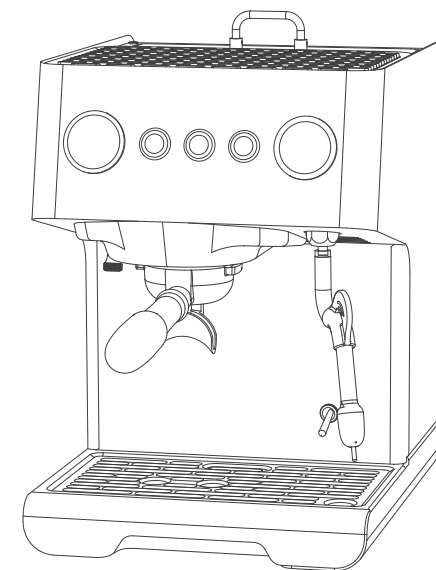




EN



## **AVX Hero Pro-X**

**Espresso Coffee Machine**

Instruction Manual | Warranty Card

## ⚠ SAFETY INSTRUCTIONS

Please read this manual and follow the below instructions before using the appliance:

1. Before use, check to see if the voltage corresponds to the specifications indicated on the product label;
2. Make sure the coffee machine is plugged to an earthed socket;
3. When in use, keep the coffee machine attended. Do not allow children or those who are incompetent to approach the coffee machine;
4. To avoid damage to the coffee machine, do not place it on a hot surface or near an open flame;
5. Unplug the coffee machine when not in use or before cleaning. Allow the appliance to cool down before installing/removing any parts or cleaning;
6. Do not use the appliance if the power cord or plug is damaged. If the coffee machine malfunctions or fails to work properly due to any other reason, take the appliance to a qualified service center for inspection and repair;
7. In case of malfunction, do not use components from unauthorized manufacturers as this could be harmful or potentially dangerous to the user;
8. The coffee machine should be placed on a countertop or a flat surface, and the power cord should not be hanging over the edge of the table or counter;
9. Ensure that the power cord is not in contact with the heated parts of the coffee machine;
10. When operating, some parts of the coffee machine will be heated to high temperatures (e.g.group head, steam wand and steam nozzle, etc.). Please avoid touching them directly when using the appliance, and take hold of the anti-scald soft rubber and portafilter;
11. Do not immerse the coffee machine or the power plug in water or any other liquid;
12. Do not leave the appliance in conditions where the temperature is below zero as there is residual water in the boiler and pumps, which may cause damage to the appliance if frozen;
13. At any sign of malfunction, defect, or suspected damage due to dropping of the machine, unplug the appliance immediately and stop operating the defective machine;
14. If the power cord is damaged, to prevent any danger, it must be replaced by a professional from the manufacturer, its maintenance department or an equivalent division;
15. Open the water tank lid and fill the tank with an appropriate amount of water. Do not exceed the MAX level mark;
16. Do not use the appliance outdoors.

**\*Save this instruction manual for future reference after reading.**

## PRODUCT USE REQUIREMENTS

Ambient Temperature: Above 1 °C, below 40 °C

Water Quality Requirements: To ensure the performance and lifespan of the coffee machine and optimal coffee quality, the suggestions are as follows: It is recommended to use filtered water or softened water from a water treatment device, which should comply with the local national standards for drinking water quality, especially the compliance of pH value and chloride levels; The use of purified water or distilled water is strictly prohibited.

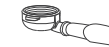
### Notice:

- 1) Replace the water treatment device promptly according to its standards and usage requirements;**
- 2) Based on the frequency of use, it is recommended to descale the machine every 1-2 months.**

## ACCESSORIES



Double Cup Portafilter\*1



Bottomless Portafilter\*1



Tamper\*1



58mm Filter Basket  
(Single Cup)\*1



Cleaning Disc\*1

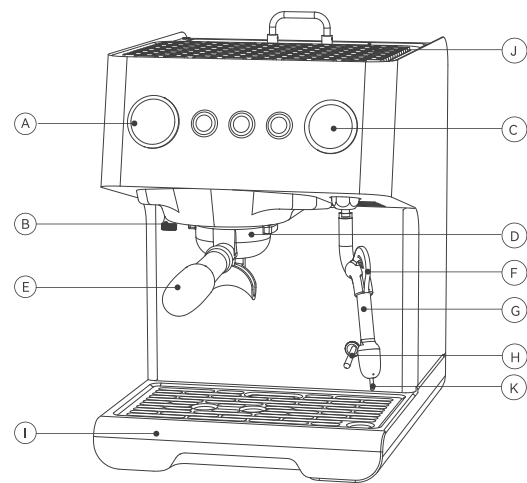


Cleaning Brush\*1

## PRODUCT PARAMETERS

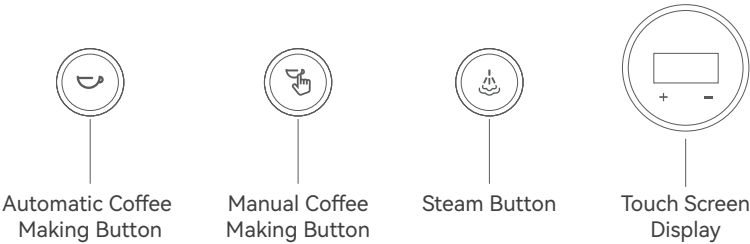
Product Name	Espresso Coffee Machine
Product Model	AVX Hero Pro-X
Rated Voltage/Frequency	220-240 V~ 50 Hz
Rated Power	2550-3050 W

BODY PARTS



- |                            |                          |                    |
|----------------------------|--------------------------|--------------------|
| Ⓐ Coffee Pressure Gauge    | Ⓔ Portafilter            | Ⓢ Drip Tray        |
| Ⓑ Pressure Regulator Valve | Ⓝ Anti-scald Soft Rubber | Ⓣ Cup Warming Tray |
| Ⓒ Touch Screen Display     | Ⓞ Steam Wand             | Ⓚ Steam Probe      |
| Ⓓ Group Head               | Ⓟ Power Switch           |                    |

BUTTON DESCRIPTION



BEFORE FIRST USE

1. Open the package, take out the coffee machine, check to see whether the accessories are all in order, and remove the protective film from the surface of hardware;
2. Clean the water tank and portafilter;
3. Remove and clean the drip tray if it is dirty, then reinstall it to the machine;
4. Insert the power plug into an earthed socket with grounding protection;
5. Cleaning the water circuit system is recommended prior to making coffee, and steam for the first time.

INSTRUCTIONS

- Starting Up**
1. Remove the water tank, add water to the maximum mark and place it back on the machine, then cover the water tank lid;
  2. Connect the machine to the power supply, and the buzzer will sound for 0.5 seconds, all the indicator lights of the buttons will be on for 2 seconds, and the touch screen display will show "888" for 2 seconds;
  3. Turn on the power switch. The touch screen display will show the coffee temperature, and all the indicator lights of the buttons will light up. The machine will automatically pump water for about 8 seconds and begin preheating, while the indicator lights flash alternately. Once preheating is complete, the indicator lights will stay on;
  4. For the first startup, the preheating time for making coffee and steam is about 5 minutes.

## MAKING STEAM

1. Place a cup under the steam nozzle and pour in the liquid (e.g., milk);
2. Insert the steam nozzle into the liquid, then press the steam button to release steam;
3. Once the liquid reaches the preset temperature, the steam will automatically stop (the default setting is automatic mode) and will stop when the milk foam reaches the preset temperature. Before use, you can press the "-" button on the touch screen display to select manual steam mode S-0, with a 5-minute duration. In manual mode, you need to control the temperature yourself, and when the desired temperature is reached, press the steam button again to stop).

### Notice:

- 1) Under standby mode, short press the "+/-" button on the touch screen display can switch the steam mode (S-0/S-1);
- 2) S-0: manual steam mode (with the maximum steam time of 300 seconds);  
S-1: automatic steam mode, and the steam will automatically stop once the set milk frothing temperature is reached.
- 3) When choosing the milk frothing pitcher, it is recommended that the cup mouth diameter is not less than 70±5 mm. Since it is heated by steam, this will prevent the liquid from overflowing or splashing when steam is released;
- 4) Immediately after steaming has ceased, please clean both the inside (release steam for 2-3 seconds) and outside of the steam wand (wipe with a clean, damp cloth). Take care not to burn yourself during the operation due to the high temperature.

## PARAMETER SETTINGS

### Coffee Time Settings

Press and hold the automatic coffee making button for 3 seconds until the indicator light flashes. Release the button to enter the time setting mode, and the machine will begin timing (adjustable range: 10-120 seconds). Once the desired time is set, press the automatic coffee making button again to save and exit.

### Notice:

1. Time less than 10 seconds is invalid, and the system defaults to 25 seconds.
2. The manual coffee making button does not allow a time setting.

### Touch Screen Display Settings

Under standby mode, press and hold the "+" button on the touch screen display for 3 seconds to enter the settings. Short press the "+/-" button to switch the modes. Wait for 3 seconds to enter the selected setting mode. After completing the settings, the touch screen display will flash for 3 seconds and automatically save. The specific settings are as follows:

#### 1. Coffee Temperature Setting Mode

H-1 (setting range: 80°C-102°C): Once the temperature is set, the machine will automatically confirm and save it, then return to standby mode.

#### 2. Steam Thermoblock Temperature Setting Mode

H-2 (setting range: 140°C-148°C): Once the temperature is set, the machine will automatically confirm and save it, then return to standby mode.

#### 3. Milk Frothing Temperature Setting Mode

H-3 (setting range: 40°C-90°C): Once the temperature is set, the machine will automatically confirm and save it, then return to standby mode.

#### 4. Water Flowing to Coffee Bed Time Setting Mode

P-1 (setting range: 0-10 seconds): Once the water flowing to coffee bed time is set, the machine will automatically confirm and save it, then return to standby mode.

#### 5. Soaking Time Setting Mode

P-2 (Setting Range: 0-10 seconds): Once the soaking time is set, the machine will automatically confirm and save it, then return to standby mode.

### Restore Default Settings

Under standby mode, press and hold both the automatic coffee making button and manual coffee making button for 3 seconds, the indicator lights of two buttons will flash and the touch screen display will show "888" three times, indicating that the default settings have been restored.

## Default Parameters

Automatic coffee time: 25 seconds

Water flowing to coffee bed time: 2 seconds

Soaking time: 2 seconds

Coffee temperature: 93 °C

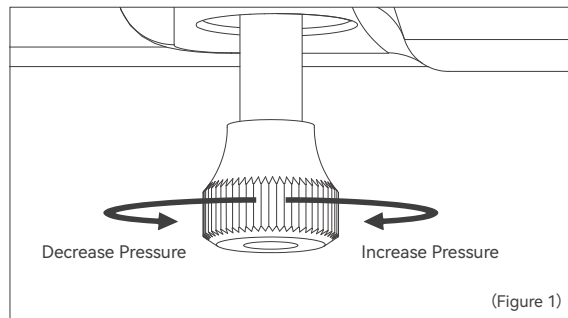
Steam thermoblock temperature: 145 °C

Milk frothing temperature: 60 °C

Automatic steam mode: S-1

## Coffee Pressure Adjustment

While the coffee is being extracted, rotate the pressure valve to adjust the pressure level according to the direction (see Figure 1). The coffee pressure gauge will indicate the pressure. Do not set the pressure too low, which may affect the flavor. It is recommended to set the pressure between 9 -12 bar.



## ECO Mode

1. After 28 minutes of inactivity, the machine will enter sleep mode, and the touch screen display will show "ECO". During this time, the machine cannot make coffee or steam.
2. Press any button to wake the machine and return to standby mode.

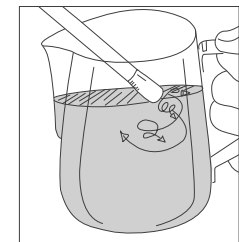
## HOW TO MAKE A GOOD CUP OF COFFEE

1. Guidelines for a standard cup of espresso (For reference only. Depending on the type of coffee beans, roasting degree, freshness, and other conditions, the pressure value and water temperature may vary. Please make adjustments based on the final flavor to achieve satisfactory results);
  - a. For single shot espresso, the amount of coffee powder is 9~12 g, for double shot espresso, the amount of coffee powder is 17~20 g
  - b. Coffee brewing temperature 90~96 °C
  - c. Group head pressure 9~12 bar
  - d. Extraction time 25±5 s
  - e. Powder-to-liquid ratio 1:2~2.5
2. Select fresh coffee beans, generally roasted within three months of the date, to get a better, fresher taste. Once opened, keep the coffee beans properly stored and use them as soon as possible;
3. Grinding the coffee powder in advance is not recommended. The taste is better with freshly prepared coffee powder, or else grinding the coffee powder in advance causes rapid oxidation and evaporation and will easily adsorb unwanted odors;
4. If the coffee powder is too fine, it may cause excessive extraction, and if it is too coarse, it may cause insufficient extraction, so it should be adjusted to a moderate grinding degree;
5. Keep the remaining coffee beans sealed and well stored after use, and avoid placing them in humid environments or in direct sunlight.

## MILK FROTHING INSTRUCTIONS

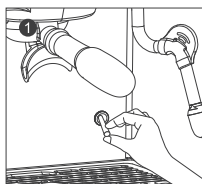
Set the steam wand away from the center of the pitcher (but not too close to the edge, aim towards the 3 o'clock direction, and place the nozzle head just below the liquid surface). If it is buried too deep, it will be difficult to incorporate air, and if it is buried too shallow, the milk might splatter out easily.

Keep your hand steady during the frothing process and try to avoid making adjustments. If you hear a hissing sound, it means that the air is normal, but if you hear a sharp noise, it means that the steam wand is buried too deep, which does not froth the milk well and merely heats the milk.

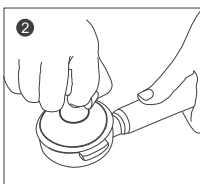


Use whole milk or pure milk (best if refrigerated to about 8°C).

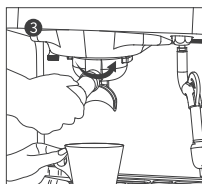
## STEPS TO PERFECT COFFEE



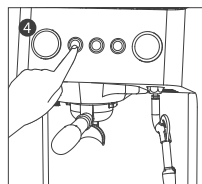
Turn on the power switch and wait for the machine to preheat. The indicator lights will flash. When all the indicator lights stay on, preheating is finished



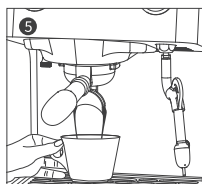
Add coffee powder into the portafilter and press evenly



Install the portafilter according to the instructions, and put the coffee cup in place

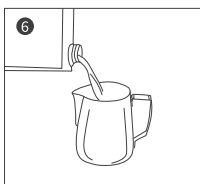


Press the automatic coffee making button or the manual coffee making button to start making coffee



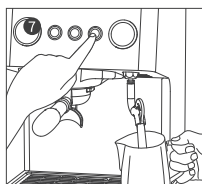
Once the desired coffee amount is reached, press the button again to complete

1. If pressing the manual coffee button, once the desired coffee amount is reached, press the manual coffee button again to stop
2. If pressing the automatic coffee button, the machine will automatically stop when the preset time is reached. (If you wish to stop before the set time, you can manually press the automatic coffee button to stop).



Use a 450mL frothing pitcher and pour 190-200mL of milk (best if refrigerated). Place the frothing pitcher under the steam wand and insert the steam wand into the liquid

Notice: Due to certain steps requiring manual operation, avoid leaving the coffee machine unattended during the coffee-making process.



Press the steam button to release steam. You can adjust the height of the frothing pitcher or place it on the drip tray to froth the milk. Once done, press the steam button again to stop the steam. Clean the steam wand by releasing steam for 2-3 seconds and wipe the exterior part with a clean, damp cloth

Notice: The system defaults to automatic steam mode, and the steam will stop automatically once the preset milk frothing temperature is reached.



Pour the frothed milk into the espresso, the milk coffee is ready

Notice: Be cautious of the hot parts of the machine during use, especially the water outlet (group head) and steam wand. Do not touch these areas for any reason during operation.

**⚠ WARNING:** Immediately after steaming has ceased, clean the steam wand parts and drain the milk from the wand to prevent milk from sticking to the inner surface. Take care not to burn yourself during the operation due to the high temperature.

## TURNING OFF

1. At any time, simply turning off the power switch will shut down the machine;
2. After the machine is turned off, please be sure to turn off (or unplug) the external power in time;
3. If the machine needs to be transported or left unused for a long period, please drain the water from the boiler. Refer to the "Steps to prevent freezing" for operating instructions.

## STEPS TO PREVENT FREEZING

1. Once you have finished using the coffee machine and need to turn it off, empty the water tank;
2. After putting the water tank back in place, the touch screen display will show F-3. Press and hold the manual coffee making button for 5 seconds and water will come out from the group head, then release the button;
3. When water stops coming out of the group head, press the manual coffee making button again to stop making coffee;
4. When finished the above steps, turn off the power switch;
5. Put the water tank back in place and operate normally before using the machine again.

**Notice:** When using in an environment where the indoor temperature falls below zero to prevent the water within the brew boiler from freezing and causing the brew boiler to freeze and crack, make sure you follow the above procedures every day before turning off the coffee machine.

## CLEANING AND MAINTENANCE

1. Disconnect the power supply before cleaning, and allow the coffee machine to cool down completely;
2. Dip a piece of cloth in small amount of water or use a neutral detergent to clean the outer surface of the coffee machine;
3. Rotate to remove the portafilter and dispose of the coffee grounds inside, then clean the filter basket with cleaning solution and rinse thoroughly with water;
4. Clean the steam nozzle and make sure it is not clogged by any objects;
5. Clean the group head and the inner seal with a special cleaning brush for coffee machines;
6. Clean all accessories with water and allow them to dry.

**Notice: Alcohol or other solvents should not be used, and do not immerse the machine in water for cleaning.**

## DESCALING REMINDER

1. After making coffee a total of 500 times, the machine will enter the descaling reminder mode: the touch screen display will automatically show "CLn".The machine will exit the descaling reminder mode automatically and reset the count after completing the brew boiler descaling;
2. After making steam a total of 500 times, the machine will enter the descaling reminder mode: the touch screen display will automatically show "CLn". The machine will exit the descaling reminder mode automatically and reset the count after completing the steam thermoblock descaling.

**Notice: The number of making coffee and steam are counted separately. (Coffee and steam can still be made normally during the descaling reminder mode.)**

## DESCALING

Add water and descaler into the water tank up to the MAX level (about 1.7 L total, with a 4:1 ratio of water and descaler, see descaler instruction manual for specifics). Please use the "descaler for home coffee machine" or buy the specific descaler from the service center. If out of descaler, substitute with citric acid (the ratio of water and citric acid is 100:3).

### Steam Pipeline Descaling

Press and hold the steam button for 3 seconds to enter the steam pipeline descaling mode. The indicator lights of the steam button and automatic coffee making button will flash, and the touch screen display will show "CLn." The steam wand will release hot water or a large amount of steam (noticeably more water than during regular steam production). After 1 minute, the machine will automatically exit descaling mode (you can press the steam button at any time to exit manually).

### Group Head Backwash

Place the cleaning disc (with coffee machine descaler) in the portafilter and insert it into the group head. Press and hold the manual coffee making button for 3 seconds to enter the CLn mode. The indicator lights of the automatic coffee making button and the manual coffee making button will flash, and the touch screen display will show CLn. The group head will start dispensing water for 8 seconds and stop for 4 seconds. After a total of approximately 1 minute, it will automatically exit the CLn mode (you can press the manual coffee making button at any time to exit the backwash mode). Remove the cleaning disc, and press the manual coffee making button again to rinse for 120 seconds.

### Brew Boiler Descaling

Press the automatic coffee making button to make hot water 5 -10 times. Allow the coffee machine descaler to stay in the boiler for at least 15 minutes, then press the manual coffee making button to rinse for 120 seconds.

### Steam Thermoblock Descaling

Refill the water tank with water (without descaler). Press and hold the steam button for 3 seconds to enter the steam pipeline descaling mode and rinse. Press the automatic coffee making button to rinse 5-10 times, repeating the process until the water is fully drained.

**Notice: If the appliance is still not thoroughly clean and gives off a smell of descaler or citric acid, you can repeat the steps until the odor vanishes.**

### INDICATOR LIGHTS AND SETTINGS

Automatic Coffee Making Light	Manual Coffee Making Light	Steam Light	Touch Screen Display	Machine Status
☼	☼	☼	888	Power on
⬇	⬇	⬇	Coffee Temperature	Coffee Preheating
★	★	★	Coffee Temperature	Preheating finished
★	☆	☆	Extraction Time	Making automatic coffee
☆	★	☆	Extraction Time	Making manual coffee
☆	☆	★	Milk Frothing Temperature	Making steam
★	☆	★	Extraction Time	Making automatic coffee and steam simultaneously
☆	★	★	Extraction Time	Making manual coffee and steam simultaneously
○	☆	○	CLn	Steam pipeline descaling
○	○	☆	CLn	Coffee pipeline backwash
○	○	○	F-3	Water shortage or water tank not in place
☆	☆	☆	ECO	Sleep mode
○	○	○	E-1	Brew boiler NTC is in open circuit / short circuit / abnormal temperature
○	○	○	E-3	Steam thermocouple is in open circuit / short circuit / abnormal temperature
○	○	○	E-4	Steam thermoblock NTC is in open circuit / short circuit / abnormal temperature

☆ : Off      ★ : Stays On      ☼ : Light up for 2s      ○ : Flashing      ⬇ : Flashing Rapidly



## TROUBLESHOOTING

Problem	Cause	Solution
No water	The water tank lacks water	Add water to the tank
	The input voltage or frequency does not match the specifications	Use suitable voltage and frequency
	Machine malfunction	Contact a maintenance specialist for assistance
Leakage	The drip tray is full	Clean the drip tray
	Machine malfunction	Contact a maintenance specialist for assistance
Coffee spilling over the side of the portafilter	Too much coffee powder and the portafilter cannot be screwed on tightly	Reduce the amount of coffee powder
	Too much coffee powder remaining on the edge of the portafilter screen	Clean the coffee powder on the group gasket
	The portafilter is unevenly installed (not properly screwed in)	Remove the portafilter and screw it back on again, and make sure both fasteners are fully inserted into the top cover of the group head so that it is level after it's installed
	The group gasket is damaged	Replace the group gasket
	If the problem persists after carrying out the above operations	Contact a maintenance specialist for assistance
No coffee	The coffee powder is too fine	Switch to a coarser type of coffee powder
	Too much coffee powder	Reduce the amount of coffee powder
	Too much tamper pressure	Reduce the tamping pressure
	The portafilter screen is clogged	Remove the portafilter screen with a screwdriver and clean it with a cleaning brush or needle
	Not enough water in the water tank or the water tank is not in place	Put the water tank in place and refill
No steam	The water tank lacks water	Add water to the tank
	The steam nozzle is clogged	Descale residue from the nozzle with a pin
	Machine malfunction	Contact a maintenance specialist for assistance
The coffee machine doesn't work	The power cord is not plugged in	Plug in the power cord
	Machine malfunction	Contact a maintenance specialist for assistance
The steam from the steam nozzle fails to froth milk	The steam indicator light won't stay on	Steam can only be released when the steam indicator light stays on
	The container is too big or not suitable	Use a tall, narrow cup or a professional frothing pitcher
	Use of skim milk	Use whole milk

The touch screen display shows ECO	Automatically shuts off after 28 minutes of standby	Press any button to wake up the machine
The touch screen display shows E-1	Brew boiler NTC is in open or short circuit	Contact a maintenance specialist for assistance
	The temperature is below 0 degree	Check if the ambient temperature is below 0 degree
The touch screen display shows E-3	Steam thermocouple is in open circuit / short circuit	Contact a maintenance specialist for assistance
The touch screen display shows E-4	Steam thermoblock NTC is in open / short circuit	Contact a maintenance specialist for assistance
	The temperature is below 0 degree	Check if the ambient temperature is below 0 degree
The touch screen display shows F-3	The water tank lacks water	Add water to the Max level mark
	Machine malfunction	Contact a maintenance specialist for assistance

\* If you have trouble finding the cause of the issue, do not attempt to disassemble the coffee maker by yourself, contact a specialist.



**Do your part to help save the environment by complying with local laws and regulations. Dispose your non-functioning electronic devices appropriately at your local waste treatment center.**