



Congratulations, you have chosen a truly spectacular machine. Read the user's manual carefully and follow the instructions given for "preparing" your Joy professional. You will realize how easy it is to have superb coffee and creamy cappuccinos. In time you will also come to realize how little maintenance is needed. One thing is certain, Joy will be the "star" of your bar.

Nuova Simonelli s.r.l.



The international mark of approval certifies that all our machines have undergone severe tests and inspections. (International certification attests to the thorough testing and calibration of these machines).

Versione	PESO NETTO	PESO LORDO	POTENZA TERMICA	CAP. CALDAIA	DIMENSIONI MACCHINA (mm)			DIMENSIONI IMBALLO (mm)		
					A*	B*	C*	A*	B*	C*
Joy basic	9 Kg	11 Kg	500 W	-	230	330	370	300	400	430
Joy electronic	9 Kg	11 Kg	500 W	-	230	330	370	300	400	430
Joy plus	12 Kg	14 Kg	1500 W	0.4	230	330	370	300	400	430

* A: larghezza frontale - B: profondità laterale - C: altezza totale con piedini

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GENERAL DELIVERY NOTES

The machine and all parts are generally delivered in palletized cartons. Upon receipt check that:

- 1) All packaging is intact;
- 2) The contents are the:
 - a) Machine
 - b) Box of accessories:
 - b1) Filter holder
 - b2) Filter spring
 - b3) Two-cup filter
 - b4) Single-cup filter
 - b5) Coffee press
 - b6) Coffee measur e
- 3) The machine and accessories are not damaged in any way.

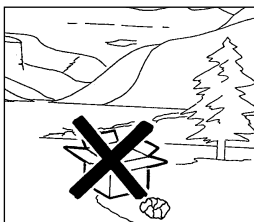
In case of damage or missing pieces, immediately contact the manufacturer or its sales agent in your area or its insurance company.

SAFETY INDICATIONS

1 The present manual is an integral and essential part of the product and is to be delivered to the user. Carefully read all warnings in the manual as they provide important information required to install, use and maintain the unit safely. Keep this manual in a safe place for further consultation.

2 After having removed the packaging, make certain that the unit is not damaged in any way. If you have any doubts, do not use the unit and contact a professionally qualified person. Always keep all packaging (plastic bags, polystyrene foam, nails, etc.) out of the reach of children as they are a potential source of danger and never loiter the environment with such materials.

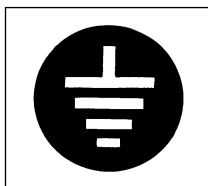
 **DANGER OF POLLUTION**



3 Before turning on the unit make certain that the rating indicated on the label matches the available power supply. The label is located under the machine work base at the upper right. Installation must be performed following the standards in force in the country where it is being installed and following the manufacturer's instructions. Only skilled personnel can install this unit. The manufacturer cannot be held responsible for any damages incurred if the system is not grounded. For electrical safety, this machine requires a ground system. Contact a technically certified electrician who must check that the line electrical capacity is adequate for the maximum capacity indicated on the unit label.

The electrician must also

check that the line cables have adequate section to handle the power absorbed by the unit. Never use adapters, multiple jacks or extension cords. When such items prove absolutely necessary, call in a qualified electrician.



4 The machine must be installed in compliance with the local health standards in force for plumbing systems. Therefore, contact an authorized plumber.

5 This unit must only be used for the purposes described in the present manual. The manufacturer cannot be held responsible for any damages caused by improper, mistaken and unreasonable use.

 **WARNING**

Before using the machine, read this manual in its entirety or, at the very least, read the safety and set up instructions.

6 There are some basic rules for the use of any electrical appliance. In particular:

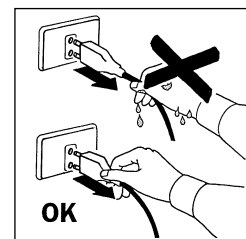
- never touch the unit with wet hands or feet;

 **CAUTION**

DANGER OF ELECTRIC SHOCKS

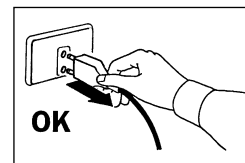
All cleaning, washing and other operations performed on the inside of the machine must be performed when the machine is in a state of "ZERO ENERGY"; that is unplugged from the mains.

- never use the unit with bare feet;
- never use extension cords in areas equipped with baths or showers;
- never pull on the power supply cord to unplug the unit;
- never leave the unit exposed to atmospheric agents (rain, direct sunlight, etc.);
- never let children, unauthorized personnel or anyone who has not read this manual operate the unit.



7 Before performing any sort of maintenance, the authorized technician must turn off the unit and unplug it from the mains.

8 Before cleaning the unit set it in a state of "0" energy: that is, "MACHINE SWITCHED OFF AND UNPLUGGED". Follow the instructions given in this manual carefully.



8

In case of breakdown or poor function, turn off the unit. Never tamper with the unit. Contact only professionally qualified personnel. Only the manufacturer or an authorized service center can make repairs and only using original spare parts. Non compliance with the above can compromise machine safety.

9

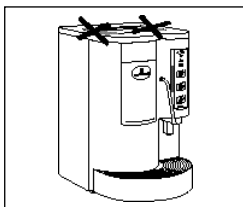
Upon installation, the qualified electrician must arrange for an omnipolar switch, as called for by the safety regulations in force; when open, the contacts must be 3 mm or more apart.

10

To prevent dangerous overheating, it is advisable to fully extend the power supply cord.

11

Never block the intake and/or heat dissipation grills, in particular those for the cup warmer.

**12**

The user must never replace the unit's power supply cord. If this cord is damaged, turn off the unit and have it replaced by a professionally qualified technician.

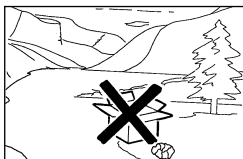
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Should you decide to stop using this type of unit, we suggest you render it inoperable by unplugging it and cutting the power supply cord.



Caution: DANGER OF POLLUTION

Never dispose of the machine in the environment: to dispose of the machine, contact an authorized center or contact the manufacturer for pertinent indications.

**14**

To facilitate aeration of the unit, position the aeration portion of the machine 15 cm from walls or other machinery.

15

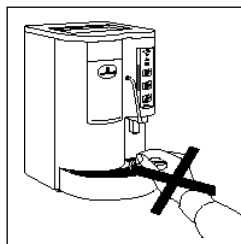
Once you have started washing the machine, complete the job or residues of detergent could be left inside the dispensing assembly.



Caution: DANGER OF INTOXICATION

15

Be extremely careful when using the steam nozzle. Never place your hands under the nozzle and never touch it right after use.



Caution: DANGER OF BURNS

17

Remember that to install, maintain, unload and regulate the unit, the qualified operator must always wear work gloves and safety shoes.

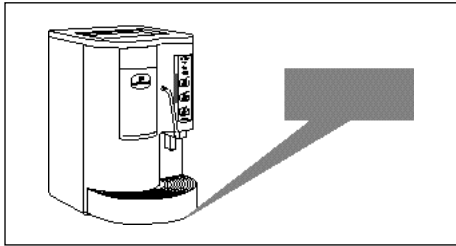
18

When adding the coffee, the operator must never put his hands into the container.

SHIPPING AND HANDLING

Machine ID

When communicating with the manufacturer Nuova Simonelli, always cite the machine ID number.



The machine is transported on pallets containing several machines inside cartons strapped to the pallet. Operators performing any shipping or handling operations must - wear gloves, safety shoes and overalls with elasticized cuffs. Always move pallets using adequate equipment (i.e. fork lift trucks).



CAUTION: DANGER OF IMPACT OR PINCHING

During handling, the operator must make certain that there are no persons, things or objects in the vicinity. Slowly lift the pallet approximately 30 cm off the ground and drive to the loading zone. After having made certain that there are no obstacles, things or persons in the way, proceed with loading. Once the destination has been reached, again using adequate lifting equipment (i.e. fork lift truck) and after having made certain that there is nothing and no one in the unloading area, set the pallet on the ground and move it to the storage area; always carry the load at a height of approximately 30 cm from the ground.



CAUTION: DANGER OF IMPACT OR PINCHING

Before performing the following operations, make certain that the load is in sta-

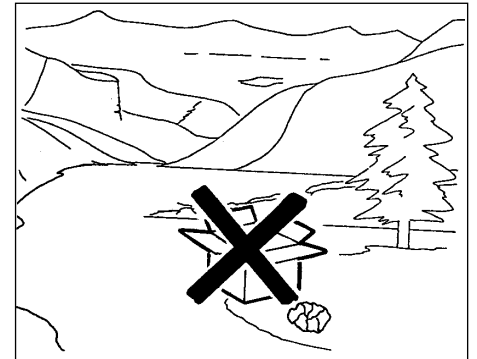
ble and will not fall when the straps are cut.

Wearing gloves and safety shoes, the operator must cut the straps and store the product. During this operation, see the product technical features for the weight of the machine being stored and proceed as necessary.

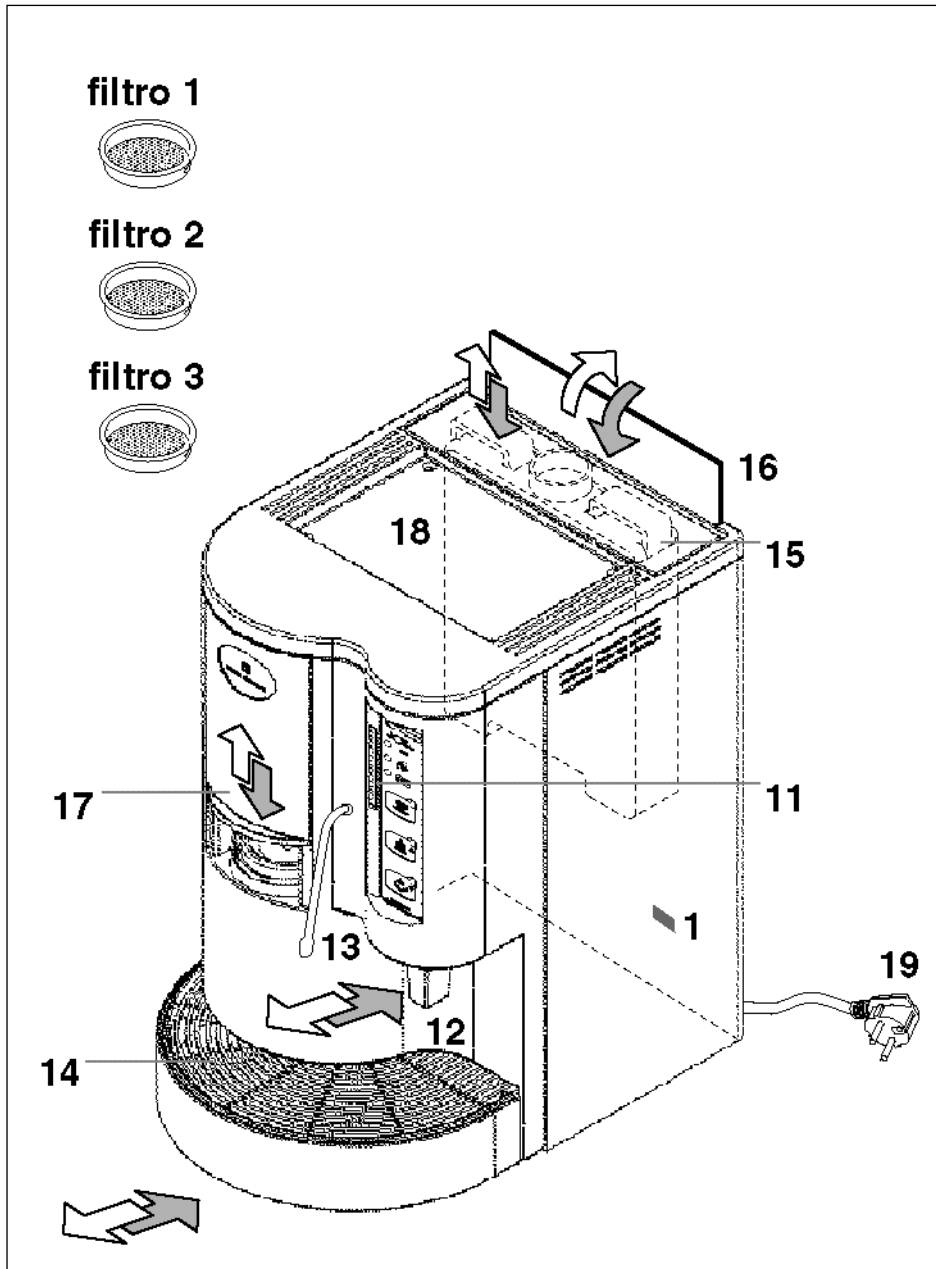


CAUTION: DANGER OF POLLUTION

Once the machine has been released from the pallet or container, do not pollute the environment with these items.



DESCRIPTION OF CONTROL PANEL AND OPERATION



- 1) Machine switch
 - Pressed in position 1, this powers the machine (indicator 2 on flashing);
 - Pressed again in position 0, the machine switches off.

- 2) Starting light:
 - When this flashes, the machine is energised and heating;
 - When permanently on, this means the machine is energised and has reached operating temperature;
 - When this is off, it means the machine is not working.

- 3) No water in tray indicator.
 - When this is on, it means the tank must be filled with water (15).

- 4) SMART CARD indicator.
 - When this is on, it means the smart card has been inserted;
 - When this is off, it means the smart card has not been inserted, or, if it has been inserted, it means the machine has not been enabled for Smart Card operation or the Smart Card is empty.

- 5) Coffee dispensing indicator.
 - This only remains on while the machine is dispensing coffee.

- 6) Coffee dispensing key:
 - Press to dispense coffee (indicator 5 on);
 - Press again to stop dispensing coffee (indicator 5 off).

7) Hot water supply indicator

- This only remains on while the machine is dispensing hot water.

8) Hot water dispensing key:

- Press to dispense hot water (indicator 7 on);
- Press again to stop dispensing hot water (indicator 7 off).

9) Steam supply indicator

- This only remains on while the machine is dispensing steam.

10) Steam dispensing key:

- Press to dispense steam (indicator 9 on);
- Press again to stop dispensing steam (indicator 9 off).

11) Slot for inserting Smart Card

12) Coffee dispensing nozzle height adjustable (see arrows on drawing)

13) Hot water/steam dispensing nozzle.

14) Pull-out water collection tray

15) Pull-out water tank:

- The tank contains 2.3 litres of water. It is best to use low-mineral content water to ensure longer machine life

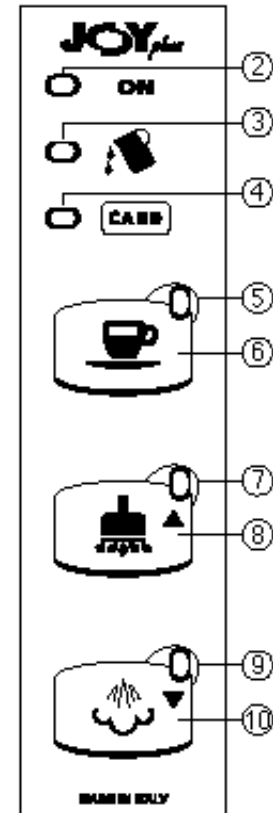
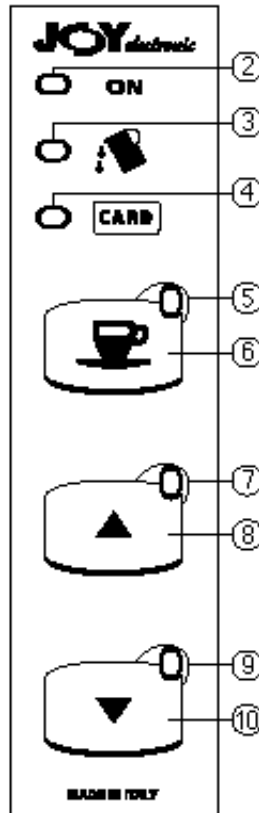
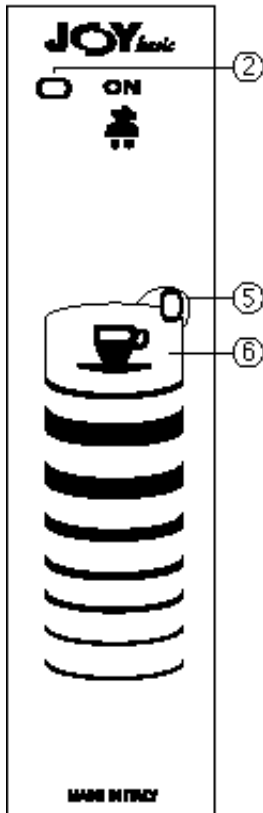
16) Water tank door

17) Pad fitting front door:

- When open, the pad can be fitted and coffee dispensing is stopped
- When closed, coffee dispensing is possible.

18) Cup heating surface

19) Mains connection plug.

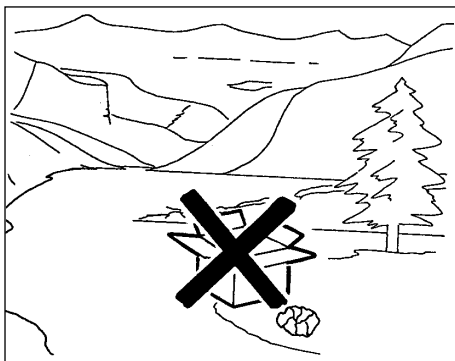


INSTALLATION

Before installing, carefully read the safety instructions at the beginning of this manual, especially how to place the MACHINE IN POWER ZERO CONDITION - PRELIMINARY OPERATIONS.

- 1) After taking the machine out of the packaging, proceed as indicated IN "GENERAL NOTES ON DELIVERY".
- 2) Position on a flat surface
- 3) Caution - pollution hazard

 **DO NOT THROW PACKAGING AWAY INTO THE ENVIRONMENT**



- 4) Open door (16)
- 5) Remove tank (15)
- 6) Especially the first time, wash the tank with soap and water
- 7) Fill the tank with water
- 8) Make sure the outside of the tank is dry
- 9) Refit the tank (15) in its housing
- 10) Close the door (16)
- 11) Make sure the water collection tray (14) is well fitted
- 12) The dispenser nozzle (12) can be positioned in two ways:

a) high cups

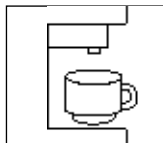


fig. A

b) normal cups

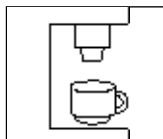


fig. B

- 13) Make sure the mains voltage corresponds to that shown on the rear.
- 14) Fit the plug in the socket only if the machine switch (1) is in "O" off position and the mains voltage corresponds.
- 15) End of preliminary operations. The machine is ready to be prepared for operation.

HOW TO PREPARE OR SET UP THE MACHINE

Note: in the event of the following sequence not occurring, refer to the "TROUBLE-SHOOTING" chapter.

After terminating the preliminary operations:

- 1) Press the machine switch (1), the start-up indicator light (2) will start flashing. Basic and electronic versions: heating begins straight away. Plus Version: the machine automatically fills the boiler with water (initial time about 40 seconds). When level has been achieved, heating starts.

NOTE the machine features a safety system which, after about 2 minutes of continuous pump operation, stops the machine (to prevent the pump from overheating) and notifies alarm condition by means of flashing of indicator lights (2) and (3).

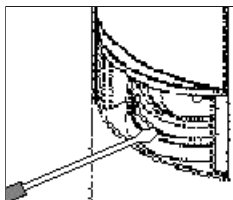
In this case, turn off the machine by means of master switch (1) and then turn it back on again.

During heating, the start-up light (2) flashes.

- 2) Wait for the heating indicator light (2) to stay permanently on. This means the water has reached the proper temperature.
- 3) Note: if the water indicator light (3) comes on, this means the water tank (15) is empty or is about to empty. In this case, proceed as follows: switch off the machine by pressing switch (1); fill the tank with water; press the switch (1) again to start up the machine.
- 4) Note: remember that to make a good drink, it is best to use the cup heater (18) to keep the cups hot.
- 5) The machine features 3 filters marked 1,2,3 respectively on the sides. Thanks to these filters, the machine can be adapted to different types of coffee according to the following diagram.
Filter No. 1: recommended for strong espresso
Filter No. 2: recommended for normal espresso
Filter No. 3: recommended for weak espresso.

The machine is equipped with filter N. 2 as standard.

The filter is located inside the coffee door, in the lower section. To remove this, use a tool to lift out of the housing.

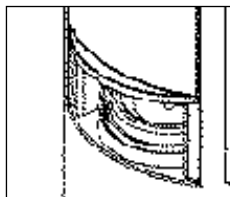


6) Machine preparation has now finished and the machine is ready to make the coffee (basic, electronic) or provide hot water /steam (plus).

STARTUP

HOW TO MAKE THE COFFEE

- 1) Adjust the dispenser nozzle (12) to high position (fig. A) or low position (fig. B) depending on the type of cup and position the cup under the nozzle.
- 2) Raise the door (17);
- 3) Fit the pad in the housing provided;



- 4) Close the door;
- 5) Press the coffee dispensing button (6), indicator light 5 will come on; the machine will begin dispensing coffee;
- 6) Once the desired level has been achieved, press the coffee dispensing button (6) to stop dispensing; the indicator light 5 will go off.
- 7) Lift door (17), remove the used pad.
NOTE. The coffee supply stops automatically after 2 minutes if no key is pressed.

HOW TO SUPPLY HOT WATER (Plus version only)



Do not touch the hot water nozzle during supply)

- 1) Rest the cup on the grid, underneath the hot water/steam nozzle (13).
- 2) Press the hot water button (8): the indicator light (7) comes on and the hot water supply begins.

- 3) Press the hot water button (8) again to terminate supply.

N.B. The hot water supply stops automatically after 10 seconds.

If a larger quantity of water is required, press the hot water button (8) again.

HOW TO SUPPLY STEAM

- 1) Immerge the steam nozzle (13) by about 1 cm in the liquid to be heated.
- 2) Press the steam button (10): the steam supply starts.
- 3) Once desired heating has been achieved, press the steam button to stop the supply.

NOTE: the steam supply stops automatically after 30 seconds.

If a larger quantity of steam is required, press the steam button again.

N.B: When the hot water/steam boiler temperature is below the minimum value, the two indicators - hot water (7) and steam (9) - flash. Wait for the return of the correct temperature indicated by the switching off of the two indicators (7), (9).

SMART CARD OPTION

The versions featuring Smart Card drive can only make coffee when the Smart Card is inserted in the special slot (11) and the CARD indicator (4) is on.

Without the Smart Card, the machine can only supply hot water and steam.

N.B: If the Smart Card is correctly inserted, but the CARD indicator (4) is not on, check:

- 1) the SMART CARD is not empty;
- 2) the machine is able to operate with SMART CARD.

COFFEE TEMPERATURE DISPLAY/PROGRAMMING (Electronic Version)

To access coffee temperature display/programming, the machine must be on with the ON indicator (2) permanently on and the pad door (17) open.

- 1) Keep the coffee dispensing button pressed for about 10 seconds until the top arrow indicators (7) and bottom arrow indicators (9) come on.
- 2) Release the coffee dispensing button - the coffee dispensing indicator light (5) will flash quickly;
- 3) Keep the coffee dispensing button pressed for about 3 seconds until the coffee dispensing flashing indicator light goes off.
- 4) The machine displays the temperature by the sequential flashing of top arrow (7) and bottom arrow (9) indicators. Each flash of the top arrow indicator (7) corresponds to 10 °C; Each flash of the bottom arrow indicator (9) corresponds to 1°C.

The displayed temperatures must be added to the basic temperature of 70°C.

Let us take a practical example:

Basic temperature: 70°C
2 flashes of the hot water indicator (7):
 $10 + 10 = 20^\circ\text{C}$
3 flashes of the steam indicator (9):
 $1 + 1 + 1 = 3^\circ\text{C}$
Total coffee temperature:

$$70 + 20 + 3 = 93^\circ\text{C}$$

- 5) Once temperature display has terminated, if so desired the temperature can be changed.
- 6) Every time the top arrow button (8) is pressed, the temperature increases by 1°C

- 7) Every time the bottom arrow button (10) is pressed the temperature drops by 1 °C.
- 8) After selecting the desired setting, press the coffee dispensing button (6) for about 3 seconds until the 2 indicator lights, top arrow (7) and bottom arrow (9) come on.
- 9) Release the coffee dispensing key (6): the machine stores the new temperature setting and is again ready to make coffee.

COFFEE TEMPERATURE DISPLAY/PROGRAMMING (Plus Version)

To access coffee temperature display/programming, the machine must be on with the ON indicator (2) permanently on and the pad door (17) open.

- 10) Keep the coffee supply button pressed for about 10 seconds until the hot water (7) and steam (9) indicators come on.
- 11) Release the coffee dispensing button: the coffee dispensing indicator light (5) will flash quickly;
- 12) Keep the coffee supply button pressed for about 3 seconds until the coffee supply flashing light goes off.
- 13) The machine displays the temperature by means of the sequential flashing of the hot water (7) and steam (9) indicator lights. Each flash of the hot water indicator light (7) corresponds to 10 °C; each flash of the steam indicator light (9) corresponds to 1°C. The displayed temperatures must be added to the basic temperature of 70°C.

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 $1 + 1 + 1 = 3^\circ\text{C}$
Total coffee temperature:

$$70 + 20 + 3 = 93^\circ\text{C}$$

- 14) Once the temperature has been displayed, if desired, the temperature can be changed.
- 15) Every time the hot water button (8) is pressed, the temperature increases by 1°C
- 16) Every time the steam button (10) is pressed, the temperature drops by 1 °C.
- 17) After selecting the desired setting, press the coffee supply button (6) for about 3 seconds until the 2 indicators, hot water (7) and steam (9) come on.
- 18) Release the coffee supply key (6): the machine stores the new temperature setting and is again ready to make coffee.

STOP

To stop the machine, press machine switch (1) in "O" position, all the indicator lights will go off.

Note: in the case of long intervals and for safety reasons, the plug is best taken out of the socket.

CLEANING

Excluding dispensing unit cleaning, as shown on the following table, any cleaning must be done in zero power condition (plug disconnected from mains) and with the hot parts at environment temperature, according to this table.

- 1) Cleaning the nozzle
Use a cloth slightly dampened in hot water and/or neutral detergent.
- 2) Cleaning the external surface of the machine
- To clean the external surface of the machine, never use solvents but only a cloth slightly dampened with hot water and neutral soap.
- 3) Cleaning the grid.
- Clean the grid with hot water and soap using a brush.

N°	TYPES OF CLEANING	N° part	FREQUENCY		
			immediately after use	daily	weekly
1	Cleaning the nozzle	13	■	■	■
2	Cleaning the external part of the machine			■	■
3	Cleaning the grid	14		■	■
4	Cleaning the water collection tray	14	■	■	■
5	Cleaning the water tank	15			■
6	Cleaning the dispensing unit	9			■

- 4) Cleaning the liquid holder tray
- Clean the liquid holder tray with hot water and soap, if necessary using a brush.
NOTE: the liquid holder tray can be washed in a dishwasher
IMPORTANT: never use solvents.
- 5) Cleaning the water tank
- Use soap and water and rinse well.
NOTE: if the water has left any undesired deposits, wash using a tube brush.
- 7) Cleaning the dispensing unit
- Lower the door (17) without inserting the pad;
- Press the coffee dispensing button (6) and allow the water to exit from the nozzle for 15/20 seconds;
- Press the coffee dispensing button to stop the coffee supply.

MAINTENANCE

If the cleaning operations are performed as described above, no maintenance jobs are required. For all jobs that need doing on the machine, contact the dealer that sold it to you.

TROUBLESHOOTING

If your espresso coffee machine is not working properly, check the following troubleshooting guide. Also refer to the corresponding sections of the operator's manual.

Faults	Remedies
The machine fails to make the espresso coffee	Smart Card version: the card has not been inserted or the card is empty. Check whether the no-water indicator is on: there is no water in the tank or the tank is not engaged properly. In this case, proceed as follows: switch off the machine by pressing switch (1); fill the tank with water; press the switch (1) again to start up the machine. The machine needs de-mineralising.
"Cream" is insufficient or there is none	The coffee is ground too coarse The coffee is not fresh The water is not fresh
The "cream" is too dark and/or the coffee has a burned taste	The temperature of the coffee water is too high. Lower the coffee water temperature.
The coffee is not hot enough	The water is passing through the filter too quickly. 25-40 seconds are needed to make 2 cups. The coffee water temperature is too low. Increase the temperature. The cups are cold. The cups must be put on the cup heater or preheated with hot water before using. The boiler thermostat has tripped: contact your nearest dealer. The machine needs de-mineralising.