



# GEM3XN IntelliFresh® FreshTrac® Dispenser



For use only with GEMXN IntelliFresh brewers.  
See brewer user guide for brewing instructions.

## READ AND SAVE THESE INSTRUCTIONS

**NOTICE TO INSTALLER:** Please leave this booklet with the machine.

Important Safeguards ..... IS7

IntelliFresh® Features..... IF2

Cleaning Instructions ..... CI29

Rough-In Drawing..... RD113

Illustrated Parts/Recommended Parts..... IP199

Electrical Schematic ..... ES108

Troubleshooting Guide ..... TG35

Product Warranty..... PW1

**Contact Information**

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For the latest specifications and information go to [www.wilburcurtis.com](http://www.wilburcurtis.com)  
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Due to continued product improvement, the products illustrated/photographed in this guide may vary slightly from the actual product.

## Symbols



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



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



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



**CAUTION** - Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.



**NOTICE** - Indicates a situation which, if not avoided, could result in property damage.



**IMPORTANT** - Provides information and tips for proper operation.



**SANITATION REQUIREMENTS**



**WARNING** - This product can expose you to chemicals including Acrylamide and Bisphenol A (BPA), which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information visit [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

## Important Safeguards/Conventions



### WARNING:

- Keep hands, arms and other items away from hot surfaces.
- Clean the dispenser completely before using it for the first time as according to the CLEANING INSTRUCTIONS. Clean it regularly as instructed in the CLEANING INSTRUCTIONS. Do not use harsh powders or cleansers containing chlorine. Do not use a wire brush or pot scour to clean inside liner. When cleaning dispensers with a connector on the back, do not allow liquids to get into the connector during cleaning.
- Dispensers may be heavy when filled. Take care when transporting to avoid dropping or spilling.
- Use this unit only for its intended use, serving hot and/or cold beverages/water.
- This dispenser is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the dispenser by a person responsible for their safety.

## CE Requirements

- This appliance must be installed in locations where it can be overseen by trained personnel.
- For proper operation, this appliance must be installed where the temperature is between 5°C to 35°C.
- Appliance shall not be tilted more than 10° for safe operation.
- An electrician must provide electrical service as specified in conformance with all local and national codes. For safe use, an all-pole disconnection must be incorporated into the fixed wiring in accordance with the wiring rules outlined in clause 7.12.2 of IEC 60335 for meeting the minimum electrical safety of this standard.
- This appliance must not be cleaned by water jet.
- This appliance can be used by persons aged from 18 years and above if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
- Keep the appliance and its cord out of reach of children aged less than 18 years.
- Appliances can be used by persons 18 years and above 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.
- Children under the age of 18 years should be supervised to ensure they do not play with the appliance.
- If the power cord is ever damaged, it must be replaced by the manufacturer or authorized service personnel with a special cord available from the manufacturer or its authorized service personnel in order to avoid a hazard.
- Machine must not be immersed for cleaning.
- Cleaning and user maintenance shall not be made by children unless they are older than 18 years and supervised.
- This appliance is intended to be used in household and similar applications such as:
  - staff kitchen areas in shops, offices and other working environments;
  - by clients in hotels, motels and other residential type environments;
  - bed and breakfast type environments.
- This appliance not intended to be used in applications such as:
  - farm houses
- Access to the service areas permitted by Authorized Service personnel only.
- The A-Weighted sound pressure level is below 70 dBA.

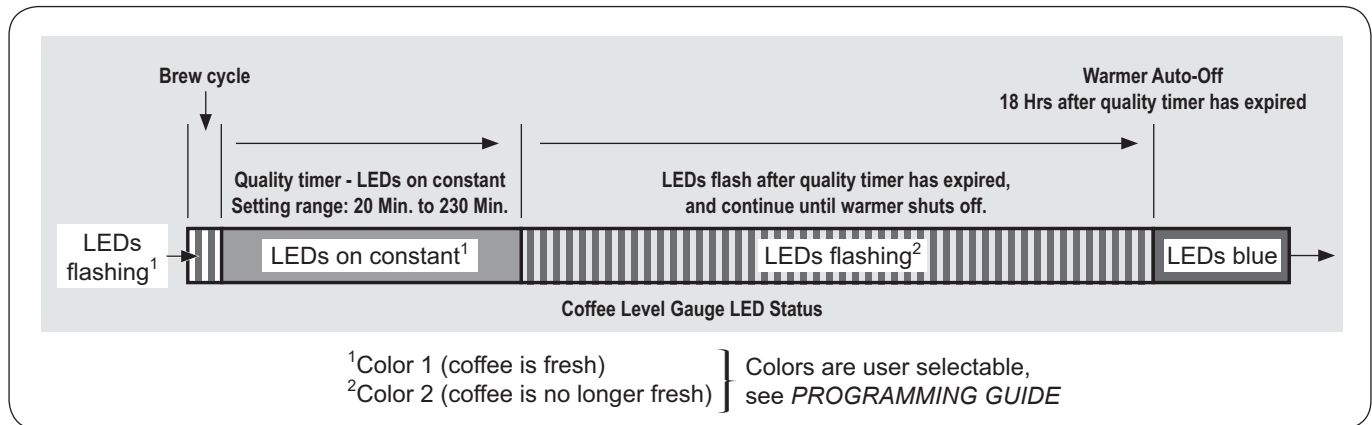
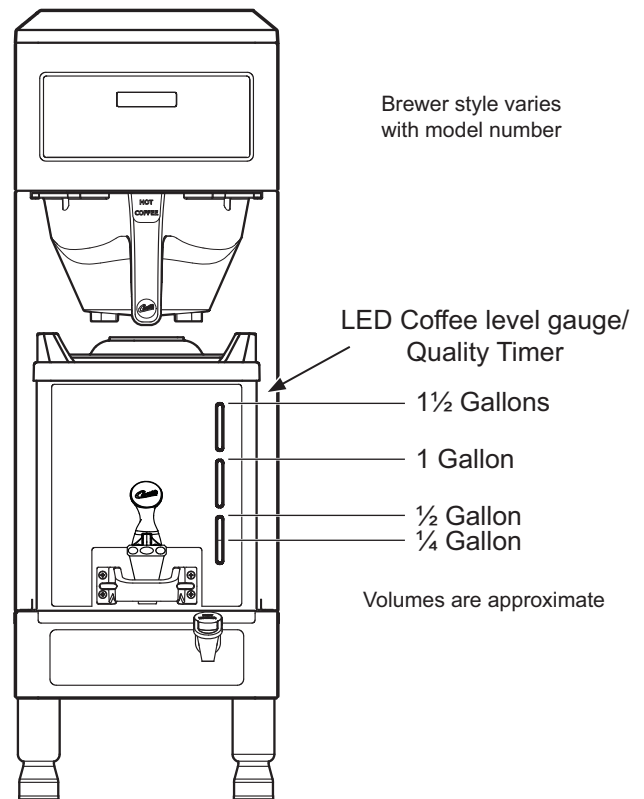
## IntelliFresh Function and Features

The LED coffee level gauge on the front of the dispenser is also the indicator for the IntelliFresh Quality Timer system. When the quality timer is set to on (default), it alerts you to when the coffee has exceeded the programmed freshness time. The Quality Timer is activated via a signal sent through corresponding connectors from the brewer to the dispenser. When the warmer (automatically) shuts off, the coffee level gauge turns blue, provided there is still coffee in the dispenser. Otherwise the LEDs turn off completely.

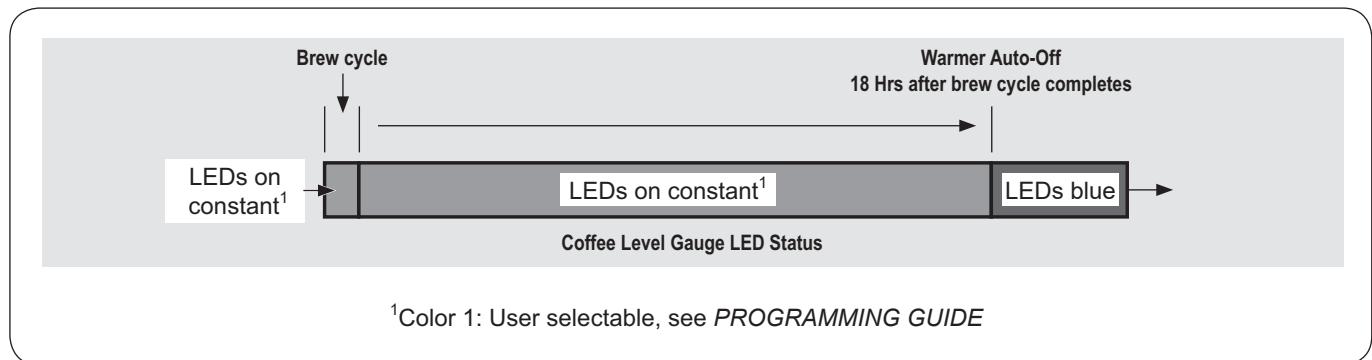
See the **PROGRAMMING GUIDE** to change the Quality Timer settings, including freshness (quality) time and LED color.



**NOTE:** After the brew cycle is complete, if the GEMX dispenser is transferred from the brewer to a Curtis IntelliFresh warmer stand, the following dispenser settings will remain the same: Quality Timer, Warmer Default (heat setting) and dispenser (Intellifresh) Color Scheme.



### LED Coffee Level Gauge - Intellifresh Quality Timer ON



### LED Coffee Level Gauge - Quality Timer OFF

## Cleaning the Dispenser (Daily)

The following cleaners are required to properly maintain the dispenser:

- Mild solution of dish-washing detergent and warm water
- TABZ™ Z95 Coffee Equipment Cleaner Tablets (Curtis PN WC-79000)
- One-Pro Beverage Equipment Cleaner



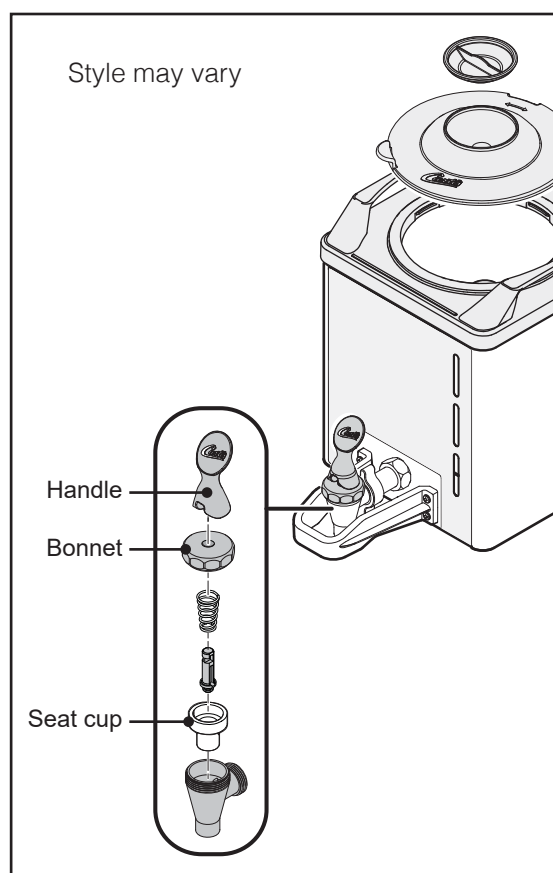
**WARNING:** DO NOT immerse the dispenser in water or any other liquid. Do not place the dispenser in a dishwasher. Doing so will void the warranty. Do not use harsh powders or cleansers containing chlorine. Do not use a wire brush or scouring pad to clean inside the liner. **To avoid damage, DO NOT use a brush to clean the faucet or the inside of the faucet shank (outlet).**



**IMPORTANT:** Clean the dispenser daily to avoid the build up of coffee oil residue on the Intellifresh® sensors inside the liner. Residue build up may cause the Intellifresh indicator to malfunction.

## Cleaning the Liner

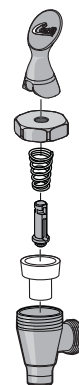
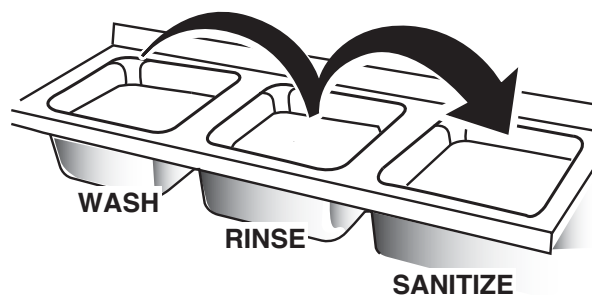
- 1 Remove the dispenser from the brewer and remove the lid. Set the lid aside. Rinse out the liner.
- 2 **Wash** - Prepare a mild solution of detergent and warm water. Wipe the exterior surfaces of the dispenser with a sponge moistened with the detergent solution to remove spills and debris. Fill the liner with the detergent solution. Take a soft nylon brush and scrub out the stainless steel liner.
- 3 **Rinse** - Rinse out the liner with clean, warm water.
- 4 **Sanitize** - Drop one TABZ Z95 tablet into the liner. Fill to the top with hot water (122°F/50°C min.). Stir the contents. Allow the liner to soak for 5 to 10 minutes.
- 5 Open the faucet and drain out the dispenser (to clean the faucet shank).
- 6 Fill the liner to the top with clean, warm water and drain through the faucet (to rinse the faucet shank).
- 7 Fill the liner to the top with water a second time and drain through the faucet.
- 8 Disassemble the faucet - Unscrew the handle/bonnet assembly from the top of the faucet and remove it. Inspect the seat cup for wear. Replace the seat cup if it is damaged.
- 9 **Air Dry** - Turn the dispenser upside down and allow to air dry.



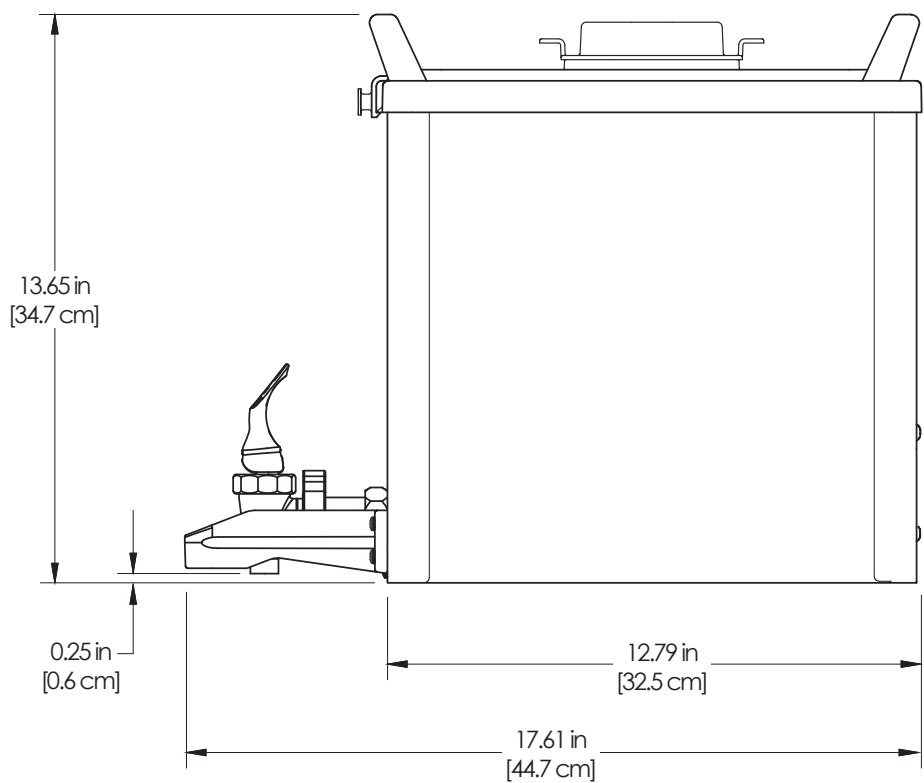
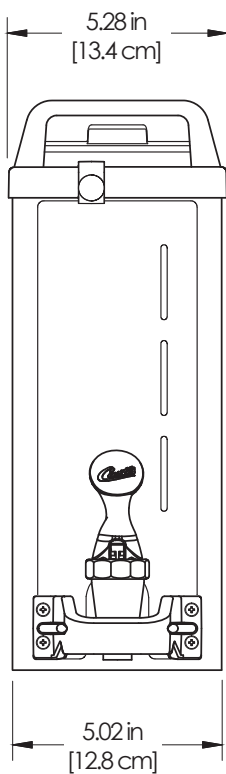
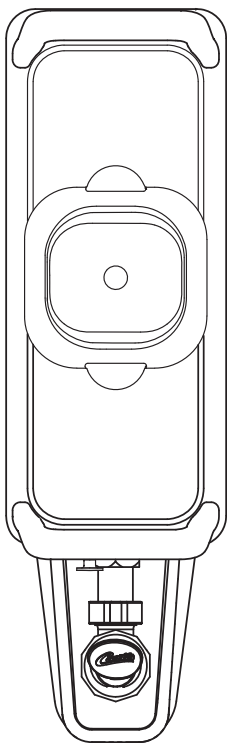
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**Cleaning the Faucet Parts**

- 10 **Wash** - Wash the lid and all faucet parts with the detergent solution.
- 11 **Rinse** - Thoroughly rinse all parts with clean, warm water.
- 12 **Sanitize** - After rinsing, place the lid and all faucet parts in a sink to be sanitized. Immerse them in One-Pro cleaner mixed at a ratio of 1 oz. (28 g.) per 5 gal. (19 L) of hot water (122°F/50°C min.). Allow the parts to soak for 15 minutes.
- 13 **Air Dry** - Allow all parts to thoroughly air dry.
- 14 **Reassemble** - When dry, reassemble the handle/bonnet. Hand tighten the handle/bonnet onto the top of the faucet assembly. Reinstall the lid.

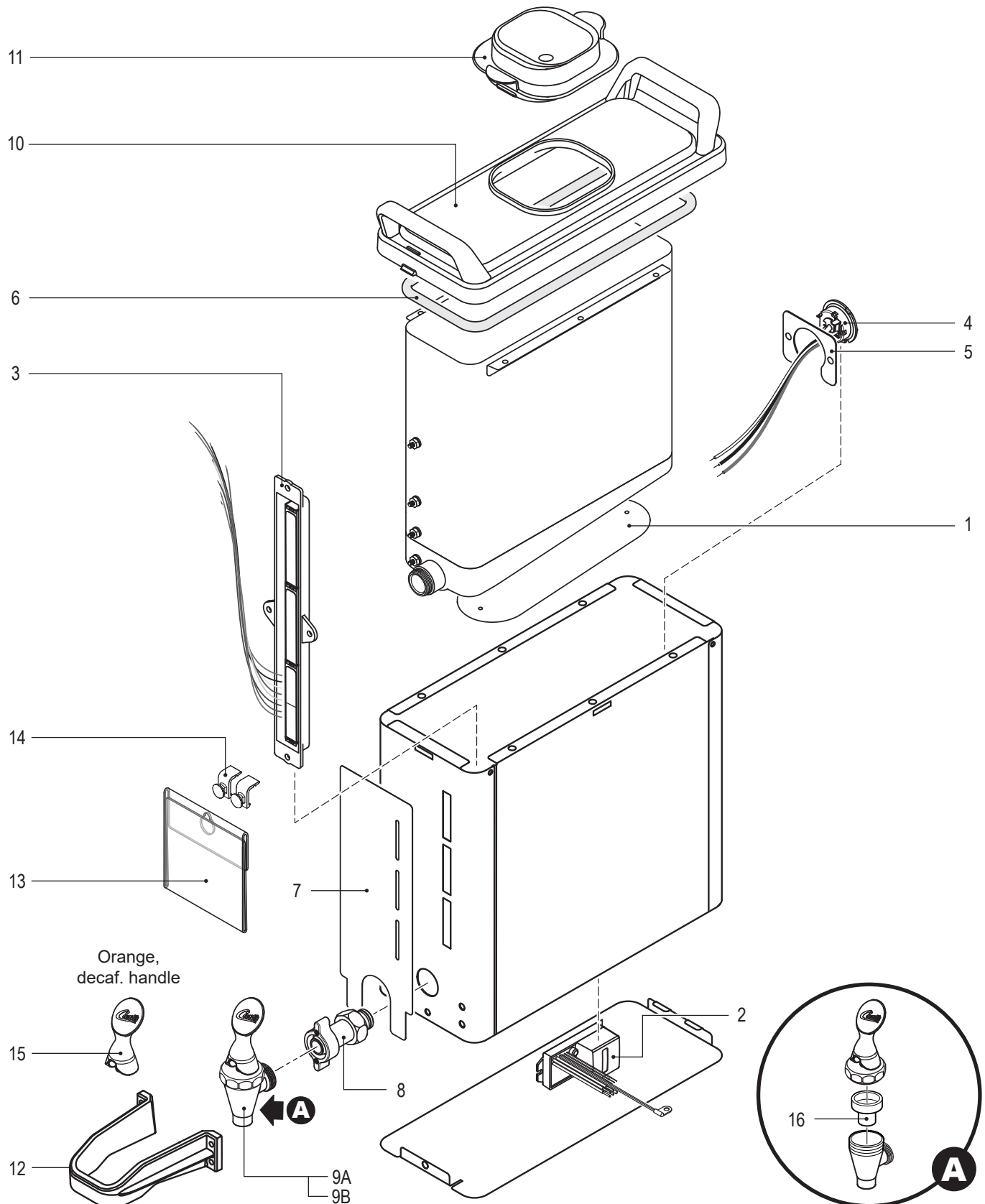


GEM3XN - Dispenser





### GEM3XNIFT - Exploded View



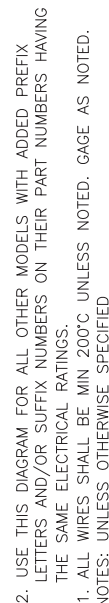
## GEM3XNIFT - Parts List

ITEM #	PART #	DESCRIPTION
1*	WC-987K	KIT, ELEMENT, WARMER 75W
2*	WC-10032K	KIT FOR WC-10032, UPM (INCLUDES SENSOR)
3*	WC-10037K	KIT, CONTROL MODULE, LED ASSEMBLY GEM3XIFT
4	WC-13426	WIRE ASSY, IF CONNECTOR GEM3IF
5	WC-61307	HOLDER, IF CONNECTORS
6	WC-2640	GASKET, LINER
7	WC-390609	LABEL, FRONT GEM3XN CURTIS
8	WC-1901A-104K	KIT, FAUCET SHANK GEM3XIFT
9A*	WC-1803	FAUCET, "SPB" SERIES, BLACK HAN DLE/PLASTIC 1-1/32-14 UNS CURT
9B	WC-1803D	FAUCET ASSY DECAF HANDLE PLASTIC 1-1/32-14 UNS CURTIS

ITEM #	PART #	DESCRIPTION
10	WC-66156K-tbd	KIT, TOP AND HANDLES
11*	WC-66157	LID, NARROW SATELLITE
12	WC-66119K	KIT, FAUCET GUARD GEM3X
13	WC-66154	HOLDER, FLAVOR CARD GEMX3
14	WC-66145K	KIT, HOLDER, FLAVOR CLIP (SET OF 2 CLIPS)
15	WC-32005ORG	HANDLE, FAUCET STYLIZED ORG CURTIS
16*	WC-1805	SEAT CUP, "S" FAUCET USE ON WC-1800/B/LB/D/DL/L/WC-1803

\* Recommended parts to stock

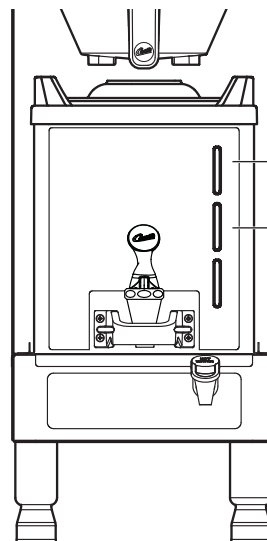
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### Dispenser Does Not Heat

**NOTE:** The dispenser heating element is designed to keep brewed coffee hot, but is not of sufficient wattage to reheat cold coffee.

- 1 First check to see if one of the LED bars on the dispenser is flashing an error code. The top LED bar flashing red indicates a bad heating element. The middle LED bar flashing red indicates a defective sensor circuit on the controller (replace the controller).
- 2 Check to see if the Intellifresh® LED on the front of the dispenser comes on at the beginning of the brew cycle. If neither the LED nor the warmer come on, then it can be assumed that there is no power to the dispenser. Make sure that power is being supplied to the Intellifresh (IF) connector on the brewer when the BREW button is pressed. The voltage varies based on the model, see the *ELECTRICAL SCHEMATIC*. If power is present at the connector, check the connector contacts. If power is not present at the IF connector, trace the circuit back to the control module to see if it is supplying power to the IF connector.
- 3 Check the contacts on the dispenser IF connector to make sure that they are making good contact with the connector on the brewer.
- 4 If the dispenser is receiving power from the IF connector and there are no error codes, suspect the controller.



### None of the LED Bars Light, Regardless of Coffee Level (Warmer is Working OK)

**NOTE:** If the dispenser is empty, the LED bars will not light.

- 1 Check for chassis ground, UPM ground and UPM 5 Volts into the LED array (see LED pin assignment on dispenser schematic).
- 2 If power and ground are being supplied to the LED array and none of the LED sections come on when the dispenser is full, the LED array is probably bad.

### Some LED Bars Do Not Light

Short the probe wire for the LED section that is not working to ground. If the section lights, check the probe connection. If the section does not light, the LED array is bad.

### One or More LED Bars are Constantly On Regardless of Coffee Level

- 1 Clean the inside of the dispenser according to the *CLEANING INSTRUCTIONS* section to remove any residue build-up that may be causing a malfunction.
- 2 Check for a probe wire that is shorted to ground.
- 3 If the probe wires are OK, suspect the LED array.

### IntelliFresh Feature Does Not Work (Warmer OK)

- 1 Check to make sure that the UCM IntelliFresh settings on the brewer are correct.
- 2 Check the continuity of the UPM/LED communication wire.
- 3 Replace the LED module. If the IntelliFresh feature does not work properly after replacing the LED module, the dispenser UPM module is probably bad.

Wilbur Curtis Co., Inc. certifies that its products are free from defects in material and workmanship under normal use. The following limited warranties and conditions apply:

- 3 years, parts and labor, from original date of purchase on digital control boards
- 2 years, parts, from original date of purchase on all other electrical components, fittings and tubing
- 1 year, labor, from original date of purchase on all other electrical components, fittings and tubing

Additionally, Wilbur Curtis Co., Inc. warrants its grinding burrs for four (4) years from the date of purchase. Stainless steel components are warranted for two (2) years from the date of purchase against leaking or pitting. Replacement parts are warranted for ninety (90) days from the date of purchase or for the remainder of the limited warranty period of the equipment in which the component is installed.

All in-warranty service calls must have prior authorization. For authorization, call the Technical Support Department at 800-995-0417. Additional conditions may apply. Go to [www.wilburcurtis.com](http://www.wilburcurtis.com) to view the full product warranty information.

## CONDITIONS & EXCEPTIONS

The warranty covers original equipment at time of purchase only. Wilbur Curtis Co., Inc., assumes no responsibility for substitute replacement parts installed on Curtis equipment that have not been purchased from Wilbur Curtis Co., Inc. Wilbur Curtis Co., Inc. will not accept any responsibility if the following conditions are not met. The warranty does not cover:

- **Adjustments and cleaning:** *The resetting of safety thermostats and circuit breakers, programming and temperature adjustments are the responsibility of the equipment owner. The owner is responsible for proper cleaning and regular maintenance of this equipment.*
- **Replacement of items subject to normal use and wear:** *This shall include, but is not limited to, spray heads, faucets, light bulbs, shear disks, "O" rings, gaskets, silicone tubing, silicone elbows, canister assemblies, whipper chambers and plates, mixing bowls, agitation assemblies and whipper propellers.*

The warranty is void under the following circumstances:

- **Improper operation of equipment:** *The equipment must be used for its designed and intended purpose and function.*
- **Improper installation of equipment:** *This equipment must be installed by a professional technician and must comply with all local electrical, mechanical and plumbing codes.*
- **Improper voltage:** *Equipment must be installed at the voltage stated on the serial plate supplied with this equipment.*
- **Improper water supply:** *This includes, but is not limited to, excessive or low water pressure and inadequate or fluctuating water flow rate.*
- **Damaged in transit:** *Equipment damaged in transit is the responsibility of the freight company and a claim should be made with the carrier.*
- **Abuse or neglect (including failure to periodically clean or remove lime accumulations):** *The manufacturer is not responsible for variation in equipment operation due to excessive lime or local water conditions. The equipment must be maintained according to the manufacturer's recommendations.*
- **Unauthorized repair or modification:** *This equipment must be serviced only by qualified service technicians, using factory specified parts to factory specifications.*
- **Modified/Missing Serial Tag:** *The serial number label (tag) must not be defaced or removed.*

**Repairs and/or Replacements** are subject to Curtis' decision that the workmanship or parts were faulty and the defects showed up under normal use. All labor shall be performed during regular working hours. Overtime charges are the responsibility of the owner. Charges incurred by delays, waiting time, or operating restrictions that hinder the service technician's ability to perform service is the responsibility of the owner of the equipment. This includes institutional and correctional facilities. Wilbur Curtis Co., Inc. will allow up to 100 miles, round trip, per in-warranty service call.

**Return Merchandise Authorization (RMA):** All claims under this warranty must be submitted to the Wilbur Curtis Technical Support Department prior to performing any repair work or return of this equipment to the factory. **All returned equipment must be properly re-packaged in the original carton and received by Curtis within 45 days following the issuance of a RMA.** No units will be accepted if they are damaged in transit due to improper packaging. **NO UNITS OR PARTS WILL BE ACCEPTED WITHOUT A RETURN MERCHANDISE AUTHORIZATION (RMA). THE RMA NUMBER MUST BE MARKED ON THE CARTON OR SHIPPING LABEL. All warranty claims must be submitted within 60 days of service. Invoices will not be processed or accepted without a RMA number. Any defective parts must be returned in order for warranty invoices to be processed and approved.** All in-warranty service calls must be performed by an authorized service agent. Call the Wilbur Curtis Technical Support Department to find an agent near you.