

Podio X1

Operator Manual



V1.7

COSTA
COFFEE
PROFESSIONAL



Operator assets QR codes

Scan the QR codes to access:



- All Operator assets
- Installation guide
- Replenishment guide
- Health & Safety guide
- MSDS & COSHH
- Daily compliance log
- Alarm guide
- Drink Preparation SOPs & videos
- Machine overview video
- Daily cleaning video
- Installation video
- Descale video
- Filter change video

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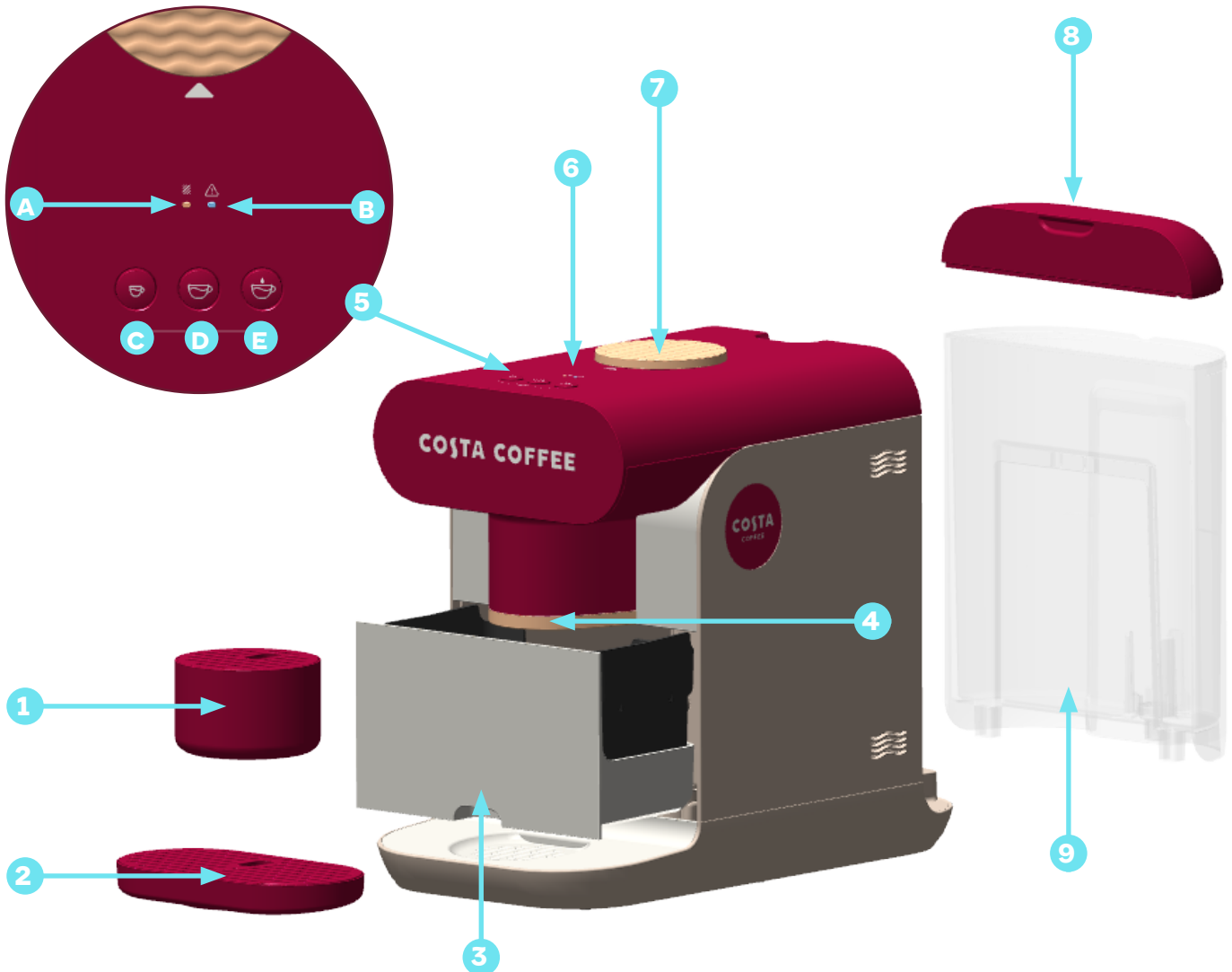
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1.
Machine Overview

1. Machine overview

1.1 Machine navigation



Glossary of Parts:

- 1 Espresso cup stand & drip tray
- 2 Tall cup drip tray*
- 3 Capsule Bin
- 4 Dispense Head (non-removable)
- 5 Drink Selection Buttons:
 - C Small Espresso/Large Espresso
 - D Small Americano
 - E Large Americano/**Caffe Crema/
Hot Chocolate
- 6 Status Indicators
 - A “Used Capsule Bin full” indicator
 - B “Multifunction” Indicator
- 7 Capsule Intake & Cover
- 8 Water Tank Lid
- 9 Water Tank - capacity is 2 litres

*The tall cup drip tray can be used in place of the espresso cup stand subject to preference.

** Subject to market availability.

2.

Safety instructions

2. Safety instructions



**Read the following instructions CAREFULLY!
This will prevent the risk of accidents and damage to the appliance.**

- This appliance is designed for use in domestic and similar applications, such as: staff kitchen areas in shops, offices and other workplaces; in hotels, holiday farms, motels, B&Bs and other residential-type places.
- Only use the special Costa Coffee capsules.
- Any use not covered by these instructions can be hazardous and voids the warranty. The manufacturer declines any liability for damage resulting from improper use of the appliance.
- After unpacking, check the good condition of the appliance. In case of damage, or at the first sign of faultiness (unusual noises or odours), or for any problem occurring inside the appliance, do not use it. Contact the Costa Coffee Contact Centre.
- The packaging elements (plastic bags, etc.) are potential hazards and must not be left within reach of children.
- Only use the appliance if the power cord is intact. To replace a damaged cord, contact the Costa Coffee Contact Centre. Danger of electrocution.
- Store and use the appliance only indoors. Make sure the electrical elements, plugs and cables are dry. Never immerse the appliance. Protect the appliance from sprays and drips. Water and electricity together create a risk of electrocution.
- Only connect the appliance to approved power sockets. Make sure the supply voltage matches that shown on the data plate located on the bottom of the appliance.
- The surface on which the machine is installed must be flat, solid, stable and heat resistant; it must not slope more than 2°.
- Do not allow the appliance to be used by persons (including children) with impaired mental, physical or sensory faculties or insufficient experience and expertise, unless they are carefully supervised and instructed by a person responsible for their safety. Children must be kept under supervision to prevent them from playing with the appliance!
- Do not leave the power cord near hot surfaces and sharp edges or objects.
- Never place hands inside the capsule compartment. Danger of injury.
- It is advisable to close the lid completely by sliding it towards the buttons before each dispensing.
- Never remove parts of the machine, except those indicated for daily cleaning.
- Do not insert anything in the openings. This could cause electric shocks! Any operation not described in this instruction manual must only be carried out by Costa Coffee. Grip the plug without pulling on the cord to disconnect it.
- Descale the appliance regularly, according to the instructions. Otherwise, the appliance could become damaged.

2. Safety instructions

- Clean the appliance carefully and regularly. The deposit created in case of no cleaning could be harmful to health. Unplug the appliance and allow it to cool before cleaning.
- Unplug the appliance if it is not going to be used for long periods (holidays, etc.).

2.1 Instructions for use and disposal



The appliance is made with high quality materials that can be reused or recycled. Dispose of the appliance at a suitable waste collection centre. Requirements for the correct disposal of the product in compliance with Directive 2012/19/ EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE).



Requirements for the correct disposal of the product in compliance with Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment (WEEE).

At the end of its service life, the product must not be disposed of together with household waste. It can be taken to a suitable recycling centre set up by the local authorities or returned to a dealer who provides this service. Disposing of an electrical appliance separately prevents possible negative consequences for the environment and health due to inadequate disposal and allows the materials used in its construction to be recovered in order to obtain significant savings in terms of energy and resources. The crossed-out bin symbol on the product highlights the obligation to dispose of electrical appliances separately. Improper disposal of the product by the user will involve the application of administrative penalties as provided for under current regulations. The packaging is made from recyclable materials.

Contact the competent authorities for information regarding local regulations.

2. Safety instructions



Whenever you do anything with your Costa machine, always think:

SAFETY

Always approach every task from a safety point of view.

THINK

Do you need to carry out a site specific risk assessment to perform the task safely?

OBSERVE

Look at the task and the area in which it will be carried out.

PROCESS

Once all the safety measures are in place to ensure risk free operations, carry out the task

Always follow the below points when cleaning the machine:

- All cleaning activities for the machines must take place in a food safe kitchen environment with ample sink size for effective washing of all the removable parts.
- Cleaning the removable parts in non food safe areas (such as toilet sinks) present huge contamination risks from bacteria and other micro-organisms and ultimately will contaminate the milk/water lines and present unsafe drinks.
- Always wash your hands before and after performing any replenishment and cleaning.
- Always use a fresh, clean disposable paper towel after cleaning each individual part of the machine. Discard the towels immediately after use.
- All containers if not in use, must be cleaned and sanitised before storage. They must be kept in food safe conditions.
- Always use your Personal Protective Equipment (PPE) – gloves and goggles – when carrying out a chemical clean.
- Never leave the machine unattended when performing any cleaning tasks.
- Do not place any parts of the machine (e.g. drip tray), food ingredients or consumables (e.g. cups, stirrers), directly on the floor at any time.
- Always take care when handling hot liquids.

Report any faults or concerns immediately to the Costa Coffee Contact Centre



ENVIRONMENTAL TIP:

We are committed to reducing our impact on the environment. When operating your Costa Coffee machine, consider how you can reduce and recycle your waste and ensure your waste water is placed in the correct drains.

3.
Operation

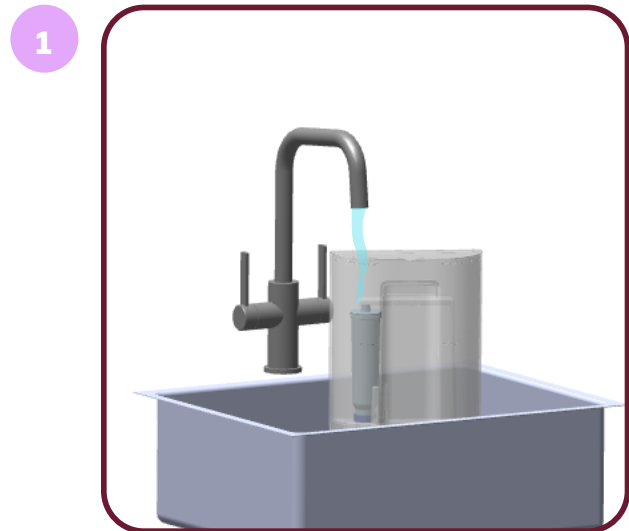
3. Operation

3.1 Turn the machine on

!



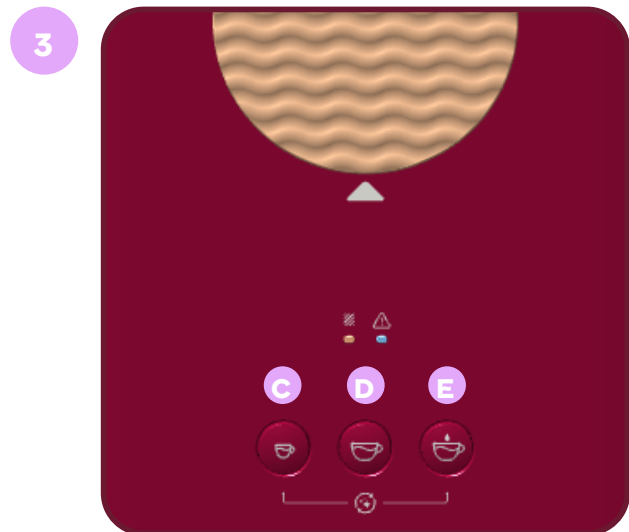
For first time install, scan the QR code for the Installation Guide.



Fill the water tank with fresh, non-carbonated water.



Insert the plug in the power socket; the machine switches on.



Buttons **C-D-E** blink at the same time; the machine is heating up. When the buttons light up steady, the machine does a rinse cycle dispensing water. After rinsing, the appliance is ready to use.

3. Operation

3.2 Energy saving

The machine automatically reduces consumption after 60 minutes if non-use. Buttons **C-D-E** and the indicators are off.

To restore normal operating conditions press any button or insert a capsule. The machine starts heating up.

When buttons **C-D-E** light up steady, the machine is ready to use.

3.3 Rinse cycle



Info: Traces of the product just dispensed may remain in the machine circuit. To ensure the full taste of the drink, it is advisable to do a rinse cycle when dispensing a product other than coffee.

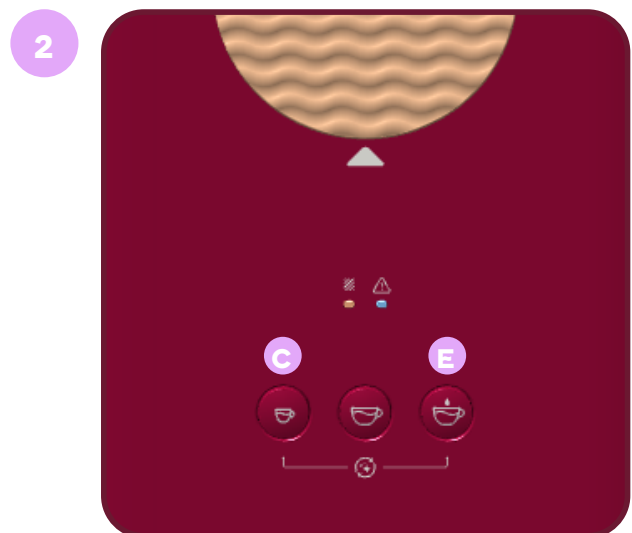
After dispensing of a product other than coffee, buttons **C-E** blink to indicate that the machine needs a rinse cycle. If the rinse cycle is not carried out in the 20 seconds after the drink is dispensed, it will be carried out automatically by the machine 5 minutes after the first warning, therefore always leave the drip-tray under the dispenser.



Info: This alert remains active for about 20 seconds and the rinse cycle can be activated as described below. After this period, if no operation is performed, the machine returns ready for use.



Place the drip-tray or a container of suitable size under the dispense head.



Press only one of the buttons **C-E**. The machine will do a rinse cycle dispensing water, Wait for the machine to finish dispensing.

3. Operation

3.3 Rinse cycle (continued)

3



After rinsing, the machine is ready to use.

4



Empty the container used to collect the water dispensed by the machine.

3. Operation

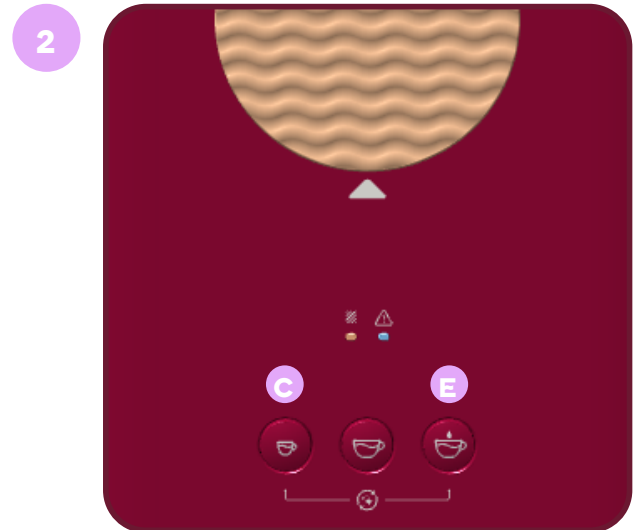
3.4 Manual rinse

i

Info: At any point the Operator can prompt a manual rinse on the machine. To do this follow the below process:



Ensure that the drip tray or espresso cup stand is in place.



Press buttons C & E at the same time to start the rinse.



The machine will dispense a small amount of water into the drip tray or espresso cup stand.



Empty the drip tray or espresso cup stand.

3. Operation

3.5 Cup height adjustment

i

Info: The machine can be adjusted for large cups or espresso cups.



For large drinks use the Tall cup drip tray.



For a better result when using espresso cups, the espresso cup stand & drip tray must be inserted.

3. Operation

3.6 General operating indications

Rinsing signal:

Buttons **C-E** blink at the same time.

Descaling signal:

When indicator **B** blinks **Yellow**, it is advisable to do the descaling cycle.

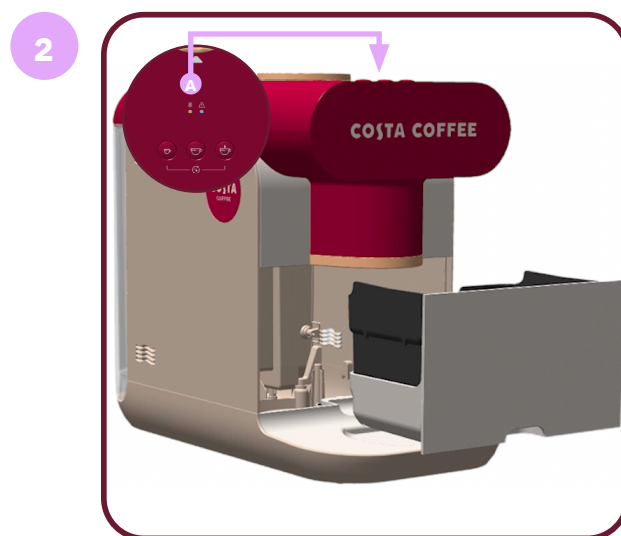
Heating:

Buttons **C-D-E** will blink at the same time.

Signal to empty the used capsule bin:



When indicator **A** blinks **Red**, the machine alerts the user to empty the used capsule bin; in this case the machine still allows the dispensing of drinks.



When indicator **A** lights up **Steady Red** the machine is blocked and the user must empty the capsule bin.

i

Info: The used capsule bin can be emptied even when the machine is in “energy saving”; in this case the machine resets the drawer capsule counter but no LED is activated.

When the water runs out during operation:

When indicator **B** blinks **Red** and 3 beeps sound followed by a single intermittent beep; the water tank is empty.

- Fill the water tank with fresh non-carbonated water.

i

Info: No capsules must be inserted in the machine until the filling cycle is finished.

3. Operation


Press one of the buttons **C-D-E**. Wait for the machine to complete the water filling cycle. When buttons **C-D-E** light up steady, the machine is ready to use.

If a wrong capsule is inserted:

- If an already used or not compatible capsule is inserted, the machine automatically rejects this capsule and prepares for a new use.

If a capsule gets stuck inside the machine:

- The machine tried to insert the capsule in the group 3 times but failed and operator intervention is required.

 **Attention:** Operate with maximum caution. **NEVER** insert fingers to remove the capsule; use a metal tea spoon to operate in maximum safety. To avoid damaging the machine do not use sharp objects or knives.

1



Switch off the machine by unplugging it.

2



Empty the used capsule bin.

3. Operation



Check if the capsule is stuck in the group. Insert a metal tea spoon in the group to remove the capsule. Remove the metal tea spoon.



Plug the machine in to switch on, only after removing the metal tea spoon. Wait until the machine is ready to use.

i

Info: If the malfunction occurs often; contact the Costa Coffee Contact Centre.

!

Important: Once a month, it is essential to unplug the machine and plug back in to receive important software updates.

4.

**Dispensing a
product**

4. Dispensing a product

4.1 Drink offering overview

Step 1: Choose your drink

Small Espresso-based coffees:

 **Espresso**

 **Americano**

Large Espresso-based coffees:

 **Espresso**

 **Americano**

Long coffees:

 **Caffé Crema** One size only

Something sweet:

 **Hot Chocolate** One size only

Step 2: Choose your blend



Signature blend

Medium Roast | Smooth & Nutty



Intensity: **8**

8.5g



Signature blend

Dark Roast | Bold & Chocolatey



Intensity: **10**



Columbian

Medium Roast | Rich & Caramelly



Intensity: **7**



Decaf blend

Medium Roast | Caramelly & Chocolatey



Intensity: **6**



Signature blend

Medium Roast | Smooth & Nutty



Intensity: **8**

13g



Caffé Crema blend

Dark Roast | Nutty & Biscuity



Intensity: **9**



Hot Chocolate

Rich & Creamy

*Capsules available are subject to market set-up

4. Dispensing a product

4.2 Correct use of the buttons

- For the correct dispensing of products, the machine uses a fully automatic system that lights up the most appropriate button.
- The button lights up after capsule insertion.
- After capsule insertion, more buttons may light up; this means that one of the two lit up buttons can be used independently for that specific product.

i

Info: If the capsule has not been correctly detected, it will be rejected into the capsule bin.

i

Info: Traces of the product just dispensed may remain in the machine circuit; to ensure the full taste of the drink, it is advisable to do a rinse cycle when dispensing a product other than coffee (**See page 12 section 3.4**).

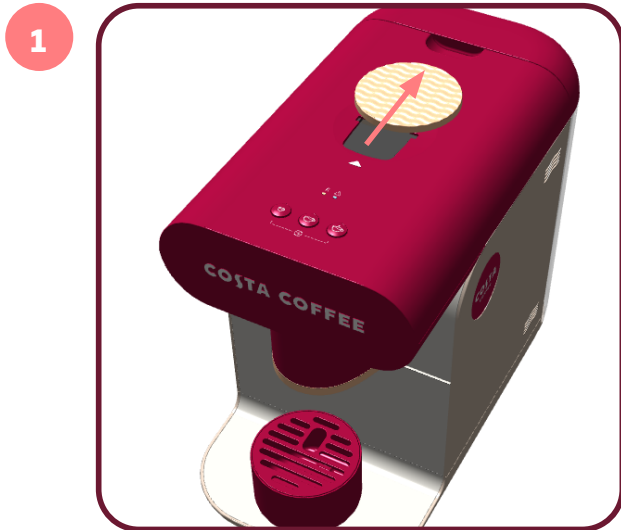
4. Dispensing a product

4.3 Dispensing coffee

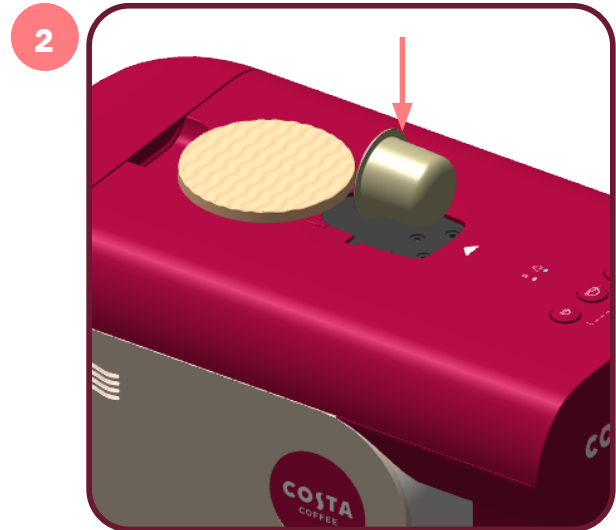


Please note that only COSTA PODIO capsules will work in Costa Podio machines.

Do not try to use any other capsules as this may damage the machine.



Slide the lid towards the water tank to access the capsule compartment.



Insert the capsule, pressing it gently inside.



Close the lid completely by sliding it towards the buttons. The machine recognises the capsule and lights up the appropriate button.



Place relevant crockery or takeaway cup under the dispense head. Press the lit up button. The pressed button will blink.

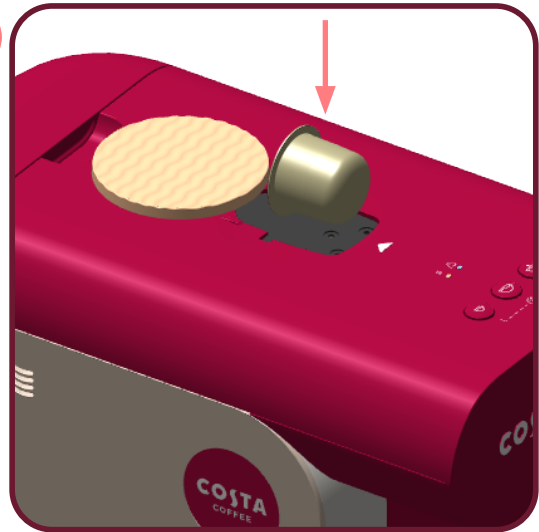
4. Dispensing a product

4.3 Dispensing coffee (continued)

5

Dispensing will stop on reaching the programmed amount and a beep will sound.

6



During dispensing, a subsequent coffee can be dispensed by inserting the capsule, pressing it gently inside.

7



After dispensing, the machine ejects the used capsule into the capsule bin.

4.4 Dispensing hot chocolate




- After dispensing a hot chocolate the machine buttons **C-E** will flash for **10 seconds** indicating a rinse is required, press **C or E** to complete rinse.
- If you do not press within **10 seconds** the machine will automatically run a rinse after approx. **5 minutes**.
- If a rinse cycle needs to be completed after the 10 seconds but before 5 minutes, follow the Manual rinse process on **page 12 section 3.4**.

5.
Cleaning


5.1 Cleaning equipment

5.1.1 Items required for cleaning:



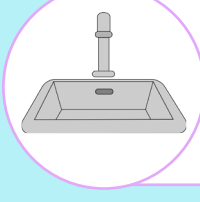
Personal Protective Equipment (PPE)

- When completing the cleaning cycle, protective gloves and goggles must be worn
- PPE must not be shared between colleagues and it remains the employers responsibility to provide adequate supplies
- Refer to Safety Data sheets for the safe handling of chemicals



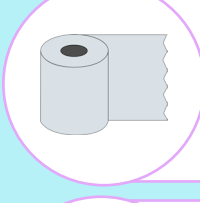
Costa Approved Sanitiser

- Must be diluted following manufacturers guidance
- Ensure the manufacturers contact time is adhered too



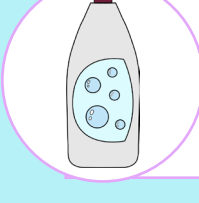
Dedicated sink

- In a food safe environment
- Large enough to clean the water tank with hand hot, potable water

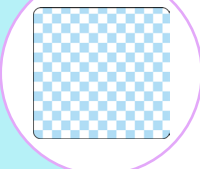


Disposable paper towels

- Always use a fresh, clean paper towel for each cleaning step.



Washing up liquid



Disposable cleaning cloths

| Operation | Frequency |
|-----------------------------|-------------------------------|
| Machine Cleaning | Daily |
| Circuit Rinse | When signalled by the machine |
| Softener Filter Replacement | Every 2 months |
| Descaling | When signalled by the machine |

Cross contamination is a risk when cleaning the machine. Therefore, it's important to follow all of the cleaning instructions carefully and diligently.

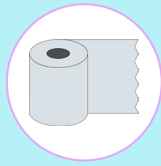
Always remember to:

- Wash your hands regularly, including before handling any stock and before coming into contact with any of the machine services.
- Use a fresh, clean, disposable paper towel after cleaning each individual part of the machine.
- Discard the paper towel immediately after use.
- DO NOT use dishwashers to clean any elements of the machine, this can present a contamination risk.

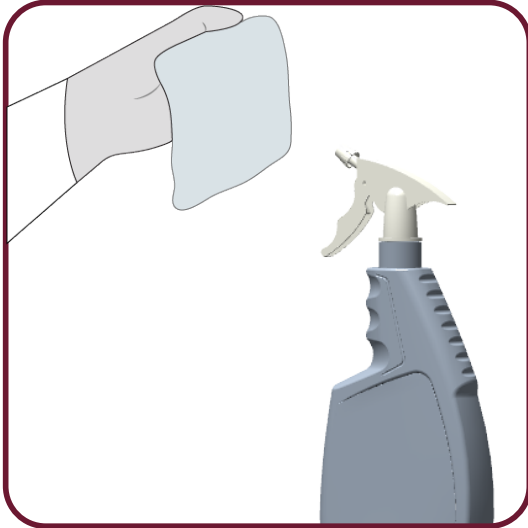
5.2 Daily cleaning tasks

5.2.1 Cleaning the dispense head:

Items required for cleaning:



1



Spray the disposable paper towel using approved sanitiser.

2

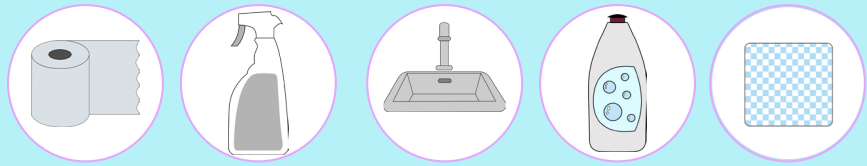


Wipe down the dispense head to remove any build up. Dispose of paper towel.

5.2 Daily cleaning tasks

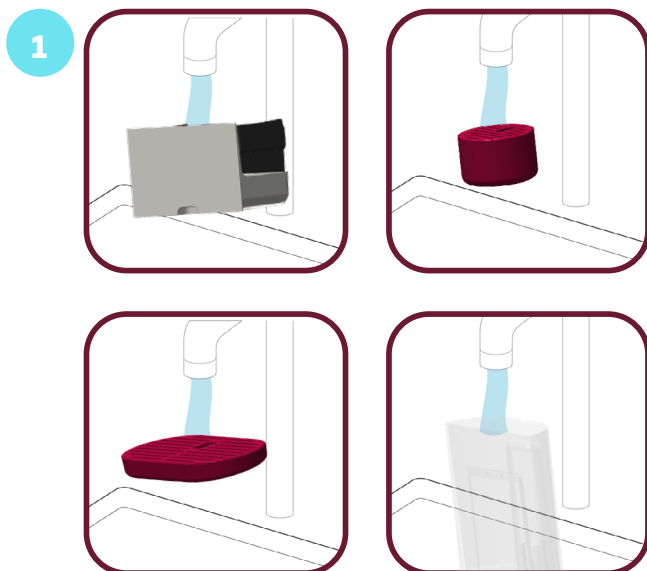
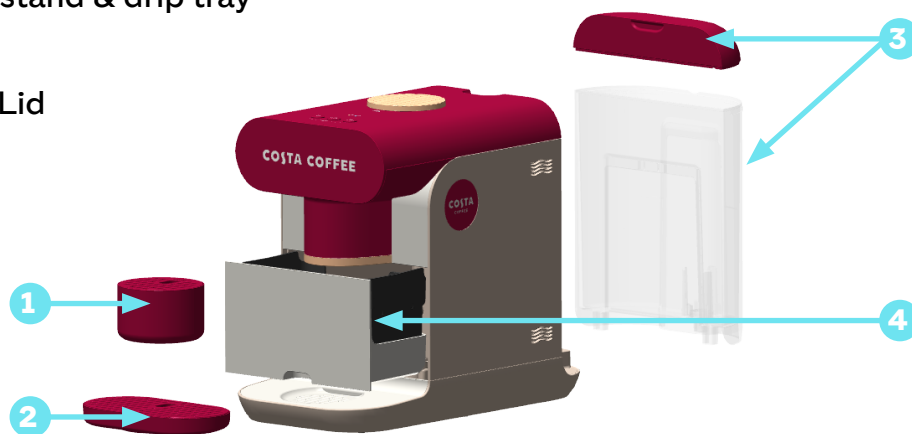
5.2.2 Cleaning the removable areas:

Items required for cleaning:

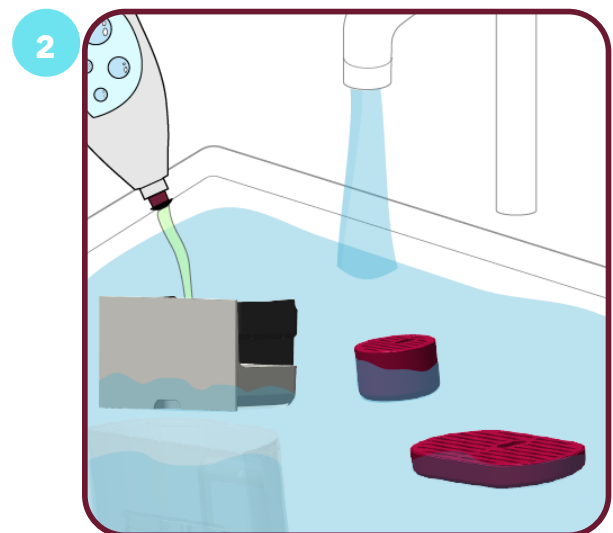


The below cleaning task should be the same for the following areas of the machine (labelled):

- 1 Espresso cup stand & drip tray
- 2 Tall drip tray
- 3 Water Tank & Lid
- 4 Capsule Bin



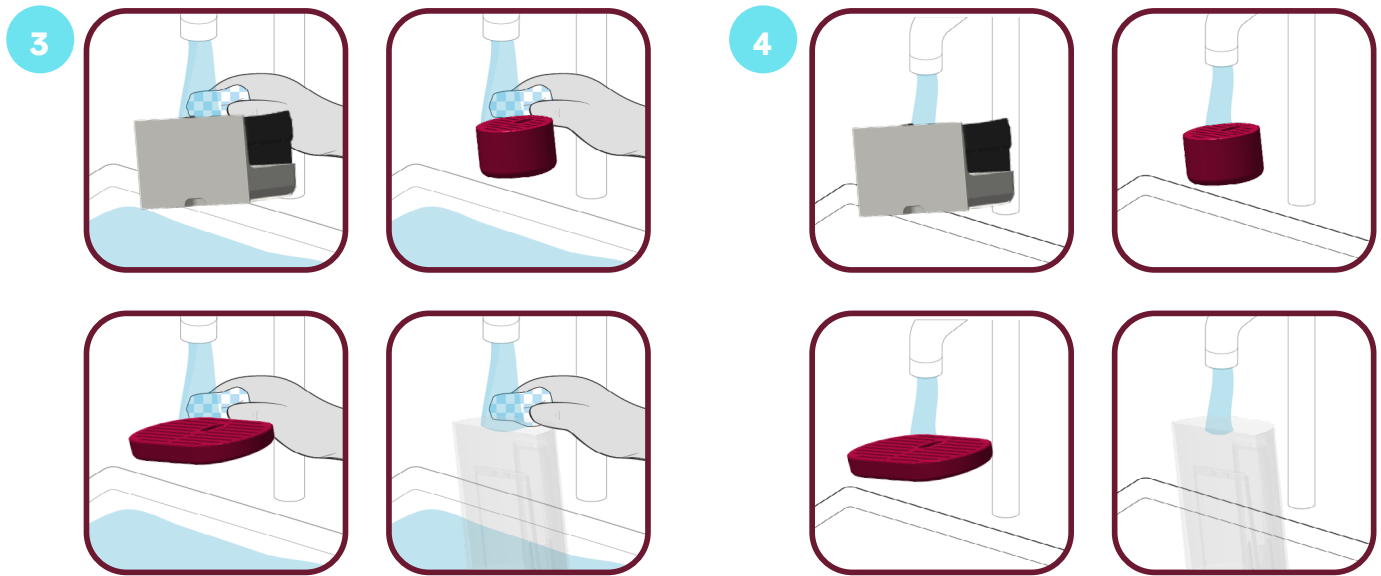
Rinse the Cup Podium, Water Tank & Capsule Waste Container in hand hot, potable water to remove build up.



Fill the sink with hand hot water and washing up liquid, diluted as stated by the manufacturer. Place the Cup Podium, Water Tank & Capsule Waste Container into the soapy water.

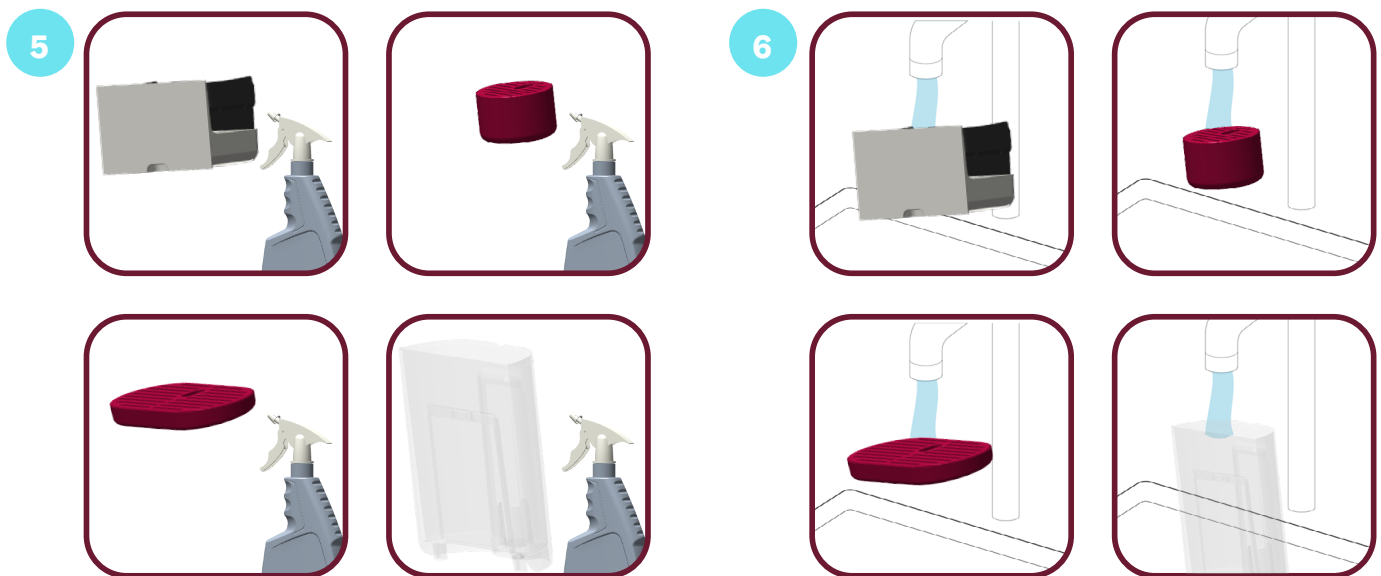
5.2 Daily cleaning tasks

5.2.2 Cleaning the removable areas (continued):



Using a new cleaning cloth, thoroughly clean the Cup Podium, Water Tank & Capsule Waste Container in the soapy water. When all elements have been cleaned, dispose of the cleaning cloth.

Rinse off any excessive bubbles.



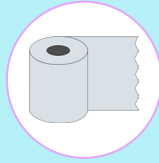
Sanitise the Cup Podium, Water Tank & Capsule Waste Container with Costa approved sanitiser, leave in a food safe environment for the contact time stated in the manufacturers guidelines.

Rinse the sanitiser off and place the Cup Podium, Water Tank & Capsule Waste Container back in the machine (wet).

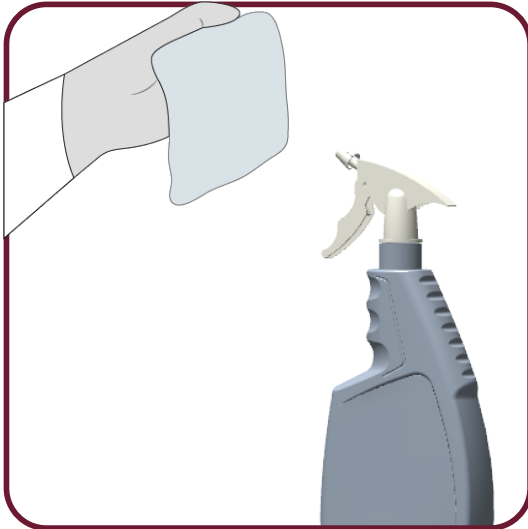
5.2 Daily cleaning tasks

5.2.3 Cleaning the external surfaces:

Items required for cleaning:



1



Spray the disposable paper towel using approved sanitiser.

2



Wipe down the external surfaces to remove any build up. Dispose of paper towel.

5.3 Softener filter replacement

5.3.1 Softener filter replacement

i

Info: Replacement must occur in any case within 2 months from installation of the filter in the machine. This ensures correct functioning of the machine, avoiding excessive scale build-up.

Attention! Read the precautions contained in the softener filter packaging.

1



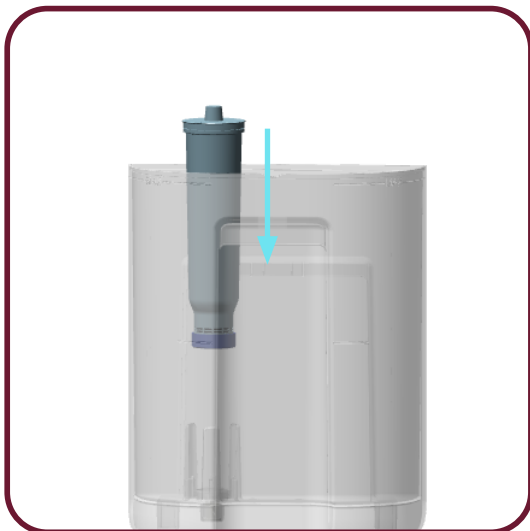
Ensure the machine is off and unplugged.

2



Remove the cartridge from its pack, check that the rubber seal exposes water inlet holes and hold filter under running water for 60 seconds (wetting the gasket).

3



Remove old filter (if in place) and insert new filter into the water tank, making sure it is secure.

4



Rinse water tank and refill with fresh cold drinking water. Insert water tank and replace lid.

5.3 Softener filter replacement

5.3.1 Softener filter replacement (continued)



Attention! Ensure the below is correct before proceeding:



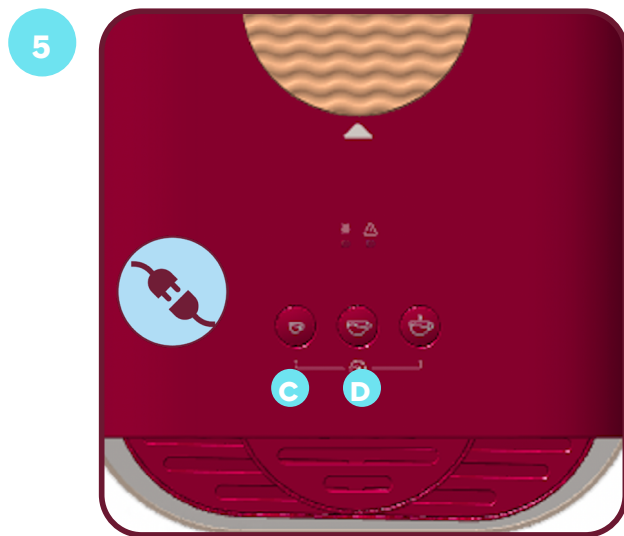
Ensure the water filter seal is pulled down so that the filter inlet is visible.



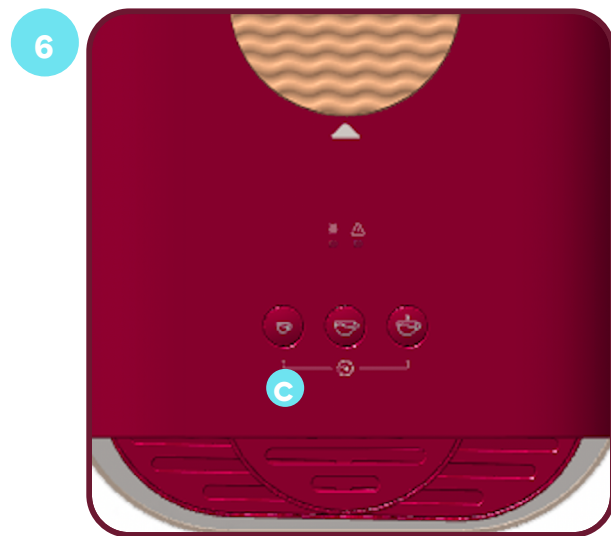
When placed into the water tank, ensure the filter inlet is visible

5.3 Softener filter replacement

5.3.1 Softener filter replacement (continued)



Keeping buttons **C-D** pressed, plug the machine in to switch it on; wait to hear a beep.



Release buttons **C-D**. If all buttons are lit; software is active. If the software is not active, refer to the Installation Guide.



Place a 500ml container under the dispense head. Press and hold button **D** for 3 seconds. The machine will now dispense approx 500ml water.



With no buttons pressed, switch the machine off by unplugging it to store the setting. Then, switch the machine on again by plugging it in.



Info: This function must be activated only if the filter is installed; in any other case it must be deactivated, because the machine may undergo a malfunction not covered by the warranty.

5.3 Softener filter replacement

i

Info: This function must be activated only if the filter is installed; in any other case it must be deactivated, because the machine may undergo a malfunction not covered by the warranty.

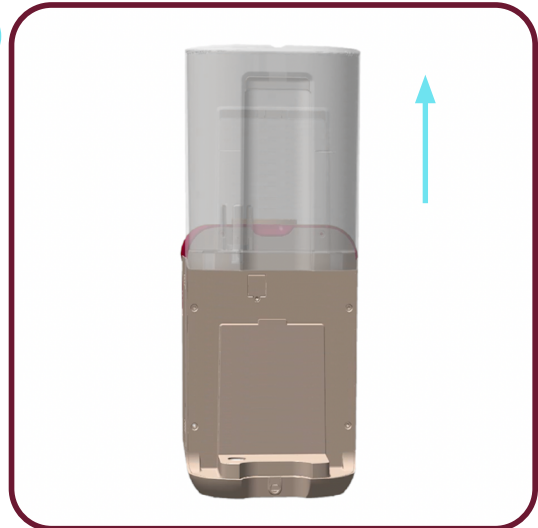
5.3.2 First use or after a long period of non-use

1



Remove the water tank lid.

2



Remove the tank from the machine.

3



Fill the tank with fresh, non-carbonated water. Never exceed the maximum level indicated in the tank.

i



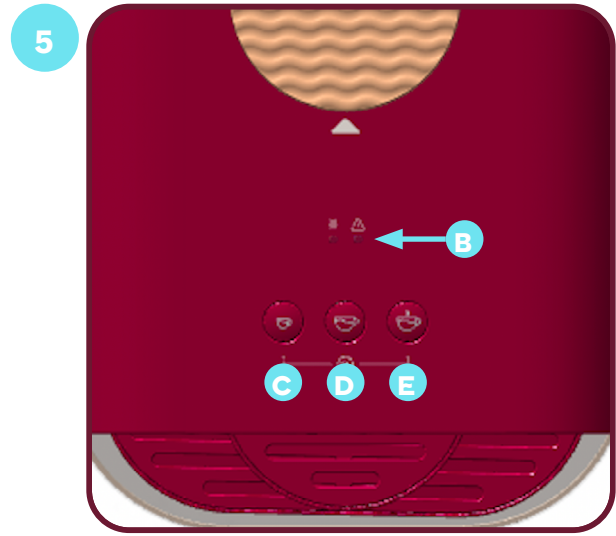
Info: Topping up with a small amount of water can be done without removing the tank. Remove the top cover.

5.3 Softener filter replacement

5.3.2 First use or after a long period of non-use (continued)



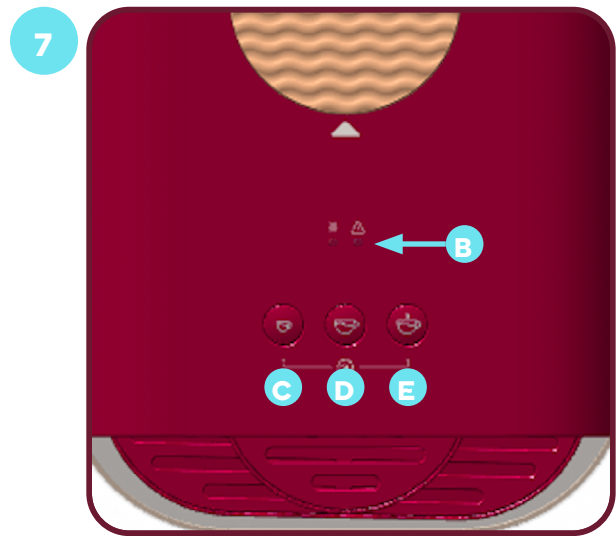
Insert the plug into the power socket; the appliance switches on.



Buttons **C-D-E** will blink rapidly; indicator **B** blinks **RED** alternately.



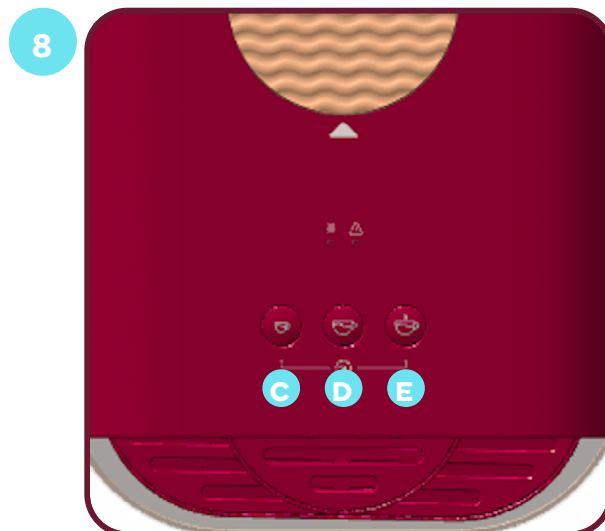
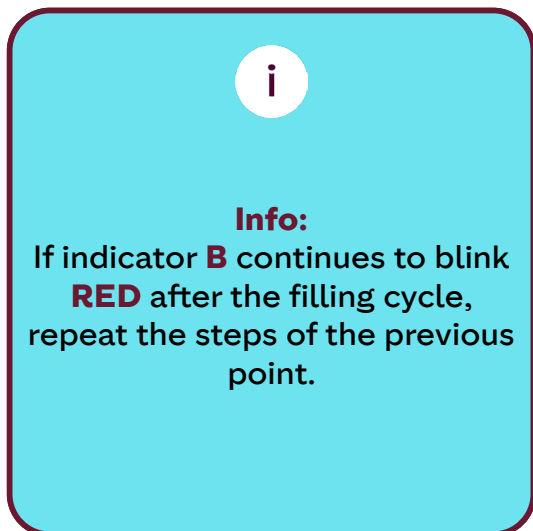
Place a large container (at least 500ml) under the dispense head.



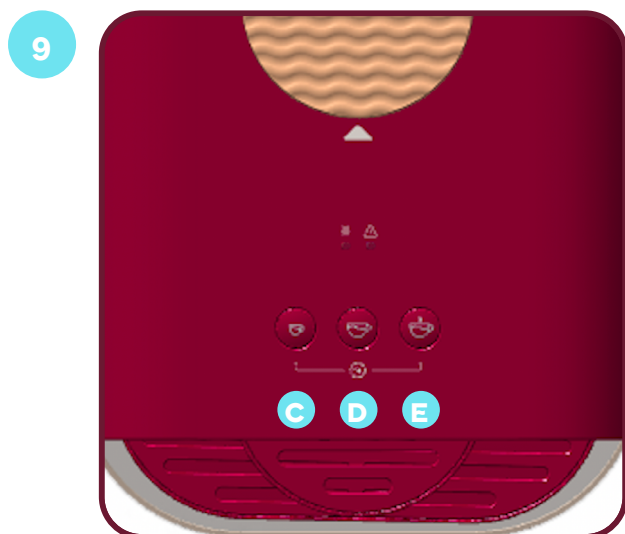
Press one of the buttons **C-D-E** and wait for the machine to complete the water filling cycle. Indicator **B** will turn off.

5.3 Softener filter replacement

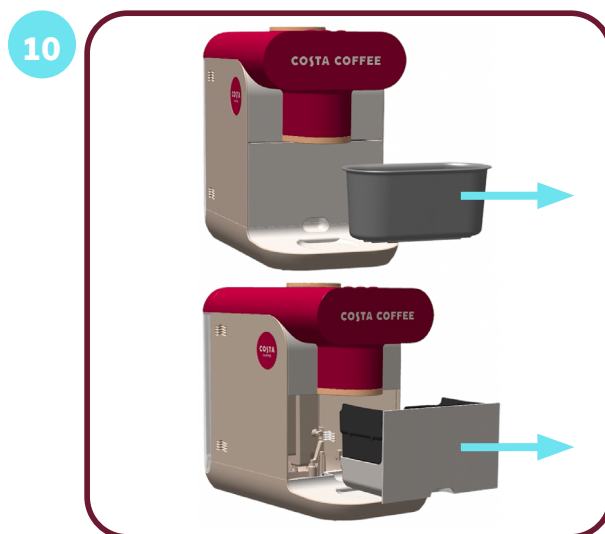
5.3.2 First use or after a long period of non-use (continued)



Buttons **C-D-E** will blink slowly at the same time; the machine is heating up.



When buttons **C-D-E** light up steady; the machine will do a rinse cycle and dispense water from the dispense head.



After the rinse cycle; remove the container from under the dispense head and dispose of water. Remove and empty the capsule bin.

i

Info: Your machine is ready to go! To ensure everything is functioning smoothly, it's a good idea to dispense an espresso as a quick check. Sit back and enjoy!

5.4 Descaling

Descaling signal: when indicator **B** blinks **YELLOW**, a descaling cycle should be carried out, as illustrated below.



Info: The machine has an advanced program that checks how much water is used to dispense products. This measurement provides the user with indications as to when the machine needs a descaling cycle.

Make sure to use the approved descaler, designed to respect the machines technical characteristics, in full compliance with consumer safety.

The descaling solution must be disposed of according to the manufacturer's instructions and/or regulations in force in the country of use.



- Read the directions for use on the descaler package **carefully**.
- Avoid contact with the eyes, skin and machine surfaces.
- Do not turn the machine off and do not insert capsules during descaling.
- A person must be present during the operation.

Do not use vinegar: it could damage the machine!

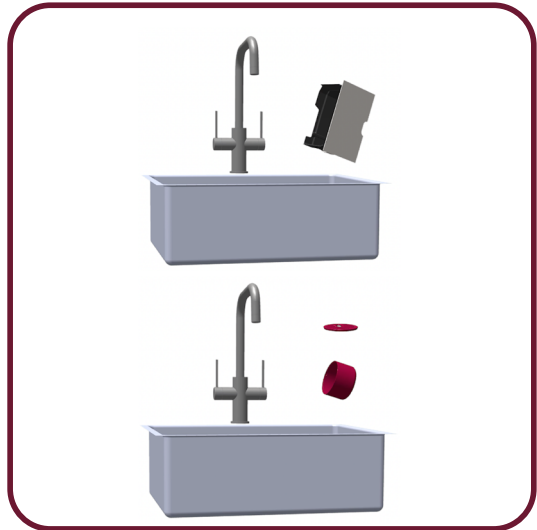
5.4 Descaling

1



Switch off the machine by unplugging it.

2



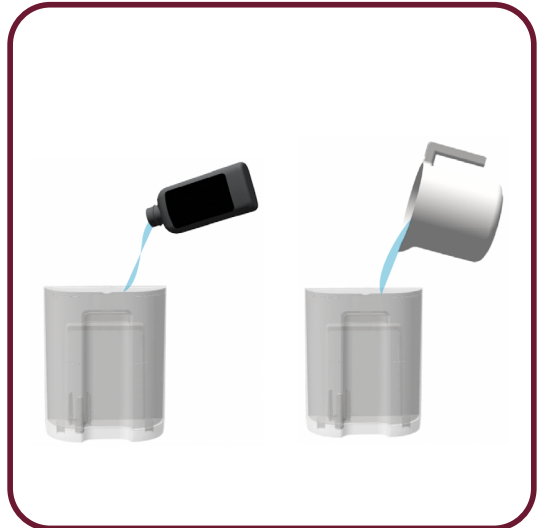
Empty and rinse out the used capsule bin and relevant drip tray.

3



Remove and empty the water tank. **If present, remove the softener filter installed in the tank before adding the descaling solution.**

4



Pour one bottle of Caffitaly System descaler and approx 750ml of water into the water tank. Replace the water tank and lid.

5.4 Descaling (continued)



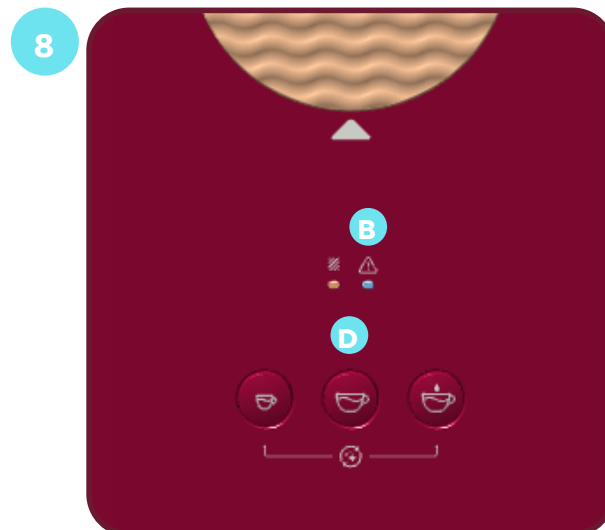
Remove the drip tray.



Place a container (at least 500ml) under the dispense head.

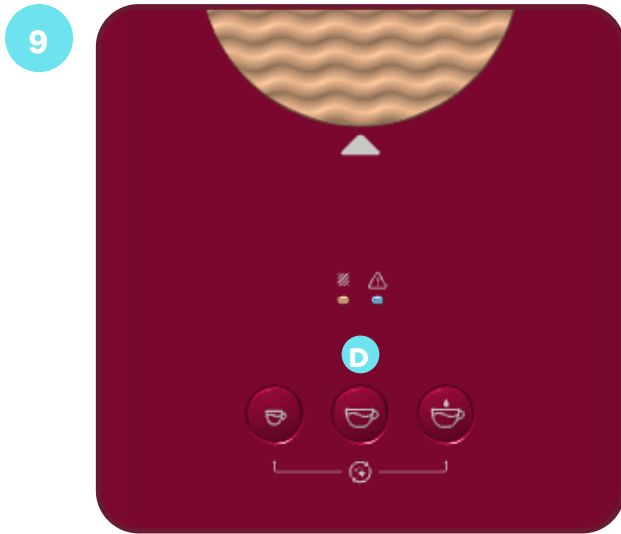


Plug the machine back in while holding down buttons **D & E**.

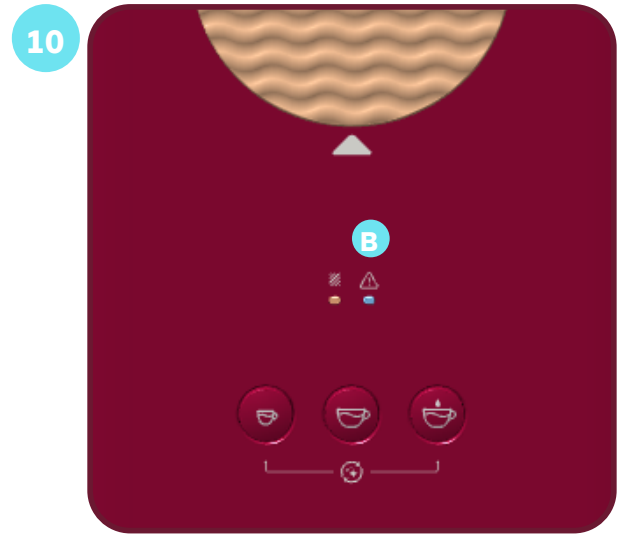


Button **D** is lit up, whilst indicator **B** blinks alternately **YELLOW** and **RED**.

5.4 Descaling (continued)



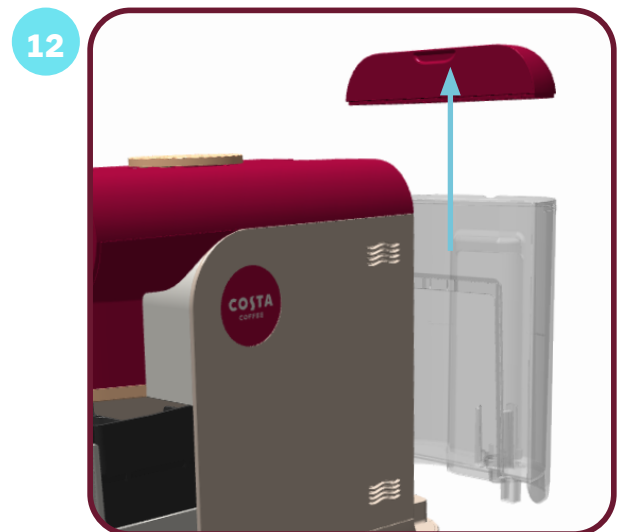
Press button **D** to start the descaling cycle.



The machine dispenses the descaling solution at intervals (5 times with a 4 minute pause between each, for a duration of about 25 minutes). During this phase, when the buttons must not be pressed, indicator **B** blinks alternately **YELLOW** and **RED**.



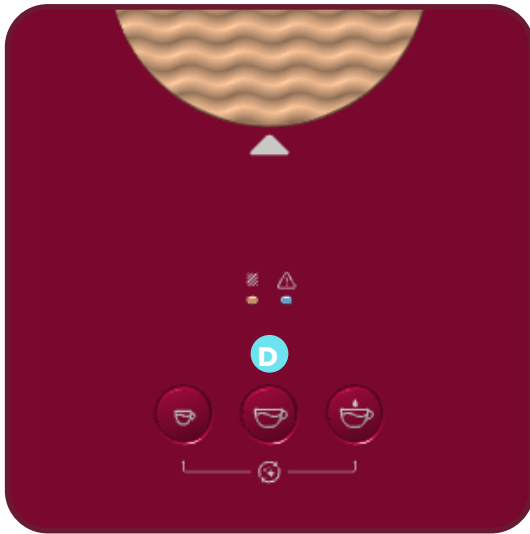
If the container fills up, empty it. When the first phase is complete, the machine beeps and button **D** lights up.



Remove and empty the water tank. Carefully rinse out the water tank and refill it with fresh water.

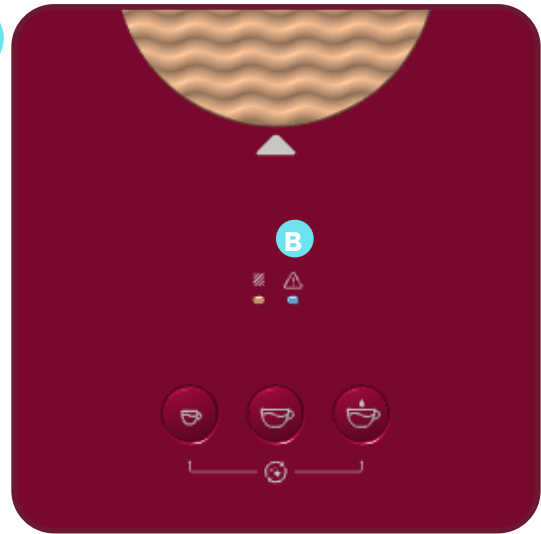
5.4 Descaling (continued)

13



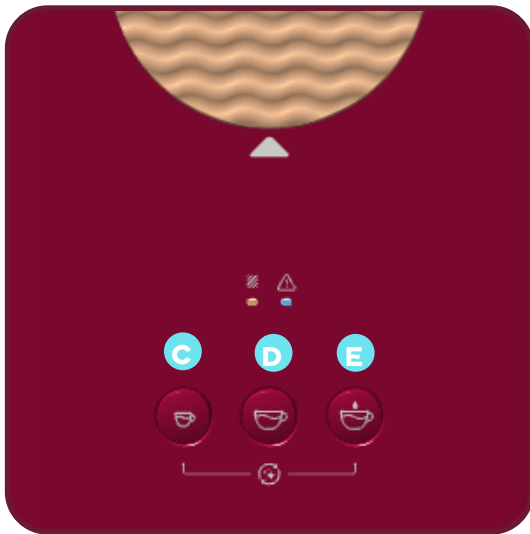
Empty the container used to capture the liquid from the dispense head, then put back into place. Press button **D** to start the rinse cycle.

14



The machine dispenses rinse water (approx. 500ml). During this phase indicator **B** blinks alternately **YELLOW** and **RED**.

15



At the end of the rinse cycle, a beep sounds and buttons **C-D-E** blink at the same time; the machine is heating up. When buttons **C-D-E** light up steady, the machine is ready to use.

16



Carefully empty and rinse out the water tank and capsule drawer and refill the water tank with fresh non-carbonated water.

i

Info: When the rinse cycle has finished and the tank rinses, the softener filter can be reinserted in the water tank before filling it.

5.5 Capsule, water and isolation info

Capsules:



**Please note that only COSTA PODIO capsules will work in Costa Podio machines.
Do not try to use any other capsules as this may damage the machine.**



Isolation instructions:



**The Costa Coffee Machine should be left on at all times.
However, if you are instructed to do so, you can turn off the machine by unplugging the machine
from the wall socket.**

Water Tank Capacity & Filter:



**The Water Tank Capacity is 2 litres. If active the Filter will indicate that it needs to be changed
every approx. every 50 litres. Please follow filter change process on page 26.**

6.

How to guides

6.1 Costa contact centre

For any issues with your Costa Coffee machine, please contact the Costa contact centre.

Before you call, ensure that you:

- Scan the QR code and follow the instructions
- Take a note of the details of the enquiry or fault
- Site number

The more you can tell the contact centre, the easier it will be to help you – they may ask you to return to the machine to complete some basic troubleshooting tasks.

6.2 Handling complaints

Feedback from our customers is key. We want to hear everything you have to say about us, whether it be about drink quality, price, packaging or a general comment they'd like to share.












Listen to the customer, be polite and understanding. Before you discuss their concerns, get some basic information from them:

You will need:

- Their full name
- Location purchased from (your site name)
- The product they purchased
- Details of their complaint
- Never argue with the customer, even if you think their complaint is unreasonable.
- Always offer the customer a refund or replacement product.
- Give the customer the Costa contact centre phone number. Explain they can speak with the Costa Coffee team directly. Assure them that you will pass on their details.
- Once the customer has left site, contact the Costa contact centre and pass on the customer's details and information. This will be immediately passed to a Costa Coffee team member for review.

6.3 Troubleshooting

| Problem | Possible cause | Cure |
|---|---|---|
| No coffee come out. Indicator B blinks RED and there is an audible beeping. | The water tank is empty. | Fill the tank with fresh water. Press any button to refill the circuit. When the buttons are lit up steady, the machine is ready to use. |
| The coffee is not hot enough. | <ul style="list-style-type: none"> • Cold espresso cups. • Scale build-up in the machine. | <ul style="list-style-type: none"> • Prewarm the espresso cup (if a water boiler is available). • Descale. |
| Indicator B is lit up steady RED. | Heating up problems. | Turn the machine off, then on again. If the problem persists, contact the Costa Coffee Contact Centre. |
| Indicator A is lit up but the used capsule bin is empty. | The used capsule bin was emptied when the machine was unplugged. | Empty the used capsule bin only when the machine is plugged in. Remove the used capsule bin and empty it; when reinserted the indicator goes off. |
| When a button is pressed to dispense coffee, the machine seems to start but then stops without dispensing coffee, or only dispenses a small amount. | Incorrect programming of amounts. | Contact the Costa Coffee Contact Centre. |

| | |
|---|---|
|  Approx. 7.8 kg |  See the data plate on the bottom of the machine. |
|  2 litres |  Max. 19 bar |
|  Room temperature 10°C ÷ 40°C |  < 70dB A |
|  14 capsules for alert alarm 16 capsules for blocking alarm | |
|   210 mm  340 mm  390 mm | |

7.
Training

Training Record



I have read and understood all sections of the Costa Coffee Operator Manual. I have received training from a Costa Coffee Representative or Costa Champion on the following:

- Drinks
- Cleaning
- Replenishment
- Stock Management
- Trouble Shooting
- Health and Safety
- Material Safety Data Sheets (COSHH) and Allergen Information

It is the responsibility of both the Site Manager and the individual signing this Training Record to ensure that they have read and understood the Costa Coffee Operator Manual and received Training from a Costa Coffee Representative or Costa Champion.

| NAME | SIGNATURE | JOB TITLE | DATE OF TRAINING | TRAINERS NAME | TRAINERS SIGNATURE | DATE OF LEAVING |
|------|-----------|-----------|------------------|---------------|--------------------|-----------------|
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Version control

| Version | Date | Author | Changes |
|---------|------------|--------|---|
| 1.7 | 13.08.25 | S.C.B | <ul style="list-style-type: none"> • P3 - Changed button D from Lungo to Small Americano. Changed button E from "Speciality" to Large Americano/**Caffe Crema/Hot Chocolate. • P.9 Moved order of steps so that QR code is first instructing to scan on first install. • P21 - Added in bullet point to advise on how to run a manual rinse after dispensing a hot chocolate, refer Operator to page 12 section 3.4 • P18 - Swapped out drink offering page to newer design that has capsule information. • P19 - added reference to new manual rinse section 3.4 on page 12 in info box for running a rinse cycle. • P12 - Added new section (3.4) advising how to run a manual rinse on the machine. • P.28 Changed step 4 to have image showing filter in the tank. |
| 1.6 | 20.06.25 | S.C.B | <ul style="list-style-type: none"> • P19 - added reference to new manual rinse section 3.4 on page 12 in info box for running a rinse cycle. |
| 1.5 | 16.12.2024 | S.C.B | <ul style="list-style-type: none"> • P12 - Added new section (3.4) advising how to run a manual rinse on the machine. |
| 1.4 | 18.10.2024 | S.C.B | <ul style="list-style-type: none"> • Added new optional flat drip tray for large cups p.4. • Added additional water filter guidance p.17. • Updated p26 to instruct to use wooden stirrer to remove stuck capsule. • Removed requested MSDS&COSHH pages. |
| 1.3 | 25.03.2024 | S.C.B | <ul style="list-style-type: none"> • Amended contents page. • Amended waste disposal section. |
| 1.2 | 24.01.2024 | S.C.B | <ul style="list-style-type: none"> • Amended to remove "Service provider". • Amended button presses for filter installation. • Added note about rinse after dispensing hot chocolate. |
| 1.1 | 28.11.2023 | S.C.B | <ul style="list-style-type: none"> • Changes added from Caffitaly re:button presses & additional info |
| 1.0 | 25.03.2023 | S.C.B | First release of Operator Manual |

Podio X1

Operator Manual



COSTA
COFFEE
PROFESSIONAL



PODIO

