

**USER  
MANUAL**

**puq**  
**PRESS**



**MODEL**

**Q2**

1-210-0074-4



[www.puqpress.com/manuals](http://www.puqpress.com/manuals)

**EN** User manual

8

**⚠ WARNING**

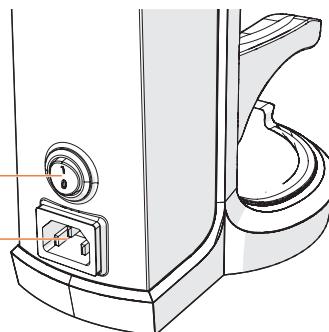
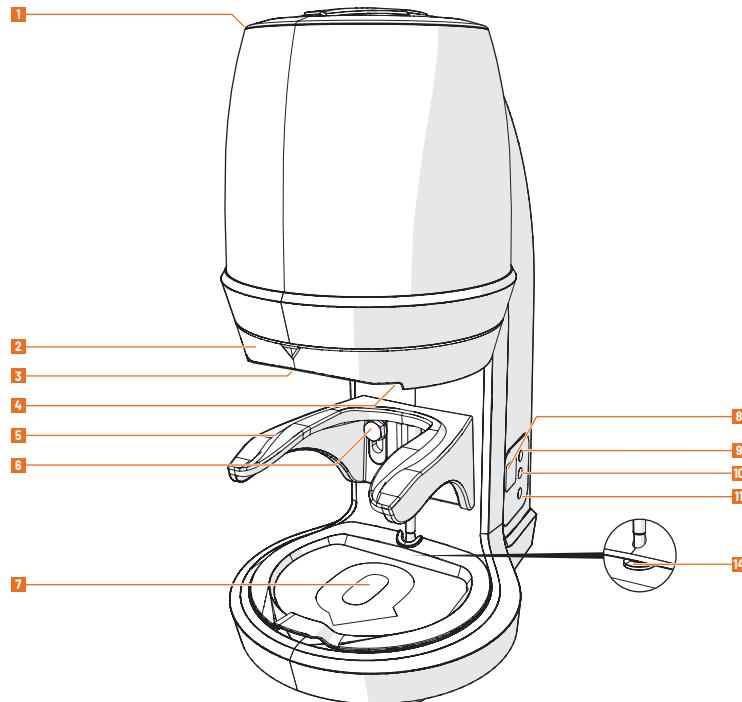
For more information see the extended manual online about safe installation and operation.

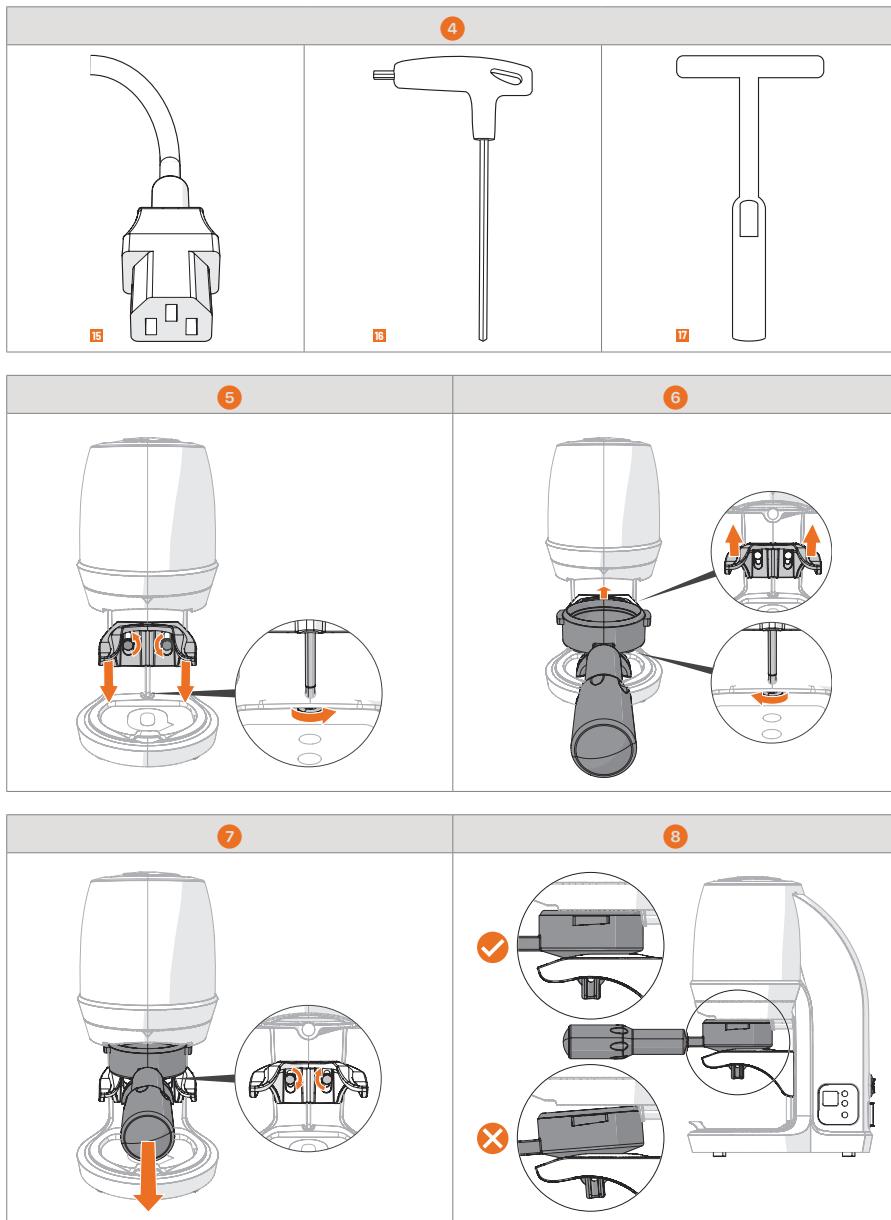


**EN** Original manual

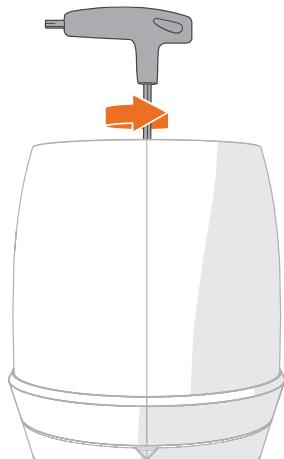
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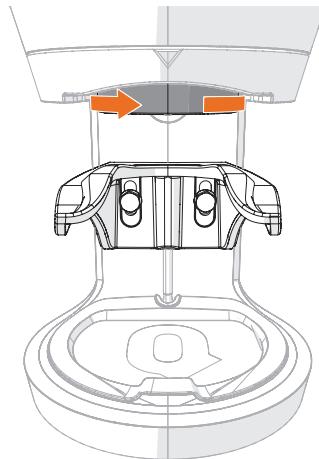




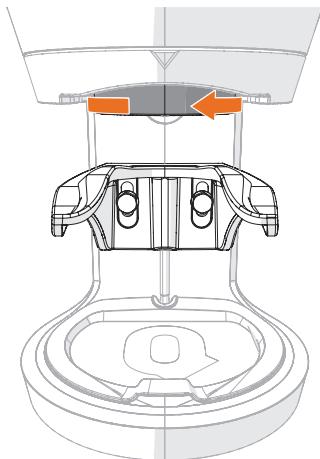
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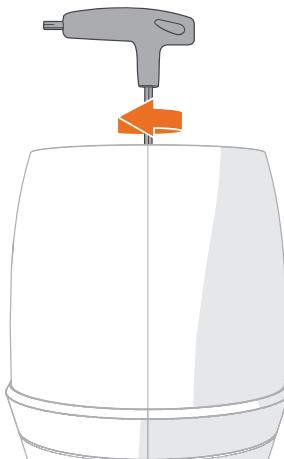
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## DEAR COFFEE ENTHUSIAST,

First off, we would like to congratulate you with your very own PUQpress and thank you for showing confidence in our product.

The PUQpress is a fully automatic tamper, developed by people with a passion for perfect coffee and elegant technology. Our specialists have spent all their knowledge and devotion in developing the ultimate tool to standardise the tamping pressure, a crucial parameter for a perfect cup of coffee.

Please read this manual closely so you and your customers will enjoy the PUQpress to the fullest and store the manual away safely after reading. If anything remains unclear, please feel free to contact your authorized dealer or contact us directly.

We wish you all the fun and perfection with your new PUQpress!

Greetings from Amsterdam,  
Barista Technology B.V.

## 1 SAFETY

### 1.1 Safety instructions

#### ⚠ WARNING

- Ensure you have fully read and understood the instructions in this document before you install or use the PUQpress. Keep this document for future reference.

- Only use the PUQpress as described in this document.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Never let children play with the PUQpress. Not doing so may result in the PUQpress getting damaged.
- Cleaning and user maintenance shall not be made by children without supervision.
- Never immerse cables, plugs or the PUQpress itself into water or other liquids to avoid electric shock, or injury.
- Always switch off the PUQpress before performing maintenance or cleaning on the PUQpress to avoid electric shock, or injury.
- Always remove the plug from the outlet before performing maintenance or cleaning on the PUQpress to avoid electric shock, or injury.
- Always unplug the PUQpress from the power source and other equipment if problems occur to avoid electric shock, or injury.
- Never use the PUQpress if the PUQpress, cable or plug is damaged. Any required repairs may only be conducted by authorized service personnel. For this reason, please contact a customer

service repair facility or your dealer. Using the PUQpress if the PUQpress, cable or plug is damaged may result in electric shock, or injury.

### CAUTION

- Always adjust the lower clamp before use. Not doing so results in exposure of dangerous moving parts.
- Never insert your hand (or other limbs) in between the PUQpress base and lower clamp. Risk to pinch.
- Never make any modifications or alterations to the PUQpress. The manufacturer holds no liability for damages resulting from failure to observe these instructions.
- Never drop the PUQpress and avoid bumping. Not doing so results in the PUQpress getting damaged.
- Never unplug the PUQpress by pulling the cable. Always grasp the plug and pull.
- Always place the PUQpress on a level, vibration-free surface.
- Never operate the PUQpress in moist or wet conditions.
- Make sure the port-a-filter (group handle) does not wiggle after adjusting.
- Make sure not to use a damp/wet cloth to clean the tamper base. Grounded coffee will stick to the tamper base.
- Never install the PUQpress in an area where a water jet can be used.
- Never clean the PUQpress with a jet of water or a steam cleaner.

## 1.2 Personnel requirements

The user of this PUQpress does not need special requirements. Ensure you have fully read and understood the instructions in this document before you install or use the PUQpress. Keep this document for future reference.

## 1.3 Explanation of the symbols on the product and packaging

	Electronic equipment needs to bear the CE mark in order to be marketed in the EU. CE marking shows that a product is assessed before being placed on the market and that it meets EU safety, health and environmental protection requirements. CE marking is also sometimes accepted as a means of compliance with type-approval requirements; for example, electronic components that require type-approval and also CE marking for electromagnetic compatibility (EMC) or low-voltage equipment.
	Indication that the PUQpress is an Electrical class I product, with provided means for the connection of conductive parts (which are not live parts) to the protective (earthing) conductor in the fixed wiring in such a way that these parts cannot become live in the event of a failure of the basic insulation.
	Indication that the PUQpress is fragile.

	Indication that the PUQpress must be kept dry.
	Indication that the PUQpress must be handled with care.
	Indication that the packaging of the PUQpress must be handled this way up.
	Read the manual before use.
	Indication to explain that the PUQpress is NSF certified.
	Indication to explain that the PUQpress is EAC certified.
	Indication to explain that the PUQpress is NOM certified.
	Indication to explain that the PUQpress is cETLus Intertek certified.
	Indication to explain that the PUQpress is ETL Intertek certified.
	Indication to explain that the PUQpress is PSE certified.
	Indication to explain that the PUQpress is KC certified.
	Indication to explain that the PUQpress needs to be collected separately when disposed. Do not throw in the trash bin.
	Indication to explain that the packaging can be recycled.

## 2 INTRODUCTION

### 2.1 Used symbols in this manual

#### ⚠ WARNING

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

#### ⚠ CAUTION

CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury. CAUTION is also used to address practices not related to physical injury.

#### NOTICE

NOTICE indicates useful information.

### 2.2 Warranty

- The warranty period is 2 years from the date of purchase. Refer to the chapter 'Specifications' on the amount of tamping cycles covered by the warranty.
- The warranty covers all damages that can be attributed to inferior materials or defective workmanship. The corresponding PUQpress will be repaired or replaced free-of-charge, with the exception of transport or freight charges. Proper transport is the responsibility of the customer, so please

try to avoid damages during a product return by correctly packing the PUQpress. Use the original packaging to return the PUQpress.

- This warranty does not cover damages which have occurred through:
  - improper usage,
  - improper maintenance,
  - lack of servicing,
  - usage for purposes other than those intended,
  - incorrect installation,
  - breakage,
  - natural wear or for reasons beyond our sphere of influence.
- In order to maintain the warranty, only original spare parts and accessory parts may be used.
- The manufacturer is in no way liable for consecutive or secondary damages.
- The warranty does not cover costs resulting from repairs conducted by non-authorized personnel.

### 2.3 Disclaimer

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### 3 PRODUCT DESCRIPTION

#### 3.1 Intended use

The PUQpress is intended as a fully automatic coffee tamper.

Grounded coffee can be tampered with an adjustable force.

These appliances are intended to be used for commercial applications, for example in kitchens of restaurants, canteens, hospitals

and in commercial enterprises such as bakeries, butcheries, etc., but not for continuous mass production of food.

The PUQpress is intended for indoor use only.

Any modification of the PUQpress may have consequences for safety, warranty and proper functioning.

#### 3.2 Specifications

Model	Mini	01	02
<b>Voltage</b>	100 - 240 VAC		
<b>Frequency</b>	50 - 60 Hz		
<b>Power</b>	76 W		
<b>Dimensions</b>	136 x 186 x 273 mm 5.4 x 7.3 x 10.7 inch	141 x 195 x 286 mm 5.6 x 7.7 x 11.3 inch	141 x 194 x 291 mm 5.6 x 7.6 x 11.5 inch
<b>Weight</b>	3.4 kg 7.5 lbs	3.5 kg 7.7 lbs	3.7 kg 8.2 lbs
<b>Tamping pressure</b>	10 - 30 kg 22 - 66 lbs	10 - 30 kg 22 - 66 lbs	5 - 30 kg 11 - 66 lbs
<b>Operating temperature</b>	0 °C - 70 °C 32 °F - 158 °F		
<b>Storing temperature</b>	-40 °C - 85 °C -40 °F - 185 °F		
<b>Maximum inclination</b>	0.5°		
<b>Tamping cycle</b>	1.5 seconds		
<b>Tamper shape</b>	Flat bottom		
<b>Warranty</b>	2 years		
<b>Tamping cycles within the warranty</b>	75,000 cycles	200,000 cycles	Unlimited cycles
<b>Serial number</b>	See tag plate on the bottom of the PUQpress		
<b>Year built</b>	See tag plate on the bottom of the PUQpress		
<b>Tamper diameter</b>	See tag plate on the bottom of the PUQpress		

### 3.3 Main parts

See ① for an overview of the main parts of the **Mini**.

See ② for an overview of the main parts of the **Q1**.

See ③ for an overview of the main parts of the **Q2**.

See ④ for an overview of the main parts of the **Mini/Q1/Q2**.

1. Tamper base bolt
2. Upper clamp
3. Tamper base
4. Contactless sensor
5. Lower clamp
6. Lower clamp bolts
7. Ground coffee basket
8. Display
9. Up button
10. Down button
11. Set button
12. On/off switch
13. Power cable port
14. Adjustment wheel
15. Power cable
16. T-wrench (10 mm)
17. Allen key (4 mm)

## 4 INSTALLATION

You have received your PUQpress in operating condition. Now you only need to adjust the port-a-filter and switch on the PUQpress. Refer to the chapter 'Safety instructions' for more information.

### 4.1 Preparation

#### 4.1.1 Checking the contents

Check that all parts are present and that no damage is visible on the parts. If parts are missing or damaged, contact your dealer or your authorised customer service centre.

#### 4.1.2 Tools and materials

##### Required tools and materials

- Port-a-filter (group handle)

##### Provided tools and materials

- T-wrench

### 4.2 Adjusting the port-a-filter clamp

The PUQpress is designed so that all different port-a-filters from various espresso machines fit into the clamp for even and level tamping.

#### CAUTION

Always adjust the lower clamp before use. Not doing so results in exposure of dangerous moving parts.

#### NOTICE

Make sure to adjust the lower clamp before use. Not doing so can result in uneven and unlevelled tamping.

1. Slightly loosen the bolts of the lower clamp. Use the provided T-wrench. ⑤
2. **Mini/Q1:** Pull down the lower clamp. ⑤  
**Q2:** Rotate the adjustment wheel

counter-clockwise to move the lower clamp down. ⑤

3. Insert the port-a-filter between the upper and lower clamp. ⑥
4. **Mini/Q1:** Move up the lower clamp. ⑥  
**Q2:** Rotate the adjustment wheel clockwise to move the lower clamp up. ⑥
5. Slightly fasten the bolts of the lower clamp. Use the provided T-wrench.

### NOTICE

Make sure not to fasten the bolts entirely.

6. Remove the port-a-filter. ⑦
7. Fasten the bolts of the lower clamp with the T-wrench. ⑦
8. Insert the port-a-filter between the upper and lower clamp and check if the port-a-filter slides in easily.
9. If the port-a-filter slides in too easily, start again at step 2..

### ⚠ CAUTION

Make sure the port-a-filter does not wiggle after adjusting. ⑧

## 4.3 Switching on the PUQpress

### ⚠ WARNING

Never use the PUQpress if the PUQpress, cable or plug is damaged. Any required repairs may only be conducted by authorized service personnel. For this reason, please contact a customer service repair facility or

your dealer. Using the PUQpress if the PUQpress, cable or plug is damaged may result in electric shock, or injury.

1. Plug the power cable into the PUQpress.
2. Plug the other side of the power cable into a socket and/or (wall) outlet.
3. Switch on the PUQpress by setting the **on/off switch** to I.

## 5 OPERATION

Your PUQpress is now in operating condition. Now you only need to use PUQpress and adjust the settings to create perfect coffee! Refer to the chapter 'Safety instructions' for more information.

### 5.1 Preparation

#### 5.1.1 Tools and materials

##### Required tools and materials

- Port-a-filter (group handle) with grounded coffee

### 5.2 Using the PUQpress

1. Level the grounded coffee in the port-a-filter.
2. Insert the port-a-filter between the upper and lower clamp.
3. The PUQpress automatically starts tamping the coffee. The contactless sensor detects the metal port-a-filter.
4. Wait until the PUQpress has tampered the coffee.

- Remove the port-a-filter after a full cycle of approximately 1.5 seconds.

### 5.3 Adjusting the tamping force

Adjust the tamping force by using the display and the buttons.

- Press the **up button** to increase the force.
- Press the **down button** to decrease the force.

#### NOTICE

The force is displayed in kilograms (kg) or pounds (lbs).

### 5.4 Selecting the tamping mode

- Press and hold the **set button** for 5 seconds.
- Use the **up** and **down button** to adjust the setting.
- Choose between the following settings:

Mini/01		
Code	Setting	Explanation
P0	SPEEDY	Normal tamping speed 1.5 seconds
P1	PRECISE	Slow retraction of the tamper base
P2	SINGLE	Single tamp

02		
Code	Setting	Explanation
P0	SPEEDY	Normal tamping speed 1.5 seconds

P1	PRECISE	Slow retraction of the tamper base
P2	SOFT	Slow retraction of the tamper base, lower tamping force (5 - 15 kg)
P3	HULK	Triple tamp
P4	SINGLE	Single tamp

- Press the **set button** to confirm the setting.

### 5.5 Checking the tamping cycle count

- When the PUQpress is not in use, press and hold the **up** and **down button** for 3 seconds.
- The display flashes a number for 5 seconds. Multiply this number by 5,000 to get the tamping cycle count.

### 5.6 Checking the cleaning cycle count

- Press the **set button**.
- Press and hold the **up** and **down button** for 3 seconds when the PUQpress is in clean modus.
- The display flashes a number for 5 seconds. Multiply this number by 20 to get the cleaning cycle count.

### 5.7 Switching off the PUQpress

- Switch off the PUQpress by setting the **on/off switch** to 0.
- Unplug the power cable out of the socket and/or (wall) outlet.
- Unplug the power cable out of the PUQpress.

## 6 MAINTENANCE

Your PUQpress is now in use. Now you only need to maintain the PUQpress to keep creating the perfect coffee! Refer to the chapter 'Safety instructions' for more information.

### 6.1 Preparation

#### 6.1.1 Tools and materials

##### Required tools and materials

- Allen key

##### Provided tools and materials

- Brush
- Damp cloth
- Dry cloth

### 6.2 Cleaning

Clean the housing of the PUQpress with a damp cloth.

Refer to the table for an overview of the cleaning intervals.

#### NOTICE

Make sure to clean the parts of the PUQpress following the cleaning intervals. Not doing so may result in parts of the PUQpress getting damaged.

Part	Cleaning method	Cleaning interval
Tamper base (bottom)	Dry cloth	Daily

Tamper base (whole)	Dry cloth	Weekly
Upper clamp cavity (when tamper base is removed)	Dry cloth	Weekly
Contactless sensor	Brush	Daily

#### 6.2.1 Cleaning the tamper base

Clean the tamper base regularly:

1. Press the **set button**. The tamper base moves down in the cleaning position.
2. Remove the lid of the PUQpress.
3. Unscrew the tamper base bolt by turning the Allen key counter-clockwise. **9**
4. Remove the bolt.
5. Unscrew the tamper base by turning it counter-clockwise. **10**
6. Clean the tamper base using a brush or dry cloth.

#### CAUTION

Make sure not to use a damp/wet cloth to clean the tamper base. Grounded coffee will stick to the tamper base.

7. Screw the tamper base back by turning it clockwise. **11**
8. Place the bolt.
9. Screw the bolt back by turning the Allen key clockwise. **12**
10. Place the lid of the PUQpress.
11. Press the **set button** again. The tamper base moves upwards to the original position.

### 6.3 Storing

Store the PUQpress indoors in a dry and secure location, out of reach of children.

### 6.4 Maintaining

#### 6.4.1 Servicing

Any required repairs may only be conducted by authorized specialist personnel. For this reason, please contact a customer service repair facility or your dealer. Refer to the safety instructions in chapter 'Safety instructions'.

It is advised to conduct all maintenance and repairs by a customer service centre or your dealer.

If you have a new espresso machine with a different tamper diameter, please contact your local dealer. They can provide a new tamping base and upper clamp and interchange these parts.

There are two types of upper clamps available. Which clamp you should use

depends on the diameter range of the tamper base:

- Upper clamp 1: 53 – 55 mm
- Upper clamp 2: 56 – 59 mm

If the filter basket diameter of your new espresso machine falls within the other range as the one your PUQpress is suitable for, both the upper clamp and the tamper base need to be changed. If it falls within the same range, only the tamper base needs to be changed.

#### 6.4.2 Ordering spare parts

Spare parts can be ordered from your customer service centre or your local dealer. To ensure quick and correct processing of your order, the following information is essential:

- Serial number
- Description of the part to be replaced.  
Use the same name as the part is specified as in chapter 'Main parts'.

## 7 TROUBLESHOOTING

Problem	Cause(s)	Solution(s)
Ground coffee sticks to the tamper base.	The tamper base is greasy or dirty. The tamper base is wet.	Clean the tamper base. Dry the tamper base.
The PUQpress does not start, the display does not work.	The power cable is not inserted in the PUQpress. The power cable is not plugged into the socket and/or (wall) outlet. The power cable is not correctly plugged into the socket and/or (wall) outlet. The socket and/or (wall) outlet is not functioning.	Plug the power cable into the PUQpress. Plug the power cable into the socket and/or (wall) outlet. Unplug the power cable and correctly plug the power cable into the socket and/or (wall) outlet. Unplug the power cable and try another socket and/or (wall) outlet.
Tamping does not start while the clean modus is working properly.	The sensor does not detect a port-a-filter because the port-a-filter is not inserted completely.	Re-adjust the port-a-filter clamp.
The tamped coffee is not levelled after tamping.	The coffee grounds are not levelled before using the PUQpress. The port-a-filter does not fit snug/wiggles during tamping.	Level the ground coffee in the port-a-filter before tamping. Re-adjust the lower clamp.
Tamping does not start while the PUQpress is on and the display is working.	The contactless sensor is faulty.	Contact the dealer to replace the contactless sensor.
The drive unit makes weird noises.	The drive unit (e-motor and gears) is worn out.	Contact the dealer to replace the drive unit. Specify the amount of tamping cycles the drive unit has performed. This informs the dealer whether the replacement of the drive unit is covered by the warranty or if the replacement is maintenance.

In case of other malfunctions or continued faults, please contact your dealer or your authorised customer service centre.

## 8 DISPOSAL



This symbol indicates that the PUQpress should not be thrown away with other household waste throughout the EU. To prevent possible harm to the environment or human health by uncontrolled waste disposal, you are responsible for recycling it so that it can promote the sustainable reuse of raw materials. To return your used PUQpress, you can use the regular return and collection systems or contact the dealer where the PUQpress was purchased. They can recycle the PUQpress for the environment.

Dispose of the PUQpress following the locally applicable regulations or return the PUQpress to your dealer. Use the original packaging to return the PUQpress.

# puq PRESS

precision  
coffee  
tamper



ESPRESSO  
MACHINES

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