C9 (EA/SA/INTA)

Instructions for Use

Additional online content

Tap, click or scan the QR code to access additional online resources.

There are video tutorials to help you operate your C9.

jura.com/support-C9

Contents

1 Control elements ... 3

2 For your safety ... 4
Comply with the instructions for use ... 4
Proper use ... 4
User limitations ... 4
Use by children ... 4
What to do in the event of damage ... 4
Preventing damage ... 5
Danger of electric shock ... 5
Danger of burns, scalding and injury ... 5

3 Preparing and using for the first time ... 6
Setting up the machine ... 6
Filling the bean container ... 6
Determining the water hardness ... 6
First-time use ... 6
Connecting milk ... 8
Managing your C9 – the JURA Cockpit ... 8
Connect the machine with J.O.E.® - your JURA app ... 8

4 Preparation ... 8
Worlds of indulgence of your C9 ... 8
Basic information about preparing drinks ... 9
Espresso and coffee ... 9
Latte macchiato, cappuccino and other speciality coffees with milk ... 9
Milk foam ... 10
Ground coffee ... 10
Adjusting the grinder ... 11
Adjusting the product settings ... 11

5 Daily operation ... 12
Switching the machine on and off ... 12
Filling the water tank ... 12
Maintenance actions ... 12

6 Machine settings ... 13

7 Maintenance ... 14
Automatic milk system rinsing ... 14
Cleaning the milk system ... 14
Dismantling and rinsing the dual spout ... 15
Inserting/changing the filter ... 16
Cleaning the machine ... 17
Descaling the machine ... 18
Descaling the water tank ... 19
Cleaning the bean container ... 19

8 Display messages ... 19

9 Troubleshooting ... 20

10 Transport and environmentally friendly disposal ... 20
Transport / Emptying the system ... 20
Disposal ... 20

11 Technical data ... 21

12 Index ... 21

13 JURA contact details / Legal information ... 23

1 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 grille with aperture
9. Insert for drip tray
10. Drip tray
11. Coffee grounds container
12. Mains cable (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

2 For your safety

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 CLARIS 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 ‘11 Technical data’ section.

Use by children

Children must be able to recognise 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 mains cable. 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 mains plug from the power socket.
- Replace a damaged **plug-in mains cable** with an original JURA mains cable. Unsuitable mains cables may result in consequential damage.
- Only permit authorised JURA service centres to carry out **repairs to the machine** and the **permanently connected mains cable.** Unsuitable repairs may result in consequential damage.

Preventing damage

To avoid damage to the machine and the mains cable:

- The C9 must not be placed in a cabinet when in use.
- Do not use the C9 and the mains cable near hot surfaces.
- Do not allow the mains cable to rub against sharp edges and ensure that it does not become trapped.
- Never allow the mains cable to loosely hang down. The mains cable could pose a tripping hazard or become damaged.
- Protect the C9 from weather and direct sunlight.
- Only connect the C9 to a mains 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 caramelised 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 mains 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 mains plug with wet hands.
- Do not immerse the C9 and/or mains cable 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 programme, 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.

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

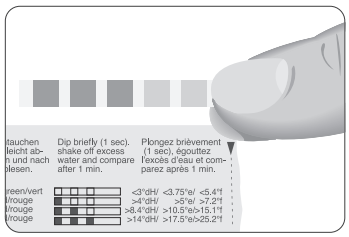
The aroma preservation cover on the bean container ensures that the aroma of the beans is retained for longer.

CAUTION
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 discolouration of the Aquadur® test strip and the description on the packaging.



First-time use

⚠ WARNING
If the machine is operated with a defective mains cable, there is a danger of potentially fatal electric shock.
- Never use a machine which is damaged or has a defective mains cable.

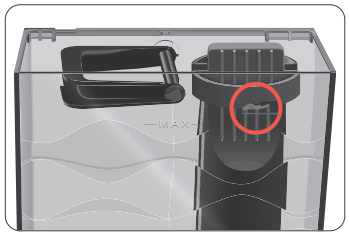
CAUTION
Milk, sparkling mineral water or other liquids can damage the water tank or the machine.
- Only fill the water tank with fresh, cold water.

Precondition: The bean container has been filled.
- For machines with a **plug-in** mains cable: Connect the mains cable to the machine.
- Insert the mains plug into a power socket.
- Press the On/Off button ⏻ to switch the C9 on.
  'Sprachauswahl' 'Deutsch'
- 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.
  'Insert filter'
- Remove the water tank and rinse it with cold water.
- Fit the filter cartridge extension supplied on top of the CLARIS 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'
'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 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 **HP1** 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.

jura.com/app

Precondition: J.O.E.® is installed on your mobile device and you have logged in to your home network. 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 programme 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

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).

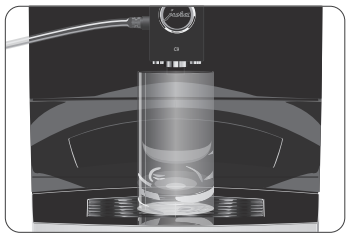
Latte macchiato, cappuccino and other speciality coffees with milk

Your C9 prepares the following speciality 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:

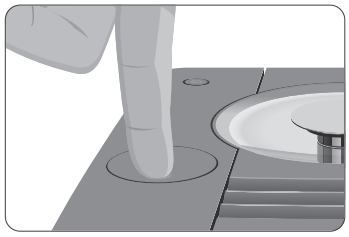
- Activate **Ground coffee mode** in the machine settings ('Powder mode') to prepare specialities using ground coffee.
- Never add more than two level measuring spoons of ground coffee.
- Use ground coffee which is not ground too finely. Very fine coffee can block up the system so that the coffee only 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 speciality coffee must be prepared within approximately one minute after filling with the ground coffee. Otherwise the C9 stops the operation and is once more ready for use.
- All speciality coffees with ground coffee are always prepared following the same model.

Example: Espresso with ground coffee

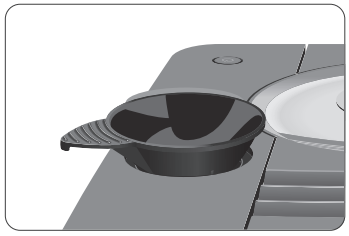
- First press the ⚙ button and then the > button to open the JURA Cockpit.
- Press the button.
- Press the 'Powder mode' button.
- Select the setting 'Powder mode' / 'single'.

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.

CAUTION

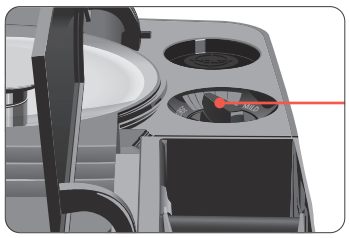
If you adjust the consistency of grind when the grinder is not operating, the grinder adjustment switch could be damaged.

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

The consistency of grind 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 consistency of grind **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

Tap, click or scan to watch
the video tutorial on YouTube

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 favourites.
- 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

Tap, click or scan to watch
the video tutorial on YouTube

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 is only rinsed if a speciality 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. microfibre cloth)	▪		

Maintenance action	Daily	If necessary	Note
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 grille		▪	
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’ programme item) in the cockpit.

6 Machine settings

Tap, click or scan to watch
the video tutorial on YouTube

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

Programme item	Explanation
‘Powder mode’	Activate ground coffee mode to include specialities 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

Basic information about maintenance:

- If a maintenance programme 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 programmes 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 programme.
- Carry out each maintenance programme 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

Tap, click or scan to watch
the video tutorial on YouTube

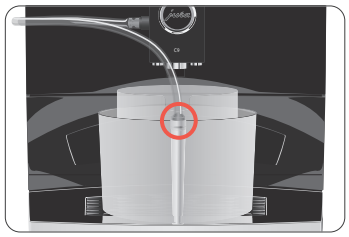
To ensure that the milk system in the dual spout always works properly, you must clean it **daily** when you have been preparing milk

CAUTION
If the wrong cleaning agent is used, the machine could be damaged and/or traces could be left behind in the water.
- Use only original JURA maintenance products.

ℹ JURA milk system cleaner is available from specialised dealers.
ℹ 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'
- 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'

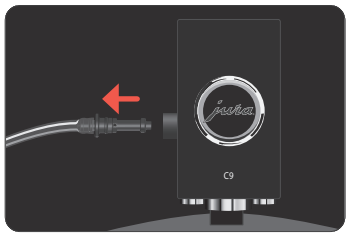
- Rinse the container thoroughly and fill the front part with fresh water up to the **upper mark.**
- Place the container back under the dual spout and reconnect the milk pipe with the container.
- Press the 'Next' button.
  The milk system will be rinsed with fresh water. The operation stops automatically.

Dismantling and rinsing the dual spout

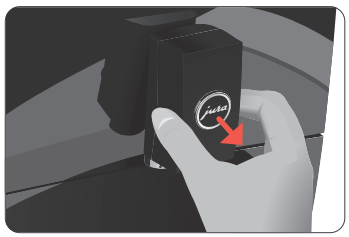
If insufficient foam is produced when the milk is frothed or milk sprays out of the dual spout, the spout may be dirty. If this happens, dismantle and rinse the dual spout.

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

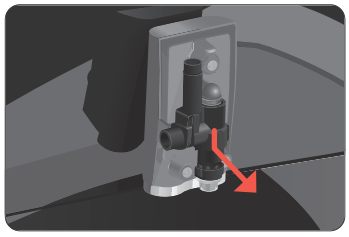
- Remove the milk pipe and rinse it thoroughly under running water.



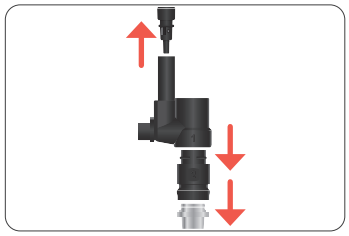
- Pull the cover of the dual spout forwards and off.



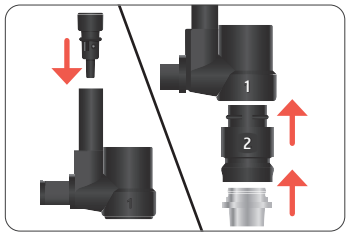
- Remove the milk system from the dual spout.



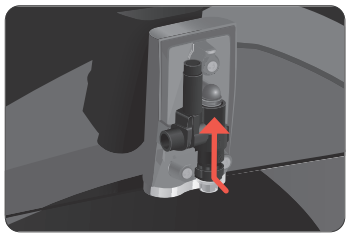
- Dismantle the milk system into its individual parts.



- Rinse all the parts under running water. If there are severely dried-on milk residues, firstly immerse the individual parts in a solution of 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

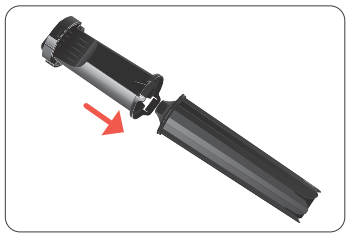
Tap, click or scan to watch
the video tutorial on YouTube

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

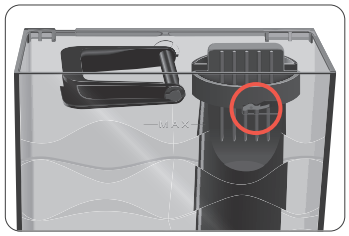
ℹ Your C9 no longer has to be descaled if you are using the CLARIS Smart+ filter cartridge.
ℹ CLARIS Smart+ filter cartridges are available from specialised dealers.

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 anticlockwise and remove it along with the extension from the water tank.
- Fit the filter cartridge extension on top of a **new** CLARIS 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.
  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

Tap, click or scan to watch
the video tutorial on YouTube

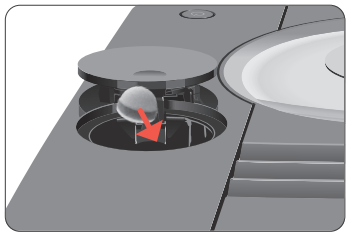
After 180 preparations or 80 switch-on rinses, the C9 will prompt you to clean it.

CAUTION
If the wrong cleaning agent is used, the machine could be damaged and/or traces could be left behind in the water.
- Use only original JURA maintenance products.

ℹ The cleaning programme lasts approximately 20 minutes.
ℹ Do not interrupt the cleaning programme. The quality of cleaning will be impaired if you do so.
ℹ JURA cleaning tablets are available from specialised 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

Tap, click or scan to watch
the video tutorial on YouTube

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 CLARIS Smart+ filter cartridge, you will not be prompted to descale.

⚠ **CAUTION**
If the descaling agent comes into contact with the skin or eyes, this can cause irritation.
- Avoid contact with the skin or eyes.
- Rinse off the descaling agent with clean water. Should you get any descaling agent in your eye, see a doctor.

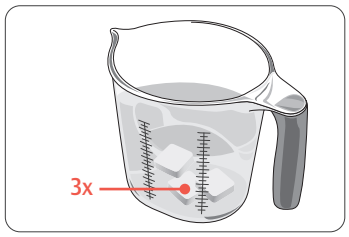
CAUTION
If the wrong descaling agent is used, the machine could be damaged and/or traces could be left behind in the water.
- Use only original JURA maintenance products.

CAUTION
If the descaling operation is interrupted, there may be damage to the machine.
- Allow the descaling programme to run to the end.

CAUTION
If the descaling agent comes into contact with sensitive surfaces (e.g. marble), damage cannot be ruled out.
- Clean up any splashes immediately.

ℹ The descaling programme lasts approximately 20 minutes.
ℹ JURA descaling tablets are available from specialised dealers.

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 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

Limescale 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 CLARIS 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 CLARIS 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.	▸ Fit 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 programme.	▸ Wait a few minutes until the system has cooled down.

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

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.	‣ 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.

In order to protect the C9 from frost 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 programme 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.

Old machines contain valuable, recyclable materials which should be recycled. Please therefore dispose of old machines via suitable collection systems.

11 Technical data

Voltage	220–240 V ~, 50 Hz
Power	1450 W
Conformity mark	CE UK CA
Pump pressure	static, max. 15 bar
Holding capacity of water tank (without filter)	1.6 l
Holding capacity of bean container	200 g
Holding capacity of coffee grounds container	max. 16 portions
Cable length	approx. 1.1 m
Weight	approx. 9.4 kg
Dimensions (W × H × D)	26.0 × 32.5 × 43.7 cm
Milk system with connector	HP1
Interchangeable milk spout	CX1
CLARIS 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

Information for testers (repeat test in accordance with DIN VDE 0701-0702): The central grounding point (CGP) is located on the underside of the machine, right next to the mains cable's connection point.

12 Index

A
- Addresses 23
- Adjusting the product settings 11
- Aroma preservation cover
  - Bean container with aroma preservation cover 3

B
- Bean container
  - Bean container with aroma preservation cover 3
  - Cleaning 19
  - Filling 6
- Bus bar
  - Technical data 21
- Button
  - On/Off button 3

C
- Caffè latte 9
- Cappuccino 9
- Central grounding point 21
- Children 4
- CLARIS Smart filter cartridge
  - Changing 16
  - Inserting 16
- Cleaning
  - Bean container 19
  - Machine 17
- Cockpit 8, 13, 14, 19
- Coffee 9
- Coffee grounds container 3
- Consistency of grind
  - Adjusting the grinder 11
  - Grinder adjustment switch 3
- Contact details 23
- Cortado 9
- Cup grille 3
- Customer support 23

D
- Damage
  - Preventing damage 5
  - What to do in the event of damage 4
- Declaration of Conformity 23
- Descaling
  - Machine 18
  - Water tank 19
- Display 3
  - Cockpit 8
- Display messages 19
- Disposal 20
- Drip tray 3
  - Insert 3
- Dual spout
  - Dismantling and cleaning 15
  - Height-adjustable dual spout 3

E
- Emptying the system 20
- Errors
  - Troubleshooting 20
- Espresso 9
- EU Declaration of Conformity 23

F
- Filler funnel
  - Filler funnel for ground coffee 3
- Filling
  - Bean container 6
  - Water tank 12
- Filter
  - Changing 16
  - Inserting 16
- First-time use 6
- Flat white 9

G
Grinder adjustment switch 3
Ground coffee 10
Measuring spoon for ground coffee 3
Powder chute for ground coffee 3
Grounding point 21
H
Hotline 23
I
Insert for drip tray 3
Instant coffee
Ground coffee 10
Interchangeable milk spout 21
J
JURA
Contact details 23
L
Latte macchiato 9
M
Macchiato 9
Machine
Cleaning 17
Descaling 18
Setting up 6
Machine settings 13
Mains cable 3
Maintenance 14
Maintenance actions 12
Measuring spoon for ground coffee 3
Messages, display 19
Milk
Connecting milk 8
Milk foam 10
Milk system 21
Clean 14
Milk system rinsing 14
P
Powder chute
Powder chute for ground coffee 3
Preparation 8, 9
Caffè latte 9
Cappuccino 9
Coffee 9
Cortado 9
Espresso 9
Flat white 9
Ground coffee 10
Latte macchiato 9
Macchiato 9
Milk foam 10
Problems
Troubleshooting 20
Product settings
Adjusting 11
Proper use 4
R
RFID 21
S
Safety information 4
Service socket 3
Setting up
Setting up the machine 6
Spout
Height-adjustable dual spout 3
Switching off 12
Switching on 12
Symbol description 4
T
Technical data 21
Interchangeable milk spout 21
Milk system 21
Tel 23
Transport 20
Troubleshooting 20
U
Use, first time 6
Users 4
W
Water hardness
Determining the water hardness 6
Water tank 3
Descaling 19
Filling 12
Wi-Fi 21
Wi-Fi Connect 3, 8
Wi-Fi connection 8
Wireless connection 6, 8, 16, 21

13 JURA contact details / Legal information

JURA Elektroapparate AG
Kaffeeweltstrasse 10
CH-4626 Niederbuchsiten
Tel. +41 (0)62 38 98 233

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

Directives
The machine complies with the following directives:
- 2014/35/EU – Low Voltage Directive
- 2014/30/EU – Electromagnetic Compatibility
- 2009/125/EC – Ecodesign Directive
- 2011/65/EU – RoHS Directive
- 2014/53/EU – Wireless Voltage Directive

A detailed EU Declaration of Conformity for your C9 can be found at **jura.com/conformity.**

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 colours of the machine. Some details of your C9 may vary.