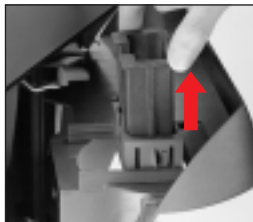
**Important:** Before cleaning the machine, always switch off and unplug the appliance.



The water reservoir (1), the drip tray (6), the cup tray (5) and the container for waste coffee (7) must be cleaned regularly. Use hot water and, if necessary, a non-abrasive detergent. Do not wash any parts in the dishwasher!

**9.3 Cleaning of dispensing head**

The dispensing head can be removed for cleaning (first open the service door (10)). Clean the dispensing head with hot water, specially the tubes. Under normal circumstances, the dispensing head should be cleaned monthly.



#### 9.4 Cleaning of grinder

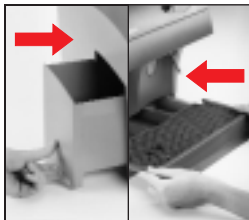
Normally, the grinder is self-cleaning. It is sufficient to occasionally remove coffee residues with the cleaning brush. Under no circumstances pour water into the bean container, as this will damage the grinder!

#### 9.5 Cleaning of brewing unit

The brewing unit should be cleaned at latest when refilling the bean container, however, at least once a week. **Prior to opening the service door (10) the appliance must be switched off with the main ON/OFF switch (9).**

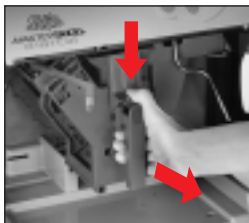
##### Proceed as follows:

- Remove the container for waste coffee and the drip tray.
- Open service door and remove the brewing unit by holding its handle and pressing on the part marked «PRESS». The brewing unit can now be cleaned with warm water. Do not put into dishwasher!



##### Note:

- When opening the service door, the dispensing head must be in the lower position.
- The brewing unit can only be re-moved if the container for waste-coffee has been removed.



- Make sure that the two steel filters are clean.** The upper filter can be removed for cleaning by unscrewing the plastic screw counter-clock-wise. A special key is provided. After cleaning and drying, replace the filter and tighten the screw with the special key.



- Carefully clean the service compartment with a non-abrasive detergent.** Residues of ground coffee are best removed with a vacuum cleaner.



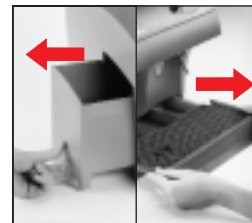
- Replace the cleaned and dried brewing unit. It will firmly click into place.**  
Close the service door.

**Important:** When replacing the brewing unit into the machine, do not press the «PRESS» lever since the brewing unit might not properly click into place and be damaged.



- Replace the container for waste coffee, the drip tray and the cup tray.**

**Note:** If the brewing unit is incorrectly positioned, the **BREW UNIT MISS** appears and the operation of the appliance will be blocked.



### 10.0 Descaling

You may choose to descale using the integral descaling program or a conventional method.

Depending on the hardness of the water (even if a water filter is used), the machine must be descaled regularly, at latest every 4–6 months. In areas with specially hard water, descaling will be necessary more often.

The **DESCALING** indicator will remind you that descaling is necessary. Although the appliance will continue to dispense coffee it is advisable to descale without delay.

**The indicator can be deleted in line with Pt. 10.7.**

Water hardness can be adjusted as required. Please see page 64

**10.1 For descaling we recommend using the specially suitable descaling agent SOLIPOL.**

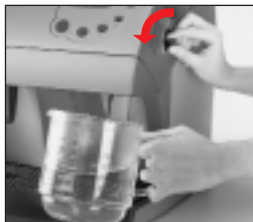


### CONVENTIONAL DESCALING

**10.2 Switch off the appliance. Pour SOLIPOL into the water reservoir in a ratio of 1:1 (0.5 litres of SOLIPOL and 0.5 litres of water). Insert reservoir into machine.**



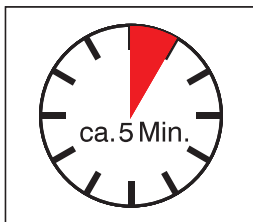
**10.3 Put large container under the steam and hot water nozzle and open steam/hot water knob. Switch on main ON/OFF switch and drain approx. 3 dl of water through the nozzle.**



**10.4 Switch off main ON/OFF switch and allow the descaling solution to work for approx. 5 minutes.**

**10.5 Repeat the procedure as per Pt. 10.3 and 10.4 two or three times** until all the descaling solution has been drained from the water reservoir. Close the steam/hot water knob.

**Carefully rinse the water reservoir and refill with fresh water.**



**10.6 Switch on main ON/OFF switch and carefully rinse the machine** by draining the fresh water (at least 1 litre) through the steam and hot water nozzle. Careful rinsing will avoid any negative influence on the taste of your coffee. The SOLIS MASTER 5000 DIGITAL is now again ready for operation.



**10.7 To delete the DESCALING indicator, switch to programming mode** (press «ent» key until **LANGUAGE** indicator appears in line with Pt. 8.0). Select «Sign.Descal.» **with the arrow buttons ^ and v and activate with the «ent» button.** The display will show:

- a) **QUANTITY WATER . . . . NOT REACHED . . . LEFT QUANTITY . . . 1 . . .** (if you descale before descaling message appears) or  
 b) **RESET DESCALING . . . . YES** (Change between YES/NO with the arrow buttons)

**In both cases activate with the «ent» button or confirm YES/NO as appropriate (change between Yes and No with the arrow buttons ^ and v). The descaling indicator is now reset to 0. Press the «esc» button to leave the program.**

**Important:** Regular descaling will protect your machine from costly repairs. Any damage due to a lack of regular descaling, incorrect operation or noncompliance with this user's manual are not covered by warranty. **Under no circumstances is vinegar to be used for descaling since this will damage the machine.**



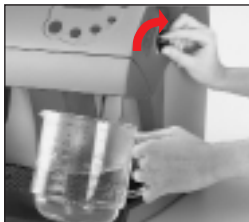
#### DESCALING USING THE INTEGRAL DESCALING PROGRAM

Please refer to/follow points 10.1 and 10.2 before running the integral descaling program.

**Note:** The descaling program takes about 40 minutes, including rinsing

10.8 Select «Descaling» with the arrow buttons ^ and v and activate with the «ent» button.

10.9 Put a large container under the steam and hot water nozzle and slowly open the steam/hot water knob; the **MACHINE IS . . . . DESCALING** indicator appears and the automatic descaling program starts.

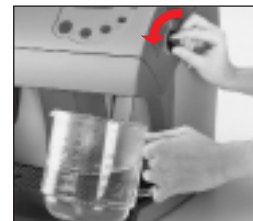


The program runs in intervals until the **DESCALING . . . FINISHED** indicator appears.

10.10 Now close the steam and hot water knob and press the «ent» button; the **RINSE MACHINE** indicator appears. Rinse water reservoir thoroughly, fill with fresh water and replace.



10.11 Repeat the process of holding a large container under the steam and hot water nozzle, slowly open the steam/hot water knob and allow the fresh water in the reservoir to flow through the nozzle until the indicator **RINSING . . . FINISHED** appears. Close the steam and hot water knob again. The descaling program is now finished; switch from the program back to the operating mode with the «ent» button; the **WARMING UP . . .** indicator appears.



**Important:** Regular descaling will protect your machine from costly repairs. Any damage due to a lack of regular descaling, incorrect operation or noncompliance with this user's manual are not covered by warranty. **Under no circumstances is vinegar to be used for descaling since this will damage the machine.**



### 11.0 Trouble shooting

Repairs may only be carried out by the SOLIS Service Centre or specially trained experts properly authorised by SOLIS. Service work carried out by unauthorized persons may result in substantial danger to the user of the machine and we decline any responsibility for any subsequent damages.

In such cases, the warranty will be null and void.

Prior to returning your machine to the service centre, please study the following points carefully. Very often the problem can be solved and inconveniences avoided.

| Fault  | Possible causes  | Resolution  |
|--|--|---|
| <b>The appliance will not come on at the mains switch (no display)</b> | <ul style="list-style-type: none"> <li>– no power supply</li> <li>– open service door</li> </ul>   | <ul style="list-style-type: none"> <li>– check power cord and fuse</li> <li>– service door is not properly closed – check.</li> </ul>             |
| <b>Automatic brewing cycle will not start</b>                          | <p>Error message appears on LCD display.<br/>Refer first to «Indicator Explanations» on page 57<br/>Then check:</p> <div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: 5px auto;"> <p><b>BREWUNIT BLOCK.</b></p> </div> <div style="border: 1px solid black; border-radius: 15px; padding: 5px; width: fit-content; margin: 5px auto;"> <p><b>GRINDER BLOCKED</b></p> </div> <ul style="list-style-type: none"> <li>– «Steam» button is switched on.</li> </ul> | <p>Turn appliance off and back on again. Shut service door.</p>   |
| <b>No hot water/steam</b>  | <ul style="list-style-type: none"> <li>– Steam nozzle blocked</li> </ul>   | <ul style="list-style-type: none"> <li>– Pierce opening with thin needle</li> </ul>   |
| <b>No froth on coffee</b>  | <ul style="list-style-type: none"> <li>– unsuitable coffee blend or coffee is no longer fresh</li> <li>– cups too cold</li> <li>– coffee is ground too coarsely/too finely</li> </ul>  | <ul style="list-style-type: none"> <li>– try different coffee blend</li> <li>– pre-heat</li> <li>– change grinder setting</li> </ul>              |
| <b>Brewing unit cannot be removed</b>                                  | <ul style="list-style-type: none"> <li>– Brewing unit is not correctly positioned</li> </ul>   | <ul style="list-style-type: none"> <li>– switch on appliance, shut service door, the brewing unit will now align itself automatically.</li> </ul> |
| <b>Machine takes too long to heat up or water flow is inadequate</b>   | <ul style="list-style-type: none"> <li>– Machine needs descaling</li> </ul>  | <ul style="list-style-type: none"> <li>– descale according to Pt 10.0</li> </ul>  |



## 12.0 Service and maintenance

Proper and trouble-free functioning of the machine is subject to regular cleaning and descaling in accordance with our recommendations. Despite proper service and maintenance, every espresso machine is subject to normal wear and tear if used intensively. Regular control by the SOLIS Service Centre or a properly authorised service person will prolong the life of your machine and ensure top quality coffee.

In case of repairs, please contact:

### Switzerland:

SOLIS AG, Service Centre  
Solis-Haus  
8152 Glattbrugg-Zurich  
Phone 01/810 18 18, Fax 01/810 30 70  
E-Mail: info@solis.ch  
Internet: www.solis.ch

### Germany:

SOLIS DEUTSCHLAND GmbH  
Service Centre  
Am Krebsgraben 18  
D-78048 VS-Villingen  
Phone (07721) 8406-0  
Fax (07721) 8406-33  
E-Mail: info@solis.de  
Internet: www.solis.de

**In all other countries** where SOLIS products are sold, please **refer to the SOLIS service center** mentioned in the warranty card.

**Attention:** In compliance with our warranty conditions, all service work is to be carried out only by the SOLIS Service Centre or properly authorized service persons.

## 13.0 Useful tips about coffee

Good coffee depends not only on the appliance used but also on the quality of the water, the blend of coffee, the grinding, the temperature etc.

Keep the following tips in mind:

- Always use fresh coffee and darker roasts, such as the SOLIS products specially blended for use with espresso machines.
- Fresh coffee should always be stored in a cool place.  
It can be deep frozen and may be used directly while still cold.
- If the coffee flows too fast or too slowly, the reason usually is the incorrect setting of the grinder.
- Coffee flows too fast: adjust grinder to a lower position, e.g. Pos. 5
- Coffee flows too slow: adjust grinder to a higher position, e.g. Pos.11

### Recommended grinder setting: Position 8 (+/-2)

**Important:** the grinder may only be adjusted while it is in motion.

- Coffee tastes best when using pre-warmed cups. For quick and easy prewarming of cups, rinse the cup with hot water from the hot water nozzle.

**14.0 Recommended Accessories**

To simplify the care and maintenance of your SOLIS MASTER 5000 Digital, we recommend:

**Water filter SOLIS AQUA SELECT:**

helps to reduce water hardness and avoids premature calcification.

**SOLIS SOLITABS cleaning tablets**

Especially adapted for cleaning coffee machines. Effectively remove coffee fat and residues and ensure great-tasting coffee if used regularly. Not classified as toxic in Switzerland.

**Descaling agent SOLIS SOLIPOL.**

Especially designed for easy descaling of espresso machines.

**CAFÉ SOLIS coffee blends:**

A variety of exclusive blends especially selected for espresso machines. Good coffee is guaranteed.

**SOLIS storage tin:**

Especially suitable to store opened packets of coffee.



**In Switzerland**, these accessories are available from specialist stores, supermarkets and department stores or directly from:

**SOLIS MAIL AG, 6850 Mendrisio**

**Phone 0848 804 884**

**Fax 0848 804 890**

**E-Mail: [info@solis-mail.ch](mailto:info@solis-mail.ch)**

**Internet: [www.solis-mail.ch](http://www.solis-mail.ch)**

**In all other countries**, these SOLIS accessories can be obtained through the trade or directly from the **SOLIS subsidiaries or distributors**. Please refer to the addresses of the **SOLIS subsidiaries and distributors** on the warranty.

**15.0 Technical data****Materials used:**

Complete housing                    ABS plastic

**Machine features:**

Voltage:                                230 V (USA: 115 V)  
 Power consumption:                1250 watts  
 Heating system:                    thermal block  
 Pump:                                 electro magnetic  
 Grinder:                              burr grinder with stone sensor  
 Bean container:                    approx. 300 g  
 Water reservoir:                    1.8 litres  
 Dimensions (w x h x d):            360 x 380 x 360 mm  
 Weight:                                approx. 9.5 kg  
 Power cord:                         1.2 m  
 Controls:                             electronic with LCD display  
 Pre-brewing system:                electronic  
 Warm up time coffee:              approx. 2 min.  
 Warm up time steam:                approx. 3 min.  
 Overheating protection:            thermostats  
 Used coffee grounds:                ejected automatically  
 Water volume:                        regulated electronically  
 Ground coffee quantity:            6–9 grams  
 Cleaning/descaling programs:     integral  
 Steam and hot water nozzle:        swivel  
 Beverage preparation times:  
 – espresso                            approx. 20 sec./cup  
 – café crème                         approx. 30 sec./cup  
 – hot water                            approx. 60 sec./cup  
 – milk (steaming/frothing)        approx. 60–90 sec./cup

Warranty:                              as per enclosed warranty card

**Accessories:**

key for brewing unit  
 cleaning brush

**Safety approvals and approbations:**

This products complies with SEV and international safety regulations



**This product complies with EMV-regulations of the European Community (89/336/EWG) as per separate declaration of conformity.**

**Specifications are subject to change without notice.**

**16.0 Disposal**

Before disposal, you should render your old appliance inoperable by first unplugging the appliance and then cutting through the mains cord. Electrical equipment should be disposed of in an environmentally responsible way, and should not be thrown out with ordinary household waste. Return your appliance to an official collection point or to your retailer. Your local waste disposal service can advise you.

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**SOLIS-Gesellschaften und Kundendienstzentralen:  
Sociétés et centres de service après-vente SOLIS:  
Società e centri di servizio clientela SOLIS:  
SOLIS Subsidiaries and Service Centres:**

**Schweiz / Suisse / Svizzera / Switzerland**

SOLIS AG  
Solis-Haus  
8152 Glattbrugg-Zürich

Tel. 01/810 18 18  
Fax 01/810 30 70  
E-Mail: [info@solis.ch](mailto:info@solis.ch)  
Internet: [www.solis.ch](http://www.solis.ch)

**Deutschland / Allemagne / Germania / Germany**

SOLIS DEUTSCHLAND GmbH  
Am Krebsgraben 18  
78048 VS-Villingen

Tel. (07721) 8406-0  
Fax (07721) 8406-33  
E-Mail: [info@solis.de](mailto:info@solis.de)  
Internet: [www.solis.de](http://www.solis.de)