

FAEMA COMMERCIAL ESPRESSO MACHINES

Complete Technical Reference, Brewing Workflows, Calibration & Maintenance Guide

1. Machine Overview & Core Technical Specifications

Faema commercial espresso machines represent the industry gold standard in thermal stability, volumetric precision, and extraction consistency. Built with thermal balanced group heads (such as the classic E61 thermosyphon system or modern GT independent temperature-controlled boilers), these machines deliver repeatable brew parameters required for high-volume commercial specialty coffee service.

Thermal Stability

Thermosyphon circulation and dedicated heat-exchangers keep group heads at precise temperatures (**90°C – 94°C / 194°F – 201°F**), eliminating cold shots.

Pump & Line Pressure

Rotary vane pumps generate a consistent working pressure of **9.0 ± 0.5 bar**. Line pressure should be regulated at **2.5 – 3.0 bar**.

Water Specifications

Parameter	Target Range
Total Dissolved Solids (TDS)	70 – 120 ppm
Total Hardness	3 – 5° dGH (50 – 90 ppm CaCO ₃)
pH Target	6.8 – 7.2

CRITICAL: Always program volumetric doses using **Group 1** (the far-left group head). Settings will automatically clone across all other group heads on standard units.

2. Espresso Extraction Parameters & Shot Calibration

To dial in espresso on a Faema machine, baristas control four primary variables: dry dosage, wet brew weight (yield), extraction time, and temperature. Achieving optimal extraction yields a balanced cup free from sour acidity or lingering bitterness.

Standard Extraction Parameters Table

Single Shot Calibration (9.0g Basket)

Single baskets are physically shallower and wider than double baskets. Because of this geometry, water passes through a single dose faster and with less resistance than through a double dose — **even at the same grind size**. This means you cannot simply program a single shot to the same volumetric output as a double shot scaled down. The water must be reduced proportionally to prevent over-extraction.

Why Water Volume Must Be Reduced: A single basket has a large gap between the coffee bed and the shower screen. If you push too much water through, the stream will thin out, "blonde," and extract bitter compounds from the puck edges — ruining the shot.

Target Metrics: Single Shot (9.0g Dose)

Parameter	Single Espresso	Double Espresso (Standard)	Double Ristretto
Dry Coffee Dose	9.0g – 10.5g	18.0g – 20.0g	18.0g – 20.0g
Liquid Yield (Weight)	18.0g – 22.0g	36.0g – 42.0g	24.0g – 28.0g
Extraction Time	24 – 28 seconds	25 – 30 seconds	22 – 26 seconds
Brew Ratio (Dose : Yield)	1 : 2.0	1 : 2.0 – 1 : 2.1	1 : 1.3 – 1 : 1.5
Water Temperature	92.0°C – 93.5°C	92.0°C – 93.5°C	93.0°C – 94.0°C

Parameter	Italian Standard	North American Standard
Dry Dose	7–8g	9.0g
Liquid Yield (Weight)	14–16g	18–20g
Volume (with Crema)	20–25 mL	~30 mL

Extraction Time	20–25 seconds	22–28 seconds
Brew Ratio	~1:2.0	~1:2.0 – 1:2.2

Practical Takeaway: Target **~20g liquid weight on the scale** for a 9g American single shot. This will hit the **30 mL volume line** once crema is included. Do not rely on volume alone — crema is mostly air and will deflate.

Step-by-Step: Programming the Faema Prestige Single Shot Button (Scale Method)

- 1 Prepare:** Grind 9.0g into a single portafilter basket. Distribute evenly and tamp level with ~15kg pressure.
- 2 Scale Setup:** Place a small cup on a digital scale under the spout. Tare to zero.
- 3 Enter Program Mode:** On Group 1, press and hold the **Continuous/Stop** button for 5–8 seconds until the keypad LEDs flash or the display reads "Self Learning."
- 4 Start Extraction:** Press the **Single Shot** button. Water will begin flowing through the puck.
- 5 Stop at Target Weight:** Watch the scale closely. The moment the liquid weight reaches **18–20g**, press the **Single Shot** button again to stop the flow.
- 6 Save & Exit:** Press the **Continuous/Stop** button once more to save the programmed volume to non-volatile memory.
- 7 Verify:** Pull 2–3 test shots. The scale should read 18–20g consistently, and the visual volume should be ~30 mL with crema.

Tip: If your programmed single shot consistently weighs less than 18g, the grind is too fine or the dose is too low. If it weighs more than 20g, the grind is too coarse or the dose is too high. Adjust the grinder, **not the timer**, to fix flow rate. Only adjust the timer to correct dose weight.

Volume vs. Weight Reference

Regional Volume vs. Mass Reference Framework

Different coffee cultures define "a shot" using different dose, yield, and volume baselines. Understanding these distinctions prevents confusion when calibrating across regions or recipe sources.

Measurement	What It Means	Where It Appears
20 ml	Italian factory standard for a single espresso	Volumetric Reprogramming section
30 ml / 1 oz	North American standard for a single espresso	Volumetric Reprogramming section
36–42 g	Weight of a standard double espresso (from 18–20g dose)	Extraction Parameters Table
60 mL	Visual volume of a double with crema foam (not actual weight)	Fiamma + Enea Calibration

Style	Dry Dose	Liquid Yield (Weight)	Volume (with Crema)	Ratio	Character
Traditional Italian Single <i>Un Caffè</i>	7–8g	14–16g	20–25 mL	~1:2.0	Short, intense, thick crema; sipped quickly at the bar
Italian Ristretto <i>Caffè Corto</i>	7–8g	10–12g	12–15 mL	~1:1.3 – 1:1.5	Very concentrated, syrupy body; minimal volume
North American Single	9–10g	18–20g	~30 mL (1 oz)	~1:2.0 – 1:2.2	More liquid, slightly milder; standard for milk drinks
Commercial Double Baseline	18g	36g	~60 mL	1:2.0	Industry standard; two singles worth of coffee in one pull
Double Ristretto	18–20g	24–28g	~25–30 mL	1:1.3 – 1:1.5	Concentrated double; same intensity as single ristretto, more volume

Key Distinctions

- **Italian *Un Caffè*** is smaller and more intense than a North American single. The 20–25 mL volume is achieved with only 7–8g of coffee.
- **Italian *Caffè Corto (ristretto)*** is even shorter — 12–15 mL from 7–8g. It is not merely a "stopped early" espresso; it is a distinct drink with its own extraction profile.
- **North American 30 mL single** uses more coffee (9–10g) to achieve a larger, more drinkable volume while maintaining balance. This is the standard for lattes, cappuccinos, and Americanos in North American cafés.
- **60 mL double volume** includes crema foam. The actual liquid weight is only ~36–42g. Do not confuse visual volume with extracted mass.

Critical: When programming volumetric buttons, always calibrate by **weight** first, then verify volume. Crema volume varies by bean freshness, roast level, and water temperature. A 30 mL visual shot could be 18g or 22g of actual liquid depending on how much foam is present.

Note on Single Shots: The first PDF targets a **30 ml single shot from a 9g dose** (approximately 1:2 ratio by volume). This is the North American café standard. The Italian factory standard is 20 ml from the same dose (closer to a ristretto).

Grind Size & Extraction Diagnostics

Monitor the visual characteristics and timing of the stream during extraction to diagnose grind settings:

Under-extraction (Fast Flow, <22s): Thin, pale crema color, sour/salty flavor.
Correction: Adjust grinder to a finer setting.

Over-extraction (Slow Flow/Dripping, >32s): Dark crema with white spots or black ring, harsh bitter taste.

Correction: Adjust grinder to a coarser setting.

Channeling: Fast spouting or spurting from bottomless portafilter.

Correction: Ensure even coffee distribution and vertical tamping force of ~15kg (33 lbs).

Grind Size & Flow Rate — Visual Diagnostic Guide

Grind time (e.g., 2g per second) tells you *how much* coffee is dispensed, but **not** whether the particle size is correct. Use the visual stream characteristics below to diagnose and adjust grind coarseness.

Key Principle: A correct grind produces a **steady, thin "mouse tail" stream** of dark brown liquid with thick, golden crema. The stream should not gush, spray, or drip.

● Too Coarse (Fast Extraction)

What You See	What It Means	Fix
Stream gushes out immediately — wide, pale, watery flow	Water races through large gaps between grounds; under-extraction	Grind finer — decrease burr gap
Blonde, yellow crema that fades quickly	Oils and solids not fully extracted; sour, weak, salty taste	Grind finer
Shot finishes in <20 seconds (double) or <15 seconds (single)	Insufficient resistance; puck cannot hold back 9 bar pressure	Grind finer or slightly up-dose
Stream "sputters" or breaks into droplets early	Channeling through coarse pockets; uneven extraction	Grind finer + improve distribution

● Just Right (Optimal Extraction)

What You See	What It Means
Stream starts as a few dark drops, then forms a steady, thin "mouse tail"	Correct resistance; even water path through the puck
Color is rich, dark reddish-brown throughout most of the shot	Full extraction of oils and soluble compounds
Crema is thick, golden-brown, and persistent	Proper emulsification; balanced flavor profile
Flow rate is consistent — neither gushing nor dripping	Grind size matches dose, tamp, and basket geometry

● Too Fine (Slow Extraction)

What You See	What It Means	Fix
Stream is a slow drip or barely trickles out	Water cannot pass through tightly packed fine particles	Grind coarser — increase burr gap
Dark, almost black liquid with white spots or streaks in crema	Over-extraction of bitter compounds; burnt/ashy taste	Grind coarser
Shot takes >32 seconds (double) or >28 seconds (single)	Excessive resistance; risk of choking the machine	Grind coarser or reduce dose slightly
First drops appear after 5+ seconds of pre-infusion	Puck is too dense; water cannot penetrate evenly	Grind coarser
Portafilter "chokes" — no liquid comes out at all	Grind is powder-fine or dose is excessive	Grind significantly coarser

⚠ Channeling (Uneven Extraction — Grind May Be Either)

What You See	What It Means	Fix
Multiple thin streams shooting at angles from spouts	Water found a weak path through the puck; cracks or gaps	Improve distribution + tamp level; check grind consistency
One side of bottomless portafilter flows, other side is dry	Severe channeling on one side; uneven tamp or clumping	WDT (Weiss Distribution Technique) + level tamp

Sudden "blonding" halfway through the shot	Puck collapsed or cracked; water bypassed coffee bed	Reduce dose slightly or improve prep technique
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Quick Reference: The "Mouse Tail" Test

Ideal stream shape: A single, unbroken, thin stream about the width of a cooked spaghetti strand — dark brown, flowing steadily into the cup.

- **Too thick / wide / gushing** → Grind is **too coarse**
- **Too thin / dripping / stalling** → Grind is **too fine**
- **Steady "mouse tail"** → Grind is **just right**

Pro Tip: If your grinder dispenses 2g/sec but the shot still runs fast or slow, **the grind size is wrong even though the weight is correct**. Adjust the burrs, not the timer. Only change the timer (dose) after the grind size is dialed in.

3. The Four Restaurant Workflows

Choose **ONE** method below for your staff to follow. Do not adjust the grinder coarseness between methods.

METHOD A: The Automated Single Basket (Standard Workflow)

- **Grinder Setting:** Single Button set to **4.6 – 5.0 seconds** (~9g of dry coffee)
- **Filter Basket:** Single Portafilter Basket
- **Target Brew Time:** 22 – 28 seconds
- **Target Volume:** 30 ml (approx. 20g liquid weight)
- **Rule:** Never let the shot finish in under 15 seconds, or it will taste sour and weak

METHOD B: The "Split" Double Shot (Fast-Paced Service)

- **Grinder Setting:** Double Button set to **9.4 seconds** (~18g of dry coffee)
- **Filter Basket:** Double Portafilter Basket

- **The Execution:** Place two separate cups under the double-spout portafilter. Run a double-shot cycle.
- **The Result:** The machine splits the pour evenly. Each cup instantly receives a perfect 9g single espresso (30 ml).
- **Note:** If only one single shot is ordered, serve one cup and discard the second. Saving time during a rush is cheaper than saving 9g of coffee.

METHOD C: The Manual Short Espresso (Traditional Ristretto)

- **Grinder Setting:** Single Button set to **4.6 seconds** (~9g of dry coffee)
- **Filter Basket:** Single Portafilter Basket
- **The Execution:** Press the manual/continuous flow button.
- **The Cutoff:** Manually stop the water flow early at 15 seconds (or when the liquid reaches 10 ml – 15 ml for a concentrated shot).

METHOD D: The "Up-Dose" Trick

Use this method if your 30 ml single shot is running too fast (under 15 seconds) and tasting sour/weak.

- **The Execution:** Increase the single grinder timer slightly from **4.6 seconds to 5.0 seconds**.
- **Why it works:** Adding more physical coffee grounds pads out the thin single basket. This creates instant water resistance and slows the flow down without touching the grinder burrs.

4. Volumetric Dose Reprogramming Procedure

Faema microprocessors feature flowmeters attached to each group head. Programming key doses on **Group 1** will automatically clone settings across subsequent groups (on standard units), or can be programmed individually.

Method A: Programming the 30 ml Single Shot (Restaurant Workflow)

- 1 **Prepare:** Load your single portafilter with your 4.6s grind. Tamp firmly and level. Lock it into Group 1.
- 2 **Enter Program Mode:** Press and hold the central Continuous/Stop button on Group 1 for 5 to 8 seconds until the keypad lights begin flashing (or the display reads "Self Learning").
- 3 **Set Volume:** Place a shot glass with a 30 ml line under the spout. Press the Single Shot Button. The water will start running.
- 4 **Lock the Recipe:** The moment the liquid and crema reach the 30 ml line, press the Single Shot Button a second time to stop the flow.
- 5 **Save & Exit:** Press the Continuous/Stop button once more to save. Group 1 will now automatically copy this 30 ml volume programming to all other group heads on the machine.

Hold Continuous (5–8s) → Lights Flash → Press Single Shot → Press Again at 30ml → Press Continuous to Save

Method B: Programming All Key Doses (Full Calibration)

- 1 **Prepare Reference Portafilter:** Fill a double portafilter with your calibrated dry dose (e.g., 18.0g) and tamp level. Lock portafilter into Group 1. Place a digital scale with cups under the spouts.
- 2 **Enter Programming Mode:** Press and hold the Continuous / Stop key (often marked with a star or continuous icon) on Keypad 1 for approximately 5 to 8 seconds until the keypad LEDs flash rapidly or the digital display reads
PROGRAMMING / DOSES .
- 3 **Program Key 1 (e.g., Double Espresso):** Tare the scale under Group 1. Press the target button (e.g., 2 Coffees Short). Coffee extraction will start immediately.

- 4 **Stop at Target Yield:** Watch the liquid weight on the scale carefully. As the yield reaches your target (e.g., 36.0g), press the button again to stop the flow and save the pulse count.
- 5 **Repeat for Remaining Buttons:** Repeat steps 1–4 for 1 Coffee Short, 1 Coffee Long, and 2 Coffees Long using appropriate dose and target yields.
- 6 **Exit Programming Mode:** Wait 10 seconds without pressing buttons, or press the Continuous/Stop key on the last group to store parameters into non-volatile memory. Test all programmed doses to confirm accuracy within ± 1 g.

Tip: Always use a digital scale for programming by weight. Volumetric (ml) programming is acceptable for daily workflow, but weight-based calibration ensures consistency across different coffees and crema levels.

5. Barista Troubleshooting Checklist

Problem: The single shot finishes too fast (under 15 seconds) and tastes sour/weak

-  **Fix 1:** Increase the grind timer to 5.0 seconds to add more coffee and slow the water down.
-  **Fix 2:** Apply a Nutated Tamp. Tilt the tamper slightly and roll it around the edges of the single funnel basket to seal the sides before pressing straight down.

Problem: The espresso is spraying out wildly or looks uneven

-  **Cause:** Water is cracking the coffee puck (channeling).
-  **Fix:** Always run a quick 2-second water flush through the group head right before locking the portafilter in to clear out steam pockets. Ensure the barista tamps completely level.

Problem: The single basket puck is sloppy, wet, and muddy after brewing

-  **Cause:** This is normal for single baskets because of the spacious gap between the coffee bed and the machine's shower screen. It does not affect flavor, but the basket must be wiped completely clean with a dry towel before the next use.

Problem: Espresso dispenses too slowly or drips

Probable Cause	Corrective Action
Grind setting too fine	Adjust grinder coarser.
Excessive dose weight	Reduce dry dose weight.
Clogged dispersion screen	Perform chemical backflush & clean shower screen.

Problem: Weak steam pressure or slow milk frothing

Probable Cause	Corrective Action
Clogged steam tip holes	Clean steam tip holes with paperclip/pin.
Boiler pressure low (< 1.0 bar)	Check boiler pressure gauge (target 1.1 – 1.3 bar).
Scale buildup in steam line	Schedule professional descaling service.

Problem: Water leaks around portafilter during extraction

Probable Cause	Corrective Action
Dirty group head gasket	Clean gasket groove with group head brush.
Hardened/worn gasket	Replace rubber group gasket.
Worn portafilter ears	Inspect portafilter body for wear.

Problem: Pump pressure reads < 8 bar or fluctuates

Probable Cause	Corrective Action
Clogged inlet filter	Check & clean inline water filter.
Water supply line pressure low	Verify main supply valve is fully open.
Bypass valve adjustment needed	Adjust rotary pump bypass screw to 9 bar.

Problem: Shot runs too fast (under target time) despite correct grind size

Probable Cause	Corrective Action
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Dose too low for basket size	Increase grind timer to add more coffee (up-dose method).
Tamp too light or uneven	Tamp with ~15kg (33 lbs) vertical force; ensure level.
Old or stale coffee beans	Check roast date; use beans within 2–4 weeks of roasting.
Channeling from poor distribution	Use WDT or distribution tool before tamping.
Group head not preheated	Run a 2-second blank shot before locking portafilter.

Problem: Shot runs too slow (over target time) despite correct grind size

Probable Cause	Corrective Action
Dose too high for basket size	Reduce grind timer slightly to lower dose.
Tamp too hard or cracked puck	Tamp with consistent ~15kg force; do not smash or re-tamp.
Clogged or dirty shower screen	Remove and scrub shower screen; perform chemical backflush.
Humidity causing clumping	Grind into a dosing cup; break up clumps with WDT before tamping.
Beans too fresh (too much CO ₂)	Let beans rest 7–10 days post-roast before use.

Problem: Inconsistent shot times from the same grind setting

Probable Cause	Corrective Action
Grinder burrs worn or misaligned	Inspect burrs for dullness; replace if chipped or uneven.
Grinder retention / stale grounds in chute	Purge 2–3 seconds of grind before each dose.
Environmental humidity changes	Adjust grind slightly throughout the day; note humidity shifts.
Inconsistent dose weight	Use a scale to verify each dose; timer alone is not precise enough.
Temperature fluctuations in grinder motor	Let grinder cool between heavy use; avoid overheating.

Problem: Crema is thin, pale, or disappears quickly

Probable Cause	Corrective Action
Coffee too old or stale	Use fresh beans roasted within 2–4 weeks.
Under-extraction (grind too coarse)	Grind finer to increase resistance and extraction.
Low water temperature	Check group head temp (target 92–93.5°C); allow machine to warm up fully.
Low coffee oil content (light roast)	Expect less crema with light roasts; this is normal.
Water hardness too low	Verify TDS is 70–120 ppm; adjust filtration if needed.

Problem: Bitter, harsh, or burnt aftertaste

Probable Cause	Corrective Action
Over-extraction (grind too fine or time too long)	Grind coarser or stop shot earlier.
Water temperature too high	Lower boiler temp slightly; target 92–93°C for medium roasts.
Dirty group head or portafilter	Backflush nightly; soak portafilters weekly in detergent.
Burnt or over-roasted beans	Switch to a lighter roast or fresher batch.
Scale buildup affecting heat exchange	Descale machine or schedule professional service.

Problem: Sour, sharp, or salty taste

Probable Cause	Corrective Action
Under-extraction (grind too coarse or time too short)	Grind finer or extend extraction time.
Water temperature too low	Ensure machine is fully warmed up; check thermosyphon function.
Insufficient dose in basket	Up-dose slightly (add 0.5–1g) to increase puck resistance.

Coffee too fresh (excess CO ₂)	Let beans rest 7–10 days post-roast.
Using single basket with poor prep	Apply nutated tamp or switch to split double method.

Problem: Grinder clogs or jams frequently

Probable Cause	Corrective Action
Grind setting too fine for bean density	Open burrs slightly; very oily beans need coarser settings.
Beans too oily or roasted too dark	Clean burrs weekly; use medium roast if clogging persists.
Static buildup in hopper	Wipe hopper with damp cloth; use anti-static spray if needed.
Foreign objects in beans (stones, debris)	Inspect beans before loading; use reputable supplier.
Worn or damaged burrs	Replace burrs; inspect for chips, cracks, or uneven wear.

Problem: Volumetric buttons dispense wrong volume after programming

Probable Cause	Corrective Action
Flowmeter clogged with coffee oils	Perform chemical backflush; clean flowmeter if accessible.
Line pressure fluctuating	Verify water supply is stable; check pressure regulator.
Programming not saved properly	Re-program dose; ensure 10-second wait or press Stop to save.
Scale buildup in solenoid valve	Descale machine; replace solenoid if sticky.
Different portafilter/basket used than during programming	Always program with the same basket type you use in service.

6. Daily Operational & Nightly Backflushing Routine

CRITICAL MAINTENANCE WARNING

Failure to backflush daily with specialized espresso cleaning detergent will lead to sticky 3-way solenoid valves, inaccurate volumetric dosing, line pressure drops, and severe flavor contamination.

Nightly Chemical Backflushing Protocol

- 1 Remove standard filter baskets from portafilters and insert a solid blind filter basket into one portafilter.
- 2 Add 3 grams (approx. ½ teaspoon) of certified espresso cleaning powder (e.g., Cafiza or Pallo) into the blind basket.
- 3 Lock the portafilter firmly into Group 1. Activate the continuous brew cycle for 10 seconds to allow pressure to build up and force cleaning solution through the group head valve into the discharge tube.
- 4 Stop the cycle and let rest for 10 seconds. Repeat this **10-second ON / 10-second OFF cycle 5 times**.
- 5 Remove portafilter, dump residual foam, rinse blind basket clean, then lock back into the group head.
- 6 Run the 10-second ON / 10-second OFF cycle **5 more times with clean water only** to flush out all chemical residue.
- 7 Repeat the entire procedure for all remaining group heads on the machine.

Steam Wand & Surface Care

Steam Wand Purging: Purge steam for 2 seconds before and immediately after every milk frothing cycle. Wipe wand with a damp microfiber cloth dedicated solely to steam wands.

End-of-Day Wand Soak: If milk residue accumulates on tips, soak tips in hot water mixed with specialized milk detergent (e.g., Rinza) for 15 minutes, then brush clean. **Never use metal utensils or knives** to scrape milk crust.

Drip Tray & Grates: Remove drip tray grates, wash with warm soapy water, clear drain box sediment, and flush drain tube with 1 liter of hot water to prevent clog overflows.

7. Weekly & Monthly Preventive Maintenance Checklist

Frequency	Component	Action Required
Weekly	Portafilters & Baskets	Soak metal portafilter heads and filter baskets in hot water + espresso detergent solution for 30 minutes. Scrub clean and rinse thoroughly. <i>(Do not submerge plastic handles).</i>
Weekly	Shower Screens	Unscrew shower screen and brass dispersion plate inside group heads. Scrub off baked-on oil buildup using a stiff group brush. Inspect rubber gasket.
Monthly	Group Gaskets	Inspect rubber group head gaskets for hardening, cracks, or leakage around the portafilter ear lock. Replace gaskets every 6 months or as needed.
Monthly	Water Filtration System	Measure incoming water hardness (TDS / dGH). Regenerate softeners or replace water treatment cartridges if hardness exceeds 5° dGH.
Bi-Annually	Anti-Vacuum & Pressure Valves	Inspect boiler safety pressure release valves and anti-vacuum valves for mineral scale buildup. Service or replace through authorized technician.

8. Quick Reference Summary

Single Shot (30 ml / NA Standard)

- Dose: 9g
- Grind Timer: 4.6 – 5.0s
- Basket: Single
- Time: 22 – 28s
- Yield: ~20g liquid weight

Double Shot (Standard)

- Dose: 18 – 20g
- Grind Timer: 9.4s
- Basket: Double
- Time: 25 – 30s
- Yield: 36 – 42g liquid weight

Remember: The 30 ml single shot (Method A) is the recommended standard workflow for consistent, repeatable results. Use the "Split" method (Method B) only during high-volume rushes. Use Method C for ristretto-style drinks. Use Method D as a quick fix for fast-flowing shots without touching the grinder.

FAEMA Commercial Espresso Systems — Complete Guide

Combined from Faema Prestige Workflow Manual & FAEMA Commercial Espresso Systems Technical Reference
For service or technical support, contact an authorized FAEMA technician.