



C9 (NAA)

Instructions for Use



For your safety: read and understand manual before use.

en

es

fr

Your C9

1	IMPORTANT SAFEGUARDS (for USA)	4
	For your safety (for Canada)	7
2	Control elements	10
3	Preparing and using for the first time	12
	Setting up the machine	12
	Filling the bean container	12
	Determining the water hardness	12
	First-time use	12
	Connecting milk	14
	Managing your C9 – the JURA Cockpit	14
	Connect the machine with J.O.E.® - your JURA app	14
4	Preparation	15
	Worlds of indulgence of your C9	15
	Basic information about preparing drinks	15
	Espresso and coffee	15
	Latte macchiato, cappuccino and other specialty coffees with milk	16
	Milk foam	16
	Ground coffee	16
	Adjusting the grinder	17
	Adjusting the product settings	18
5	Daily operation	18
	Switching the machine on and off	18
	Filling the water tank	18
	Maintenance actions	19
6	Machine settings	20
7	Maintenance	21
	Automatic milk system rinsing	21
	Cleaning the milk system	21
	Dismantling and rinsing the dual spout	22
	Inserting/changing the filter	23
	Cleaning the machine	24
	Descaling the machine	25
	Descaling the water tank	26
	Cleaning the bean container	27

8	Display messages	27
9	Troubleshooting	28
10	Transport and environmentally friendly disposal	29
	Transport / Emptying the system	29
	Disposal	29
11	Technical data	29
12	Index	30
13	JURA contact details / Legal information	32

1 IMPORTANT SAFEGUARDS (for USA)

Comply with the instructions for use

Failure to observe the instructions for use may result in serious injuries or damage to property. Safety information is therefore indicated as follows:



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠ DANGER

DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury.

⚠ WARNING

WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.

⚠ CAUTION

CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to personal injury.

- To protect against fire, electric shock and injury to persons, do not immerse power cord, plugs, or body of machine in water or other liquid.
- Close supervision is necessary when any appliance is used by or near children.
- Unplug from outlet when not in use and before cleaning. Allow to cool before putting on or taking off parts, and before cleaning the appliance.
- 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.
- The use of an accessory attachment not recommended by the appliance manufacturer may result in fire, electric shock, or injury to persons.
- Do not use outdoors.
- Do not let the cord hang over the edge of a table or counter, or touch hot surfaces.
- Do not place on or near a hot gas or electric burner, or in a heated oven.
- To disconnect, turn any control to 'OFF' then remove plug from wall outlet.
- Do not use appliance for other than intended use.
- Use extreme caution when dispensing hot coffee.

SAVE THESE INSTRUCTIONS. Pass them on to any subsequent user.

Follow the basic safety precautions

When using electrical appliances, basic safety precautions shall always be followed, to reduce the risk of fire, electric shock, and/or injury to persons, including the following:

- Read all instructions.
- Do not touch hot surfaces. Use handles or knobs.

Intended use

The appliance is designed and intended for household use only. It shall only be used for coffee preparation and to heat milk and water, according to these instructions. Use for any other purpose will be deemed improper.

JURA Elektroapparate AG cannot accept any responsibility for the consequences of improper use.

People, including children, who

- do not have the physical, sensory or mental capabilities to use the appliance safely or
- are inexperienced or lack knowledge in how to use the appliance safely

must be supervised by a responsible person when using it, or must be instructed in how to use it correctly.

Special power cord set instructions

- A short power-supply cord is to be provided to reduce risks resulting from becoming entangled in or tripping over a longer cord.
- The cord shall be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over.
- This appliance has a 3-pin grounded plug.
- Do not modify the plug in any way. Extension cords are available and may be used if care is exercised in their use.

If the user chooses to use an extension cord,

- the marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance, and
- if the appliance is of the grounded type, the extension cord should be a grounding type 3-wire cord, and
- the longer cord should be arranged so that it will not drape over the counter top or table top where it can be pulled on by children or tripped over.



⚠ WARNING

To reduce the risk of fire or electric shock, DO NOT remove any service covers. DO NOT modify the appliance in any way that is not described in these instructions. NO user serviceable parts included. Repair MUST be done by authorized personnel only.

In the event of signs of damage, for example if there is a smell of burning, unplug the machine immediately from outlet and contact JURA customer service.

⚠ CAUTION

This appliance is for household use. Any servicing other than cleaning and user maintenance shall be performed by an authorized service representative:

- Do not immerse base in water or try to disassemble.
- Do not put the appliance or any individual parts in the dishwasher.
- Check voltage to be sure that the voltage indicated on the name plate complies with your voltage. The name plate is located on the underside of the appliance.
- Never use warm or hot water to fill the water container. Use cold water only.
- Keep your hands and the cord away from hot parts of the appliance during operation.

There is a risk of scalds or burns on the spouts.

- Keep children away.
- Do not touch any hot parts. Use the handles or knobs provided.

NOTICE

- Never clean with scouring powders or hard implements.
- Ensure that the ventilation slots are not covered.



- Never pull out the drip tray during the brewing process. Only pull the drip tray when the display instructs you or when the appliance is ready for use.

NEVER DO (or you will void your warranty protection):

- Never fill instant coffee, chocolate mix etc. into the bean container or ground coffee funnel (filler funnel for ground coffee). It will damage the functioning of the brewing chamber.
- Never fill sugar coated coffee beans into the bean container. In case of doubt, call your dealer.
- Never fill anything other than coffee beans into the bean container (no chocolate, no rice, no nuts, no spices, nothing other than roasted coffee beans).
- Never fill frozen beans into the bean container. If you store beans in the freezer, let them thaw 3 to 4 hours before filling them into the bean container.
- Never fill anything but fresh, cold and clean water into the water tank, except when decalcifying.
- Never use mineral or carbonated water. You can use tap water, bottled water, spring water and reverse osmosis water.

- Never do anything with the machine which is not described in these instructions. In case of doubt, call your dealer.

For your safety (for Canada)

Comply with the instructions for use

Before using the machine, read these instructions for use thoroughly and completely and comply with the instructions they contain. Keep these instructions for use close to the machine and pass them on to the next user.

Failure to observe the instructions for use may result in serious injuries or damage to property. Safety information is therefore indicated as follows:

WARNING

Indicates circumstances that may result in serious injuries or death.

CAUTION

Indicates circumstances that may result in minor injuries.

CAUTION

Indicates circumstances that may result in damage to property.

Proper use

The machine is intended for private domestic use. It should only be used to prepare coffee and to heat milk. Any other use is considered inappropriate.

User limitations

People, including children, who

- do not have the physical, sensory or mental capabilities to use the machine safely or
- are inexperienced or lack knowledge

must be supervised by a responsible person when using it, or must be instructed in how to use it correctly.

When using the CLEARYL Smart+ filter cartridge or a JURA Wi-Fi Connect, wireless connections are established. Specific details on the frequency band used and the maximum transmission power can be found in the 'Technical data' section.

Use by children


Children must be able to recognize and understand the potential dangers arising from incorrect use:

- Keep **children under the age of 8** away from the machine, or supervise them constantly.
- **Children aged 8 and over** may only operate the machine without supervision if they have been instructed in how to use it safely.
- Children may not clean or service the machine unless supervised by a responsible person.

- Do not allow children to play with the machine.

What to do in the event of damage

Never use a damaged machine or power cord. This could result in fatal electric shock.


- In the event of signs of damage, disconnect the machine from the mains. To do this, first switch the C9 off with the On/Off button . Only then should you remove the power plug from the power socket.
- Replace a damaged **plug-in power cord** with an original JURA power cord. Unsuitable power cords may result in consequential damage.
- Only permit authorized JURA service centers to carry out **repairs to the machine** and the **permanently connected power cord**. Unsuitable repairs may result in consequential damage.

Preventing damage

To avoid damage to the machine and the power cord:


- The C9 must not be placed in a cabinet when in use.
- Do not use the C9 and the power cord near hot surfaces.

- Do not allow the power cord to rub against sharp edges and ensure that it does not become trapped.
- Never allow the power cord to loosely hang down. The power cord could pose a tripping hazard or become damaged.
- Protect the C9 from weather and direct sunlight.
- Only connect the C9 to a power supply voltage corresponding to that stated on the rating plate. The rating plate is located on the underside.
- Connect the C9 directly to a domestic power socket. Using multi-socket adapters or extension cords may cause overheating.
- The surface of the heating element and outer enclosure remains hot after use and the outside of the appliance may retain heat.
- Do not use alkaline or alcohol-based cleaning agents; only use mild cleaning agents and a soft cloth.
- Do not use any coffee beans treated with additives or caramelized coffee beans.
- Only fill the water tank with fresh, cold, non-carbonated water.

- Switch the machine off with the On/Off button  if you are going to be absent for a longer period of time and remove the power plug from the power socket.
- Only use original JURA maintenance products. Use of products that are not explicitly recommended by JURA could damage your C9.

Danger of electric shock

Water conducts electricity. Do not bring water and electricity into contact with one another:


- Never touch the power plug with wet hands.
- Do not immerse the C9 and/or power cord in water.
- Do not put the C9 or any individual parts in the dishwasher.
- Before cleaning, switch the C9 off with the On/Off button . Always wipe the C9 with a damp cloth rather than a wet one, and protect it from prolonged exposure to water splash. The C9 must not be cleaned with a jet of water.
- The C9 is not suitable for installation on a surface where a jet of water can be used.

Danger of burns, scalding and injury

- Do not touch the spouts during operation. Use the handles provided.
- Optionally, your C9 can be remotely operated using mobile devices. When preparing a product or initiating a maintenance program, make sure that other people are not put at risk – for example, through contact with the spouts.
- Be careful to ensure that the dual spout is correctly installed and clean. Otherwise parts may come loose. There is a danger of parts being swallowed.

2 Control elements

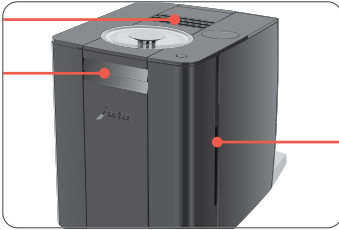


- 1 Service socket for optional JURA Wi-Fi Connect
- 2 Grinder adjustment switch
- 3 Bean container with aroma preservation cover
- 4 Water tank (under cover)
- 5 Multi-function buttons (button function depends on what is shown in the display)
- 6 Display
- 7 Height-adjustable dual spout
- 8 Cup platform with aperture
- 9 Insert for drip tray
- 10 Drip tray
- 11 Coffee grounds container
- 12 Power cord (permanently connected or plug-in) (back of the machine)
- 13 Powder chute for ground coffee (removable)
- 14 On/Off button 
- 15 Container for milk system cleaning
- 16 Measuring spoon for ground coffee
- 17 Filler funnel for ground coffee

3 Preparing and using for the first time

Setting up the machine

- Choose a spot for your C9 which protects the machine against overheating. Ensure that the ventilation slots are not covered.



- Place the C9 on a horizontal surface that is not sensitive to water.

Filling the bean container

The aroma preservation cover on the bean container ensures that the aroma of the beans is retained for longer.

NOTICE

Coffee beans which have been treated with additives (e.g. sugar), ground coffee or freeze-dried coffee will damage the grinder.

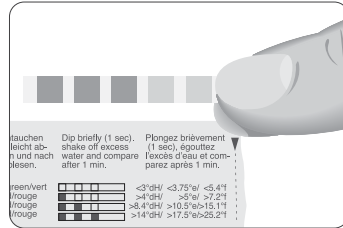
- Only use roasted, untreated coffee beans to fill the bean container.

- Remove the aroma preservation cover.
- Fill the bean container with coffee beans and close the aroma preservation cover.

Determining the water hardness

When you use the machine for the first time, you must set the water hardness. If you know the hardness of your water, go straight to the next section. If you do not know the water hardness, you can find this out first:

- Hold the Aquadur® test strip supplied under running water for one second. Shake off the water.
- Wait for about 1 minute.
- You will then be able to read the degree of water hardness from the discoloration of the Aquadur® test strip and the description on the packaging.



Level	Display German Degree (°dH)	Degrees of general hardness (°dGH)	Parts per million (ppm)	Indicator Strip number of 'reddish' fields
Not active	–	–	–	–
Very soft water	<3	<3	< 53.4	None
Soft water	> 4	> 4	> 71	1
Hard water	> 8.4	> 8.4	> 150	2
Very hard water	> 14	> 14	> 250	3

First-time use

WARNING

If the machine is operated with a defective power cord, there is a danger of potentially fatal electric shock.


- Never use a machine which is damaged.
- Never use a machine which has a defective power cord.

NOTICE

Milk, sparkling mineral water or other liquids can damage the water tank or the machine.

- ▶ Only fill the water tank with fresh, cold water.

Precondition: The bean container has been filled.

- ▶ For machines with a **plug-in** power cord: Connect the power cord to the machine.
- ▶ Insert the power plug into a power socket.
- ▶ Press the On/Off button  to switch the C9 on.

'Language' 'English'

- ▶ Press the **>** or **<** button until the desired language is displayed, e.g. **'English'**.
- ▶ Press the **'Save'** button.

'Water hardness'

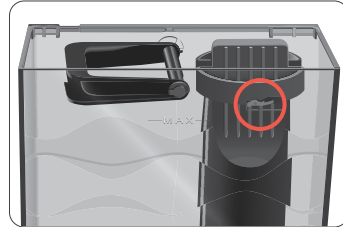
- i** Please refer to the section above for a description of how to determine the water hardness.

- ▶ Press the **>** or **<** button to change the setting for the water hardness.
- ▶ Press the **'Save'** button.
- 'Residence'**
- ▶ Press the **>** or **<** button to select your place of residence.
- ▶ Press the **'Save'** button.
- 'Insert filter'**

- ▶ Remove the water tank and rinse it with cold water.
- ▶ Fit the filter cartridge extension supplied on top of the CLEARYL Smart+ filter cartridge.



- ▶ Insert the filter cartridge with its extension into the water tank.
- ▶ Turn the filter cartridge clockwise until it audibly clicks into place.



- ▶ Fill the water tank with fresh, cold water and reinsert the tank.

- i** The machine automatically detects that you have just inserted the filter cartridge.

'Filter is being rinsed', water flows directly into the drip tray.

'Empty drip tray'

- ▶ Empty the drip tray and put it back into the machine.



- ▶ Place a receptacle under the dual spout.



'System is filling'

'Machine is heating'

'Machine is rinsing'



3 Preparing and using for the first time

'Milk system is being rinsed'

A QR code is displayed.

i You can find lots more information about your C9 online.

- ▶ Press the **'Next'** button.
'Choose your world'

i Now select one of the two **worlds of indulgence** of your C9: **'Classic Hot Brew'**  (the product is prepared hot using the classic brewing method) or **'Light Brew'**  (the product is prepared with less ground coffee and a reduced brewing temperature).

i If no selection is made, **'Classic Hot Brew'** is set automatically after 30 seconds. You can change this selection at any time.

The start screen is displayed. Your C9 is ready for use.

Connecting milk

Your C9 creates fine, creamy, feather-light milk foam with a perfect consistency. The most important requirement for frothing milk is a milk temperature of 39–46 °F (4–8 °C). We would therefore recommend using a milk cooler or a milk container.


- ▶ Remove the protective cover from the dual spout.
- ▶ Connect the milk pipe to the dual spout.






i The milk system of your C9 has a connector **HPI** and an interchangeable milk spout **CX1**.

- ▶ Connect the other end of the milk pipe to a milk container or a milk cooler.

Managing your C9 – the JURA Cockpit

The **JURA Cockpit** allows you to manage your C9. First press the  button and then the **>** button to open the JURA Cockpit.







Symbol	Meaning
	'Maintenance' area
	'Machine Settings' area
	Filter mode

Connect the machine with J.O.E.® - your JURA app

Your C9 can be connected with J.O.E.®, your JURA app.



Precondition: J.O.E.® is installed on your mobile device and you have logged in to your home network (router frequency set to 2.4 GHz). The optionally available JURA Wi-Fi Connect is inserted into the service socket of your C9. (After the JURA Wi-Fi Connect has been inserted, the C9 must be switched off and then on again.)

- ▶ First press the   button and then the > button to open the JURA Cockpit.
- ▶ Press the  button.
- ▶ Press the > button several times until the program item 'Connect to J.O.E.' is displayed (on page .
- ▶ Press the 'Connect to J.O.E.' button.
- ▶ Press the 'Connect' button and follow the instructions on the display and in J.O.E.®.



4 Preparation



WARNING

Hot coffee, hot steam and hot water can cause scalding. Scalding is a serious burn.

- ▶ Use extreme care when handling hot liquid or steam.
- ▶ Allow liquid to cool down before drinking.
- ▶ In the event of scalding, rinse affected area with cold water and seek medical attention.
- ▶ Keep children AWAY.


Worlds of indulgence of your C9

Choose between two preparation options for your C9. Tap on   to access the selection of the two **worlds of indulgence**:

- 'Classic Hot Brew' 
 - The product is prepared hot using the classic brewing method.
- 'Light Brew' 
 - The product is prepared using less ground coffee and at a reduced brewing temperature, making it easier to digest and ready to drink immediately.

In the machine settings, you can permanently save the world of indulgence selected or define whether the question should be asked when switching on the C9.

Basic information about preparing drinks

Aim	What to do
Display more products	Press the > button to display additional pages of the start screen
Change coffee strength	Press the < or > button during grinding
Change quantity	Press the < or > button during preparation
Stop preparation	Press the  button
Change the amount, coffee strength and temperature for any given product permanently / Replace a product on the start screen	Press a product button for two seconds and enter the preferred settings

Espresso and coffee

Example: Coffee

- ▶ Place a cup under the dual spout.



- ▶ Press the 'Coffee' button.
The preset amount of water for coffee flows into the cup.

i Espresso and coffee can also be prepared as a **double product**. To do this, press the 'Espresso' or 'Coffee' button twice. The product is prepared with two brewing operations (two strokes).

Latte macchiato, cappuccino and other specialty coffees with milk

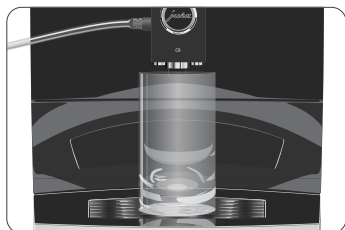
Your C9 prepares the following specialty coffees with milk at the touch of a button:

- Cappuccino
- Latte macchiato
- Flat white
- Cortado
- Macchiato

Example: Latte macchiato

Precondition: Milk is connected to the dual spout.

- ▶ Place a glass under the dual spout.



- ▶ Press the 'Latte macchiato' button (on page ○●○○ of the start screen). The preset amount of milk foam flows into the glass.

i There is a short interval while the hot milk separates from the milk foam. This allows the typical layers of a latte macchiato to form.

The preset amount of water for espresso flows into the glass.

i **15 minutes** after preparation, the milk system is **automatically** rinsed. Therefore always place a receptacle under the dual spout after preparing milk.

To ensure that the milk system in the dual spout always works properly, you must clean it **daily** when you have been preparing milk (see chapter 7 'Maintenance – Cleaning the milk system').

Milk foam

Your C9 prepares milk foam (on page ○○○● of the start screen).

i **15 minutes** after preparation, the milk system is **automatically** rinsed. Therefore always place a receptacle under the dual spout after preparing milk.

To ensure that the milk system in the dual spout always works properly, you must clean it **daily** when you have been preparing milk (see chapter 7 'Maintenance – Cleaning the milk system').




Ground coffee

You can choose to use a second coffee variety, for example decaffeinated coffee, with the filter funnel for ground coffee.


Basic information about ground coffee:

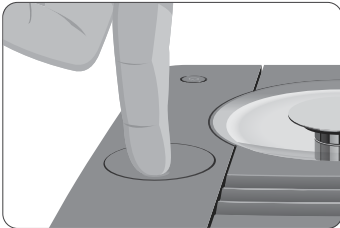
- Activate **Ground coffee mode** in the machine settings ('Powder mode') to prepare specialties using ground coffee.
- Never add more than two level measuring spoons of ground coffee.
- Use ground coffee which is not ground too finely. Very fine coffee can block up the system so that the coffee only comes out in drips.
- If you did not fill the machine with a sufficient amount of ground coffee, '**Not enough ground coffee**' is displayed and the C9 stops the operation.
- The desired specialty coffee must be prepared within approximately one minute after filling with the ground coffee. Otherwise the C9 deactivates the powder mode and goes back to the normal operation mode.
- All specialty coffees with ground coffee are always prepared following the same model.

Example: Espresso with ground coffee

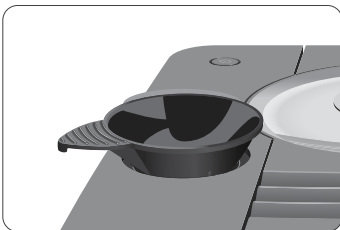
- ▶ First press the   button and then the > button to open the JURA Cockpit.
- ▶ Press the  button.
- ▶ Press the 'Powder mode' button.
- ▶ Select the setting 'Powder mode' / 'single'.

i Press the > button to set the different modes: 'single' (only the following preparation takes place with ground coffee), 'multiple' (ground coffee mode remains active until the machine is switched off).

- ▶ Press the 'Save' button.
- ▶ Press the  button twice to return to the start screen.
- ▶ Press the 'Espresso' button.
- ▶ 'Add ground coffee'
- ▶ Place a cup under the dual spout.
- ▶ Open the powder chute cover.



- ▶ Fit the filler funnel for ground coffee.



- ▶ Add the desired amount of ground coffee to the filler funnel (max. 2 level measuring spoons).

i The amount of ground coffee determines the intensity and aroma of the beverage, so you can adjust it to your personal preferences.

- ▶ Remove the filler funnel and close the cover of the powder chute.
- ▶ Press the 'Next' button.
The preset amount of water for espresso flows into the cup.

Adjusting the grinder

You can adjust the grinder to suit the degree of roast of your coffee.

NOTICE

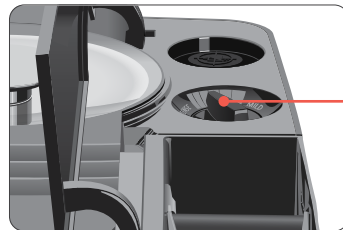
If you adjust the grind consistency when the grinder is not operating, the grinder adjustment switch could be damaged.

- ▶ Only adjust the grind consistency when the grinder is running.

The grind consistency is correct if the coffee flows regularly from the coffee spout. In addition a fine, thick crema forms.

Example: Proceed as follows to change the grind consistency **during** the preparation of an espresso.

- ▶ Place a cup under the dual spout.
- ▶ Open the cover.
- ▶ Press the 'Espresso' button.
- ▶ Turn the grinder adjustment switch to the desired position **while** the grinder is running.



- ▶ Close the cover.

Adjusting the product settings

Press a product button for **about two seconds** to view the list of settings:

- **'Product settings'**: Specify individual settings such as coffee strength, amount of water, etc.
- **'Change position'**: Replace the products on the start screen with your favorites.
- Permanent settings in programming mode always follow the same model.

Example: Proceed as follows to change the coffee strength for one coffee.

- ▶ Press the **'Coffee'** button for **about two seconds**.
- ▶ Press the **'Product settings'** button.

i Different settings will be available depending on the selected product: Press the **< or >** button to navigate the various settings.


- ▶ Press the **'Coffee strength'** button.
- ▶ Press the **< or >** button to change the setting.
- ▶ Press the **'Save'** button.
- ▶ Press the **✗** button twice to return to the start screen.

5 Daily operation

Switching the machine on and off

- ▶ Place a receptacle under the dual spout.



- ▶ Press the On/Off button .
- 'Machine is rinsing'**
Your C9 is switched on or off.

i When the machine is switched off, the system will only rinse if a specialty coffee has been prepared.

i If milk has been prepared before switching off, you will be prompted to carry out milk system cleaning (**'Milk system cleaning'**). After 30 seconds, the switch-off process continues automatically.

Filling the water tank

Daily maintenance of the machine and hygiene when handling coffee and water are key to a perfect coffee result in the cup every time. You should therefore change the water **daily**.

CAUTION


Milk, sparkling mineral water or other liquids can damage the water tank or the machine.

- ▶ Only fill the water tank with fresh, cold water.
- ▶ Remove the water tank and rinse it with cold water.
- ▶ Fill the water tank with fresh, cold water and reinsert the tank.




Maintenance actions

Optimal coffee quality depends on many factors. One important prerequisite is regular maintenance of your C9. Carry out the following steps:

Maintenance action	Daily	If necessary	Note
Empty the drip tray and coffee grounds container and rinse with warm water (The insert for the drip tray, including the drip tray itself, and the coffee grounds container are dishwasher-safe)	▪		Always empty the coffee grounds container when the machine is switched on. This is the only way of resetting the coffee grounds counter.
Clean the milk system (if heavily soiled, also dismantle and rinse it)		▪	See chapter 7 'Maintenance – Cleaning the milk system'. We recommend dismantling and rinsing the dual spout once a week (see chapter 7 'Maintenance – Dismantling and rinsing the dual spout').
Rinse the milk pipe	▪		
Rinse the water tank	▪		
Wipe the surface of the machine with a clean, soft, damp cloth (e.g. microfiber cloth)	▪		
Changing milk pipe with connector HP1		approx. every 3 months	
Change the interchangeable milk spout CX1		approx. every 3 months	
Clean the inside of the water tank with a brush		▪	
Clean the top and bottom of the cup platform		▪	
Thoroughly clean the drip tray and coffee grounds container		▪	

i You can also find information about the maintenance of your C9 in the 'Maintenance' area  ('**Information**' program item) in the cockpit.

6 Machine settings

First press the  button and then the  button to open the JURA Cockpit. The following settings can be saved in 'Machine Settings' :

Program item	Explanation
'Powder mode'	Activate ground coffee mode to include specialties with ground coffee in the preparation options (see chapter 4 'Preparation – Ground coffee')
'World selection'	Save the world of indulgence selected ('Classic Hot Brew' / 'Light Brew') permanently or define whether the question should be asked when switching on the C9
'Choose language'	Set language
'Switch off after'	To save energy, the switch-off time is set to 30 minutes ex-works. Possible settings: Switch-off after 15 minutes, 30 minutes or 1-9 hours after the last action on the machine If you extend the switch-off time, you therefore accept a high energy consumption. Energy consumption of the C9 when switched off: 0 Watt.
'Water hardness'	Set the hardness of the water used (1 °dH to 30 °dH) to prevent limescale building up in your machine
'Units'	Set the unit for the amount of water (ml or oz)
'Connect to J.O.E.' (only displayed if JURA Wi-Fi Connect is being used)	Wirelessly connect the C9 to the JURA app (J.O.E.®) or disconnect again (see chapter 3 'Preparing and using for the first time – Connect the machine with J.O.E.® - your JURA app')
'Connect to milk cooler' (only displayed if JURA Wi-Fi Connect is being used)	Establish a wireless connection between your C9 and the Cool Control milk cooler or disconnect it again
'Milk system rinsing'	Set whether milk system rinsing takes place automatically or needs to be started manually
'Empty system'	Empty the system to protect the C9 from frost damage during transport (see chapter 10 'Transport and environmentally friendly disposal – Transport / Emptying the system')
'Product counter'	View product counter
'Maintenance counter'	View the maintenance counter
'Version'	View software version
'Factory settings'	Reset your C9 to factory settings (the machine then switches off)






7 Maintenance

WARNING

Maintenance products may be harmful to health. Liquids may be discharged during the maintenance program. Harmful if swallowed. Causes eye and skin irritation.

- ▶ Keep children AWAY.
- ▶ Keep children away from the machine while it is performing a maintenance program.
- ▶ Avoid contact with skin and eyes.
- ▶ Take precautions to prevent dust generation. Do not inhale dust.
- ▶ When using do not eat or drink.
- ▶ Keep maintenance products away from food, drink and animal food.
- ▶ Keep container tightly closed and dry. Keep in a cool place.

Basic information about maintenance:

- If a maintenance program is due to be carried out  lights up **red** on the start screen. You can manage the maintenance of your C9 in the **Cockpit** in the  section. Here, maintenance programs that need to be carried out are shown in the form of messages with a red background (on page   ). Press the button that corresponds to the message to go straight to the maintenance program.
- Carry out each maintenance program when you are prompted to do so.

Automatic milk system rinsing

15 minutes after preparation, the milk system is **automatically** rinsed. Therefore always place a receptacle under the dual spout after preparing milk.

Cleaning the milk system

To ensure that the milk system in the dual spout always works properly, you must clean it **daily** when you have been preparing milk

WARNING


Non-recommended cleaning agents will not optimally remove milk residues. This may cause the cappuccino frother to become blocked and fly off the machine. Discharge of hot steam.


- ▶ Use only original JURA milk system cleaner.





WARNING

Harmful and irritating cleaning agent. Harmful if swallowed. Irritating to eyes and skin.

- ▶ Keep children AWAY.
- ▶ Avoid contact with skin and eyes.
- ▶ After contact with skin, wash immediately with plenty of water. In case of skin irritation, seek medical advice.
- ▶ After eye contact, immediately flush eyes with plenty of water and seek medical advice.
- ▶ If swallowed, rinse mouth immediately and drink large quantities of water. Do not induce vomiting. Seek medical advice immediately and show label.

 JURA milk system cleaner is available from specialized dealers.

 Use the container supplied for milk system cleaning.

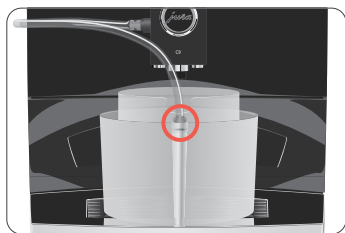
- ▶ First press the  button and then the **>** button to open the JURA Cockpit.
 - ▶ Press the **>** button several times until the    page with the message **'Milk system cleaning'** is displayed.
 - ▶ Press the **'Milk system cleaning'** button.
 - ▶ Press the **'Start'** button.
- 'Add milk system cleaner' / 'Fresh water' / 'Connect the milk tube'**

7 Maintenance

- ▶ Remove the milk pipe from the milk container or milk cooler.
- ▶ Add 1 dosing unit of milk system cleaner to the **front part** of the container.



- ▶ Then fill with warm water up to the **upper mark**.
- ▶ Place the container under the dual spout and connect the milk pipe with the container.



- i** To connect the milk pipe to the container correctly, the milk pipe must be fitted with an **HP3** connector.

- ▶ Press the **'Start'** button.
The milk system is cleaned.
The operation is interrupted, **'Fresh water'**
- ▶ Rinse the container thoroughly and fill the front part with fresh water up to the **upper mark**.
- ▶ Place the container back under the dual spout and reconnect the milk pipe with the container.
- ▶ Press the **'Next'** button.
The milk system will be rinsed with fresh water. The operation stops automatically.

Dismantling and rinsing the dual spout

If insufficient foam is produced when the milk is frothed or milk sprays out of the dual spout, the spout may be dirty. If this happens, dismantle and rinse the dual spout.

- i** We recommend dismantling and rinsing the dual spout once a week.

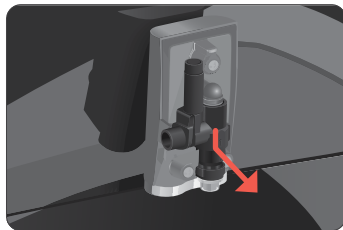
- ▶ Remove the milk pipe and rinse it thoroughly under running water.



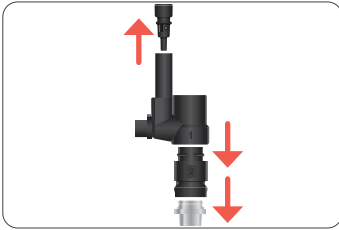
- ▶ Pull the cover of the dual spout forwards and off.



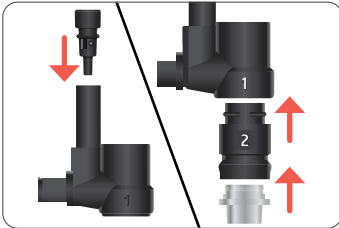
- ▶ Remove the milk system from the dual spout.



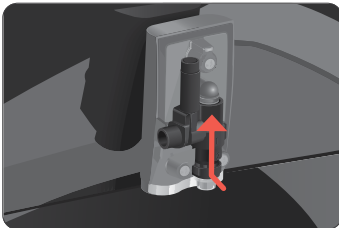
- ▶ Dismantle the milk system into its individual parts.



- ▶ Rinse all the parts under running water. If there are severely dried-on milk residues, firstly immerse the individual parts in a solution of 8.5 oz (250 ml) water and one dosing unit of JURA milk system cleaner. Then rinse the individual parts thoroughly.
- ▶ Reassemble the milk system. When doing this, note the numbering of the individual parts.



- ▶ Fit the assembled individual parts back in the dual spout and press it firmly.




- ▶ Fit the cover of the dual spout.



Inserting/changing the filter

Once the filter cartridge stops working (depending on the water hardness setting), the C9 will prompt you to change the filter.

- i** Your C9 no longer has to be descaled if you are using the CLEARYL Smart+ filter cartridge.
- i** CLEARYL Smart+ filter cartridges are available from specialized dealers.

Precondition: 'Filter change' is displayed in the Cockpit. Alternatively, the filter symbol  is displayed in red in the cockpit if the filter's capacity has been exhausted.

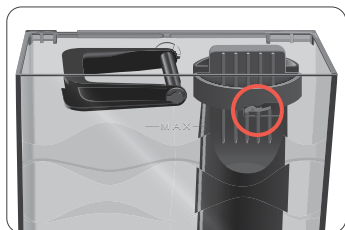
- ▶ Remove and empty the water tank.
- ▶ Turn the filter cartridge counterclockwise and remove it along with the extension from the water tank.
- ▶ Fit the filter cartridge extension on top of a **new** CLEARYL Smart+ filter cartridge.



- ▶ Insert the filter cartridge with its extension into the water tank.

7 Maintenance

- ▶ Turn the filter cartridge clockwise until it audibly clicks into place.



- ▶ Fill the water tank with fresh, cold water and reinsert the tank.

The machine automatically detects that you have just inserted/changed the filter cartridge.

'Filter is being rinsed', water flows directly into the drip tray.

'Empty drip tray'

- ▶ Empty the drip tray and coffee grounds container and put them back into the machine.

Cleaning the machine

After 180 preparations or 80 switch-on rinses, the C9 will prompt you to clean it.

⚠ WARNING

Non-recommended (e.g. liquid) cleaning agents may contain substances that could damage the machine or leave residues.

- ▶ Use only original JURA cleaning tablets. These are formulated especially for your machine.





⚠ WARNING

Harmful and irritating cleaning agent. Harmful if swallowed. Irritating to eyes and skin.

- ▶ Keep children AWAY.
- ▶ Avoid contact with skin and eyes.
- ▶ Take precautions to prevent dust generation. Do not inhale dust.
- ▶ After contact with skin, wash immediately with plenty of water. In case of skin irritation, seek medical advice.
- ▶ After eye contact, immediately flush eyes with plenty of water and seek medical advice.
- ▶ If swallowed, rinse mouth immediately and drink large quantities of water. Do not induce vomiting. Seek medical advice immediately and show label.

- i** The cleaning program lasts approximately 20 minutes.
- i** Do not interrupt the cleaning program. The quality of cleaning will be impaired if you do so.
- i** JURA cleaning tablets are available from specialized dealers.

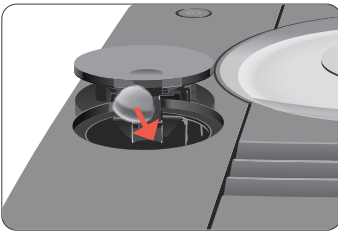
Precondition: **'Cleaning'** is displayed in the Cockpit.

- ▶ Fill the water tank.
- ▶ First press the  button and then the  button to open the JURA Cockpit.
- ▶ Press the  button several times until the  page with the message **'Cleaning'** is displayed.
- ▶ Press the **'Cleaning'** button.
- ▶ Press the **'Start'** button.
- 'Empty drip tray'**
- ▶ Empty the drip tray and coffee grounds container and put them back into the machine.

- ▶ Place a receptacle under the dual spout.



- ▶ Press the 'Next' button.
'Machine is being cleaned'
The operation is interrupted, 'Add cleaning tablet'.
- ▶ Open the powder chute cover.
- ▶ Insert a JURA cleaning tablet into the powder chute.



- ▶ Close the cover.
- ▶ Press the 'Next' button.
'Machine is being cleaned', water flows out of the dual spout repeatedly.
The operation is interrupted, 'Empty drip tray'
- ▶ Empty the drip tray and coffee grounds container and put them back into the machine.

Descaling the machine

The C9 builds up deposits of limescale over time and automatically prompts you to descale it when necessary. The degree of calcification depends on the hardness of your water.

- i** If you are using a CLEARYL Smart+ filter cartridge, you will not be prompted to descale.

⚠ WARNING

Non-recommended descaling agents (e.g. vinegar) may contain substances that could damage the machine or leave residues.

- ▶ Use only original JURA descaling tablets. These are formulated especially for your machine.

⚠ WARNING

Harmful and irritating descaling agent. Harmful if swallowed. Irritating to eyes and skin.

- ▶ Keep children AWAY.
- ▶ Avoid contact with skin and eyes.
- ▶ Take precautions to prevent dust generation. Do not inhale dust.
- ▶ After contact with skin, wash immediately with plenty of water. In case of skin irritation, seek medical advice.
- ▶ After eye contact, immediately flush eyes with plenty of water. Remove contact lenses. Seek medical advice.
- ▶ If swallowed, rinse mouth immediately and drink large quantities of water. Do not induce vomiting. Seek medical advice immediately and show label.



NOTICE

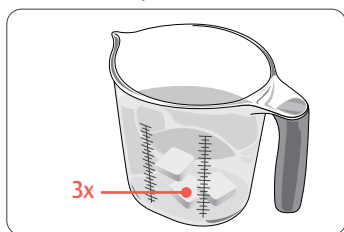
If the descaling operation is interrupted, there may be damage to the machine.

- ▶ Allow the descaling program to run to the end.

- i** The descaling program lasts approximately 20 minutes.
- i** JURA descaling tablets are available from specialized dealers.
- i** If the descaling agent comes into contact with sensitive surfaces (e.g., marble), it may cause damage. Clean up any splashes immediately.

Precondition: 'Descaling' is displayed in the Cockpit.

- ▶ First press the  button and then the > button to open the JURA Cockpit.
- ▶ Press the > button several times until the  page with the message 'Descaling' is displayed.
- ▶ Press the 'Descaling' button.
- ▶ Press the 'Start' button.
- ▶ 'Empty drip tray'
- ▶ Empty the drip tray and coffee grounds container and put them back into the machine.
- ▶ 'Agent in tank' / '500 ml'
- ▶ Remove and empty the water tank.
- ▶ Completely dissolve 3 JURA descaling tablets in a receptacle holding 17 oz (500 ml) of water. This may take several minutes.



- ▶ Pour the solution into the **empty** water tank and insert it into the machine.
- ▶ Place a receptacle under the dual spout.



- ▶ Press the 'Next' button.
- ▶ 'Machine is being descaled'
- The operation is interrupted, 'Empty drip tray'.

- ▶ Empty the drip tray and coffee grounds container and put them back into the machine.
- ▶ 'Rinse the water tank' / 'Fill water tank'
- ▶ Empty the receptacle and place it under the dual spout again.



- ▶ Remove the water tank and rinse it thoroughly.
- ▶ Fill the water tank with fresh, cold water and reinsert the tank.
- ▶ Press the 'Next' button.
- ▶ 'Machine is being descaled'
- The operation is interrupted, 'Empty drip tray'.
- ▶ Empty the drip tray and coffee grounds container and put them back into the machine.

i If the descaling operation stops unexpectedly, rinse the water tank thoroughly.

Descaling the water tank

Mineral deposits may form in the water tank. To ensure correct function of the machine, descale the water tank from time to time.


- ▶ Remove the water tank.
- ▶ If you use a CLEARYL Smart+ filter cartridge, remove this.
- ▶ Completely fill the water tank and dissolve 3 JURA descaling tablets in it.
- ▶ Leave the water tank with the descaling solution for several hours (e.g. overnight).
- ▶ Empty the water tank and rinse it thoroughly.
- ▶ If you use a CLEARYL Smart+ filter cartridge, insert this again.

- Fill the water tank with fresh, cold water and reinsert the tank.

Cleaning the bean container

Coffee beans may be covered with a slight oil film which remains on the walls of the bean container. These traces may negatively affect the coffee result. For this reason clean the bean container from time to time.



Precondition: ‘Fill bean container’ is displayed.

- Switch the machine off with the On/Off button .
- Remove the aroma preservation cover.
- Clean the bean container with a soft, dry cloth.
- Fill the bean container with coffee beans and close the aroma preservation cover.

8 Display messages

Messages on the start screen

Message	Cause/Result	Action
‘Fill water tank’	The water tank is empty. You cannot prepare any products.	▸ Fill the water tank (see chapter 5 ‘Daily operation – Filling the water tank’).
‘Empty grounds’ / ‘Empty drip tray’	The coffee grounds container is full. / The drip tray is full. You cannot prepare any products.	▸ Empty the coffee grounds container and the drip tray (see chapter 5 ‘Daily operation – Maintenance actions’).
‘Drip tray not fitted’	The drip tray is not inserted correctly or is not inserted at all. You cannot prepare any products.	▸ Insert the drip tray.
‘Fill bean container’	The bean container is empty. You cannot prepare any products.	▸ Fill the bean container (see chapter 3 ‘Preparing and using for the first time – Filling the bean container’).
‘Too hot’	The system is too hot to start a maintenance program.	▸ Wait a few minutes until the system has cooled down.

If a **maintenance program** (filter change, cleaning, descaling) is due to be carried out,  lights up **red** on the start screen. In the **Cockpit** (in the  section), maintenance programs that need to be carried out are shown in the form of messages with red backgrounds.

en

es

fr

9 Troubleshooting

Problem	Cause/Result	Action
Insufficient foam is produced when the milk is frothed or milk sprays from the dual spout.	The dual spout is dirty.	<ul style="list-style-type: none"> ▶ Make sure the cover of the dual spout is correctly fitted. ▶ Clean the milk system in the dual spout (see chapter 7 'Maintenance – Cleaning the milk system'). ▶ Dismantle and rinse the dual spout (see chapter 7 'Maintenance – Dismantling and rinsing the dual spout').
Coffee only comes out in drips when it is being prepared.	The coffee is ground too finely and obstructs the system.	▶ Set the grinder to a coarser setting (see chapter 4 'Preparation – Adjusting the grinder').
	The water hardness may not have been correctly set.	▶ Perform descaling (see chapter 7 'Maintenance – Descaling the machine ') and check the water hardness setting in the machine settings.
There is dry ground coffee behind the coffee grounds container.	The beans used are resulting in an above-average volume of ground coffee.	▶ Reduce the coffee strength or choose a finer grinder setting (see chapter 4 'Preparation – Adjusting the product settings') / (see chapter 4 'Preparation – Adjusting the grinder').
Grinder is making a very loud noise.	There are foreign objects in the grinder.	▶ Contact customer support in your country (see chapter 13 'JURA contact details / Legal information').
'ERROR 2' or 'ERROR 5' is displayed.	If the machine has been exposed to the cold for a long period of time, heating may be disabled for safety reasons.	▶ Warm the machine at room temperature.
Other 'ERROR' messages are displayed.	–	▶ Contact customer support in your country (see chapter 13 'JURA contact details / Legal information').

i If you were unable to solve the problem, contact customer support in your country (see chapter 13 'JURA contact details / Legal information').

10 Transport and environmentally friendly disposal

Transport / Emptying the system

Keep the packaging for your C9. It should be used to protect the machine during transport.

To protect the C9 from frost damage during transport, the system must be emptied.

Precondition: The start screen is displayed.

- ▶ Remove the milk pipe from the dual spout.
- ▶ Place a receptacle under the dual spout.



- ▶ First press the button and then the > button to open the JURA Cockpit.
 - ▶ Press the button.
 - ▶ Press the > button several times until the program item 'Empty system' is displayed.
 - ▶ Press the 'Empty system' button.
 - ▶ Remove and empty the water tank.
- 'System is emptying', steam will continue to be discharged from the dual spout until the system is empty. Your C9 is switched off.

Disposal

Please dispose of old machines in an environmentally neutral way.



11 Technical data

Voltage	120 V ~, 60 Hz
Power	1450 W

Conformity mark	
Pump pressure	static, max. 15 bar
Holding capacity of water tank (without filter)	56 oz (1.6 l)
Holding capacity of bean container	7 oz (200 g)
Holding capacity of coffee grounds container	max. 16 portions
Cord length	approx. 47 in. (1.2 m)
Weight	20.7 lb (9.4 kg)
Dimensions (W × H × D)	10.2 × 12.8 × 17.2 in. (26.0 × 32.5 × 43.7 cm)
Milk system with connector	HP1
Interchangeable milk spout	CX1
CLEARYL Smart+ filter cartridge (RFID technology)	Frequency band 13.56 MHz Max. transmission power < 1 mW
JURA Wi-Fi Connect (Wi-Fi connection)	Frequency band 2.4 GHz Max. transmission power < 100 mW
JURA type	799

Directives

The machine complies with the following directives:

- Standard UL 1082
- Canadian Standard CSA C22.2 No. 60335-2-15

FCC Rules

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 15 of the FCC Rules.

en

es

fr

12 Index

A

- Addresses 32
- Adjusting the product settings 18
- Aroma preservation cover
 - Bean container with aroma preservation cover 11

B

- Bean container
 - Bean container with aroma preservation cover 11
 - Cleaning 27
 - Filling 12
- Bus bar
 - Technical data 29
- Button
 - On/Off button 11

C

- Caffè latte 16
- Cappuccino 16
- Children 7
- Cleaning
 - Bean container 27
 - Machine 24
- CLEARYL Smart filter cartridge
 - Changing 23
 - Inserting 23
- Cockpit 14, 20, 21, 27
- Coffee 15
- Coffee grounds container 11
- Contact details 32
- Cortado 16
- Cup platform 11
- Customer support 32

D

- Damage
 - Preventing damage 8
 - What to do in the event of damage 8
- Descaling
 - Machine 25
 - Water tank 26
- Display 11
 - Cockpit 14
- Display messages 27

- Disposal 29
- Drip tray 11
 - Insert 11
- Dual spout
 - Dismantling and cleaning 22
 - Height-adjustable dual spout 11

E

- Emptying the system 29
- Errors
 - Troubleshooting 28
- Espresso 15

F

- Filler funnel
 - Filler funnel for ground coffee 11
- Filling
 - Bean container 12
 - Water tank 18
- Filter
 - Changing 23
 - Inserting 23
- First-time use 12
- Flat white 16

G

- Grind consistency
 - Adjusting the grinder 17
 - Grinder adjustment switch 11
- Grinder adjustment switch 11
- Ground coffee 16
 - Measuring spoon for ground coffee 11
 - Powder chute for ground coffee 11

H

- Hotline 32

I

- Important safeguards
 - Safety 4
- Insert for drip tray 11
- Instant coffee
 - Ground coffee 16
- Interchangeable milk spout 29

J

- JURA
 - Contact details 32

L

Latte macchiato 16

M

Macchiato 16

Machine

Cleaning 24

Descaling 25

Setting up 12

Machine settings 20

Maintenance 21

Maintenance actions 19

Measuring spoon for ground coffee 11

Messages, display 27

Milk

Connecting milk 14

Milk foam 16

Milk system 29

Clean 21

Milk system rinsing 21

P

Powder chute

Powder chute for ground coffee 11

Power cord 11

Preparation 15, 16

Caffè latte 16

Cappuccino 16

Coffee 15

Cortado 16

Espresso 15

Flat white 16

Ground coffee 16

Latte macchiato 16

Macchiato 16

Milk foam 16

Problems

Troubleshooting 28

Product settings

Adjusting 18

Proper use 7

R

RFID 29

S

Safety

Important safeguards 4

Safety information 7

Service socket 11

Setting up

Setting up the machine 12

Spout

Height-adjustable dual spout 11

Switching off 18

Switching on 18

Symbol description 7

T

Technical data 29

Interchangeable milk spout 29

Milk system 29

Tel 32

Transport 29

Troubleshooting 28

U

Use, first time 12

Users 7

W

Water hardness

Determining the water hardness 12

Water tank 11

Descaling 26

Filling 18

Wi-Fi 29

Wi-Fi Connect 11, 14

Wi-Fi connection 14

Wireless connection 12, 14, 23, 29

13 JURA contact details / Legal information

13 JURA contact details / Legal information

JURA Elektroapparate AG
 Kaffeeweltstrasse 10
 CH-4626 Niederbuchsiten
 Switzerland

	USA: JURA Inc.	Canada: FAEMA
Customer Service		
Phone	1-800-220-5701	1-(855)-544-8600
Email	info@us.jura.com	info@juracanada.ca
Hours of Operation (EST)	Mon – Fri 8 am – 8 pm, Sat 9 am – 5 pm	
Distributor Address	20 Craig Road Montvale, NJ 07645	115 Matheson Boulevard East Mississauga, Ontario, L4Z 1X8
Phone	1 (201) 767-3999	1-(905)-501-8600
Fax	1 (201) 767-9684	
Internet	us.jura.com	ca.jura.com

i You will find additional contact details for your country at **jura.com**.

i If you need assistance with using your machine, you can find this at **jura.com/service**.

Technical changes

We reserve the right to make technical changes. The diagrams used in these instructions for use are for illustration purposes only and do not represent the original colors of the machine. Some details of your C9 may vary.

Feedback

Your opinion is important to us! Use the contact details at **jura.com**.

Copyright

The instructions for use contain information which is protected by copyright. It is not permitted to photocopy these instructions for use or translate them into another language without the prior written consent of JURA Elektroapparate AG.