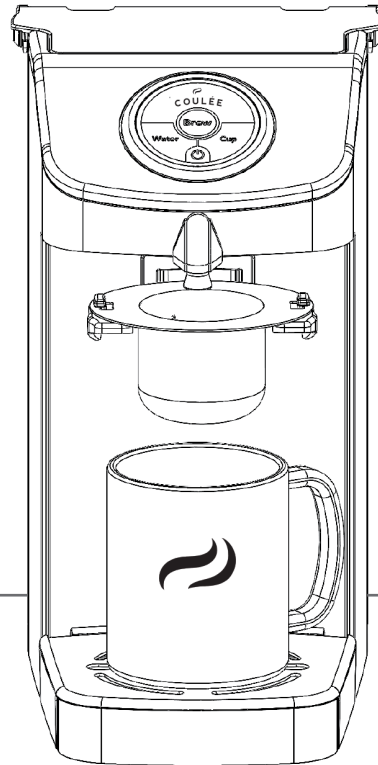




Swirl™

Care & Use Guide

Get the most of your
new Automated Pour-Over
Coffee Maker.



Model Numbers:

- SWL001-□ - □
 - H (Hospitality) or C (Consumer/Home)
 - B (Black) or W (white)

For Hospitality use systems, at least one copy of this manual should be kept in a location available at all times to maintenance and staff. Servicing should be performed only by an authorized service facility.

IMPORTANT SAFEGUARDS

When using electrical appliances, basic safety precautions should always be followed, including the following:

1. Read all instructions.
2. Do not touch hot surfaces. Water spigot and the coffee filter are hot and should not be touched during brewing. Only touch the coffee filter using the cardboard when hot.
3. To protect against fire, electrical shock, and injury to persons, do not immerse cord, plugs, or coffee maker in water or other liquids.
4. Close supervision is necessary when any appliance is used by or near children.
5. Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the coffee maker.
6. Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions or has been damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or adjustment.
7. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electrical shock or injury to persons.
8. Do not use outdoors.
9. Do not let cord hang over edge of table or counter or touch hot surfaces.
10. Do not place on or near a hot gas or electric burner, or in a heated oven.
11. Do not use appliance for other than intended use.
12. Do not remove any screws.
13. Save these instructions.
14. USING A LONGER DETACHABLE POWER SUPPLY CORD, EXTENSION CORD, OR EQUIVALENT IS PROHIBITED.



**RISK OF FIRE OR ELECTRIC SHOCK
DO NOT OPEN**

WARNING, TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK,
DO NOT REMOVE COVERS (OR BACK)
NO USER-SERVICEABLE PARTS INSIDE
REPAIR SHOULD BE DONE BY AUTHORIZED SERVICE PERSONNEL ONLY

Label Factory Codes: KI – Ketchum, ID

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Before Your First Pour-Over

1 Place and Plug-in

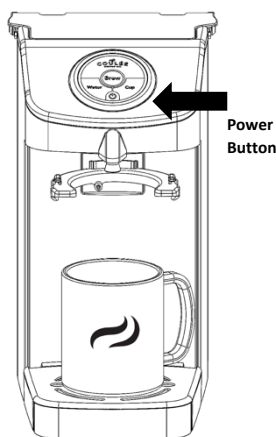
Remove protective tape from brewer. Place the drip tray plate on the drip tray. Plug into a grounded outlet.



Power the brewer on by pressing the power button.



Power Button



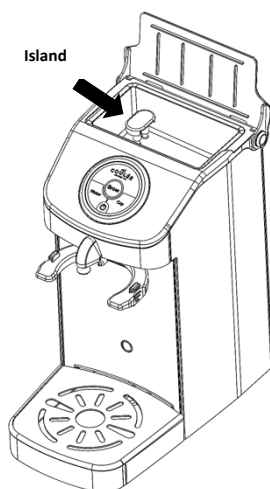
Power Button

2 Fill Water Tank and Place Cup

Lift the Water Tank Lid and pour ~12 fl oz (355 ml) of fresh water from your coffee cup into the tank.

Lower the lid and place the coffee cup on the Drip Tray such that it is centered relative to the circular through holes.

Be sure you do not have a coffee filter Pouch in place.



Island

3 Cleaning Rinse

With water in the tank and the cup in place press the "Brew" Button on the front panel for at least 3 seconds. The system will acknowledge by sounding a long beep.

The system will run through the hot water dispense cycle. The system will "ding" when the cycle is complete.



Brewing a Pour-Over

4 Add Water, Mug, & Vpac Filter

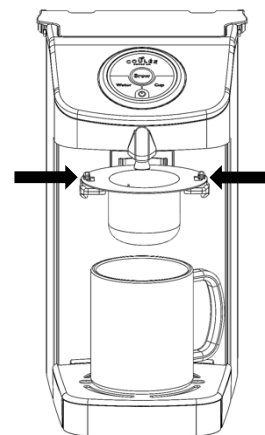
Place 6-12 fl oz (175-355 ml) of water in your coffee mug. We recommend using water you like to drink for the best tasting coffee. Do not use excessively hot water, and **do not use distilled water** (results in bitter coffee).

Open the Water Tank Lid and pour the water into the tank being careful not to overfill.

Note: For the "golden cup" weight ratio of water to coffee using a pre-filled Coulée coffee pack having 14 gm of coffee (16:1 ratio), fill water to barely cover the Island (pictured in Instruction #2) in the reservoir.

Place your cup on the Drip Tray.

Place the EcoPour™ filter on the Swirl Arm per the instructions below and press "Brew".

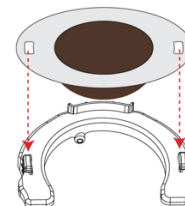
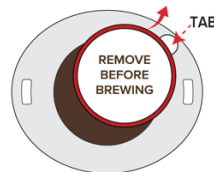


1

Remove EcoPour from outer package. Remove center cap taking care not to spill coffee.

2

Place EcoPour on SWIRL Arm by aligning arrow to tabs.



3

Power ON Brewer. Add Water to Reservoir. Touch Brew to start.



Scan for video instructions

For video instruction on operation, please visit www.couleecoffee.com

SWIRL™ "Smart" Features

Brew heats the water and auto-detects the water level in the filter to intelligently dispense water and swirl the filter to optimize coffee extraction. The water will be heated to a target of 205°F (96 C).

Auto High Altitude works to detect the pre-boiling condition (if you live above 3000' or 1000m) and automatically sets the boiler water temperature to just a few degrees below boiling for the best possible coffee flavor.

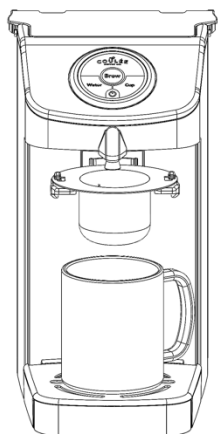
Cup Detection helps reduce possible spillage by using an infrared detector to determine if a coffee cup is present before the pour-over sequence can begin.

No Water Detected ensures that you have at least 6 fl oz (177ml) of water in the Water Tank Reservoir available to make your pour-over.

Auto-Off automatically turns your system off after the last pour-over for energy savings.

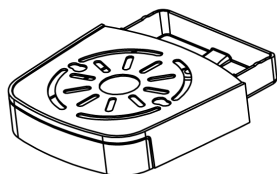
Water Threshold Sensor: Our patent pending water level detection sensor helps to optimize the pour-over algorithm by providing real-time feedback to the system.

Caring for your SWIRL™



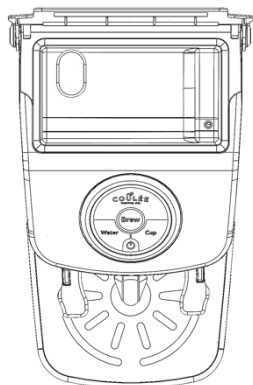
System Exterior

Keep your Coulée Pour-Over system looking new by cleaning the exterior from time to time. Clean the plastic surfaces and Drip Tray Plate with a damp, soapy, lint-free, non-abrasive cloth. Clean the round display with glass cleaner and a soft, lint-free cloth. Never immerse the Swirl pour-over system in water or other liquids.



Drip Tray

The removable Drip Tray holds 8 fl oz (237ml) of liquid and should be emptied and cleaned occasionally. Remove it by sliding it toward you being careful to keep it level so any liquid does not spill. Drain and clean using a non-abrasive cloth with soap and water. Replace the tray by sliding it in until it clicks fully into place.



Water Reservoir

The Water Reservoir and Lid should be cleaned periodically. Using a damp, lint-free cloth, wipe the inside of the reservoir and underside of the lid. Do not dry the inside of the water reservoir with a cloth as lint may remain.

Regular Maintenance

Your Coulée SWIRL only needs regular cleaning of the exterior and descaling using the built in “Cleaning Cycle” procedure. The Cleaning Cycle should be run every ~3 months to remove mineral buildup to enhance the taste of your coffee and preserve your system’s longevity. See “Descaling Your System” for detailed instructions.



Descaling Your System

To maximize the life of your pour-over system and enable it to provide the best tasting coffee, you should descale your system by running the “Cleaning Cycle” every three months.

Calcium deposits, or scale, may build up in your system depending on the mineral content of your water.

To reduce mineral deposit buildup, we recommend using filtered water to make your coffee, if possible.

Scale is non-toxic, but if your brewer isn’t descaled regularly, it can reduce system performance. Running the Cleaning Cycle procedure will help maintain the heating element and all the internal parts that come in contact with water.

Descaling Procedure

You will need: a large, non-paper mug (at least 12 fl oz or 355ml), fresh water, white vinegar, and access to a sink. Be sure there is no coffee filter on the Swirl Arm of the system. The procedure will take ~15 minutes.

Once you begin the descaling process, DO NOT shut-off or unplug your system until the procedure is finished.

Cleaning Cycle Steps

Perform ALL of the following steps:

1. **Be sure the SWIRL is powered ON.**
2. **Add Descaling Solution.** Fill the Water Reservoir with ~6-8 fl oz (177-237ml) of undiluted white vinegar to the top of the island in reservoir (~2/3 full). Make sure a large (>12 fl oz or 355ml), non-paper cup is placed under the spigot.
3. **Start Descaling Mode.** With the system powered ON, simultaneously press and hold the “Brew” button and the Power Button. The system will “beep” five times quickly and enter Descaling Mode. The descaling process will begin by rinsing the vinegar through the system. The system will bubble/mix the vinegar in the boiler for 10 minutes, providing time for it to descale, prior to draining the vinegar out to the cup. When complete, the “Water” light will alternately flash RED and GREEN and the system will “ding”.
4. **Rinsing System 1.** Empty the cup of vinegar in the sink, rinse, and fill the reservoir with fresh water. Replace the cup under the spigot. When ready, press the “Brew” button. The system will beep and run the cycle. When complete, the “Water” light will alternately flash RED and GREEN and the system will “ding”.
5. **Rinsing System 2.** Empty the cup of water/vinegar in the sink, rinse, and fill the reservoir with fresh water again. Replace the cup under the spigot. When ready, press the “Brew” button. The system will beep and run the cycle. When complete, the “Brew”, “Water”, and “Cup” lights will flash white and green three times, “ding” three times, and then the system will power OFF.
6. **Optional Rinsing.** If desired, you can power on the system and run a Hot Water Dispense Cycle, by pressing the Brew button for at least 3 seconds, with fresh water and no coffee filter as described in **Cleaning Rinse** in this Care and Use Guide above.

Troubleshooting

System Does Not Power On or Off

- Make sure the power button has been turned on.
- Plug system into its own grounded outlet and ensure that the outlet has power. If the electric circuit has been overloaded with other appliances, your system may not function properly. Your system should be operated on its own circuit, separate from other appliances.
- Your SWIRL shuts off automatically to conserve power after completing the last pour-over. Press the power button to restart.
- If your system still doesn't power on, contact Customer Service.

System Beeps on Power On (3 beeps)

If your Swirl is powered on and detects residual water in the boiler it will let you know by beeping three times and flashing the Red Cup LED light. Remove the Vpac coffee filter (if in place) and place a cup under the water spigot. Once the cup is in place, the residual water will be dispensed. Once drained, the system is ready for use again.

System Beeps on Power On (5 beeps)

- Unplug the system, wait ten seconds, and power-on the system.
- If the error persists, contact Customer Service.

Cup Not Recognized.

The system uses an optical sensor to detect the cup. It may have issues with clear cups, depending on the shape. If the system does not recognize your cup (with a green light indication), remove the cup from the drip tray and re-insert it. If the system still does not recognize your cup, press the Brew button. The Cup light will turn red. Press the Brew button again to begin brewing.

If the cup light is stuck on green (always a cup present) even when no cup is present, try gently cleaning (with warm soapy water) the round clear window on the front panel of the unit.

Hints and Tips

The Coulée SWIRL™ was specifically designed so the hot water does NOT come into contact with plastics. There should be no plastic or rubber taste in your coffee.

Water quality varies significantly. We recommend using filtered water when possible. Do not use distilled water. Do not use excessively hot water.

Service

Beyond the recommended maintenance and cleaning procedures described in this user guide, the Coulée SWIRL™ is not user serviceable. Please refer to the Warrantee section of this manual for service.

Storage

Be sure the Water Reservoir is empty. Power on the system and be sure to allow any residual water in the boiler to drain, per the **Start up with Water in the Boiler** procedure above.

Take care to transport your system gently and store it in a safe and frost-free environment.

When you want to start using your system again, we recommend following the “**Before Your First Pour-Over**” instructions above to ensure your system is in top shape prior to making your next pour-over... especially if it has been stored for an extended period of time.

BONUS: Manual Pour-Overs with EcoPour™ Filters

The EcoPour filters were specifically designed to be used while traveling or camping as a convenient method for making best in class pour-over coffee.

1. Place the pre-filled EcoPour on your coffee cup.
2. Pour 205°F (96C) water into the EcoPour being careful to pour the water only onto the coffee (not along the filter paper) until the filter is full.
3. Repeat as necessary until your cup has 8-10 fl oz (237-296ml) of coffee in it. For Golden Cup standards, use 8 fl oz (237ml) of water.



Visit www.couleecoffee.com for Vpac™ Filter Pouches for at home brewing using your favorite local coffee.

Contact Coulée Coffee Co.

We want you to have the best experience possible with our products and make the best possible single-serve coffee.

Visit www.couleecoffee.com for more information.

Email support@couleecoffee.com for questions on your system.

Give us a call at: **1-833-SWIRL-00 (1-833-794-7500)**

Multiple Patents Pending US and Internationally.

Warranty

LIMITED ONE YEAR WARRANTY

Coulée Coffee Co. (Coulée) warrants that your brewer will be free of defects in materials or workmanship under normal home use for one year from the date of purchase. It is recommended that you register your brewer on couleecoffee.com/new so that your purchase information will be stored in our system. Coulée will, at its option, repair or replace a defective brewer without charge upon its receipt of proof of the date of purchase. If a replacement brewer is necessary to service this warranty, the replacement brewer may be new or reconditioned. If a replacement brewer is sent, a new limited one year warranty will be applied to the replacement brewer.

This warranty only applies to brewers operated in the United States and Canada. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state and, in the case of Canada, from province to province.

Only the use of Coulée Vpac™ Filter Pouches and accessories will guarantee the proper functioning and lifetime of your Coulée brewer. Any damage to or malfunction of your brewer resulting from the use of non- Coulée Filter Pouches and accessories may not be covered by this warranty or may result in a service fee if the damage or malfunction is determined to be caused by such use.

WHAT IS NOT COVERED BY THE LIMITED WARRANTY?

THIS WARRANTY DOES NOT COVER CONSEQUENTIAL OR INCIDENTAL DAMAGES SUCH AS PROPERTY DAMAGE AND DOES NOT COVER INCIDENTAL COSTS AND EXPENSES RESULTING FROM ANY BREACH OF THIS WARRANTY, EVEN IF FORESEEABLE.

Some states or provinces do not allow the exclusion or limitations of

For replacement parts, please visit www.couleecoffee.com

incidental or consequential damages, so the above limitation or exclusion may not apply to you depending on the state or province of purchase.

Services performed by anyone other than Coulée or its authorized service providers, use of parts other than genuine Coulée parts, or external causes such as abuse, misuse, inappropriate power supply, or acts of God.

OTHER LIMITATIONS

THIS WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER EXPRESS WARRANTY, WHETHER WRITTEN OR ORAL. IN ADDITION, COULÉE HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO YOUR COULÉE BREWER, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

Some states or provinces do not allow disclaimers of such implied warranties or limitations on how long an implied warranty lasts, so the above limitation may not apply to you depending on the state or the province of purchase.

HOW DO YOU OBTAIN WARRANTY SERVICE?

Coulée brewers are high-quality appliances and, with proper care, are intended to provide years of satisfying performance. However, should the need arise for warranty servicing, simply call Coulée Customer Service at our toll free phone number 1-833-SWIRL-00 (833-794-7500). Please do not return your brewer for servicing without first speaking to Coulée Customer Service to obtain a Return Materials Authorization (RMA) number. Coulée brewers returned without an RMA number will be returned to the sender without servicing.

Swirl™

Automated, Single-Serve
Coffee Maker

- A. Drip Tray
- B. Drip Tray Plate
- C. EcoPour Filter Pouch
- D. Swirl System
- E. Water Reservoir
- F. Water Reservoir Lid

