Installation and Operation Manual
Dear Customer,

Congratulations on deciding to choose a Metos equipment for your kitchen activities. You made an excellent choice. We will do our best to make also you a satisfied Metos customer like thousands and thousands of others all over the world.

Please read this manual carefully. You will learn many right, safe and efficient working methods in order to get the best possible benefit from the equipment. The instructions and hints in this manual will give you a quick and easy start in using this equipment. You will note very quickly how nice it is to use the Metos equipment.

All rights are reserved for technical changes.

You will find all the main technical data on the rating plate fixed to the equipment. When you need service or technical help, please let us know the serial number of the equipment. This will make it easier to provide you with the correct service. Please write the contact information of your local Metos service in advance on the lines below.

METOS TEAM

Metos service phone number:...........................................................................................................

Contact person:.............................................................................................................................
1. General .......................................................................................................... 1
   1.1 Symbols used in the manual ................................................................. 1
   1.2 Symbols used on the appliance .......................................................... 1
   1.3 Checking the relation of the appliance and the manual ....................... 1

2. Safety ........................................................................................................... 2
   2.1 Safe use of the appliance ................................................................. 2
   2.2 Safety instructions in case of malfunction .......................................... 2
   2.3 Disposal of the appliance ................................................................. 2

3. Functional description ............................................................................. 3
   3.1 Parts of the machine ......................................................................... 3
   3.2 Display messages .............................................................................. 4
   3.3 Key operated switch (16) ................................................................. 5
   3.4 Display, control panel ....................................................................... 5
   3.5 Cup warmer (CW) (option) ............................................................... 6

4. Operation instructions ........................................................................... 7
   4.1 Using the machine ............................................................................ 7
      4.1.1 Starting operation ....................................................................... 7
      4.1.2 Dispensing beverages ............................................................... 10
      4.1.3 Empty signal, filling coffee beans and instant products .............. 12
      4.1.4 Coffee grounds container ......................................................... 13
      4.1.5 Cup warmer (option) ............................................................... 13
   4.2 Cleaning/care .................................................................................. 14
      4.2.1 External cleaning ..................................................................... 14
      4.2.2 Cleaning time ......................................................................... 14
      4.2.3 Daily cleaning ......................................................................... 15
      4.2.4 Weekly cleaning .................................................................... 17
      4.2.5 Monthly cleaning ................................................................... 18
      4.2.6 Switching machine off ......................................................... 18
      4.2.7 Maintenance ......................................................................... 19

5. Manager level, settings ....................................................................... 20
   5.1 Product counter .............................................................................. 21
   5.2 Setting products ............................................................................ 22
   5.3 Menus, sub-menus ......................................................................... 23

6. Installation ............................................................................................... 24
   6.1 General .......................................................................................... 24
6.2 Electrical connection ................................................................. 24
6.3 Water supply* ............................................................................. 25
6.4 Water drain* ............................................................................... 25

7. Technical specifications ............................................................... 27
1. General

Carefully read the instructions in this manual as they contain important information regarding proper, efficient and safe installation, use and maintenance of the appliance.

Keep this manual in a safe place for eventual use by other operators of the appliance.

The installation of this appliance must be carried out in accordance with the manufacturer’s instructions and following local regulations. The connection of the appliance to the electric and water supply must be carried out by qualified persons only.

Persons using this appliance should be specifically trained in its operation.

Switch off the appliance in the case of failure or malfunction. The periodical function checks requested in the manual must be carried out according to the instructions. Have the appliance serviced by a technically qualified person authorized by the manufacturer and using original spare parts.

Not complying with the above may put the safety of the appliance in danger.

1.1 Symbols used in the manual

This symbol informs about a situation where a safety risk might be at hand. Given instructions are mandatory in order to prevent injury.

This symbol informs about the right way to perform in order to prevent bad results, appliance damages or hazardous situations.

This symbol informs about recommendations and hints that help to get the best performance out of the appliance.

1.2 Symbols used on the appliance

This symbol on a part informs about electrical terminals behind the part. The removal of the part must be carried out by qualified persons only.

1.3 Checking the relation of the appliance and the manual

The rating plate of the appliance indicates the serial number of the appliance. If the manuals are missing, it is possible to order new ones from the manufacturer or the local representative. When ordering new manuals it is essential to quote the serial number shown on the rating plate.
2. Safety

2.1 Safe use of the appliance

⚠️ The connection of the machine to the mains supply as well as maintenance and repairs may only be carried out by qualified personnel using original parts and spares.

⚠️ The machine must not be operated outdoors.

⚠️ The built-in and tested safety devices must under no circumstances be repaired, changed or bridged by non-experts.

⚠️ Do not put hands into the coffee bean and instant beverage tanks (12), (13) while the machine is in operation. There is a danger of tripping.

⚠️ There is a danger of scalding within the area of the coffee outlet (4).

⚠️ Never put your hands in the bean chutes (10, 11) with the machine switched on. There is a danger of being pinched!

In case of freezing temperatures, the machine must be drained of all water to prevent any damage. Please call technical service in this case.

⚠️ If the machine is to be out of operation for a longer period it must first be cleaned thoroughly.

2.2 Safety instructions in case of malfunction

⚠️ If the machine doesn’t work properly or in case of malfunction, turn off the power and call for service.

2.3 Disposal of the appliance

The destroying of the appliance when its economical lifetime has been reached may be harmful to the environment if not properly handled. Utilization of materials that are reusable is best done by professional personnel specialized in recycling.
3. Functional description

3.1 Parts of the machine

1. Control panel
2. Door
3. Door lock
4. Beverage outlet
5. Beverage shelf, foldable
6. Drap tray with drip grate
7. Product keys
8. Display
9. Hot water key
10. Lid
11. Bean tank lid
12. Coffee bean tank 1 (only for cup 2M)
13. Coffee bean tank 2
14. Opening for cleaning agent
15. Start key for cleaning
16. Key operated switch
17. ON/OFF power switch
18. Coffee grounds container
19. Instant beverage tank 1
20. Instant beverage tank 2
21. Left powder chute
22. Right powder chute
23. Funnel
24. Mixing housing
25. Mixer unit
26. Outlet tube for instant beverages
27. Upper warming plate
28. Center warming plate
29. Lower warming plate
30. Cup warmer main switch

CW Cup Warmer (option)
3.2 Display messages

Machine door open

Water supply pressure Water supply turned on? Water tank empty

Boiler temperature too low. Wait for machine to heat up

Starting program currently in progress

Water filter used up. Exchange catridge, confirm with “Esc”

Machine ready to dispence

Product selected

Beverage being prepared

Product selected

Product selected

Prompt to clean. Carry out cleaning program

Cleaning program running

Insert cleaning tablet. Confirm insertion

Confirm insertion of cleaning tablet, Cleaning continues
3.3 Key operated switch (16)

- Position 0 = Staff/Operator
- Position 1 = Manager

3.4 Display, control panel

The display (8) shows the machine’s current status with the corresponding words and graphics.

The product keys (7), (9) are not only used for dispensing the relevant products, but also serve as function keys for all necessary settings. Which key is used for which function setting is shown on the right and left, or top and bottom edge of the display.
3.5 Cup warmer (CW) (option)

The cup warmer is an option used to keep cups and glasses warm.

For service articles like sugar, spoons etc. the CWS module is available as an option.

⚠️ The CWS-module is placed on the lower plate of the cup warmer. For this reason the lower heating element has to be disconnected from the mains in case this module is used. The disconnection has to be made by an electrician at the installation of the cup warmer.
4. Operation instructions

4.1 Using the machine

4.1.1 Starting operation

Switching the machine on

- Open door (2) with key
- Open stop valve of water supply
- Switch on electrical supply at the mains.
- Set power switch (17) to “ON” position. The switch lights up
- The display (8) shows the following message

Filling coffee beans

- Open lid (10)
- Open bean lid tank (11)
- Fill in coffee beans (espresso, schümli; maximum approx 1.25 kg

⚠️ Please make sure that no beans fall into the opening for cleaning agent (14)

- Close lids (10) and (11)
Filling instant products

• Turn powder chutes (21) and (22) upwards, lift left instant beverage tank (19), then right instant beverage tank (20) slightly, then pull them forwards out of the machine and take off their lids.

• Fill in instant powder (machine suitable products, such as cappuccino topping, hot chocolate, cappuccino, instant coffee etc. Max approx. 1.3 kg or approx. 2.0 ltr.) according to set product variety.

Do not press down the powder

In the case of drinking chocolate, it is recommended to use ready mixed Instant Chocolate - cocoa based drinking powder and for milk beverages Cappuccino topping - powder based coffee whitening

Should other products be used, they must conform to the microbiological properties of MELITTA articles

In order to ensure that the powder is sufficiently fresh, only fill in as much as is required for the same day

• Place lid on tank with lip facing forward
• Place instant beverage tanks in machine again. Turn powder chutes (21) and (22) to face downwards again.

Do not mix up instant beverage tanks! The drive at the back of the tank must be correctly fitted and the front-side spigot under the tank must be slotted into the corresponding opening in the base plate.

• Close and lock the door
Operation instructions

- The display asks which tank was filled. The following steps must be carried out consecutively for all 4 tanks
- Use the keys 2 (up) and 3 (down) to move the cursor to the respective tank
- Press “Enter” (key 8)

- The display shows how much is currently in the hopper
- Use keys 6 (+) and 7 (-) to set the current filling level in 25% steps
- Press “Enter” (key 8) again. The cursor can now be moved to the next hopper for setting the filling level
- After setting is completed, press “Esc” (key 4), in order to exit the menu

The machine is now heating up and carrying out its switching on program. The display shows the following message:

The machine is ready to dispense beverages. The display indicates that the machine is ready for dispensing.
4.1.2 Dispensing beverages

**Individual products**

- Place cup on the beverage shelf (5).
- In case of coffee jugs, fold up beverage shelf (5) and place jug on the drip grate.

- Press briefly the key of the desired beverage (7), (9).

- The chosen product is dispensed. This is shown by the display.

- When dispensing is completed, the display once again indicates that the machine is ready for dispensing the next product.

**Repeat selection/twin products**

This function is only available, if the “twin function” is activated. It can be set by the technical service engineer.

⚠️ This setting is not suitable for self-service operation.

**Repeat selection**

- If the same key is pressed a second time while the beverage is already being prepared, a further portion is stored and then dispensed.

The number is shown by the display. By pressing repeatedly, the number can be set up to 99.

- The selection is cancelled, if any other product key is pressed. Preparation of the current portion is completed.
Twin products

The products CUP COFFEE, COFFEE CRÈME and ESPRESSO can also be prepared as twin products.

- Place two cups or a jug under the beverage outlet (4).
- A spout extension suitable for filling taller coffee pots in front of the drip tray is available on request. Connect spout extension and place coffee pot beneath to fill.

- Press the desired product key (7) 2x in quick succession (within one second - can be set by technical service engineer)

- The desired product is dispensed. The display indicates twin product selection.
- If the same key is pressed again, a further portion is stored and subsequently dispensed. The number is shown by the display. By pressing repeatedly, the number can be set to up to 99.
- The selection is cancelled, if any other product key is pressed. Preparation of the current portion is completed.

- When dispensing is completed, the display once again indicates that the machine is ready for dispensing the next product
4.1.3 Empty signal, filling coffee beans and instant products

- If supplies in the coffee bean and instant beverage tanks (12), (13), (19), (20) are running low (approx. 75% consumed), this is indicated on the display panel.

The tank should be refilled now

- If the coffee bean tank is empty, this is displayed and dispensing of the respective coffee product is blocked.

The tanks must be now refilled with coffee beans. Do not mix up coffee types/tank.

Important: Please make sure that no beans fall into the opening for the cleaning agent (14).

- Fill coffee beans and instant products into the correct tanks as described in “Filling coffee beans” and “Filling instant products”

- The machine is now ready to dispense beverages again

If the door was opened without filling the tanks, setting confirmation are not required. Leave the menu by pressing “Esc”
4.1.4 Coffee grounds container

- If the coffee grounds container (18) is approx 75% full, this information is indicated.

  The container should now be emptied.

- When the coffee grounds container is completely full, this is indicated in the display. Dispensing of all coffee products is blocked. Instant products can still be dispensed.

  The coffee grounds container must now be emptied.

  - The display will ask:
  - Use the arrow keys 2 (up) and 3 (down) to move the cursor to yes or no
  - Confirm with key 8 (Enter)
  - The display for filling confirmation appears (see “Filling coffee beans/instant products”). If you have not refilled a tank, press the key 4 (Esc) to exit the menu

  - The display shows that the machine is now ready to dispense beverages again.

4.1.5 Cup warmer (option)

Switching on

- As soon as the supply is applied to the cup warmer, the warming plates (27, 28 and 29) can be switched on using the cup warmers main switch (30)

Switching off

- The cup warmer should be switched off if it is not going to be used for some times. Switch off the warming plates (27, 28 and 29) using the cup warmers main switch (30)
4.2 Cleaning/care

When cleaning the machine, parts must not be immersed in water or sprayed down with a water hose.

Professional coffee machines represent a considerable investment, whose value should be maintained.

In order to guarantee long-term, trouble-free use, the machine must be cleaned at least once a day, after no longer than 12 hours of operation. A suitable time would be before switching off at the end of the day.

In the case of 24-hour operation, the machine must be cleaned at least two times during the day.

A well-maintained coffee machine not only looks good, it also prepares better coffee over a longer period of time.

4.2.1 External cleaning

- Wipe down regularly all plastic parts, painted surfaces and stainless steel surfaces with a damp cloth. Do not use any abrasive substances or sharp objects.
- For special care of stainless steel surfaces we recommend cleaning agents in spray cans.
- Spray stainless steel surfaces lightly, leave shortly to sink in and wipe off with a dry cloth. Do not spray on plastic parts.

4.2.2 Cleaning time

- Our technical service engineer can set 2 cleaning times. When one of these times has passed, and the machine has been in operation for over one hour and dispensed at least one product since its last cleaning, the "time to clean" and "ready for operation" pictures alternate in the display.

No more than max. 50 products can now be dispensed. This display only disappears after a complete cleaning process has been carried out.
4.2.3 Daily cleaning

Start cleaning

- Open the door (2) with the key.
- Briefly press the start switch (15). An acoustic signal sounds.
- Close the door. Cleaning begins with a rinsing process. No cleaning agent is required yet.
- After rinsing has finished, there is an acoustic signal and a display message informs that the cleaning agent should now be inserted.
- Open the door (2) with the key and lift open the lid (10).
- Insert 1 leaning tablet into the opening for the cleaning agent (14).
   Please do not use any other cleaning agents! No liability will be accepted for resulting damage and the warranty becomes invalid!
- Close lid (10), shut and lock the door (2).
- The display asks you to confirm that the cleaning agent has been inserted.
• Briefly press the hot water key (9).

• Cleaning continues.

• After the cleaning process has ended (approx 5 minutes), the machine is ready for dispensing products again.

Cleaning mixer unit

Mixer unit must be cleaned properly daily

• Switch the machine off using the power switch (17), so that the switch is no longer lit.

• The complete mixer unit (21), (22), (23), (24), (25), (26) for instant products is to be cleaned thoroughly at least once a day.

• Turn powder chutes (21), (22) to face upwards, lift instant tanks slightly and pull forward out of the machine. Pull off powder chutes and remove any instant products stuck to them.

• Turn funnel (23) 1/4 to the left and pull off upwards.

• Lift mixer housing (24) and pull forward out of the unit.

• Pull outlet tube for instant beverages (26) out of the mixer unit (25) and, at the front end, out of the beverage outlet spout.

• Loosen the mixer unit (25) by giving it a 1/4 turn to the right. Remove by pulling it forward and out of the machine.
• Loosen the mixer flange (A) by giving it a 1/4 turn to the right. Remove together with the mixer propeller (B) by pulling off the axle. Pull the rubber seal out of the rear of the mixer propeller.

• Clean all parts thoroughly with hot water and a detergent suitable for milk products. You can also use the combined cleaning tablets. Dissolve 2 tablets / 1 litre water.
• Rinse thoroughly in clean water.
• Rub all parts thoroughly dry.
• Clean the uncovered feed screws of the instant beverage tanks (concealed behind the powder chutes (21) (22)) with a dry dusting brush.

• Assemble the parts again in reverse order.

Replace mixer propeller with thick rib/arrow to flattened side of axle. Push firmly until a clear clicking noise is heard

Do not mix up left and right powder chutes.

The outlet tube for instant beverages must be pushed completely onto the connection muffs of the mixer unit and, at the front end, pushed down fully into the beverage outlet spout. The funnel must be turned in such a way that the oval air slit points backwards towards the machine housing.

4.2.4 Weekly cleaning

• The instant beverage tanks (19), (20) must be emptied at least 1x per week and cleaned with a dry dust brush. Remove any parts stuck to the tanks.
4.2.5 Monthly cleaning

- Pull out the small drawer behind the air slit of the funnel (23) and clean.
- Empty the instant beverage tanks (19), (20) at least 1x per month. Clean with hot water and a detergent suitable for milk products. You can also use the combined cleaning tablets. Dissolve 2 tablets / 1 litre water.
- Rinse with clean water.

- The feed screw can be dismounted if required. Loosen screw on the drive side and pull out the feed screw.

⚠️ All parts must be dried thoroughly before reassembling.

4.2.6 Switching machine off

- The machine should be switched off over night.
- Before switching off, a cleaning process must be carried out ("Cleaning/Care").

- Open the door (2) with the key.

- Switch the machine off using the power switch 17, so that the switch is no longer lit.
- If the machine is to be left off for a longer period, e.g. over night or at weekends, the water and electrical connections must be turned off at the mains.
4.2.7  Maintenance

If no water filter is used, the machine must be regularly descaled in the case of hard water supply.

External water filters must be checked with regard to their efficiency and renewed no later than every 12 months.

After approx. 30,000 brewing processes, the machine must be serviced at the owner's expense.

This electrical appliance should be tested for safety in regular intervals by an authorized electrician. The time interval between two inspections for this mounted device is no more than 4 years.
5. Manager level, settings

- While the machine is switched on, turn key-operated switch 16 to "1 = Manager" position.
- Close door 2. The display 8 shows the following message:

The product keys 7, 9 can also be used as function keys (1 - 9) for all necessary settings. Which key is used for which function setting is shown on the right and left, or top and bottom edge of the display.

- ">>" next to a menu item indicates that there is at least one sub-menu.
- This sub-menu can be entered by pressing the key 8 (Enter). You can return to the main menu by pressing key 4 (Esc).
- For all available menus and sub-menus, see “Menus, sub-menus”.
- Use the arrow keys 2 (up) and 3 (down) to move the cursor (black bar) up or down to the desired menu item.
- Use the arrow keys 1 (left) and 5 (right) to move a longer line of text to the left and right.
5.1 Product counter

- Set the cursor to "Product counter" in the Info menu and press key 8 (Enter).

All products dispensed are counted and stored as daily and total amounts. The daily amounts can be deleted.

- Press the "Clear" key (9) to delete the displayed daily amount.
- Return to the main menu by pressing the "Esc" key (4).
5.2 Setting products

- Set cursor to "Products" and press key 8 (Enter).

- The values displayed can be set with the 6 (+) and 7 (-) keys.

- Press key 8 (Enter) to store settings. Press key 4 (Esc) to exit the menu (without changes).

- Press key 9 (Reset) to return to the factory setting.

- After settings are completed, turn key-operated switch (16) to "0 = Staff".
5.3 Menus, sub-menus

Below are all possible menus and sub-menus:

- **Info**: Product counter

  - **Coffee**: Coffee dosage, Coffee volume
  - **Milk**: Strength, Water volume, Price
  - **Chocolate**: Strength, Water volume, Price

- **Instant coffee**: Strength, Water volume, Price
- **Instant white coffee**: Coffee dosage, Strength, Water volume, Price
- **Plunger coffee**: Strength, Water volume, Price
- **Tea**: Water volume, Price
- **Extra 1**: Coffee dosage, Coffee volume
  - **Milk**: Strength, Water volume
  - **Milk from**: Strength, Water volume
  - **Chocolate**: Strength, Water volume, Price

- **Latte macchiato**: Coffee dosage, Coffee volume
  - **Milk**: Strength, Water volume
  - **Milk from**: Strength, Water volume
  - **Price**

- **Operating Parameter**: Payment, General, Cleaning time, Time, Date, Summer time
6. Installation

6.1 General

All MELITTA appliances are supplied ready for connecting. Before installation, however, the on-site water and electricity supplies should be made easily accessible within a radius of one metre from the machine.

These preparations must be carried out by authorized specialists in accordance with national regulations. The MELITTA Customer Service Department is not authorized to under-take such work and cannot accept responsibility for the installation.

The machine may only be installed in places where it can be supervised by trained personnel.

The machine must be placed on a solid table top. This table top may not be cleaned with a water pipe or high-pressure cleaner. An opening of at least 60 - 80 mm. ø must be provided in the centre below the machine to allow access to the mains supplies.

6.2 Electrical connection

The distribution voltage must conform with the data indicated on the type plate. The mains lead must be fuse-protected separately by the client. The connection should be made by means of a plug socket. The use of earth leakage current protection is recommended.
6.3 Water supply*

A stop valve with backflow suppressor, according to specifications, is to be installed within easy access. If a water filter is used, this must be mounted vertically. For safety reasons, the special connecting hoses supplied with the machine may not be shortened during assembly. The dynamic water pressure must be at least 2.5 bar at approx. 5 litre/minute. Should the pressure exceed 6 bar (day/night fluctuations), a pressure reducing valve must be inserted between the machine and the main stop valve.

6.4 Water drain*

All machines are provided with water outlet muffs and must be connected with the hoses supplied to a drain pipe with stench trap.

*) Should there be no water supply or waste water outlet at the place of installation, we can supply on request a "non-pressure set", consisting of a 20-litre water tank and a 10-litre waste water tank. Only water with a hardness of approx. 5° dKH may be used (e.g. water treated with the supplied water filter).
7. Technical specifications

Cup Installation drawing

Cup Warmer installation drawing
Cup Installation drawing

1. Electric connection
2. Cold water connection (DN 10 mm)
4. Drain (DN 15 mm)
Cup Warmer installation drawing
<table>
<thead>
<tr>
<th>Item</th>
<th>Type</th>
<th>Specification</th>
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</thead>
<tbody>
<tr>
<td>Measures</td>
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<td>400x519x790</td>
</tr>
<tr>
<td>Electric connection</td>
<td></td>
<td>240V1~3.6 kW 16A</td>
</tr>
<tr>
<td>Water</td>
<td></td>
<td>&quot;3/4&quot; / DN10</td>
</tr>
<tr>
<td>Drain</td>
<td></td>
<td>DN 15</td>
</tr>
<tr>
<td>Capacity per hour</td>
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<td>~180 cups</td>
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<td>52/56 kg</td>
</tr>
<tr>
<td>Cup Warmer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Measures</td>
<td>CW</td>
<td>300x350x770</td>
</tr>
<tr>
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<td>CW</td>
<td>240V1~0.15 kW 6A</td>
</tr>
<tr>
<td>Weight</td>
<td>CW</td>
<td>17 kg</td>
</tr>
</tbody>
</table>
EG-Konformitätserklärung
EC-declaration of conformity
Certificat de conformité CE

Die Firma
The company
La société

Melitta SystemService GmbH & Co. KG
D-32373 Minden, Postfach 13 26

Heißgetränkebereiter
Hot beverage disposer
Dispenser boissons chauffe

mit der Typbezeichnung
with the type designation
avec la désignation

Melitta cup, cup 2M

auf das sich diese Erklärung bezieht, mit den nachfolgenden EG-Richtlinien übereinstimmt:
this declaration refers to corresponds with the following EC-directives:
objet de cette déclaration, est conforme aux directives européennes ci-dessous:

89/392/CEE in der Fassung
89/336/CEE modified by
73/23/CEE modifié par la

93/68/CEE

Angewandte Normen
Applied standards
Normes appliquées


Minden, den 01. Oktober 2002
Minden, le 01. Octobre 2002

ppp.: by proconation
par proconation

L. Vollm.: by delegation
par délégation

Leitung Technik
Director of Engineering
Directeur Technique

Leitung Qualitätsmanagement
Director of Quality Assurance
Directeur Assurance Qualité
EG-Konformitätserklärung
EC-declaration of conformity
Certificat de conformité CE

Die Firma
The company
La société

Melitta SystemService GmbH & Co. KG
D-32373 Minden, Postfach 13 26

Tassenwärmer
cup warmer
Chauffe tasses

mit der Typbezeichnung
with the type designation
avec la désignation

Melitta cup CW

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Angewandte Normen
Applied standards
Normes appliquées

EN 60 335; EN 55014-1
EN 50 014-2; EN 61000-3-3

Minden, den 01. Oktober 2002
Mindon, le 01. Octobre 2002
by delegation
par délégation

Leitung Technik
Director of Engineering
Directeur Technique

Leitung Qualitätsmanagement
Director of Quality Management
Directeur Assurance Qualité