Sure Immersion® 312

Bean to Cup Coffee System



INSTALLATION & OPERATING GUIDE

For Technical Service, contact Bunn-O-Matic Corporation at 1-800-286-6070.

Bunn-O-Matic Corporation
Post Office Box 3227, Springfield, Illinois 62708-3227
Phone (217) 529-6601 | Fax (217) 529-6644

53565.0001 J 05/25 © 2018 - 2025 Bunn-O-Matic Corporation **www.bunn.com**

BUNN-O-MATIC COMMERCIAL PRODUCT WARRANTY

Bunn-O-Matic Corp. (“BUNN”) warrants the BUNN Sure Immersion® system as further described below for a warranty period of 1 year parts and labor.

For customers subscribed to BUNNlink®, BUNN reserves the right to periodically auto-push critical software updates that will enhance functionality or performance of the BUNN equipment, unless the customer requests advance notice of such software updates from BUNN in writing.

These warranty periods run from the date of installation. BUNN warrants that the equipment manufactured by it will be commercially free of defects in material and workmanship existing at the time of manufacture and appearing within the applicable warranty period. This warranty does not apply to any equipment, component or part that was not manufactured by BUNN or that, in BUNN’s judgment, has been affected by misuse, neglect, alteration, improper installation or operation, improper maintenance or repair, non periodic cleaning and descaling, equipment failures related to poor water quality, damage or casualty. This warranty is conditioned on the Buyer 1) giving BUNN prompt notice of any claim to be made under this warranty by telephone at (217) 529-6601 or by writing to Post Office Box 3227, Springfield, Illinois 62708-3227; 2) if requested by BUNN, shipping the defective equipment prepaid to an authorized BUNN service location; and 3) receiving prior authorization from BUNN that the defective equipment is under warranty. Additionally, the following is excluded from the warranty period:

Warranty Exclusions:

- Parts such as, but not limited to, hoppers and lids, drip trays, and plastic parts damaged due to improper handling or cleaning agents.
- Replacement of wear items such as, but not limited to, O-rings, gaskets, tubes, brew box seal, hoses, and valve seats.
- Repairs made necessary due to poor water quality, such as dispense valves, coils, water inlet valves, scaling in hot water boilers.
- Improper voltage, (See equipment operations manual for voltage specifications).
- Touch screen due to improper use or damage.
- Failure to perform cleaning procedures constitutes improper maintenance.
- Failure to have required preventive maintenance performed by a BUNN technician or an authorized BUNN service agent.
- Parts replaced under the terms of this warranty carry the remainder of the machine’s parts warranty term, or 60 days, whichever is greater.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, WRITTEN OR ORAL, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF EITHER MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The agents, dealers or employees of BUNN are not authorized to make modifications to this warranty or to make additional warranties that are binding on BUNN. Accordingly, statements by such individuals, whether oral or written, do not constitute warranties and should not be relied upon.

If BUNN determines in its sole discretion that the equipment does not conform to the warranty, BUNN, at its exclusive option while the equipment is under warranty, shall either 1) provide at no charge replacement parts and/or labor (during the applicable parts and labor warranty periods specified above) to repair the defective components, provided that this repair is done by a BUNN Authorized Service Representative; or 2) shall replace the equipment or refund the purchase price for the equipment.

THE BUYER’S REMEDY AGAINST BUNN FOR THE BREACH OF ANY OBLIGATION ARISING OUT OF THE SALE OF THIS EQUIPMENT, WHETHER DERIVED FROM WARRANTY OR OTHERWISE, SHALL BE LIMITED, AT BUNN’S SOLE OPTION AS SPECIFIED HEREIN, TO REPAIR, REPLACEMENT OR REFUND.

In no event shall BUNN be liable for any other damage or loss, including, but not limited to, lost profits, lost sales, loss of use of equipment, claims of Buyer’s customers, cost of capital, cost of down time, cost of substitute equipment, facilities or services, or any other special, incidental or consequential damages.

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NORTH AMERICAN REQUIREMENTS

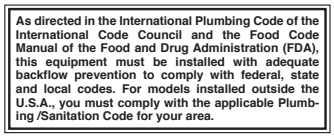
- This appliance must be installed in locations where it can be overseen by trained personnel.
- For proper operation, this appliance must be installed where the temperature is between 41°F to 95°F (5°C to 35°C).
- Appliance shall not be tilted more than 10° for safe operation.
- An electrician must provide electrical service as specified in conformance with all local and national codes.
- This appliance must not be cleaned by pressure washer.
- This appliance can be used by persons if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
- Keep the appliance and its cord out of reach of children.
- Appliances can be used by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- If the power cord is ever damaged, it must be replaced by the manufacturer or authorized service personnel with a special cord available from the manufacturer or its authorized service personnel in order to avoid a hazard.
- Machine must not be immersed for cleaning.
  This appliance is intended for commercial use in applications such as:
  – staff kitchen areas in shops, offices and other working environments
  – by clients in hotel and motel lobbies and other similar types of environments
- Access to the service areas permitted by Authorized Service personnel only.

CE REQUIREMENTS

- This appliance must be installed in locations where it can be overseen by trained personnel.
- For proper operation, this appliance must be installed where the temperature is between 5°C to 35°C.
- Appliance shall not be tilted more than 10° for safe operation.
- An electrician must provide electrical service as specified in conformance with all local and national codes.
- This appliance must not be cleaned by water jet.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given instructions concerning use of this appliance by a person responsible for its safety.
- This appliance is intended to be used for commercial applications, for example in kitchens of restaurants, canteens, hospitals and in commercial enterprises such as bakeries, butcheries, etc., but not for continuous mass production of food.
- Children should be supervised to ensure they do not play with the appliance.
- If the power cord is ever damaged, it must be replaced by the manufacturer or authorized service personnel with a special cord available from the manufacturer or its authorized service personnel in order to avoid a hazard.
- Machine must not be immersed for cleaning.
- Machine rated IX P1.

USER NOTICES

Carefully read and follow all notices on the equipment and in this manual. They were written for your protection. All notices are to be kept in good condition. Replace any unreadable or damaged labels.



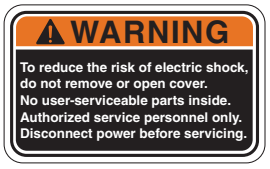
00656.0001



35710.0000



00824.0002



37881.0000



00986.0000

LOCATIONS OF SERIAL NUMBER

The serial number is located on the data plate at the rear of the machine and inside front door on left side. The complete serial number will need to be documented on all work orders and warranty tags.

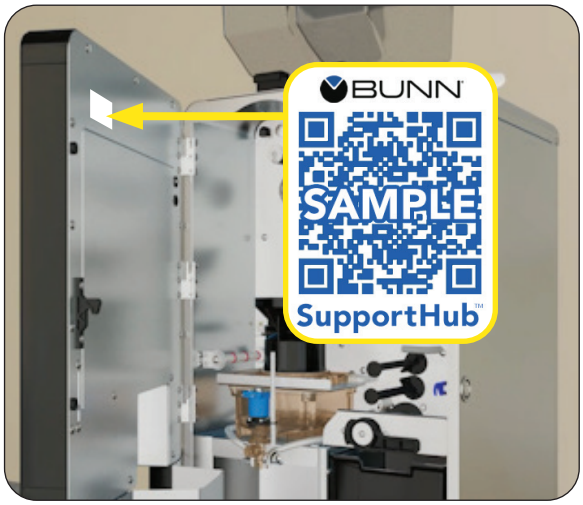




SUPPORT

BUNN SupportHub®

BUNN SupportHub provides easy access to comprehensive information and resources tied to the specific serial number for this product. Open the door and scan the QR code with any smart device for access to manuals, product information, training videos, service support and other related information.



SITE REQUIREMENTS

WARNINGS

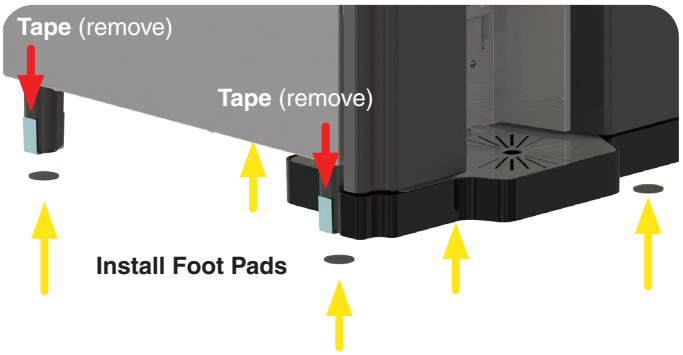
The brewer must be disconnected from the power source until specified in Initial Setup. Refer to Data Plate on the Brewer, and local/national electrical codes to determine circuit requirements.

- Unplug the machine or turn off the main switch before servicing the interior components of the machine.
- Never operate the machine without water.
- Never touch brew module, spouts, and hot water dispense pipes. They are HOT and could cause burns.
- The machine must be operated with clean water. Make sure to use water filters and/or softeners as needed.

Counter Top Installation

1. Remove tape from all five legs.
2. From the parts box, install a 03996.0000 foot pad on each leg.

   NOTE: For through counter grounds disposal, the rubber feet must be installed on the bottom of the legs to ensure alignment between the ground chute and counter top opening.



Counter Requirements

1. Counter able to support at least 200 pounds (90kg).
2. Counter area large enough for machine.
3. Minimum clearance of 2˝ around machine.
4. Machine must be level within 2˚ for proper operation.

Location of the Serial Number

The serial number is located on both the data plate at the rear of the machine, and a decal inside by the RH powder hopper. The complete serial number will need to be documented on all work orders and warranty tags.

INITIAL SETUP

Plumbing

1. These brewers must be connected to a cold water system with operating pressure between 20 and 90 psi (0.138 and 0.620 MPa) from a 1/4 inch or larger supply line. Install a regulator in the line when pressure is greater than 90 psi (0.620 MPa) to reduce it to 50 psi (0.345 MPa).

   NOTE: Requires a minimum of 1 gallon per minute flow rate.
2. Shut off valve should be present between water supply and machine.
3. Flush the water line and securely attach it to the inlet fitting at the rear of the brewer.
4. Turn on the water supply.
5. Check for leaks.

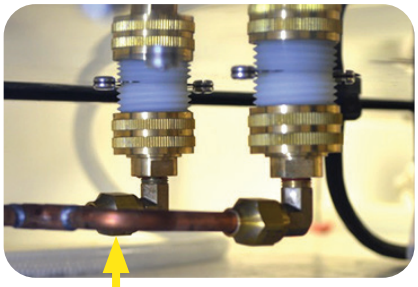
   NOTE: Bunn-O-Matic recommends ¼" copper tubing for installations of less than 25 feet and 3⁄8 inch for more than 25 feet from the ½ inch water supply line. A tight coil of copper tubing in the water line will facilitate moving the brewer to clean the counter top. Bunn-O-Matic does not recommend the use of a saddle valve to install the brewer. The size and shape of the hole made in the supply line by this type of device may restrict water flow.

Water Treatment

1. No Chlorine, no chloramines
2. Water Hardness 6 to 10 grains (total hardness)
3. Water Filtration System

PLUMBING HOOK-UP: The plumbing connections are located on the bottom of the unit, using a manifold (included) that connect to a water line using a 1/4 inch connection.

NOTE: Water pipe connections and fixtures directly connected to a potable water supply shall be sized, installed, and maintained in accordance with federal, state, and local codes.



As directed in the International Plumbing Code of the International Code Council and the Food Code Manual of the Food and Drug Administration (FDA), this equipment must be installed with adequate backflow prevention to comply with federal, state and local codes. For models installed outside the U.S.A., you must comply with the applicable Plumbing /Sanitation Code for your area.

INITIAL SETUP

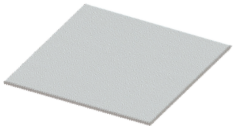
ACCESSORIES



PN 26367.0000
1/4 inch Cleaning Brush



PN 53493.0000
Small Cleaning Brush



PN 53465.0000
Micro Fiber Cleaning Cloth



PN 52444.0020
Door and Bean Hopper Key



PN 42933.0001
Sure Immersion Cleaning Tablets



PN 50766.0001
Paper Roll

Configuration

120V Configuration:
This electrical service consists of 2 current carrying conductors (L1 and Neutral) and a separate conductor for chassis ground.



120V Models

120-208/240V Configuration:
This electrical service consists of 3 current carrying conductors (L1, L2 and Neutral) and a separate conductor for chassis ground.



120-208/240V MODELS

- FOR INDOOR USE ONLY -

Electrical Hook-Up

CAUTION

Improper electrical installation will damage electronic components.

1. An electrician must provide electrical service as specified.
2. Using a voltmeter, check the voltage and color coding of each conductor at the electrical source.
3. Connect the dispenser to the power source (plug it in).
4. Locate the switch at the rear of the machine and flip the power switch to the "ON" position

   NOTE: The boot-up sequence may take 60-90 seconds, and the machine will cycle in preparation for operation. **The door must be closed, or the door interlock engaged at power up.**
5. If plumbing has been hooked up, the dispenser will auto-fill and heat.
6. After the boot-up sequence is complete, open the door and remove the cardboard shipping pad from the top of the brew box.



POWER SWITCH LOCATION
(back of machine)



Cardboard Shipping Pad before boot-up



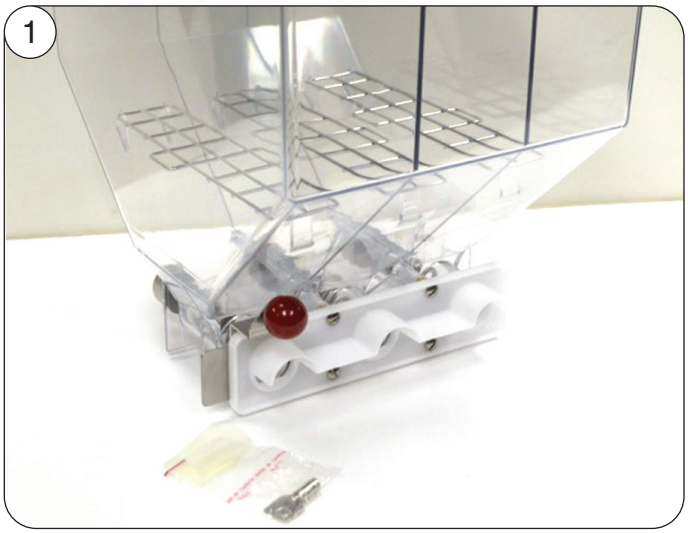
Cardboard Shipping Pad after boot-up
(remove after boot-up)

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Bean Hopper Setup

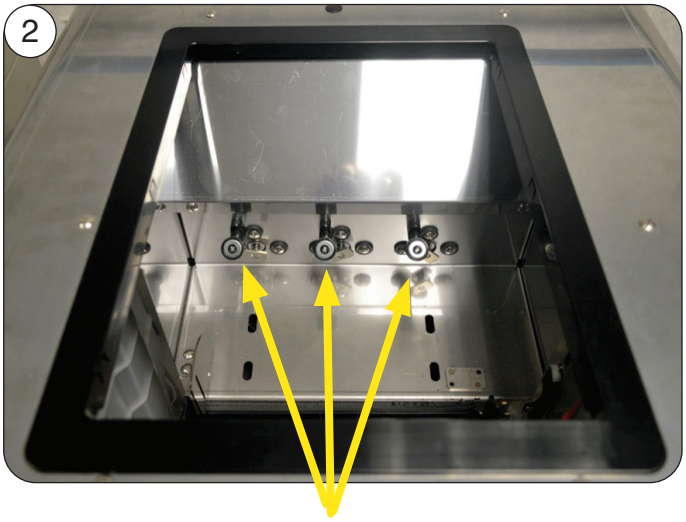
1. Remove the bean hopper from the packaging; taped to the lid is the lid lock key - DO NOT LOSE THIS KEY. When not being used, keep the lid key in a secure place. The hopper is divided into three compartments with a lockable lid.

   NOTE: DO NOT FILL hoppers prior to installing because the weight of a filled hopper makes installing it difficult.



Bean Hopper with Lid Key

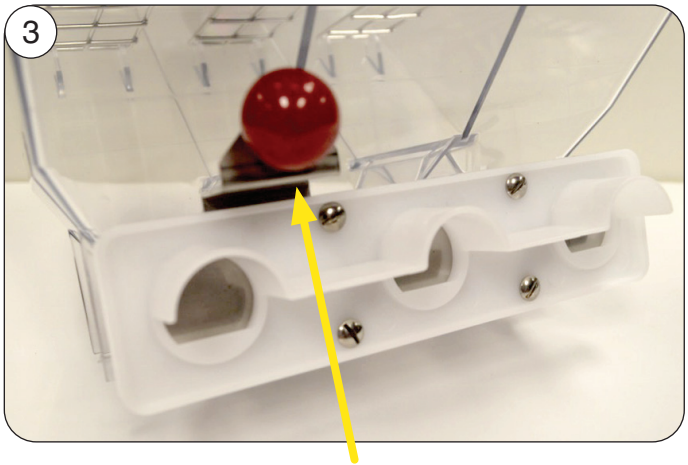
2. Prior to installing the bean hopper, visually verify that there are no obstructions or debris blocking the bean hopper location and bean detection sensors.



Bean Fill Level Detectors

3. Close the bean hopper chutes by sliding the hopper lock mechanism (Red Ball) to the right as shown. This will allow the bean hopper to properly locate once installed.

   NOTE: This must be done to remove the hopper and also prevent any beans from spilling from the hopper.

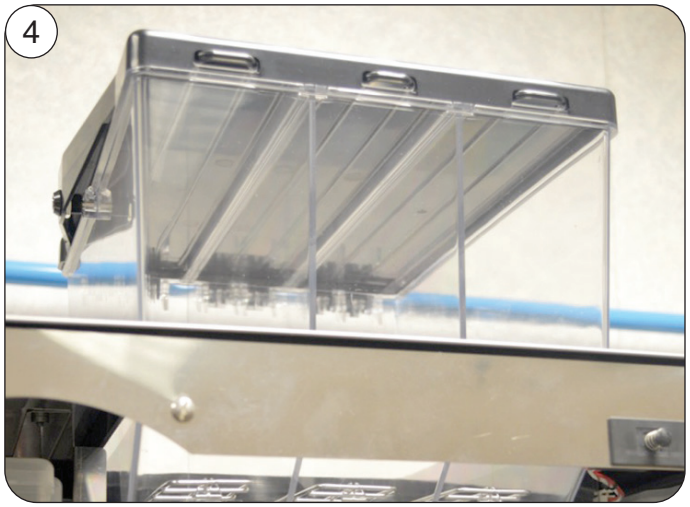


Hopper Lock Ball

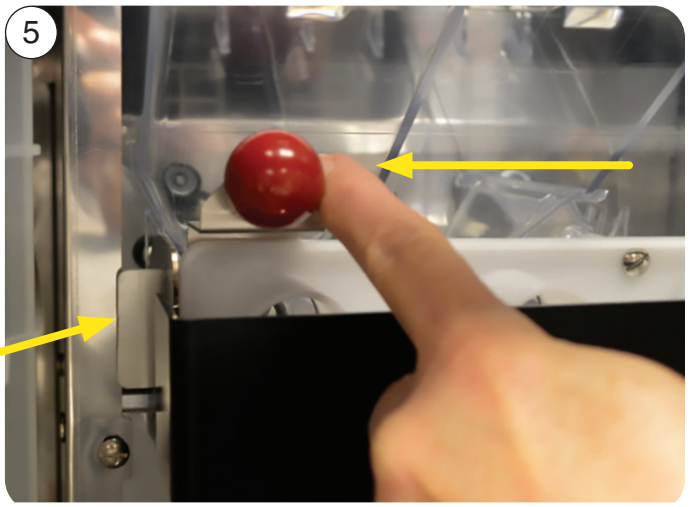
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Bean Hopper Setup (continued)

4. Install the Bean Hopper into the machine as shown. Some minor movement may be required to settle the hopper into its proper seating.

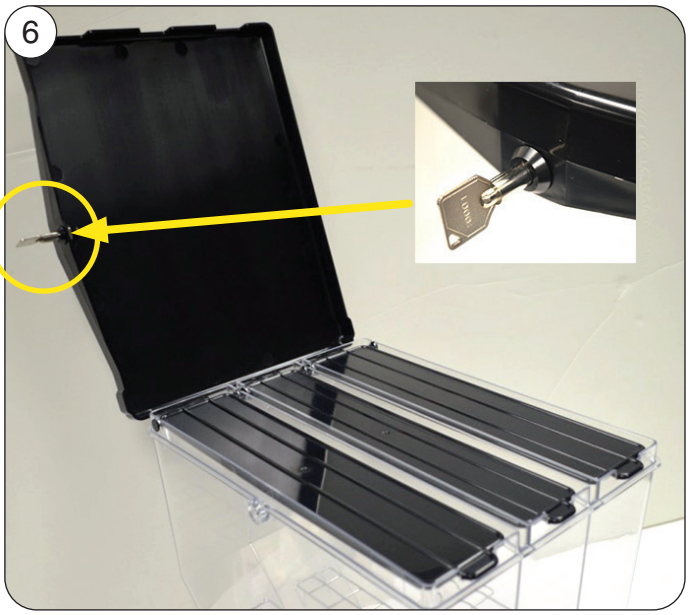


5. Lock the Bean Hopper into place by pushing the hopper lock mechanism (Red Ball) to the left as shown. Doing this will slide a metal tang into a slot, thus preventing the bean hopper from being removed as well as allowing the beans to flow from the hoppers when the bean augers are engaged. Failure to do so may result in improper machine performance or damage to the hopper.



6. Insert Hopper Lid Key into key hole located on the left side of the Bean Hopper Lid as shown. Once the lid is unlocked, lift the lid, and you have access to each of the three bean compartments.

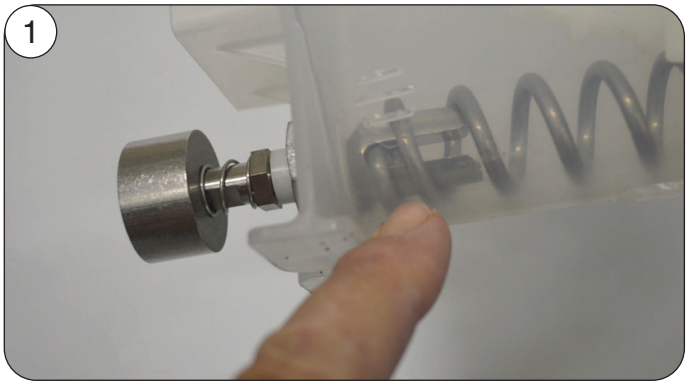
   NOTE: At this point, go ahead and fill each of the hoppers with the beans that make up your unique recipes. Close the lids, and then close and lock the main hopper lid.



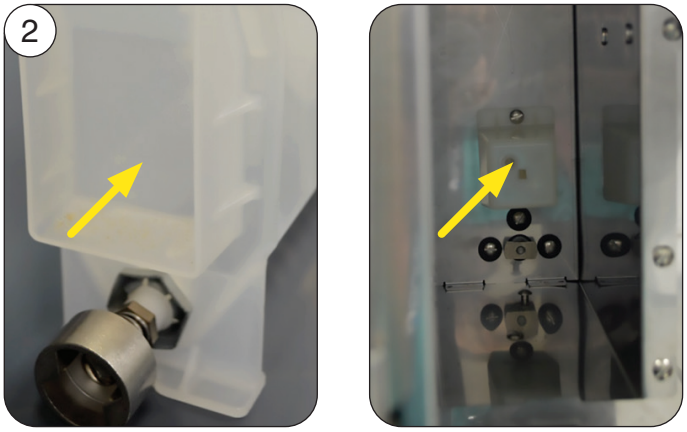
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Powder Hopper Setup

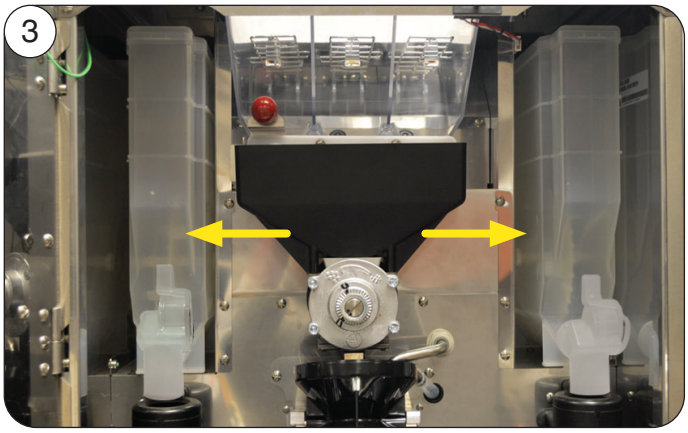
1. Remove the powder hoppers from the packaging. Before filling each with the appropriate product, verify that the auger spring is in it's correct position. If the auger spring is not engaged, rotate the auger driveshaft clockwise till the auger spring is fully seated as shown.



2. Before installing the powder hoppers, take note, that at the rear of each hopper is a cavity that corresponds with a locating block in each of the powder hopper locations. When a hopper is placed in position, the locating block fits into the cavity, thus ensuring proper powder hopper placement. Also, the front of the hopper needs to be placed behind the retaining tab directly behind the whipper mixing bowl.



3. Fill the hoppers, then install one on either side of the machine as shown.



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Waste Bin / Drip Tray

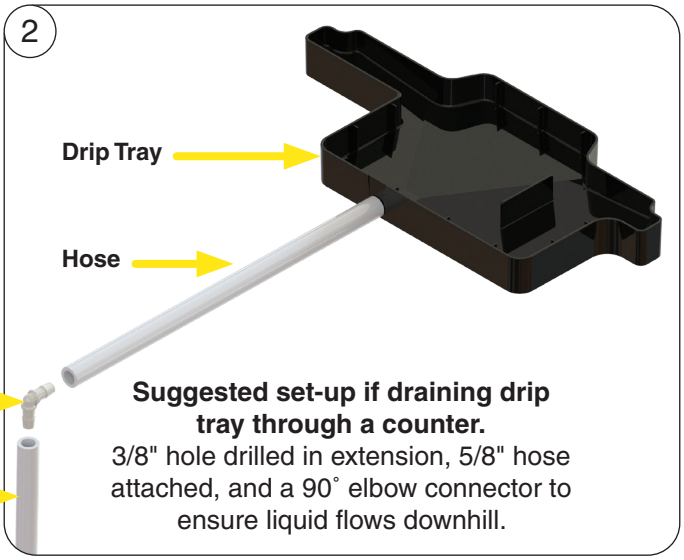
1. Remove the waste bin from the packaging, and install as shown. A magnet is located on the back of the bin.

   NOTE: An optional through counter waste bin is available for unattended sites.



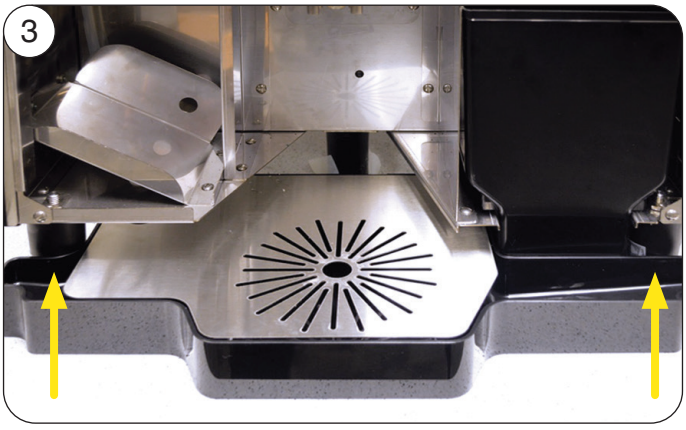
2. Unpack the drip tray/cover. Remove the tape securing the cover.

   If setting up to have drip tray drain through a counter, a hose will need to be attached. Using a 3/8 inch drill bit, make a hole in the extension on the back to the drip tray. Then attach a 5/8 inch (inside diameter) hose with a minimum rating of 200˚F. The hose needs to flow downhill to work properly.



Suggested set-up if draining drip tray through a counter.
3/8" hole drilled in extension, 5/8" hose attached, and a 90˚ elbow connector to ensure liquid flows downhill.

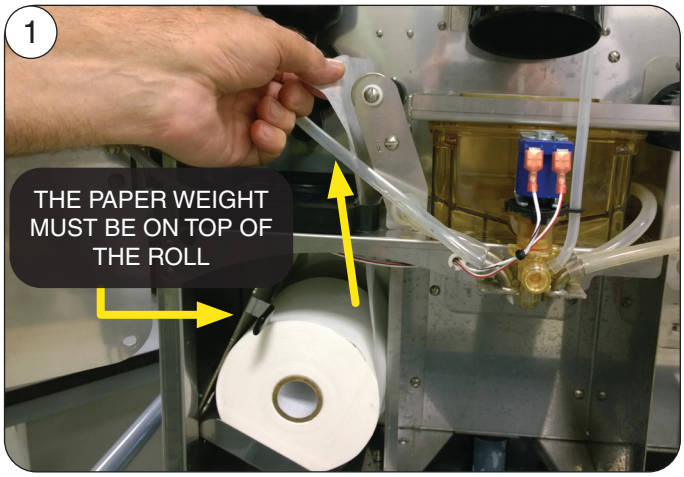
3. Position the drip tray as shown. When properly placed, the drip tray fits up against the front legs of the machine.



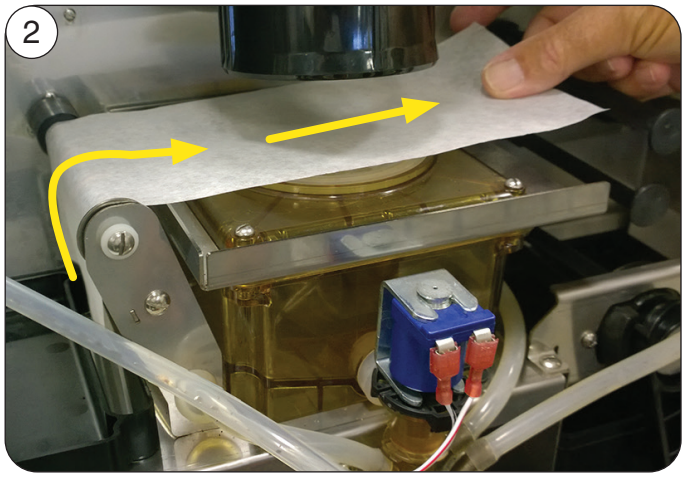
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Filter Paper Installation

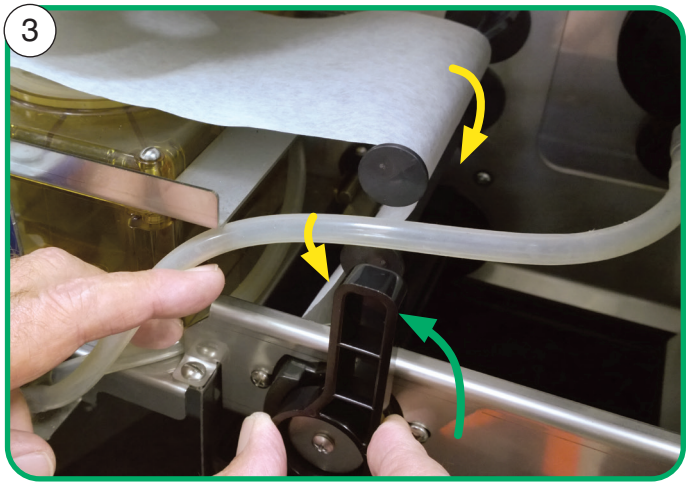
Install filter paper roll and then route the filter paper through the tractor drive as shown.



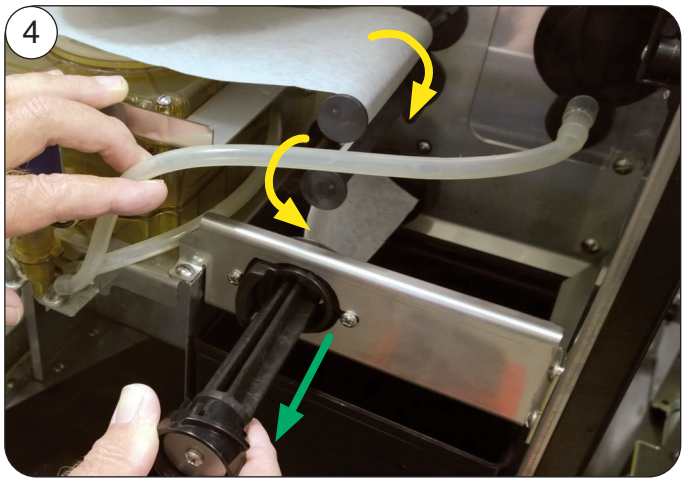
1. Pull the end of the paper roll up, and over left roller.



2. Pull end of paper between the Brew Funnel and Brew Box



3. Continue paper over the top spindle, then on the left side of the middle spindle. Feed the paper in front of the pick-up (bottom) spindle with the handle. Flip the handle a quarter turn to the left.

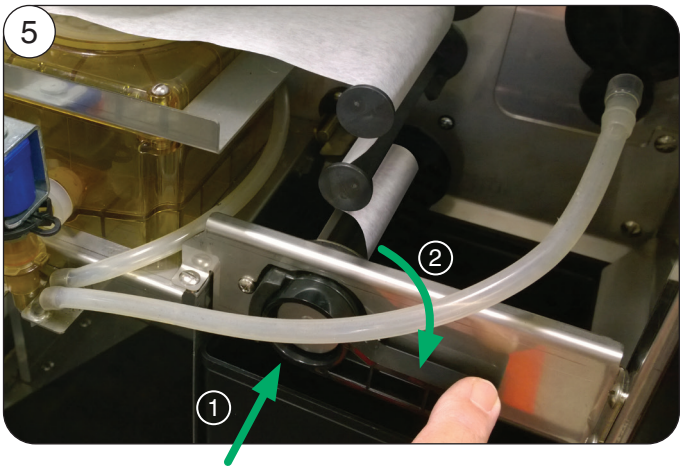


4. Pull the handle out as shown, and place the paper in the slot that goes the length of the pick-up spindle.

5. With the paper inserted into the slot of the bottom spindle, 1) push the spindle in, 2) then down a quarter turn to the right.

   NOTE: There are notches on the pick-up spindle handle that need to be lined up before pulling the handle down. These notches hold the handle in place when the automatic paper advance is in use.





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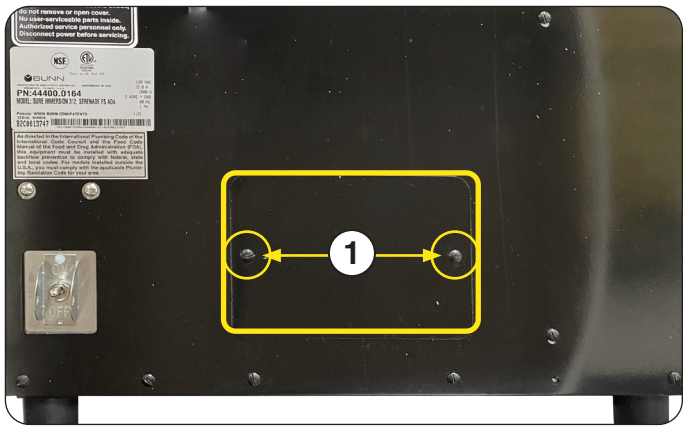
BUNNLINK ACTIVATION

Ethernet WI-FI Board Activation

These instructions are for connecting BUNNlink from a compatible machine through WiFi using an Ethernet connection.

1. If you are connecting to an Ethernet cable, remove the 2 screws and then the back panel they hold to locate the Ethernet cable port.

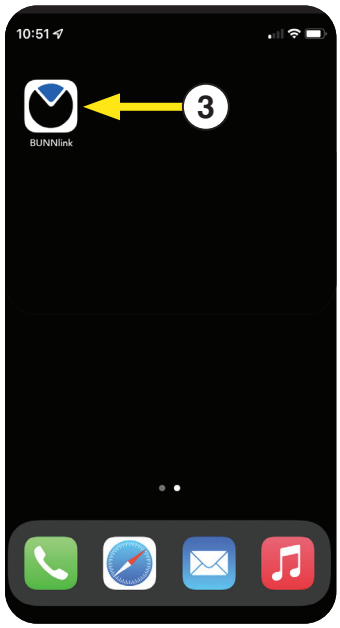
   If you are using WiFi only, proceed to next step.



2. Download the latest version of the BUNNlink Mobile App to your smart phone through either the Apple® App store for IOS or Google Play® store for Android.

   Download on the App Store GET IT ON Google Play

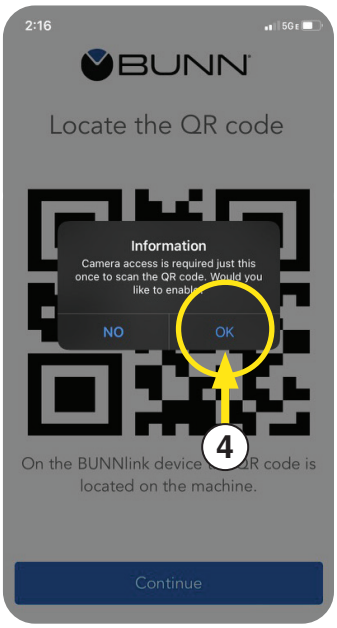
   NOTE: It will appear with the BUNN logo icon.



3. Open App when complete.

4. The app will ask you to enable the camera to scan the QR code.

   Select OK.



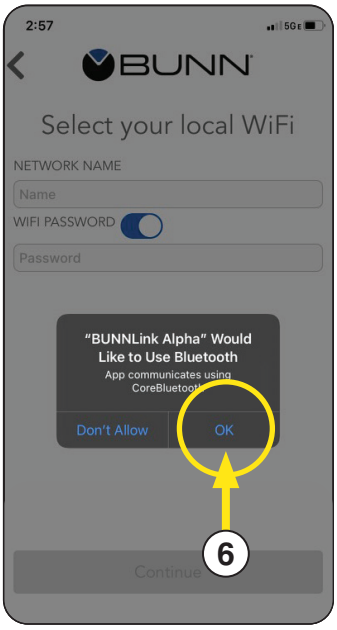
5. This screen will display once accessed.

   Press the CONTINUE button.



6. The app will ask permission to use Bluetooth.

   Select OK.



continued >

BUNNLINK ACTIVATION

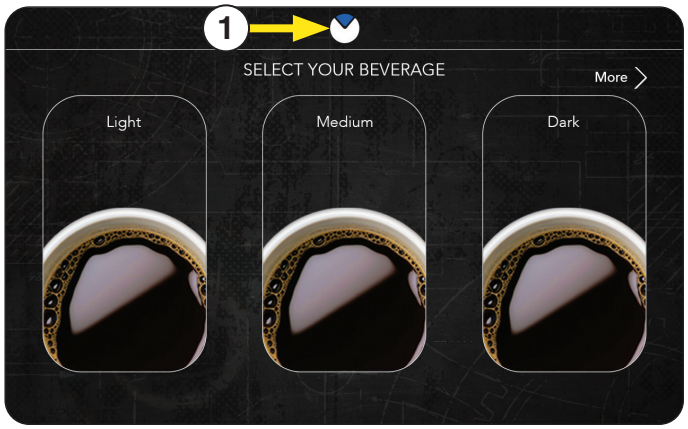
continued from previous page

The location's Wi-Fi network name and password is required before BUNNlink activation.

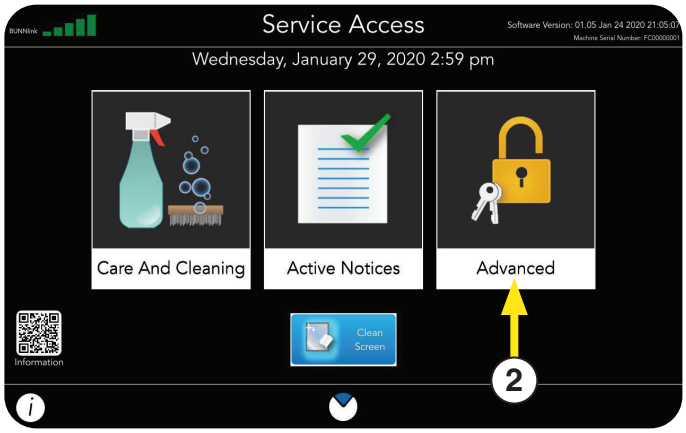
If you experience any issues with activation; contact BUNN Tech Services at (800) 286-6070 or email: bunnlink@bunn.com.

Steps to find out:

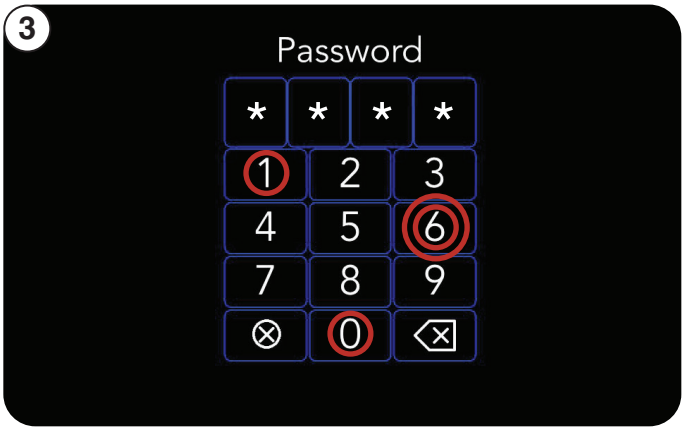
1. Press the BUNN Logo to open Service Access screen.



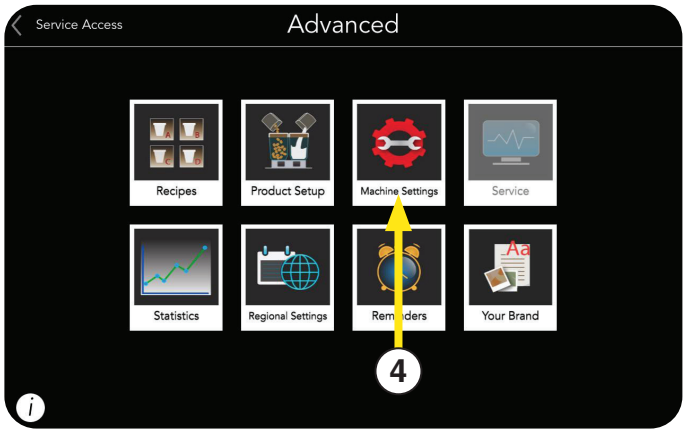
2. Select Advanced button



3. Select **6601** for Password.



4. Select Machine Settings.

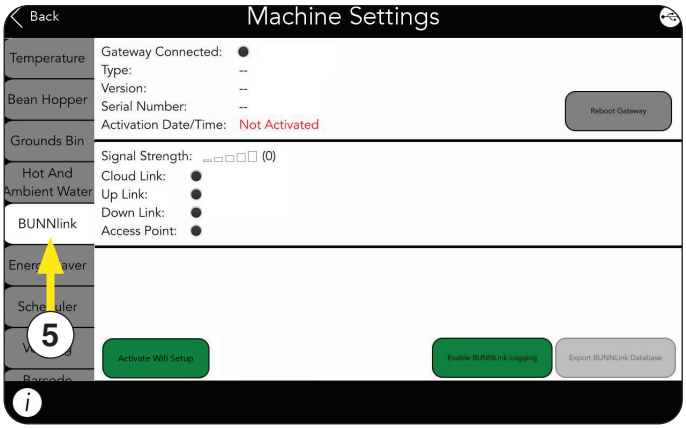


continued >

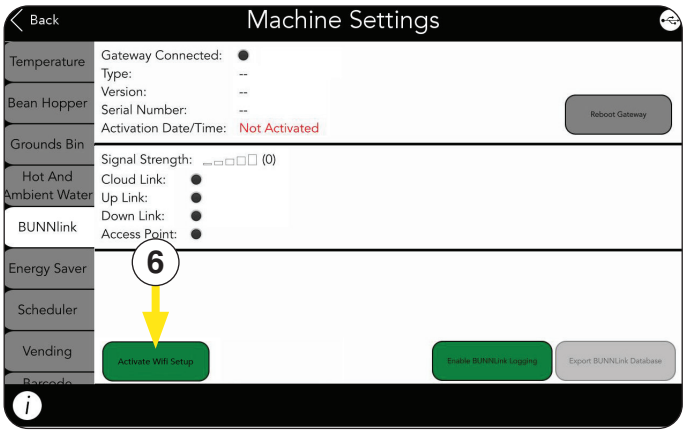
BUNNLINK ACTIVATION

continued from previous page

5. Select BUNNlink Tab.



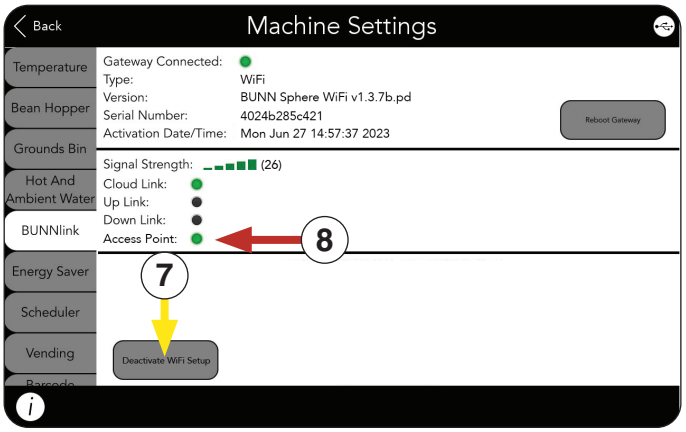
6. If not active, click on the Activate WiFi Setup button.



7. The button should change to grey and say Deactivate WIFI Setup.

8. The Access Point dot should turn green.

   NOTE: If Access Point is dark, power cycle the machine for 5 minutes and start over.



continued >

BUNNLINK ACTIVATION

continued from previous page

BUNNLINK TAB INFORMATION WHEN ACTIVE

a. Gateway Connected should be green to indicate the machine and BUNNlink gateway see each other.

b. Type of board shown as WiFi.

c. Sphere WiFi type should appear with/its software version.

d. The Serial Number that appears on this screen is the Mac Address for a Bunnlink WiFi board.

   NOTE: If whitelisting is needed, this is the 12-digit Mac Address that should be added to the list.

e. Activation Date/Time when BUNNlink was first enabled on the machine's interface.

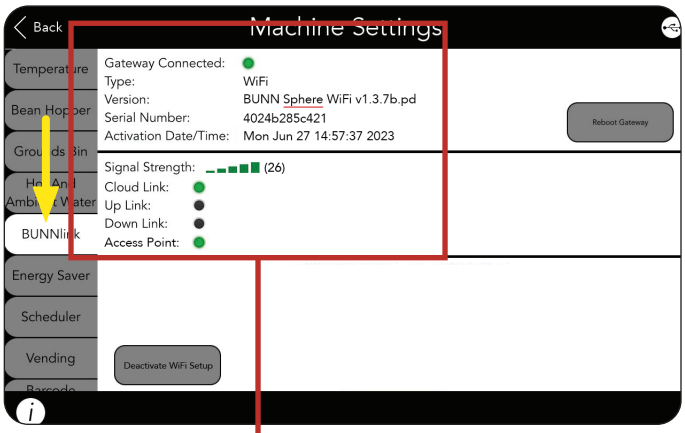
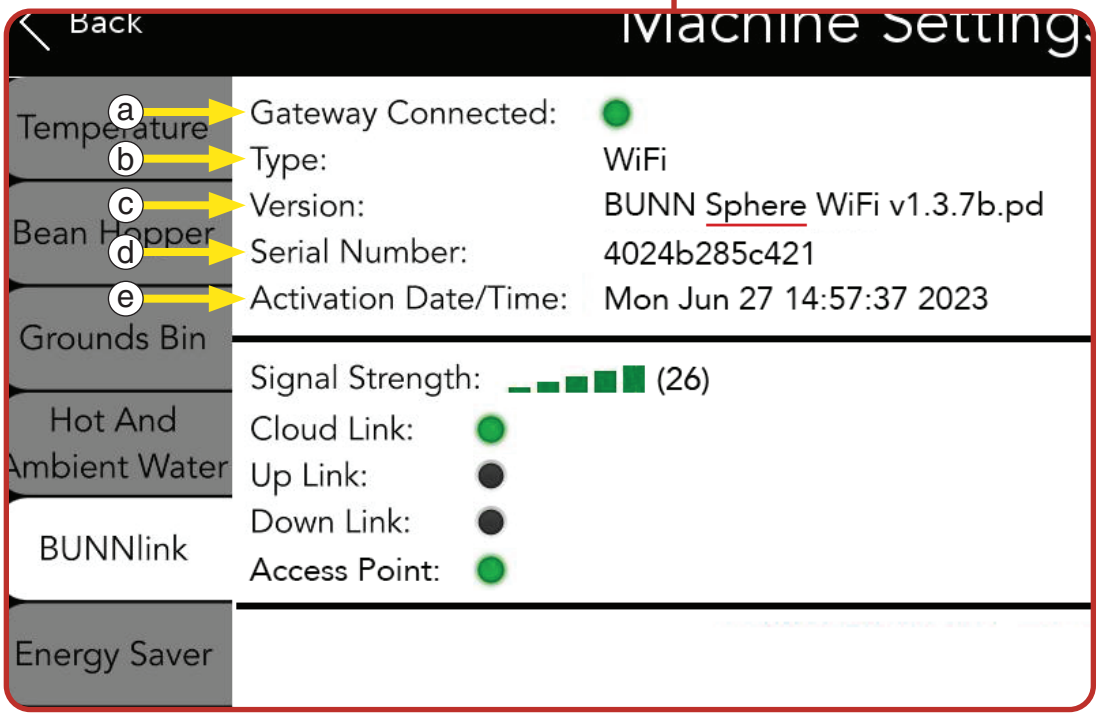


Fig. 1



continued >

BUNNLINK ACTIVATION

continued from previous page

9. Locate the QR Code decal either behind the display or behind the door.

   The decal should say it is for an Ethernet WiFi Board and include a Serial Number with 12 alpha numeric characters underneath the QR code image.

   NOTE: The Serial Number that appears on the decal should match the one on the screen example in Fig. 1 (d).

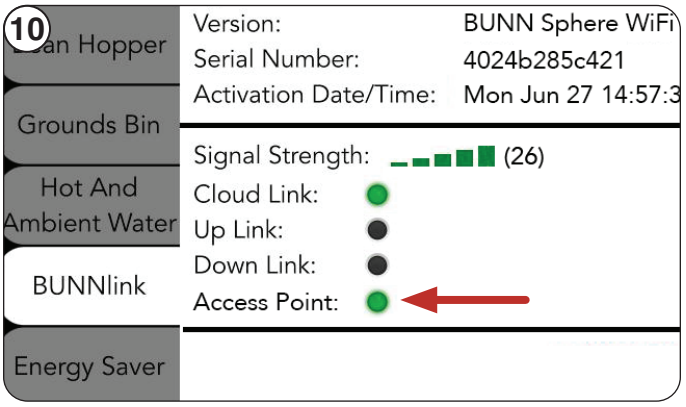
   NOTE: New kits will have a decal behind the board, on the anti-static packaging, plus a spare decal to stick on the machine when replacing or installing a board.



10. From the machine, go to the BUNNlink tab.

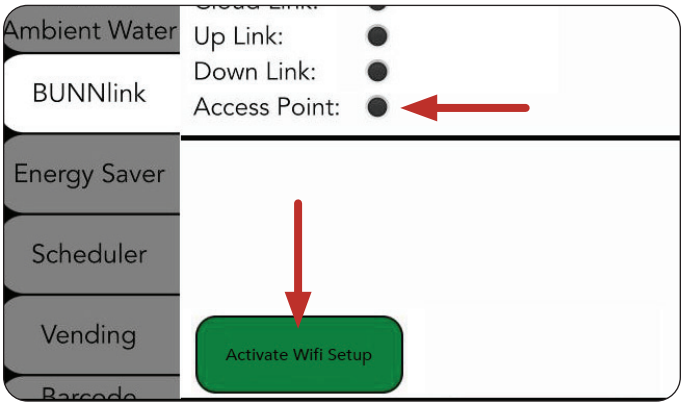
    The Access Point should be green.

    Proceed to step 12.



11. If the Access Point is not green, click on the Activate WiFi button.

    When Access Point is green, proceed to step 12.



12. Scan the QR code using the BUNNlink Mobile App.

    NOTE: It may take a couple of attempts.

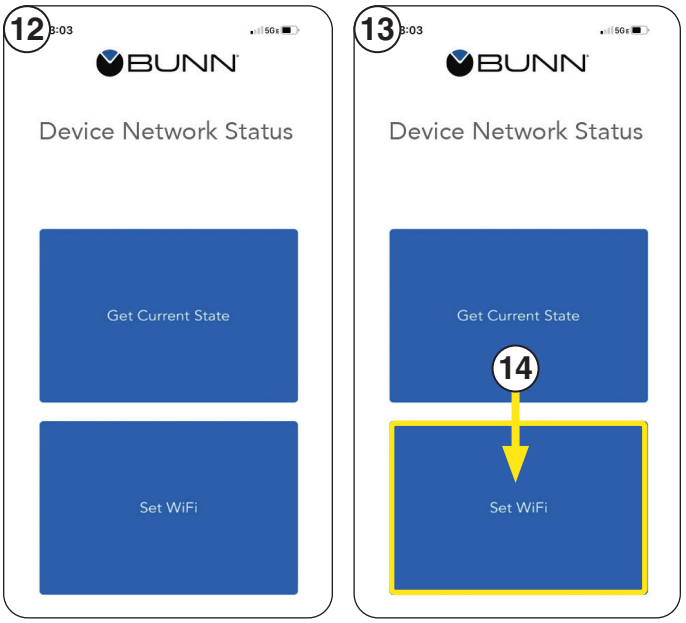
    Sometimes pulling back away from the image while scanning works better than trying to get the camera too close.

    If you can't scan the QR code, contact bunnlink@bunn.com or 217-331-8428.

    Leave a message if necessary. Your call will be returned.

13. Connect to the WIFI Board. After a successful QR Code scan, two buttons will appear on the mobile app – Get Current State and Set WiFi on the Device Network Status screen.

14. On the mobile app, click on Set WiFi.



continued >

BUNNLINK ACTIVATION

continued from previous page

15. If you are connecting to a hidden network, enable the Hidden toggle located on the app before Scanning for WiFi.

    If successful, a list of available networks will appear.

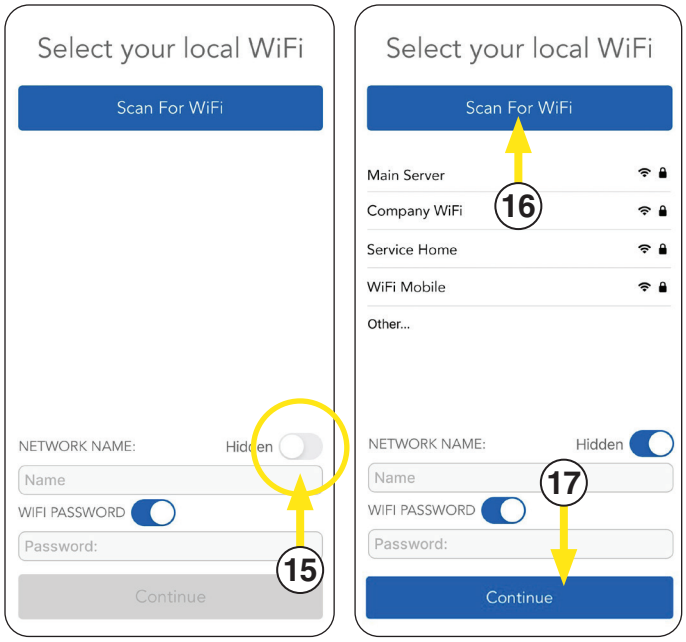
16. If you have the location's network name and password, you may enter it manually, or select the name from the list of available networks and enter the password.

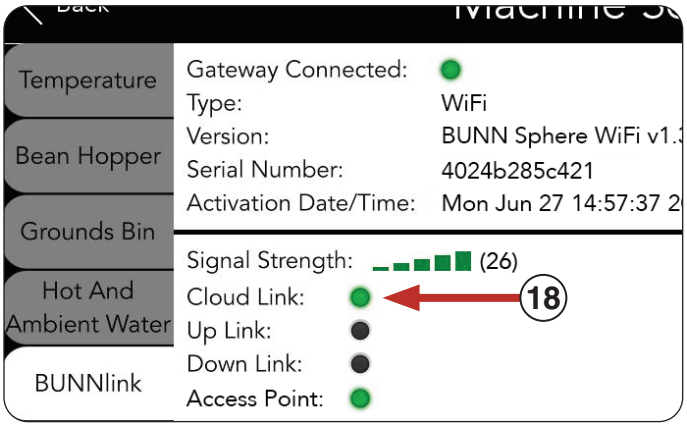
17. Click Continue.

    NOTE: If it fails, see Troubleshooting section.

18. If successful, Cloud Link will turn green and become steady, signal strength will show green bars.

    YOUR CONNECTION IS NOW COMPLETE.





OPERATING INTERFACE

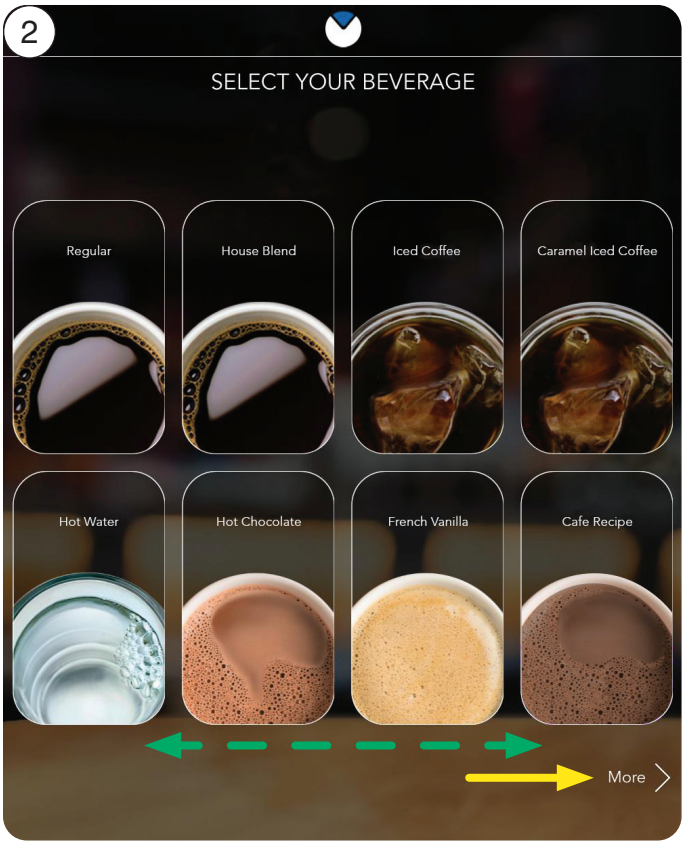
1. The first screen to appear is the "Screen Saver". Touch the screen to begin.



2. From the main menu (Selection) screen, the user is offered beverage choices. The user selects one to proceed.

3. Once a selection has been made, the user then presses the "OK" button to proceed or the "X" button to cancel the selection.

NOTE: If you have more than eight BEVERAGES set up, and you don't see all of them on the screen, either swipe side-to-side by pressing the images, or press the MORE Arrow on the bottom right corner to scroll through.

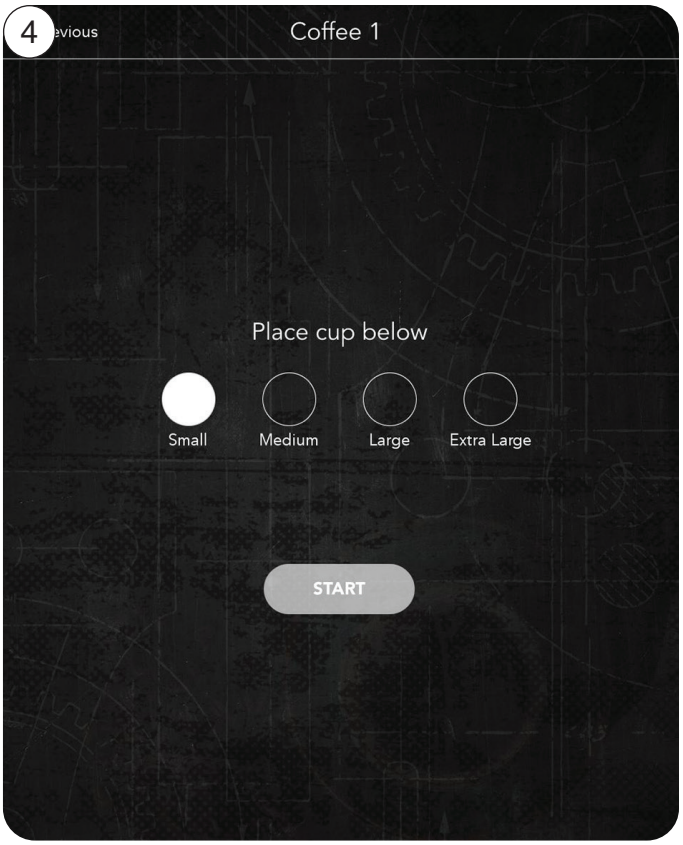


continued >

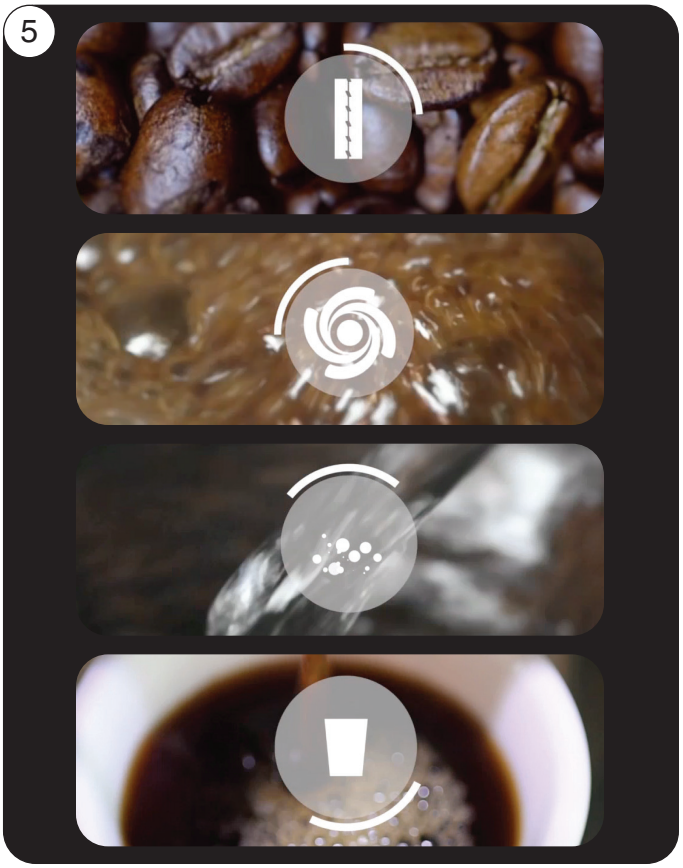
OPERATING INTERFACE

4. From the "COFFEE" screen, the user is prompted to make a size selection. The user is offered up to 4 cup sizes, plus optional carafe. "SMALL", "MEDIUM", "LARGE" and "EXTRA LARGE". Once a selection has been made, successive screens walk the user through the chosen beverage preparation, step-by-step with static and video imagery.

   NOTE: In the upper left corner of the screen is a back arrow button that will allow the user to return to the previous screen.



5. The chosen beverage preparation is shown in step-by-step visuals... Grinding... Immersion... Brewing... and Dispensing.



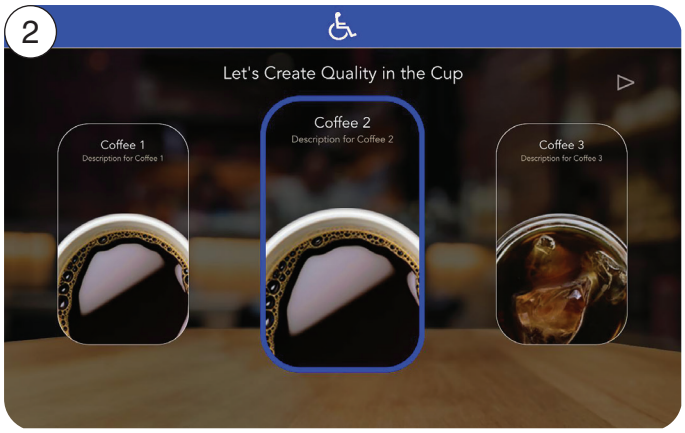
ADA Interface

For individuals needing access, the ADA control buttons are located just below the door and to the right of the dispenser.

1. To activate the ADA screen interface, the user must press the accessibility symbol (wheelchair icon).

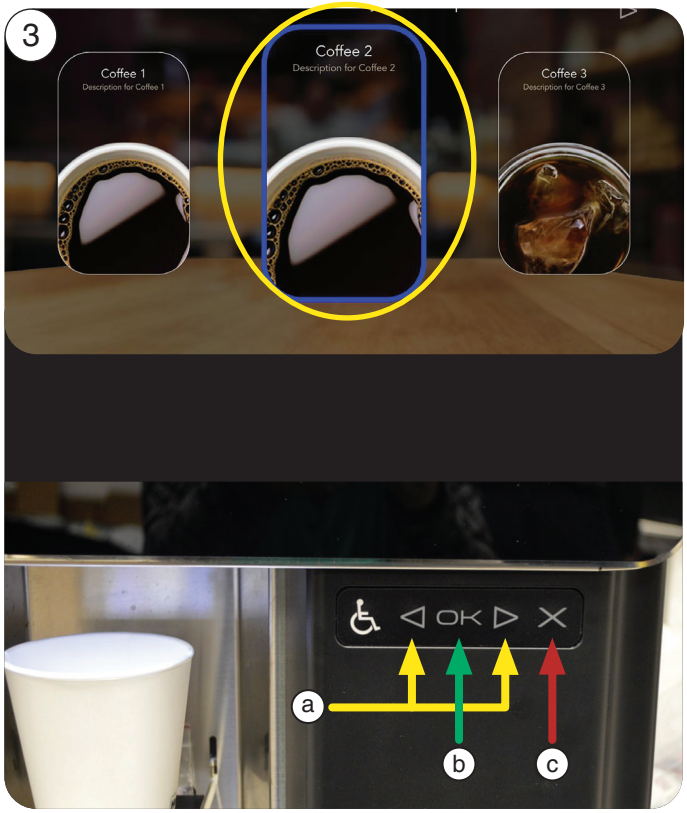


2. When activated, the screen will have a blue banner at the top, and a blue highlight around the item being selected.



3. Navigate around the screens using the Left and Right arrows on the ADA interface.
   a. Select a beverage (using left and right arrows).
   b. Press the "OK" button to confirm it.
   c. Pressing the "X" cancels the selection.

NOTE: If the beverage selected is an Iced Beverage, the screen will prompt the user to fill the cup with ice prior placing the beverage container (cup) on the tray.



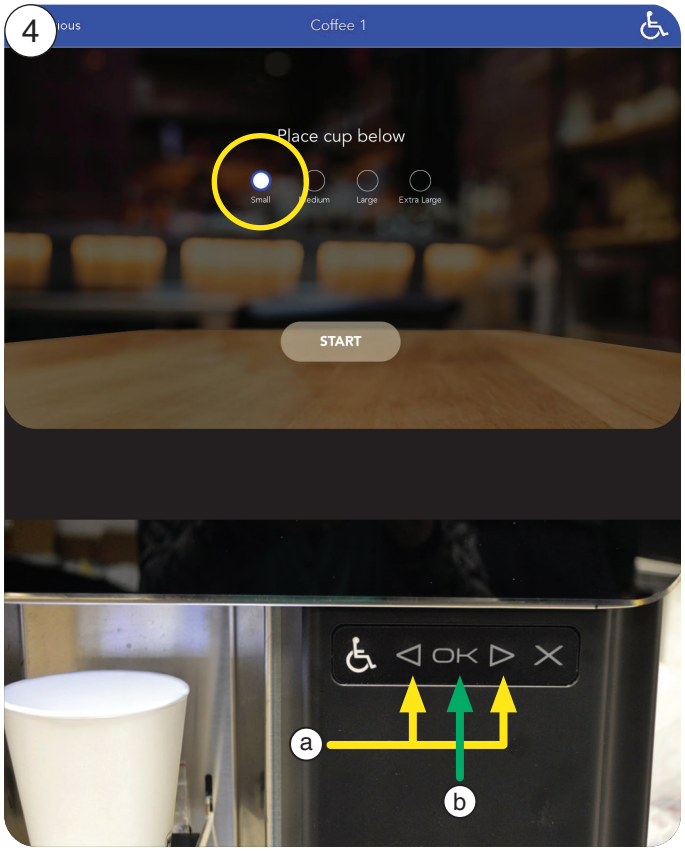
continued >

ADA Interface (continued)

4. Selections available through the ADA interface on this screen; Previous, Small, Medium, Large, Extra Large and Start.

   a. Next, using the ADA arrows, choose a BEVERAGE size.

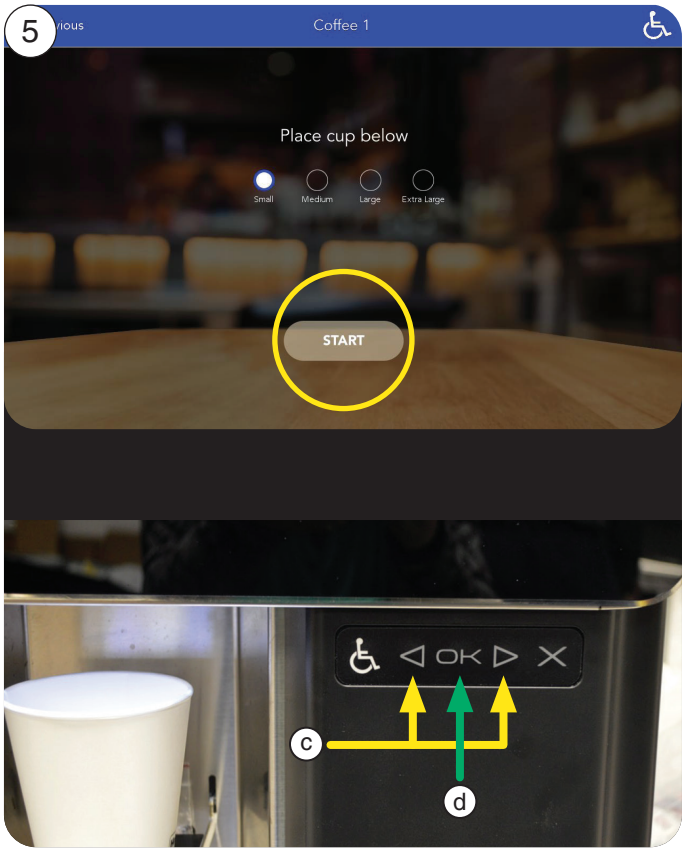
   b. Press OK to enter selection.



5. Press the START button.

   c. Use Navigate arrows.

   b. Press OK.



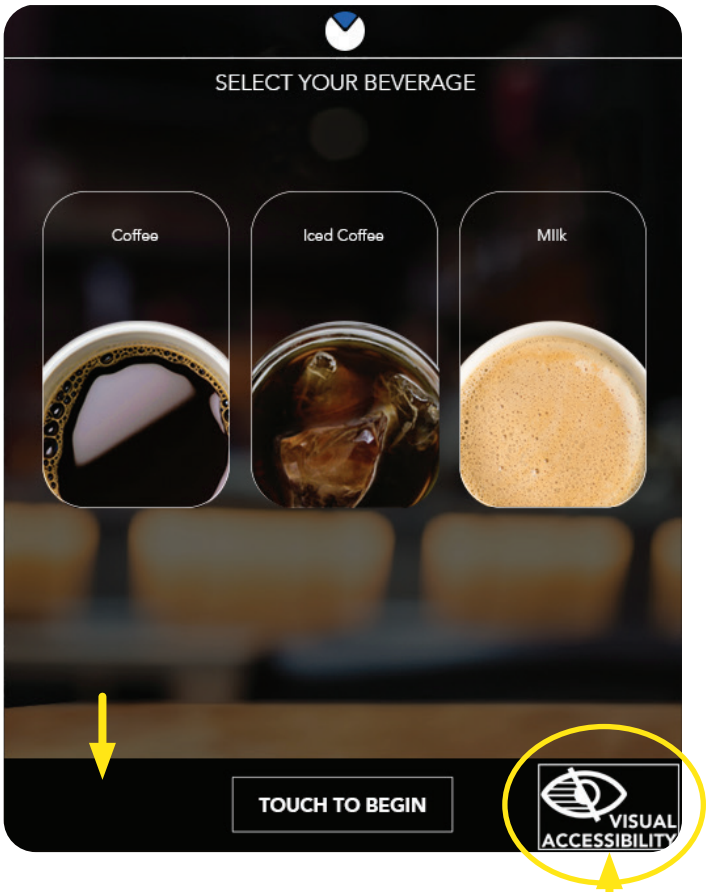
continued >

ADA Visually Impaired Interface (Optional Features Available)

1. A special mode to provide high contrast and simplified screens for accessibility for those that are visually impaired.

   If the VISUAL ACCESSIBILITY option is enabled, a black banner will appear at the bottom of the SCREEN SAVER screen with a TOUCH TO BEGIN button.

   A VISUAL ACCESSIBILITY logo is also shown on the MAIN MENU screen when enabled.



TWO WAYS TO ACTIVATE THE ADA SCREEN INTERFACE:

a. Press VISUAL ACCESSIBILITY button on screen.

b. Press any button on the ADA Control Panel.



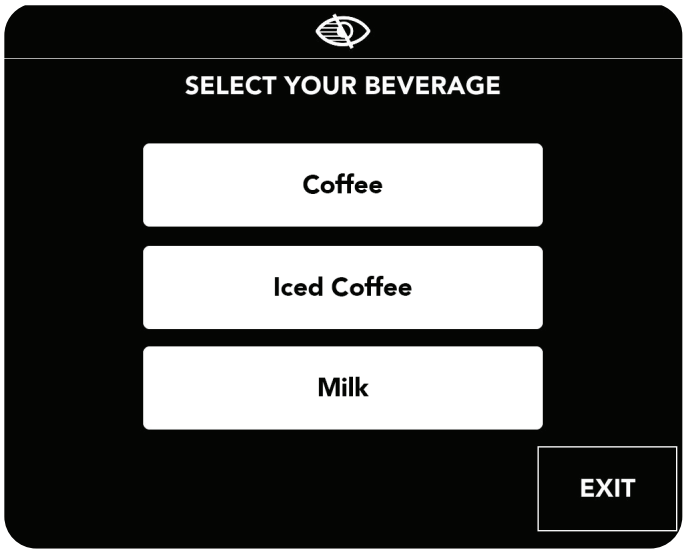
NOTE: The ADA CONTROL PANEL is located just below the door and to the right of the dispenser.



continued >

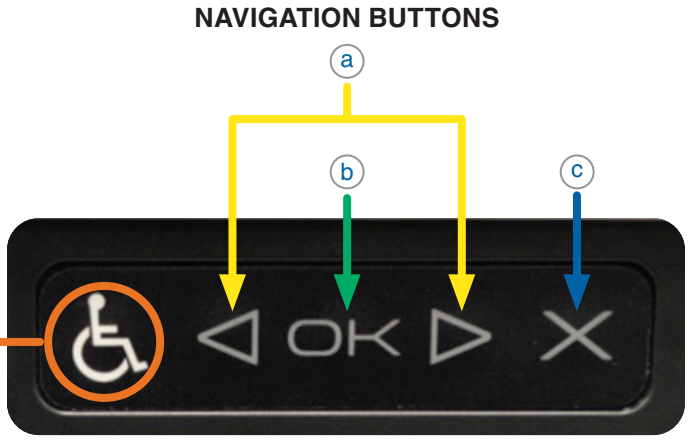
ADA Visually Impaired Interface (continued)

1. When activated, the Main Menu will appear with beverage choices.



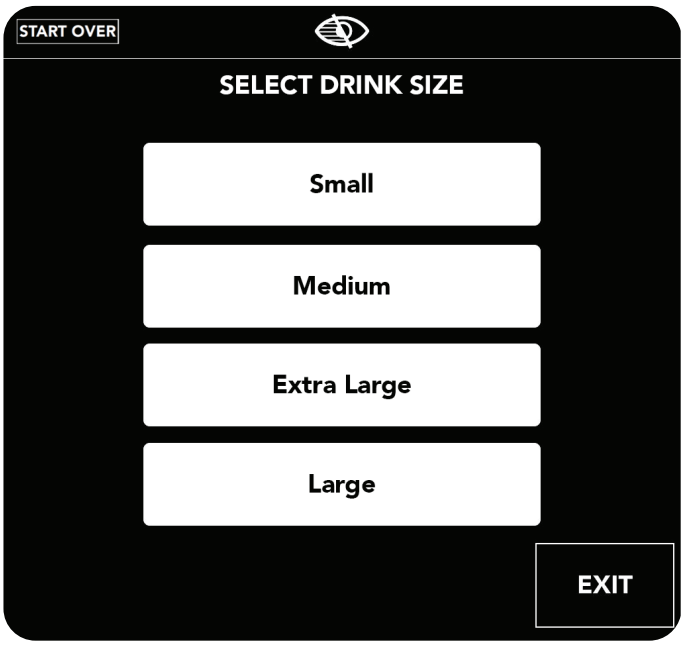
2. Navigate around the screens using the Left and Right arrows on the ADA interface.
   a. Select a beverage.
   b. Press the **OK** button to confirm it.
   c. Pressing the **X** button or the **Exit** button cancels and exits the selection.

   NOTE: If the beverage selected is an Iced Beverage, the screen will prompt the user to fill the cup with ice prior placing the beverage container (cup) on the tray.



NOTE: Pressing the "Activation" button at any time will exit ADA mode.

3. Select Beverage Size, Start Over or Exit.



continued >

4. A screen will appear asking to PLACE CUP BELOW.



5. Press the START BEVERAGE button.

6. The beverage process is shown step-by-step... "Collecting the Beans", "Grinding", "Steeping", "Filtering", and "Dispensing".



7. Process is done when BEVERAGE COMPLETE screen is shown.



VIRTUALTOUCH OPERATION

VirtualTOUCH is a beverage dispensing experience that is powered by BUNNlink®, our state-of-the-art cloud based IoT (Internet of Things) solution. Your customers now have the option of selecting and dispensing a beverage on their favorite bean to cup machine using the most convenient device, their personal smartphone.

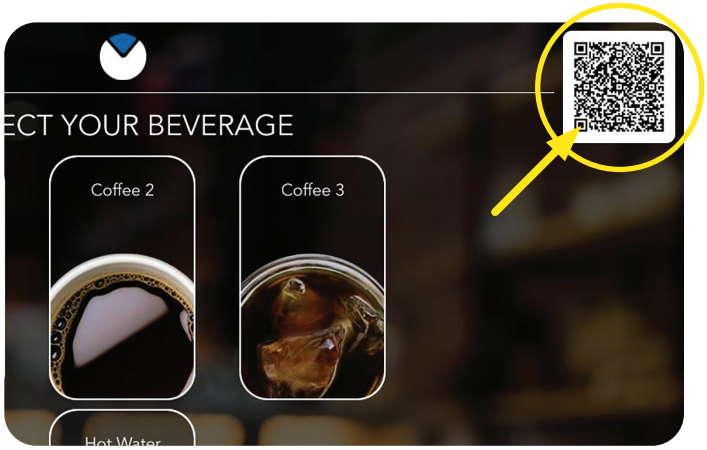
What is needed:

- Installed and registered BUNNlink connectivity on the machine.
- VirtualTOUCH feature enabled on the machine
- Smartphone that can read QR codes (most of the smartphones today are already capable or you can easily download a free QR code app)

BUNN VirtualTOUCH requires a QR code scanner to access the application to dispense a drink. Depending on what brand tablet or smartphone you carry, it may require you to download a QR code app before using VirtualTOUCH.

How to use VirtualTOUCH:

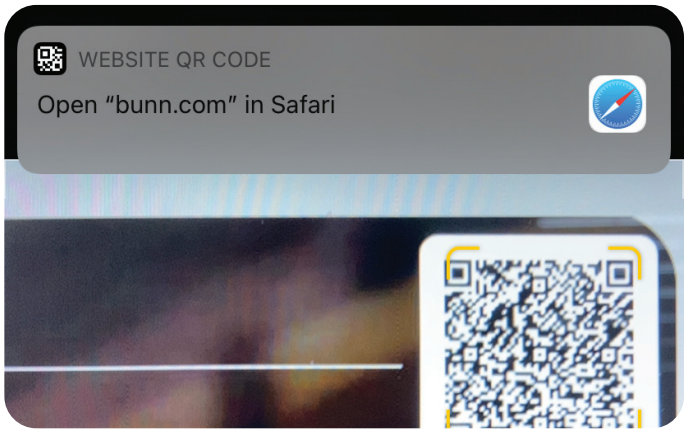
1. Use the smartphone to scan the QR Code visible on the display of the machine.



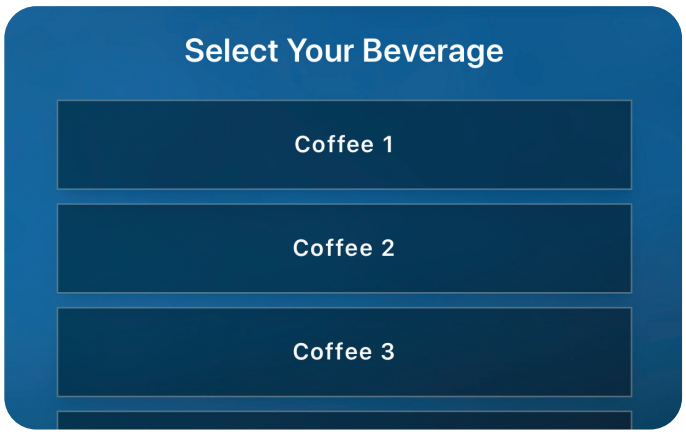
2. When prompted click on the link to open the BUNN VirtualTOUCH webpage: (www.bunn.com/clean-contact-solutions).

   It acts just like an APP without the need to install one from an app store.

   NOTE: Your default web browser will vary.



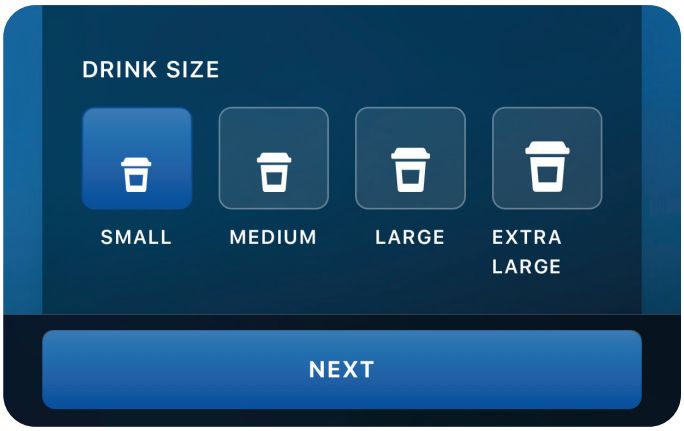
3. Select your favorite beverage shown on the VirtualTOUCH webpage.



continued >

4. Select Size.

   Press NEXT.

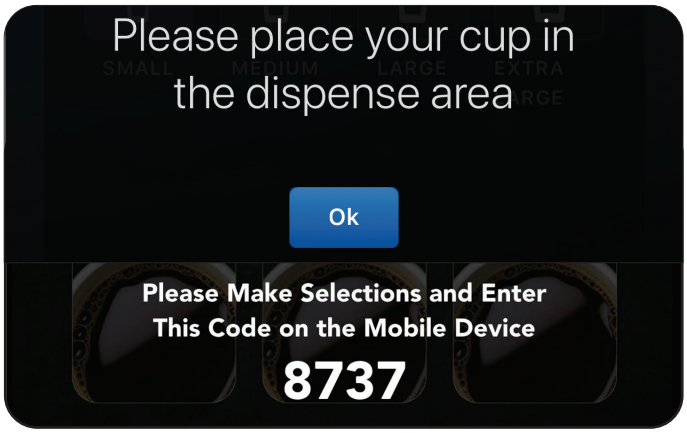


5. Place your Cup in position. For iced beverage, place cup with ice in position.

   Press OK.

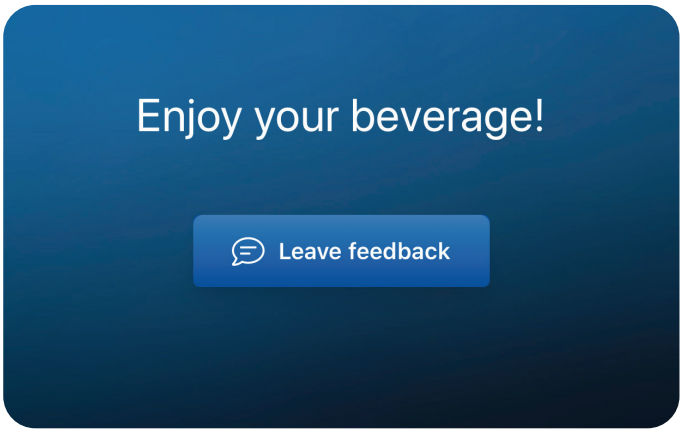
6. Enter the 4-digit code as it is shown on the display of the machine and press DISPENSE.

   NOTE: This is to confirm that you are standing in front of the machine and ready to take the drink.



7. Allow time for the beverage to finish dispensing before removing the cup.

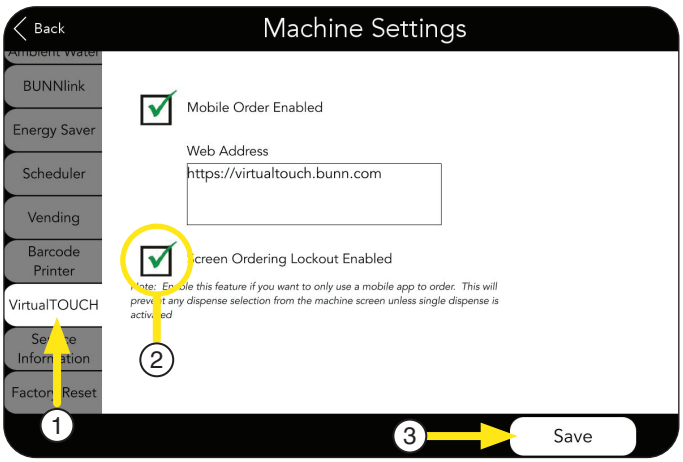
   Enjoy!



Screen Ordering Lockout

Allows you to enable lockout for touchless dispensing only.

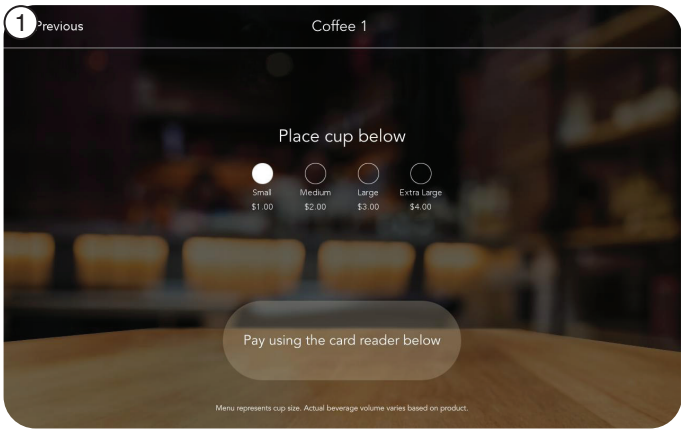
1. In MACHINE SETTINGS select VirtualTOUCH tab.
2. Select CHECKBOX next to SCREEN ORDERING LOCKOUT ENABLED to use this feature.
3. Press SAVE.



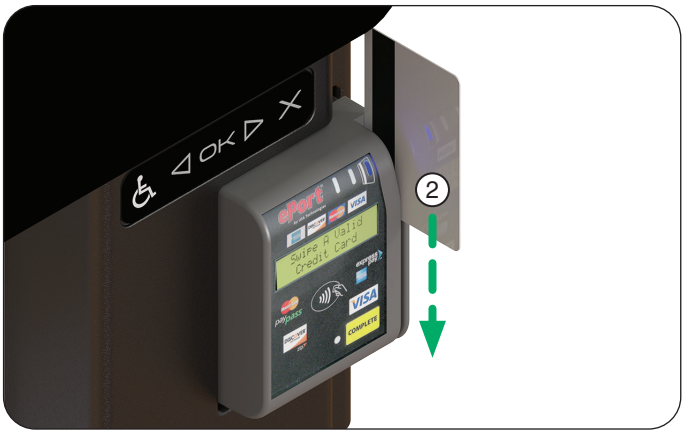
continued >

OPTIONAL CASHLESS PAYMENT SYSTEM

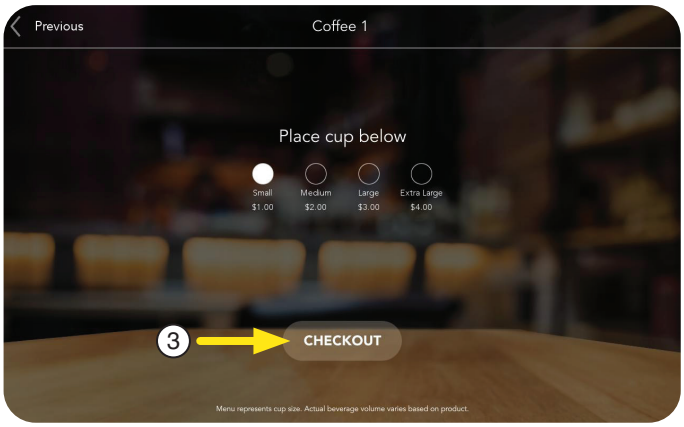
1. Place cup under dispense nozzle.
   Select CUP SIZE.



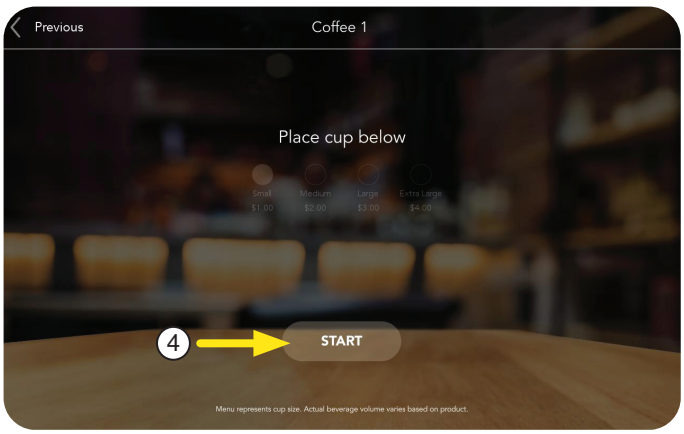
2. Swipe credit/debit card to start process.



3. Press the CHECKOUT button to lock in size selection.



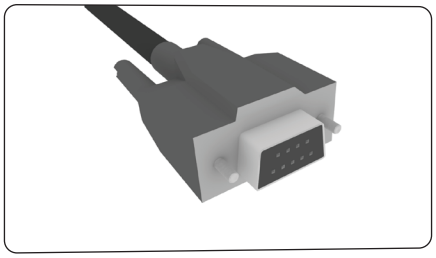
4. Press the START button to dispense.



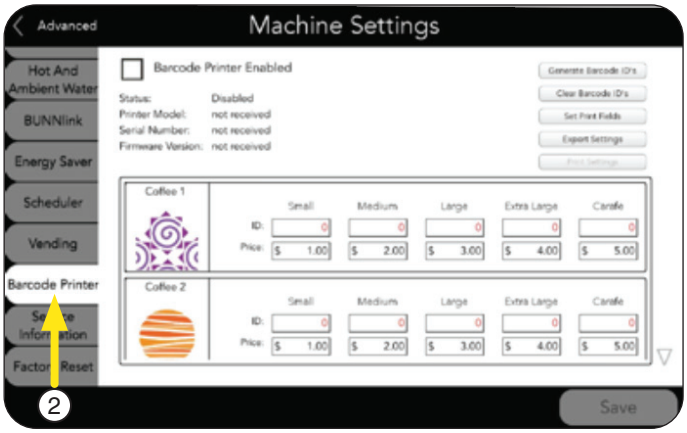
BARCODE PRINTER SETUP

NOTE: Printer hook up to the machine requires a db-9 cable.

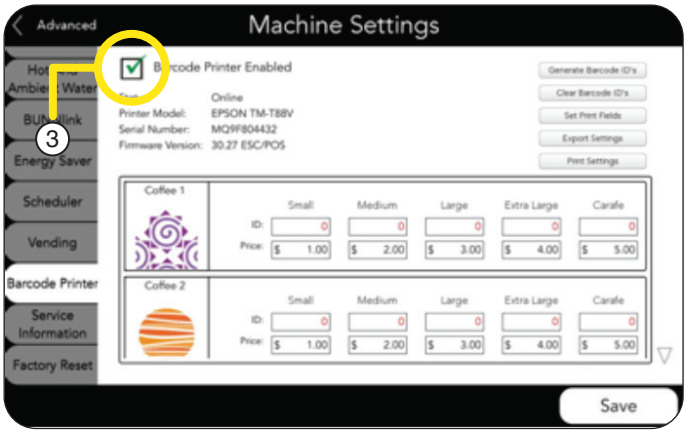
1. If the machine is printer capable, and a printer has been connected, the machine must be set up to enable printing.



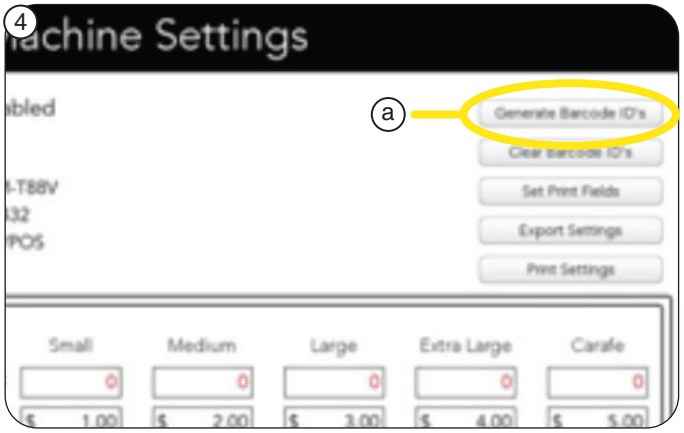
2. Navigate to the MACHINE SETTINGS screen, and touch the BARCODE PRINTER tab on the left.



3. Check the box next to BARCODE PRINTER ENABLED in the upper left of the screen.



4. Barcodes can be entered for each product two ways - AUTOMATIC and MANUALLY:



AUTOMATICALLY

a. Press the GENERATE BARCODE ID'S in the upper right corner.

continued >

BARCODE PRINTER SETUP

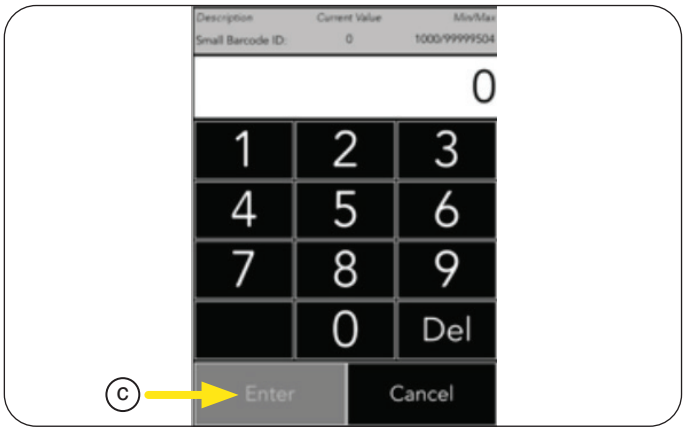
Automatically Generate Barcode ID's (continued)

b. Use the keypad to enter the barcode ID number for the first barcode you require.

c. Hit ENTER

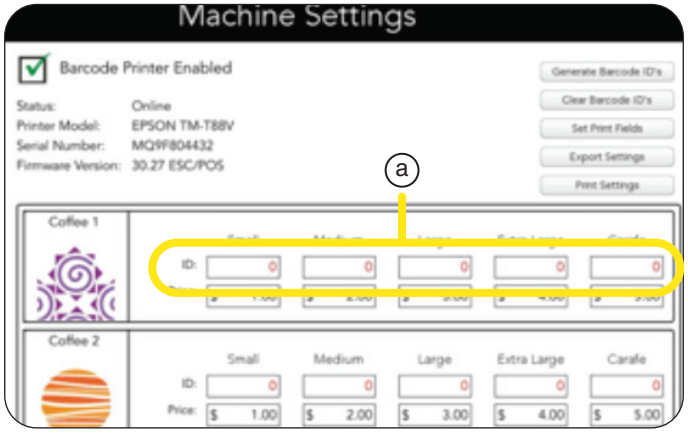
d. The ID fields will be automatically populated with barcodes, starting with the ID number you entered.

e. Repeat for each beverage and size.



MANUALLY

a. Barcodes can be manually entered for each beverage by touching the ID box for that beverage.

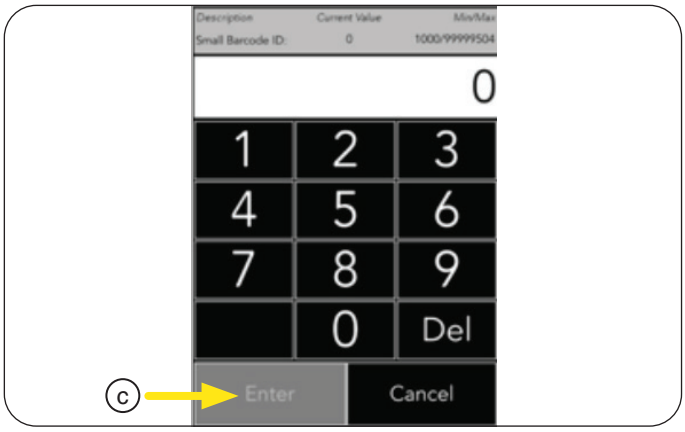


b. The keypad will appear.

c. Hit ENTER

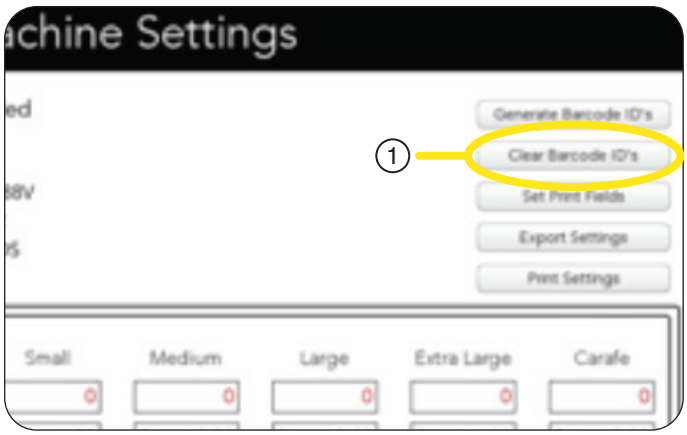
d. The ID fields will be automatically populated with barcodes, starting with the ID number you entered.

e. Repeat for each beverage and size.



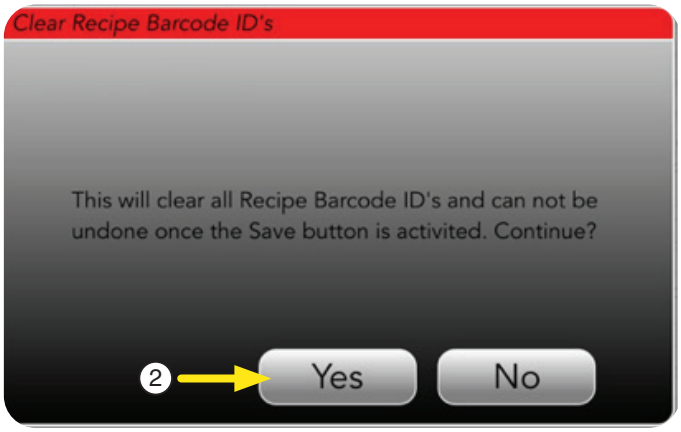
Clear Barcode Number

1. Barcode ID's can be cleared by touching the CLEAR BARCODE ID'S button in the upper right.



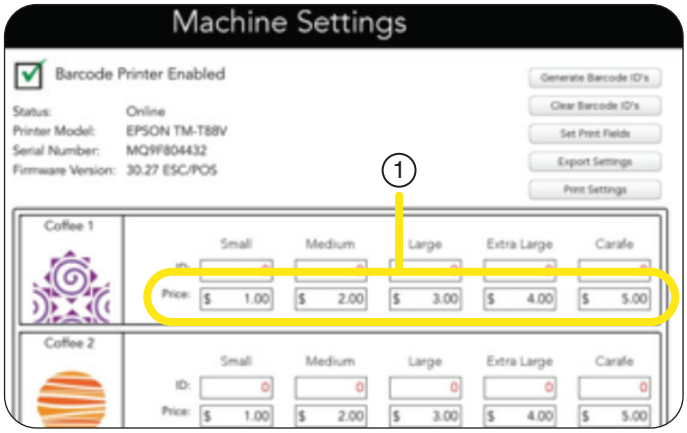
continued >

2. Press Yes to clear all barcode ID's, or No to exit the menu.



Setting Beverage Prices

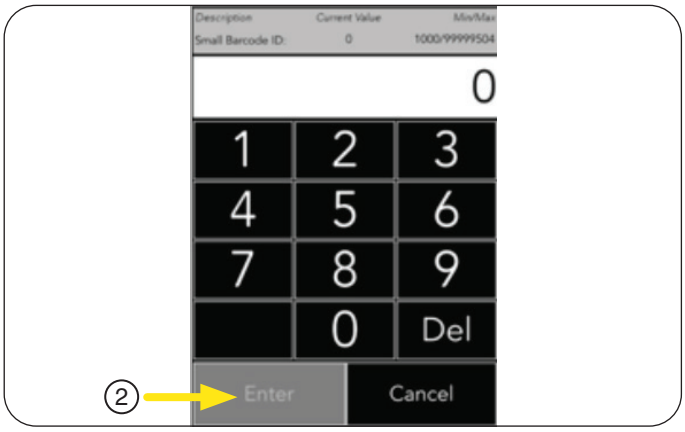
1. To set the price for a size, press the PRICE box for the size to be set.



2. Use the keypad to set the price.

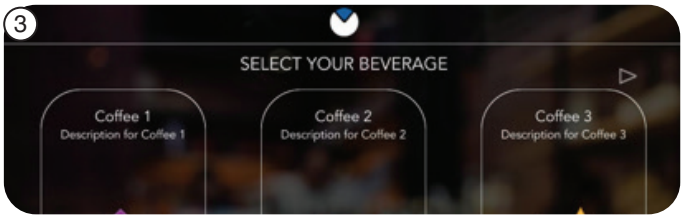
   Press ENTER.

   Repeat for the remaining sizes and beverages.

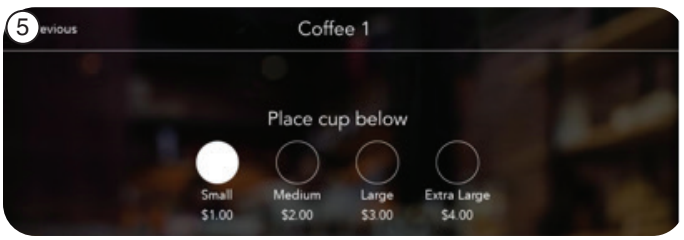


3. The main screen will return.

4. Select any beverage.



5. Verify that the correct price is shown for each size selection.

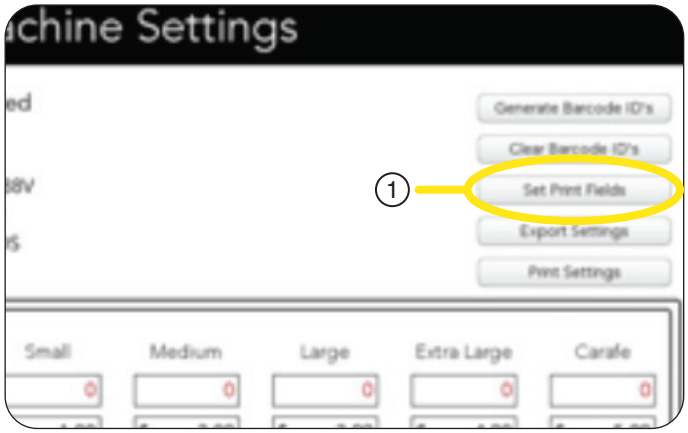


continued >

BARCODE PRINTER SETUP

Set Print Fields

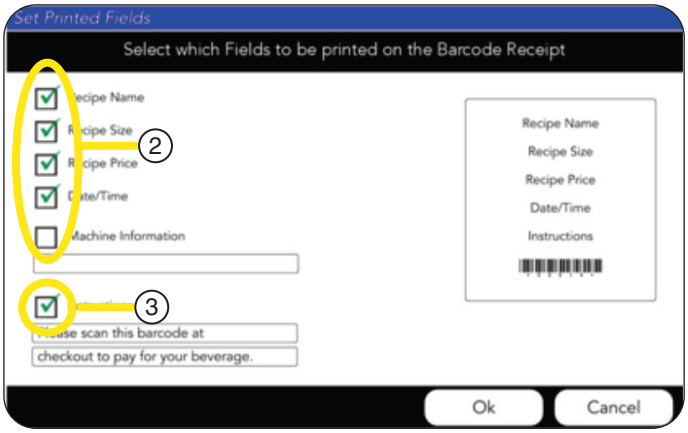
1. Fields to be printed can be selected by pressing the SET PRINT FIELD button in the upper right.



2. Check or uncheck boxes to select the fields which are to be printed on the barcode receipt.

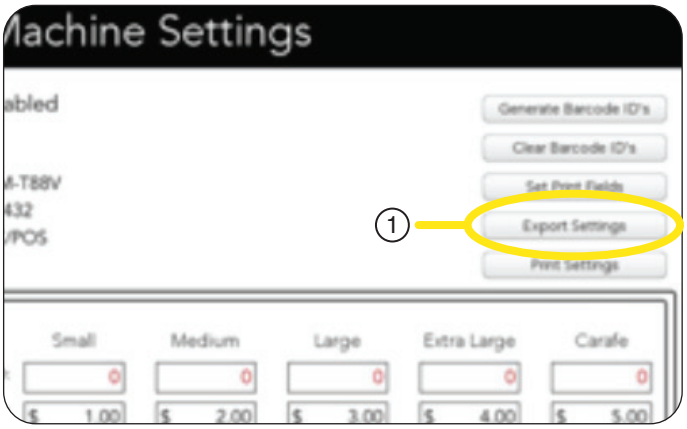
3. If instructions is checked; touch inside the box to bring up a keypad to enter the desired instructions.

4. Press Return key to save, press keyboard icon on lower right of keyboard to cancel.



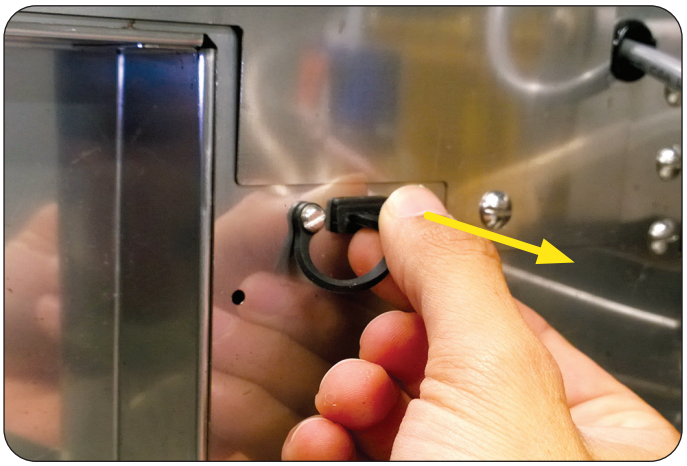
Export Settings

1. The barcode and price settings can be exported by pressing the EXPORT SETTING button.



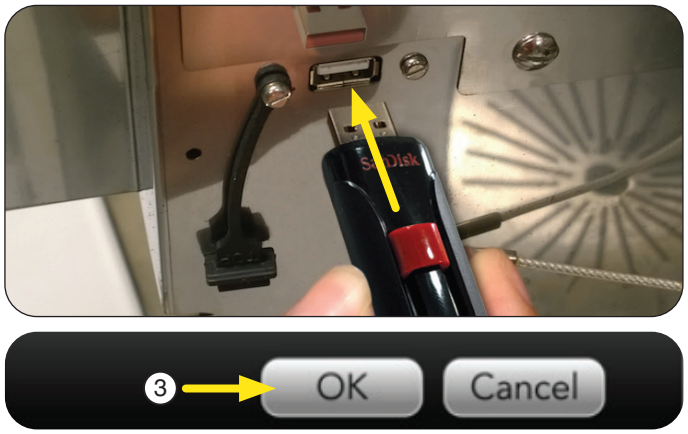
2. Open door.

3. Look for the rubber cover on the back of the door, and remove it.



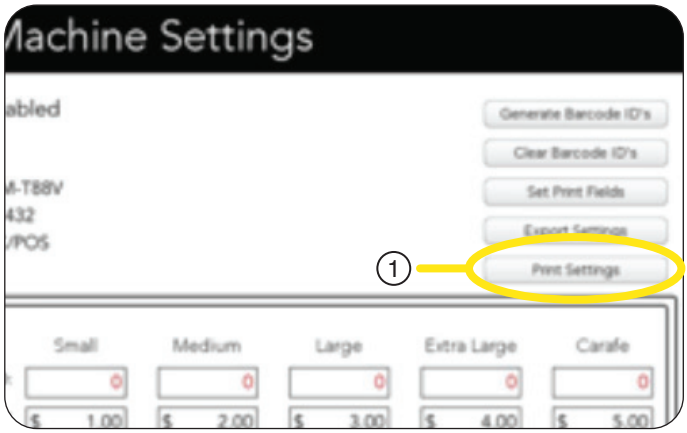
continued >

2. Insert the USB stick into the port.
3. Press OK.
4. The main screen will return.
5. Remove USB stick.
6. Close door.

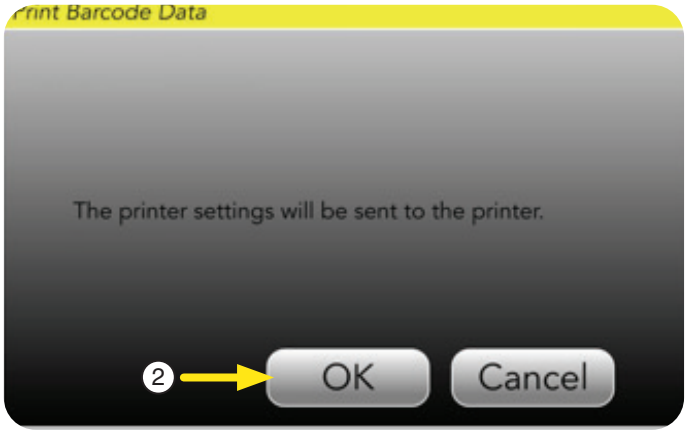


Print Settings

1. Printer setting can be sent to the printer by pressing the PRINT SETTINGS button.

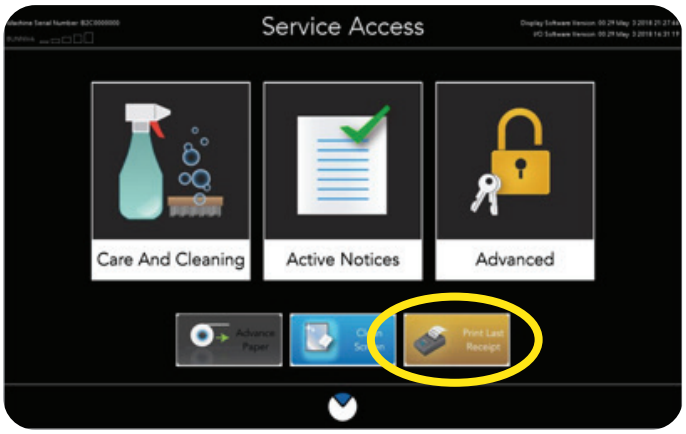


2. Press OK to print the printer settings.



Print Last Receipt

On the SERVICE ACCESS panel, the last receipt can be printed by pressing the PRINT LAST RECEIPT button in the lower right.



continued >

FILTER PAPER REMOVAL

When the "Paper Take Up Roll Full" indication has been reached, the machine will lock out brewing. **The spent paper must be removed.**

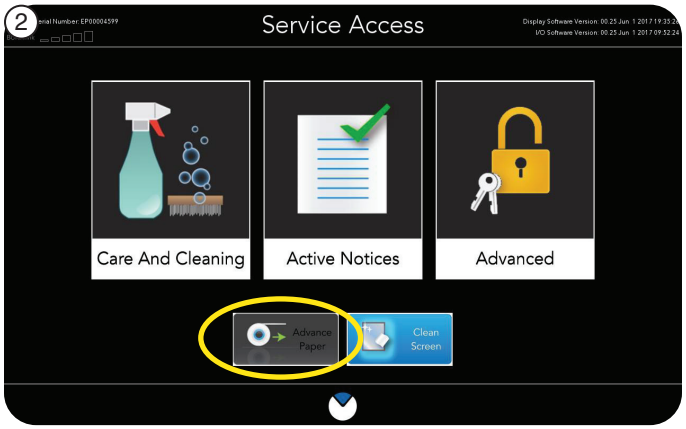
NOTE: This only applies when the take-up roller is used. This can be applicable for "through" counter installations depending on how the site prefers to dispose of the waste. Grounds plus paper or separated for compost.

1. To remove the used paper, press and hold the BUNN logo icon at the top of the screen for 3 seconds to access the SERVICE ACCESS screen.



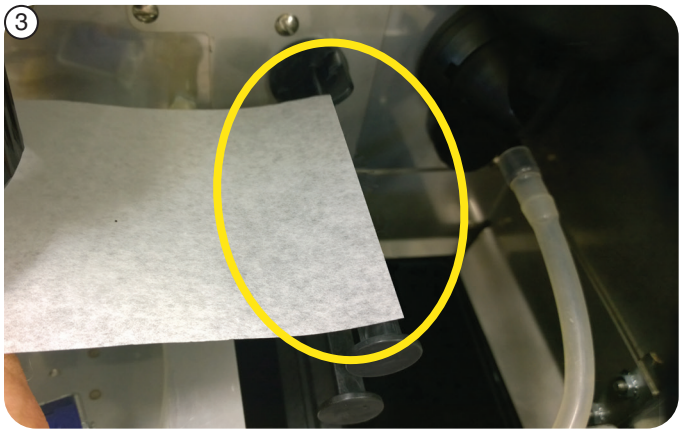
2. Press and hold the ADVANCE PAPER button for 3 seconds to dispense all of the used grounds.

NOTE: THE DOOR MUST REMAIN CLOSED!



3. Open the brewer door and cut or tear the filter.

NOTE: Cutting a clean edge on the filter paper (as shown) can make installation easier.



4. Turn the black take-up spindle handle up a quarter turn.



continued >

FILTER PAPER REMOVAL

5. Remove the take-up roller by pulling straight out.



6. Remove the used paper roll from the machine, or push it into the grounds bin.

   Continue to "Filter Paper Replacement" section to reset the take-up roller.



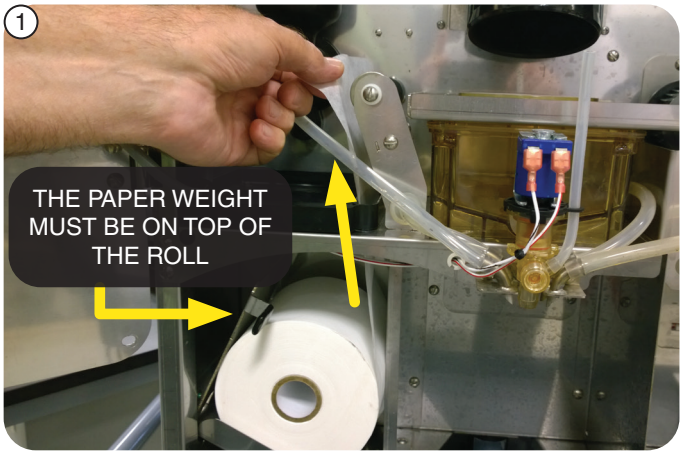
continued >

FILTER PAPER REPLACEMENT

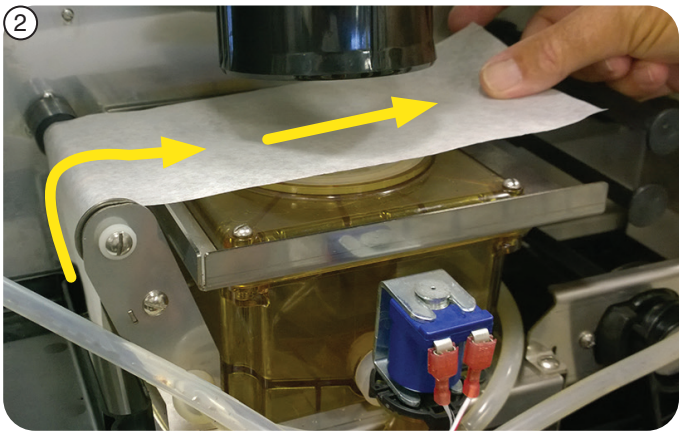
If you are starting with a new paper roll, start here. If you are continuing with a partial roll that you cut at the top spindle *(shown previously)*, go to step 2.

1. Install filter paper roll and then route the filter paper through the tractor drive as shown.

   Pull the end of the paper roll up, and over left spindle.

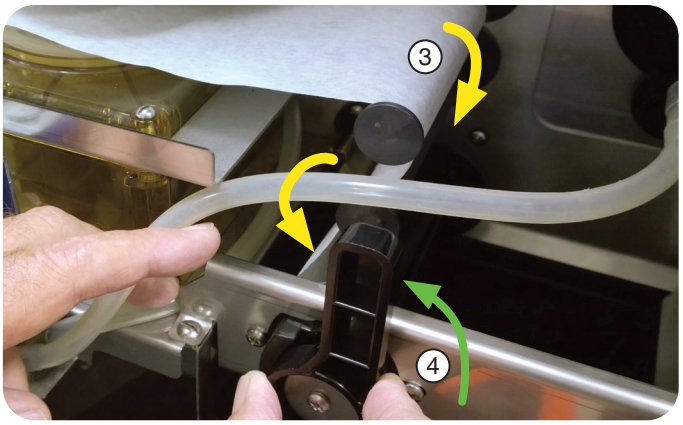


2. Pull end of paper between the Brew Funnel and Brew Box.



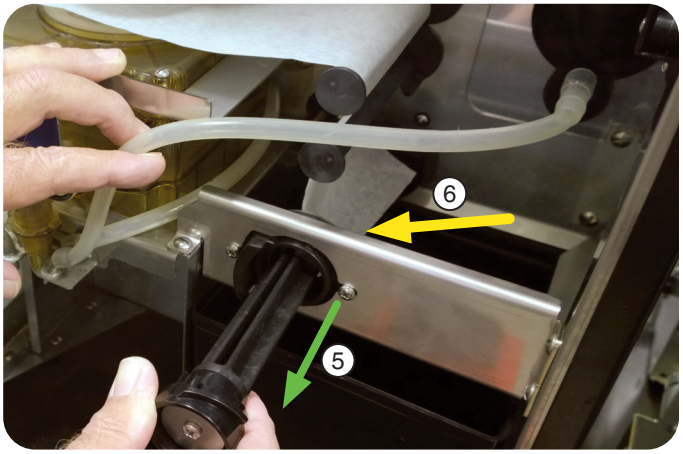
3. Continue paper over the top spindle, then on the left side of the middle spindle. Feed the paper in front of the pick-up (bottom) spindle with the handle.

4. Flip the handle a quarter turn to the left.



5. Pull the handle out as shown.

6. Place the paper in the slot that goes the length of the pick-up spindle.



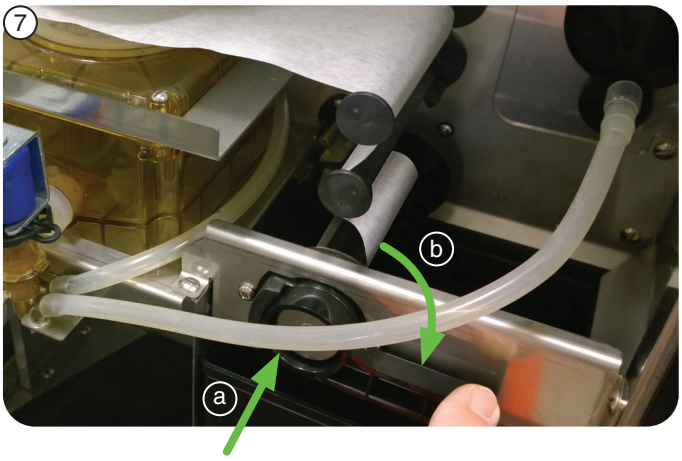
continued >

FILTER PAPER REPLACEMENT

7. With the paper inserted into the slot of the bottom spindle, a) push the spindle in, b) then down a quarter turn to the right.

   NOTE: There are notches on the pick-up spindle handle that need to be lined up before pulling the handle down. These notches hold the handle in place when the automatic paper advance is in use.

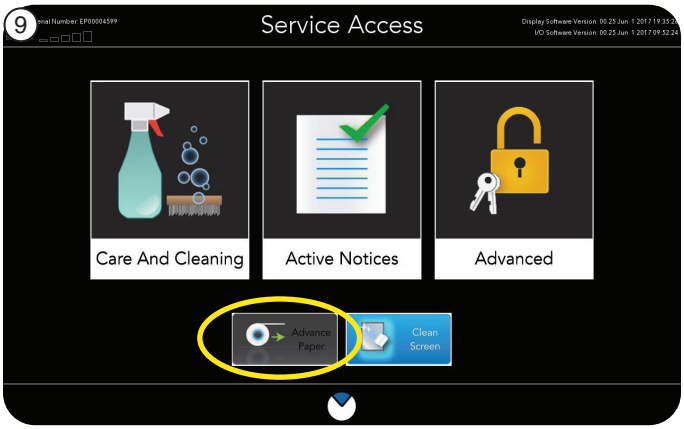




8. Close the door, and return to the SERVICE ACCESS screen by pressing and holding the BUNN logo at the top of the screen for 4 seconds.



9. Pressing and holding the ADVANCE PAPER button will advance the paper to the proper length.



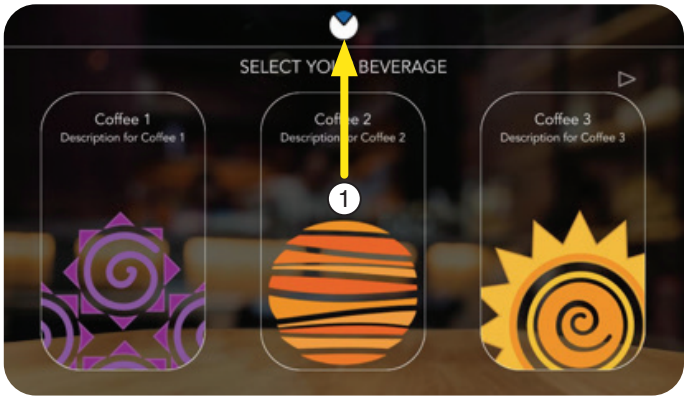
10. Reopen the door to visually verify the filter paper has advanced.

    Close and lock the door to continue operation.



SERVICE ACCESS

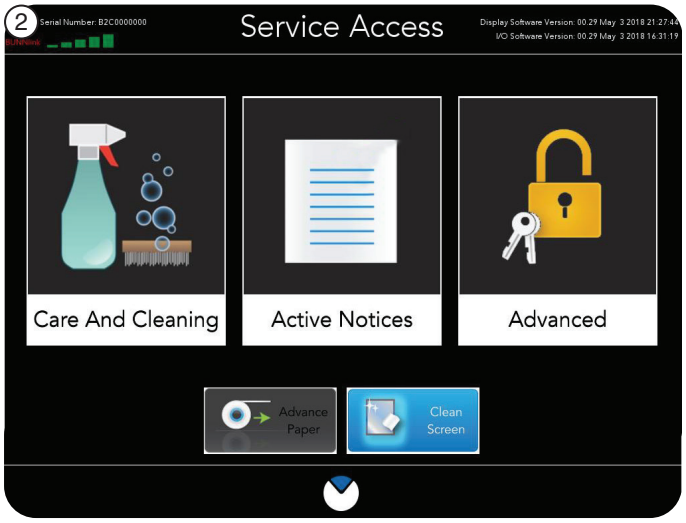
1. Press and hold the BUNN logo at the top of the screen for 3 seconds to access the SERVICE ACCESS screen.



2. At the SERVICE ACCESS screen, the user has access to CARE AND CLEANING, ACTIVE NOTICES, ADVANCED screens as well as, PAPER ADVANCE, and CLEAN SCREEN functionality.

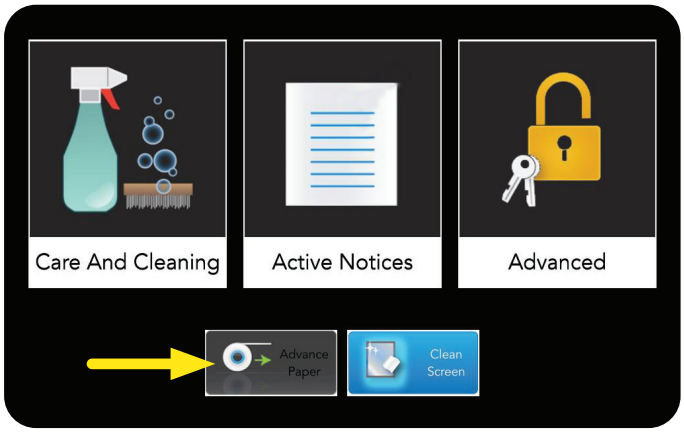
   NOTE: For ADVANCED screen access, the user will require security access pass codes. Please check with your Manager or Supervisor for your pass code.

   NOTE: Pressing the BUNN icon at the bottom of the screen will return the user to the main screen.



Paper Advance Function

From the SERVICE ACCESS screen, the user can ADVANCE PAPER. This function is necessary during the emptying of the paper take-up spindle and the reloading of filter paper.

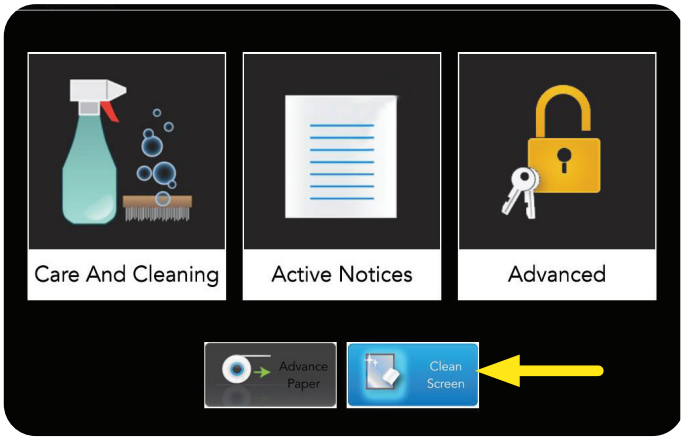


Clean Screen Function

1. From the SERVICE ACCESS screen, the user can utilize the CLEAN SCREEN function.

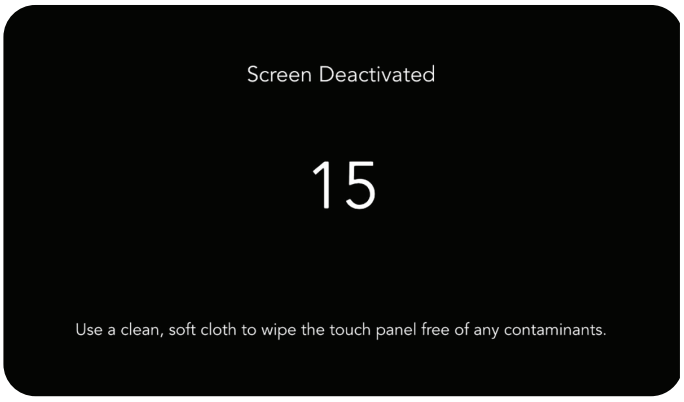
   NOTE: Clean the screen with the provided micro fiber cleaning cloth (PN 53465.0000)

2. Pressing the CLEAN SCREEN function button deactivates the touch screen for 15 seconds.



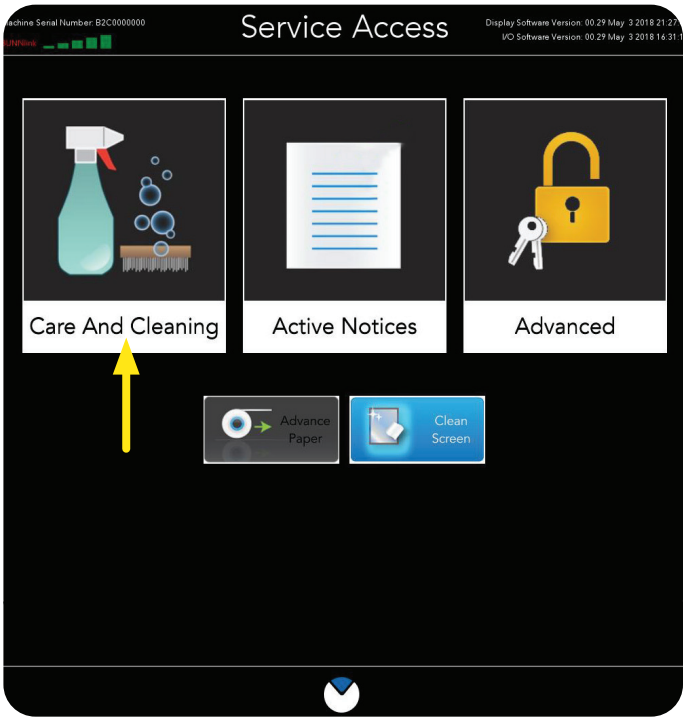
continued >

3. A visual 15 second countdown is provided, allowing the touch panel to be cleaned without activating any other operation.



Care and Cleaning

From the SERVICE ACCESS screen, press the CARE AND CLEANING button.



General Cleaning Note

The use of a damp cloth rinsed in any mild, non-abrasive, liquid detergent is recommended for cleaning all surfaces on Bunn-O-Matic equipment.

Exterior Surfaces:

- Do not use any abrasive materials.
- Use a soft, dry cloth, wipe down the exterior surfaces of the dispenser to maintain the luster of the finish.
- Wash the stainless steel interior surfaces of the dispenser with warm, soapy water. Rinse with warm, clear water. If the water is hard, wipe the dispenser using a dry soft cloth, to prevent spotting.

DAILY

Parts Washing

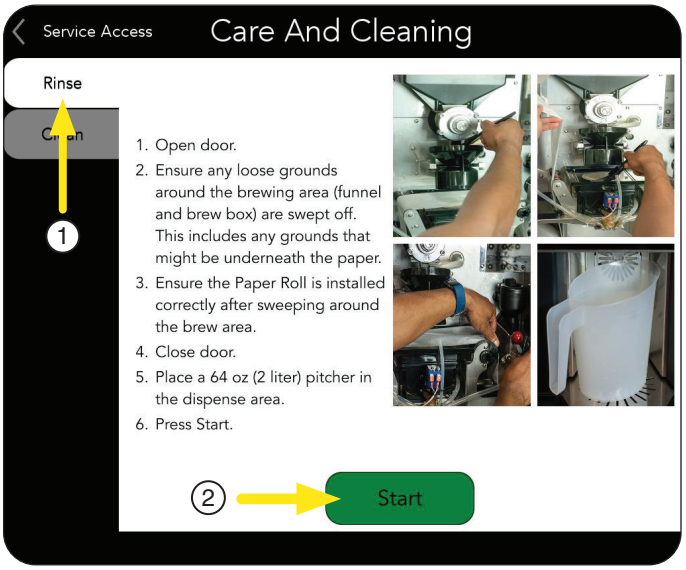
1. Remove and wash the drip tray and drip tray cover in a mild detergent solution. Rinse thoroughly.
2. Wipe the lower front panel, door, and cabinet with a clean damp cloth.

Rinse Tab

1. Selecting the RINSE tab from the CARE AND CLEANING screen will prepare the equipment for rinsing the Brew Funnel and Brew Box.

2. Press the START button.

   Follow the directions shown on the screen.



continued >

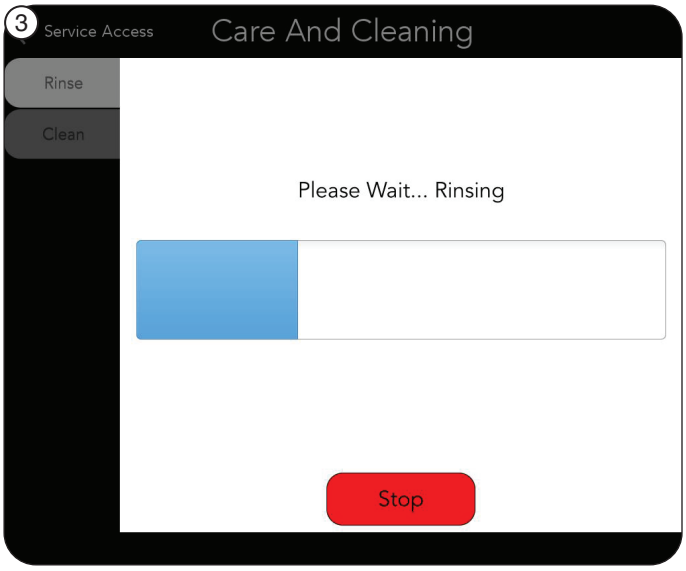
DAILY - Care and Cleaning (continued)

Rinse Tab - Please Wait

3. Once the START button has been pressed, the CARE AND CLEANING screen will show a progress bar - with the message "Please Wait - Rinsing".

   NOTE: If for any reason the rinsing process needs to be halted, press the Stop button.

   If the rinse is stopped before it is finished, the Rinse cycle will need to be restarted to clear the CUSTOMER CARE ALERT on the information bar.



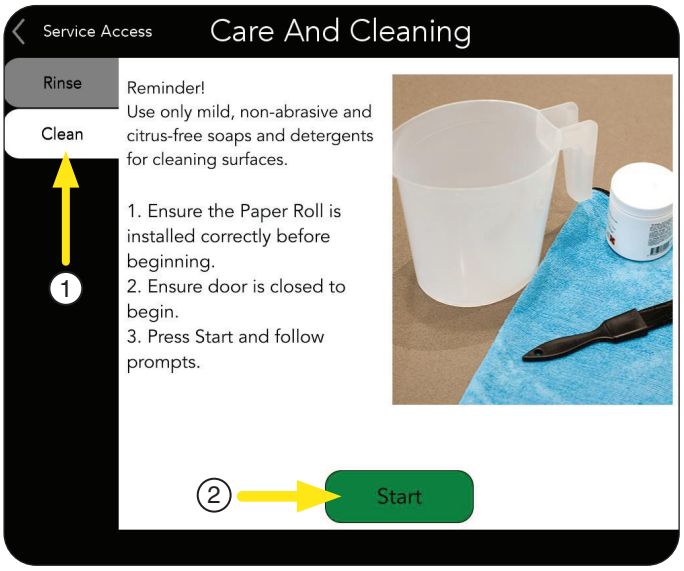
WEEKLY

Clean Tab

1. Selecting the CLEAN tab from the CARE AND CLEANING screen will prepare the equipment for cleaning the Brew Funnel and Brew Box.

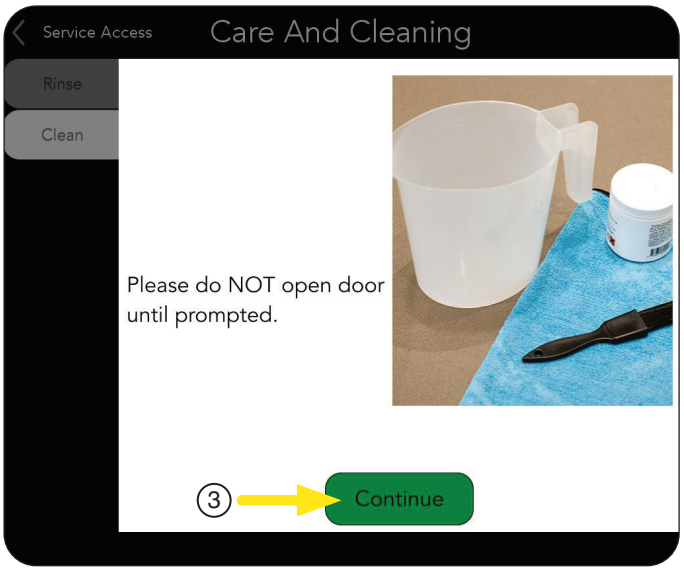
2. Press the START button to begin.

   Follow the directions shown on the screen.



3. Once the START button has been pressed, the CARE AND CLEANING screen will indicate to the user to "Please do NOT open door until prompted".

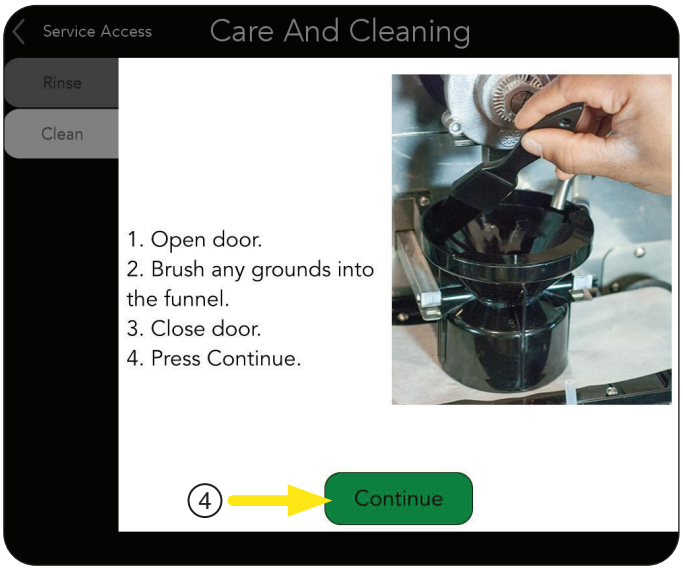
   Press CONTINUE to move to the next step.



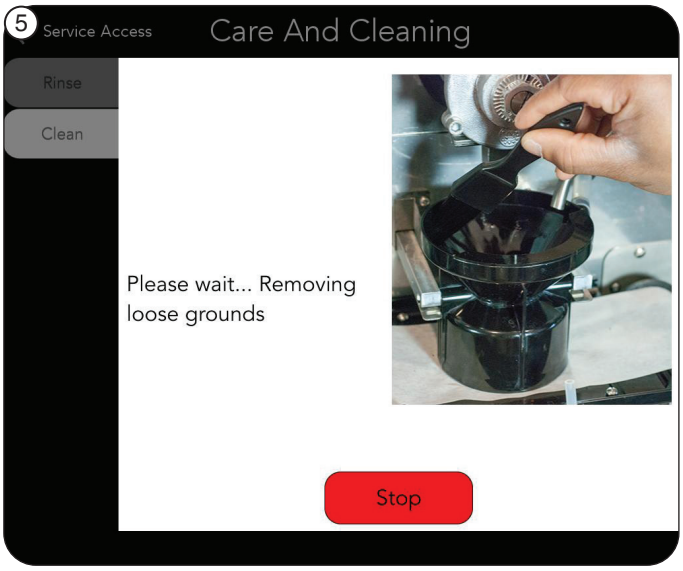
continued >

4. Follow the instructions.

   Press CONTINUE.



5. The machine will begin rinsing any loose grounds from the Brew Funnel.



Cleaning Tablets

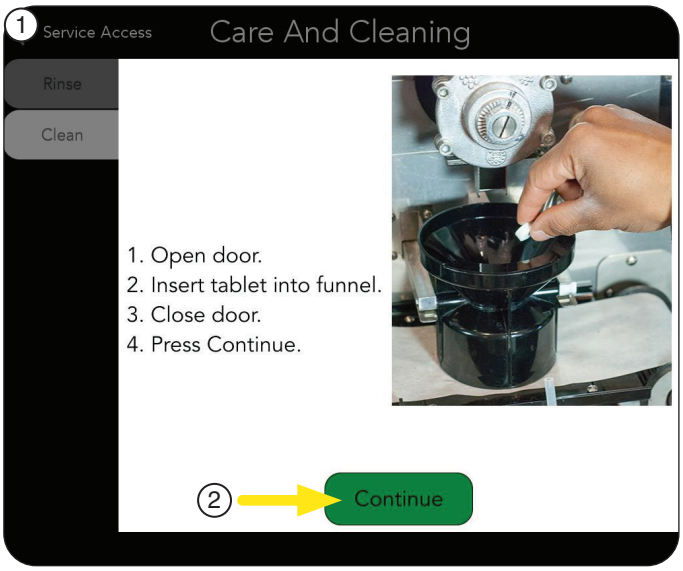
After the Brew Funnel has been rinsed, the user will be prompted with a new screen and directions.

1. Following the steps to add a Cleaning Tablet.

   NOTE: Use only the cleaning tablets provided with this unit. (PN 42933.0001)

   a. Open door.
   b. Insert Cleaning Tablet into Brew Funnel.
   c. Close door.

2. Press CONTINUE button.



continued >

WEEKLY

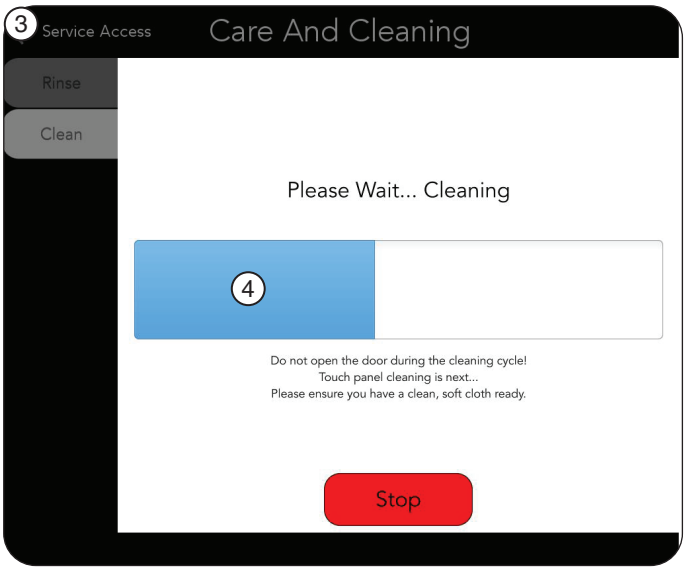
Cleaning Tablets (continued)

3. The machine will begin the cleaning cycle – hot water will be added to the Cleaning Tablet, dissolving it for use as a cleaning agent.

   NOTE: The cleaning process can take up to 5 minutes to complete. If for any reason the cleaning process needs to be halted, press the STOP button.

   If the STOP button is pressed any time during the cleaning process, the clean cycle will be halted and the machine will again prompt the user "DO NOT PRESS STOP" – the machine is resetting. The machine will rinse, then return to the beginning CLEAN screen.

4. During the cleaning process, the user will be provided with a progress bar and given a notice regarding the next cleaning procedure (Touch Panel Cleaning).

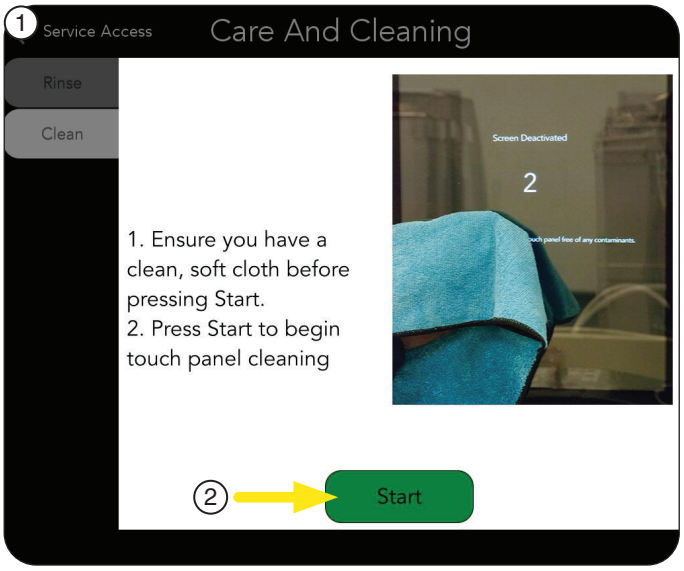


Cleaning Touch Panel

1. The final cleaning process is Touch Panel Cleaning.

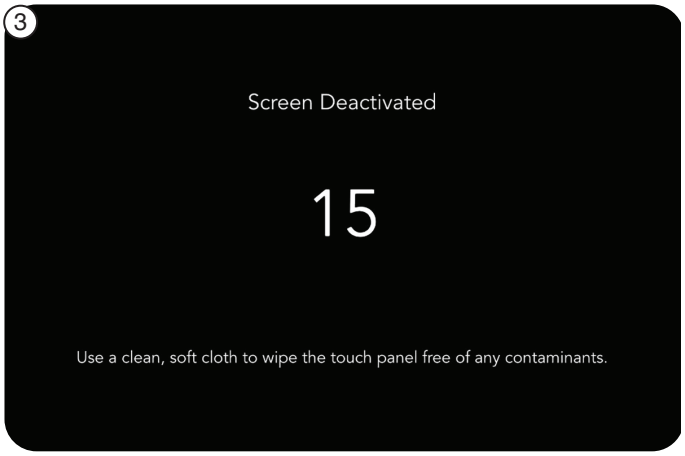
   The user is prompted to have the provided cloth ready before starting the next step.

2. Press the START button.



3. Once the START button has been pressed for Touch Panel Cleaning, the touch panel is deactivated for 15 seconds. During this time, the screen will change and provide a countdown allowing the touch panel to be cleaned without activating any other operation.

   After the touch panel cleaning reaches the end of it's countdown, the machine resets and returns to the main selection screen.



continued >

Brew Funnel - Removal & Washing

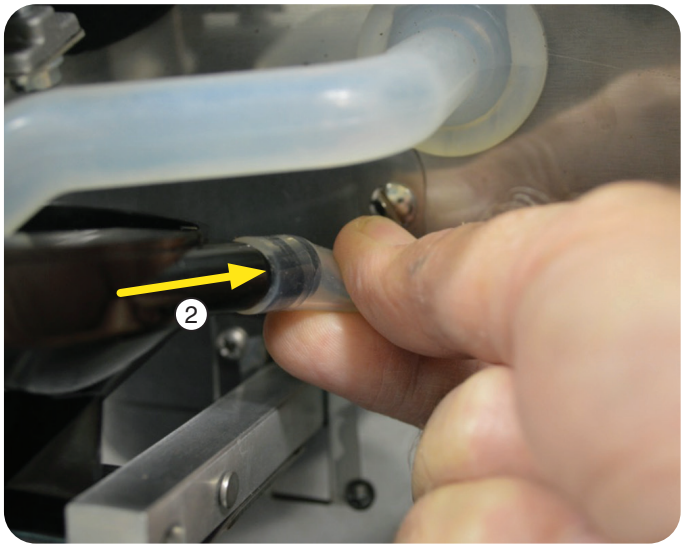
The Brew Funnel can be removed for a more thorough cleaning. This is recommended weekly or more often if required (heavy usage of the machine).

1. Open front door to remove Brew Funnel.

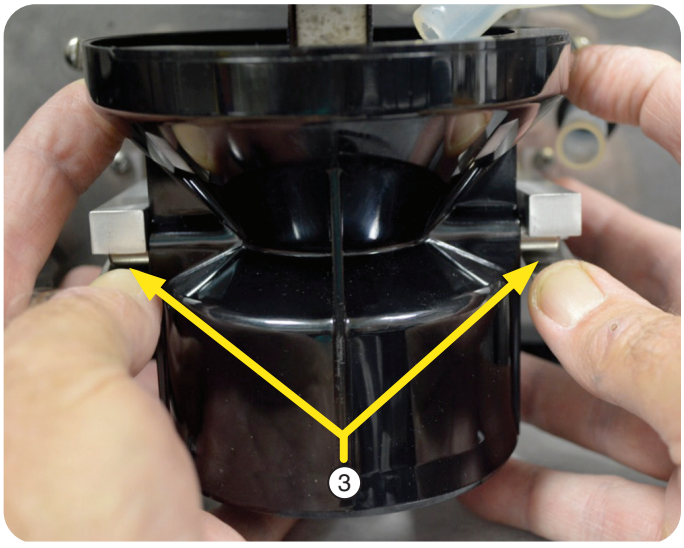
   NOTE: Brew Funnel must be in the upper position to be removed.



2. Slide the Rubber Hose (attached to the Brew Funnel) towards the rear of the machine to disconnect it from the Brew Funnel.



3. While pressing down on both Flat Springs under the funnel arms, pull the funnel down and forward to release it from the funnel arms.



continued >

WEEKLY **Brew Funnel Cleaning** (continued)

4. Clean the funnel using any mild, non-abrasive, liquid detergent. Do Not use abrasives to clean as this can damage the surface of the funnel.

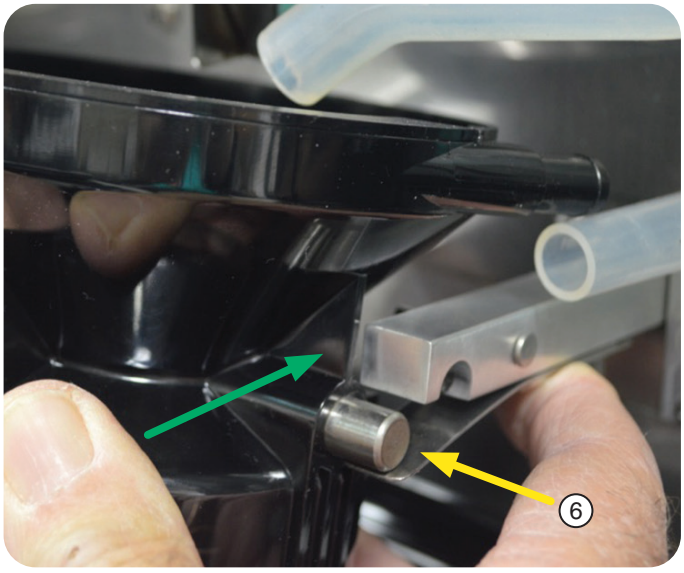
   Rinse and Dry.



5. To reinstall the funnel, tip the top edge of the funnel under the Coffee Chute.

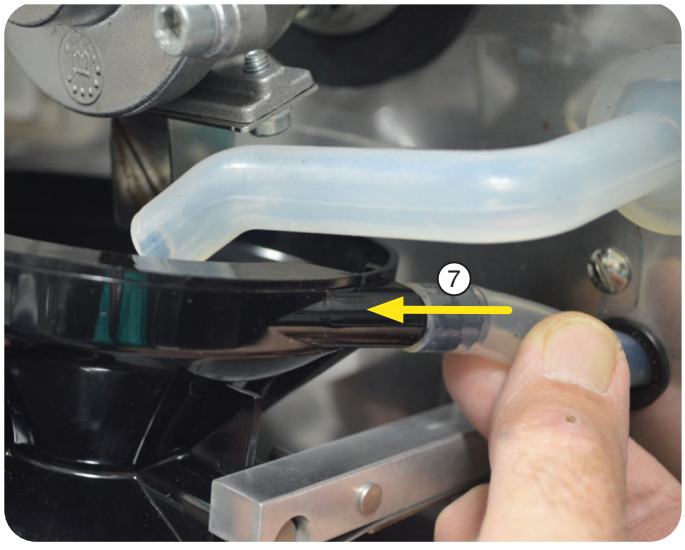
6. Place the Metal Pins on the Flat Springs.

   Push down and toward the rear of the machine to snap the funnel into the Funnel Arms.



7. Reconnect the Rubber Hose by sliding it over the funnel inlet fitting.

   NOTE: The hose must be fully engaged on the fitting.



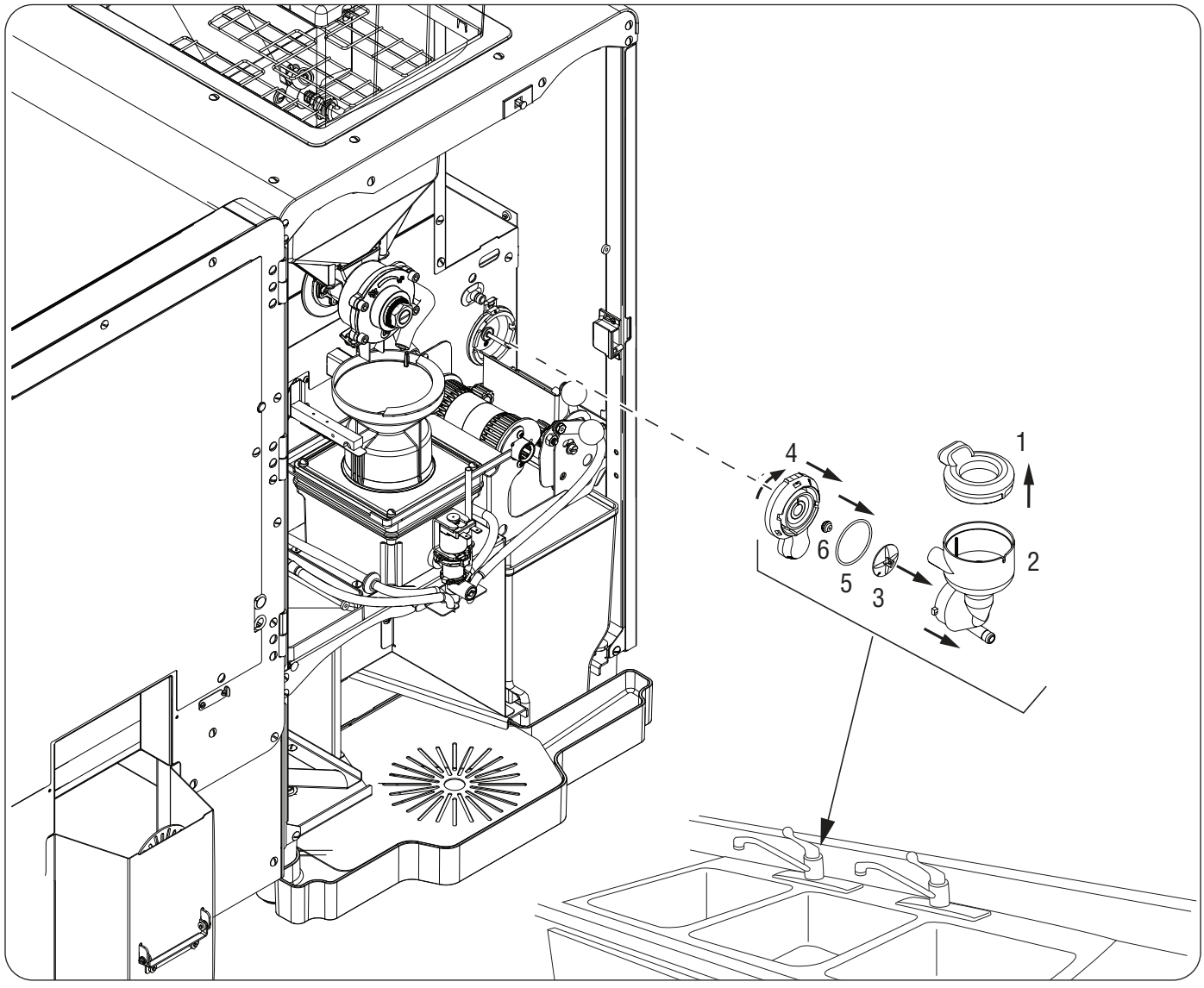
continued >

WEEKLY

Mixing Chamber Parts Cleaning

- Remove the powder mixing chambers, steam traps, frothers and mixing chamber bases.
- Remove the dispense hoses from the dispense nozzle assembly.
- Clean all parts removed in warm soapy water. Use the provided cleaning brush (PN 26367.0000) to clean bores and orifices. Rinse in cold water.
- Prepare one-gallon (3.8 liter) of sanitizing solution with at least 100 ppm of available chlorine in 120°F (48.9°C) water. Soak all cleaned parts in sanitizing solution for 5 minutes, then allow to air dry.
- Rinse cleaning brush, dip in sanitizing solution, and brush the bore of dispense nozzles

  NOTE: Repeat this procedure for each nozzle separately.
- When reassembling parts, be sure to align arrow on frother disk with flat on whipper motor shaft, and rotate tab on whipper base clock wise to the vertical position to lock mixing chamber.



8. Close the front door to resume normal operation.

Preventive Maintenance

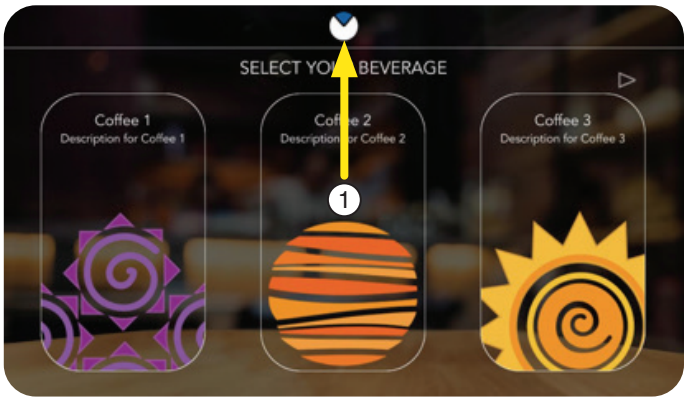
There is a recommended PM kit available. Refer to the illustrated parts catalog on the BUNN website for the Sure Immersion 312 to obtain part number for ordering:

- Sure Immersion 312 12-Month Preventive Maintenance Kit.

continued >

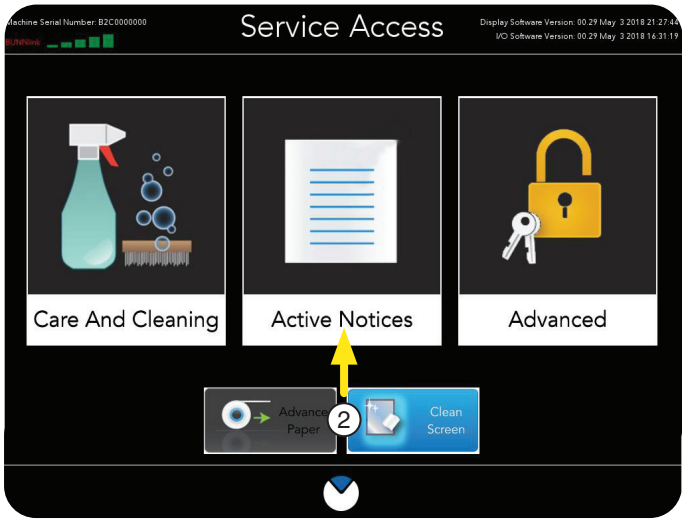
Active Notices

1. Press and hold the BUNN logo at the top of the screen for 3 seconds to access the SERVICE ACCESS screen.

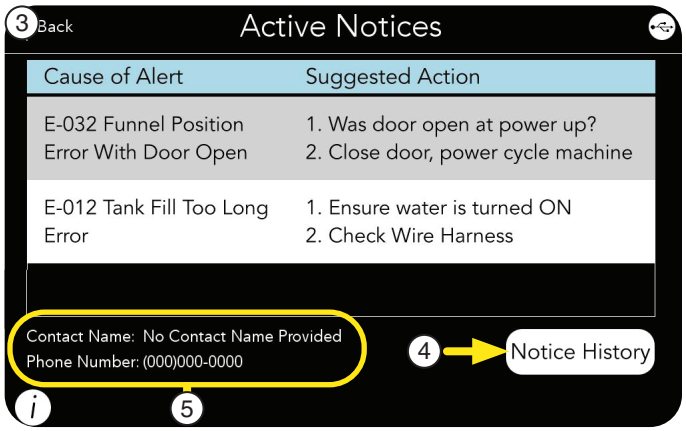


2. From the SERVICE ACCESS screen, press the ACTIVE NOTICES button.

   NOTE: Pressing the BUNN icon will return the user to the main screen.



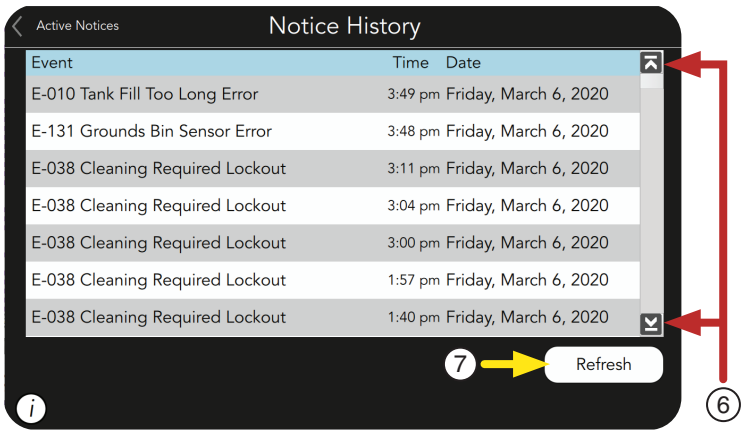
3. The ACTIVE NOTICES screen will display any faults that have occurred by Name & Description, and give probable causes, and a solution to clear the fault.
4. A NOTICE HISTORY button is located in the lower right portion of the screen, and can be used to view previous events (Notices).
5. SERVICE CONTACT INFORMATION is also provided.



Notice History

This screen will display the event name, the date it occurred, what time of the day it occurred, how many times it happened, and the machine's state.

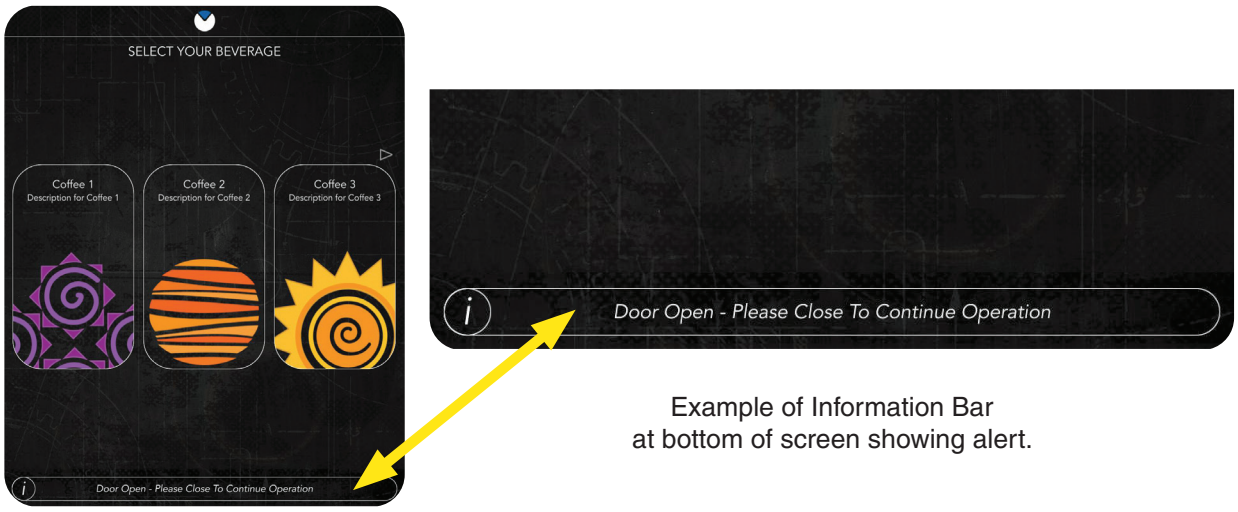
6. Use the Up or Down Arrows shown on the right side of the screen to scroll through the Events List.
7. Press the REFRESH button located in the lower right portion of the screen to refresh the list.



continued >

Customer Care Alerts

These alerts appear on the information bar at the bottom of the screen. They can be done by someone without technical knowledge.



Example of Information Bar
at bottom of screen showing alert.

CUSTOMER CARE ALERTS	RECOMMENDED STEPS
Brew Lockout	Wait, Tank is Heating
Door Open	Close to Continue Operation
Grounds Bin Not Detected	Please Check Grounds Bin
Grounds Bin Full	Empty the Grounds Bin
Grounds Bin Almost Full	Empty the Grounds Bin
Check Left Hopper	Fill with Beans
Check Center Hopper	Fill with Beans
Check Right Hopper	Fill with Beans
Out of Paper	Replace Paper Roll
Check Paper, Full Roll Detected	Empty Paper Take up Roller
Check Left Powder Hopper	Fill with Powder
Check Right Powder Hopper	Fill with Powder
Rinse Required	Perform the Rinse Cycle
Clean Required	Perform the Clean Cycle
Active Notices	See Active Notice and Event Log Tile