

Café Union Service Center is located at:

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DESCALING:

- Ensures that your coffee always has the best taste possible
- Allows your machine to function optimally for longer
- Prevents blocking, reduces risk of damage and ensures an optimal temperature

You should maintain your coffee machine by descaling at least every 3 months, or up to once a month if you live in an area where the water is hard.

DILUTION RATIOS:

- URNEX LIQUID DESCALER: 1/3 of the bottle into 1L of cold water
- URNEX DEZCAL: 1 packet in 1L of lukewarm water, well dissolved
- CAFETTO RESTORE: 1 packet in 1L of lukewarm water, well dissolved
- CAFETTO LOD GREEN: 200mL of product in 1L cold water

WARNINGS:

- Always use a descaling agent formulated for use with coffee and espresso machines. The use of other products can cause damage, blockages, and leave undesirable odors inside your machine.
- If your machine has an aluminum boiler (ex: Gaggia), check that the selected product is safe for that material.
- Always read product safety notices on the packaging before use.
- In case of blockage during the descaling procedure, turn off the machine, rinse the water tank, and contact your service center.
- It is not recommended to descale dual boiler or heat exchanger machines at home. Using filtered water to limit calcium build up and having a professional cleaning done every 2-5 years is sufficient.

IMPORTANT: In case of major differences, always follow your machine's user manual when it comes to cleaning procedures.

DESCALING A FILTER COFFEE MAKER:

1. Dilute product according to packaging instructions.
2. Pour the diluted solution in the water tank of the coffee maker and fill to max level.
3. Activate the brewing cycle to pass the solution through the heating element, into the empty carafe.
4. Discard solution. Rinse all pieces. Repeat step 2 three times using fresh water.

DESCALING A THERMOBLOC ESPRESSO MACHINE:

1. Dilute product according to packaging instructions.
2. Pour the diluted solution in the water tank of the machine.
3. Draw half the solution into an empty container through the steam or hot water spout, as hot water. Do not activate steam thermostat.
4. Draw the other half of the solution into the container through the coffee group. Do not leave the portafilter in place during this process.
5. Discard solution. Rinse the water tank and fill with fresh water. Draw half the water through the steam or hot water wand and the other half through the coffee group.
6. Repeat step 5 three times with fresh water.

DESCALING A SINGLE BOILER ESPRESSO MACHINE:

1. Dilute product according to packaging instructions.
2. Pour the diluted solution in the water tank of the machine.
3. Draw half the solution into an empty container through the steam or hot water spout, as hot water. Do not activate steam thermostat.
4. Let the product sit inside the boiler for 30 minutes, to dissolve bigger calcium particles.
5. 30 minutes later, draw the other half of the solution into the container through the steam or hot water spout, as hot water. Do not activate steam thermostat.
6. Discard solution. Rinse the water tank and fill with fresh water. Draw half the water through the steam or hot water wand and the other half through the coffee group.
7. Repeat step 6 three times with fresh water.

DESCALING A DUAL BOILER OR HEAT EXCHANGER ESPRESSO MACHINE:

Do not use descaling agents in these types of machines. Use filtered water to limit calcium buildup and bring the machine in for a professional maintenance every 2-5 years, depending on use.