

primo

MINI/MIDI

SERVICE MENU

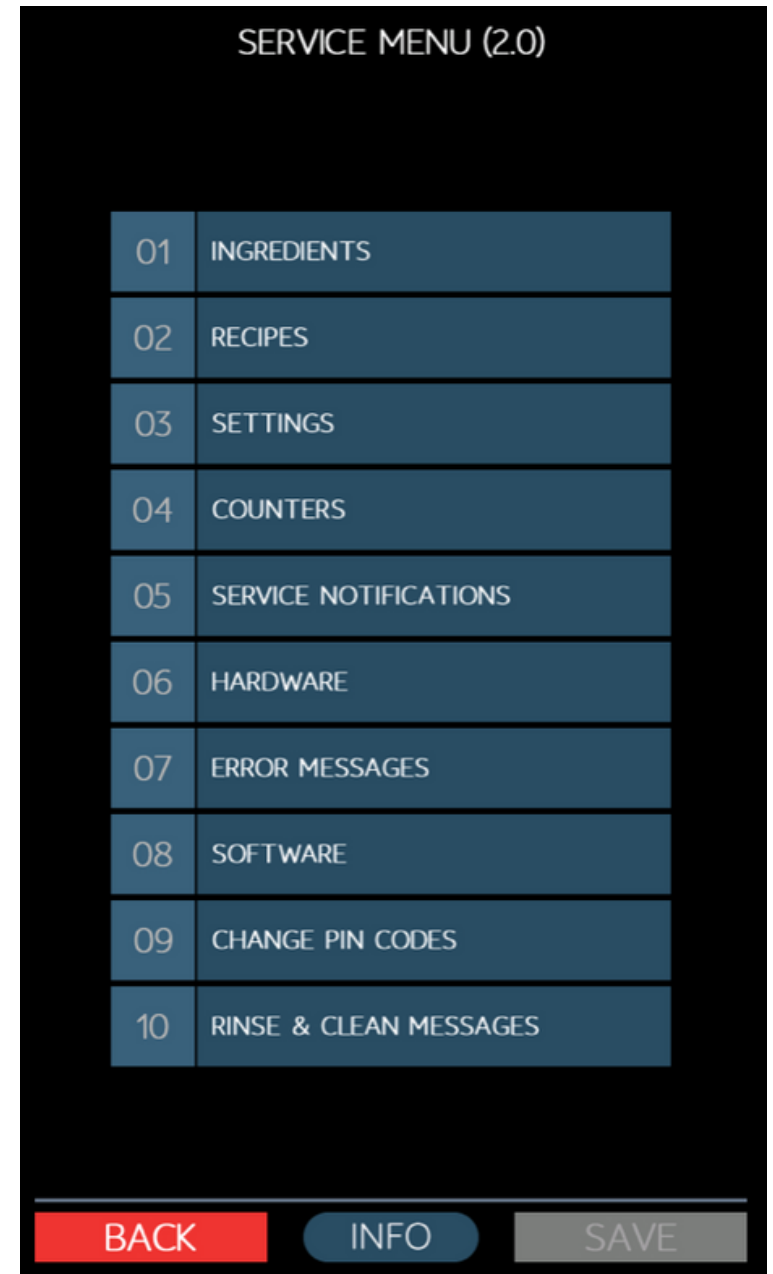
westomatic
make it happen



SERVICE MENU

The service menu allows engineers to access drink and machine settings.

- 01. INGREDIENTS
- 02. RECIPES
- 03. SETTINGS
- 04. COUNTERS
- 05. SERVICE NOTIFICATIONS
- 06. HARDWARE
- 07. ERROR MESSAGES
- 08. SOFTWARE
- 09. CHANGE PIN CODES
- 10. RINSE & CLEAN MESSAGES



1.INGREDIENTS

You can customise your machine to suit your requirements using the service menu.

Selection 1 is for canister content and calibration.

01. CANISTER CONTENT

02.INGREDIENT CALIBRATION

03. CANISTER EMPTY SIGNALLING

INGREDIENTS (2.1)

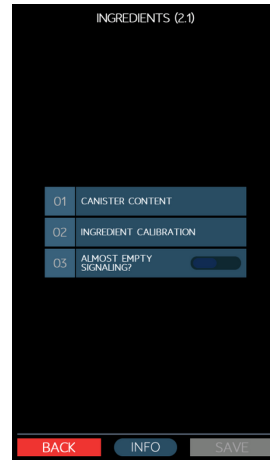
01	CANISTER CONTENT
02	INGREDIENT CALIBRATION
03	ALMOST EMPTY SIGNALING? <input checked="" type="checkbox"/>

BACK INFO SAVE

1

3 options to choose from:

Canister Content, Ingredient calibration, almost empty?



2

01. CANISTER CONTENT

Each instant product has its own specific weight. These must be set to use the empty signal.



3

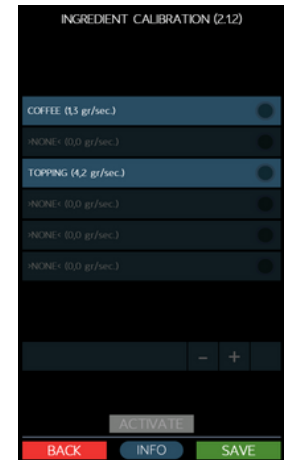
The rest weight counts down after each drink dispensed. When it reaches 0 the drink will not dispense.



4

02. INGREDIENT CALIBRATION

Calibration must be done to ensure correct product dispense.



5

Select ingredient, the estimated weight is shown.



6

Place an empty cup on the scales and press Tare.



7

Hold the cup under the canister chute and press ACTIVATE. Collect the ingredient, and repeat 2 more times.



8

Weigh the ingredients and divide by 3.



9

Correct the measured weight from the selected product canister and press SAVE.



10

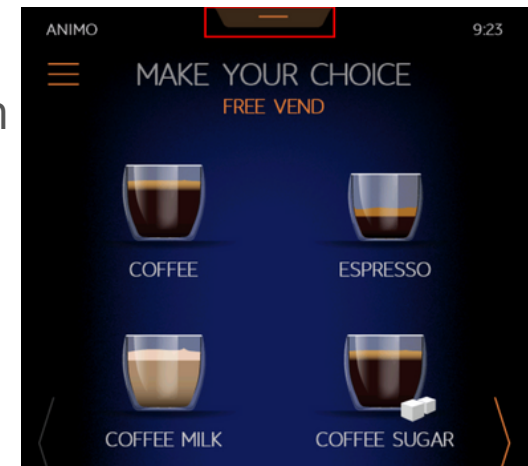
03. ALMOST EMPTY SIGNALLING

Activate the canister empty - ON/OFF



11

When switched ON, an extra button is shown at the top of the screen. Press the button to open canister refill screen



12

Ingredient Almost out: - levels at 20%
Ingredient out: - levels at 10% (recipes are disabled)



- Fill the canisters up **completely**.
- Select the canister you filled up by pressing the picture. Swipe to reach all canisters.
- Press confirm refill button to SAVE the canister refill.
- Relevant recipes are enabled again.



Confirm refill



Topping filled

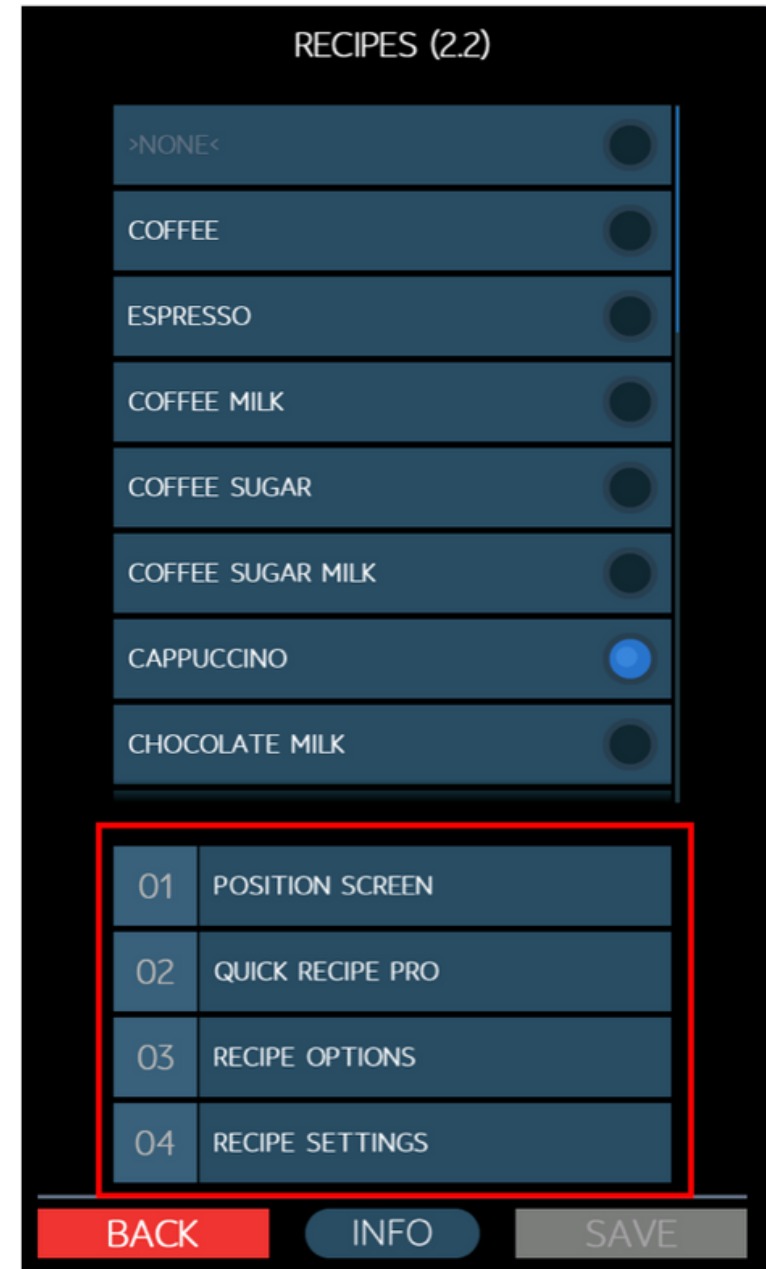


Ingredient(s) OK

2.RECIPES

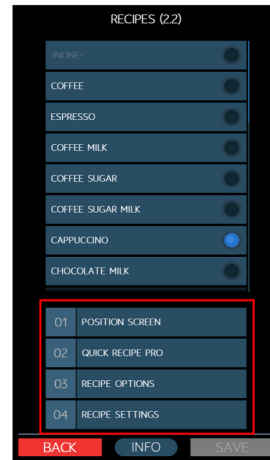
This section allows you to set up drink recipes.

- 01. POSITION SCREEN - used to assign recipes to the desired screen position.
- 02. QUICK RECIPE PRO - fine tune your drink, cup volume, taste strength etc
- 03. RECIPE OPTIONS - additional settings, like prices, multi-cup, recipe name etc
- 04. RECIPE SETTINGS - access to all the recipe parameters



1

01. POSITION SCREEN.
This allows you to assign
a recipe to a screen
position.



2

Select a screen - swipe
to screen 1, 2 or 3.
Select an empty
position (+)



3

Select a recipe from
the list and press ADD
to confirm.
*scroll the list up and
down to find your
recipe



4

The recipe is then
assigned to the selected
screen position 8.



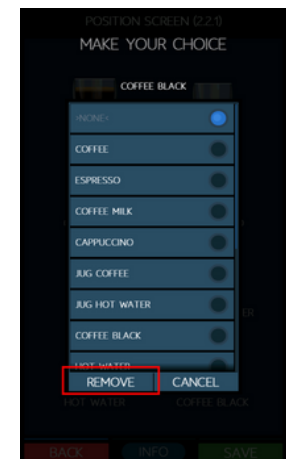
5

To remove a recipe -
select the recipe you
want to remove.



6

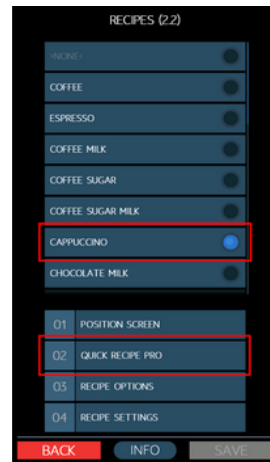
Press REMOVE.
Then press SAVE to
accept the changes



7

Select the drink you want to fine tune.

02. QUICK RECIPE PRO



8

Set +/- here:

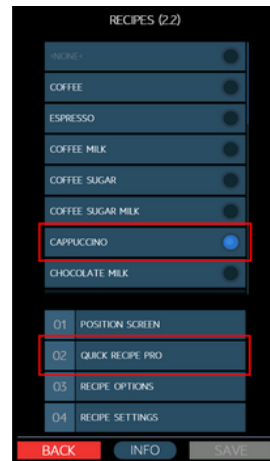
COFFEE (gr)

TOPPING (gr)

CUP VOLUME (ml)

TEST the drink

SAVE settings



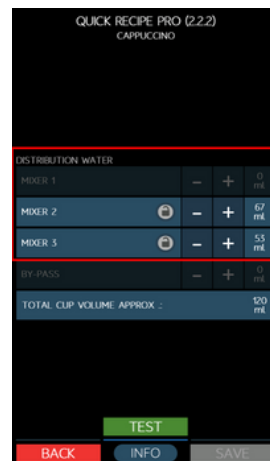
9

(screen 2)

DISTRIBUTION WATER

TEST the drink

SAVE settings



10

MIXER SPEED

Speed 1 = start speed

Speed 2 = end speed

Speed Ratio = ratio speed 1&2



11

TEST your recipe

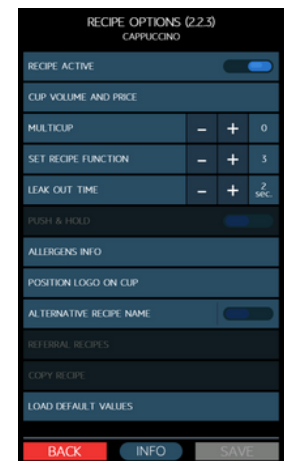
SAVE your settings



12

03. RECIPE OPTIONS

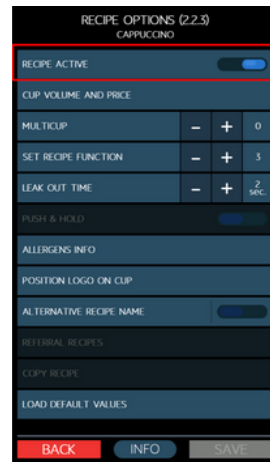
Use this option to set special options per recipe.



13

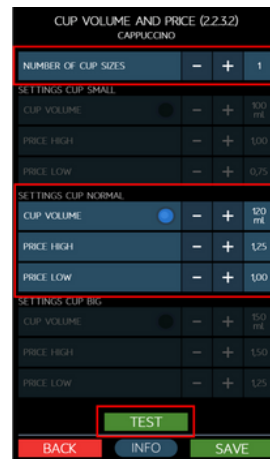
RECIPE ACTIVE - sliding ON/OFF

RECIPE DISABLED - recipe button does not work, and recipe button is dimmed dark.



14

CUP VOLUME & PRICE
Number of cup sizes per recipe (3 max)
Cup volume (small - normal - big)



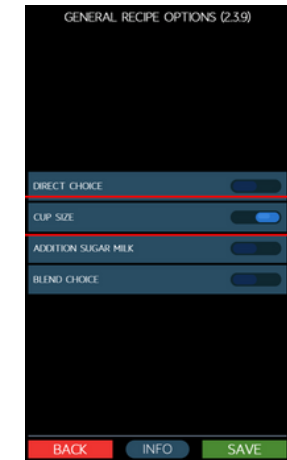
15

Price high - normal price
Price Low - discount price (for special times of day/week)
Test - recipe/cup sizes
Save - settings



16

Activate the Cup Size function to use different cup/jug sizes



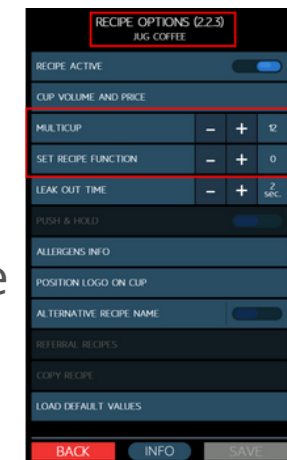
17

2 Cup sizes - normal/large
3 Cup sizes - small/normal/large
2 jug sizes - 1/2 & Full



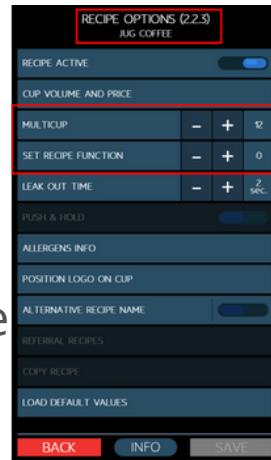
18

A jug recipe is a recipe which is repeated. The jug volume = cup volume x multicup.



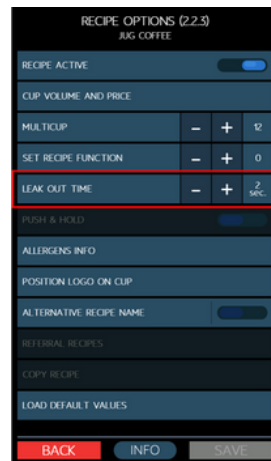
19

Jug dispensing options:
PIN code 11111
Jug volume/coffee
strength adjustment slide



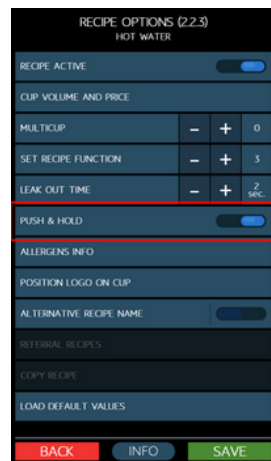
20

Leak out time - the time that the product continues to run out of the mixer. After this time a new drink selection can be made.



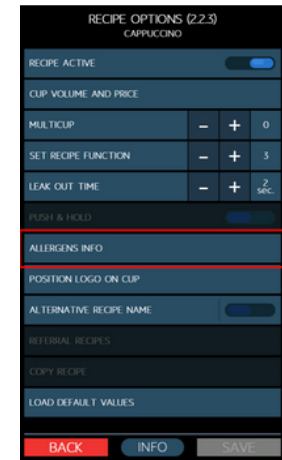
21

Push & Hold (On/Off)
The drink is only dispensed when the recipe button is pressed. Only for Hot & Cold water.



22

Allergens Info.
Per recipe user can be warned about Lactose/Soy/Gluten/Wheat. Info displayed after recipe screen.



23

Select the ingredients you want to display.
SAVE the settings
Repeat this with each recipe.



24

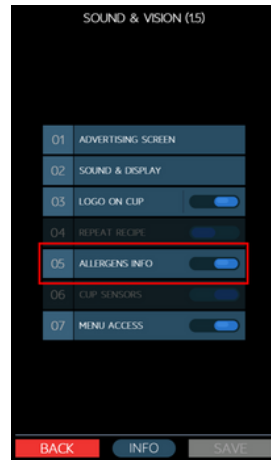
Now ACTIVATE this function. Select the Operator menu, 05. SOUND & VISION.



25

05. ALLERGENS INFO

Slide to switch on,
SAVE changes



26

05. ALLERGENS INFO

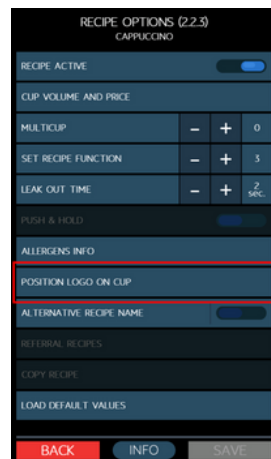
The start screen shows
you in orange text the
ingredients you selected.



27

POSITION LOGO ON CUP

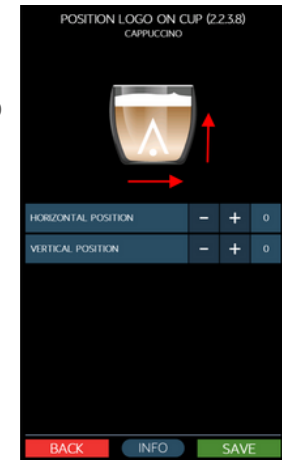
Use to reposition your
own cup logo.



28

POSITION LOGO ON CUP

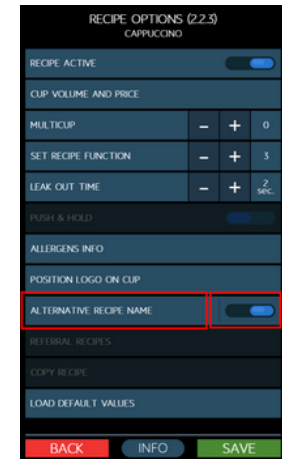
Horizontal / vertical
position adjustment
SAVE settings



29

ALTERNATIVE RECIPE
NAME.

Select left side to show
keyboard. Active switch
on and SAVE changes.



30

↑ For capitals
↓ For small letters
?!# to use symbols
↵ To create second line
123 to use numbers
SAVE settings



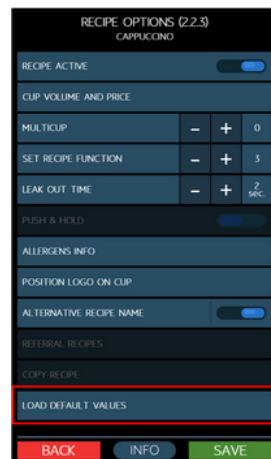
31

ALTERNATIVE RECIPE
NAME:
CAPPUCCINO SPECIAL
← Extra Long



32

LOAD DEFAULTS
Select this if you want to
load factory recipe.
You will loose all
personal settings.



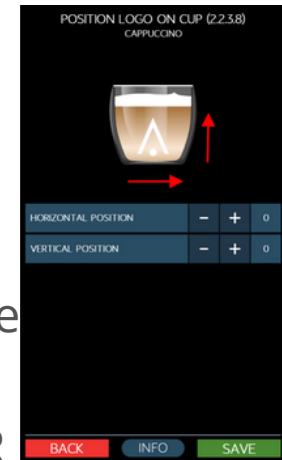
33

RECIPE OPTIONS
Referral recipes - to
activate recipe option
ADDITION SUGAR MILK.
Switch ON
SAVE settings



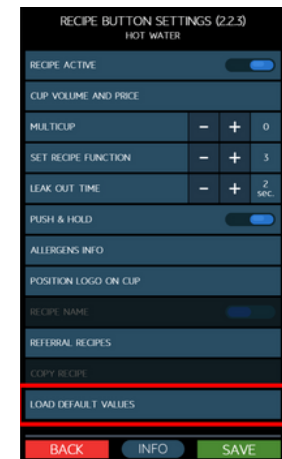
34

REFERRAL RECIPES
Select the recipe COFFEE
Selecting milk/sugar
strength option the recipe
automatically changes
into COFFEE MILK/SUGAR



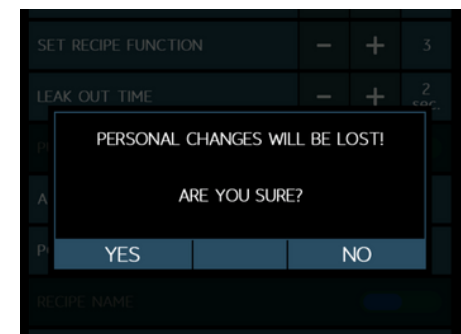
35

LOAD DEFAULT VALUES
Select this item to reset
your personal settings.
Personal settings will be
lost.



36

Yes to confirm
No to exit out without
loading settings.



37

04. RECIPE SETTINGS

All the parameters for "building" the perfect drink. All parameters based on 100ml drink

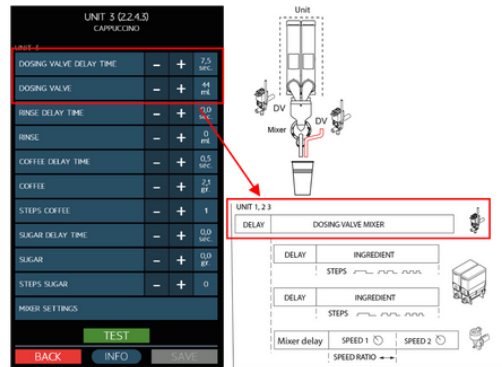


38

UNIT 1/2/3

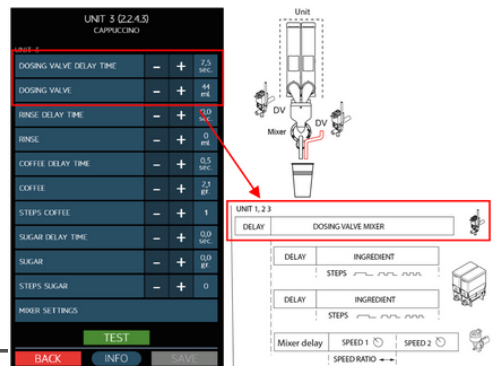
Dosing Valve

Delay time - water supply towards mixer



39

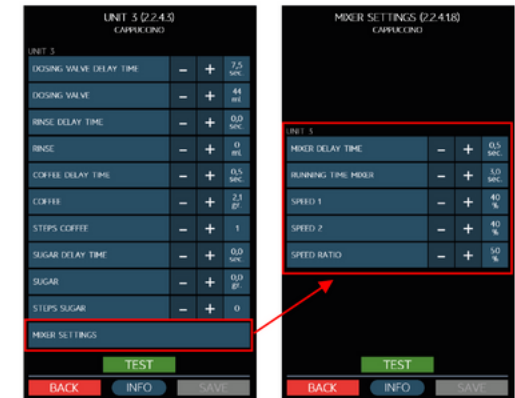
Dosing Valve - dispensed water volume to Mixer. When drink uses water from diff. units - must always be 100ml



40

COFFEE DELAY TIME - time before ingredient starts.

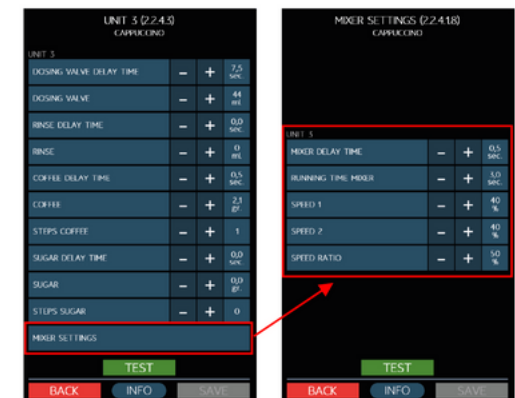
STEPS - pause in ingredient dispense



41

SUGAR DELAY TIME - before ingredient dispense starts

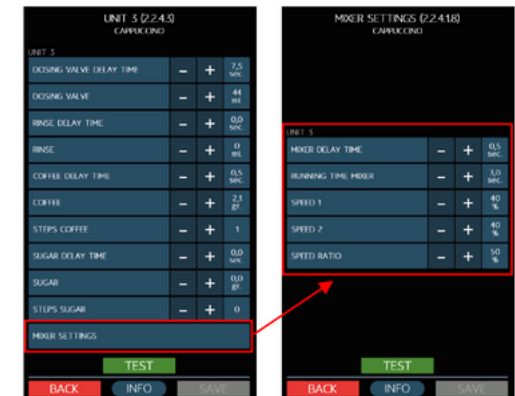
STEPS - pause in ingredient dispense.



42

MIXER SETTINGS

Mixer delay - time before mixer starts.
Running time mixer - time mixer runs for a drink 100ml



43

Speed 1 - start speed
 Speed 2 - end speed
 Speed Ratio - ratio
 speed 1 & 2
 Test your drink
 SAVE settings

UNIT 3 (2.2.4.3)
CAPPUCCINO

EXTRACTOR VALVE DELAY TIME	-	+	2.0	SEC
EXTRACTOR VALVE	-	+	44	ml
RINSE DELAY TIME	-	+	0.0	SEC
RINSE	-	+	0	ml
COFFEE DELAY TIME	-	+	0.5	SEC
COFFEE	-	+	2.1	g
STEPS COFFEE	-	+	1	
SUGAR DELAY TIME	-	+	0.0	SEC
SUGAR	-	+	0.0	g
STEPS SUGAR	-	+	0	
MIXER SETTINGS	-	+		

TEST

BACK INFO SAVE

MIXER SETTINGS (2.2.4.18)
CAPPUCCINO

MIXER DELAY TIME	-	+	0.5	SEC
RUNNING TIME MIXER	-	+	3.0	SEC
SPEED 1	-	+	40	%
SPEED 2	-	+	40	%
SPEED RATIO	-	+	50	%

TEST

BACK INFO SAVE

38

OTHER VALUES:
 Hot water / cold
 water delay times.

OTHER VALVES (2.2.4.4)
CAPPUCCINO

OTHER VALVES				
HOT WATER VALVE DELAY TIME	-	+	0.0	SEC
HOT WATER VALVE	-	+	0	ml
BY-PASS VALVE DELAY TIME	-	+	0.0	SEC
BY-PASS VALVE	-	+	0	ml
BY-PASS VALVE 2 DELAY TIME	-	+	0.0	SEC
BY-PASS VALVE 2	-	+	0	ml
COLD WATER VALVE DELAY TIME	-	+	0.0	SEC
COLD WATER VALVE	-	+	0	ml

TEST

BACK INFO SAVE

39

INGREDIENT RANGE
 Adjust percentage
 volumes of drinks in
 each drink.

INGREDIENT RANGE (2.2.4.5)
CAPPUCCINO

INGREDIENT RANGE				
COCOA	-	+	0	%
UNKNOWN	-	+	0	%
TOPPING	-	+	10	%
UNKNOWN	-	+	0	%
COFFEE	-	+	10	%
SUGAR	-	+	0	%

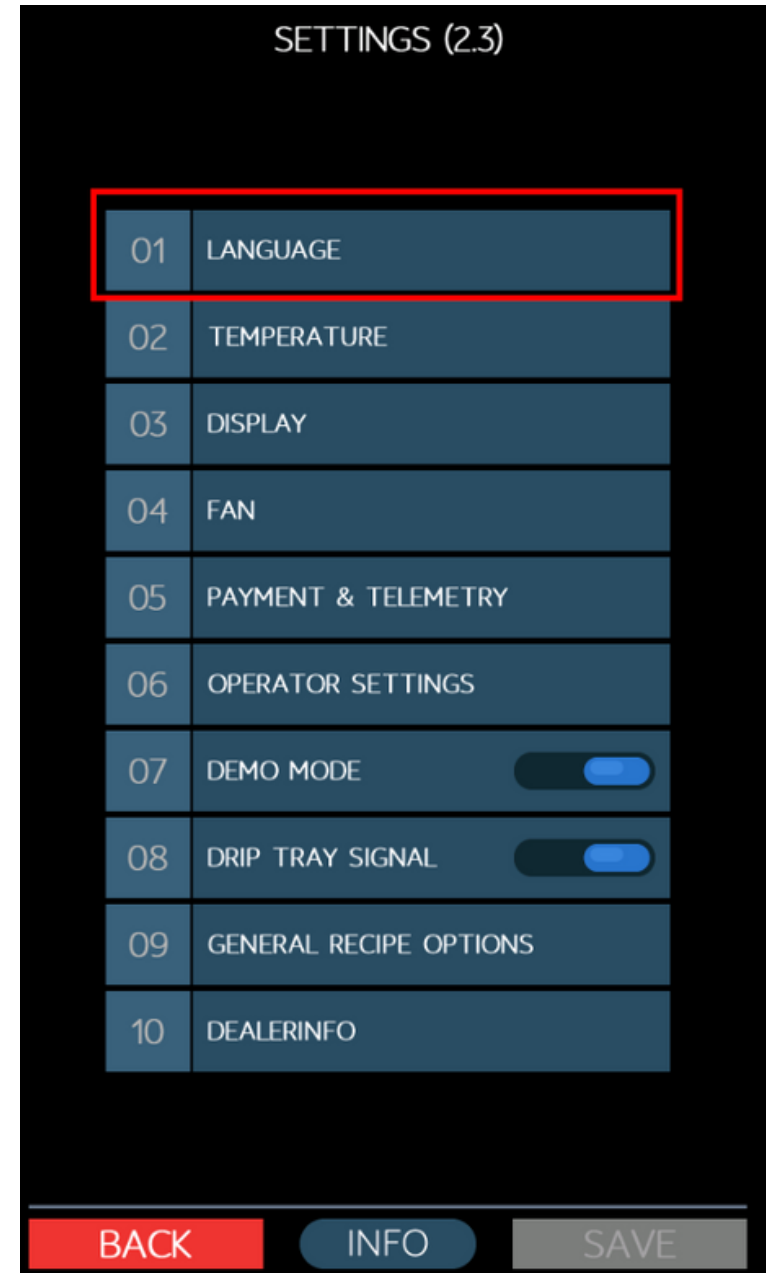
TEST

BACK INFO SAVE

3.SETTINGS

You can adjust the settings to suit your requirements using the SETTINGS menu.

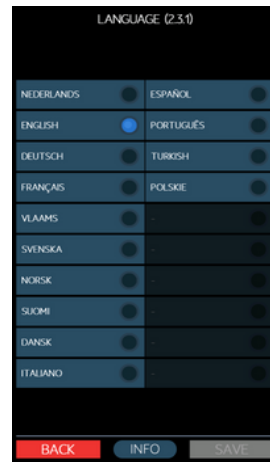
- 01. LANGUAGE
- 02. TEMPERATURE
- 03. DISPLAY
- 04. FAN
- 05. PAYMENT & TELEMETRY
- 06. OPERATOR SETTINGS
- 07. DEMO MODE
- 08. DRIP TRAY SIGNAL
- 09. GENERAL RECIPE OPTIONS
- 10. DEALER INFO



1

01. LANGUAGE

Select the language and press SAVE.

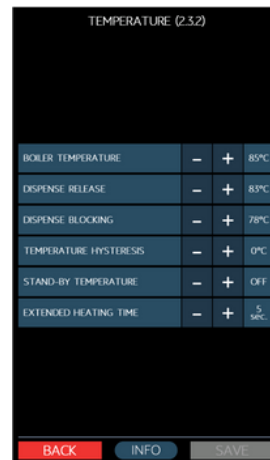


2

02. TEMPERATURE

Temp boiler - Set boiler temp 85°C

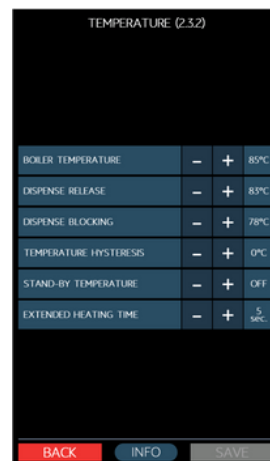
Dispense release - Set boiler temp to allow dispense again 83°C



3

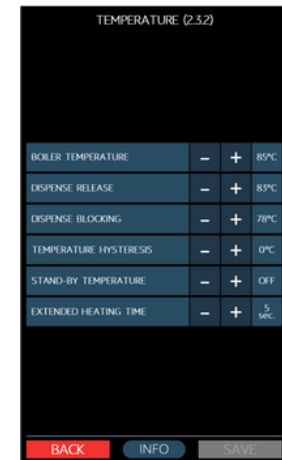
Dispense blocking - set boiler temp disables dispensing 78°C

Hysteresis - if the temp drops, what point the boiler reheats 0°C



4

Stand-by Temp - factory setting is OFF. Boiler temp during stand-by.
Extended Heating time - factory setting 5 sec.



5

03. DISPLAY

Show clock - ON/OFF

Daylight Saving - ON/OFF

Time Zone - EU/USA

Time diff - +1 DST



6

Brand Name display - can write own name and display it

Time finished - Off 2-5 sec
Recipe Icon - Normal/large.

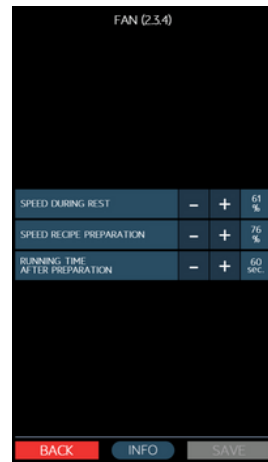


7

04. FAN

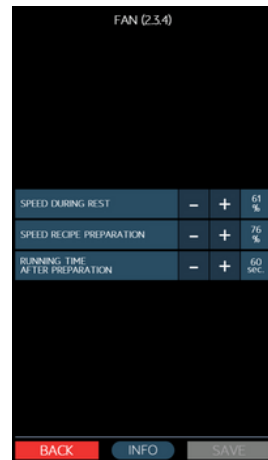
Speed during rest - 61%
(off / 40-100%)

Speed recipe
preparation - 76%
(40-100%)



8

Running time after
preparation - 60sec (0-
300sec)



9

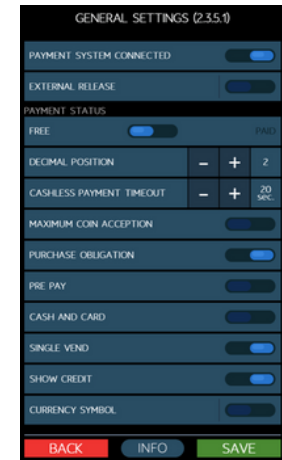
05. PAYMENT & TELEMETRY

General Settings
Visualisation
Telemetry



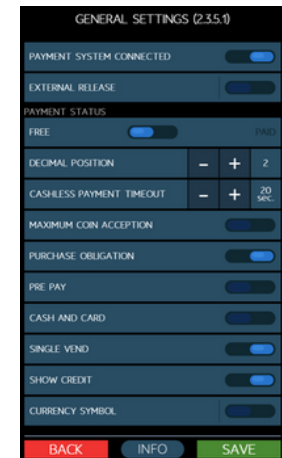
10

General Settings:
Payment System
connected - ON/OFF
External Release -
ON/OFF



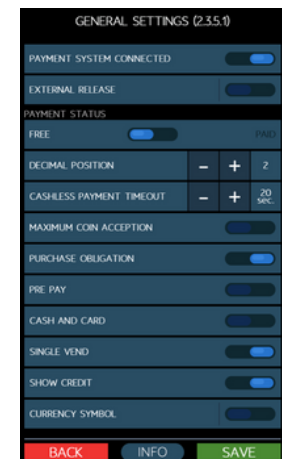
11

Payment Status:
Free/paid
Decimal position - 2
Cashless payment
timeout - 20sec
Max Coin - £3



12

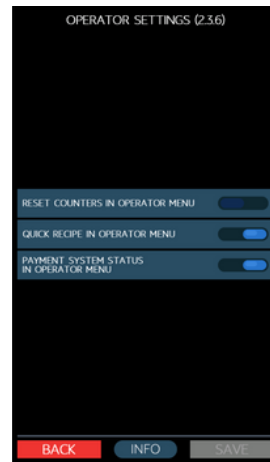
Purchase Obligation -
ON/OFF
PRE PAY - ON/OFF
Cash & Card - ON/OFF
Single Vend - ON/OFF
Show Credit - ON/OFF



13

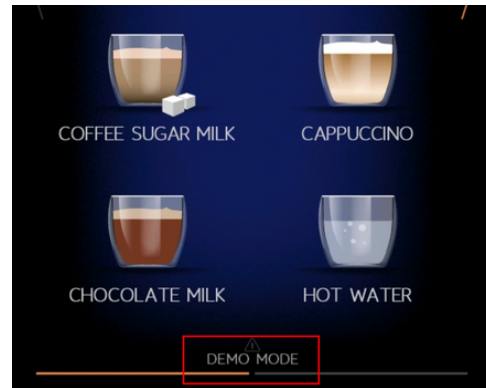
Currency Symbol -
ON/OFF

Position Symbol
before/after amount
SAVE settings



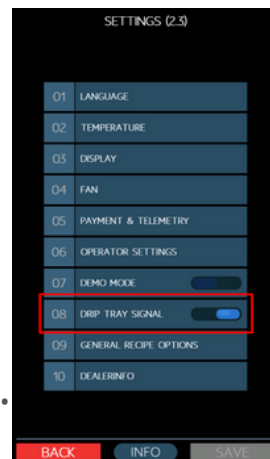
14

External Release -
ON/OFF
On - informs of an
external release signal
Release Time - 20secs



15

Visualisation - ON/OFF
When switched on there
will be a second
instruction screen
displayed when selected.



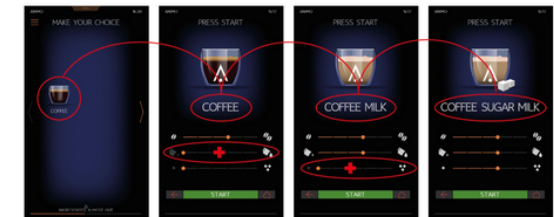
16

09. GENERAL RECIPE
OPTIONS - ON/OFF



17

Addition Sugar / Milk
Add in the sliders for
the options of milk
or sugar.
Press START



18

Add in Dealer Name /
Phone Number / E-mail.



4.COUNTERS

You can receive audit information for Cleaning/Rinsing/ Operating and Recipe dispenses.

- 01. RINSE HISTORY
- 02. CLEANING HISTORY
- 03. RECIPE COUNTERS
- 04. OPERATING HOURS
- 05. RESET HISTORY



1

01. Rinse History
Time and date of
last rinse actions.

RINSE HISTORY (2.4.1)	
01	Tu, 29-06-2021, 14:25:22
02	Wu, 30-06-2021, 10:42:14
03	Th, 01-07-2021, 14:19:42
04	Fr, 02-07-2021, 14:04:42
05	Mo, 05-07-2021, 14:32:48
06	Th, 08-07-2021, 14:22:14
07	Fr, 09-07-2021, 14:08:54
08	Mo, 12-07-2021, 14:37:42
09	Tu, 13-07-2021, 14:33:34
10	Wu, 14-07-2021, 16:21:16
11	Fr, 15-08-2021, 15:48:04
12	Th, 02-09-2021, 13:28:12
13	Tu, 28-09-2021, 08:46:04
14	Wu, 06-10-2021, 15:14:26

2

02. Cleaning History
Time and date of
last cleaning
actions.

CLEANING HISTORY (2.4.2)	
01	Th, 19-08-2021, 11:56:02
02	Tu, 14-09-2021, 10:22:56
03	Tu, 28-09-2021, 11:58:54
04	Tu, 26-10-2021, 12:19:56

3

03. Recipe Counters
Total Recipe Counters
(cups) - Free/Price
LowHigh / Token / Test
Individual Recipe
Counters (cups)

CLEANING HISTORY (2.4.2)	
01	Th, 19-08-2021, 11:56:02
02	Tu, 14-09-2021, 10:22:56
03	Tu, 28-09-2021, 11:58:54
04	Tu, 26-10-2021, 12:19:56

4

04. Operating Hours
For the motors in the
machine.

OPERATING HOURS (2.4.4)	
MIXER MOTOR 1	
cycles	80
time	0:09:00
MIXER MOTOR 2	
cycles	75
time	0:07:36
MIXER MOTOR 3	
cycles	104
time	0:11:31
INGREDIENT MOTOR 1	
cycles	121
time	0:01:34
INGREDIENT MOTOR 2	
cycles	0
time	0:00:00
INGREDIENT MOTOR 3	
cycles	74
time	0:00:57
INGREDIENT MOTOR 4	
cycles	0
time	0:00:00
INGREDIENT MOTOR 5	

5

05. Reset History
Resetting the Rinse
and Cleaning History.

OPERATING HOURS (2.4.4)	
MIXER MOTOR 1	
cycles	80
time	0:09:00
MIXER MOTOR 2	
cycles	75
time	0:07:36
MIXER MOTOR 3	
cycles	104
time	0:11:31
INGREDIENT MOTOR 1	
cycles	121
time	0:01:34
INGREDIENT MOTOR 2	
cycles	0
time	0:00:00
INGREDIENT MOTOR 3	
cycles	74
time	0:00:57
INGREDIENT MOTOR 4	
cycles	0
time	0:00:00
INGREDIENT MOTOR 5	

5.SERVICE NOTIFICATIONS

You can set your water filter alerts in this section.

It warns you when the water filter has reached its capacity.

This can be either Litres or Months. The factory setting for Litres is 2400 (0-10000), or months is 12 (0-18).

It's important to reset the counter after the filter has been replaced.

SERVICE NOTIFICATIONS (2.5)

WATER FILTER CAPACITY

LITERS (rest: 2357)	–	+	2400
MONTHS (rest: 12)	–	+	12

RESET WATER FILTER COUNTER

BACK

INFO

SAVE

6.HARDWARE

You can select the components you want to check in this section.

- 01. INPUTS - read status of sensor
- 02. OUTPUTS (motors) - activate a motor
- 03. OUTPUTS (valves) - activate a valve
- 04. OUTPUTS (others) - activate another component
- 05. CALIBRATION - valve calibration
- 06. MACHINE NUMBER - enter machine number

HARDWARE (2.6)

01	INPUTS
02	OUTPUTS (MOTORS)
03	OUTPUTS (VALVES)
04	OUTPUTS (OTHERS)
05	CALIBRATION
06	MACHINE NUMBER

BACK


INFO

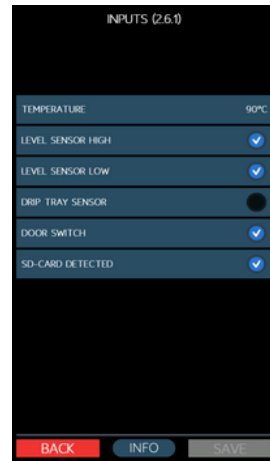
SAVE

1

01. Inputs (sensors)

Temp = live boiler temp

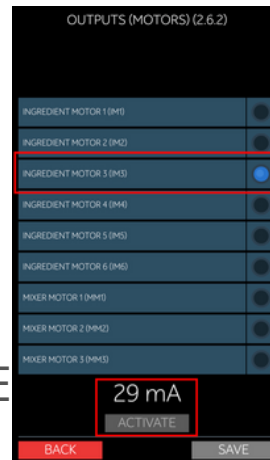
The  means the sensors are active.



2

02. Outputs - motors

Select the motor to test, hold ACTIVATE, the nominal current is shown, release ACTIVATE and the motor stops.



3

03. Outputs - valves

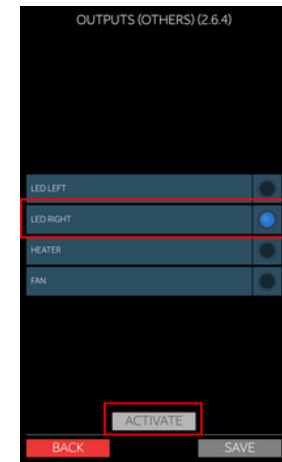
Select the valve to test, hold ACTIVATE, the valve opens, release ACTIVATE and the valve closes.



4

04. Outputs - others

Select the output, hold ACTIVATE, component starts, release the ACTIVATE and the component will stop.

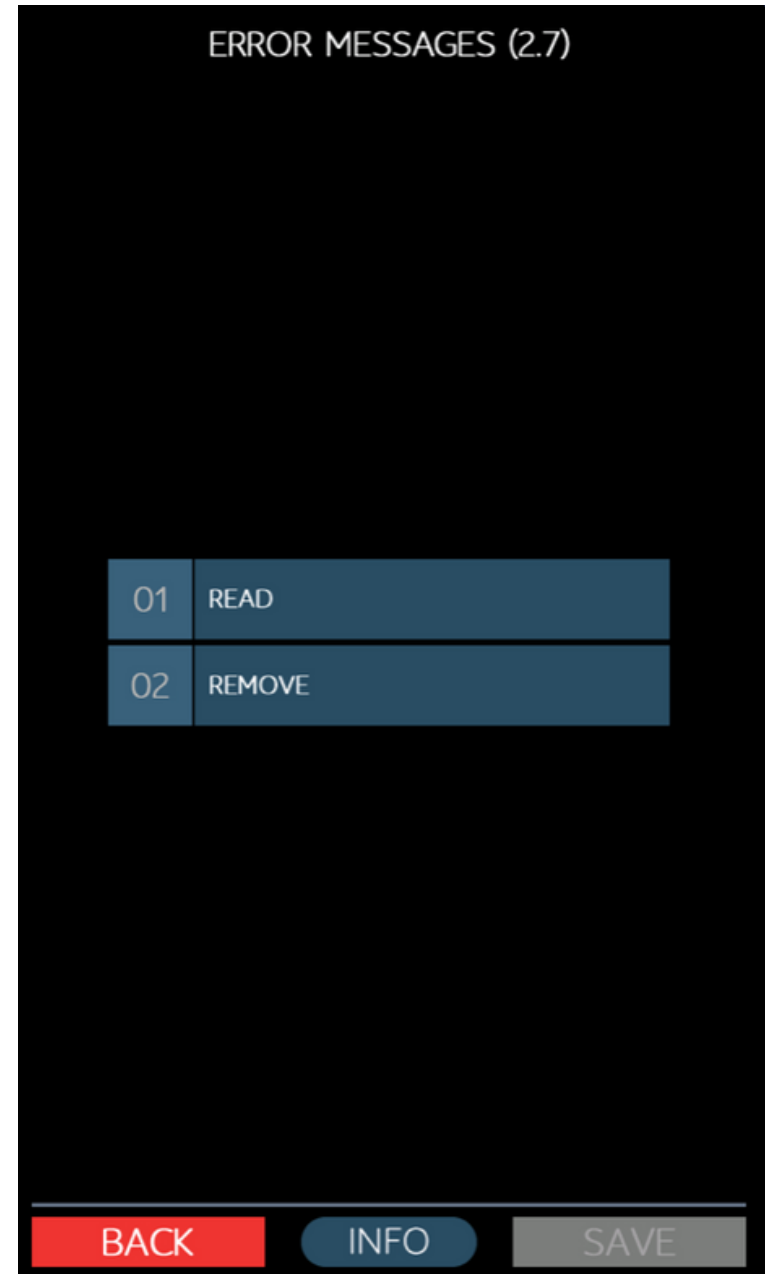


7.ERROR MESSAGES

You can review error messages and clear the notifications in this section.

01. READ

02. REMOVE



1

01. READ

This shows you the last 30 error messages / time / date.

READ ERROR LOG (2.7.1)	
E2 LEVEL ERROR	
date	19-07-2021
time	12:15
E2 LEVEL ERROR	
date	19-07-2021
time	9:55
E2 LEVEL ERROR	
date	21-06-2021
time	12:17
E2 LEVEL ERROR	
date	07-05-2020
time	10:59
E3 FILL ERROR	
date	01-01-2010
time	0:03

2

02. REMOVE

Confirm with yes to remove the error log.

REMOVE ERROR LOG

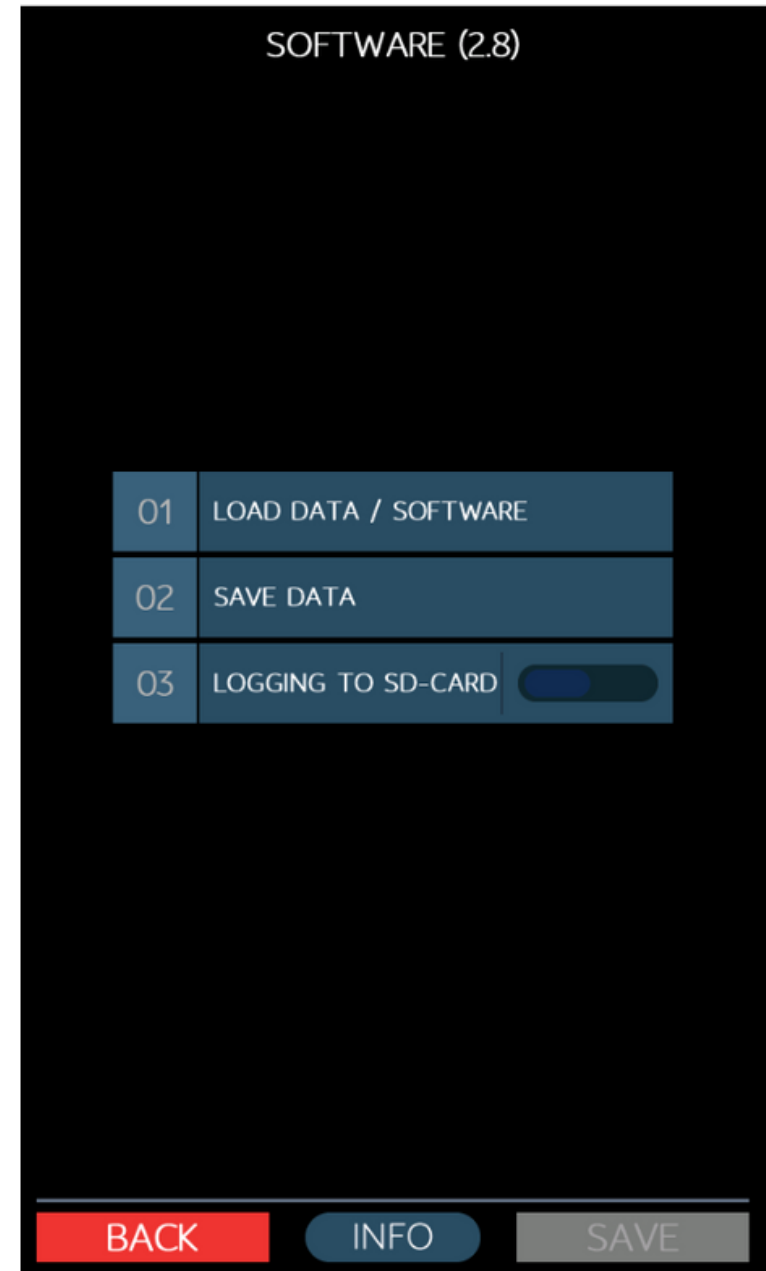
ARE YOU SURE?

YES

NO

08.SOFTWARE

You can use this menu to LOAD or SAVE machine settings.



1

SD Card is accessed via the front of the machine - gold contacts facing outwards.



2

01.Load Data / Software

Must have an SD Card present to load data for Personal Settings & Recipes



3

01 Personal Settings - load settings such as type and variant setting eg Language, boiler temps, service settings etc



4

02 Recipe Settings - can be copied from another machine - includes cup volume, dispensed ingredients, canister contents



5

03 Language - here you are able to load another or new language onto the machine.



6

04 Software update - here you can load a software update - these are available from WVS Support.



7

05 Load other Variant - assign ingredients to other canisters



8

06 Load Default Values
Reset factory and default settings - all personal settings are lost.



9

07 Load other model - only used when hardware has been replaced or new electronics have been installed.



10

02. Save Data

Allows you to save data to the SD card on personal settings and audit logs



11

01 Personal Settings- save to copy to another machine eg. language, boiler temps, service settings



12

02 Recipes- save settings to copy to another machine eg. cup volume, dispensed ingredients, canister content.



13

03 Counters - contains all recipe counters



14

04 Error messages - contains all error messages



15

05 Operator Hours - information on how long motors / valves etc have been tested for.



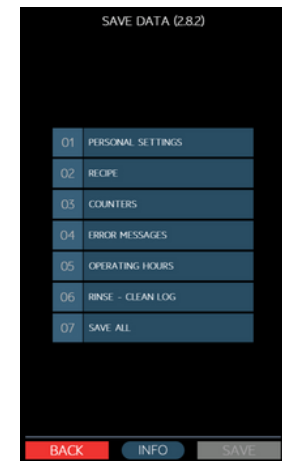
16

06 Rinse Cleaning - when and how often the rinse and clean cycles were run



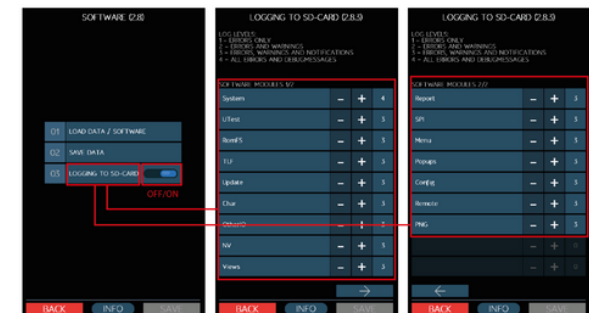
17

07 Save All - saves all the options in one file for a full machine audit.



18

If the machine has problems its possible to log them to an SD card for further analysis.



09.CHANGE PIN CODES

You can use this menu to change the pin codes.

OPERATOR MENU
FREE VEND
RELEASE
SERVICE MENU

CHANGE PIN CODES (2.9)

OPERATOR MENU

FREE VEND

RELEASE

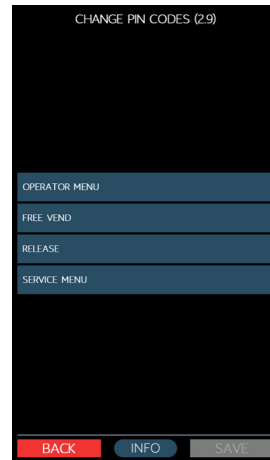
SERVICE MENU

BACK INFO SAVE

The screenshot shows a dark-themed interface for changing pin codes. At the top, the title 'CHANGE PIN CODES (2.9)' is displayed in white. Below the title, there is a list of four menu items: 'OPERATOR MENU', 'FREE VEND', 'RELEASE', and 'SERVICE MENU'. Each item is highlighted with a blue background. At the bottom of the screen, there is a navigation bar with three buttons: 'BACK' (red), 'INFO' (blue), and 'SAVE' (gray).

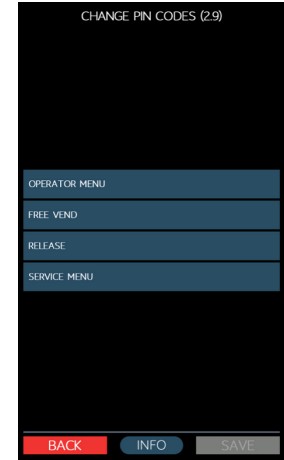
1

OPERATOR MENU:
Default code = 11111



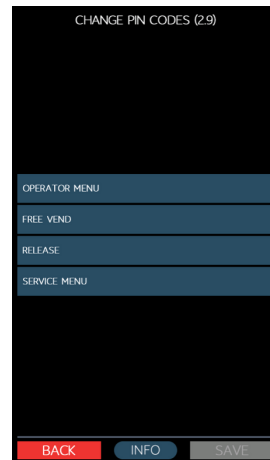
4

SERVICE MENU:
Default code = 22222



2

FREE VEND:
Default code = 12345



3

RELEASE:
Default code = 44321
This releases the touch
screen.



10.RINSE & CLEANING MESSAGES

You can use this menu to inform the user when the machine mixers need a simple rinse or a thorough clean.

OPERATOR MENU

FREE VEND

RELEASE

SERVICE MENU

RINSE & CLEAN MESSAGES (2.10)

RINSING

CUPS	-	+	0
DAYS	-	+	1
RINSING OBLIGATED <input checked="" type="checkbox"/>			

CLEANING

CUPS	-	+	0
DAYS	-	+	7
CLEANING OBLIGATED <input checked="" type="checkbox"/>			

BACK

INFO

SAVE

1

RINSING:

Cups - default setting is 0 (0-1000)

Days - default setting is 1 (0-31 days)

RINSE & CLEAN MESSAGES (2:10)

RINSING

CUPS	-	+	0
DAYS	-	+	1

RINSING OBLIGATED ☐

CLEANING

CUPS	-	+	0
DAYS	-	+	7

CLEANING OBLIGATED ☐

BACK INFO SAVE

2

Rinsing Obligated - ON/OFF - when switched on the machine will not work until the rinse program has completed.

RINSE & CLEAN MESSAGES (2:10)

RINSING

CUPS	-	+	0
DAYS	-	+	1

RINSING OBLIGATED ☐

CLEANING

CUPS	-	+	0
DAYS	-	+	7

CLEANING OBLIGATED ☐

BACK INFO SAVE

3

CLEANING:

Cups - default setting 0 (0-1000)

Days - default setting 7 (0-31 days)

RINSE & CLEAN MESSAGES (2:10)

RINSING

CUPS	-	+	0
DAYS	-	+	1

RINSING OBLIGATED ☐

CLEANING

CUPS	-	+	0
DAYS	-	+	7

CLEANING OBLIGATED ☐

BACK INFO SAVE

4

Cleaning Obligated - ON/OFF - when switched on the machine will not work until the clean program has completed.

RINSE & CLEAN MESSAGES (2:10)

RINSING

CUPS	-	+	0
DAYS	-	+	1

RINSING OBLIGATED ☐

CLEANING

CUPS	-	+	0
DAYS	-	+	7

CLEANING OBLIGATED ☐

BACK INFO SAVE

5

Rinse Machine - this gives instructions for a short rinse procedure.

ANIMO 16:53

CLEAN MACHINE + 11 min

RINSE MACHINE + 1 min

ANALYSIS CLEAN

OPERATOR MENU STAND-BY

6

Clean Machine - this gives instructions for a longer cleaning procedure.

ANIMO 16:53

CLEAN MACHINE + 11 min

RINSE MACHINE + 1 min

ANALYSIS CLEAN

OPERATOR MENU STAND-BY



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