

# NESPRESSO®

PROFESSIONAL



**Nespresso** Momento Coffee



**Nespresso** Momento Coffee & Coffee



**Nespresso** Momento Coffee & Milk

## Nespresso Momento

User Manual

- Nespresso** Momento Coffee (230 / NP100)
- Nespresso** Momento Coffee & Coffee (231 / NP200)
- Nespresso** Momento Coffee & Milk (232 / NP120)
- Nespresso** Professional coffee machine

## Welcome to **Nespresso** Professional

To help your company make the most of your **Nespresso** machine, let us guide you through everything this machine has to offer. It has many features for you to discover and enjoy.

Nothing is more important than ensuring you enjoy the same high quality, cup after cup, which is why we guarantee the performance of your machine as a natural part of our after-sales service.

How will you create your ideal coffee experience?

|                          |  |
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## Momento machines software update (S.W.)

### New features of S.W. 6.29

- Momento Coffee & Milk recovers automatically from certain types of errors.
- Momento Coffee & Milk displays dedicated messages in case of specific errors to support the user experience and the troubleshooting by **Nespresso** technicians.
- Milk module cleaning procedure and coffee and/or milk descaling processes have been improved to support the user experience.

### New features of S.W. 6.27

- Milk module cleaning procedure and coffee and/or milk descaling processes have been improved to support the user experience.

### New features of S.W. 6.25

- In case the milk module cleaning is not performed, the Momento Coffee & Milk requests two cleaning procedures 48h after the cleaning request symbol appears on screen. This ensures the **Nespresso** standards in terms of hygiene and safety for our consumers are met.
- Animation after capsule insertion into the machine is updated to maintain feed-back to the user throughout the capsule recognition process.
- Timing to display coffee and/or milk descaling alerts have been updated to let more time to the operator to perform the procedure.

### New features of S.W. 6.24

- Momento Coffee & Milk can be installed without water tank filter is now possible, specifically where the water hardness is soft.
- Remote software update is now supported for the Momento Dispenser when it is connected with the machine.
- Machines stand by range has been extended.
- Water tank cleaning routine implemented to secure hygiene and machine performance once connected to the direct water connection.



# 1. SAFETY PRECAUTIONS AND GENERAL INFORMATION

## 1.1. Momento Coffee / Momento Coffee & Coffee

### SAFETY PRECAUTIONS

Please read all instructions in this user manual before operating the machine.

#### General safety notes

- In the event of an emergency, switch off the machine using the main switch located under the water tank, behind the drip tray. Unplug the machine. If your machine is plumbed in, turn off the water mains supply to the machine.
- This appliance can be used by children aged from 8 years and above and by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge provided that they have been given supervision or instruction concerning the use of the appliance in a safe way and they understand the hazards involved. Children must not play with the appliance.
- Ensure that all accessories (e.g. tank, pipes, etc.) are not showing any damage (e.g. tear, crack, etc.) which could affect machine functionality or performance.
- At least one copy of this user manual should be kept in a location available at all times to maintenance and management staff. Safety instructions must be available for all users.
- This machine contains magnets.

#### WARNING:

##### Risk of fire

- Keep all ventilation openings clear of any obstructions. This includes any structure where the appliance forms part of the installation.
- Do not use mechanical devices or other means to accelerate the defrosting process.

##### Risk of electric shock

Contact with electrical components during operation of the machine could result in death or serious injury.

- The machine should only be installed, relocated, removed, serviced and/or repaired by authorised service staff, who are trained in the correct use of the machine according to the standards and who have specific knowledge of the machine regarding all electrical safety and health regulations.
- Ensure that your machine voltage is the same as your mains voltage.
- Extension cables can be used if needed during the installation.  
**Note:** the extension cable(s) must be earthed and rated for the machine.
- Do not open the casing under any circumstances.
- Keep the machine away from moisture.
- Never immerse the machine, cable or plug in water or any other liquid.
- Do not pull the cord over sharp edges, clamp it or allow it to hang down.
- Machine cables must be positioned out of the reach of children.
- Immediately stop using the machine if the cable or plug is damaged.
- Changes to the electrical plug are prohibited because they could lead to serious danger from electrical shock or fire.
- Do not position the cable near or on hot parts of the machine. Using the machine near an open flame is strictly prohibited.

**Note:** This appliance contains a class-1 laser product.



### **How to dry the machine in case it gets wet or if there is a water leak (risk of electrocution):**

- Check that the mains cable is not wet (especially at the mains plug). Do not touch the mains cable if it is wet. If wet, wait until it is dry before proceeding. If / once the mains cable is dry, unplug the machine.  
**Note:** the machine must be unplugged, not simply turned off.
- Dry the machine with a soft dry cloth. Check for water under the machine and dry off if needed.
- Wait one hour, then plug in the machine for use.

### **Food safety risks**

Ingestion of contaminated food could result in death or serious injury.

- Clean the machine periodically and in accordance with this user manual.
- During the cleaning or descaling process, please ensure that it is clear that the machine cannot be used so as to avoid the ingestion of cleaning or descaling agents by consumers. Never leave the machine unattended during operation, including the processes of cleaning, descaling and emptying of the machine.
- Fill the water tank with fresh drinking water daily.

### **CAUTION:**

#### **Risk of scalding**

Contact with hot fluids could result in minor or moderate injury.

- Do not perform work underneath the product outlets.
- Avoid direct contact with hot fluids.
- Do not touch any part of the outlets before or after a beverage has been dispensed.
- Empty the drip tray with caution when cleaning the machine.
- Never clean the drip tray steam outlet without heat resistant gloves.

#### **Risk of bruising**

Handling the inside of the machine could result in minor or moderate injury.

- Do not put fingers into the capsule insertion slot.
- If a capsule is stuck in the capsule insertion slot, switch off and unplug the machine before performing any operation.

#### **Intended use**

The machine must be installed in indoor buildings, on stable support and flat horizontal surface able to withstand the machine weight (see appendix page for additional information). For installation in any other environments, applicable regulation must be identified and fulfilled up front by the installation company.

This machine is meant to be used in a professional environment by the personnel listed below:

- Self-serve users: self-serve users are guided by the screen instructions to operate the machine safely. Self-serve users must not conduct any maintenance operations.
- Trained operator staff: Trained operator staff are staff able to operate the machine and execute the cleaning and maintenance activities described in this manual.

#### **Operation**

This machine is only suitable for producing coffee recipes and hot water. Take note of the following instructions:

- This machine is designed for **Nespresso** Professional capsules, available exclusively from **Nespresso** and its authorised distributors.
- Ensure all necessary maintenance work is done in accordance with the instructions and intervals recommended in this user manual.
- Ensure you clean, empty and unplug the machine if you do not plan to use it for a long period of time (weeks). Perform the automated cleaning process first. Disconnect the machine from the mains.
- **Do not transport the machine upside down:** Always ensure the machine is in a vertical upright position.
- All operations other than those mentioned in this user manual must only be performed by authorised and trained service providers from **Nespresso** aftersales centres.



## Cleaning the machine

- The machine has to be cleaned at the end of each day to ensure hygiene and food safety, preserve your machine's life and contribute to an excellent **Nespresso** experience.
- Machine cleaning and maintenance must not be undertaken by children without supervision.
- This machine needs to be descaled and cleaned. Always read the safety precautions on the descaling package and/or the cleaning process before proceeding. Avoid contact with eyes, skin and surfaces.
- Always perform descaling according to the machine prompt.
- Only use dedicated, single use and non-abrasive paper towels or tissues to clean all the outlets (coffee or water) to prevent microbiological contamination. When using dedicated or single-use paper towels or tissues you must ensure they are not wet. They must only be moist to prevent a higher risk of electrical shock.
- Dedicated or single-use paper towels or tissues can be used to clean external parts of the machine. Please use appropriate chemical agents for the sanitation to prevent bacterial contamination.
- Refer to the chapter "Daily cleaning and maintenance" for a complete guide to successfully clean your machine.

## Avoid contamination during machine handling:

- Microbiological contamination: clean and sanitise your hands and all tools or materials used when conducting machine maintenance.
- Chemical contamination: use appropriate chemical agents for the sanitation (e.g. odourless chemicals, mild detergents, food-safe and non-abrasive).
- Physical contamination: do not introduce foreign materials that could fall into the consumer's cup.
- Allergen contamination: use dedicated tools for cleaning the coffee outlets. Never use tools that have been in contact with other food products.
- Do not put plastic parts or any components of the machine into a microwave.
- Do not clean machine components in the dishwasher.
- Do not clean plastic parts with alcohol, ethanol, methanol, methylated spirits or disinfectants. Detergents with strong acid agents such as acetic acid must not be used either.
- Do not clean the machine with high pressure such as water jets.

## Machine hygiene

- Frequent automated rinsing automatically maintains hygiene standards throughout the life of the machine.

## Maintenance work

- The machine must be serviced by authorised and trained service providers at least once every year or at least every 9,000 beverages.
- A notification will appear on the coffee machine display if the machine needs to be serviced.

## Disposal

- We recommend that you contact **Nespresso** to dispose of the machine, components and packaging; follow all local regulations.

## Limitations of liability

- The manufacturer accepts no liability for any injuries or accidents if the safety instructions covered in this manual are not adhered to.
- The manufacturer cannot be held liable for any damage caused by misuse or inappropriate handling of the machine.
- The manufacturer does not accept any liability for consequences arising from both internal and external modifications of the machine.

## Warranty regulations

- The warranty provisions apply as agreed with **Nespresso**.
- Malfunctions due to misuse or connecting unsuitable connections are not covered by warranty.
- Wear and tear of parts is not covered by the warranty.
- All **Nespresso** machines must pass stringent controls. Reliability tests under practical conditions are performed randomly on selected units. This can show traces of previous use.



## Risk of material damage

- This equipment is to be installed in compliance with the applicable federal, state or local plumbing codes.
- Incorrect handling of the machine can lead to property damage.
- This machine is designed for indoor use. Keep it in an appropriately controlled environment (protected from dust, vibrations, water splashes, direct sunlight, pests, etc.).
- Please make sure that a Pest Control and Monitoring system is in place, and that the machine is located in an area with Pest Control Monitoring.
- Position the machine on a flat, horizontal, stable, heat-resistant and fluid-resistant surface.
- Do not position the machine where a water jet might be used for cleaning.
- Only fill the tanks with the dedicated liquids (i.e. water or milk). Never fill the water tank with milk.
- Store the machine in a dust-free and dry environment, always at a temperature above 0 °C.
- As an option, machine and base cabinets are available in a configuration in compliance with accessibility regulations for people with a disability. Please check your local regulations for further information.
- Never use the machine without the drip grid.
- For optimal performance, the ambient temperature must be between 5 °C and 32 °C.

## Reminder

At least one copy of this user manual should be kept in a location available at all times to maintenance and management staff. Safety instructions must be available for all users.

## 1.2. Momento Coffee & Milk

### SAFETY PRECAUTIONS

All Momento Coffee / Momento Coffee & Coffee instructions in this user manual are valid for Momento Coffee & Milk. In addition, specific for Momento Coffee & Milk apply. Please read all instruction before operating the machine.

#### WARNING:

##### Risk of fire

- Do not store explosive or flammable substances such as spray cans containing flammable propellants inside the fridge.
- Do not damage the refrigeration circuit.
- Do not use electrical appliances inside the milk storage compartment unless they are of the type recommended by the manufacturer.

##### Food safety risks

- Only use UHT or pasteurised cow's milk.
- Only pour milk which has been stored according to pack instructions into the milk tank.
- Use the milk within 24 hours once it has been filled into the milk tank.
- To avoid the risk of milk freezing, do not leave the milk tank in the fridge with a small quantity of milk overnight.
- If the temperature in the fridge, with the door securely closed, is above 8 °C for more than 4 hours, remove the milk and contact the service provider.
- Never use any other container than the milk tank supplied to store milk in the machine fridge.
- Only use milk which is within its expiry date.

#### CAUTION:

##### Risk of scalding

- Wait for the instruction on the screen before opening the fridge door.



## Operation

- This machine is only suitable for producing coffee, milk-based coffee recipes and hot water.
- Remove, empty, clean and store the milk tank separately with the lid open. Leave the fridge door open. Refer to the chapter “Settings” and section “Maintenance menu” for more information.
- The milk tank must only be used to store cold milk. Do not fill the tank with other substances, such as sugar solutions, alcohol, etc.
- When pouring the milk into the milk tank, it must have a temperature between 3 °C and 5 °C as the machine fridge has been designed to keep the milk cool but not to lower its temperature. This is to obtain optimal milk foam quality, which can vary depending on the type of milk used.

## Cleaning the machine

- Only use dedicated, single use and non-abrasive paper towels or tissues to clean the milk tank, the fridge, the milk aspiration pipe and all the outlets (coffee, milk, water) to prevent micro-biological contamination.
- Use only the appropriate milk cleaning tablets as indicated by **Nespresso**. Do not use any other cleaning detergent or disinfection agent. Using other cleaning detergents or tablets might lead to chemical residue build-up and/or poor cleaning efficiency. For ordering cleaning tablets please visit your **Nespresso** online shop or contact **Nespresso**.
- Never use any other container than the cleaning tank provided to perform the automated cleaning process.
- Always perform cleaning according to the machine prompt or before switching off the machine (as milk must not remain in a switched off machine).
- If cleaning is performed before switching off the machine for a long period of time (as milk must not remain in a switched off machine), disconnect the machine from the mains after cleaning is completed. Remove, empty, clean and store the milk tank separately with lid open. Leave fridge door open.
- If milk has been left in the milk tank in the fridge while the fridge is not working or the machine is switched off, then machine cleaning is required.

## Avoid contamination during machine handling:

- Microbiological contamination: Clean the milk tank, fridge and milk aspiration pipe with dedicated, single-use and non-abrasive paper towels.
- Allergen contamination: use dedicated tools for cleaning the coffee and milk outlets. Never use tools that have been in contact with other food products.
- Observe hygiene standards while pouring milk into the milk tank.
- Clean the coffee and milk outlets with dedicated, single-use and non-abrasive paper towels.
- Only store milk in the machine’s fridge using the milk tank provided with the machine.



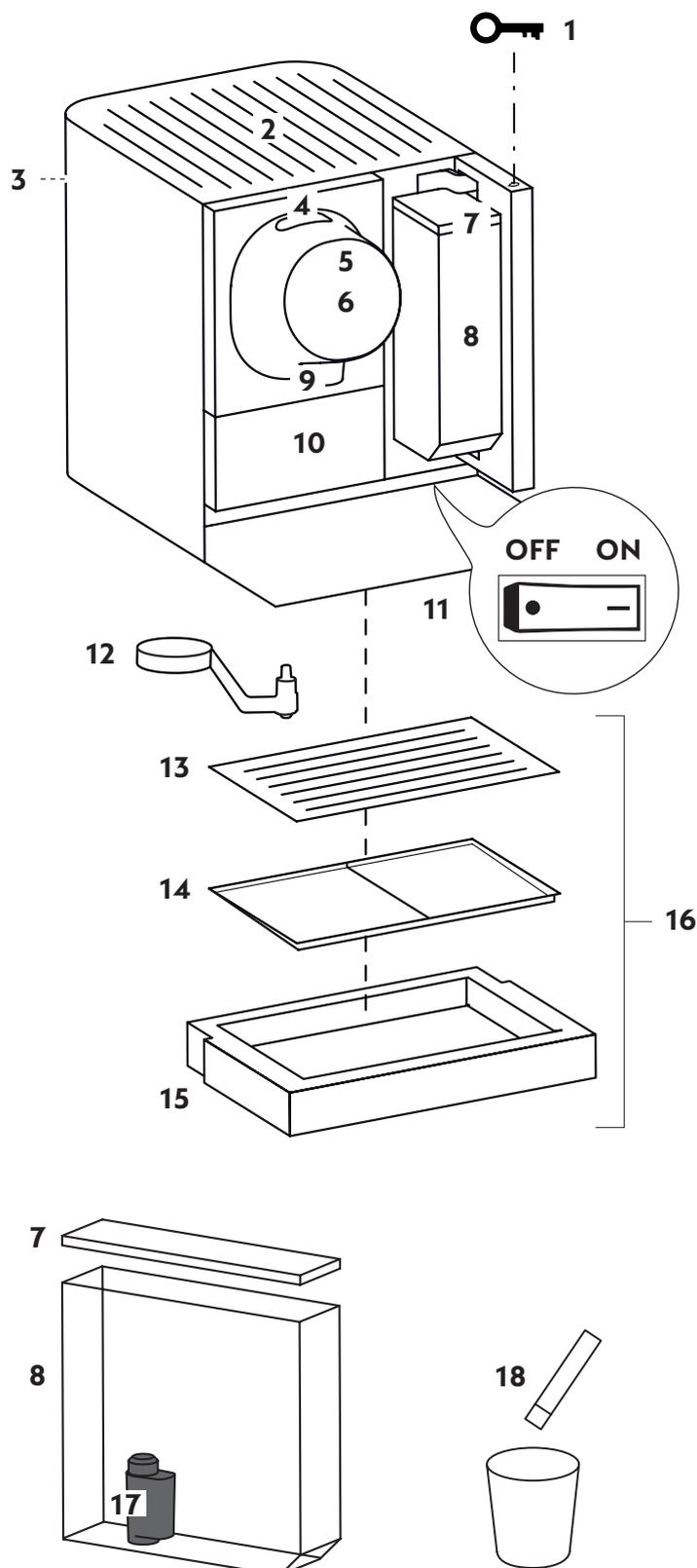
## 2. MACHINE OVERVIEW

### 2.1. Momento Coffee

#### Overview of the parts

- 1 Key for water tank door
- 2 Cup heater\*
- 3 Telemetry device\*\* (located inside the machine)
- 4 Capsule insertion slot
- 5 Proximity sensor\*\*
- 6 Touch control panel
- 7 Water tank lid
- 8 Water tank\*\*\*
- 9 Coffee outlet
- 10 Capsule container
- 11 Main switch (the drip tray must be removed in order to access the main switch.)
- 12 Cup support
- 13 Drip grid\*\*\*
- 14 Drip tray inlet
- 15 Drip tray
- 16 Drip tray assembly
- 17 Water filter
- 18 Water hardness test strip

 Test strips are available within the water filter package.



\* Only suitable for glass and ceramic cups.

\*\* Function not available in all countries. Please contact your **Nespresso** representative for more details.

\*\*\* Machine part is dishwasher safe.

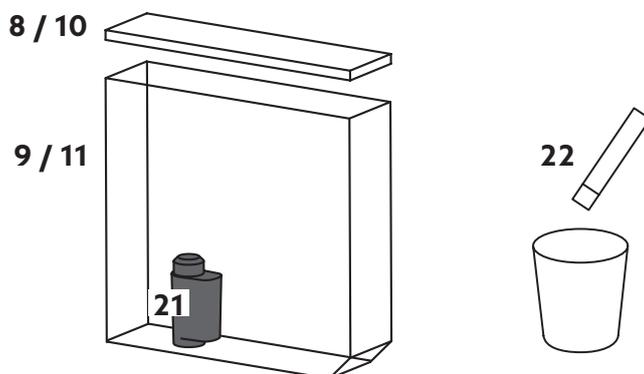
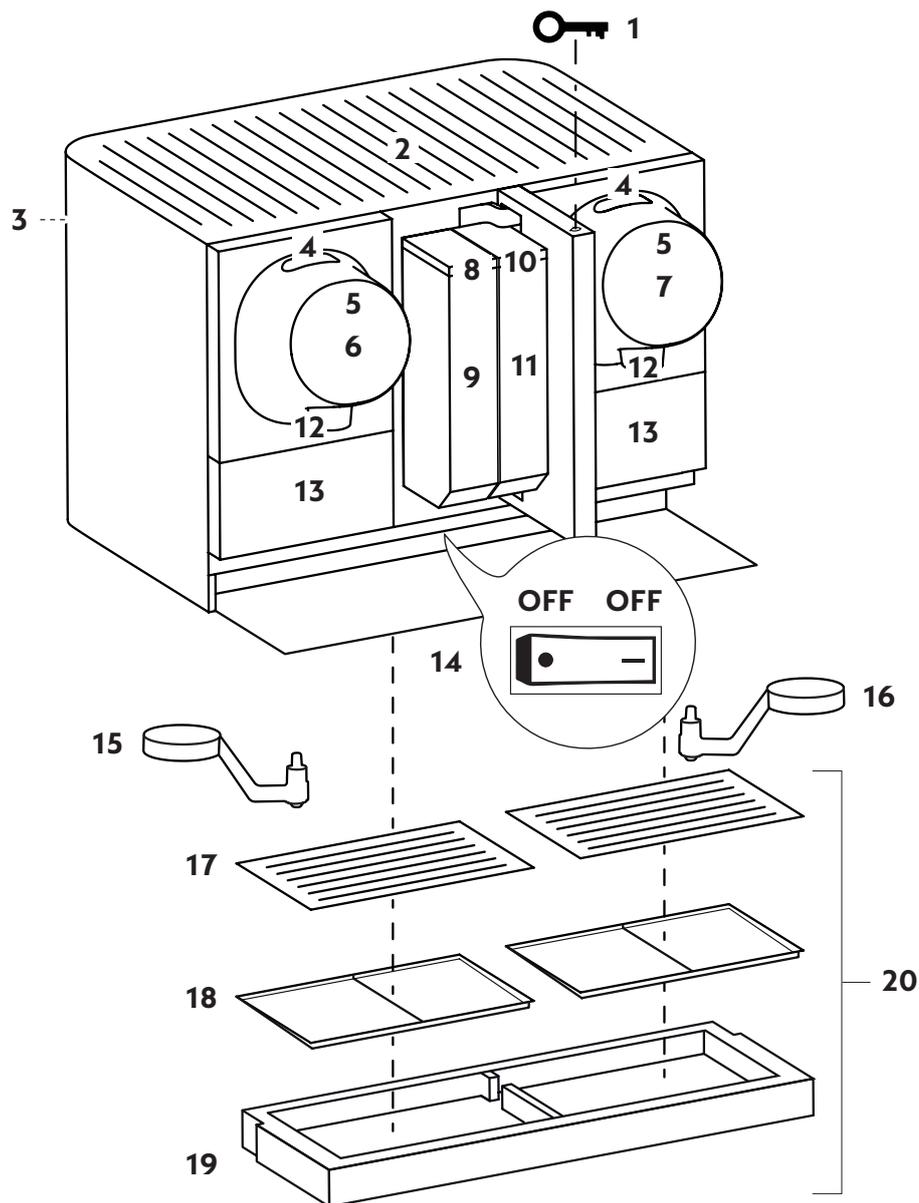


## 2.2. Momento Coffee & Coffee

### Overview of the parts

- 1 Key for water tank door
- 2 Cup heater\*
- 3 Telemetry device\*\* (located inside the machine)
- 4 Capsule insertion slot
- 5 Proximity sensor\*\*
- 6 Touch control panel (left)
- 7 Touch control panel (right)
- 8 Water tank lid (left)
- 9 Water tank (left)\*\*\*
- 10 Water tank lid (right)
- 11 Water tank (right)\*\*\*
- 12 Coffee outlet
- 13 Capsule container
- 14 Main switch (the drip tray must be removed in order to access the main switch.)
- 15 Cup support (left)
- 16 Cup support (right)
- 17 Drip grids\*\*\*
- 18 Drip tray inlets Momento Coffee & Coffee
- 19 Drip tray
- 20 Drip tray assembly
- 21 Water filter
- 22 Water hardness test strip

 Test strips are available within the water filter package.



\* Only suitable for glass and ceramic cups.

\*\* Function not available in all countries. Please contact your **Nespresso** representative for more details.

\*\*\* Machine part is dishwasher safe.

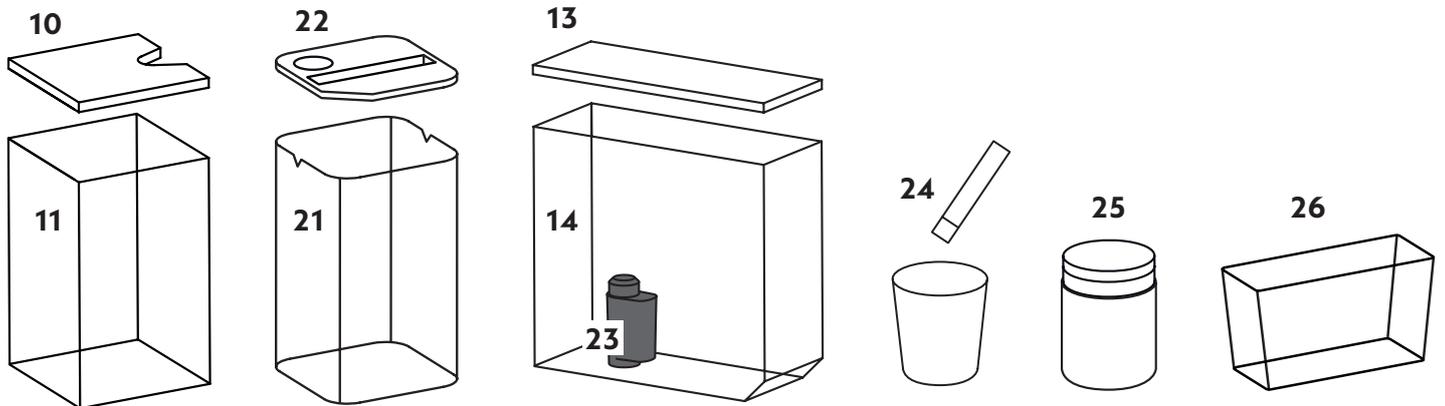
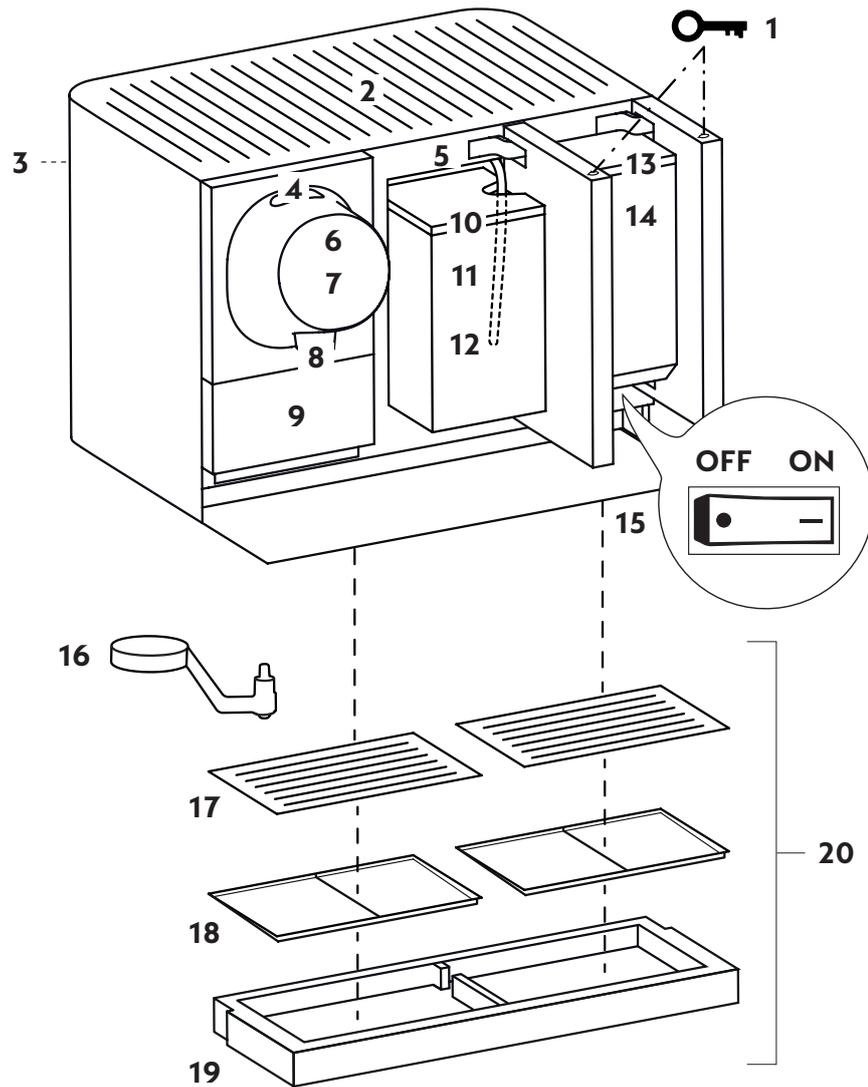


## 2.3. Momento Coffee & Milk

### Overview of the parts

- 1 Key for water tank and fridge doors
- 2 Cup plate
- 3 Telemetry device\* (located inside the machine)
- 4 Capsule insertion slot
- 5 Machine fridge
- 6 Proximity sensor\*
- 7 Touch control panel
- 8 Coffee and milk outlets
- 9 Capsule container
- 10 Milk tank lid\*\*
- 11 Milk tank\*\*
- 12 Milk aspiration pipe
- 13 Water tank lid
- 14 Water tank\*\*
- 15 Main switch (the drip tray must be removed in order to access the main switch.)
- 16 Cup support
- 17 Drip grids\*\*
- 18 Drip tray inlets
- 19 Drip tray
- 20 Drip tray assembly
- 21 Cleaning tank with lid (used during the cleaning process)\*\*
- 22 Location for the cleaning tablet during the cleaning process
- 23 Water filter
- 24 Water hardness test strip
- 25 Jar of Thermoplan cleaning tablets (used during the cleaning process)
- 26 Waste water container (used during the cleaning process)

 Test strips are available within the water filter package.



\* Function not available in all countries. Please contact your **Nespresso** representative for more details.

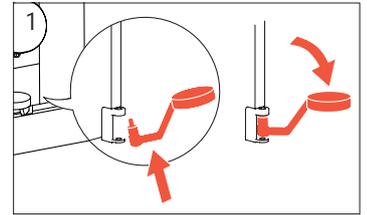
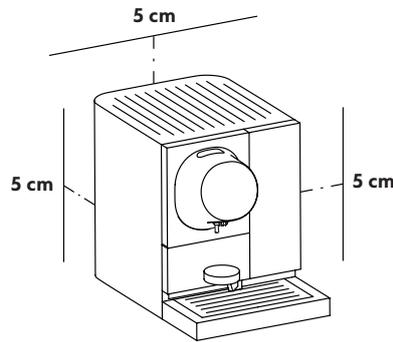
\*\* Machine part is dishwasher safe.



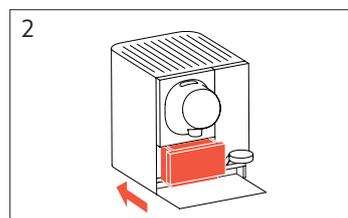
# 3. MACHINE INSTALLATION

## 3.1. Momento Coffee

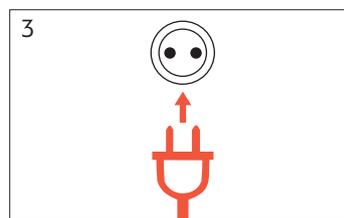
**i** Please ensure the coffee machine is placed in a location with sufficient ventilation (at least 5 cm space at the back, on the sides and top of the machine).



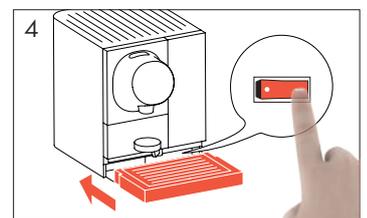
Insert cup support by tilting it into position.



Insert capsule container.



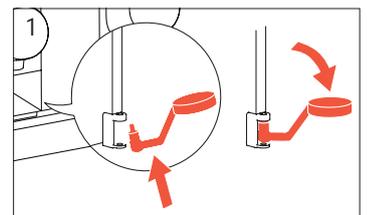
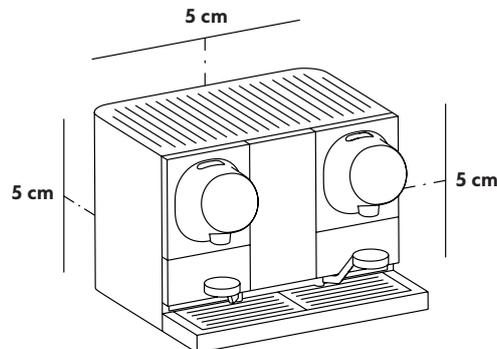
Connect power plug to mains power socket. Ensure to use the correct mains voltage as given in "Specifications" on page 51.



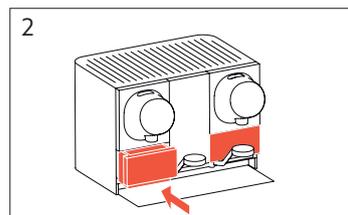
Switch on machine. Insert drip tray with drip grid.

## 3.2. Momento Coffee & Coffee

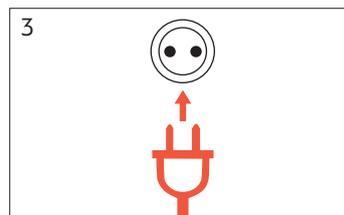
**i** Please ensure the coffee machine is placed in a location with sufficient ventilation (at least 5 cm space at the back, on the sides and top of the machine).



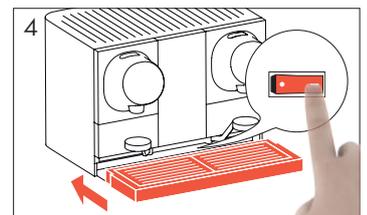
Insert cup support (on both sides) by tilting it into position.



Insert capsule container on both sides.



Connect power plug to mains power socket. Ensure to use the correct mains voltage as given in "Specifications" on page 51.

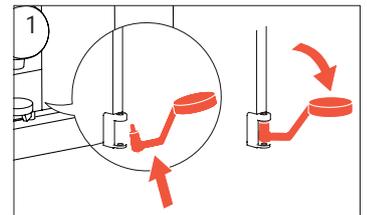
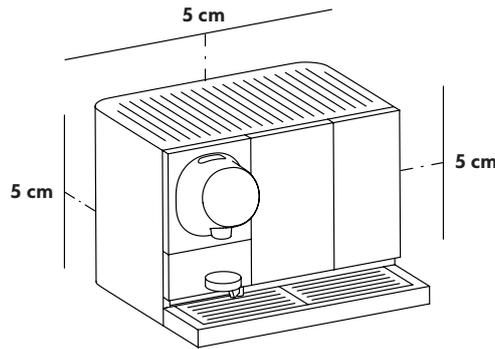


Switch on machine. Insert drip tray with drip grid.

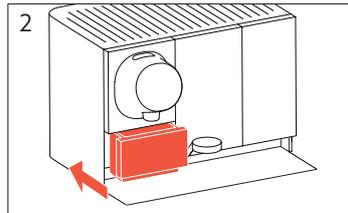


### 3.3. Momento Coffee & Milk

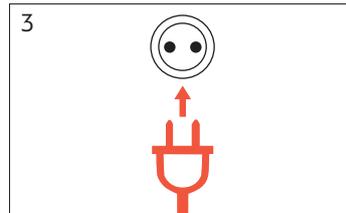
**i** Please ensure the coffee machine is placed in a location with sufficient ventilation (at least 5 cm space at the back, on the sides and top of the machine).



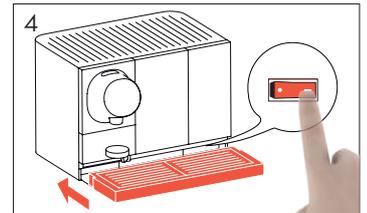
1 Insert the cup support by tilting it into position.



2 Insert the capsule container.



3 Connect the power plug to the mains power socket. Ensure to use the correct mains voltage as given in the "Specifications" on page 52.



4 Switch on the machine. Insert the drip tray with the drip grid.

### 3.4. Machine set-up

#### 3.4.1. Momento Coffee / Momento Coffee & Coffee

Once the machine is started for the first time or after a reset to factory setting, users are guided step by step through the first installation wizard. Follow the screen instructions, you will be guided through the following steps. Use the screen symbol to navigate.

- set language
- welcome to **Nespresso**
- set time zone
- set time
- set date
- set cup heater
- set energy saving modes
- set coffee temperature
- set recipes
- set recipe cup length
- set functions
- set function cup length
- set top up
- set access code
- set water hardness
- set machine operating mode
- set machine with / without filter
- water filter installation (if filter is set)

Go to previous screen

Confirm symbol

Go to next screen

Cancel (back to main screen)

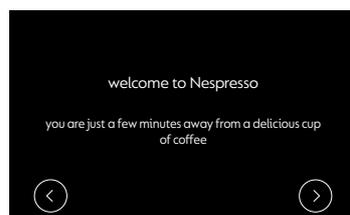
#### Set language



Select desired language and tap on symbol.

**i** The languages are grouped by similar languages, so that it is easier to find the correct one.

#### Welcome screen



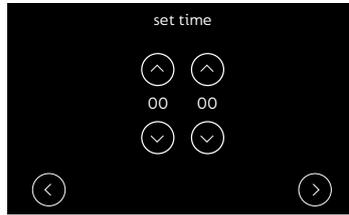
After the language is set, a welcome screen appears.

### Set time zone



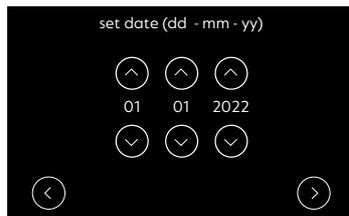
Use left or right arrows to set time zone and tap on the "✓" symbol to proceed.

### Set time



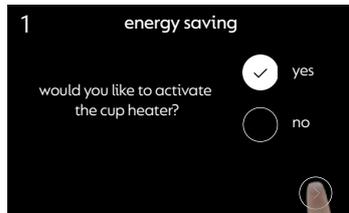
Use up or down arrows to set time and tap on the "➤" symbol to proceed.

### Set date



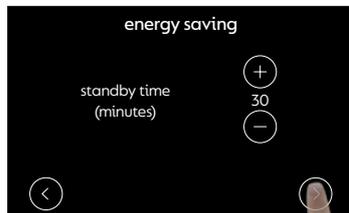
Use up or down arrows to set date and tap on the "➤" symbol to proceed.

### Set cup heater



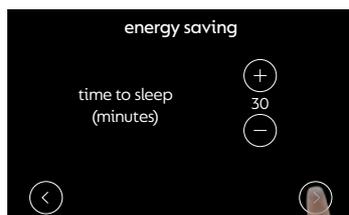
Activate / deactivate the cup heater and tap on the "➤" symbol.

### Set energy saving modes



#### Standby

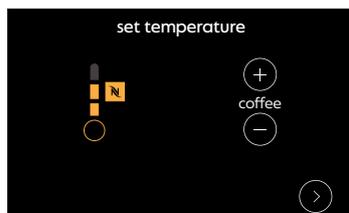
The machine enters **Standby mode** if unused or if its sensors do not detect any movement over 120 min. The time delay for Standby mode can be set between 10 and 480 minutes of inactivity (as of software update 6.24).



#### Deep sleep

The machine enters **Deep sleep mode** after having been in standby over 120 min. The time delay for Deep sleep mode can be set between 10 and 480 minutes. The machine always enters Standby mode before switching to Deep sleep mode.

### Set coffee temperature



Set coffee temperature with + / -. Temperature threshold is valid for all the coffee recipes.



## Set recipes

 The minimum coffee menu offering you can set is 3. The default recipes are: Ristretto / Espresso / Lungo and cannot be removed.



To choose your recipes, simply touch the recipe to select / deselect them. Recipes selected are highlighted (golden ring) for easy identification.



Confirm your selection by tapping on the "" symbol.

## Recipe list

Recipes are prepared with different ingredients according to the table below. After finishing the preparation, the recipe can be topped up with the last ingredient.

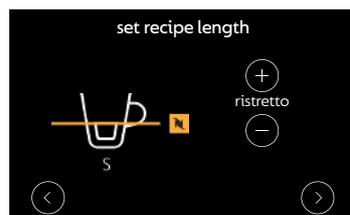
| Recipe                             | Nespresso branded cups  |   |                    | 1 <sup>st</sup> ingredient | 2 <sup>nd</sup> ingredient | 3 <sup>rd</sup> ingredient | Top-up<br>Max. top-up<br>50 ml | Cup length programming range<br>min – max (approx.) |
|------------------------------------|---|---|--------------------|----------------------------|----------------------------|----------------------------|--------------------------------|---|
|                                    | S = 80 ml<br>M = 180 ml<br>L = 350 ml   |   |                    |                            |                            |                            |                                |   |
| <b>Ristretto</b><br>(25 ml)        |    | S | Coffee<br>(25 ml)  |                            |                            |                            | Coffee                         | 15 – 35 ml  |
| <b>Espresso</b><br>(40 ml)         |    | S | Coffee<br>(40 ml)  |                            |                            |                            | Coffee                         | 35 – 70 ml  |
| <b>Lungo</b><br>(110 ml)           |    | M | Coffee<br>(110 ml) |                            |                            |                            | Coffee                         | 70 – 150 ml   |
| <b>Americano</b><br>(150 ml)       |    | M | Coffee<br>(25 ml)  | Hot water<br>(125 ml)      |                            |                            | Hot water                      | 130 – 190 ml  |
| <b>Large Americano</b><br>(210 ml) |  | L | Coffee<br>(50 ml)  | Hot water<br>(160 ml)      |                            |                            | Hot water                      | 190 – 260 ml  |

| Other recipes                | 1 <sup>st</sup> ingredient  |   |           |              |
|------------------------------|---|---|-----------|--------------|
| <b>Hot water</b><br>(225 ml) |  | L | Hot water | 125 – 325 ml |

Cup sizes in the table are based on the **Nespresso** standard recipe sizes.

The recipe names displayed on the machine's screen might be slightly different from the ones in this table.

## Set recipe cup length



To scroll through the recipe list, use the right and left arrow. To set your recipe cup length of preference, use the + / - button.

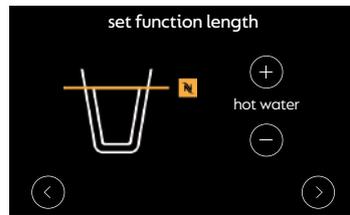
## Set functions



### Set the non-coffee recipes:

To choose the non-coffee recipe that will be available in the home screen, simply touch the recipe to select / deselect them. Recipes selected are highlighted (golden ring) for easy identification.

## Set function cup length



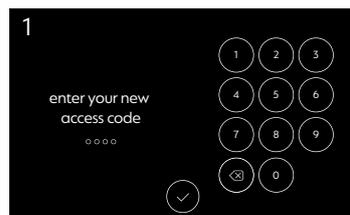
Use the + / - button to set your preferred cup length. Refer to the cup size information indicated in the recipes list. The recommended cup length is indicated with the **Nespresso** logo.

## Set top up

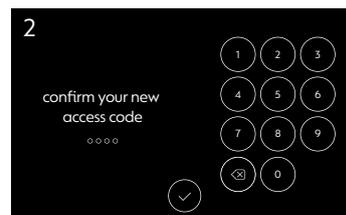


After finishing the recipes, it can be topped up with the latest ingredient (see recipe list on page 17). If you do not want to offer the topping up function select "no".

## Set access code



The default access code for the maintenance and setup menu is 8888. Enter the new access code and tap on the "✓" symbol.

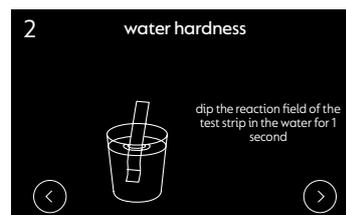


Confirm the new access code and tap on the "✓" symbol.

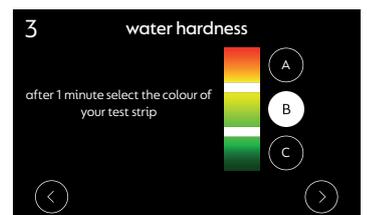
## Set water hardness



Prepare items as instructed. Follow the instructions on the screen.



After 1 minute in water, the test strip is coloured.

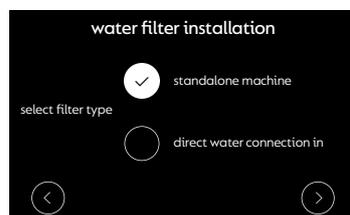


Tap on "A", "B" or "C" symbol to match the colour of your test strip. Tap on the "➤" symbol to proceed.

## Set machine operating mode

Momento machines can be installed either as a standalone machine or connected to the direct water connection.

When machine is set as **standalone**, the water management is done manually using the machine water tank. When selecting **direct water connection**, you are directed to the technician menu. In that sense, only the **Nespresso** service partner is allowed to install this option that requires the installation of the direct water connection kit.



Select the appropriate option and tap on the "➤" symbol to proceed.



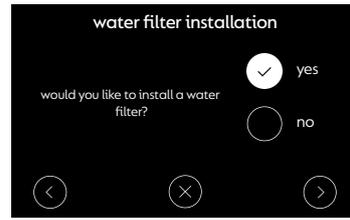
## Set standalone machine with / without filter

Momento machines are designed to work in optimal conditions with a water filtration cartridge.

Either with:

- "internal" water tank filter: Brita (Vivreau for America zones) in a standalone configuration.
- or "external" filtration system installed with a direct water connection (requires **Nespresso** service partner)

For Momento Coffee (Momento Coffee / Momento Coffee & Coffee) installed in a standalone setup, the use of internal filter is recommended but can be skipped, for example when the machine operates with soft water hardness.

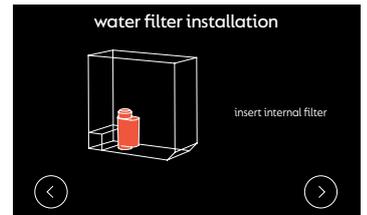
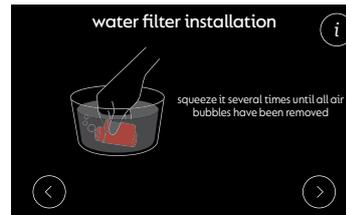


Select the appropriate option and tap on the "➤" symbol to proceed.

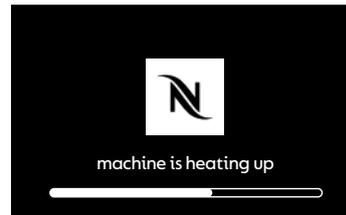
## Water filter installation for standalone machine



If the filter option is chosen, you are guided through the various steps. Follow the instruction on screen



To complete the new water filter installation, the machine will automatically perform a rinsing cycle of approximately 0.5 liters through the outlets, to ensure optimal performance. Therefore, place a container with enough capacity under the outlets.



Once the rinsing is completed the machine, the first installation is completed. The machine heats up.

## 3.4.2. Momento Coffee & Milk

Once the machine is started for the first time or after a reset to factory setting, users are guided step by step through the first installation wizard. Follow the screen instructions, you will be guided through the following steps. Use the screen symbol to navigate.

- set language
- welcome to **Nespresso**
- set time zone
- set time
- set date
- set energy saving modes
- set coffee temperature
- set milk temperature
- set recipes (recommendation screens)
- select recipes
- set recipe cup length
- set functions
- set function cup length
- set top up
- set access code
- set water hardness
- set machine operating mode
- set machine with / without filter (as of SW 6.24)
- water filter installation (if filter is set)
- set milk system
- milk foam quality adjustment

⏪ Go to previous screen

✔ Confirm symbol

➤ Go to next screen

✕ Cancel (back to main screen)

## Set language



Select desired language and tap on "✔" symbol.

ⓘ The languages are grouped by similar languages, so that it is easier to find the correct one.

## Welcome screen



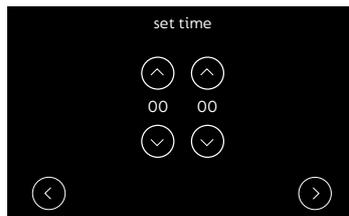
After the language is set, a welcome screen appears.

## Set time zone



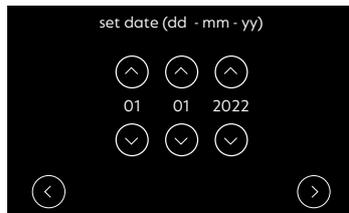
Use left or right arrows to set time zone and tap on the  symbol to proceed.

## Set time

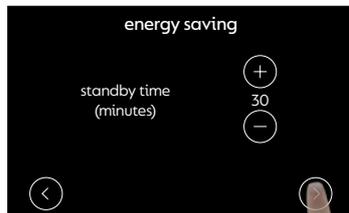


Use up or down arrows to set time and tap on the  symbol to proceed.

## Set date

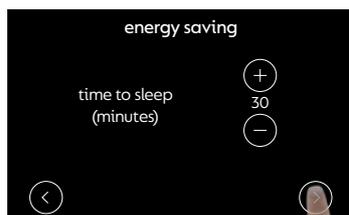


## Set energy saving modes



### Standby time

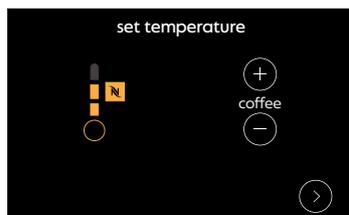
The machine enters **Standby mode** if unused or if its sensors do not detect any movement over 120 min. The time delay for Standby mode can be set between 10 and 480 minutes of inactivity (as of software update 6.24).



### Deep sleep

Select time after machine enters sleep mode. In this mode, a control panel has to be touched to turn on the machine again.

## Set coffee temperature



Set coffee temperature with + / -. Temperature threshold is valid for all the coffee recipes.

## Set milk temperature

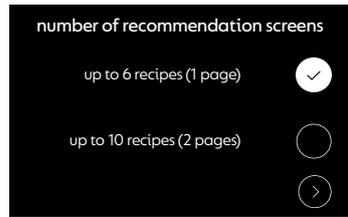


Set milk temperature with + / -. Temperature threshold is valid for all the milk recipes.



## Set recipes

### Set number of recommendation screens



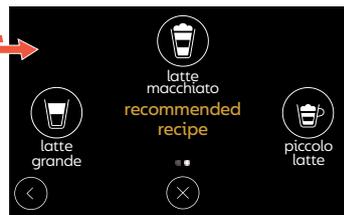
**i** To set the recipes for your machine, first decide how many recipes you wish to offer. If you wish to offer up to 6 recipes they will be shown on a single recommendations screen. For 7 up to 10 recipes, your recipe selection will be shown on two recommendation screens.

| Number of recipes to offer | How many recipes will fit on page 1 | How many recipes will fit on page 2 |
|----------------------------|-------------------------------------|-------------------------------------|
| 3                          | 3                                   | -                                   |
| 4                          | 4                                   | -                                   |
| 5                          | 5                                   | -                                   |
| 6                          | 6                                   | -                                   |
| 7                          | 5                                   | 2                                   |
| 8                          | 5                                   | 3                                   |
| 9                          | 5                                   | 4                                   |
| 10                         | 5                                   | 5                                   |



**Setting 3 to 6 recipes:** You must set a minimum of 3 recipes. One of the recipes must be a "pure coffee" recipe.

"Pure coffee" is either ristretto, espresso or lungo.



### Setting 7 to 10 recipes:

5 recipes must be set on the first recommendations screen. One of the recipes must be a "pure coffee" recipe.

Up to 5 more recipes of your choice can be set on the second recommendation screen.

## Select recipes

**i** Use the right / left arrow to scroll through the menu list. Use the "i" to get help. The confirmation symbol will appear when the necessary criteria are met. Refer to beverages for more information.



To choose your recipes, touch the recipe to select / deselect them. Recipes selected are highlighted (golden ring) for easy identification.

Confirm your selection by tapping on the "confirm" symbol.

## Best enjoyed as



The new capsule design of coffees in the **CLASSICS** range will be associated by a recommendation to guide customers on what sizes best complement their coffee selection. The best cup size recommended by **Nespresso's** experts is the underlined cup on the packaging.

Example: FINEZZO is recommended in Espresso and Lungo, but best enjoyed as Lungo (the best enjoyed cup size is always underlined)

"Best enjoy as" is associated to the new **CLASSICS** range (new Ristretto Intenso / New ristretto / Intenso / Forte / Leggero / Finezzo / Decaffeinato) and **ORIGINS** coffees (India, Brazil, Guatemala, Peru Organic, Congo Organic).

On Momento machine, "best enjoy as" is illustrated by two surrounding golden rings.



## Recipe list

Recipes are prepared with different ingredients according to the table below. After finishing the preparation, the recipe can be topped up with the last ingredient. If you do not want to offer the top-up function, go to setup menu > "Set top-up" and deselect the option.

| Ristretto base  | Espresso base   |  |  |   |  | Lungo base |
|---|---|--|--|---|--|------------|
| <br>Piccolo Latte    | <br>Cappuccino         | <br>Cappuccino Chiaro | <br>Latte Macchiato | <br>Flat White | <br>Large Latte Macchiato |            |
| <br>Cappuccino Scuro | <br>Espresso Macchiato | <br>Cortado           | <br>Large Cortado   | <br>Latte      | <br>Latte Grande          |            |

| Nespresso branded cups                   |   |                                       |                            |                            | Top-up                     | Cup length pro-      |                                       |
|--|---|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------|---------------------------------------|
| Recipe                                   |   | S = 80 ml<br>M = 180 ml<br>L = 350 ml | 1 <sup>st</sup> ingredient | 2 <sup>nd</sup> ingredient | 3 <sup>rd</sup> ingredient | Max. top-up<br>50 ml | gramming range<br>min – max (approx.) |
| <b>Ristretto</b><br>(25 ml)              |    | S                                     | Coffee<br>(25 ml)          |                            |                            | Coffee               | 15 – 35 ml                            |
| <b>Espresso</b><br>(40 ml)               |    | S                                     | Coffee<br>(40 ml)          |                            |                            | Coffee               | 35 – 70 ml                            |
| <b>Lungo</b><br>(110 ml)                 |    | M                                     | Coffee<br>(110 ml)         |                            |                            | Coffee               | 70 – 150 ml                           |
| <b>Americano</b><br>(150 ml)             |    | M                                     | Coffee<br>(25 ml)          | Hot water<br>(125 ml)      |                            | Hot water            | 130 – 190 ml                          |
| <b>Large Americano</b><br>(210 ml)       |   | L                                     | Coffee<br>(50 ml)          | Hot water<br>(160 ml)      |                            | Hot water            | 190 – 260 ml                          |
| <b>Espresso Macchiato</b><br>(75 ml)     |  | S                                     | Hot foam<br>(35 ml)        | Coffee<br>(40 ml)          |                            | Coffee               | 65 – 85 ml                            |
| <b>Large cortado</b><br>(120 ml)         |  | M                                     | Coffee<br>(40 ml)          | Hot foam<br>(80 ml)        |                            | Hot foam             | 105 – 145 ml                          |
| <b>Piccolo Latte</b><br>(85 ml)          |  | M                                     | Hot foam<br>(40 ml)        | Hot milk<br>(20 ml)        | Coffee<br>(25 ml)          | Coffee               | 75 – 105 ml                           |
| <b>Cappuccino</b><br>(170 ml)            |  | M                                     | Hot foam<br>(130 ml)       | Coffee<br>(40 ml)          |                            | Coffee               | 150 – 210 ml                          |
| <b>Cappuccino Scuro</b><br>(115 ml)      |  | M                                     | Coffee<br>(25 ml)          | Hot foam<br>(90 ml)        |                            | Hot foam             | 100 – 140 ml                          |
| <b>Cappuccino Chiaro</b><br>(170 ml)     |  | M                                     | Hot foam<br>(40 ml)        | Hot milk<br>(90 ml)        | Coffee<br>(40 ml)          | Coffee               | 150 – 210 ml                          |
| <b>Latte Macchiato</b><br>(260 ml)       |  | L                                     | Hot foam<br>(120 ml)       | Hot milk<br>(100 ml)       | Coffee<br>(40 ml)          | Coffee               | 230 – 330 ml                          |
| <b>Large Latte Macchiato</b><br>(330 ml) |  | L                                     | Hot foam<br>(120 ml)       | Hot milk<br>(100 ml)       | Coffee<br>(110 ml)         | Coffee               | 300 – 340 ml                          |
| <b>Cortado</b><br>(55 ml)                |  | S                                     | Coffee<br>(40 ml)          | Hot milk<br>(15 ml)        |                            | Hot milk             | 50 – 60 ml                            |
| <b>Flat White</b><br>(150 ml)            |  | M                                     | Coffee<br>(40 ml)          | Hot milk<br>(90 ml)        | Hot foam<br>(20 ml)        | Hot foam             | 135 – 180 ml                          |
| <b>Latte</b><br>(180 ml)                 |  | L                                     | Coffee<br>(40 ml)          | Hot milk<br>(140 ml)       |                            | Hot milk             | 160 – 220 ml                          |
| <b>Latte Grande</b><br>(300 ml)          |  | L                                     | Coffee<br>(110 ml)         | Hot milk<br>(190 ml)       |                            | Hot milk             | 270 – 340 ml                          |

| Other recipes                |   | 1 <sup>st</sup> ingredient |           |  |              |
|------------------------------|---|----------------------------|-----------|--|--------------|
| <b>Hot water</b><br>(225 ml) |  | L                          | Hot water |  | 125 – 325 ml |
| <b>Hot foam</b><br>(225 ml)  |  | L                          | Hot foam  |  | 125 – 325 ml |
| <b>Hot milk</b><br>(225 ml)  |  | L                          | Hot milk  |  | 125 – 325 ml |

Cup sizes in the table are based on the **Nespresso** standard recipe sizes.

The recipe names displayed on the machine's screen might be slightly different from the ones in this table.

The final cup volume can vary depending on the milk type used.



## Set recipe cup length



To scroll through the recipe list, use the right and left arrow. To set your recipe cup length of preference, use the + / - button.

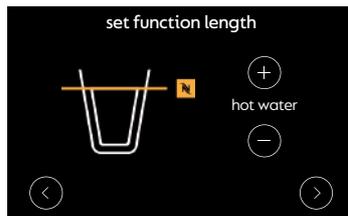
## Set functions



### Set the non-coffee recipes:

To choose the non-coffee recipe that will be available in the home screen, simply touch the recipe to select / deselect them. Recipes selected are highlighted (golden ring) for easy identification.

## Set function cup length



Use the + / - button to set your preferred cup length. Refer to the cup size information indicated in the recipes list. The recommended cup length is indicated with the **Nespresso** logo.

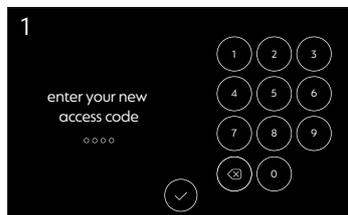
## Set top up



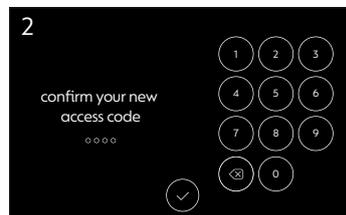
After finishing the recipes, it can be topped up with the latest ingredient (see recipe list on page 22). If you do not want to offer the topping up function select "no".

## Set access code

Setup menu > set access code



The default access code for the maintenance and setup menu is 8888. Enter the new access code and tap on the "✓" symbol.

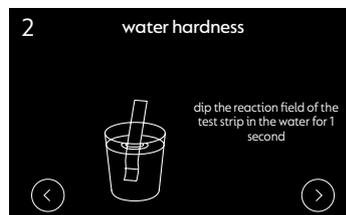


Confirm the new access code and tap on the "✓" symbol.

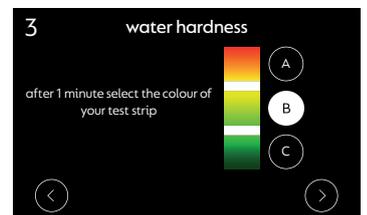
## Set water hardness



Prepare items as instructed. Follow the instructions on the screen.



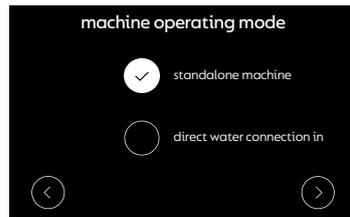
After 1 minute in water, the test strip will be coloured.



Tap on "A", "B" or "C" symbol to match the colour of your test strip. Tap on the "➤" symbol to proceed.

**Set machine operating mode** Momento machines can be installed either as a standalone machine or connected to the direct water connection.

When machine is set as **standalone**, the water management is done manually using the machine water tank. When selecting **direct water connection**, you are directed to the technician menu. In that sense, only the **Nespresso** service partner is allowed to install this option that requires the installation of the direct water connection kit.



Select the appropriate option and tap on the "➤" symbol to proceed.

**Set standalone machine with / without filter**

Momento machines are designed to work in optimal conditions with a water filtration cartridge.

Either with:

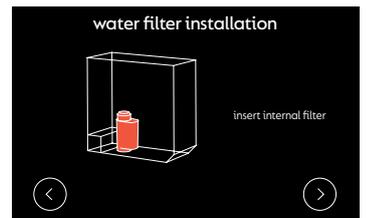
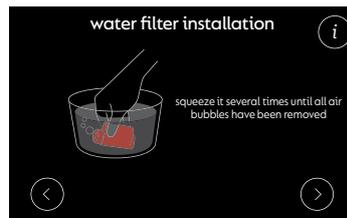
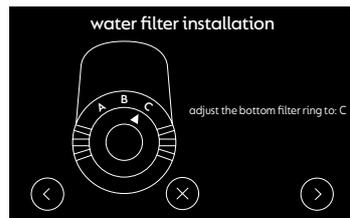
- "internal" water tank filter: Brita (Vivreau for America zones) in a standalone configuration.
- or "external" filtration system installed with a direct water connection (requires **Nespresso** service partner)

For Momento Coffee (Momento Coffee / Momento Coffee & Coffee) installed in a standalone setup, the use of internal filter is recommended but can be skipped, for example when the machine operates with soft water hardness.

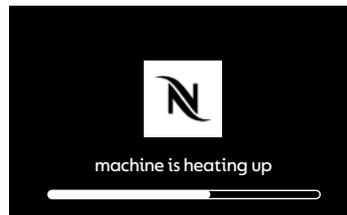


Select the appropriate option and tap on the "➤" symbol to proceed.

**Water filter installation for standalone machine**



If the filter option is chosen, you are guided through the various steps. Follow the instruction on screen



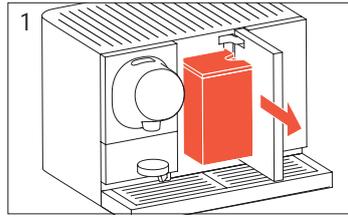
To complete the new water filter installation, the machine will automatically perform a rinsing cycle of approximately 0.5 liters through the outlets, to ensure optimal performance. Therefore, place a container with enough capacity under the outlets.

Once the rinsing is completed the machine, the first installation is completed. The machine heats up.

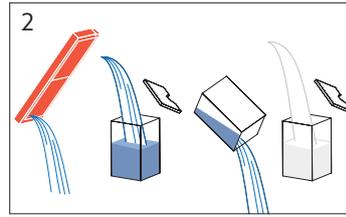


## Set milk system

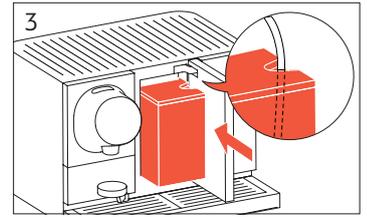
The machine is designed to be used with the milk tank supplied, which guarantees proper working conditions by means of the sensors embedded in the fridge housing (temperature control, milk tank presence and milk level). The machine is not intended for use with a milk pack.



1 Once the setup is complete, the machine starts heating up and the fridge inside the machine starts to cool down. Remove the milk tank from the machine and close the fridge door.



2 Remove the milk tank, the lid and the drip tray and clean them with odourless detergent. Rinse with warm / hot water and dry all parts with a fresh and clean towel, cloth or paper towels before reassembling all parts.



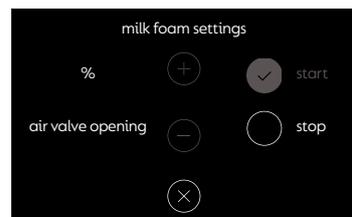
3 Wipe the milk aspiration pipe with a single-use, non-abrasive paper towel or tissue, then insert it in the milk tank (filled with pre-cooled milk), prior to placing the milk tank back into the machine's fridge. Make sure the milk aspiration pipe is not pinched. Close the fridge door to ensure that the fridge temperature is maintained.



### WARNING:

Use UHT or pasteurised cow's milk only (1.5 % - 3.5 % fat). The ideal milk temperature is 4 °C and must not be higher than 10 °C. Milk recipes become available once the temperature inside the fridge is below 10 °C.

## Milk foam quality adjustment



This parameter allows you to adjust the amount of air injected into the milk to get the desired milk foam density. Less air will generate a more liquid foam, whereas more air will increase the milk foam volume. Depending on the milk type used, there will be a limit at which too much air will generate inconsistent results (unstable foam, rapid drainage, coarse appearance with big bubbles,...). Once you have adjusted the air valve opening, repeat 3 to 4 test preparations to allow the system to stabilise with the new settings.

Go to the maintenance menu > adjust milk foam quality.

# 4. INTERACTION WITH THE MACHINE

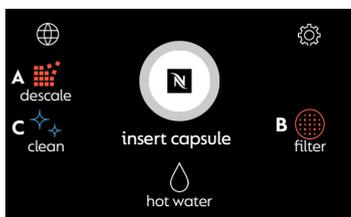
## 4.1. Machine display – Home screen Momento Coffee / Momento Coffee & Coffee

**Home screen:** Hot water can be selected from the home screen. Refer to the Recipe list on page 17. Refer to the Non-coffee recipes on page 17 to set them.



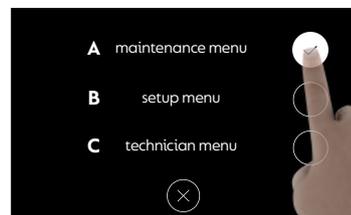
**Temporary language screen:** Select the desired language and tap on the "✓" symbol.

After 45 seconds without any interaction with the machine, the original language is set back.



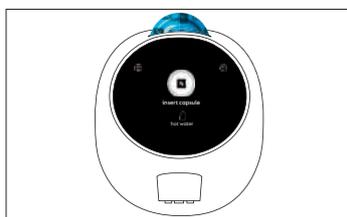
### Symbols on the home screen

- A** Red "descale" symbol: the machine needs to be descaled (see page 42)
- B** Red "filter" symbol: change water filter (see page 42)
- C** Blue clean symbol: the water tank must be cleaned. (apply only when the machine is connected with direct water connection). Touch the symbol and follow the screen instructions.



### Menu:

- A** Maintenance menu: service procedures (default code 8888)
- B** Setup menu: general settings (default code 8888)
- C** Technician menu: can only be accessed by a trained **Nespresso** technician



### Nespresso Professional capsule position in the capsule insertion slot

- i** The capsule will not fully enter the machine head until the beverage is selected.



**Recipe screen:** The recipe screen appears within 2 seconds after a capsule has been inserted in the capsule insertion slot.

Depending on the selected capsule, one ring indicates the recommended recipes. Two rings indicate the "best enjoy as" (best recommendation).

Recipes can be chosen from a menu list (refer to the Recipe list on page 17).

### Recurring screen symbols

- i** Use the screen symbols to navigate.



Go to previous screen



Go to next screen



Confirm symbol



Cancel (back to main screen)



## 4.2. Machine display – Home screen Momento Coffee & Milk

**Home screen:** non-coffee recipes such as hot foam / hot water / hot milk can be selected from the home screen. Refer to the Recipe list on page 22. Refer to the Non-coffee recipes on page 22 to set them.



**Temporary language screen:** Select the desired language and tap on the “✓” symbol.

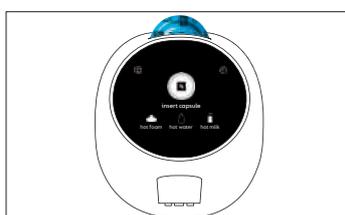
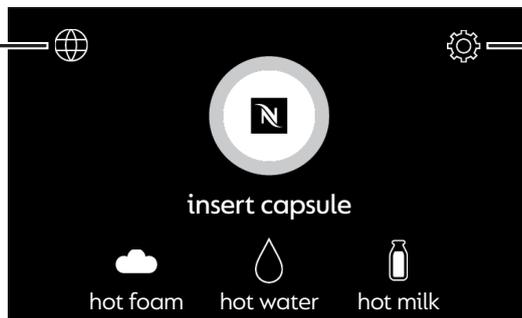
After 45 seconds without any interaction with the machine, the original language is set back.



### Red symbols on the home screen

- A** Red “descal” symbol: the machine needs to be descaled (see page 44)
- B** Red “filter” symbol: change water filter (see page 44)
- C** Red “clean” symbol: the machine needs to be cleaned (see page 38). Touch the symbol and follow the screen instructions.
- C1** Blue clean symbol: the water tank must be cleaned. (apply only when the machine is connected with direct water connection). Touch the symbol and follow the screen instructions.

\* If this symbol appears, contact **Nespresso** or its service partners.



### Nespresso Professional capsule position in the capsule insertion slot

- i** The capsule will not fully enter the machine head until the beverage is selected.



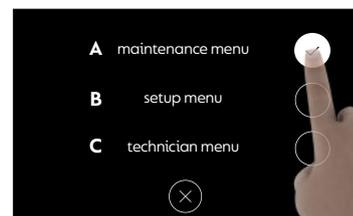
**Recipe screen:** The recipe screen appears within 2 seconds after a capsule has been inserted in the capsule insertion slot. Depending on the selected capsule, one ring indicates the recommended recipes. Two rings indicate the “best enjoy as” (best recommendation).

Recipes can be chosen from a menu list (refer to the Recipe list on page 22).



**D Milk temperature:** The ideal milk temperature is 4 °C and must not be higher than 10 °C. If above 10 °C, the machine does not allow any milk recipes. The machine's fridge is designed to keep the milk at the optimal temperature of 4 °C. It is not designed to actively cool down milk from the ambient temperature to colder milk (< 10 °C).

**E** The **clean alert** follows the rule of one clean per 24h. The countdown starts after the first milk recipe has been prepared after a previous clean. If no information is displayed, then a milk beverage has not yet been prepared since the last clean.



### Menu:

- A** Maintenance menu: service procedures (default code 8888)
- B** Setup menu: general settings (default code 8888)
- C** Technician menu: can only be accessed by a trained **Nespresso** technician

# 5. OTHER MACHINE INTERACTION

## 5.1. Proximity sensor\*

Interaction with the Momento machine starts even before you touch the touch control panel, thus offering an intuitive new way to welcome you to the world of **Nespresso** Momento.

The machine is equipped with a **proximity sensor** that perceives movement in front of the machine. Thus, the machine recognises when a person enters its frontal vicinity. The proximity sensor can differentiate two interacting zones: the first zone ("**far field**") can recognise movement at a distance of approximately 4 m, and the other zone ("**near field**") at a distance of approximately 1 metre from the machine. The proximity sensor function can be deactivated (technician menu) when the machine placement requires it, without compromising the intuitive machine interaction. Refer to "**Power saving modes**" with proximity sensors enabled / disabled.

## 5.2. Power saving modes

The machine is equipped with **2 power saving modes** that can be customised to save energy (Refer to setup menu (section „6.3. Setup menu“)):

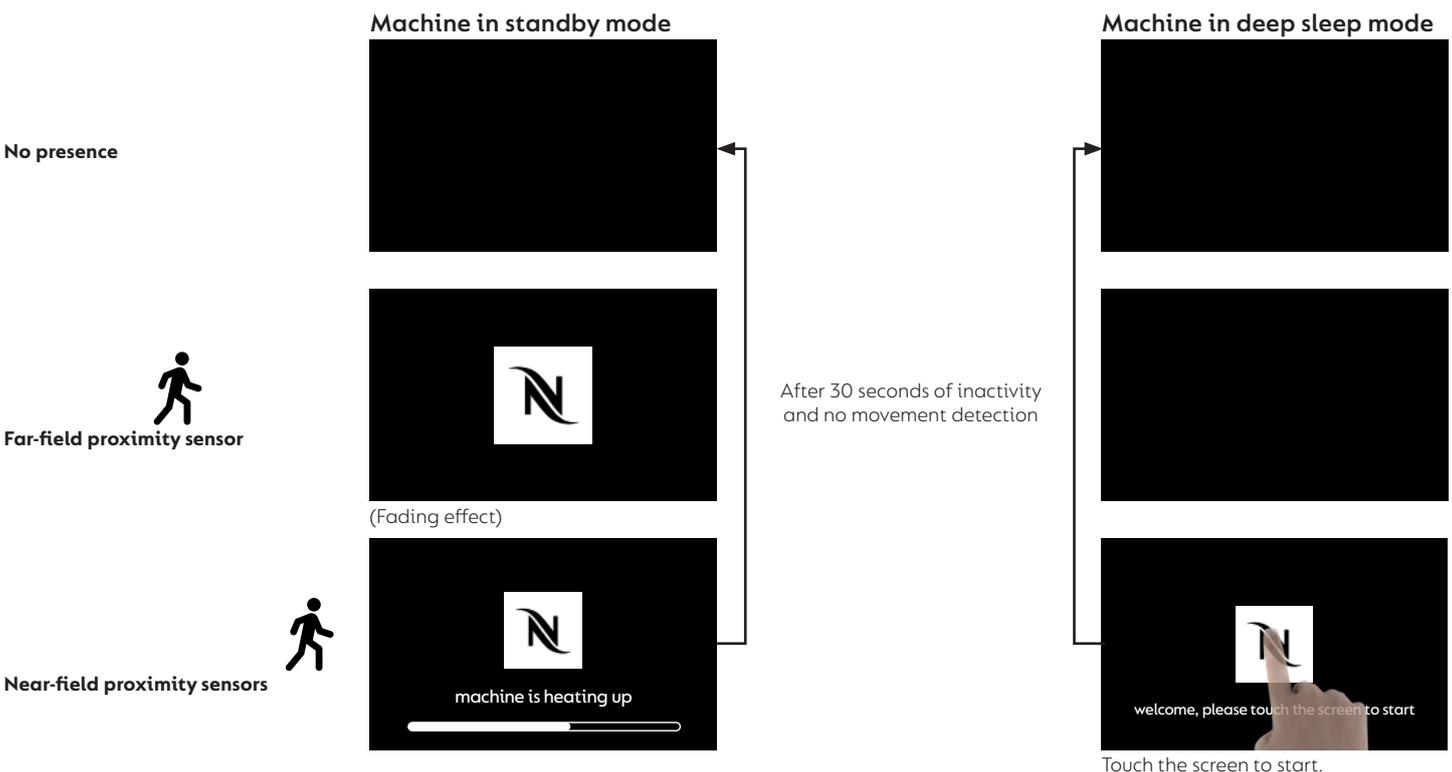
- The machine enters **Standby mode** if unused or if its sensors do not detect any movement over a certain period of time. The time delay for Standby mode can be set between 10 and 480 minutes of inactivity (Factory settings: 120 min) as of SW 6.24.
- The machine enters **Deep sleep mode** after having been in standby for a specified amount of time. The time delay for Deep sleep mode can be set between 10 and 480 minutes (Factory settings: 120 min).

The machine always enters Standby mode before switching to Deep sleep mode.

| Machine model           | Components that switch off          |                                     |
|-------------------------|-------------------------------------|-------------------------------------|
|                         | Standby                             | Deep sleep                          |
| Momento Coffee          | Thermoblock / Display               | Thermoblock / Display / Cup heater  |
| Momento Coffee & Coffee | Thermoblock / Display               | Thermoblock / Display / Cup heater  |
| Momento Coffee & Milk   | Thermoblock / Display / Milk heater | Thermoblock / Display / Milk heater |

## 5.3. Standard machine interaction flow chart

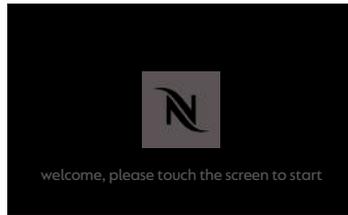
### 5.3.1. Power saving modes with proximity sensors enabled



\* Function not available in all countries. Please contact your **Nespresso** representative for more details.



### 5.3.2. Power saving modes with proximity sensors disabled



**Machine in standby mode:**  
Luminosity dims to 30 % to secure screen longevity.



**Machine in deep sleep mode:**  
Luminosity fades in / out to secure screen longevity.

## 5.4. Machine setting examples

### Recommended set-up

|  | Time to enter standby | Proximity sensor | Periodic rinsing | rational  |
|--|-----------------------|------------------|------------------|---|
| Low consumption / high traffic<br>Meeting room / reception       | increase              | activate         | deactivate       | Welcome screen always on<br>No rinsing during meeting |
| Consumption is spread through<br>the day<br>Office coffee places | increase              | activate         | activate         | Fit on purpose for machine usage                      |
| Peak consumption<br>Hotel breakfast / MICE                       | increase              | deactivate       | n/a              | No wake up of machine by non-users                    |

## 5.5. Touchless functions

### 5.5.1. Introduction

**Touchless modes** take into consideration new hygiene and safety measures to interact safely with machine. The new touchless mode by remote control via user smartphone is now available and complement the “lock screen” and “automatic brewing” touchless functions already available in your machine.

**Lock screen** option offers each user to interact with the machine in a safe way. The main advantage is that it allows the user to wipe the screen with disinfectant agent before usage without activating any machine functions. A message is prompted in the machine touch control panel, to guide user interaction for each machine status.

**Automatic brewing** option is a true touchless experience for **Nespresso** Momento coffee machines. It doesn't require to touch the machine screen to start coffee brewing process: once a **Nespresso** capsule is inserted in the machine, thanks to the capsule recognition, it will automatically start the perfect Ristretto, Espresso or Lungo depending on the capsule selected.

**Remote control\*** option allows each user to enjoy their favourite coffee without touching the machine touch control panel. They will simply scan the QR code through their mobile phone camera, for the most hygienic and personalized coffee user experience.

### 5.5.2. Set the touchless functions

Touchless functions can be set in the setup menu, please refer to setup menu (Section „6.3. Setup menu“)

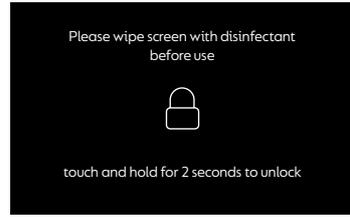


### 5.5.3. Lock screen

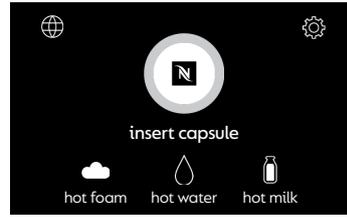
#### Lock screen principle

The lock screen appears:

- right after a recipe is finished (coffee recipes or non-coffee recipes (i.e. hot water).
- After 30 seconds, if no operation has been performed: i. e. if the user unlocks the touch control panel but does not use the machine.



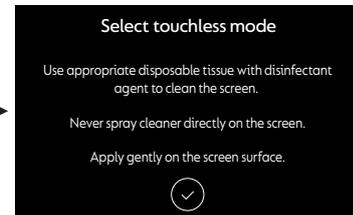
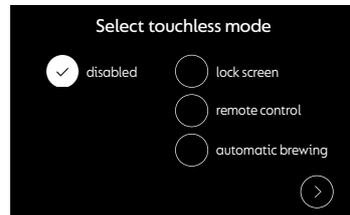
To unlock the machine, simply touch the lock symbol for 2 seconds: a short unlocking animation will be shown and the home screen will appear.



You can now use the machine to brew your coffee. After the brewing is finished, the lock screen will appear again.

#### Get started

Once the option is selected as short guidance is provided.



#### Lock screen – machine interaction flow

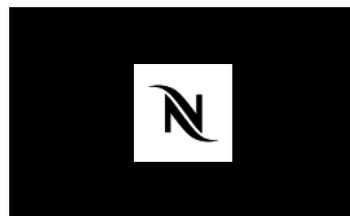
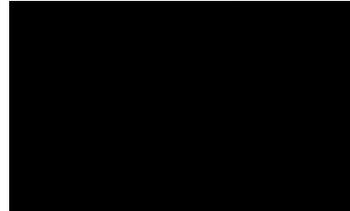
Power saving modes with proximity sensors enabled

No presence

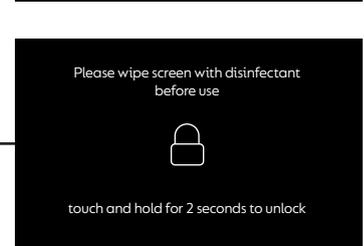
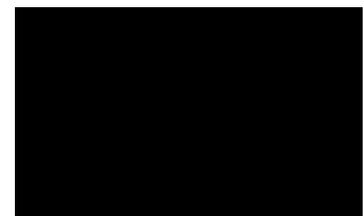
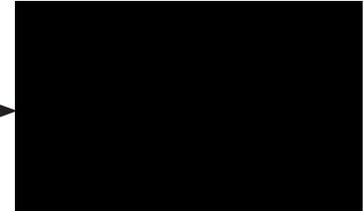
Far-field proximity sensor

Near-field proximity sensors

Machine in standby mode



Machine in deep sleep mode



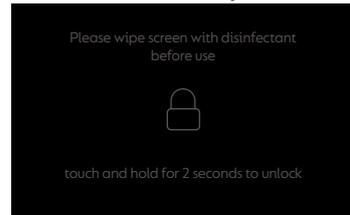
After 30 seconds of inactivity and no movement detection

\* In some countries the function is not available or disabled. Please contact your Nespresso representative for more details.



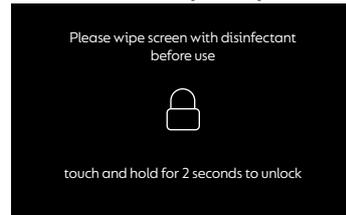
**Power saving modes with proximity sensors disabled**

**Machine in standby mode**



Luminosity dims to 30 % to secure screen longevity.

**Machine in deep sleep mode**



**Machine in deep sleep mode:**  
Luminosity fades in / out to secure screen longevity.

### 5.5.4. Automatic brewing (Momento Coffee / Momento Coffee & Coffee only)

**Automatic brewing principle**

Once automatic brewing features is activated, the home screen will indicate that brewing will starts automatically.



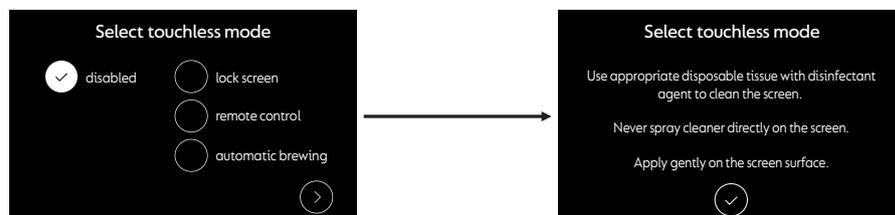
Insert a **Nespresso** capsule, brewing will start automatically and adapt the cup size to the coffee (variety according to the table).

*i* Hot water function is not offered in this mode.

| Automatic brewing | Nespresso Pro coffee   |
|-------------------|--|
| <b>Ristretto</b>  | New Ristretto / New Ristretto Intenso / India<br>Discontinued: Ristretto Origin India, ristretto Intenso, Ristretto  |
| <b>Espresso</b>   | <b>Classics:</b> Forte / Leggero / Decaffeinato<br><b>Creations:</b> Ice Intenso, Espresso Caramel, Espresso Vanilia, Bianco Delicato, Bianco Intenso<br><b>Exclusive selection:</b> Nepal Lamjung<br><b>Origins:</b> Congo organic, Brazil Organic, Brazil, Peru Organic<br>Discontinued: Espresso Decaffeinato, Espresso forte, Espresso Leggero, Espresso origin Brazil |
| <b>Lungo</b>      | <b>Classics:</b> Finezzo, Intenso<br><b>Exclusive Selection:</b> Kenya Milima<br><b>Origins:</b> Guatemala<br>Discontinued: Lungo Leggero, Lungo Decaffeinato, Lungo Forte   |

**Get started**

Select the option, touch the next symbol: a short guidance is provided.



## Automatic brewing interaction flow chart

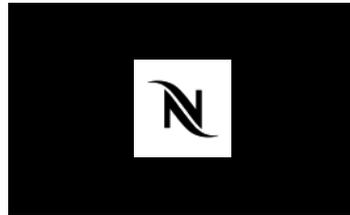
Power saving modes with proximity sensors enabled

No presence

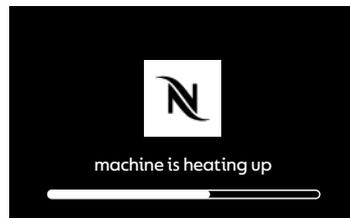
Far-field proximity sensor

Near-field proximity sensors

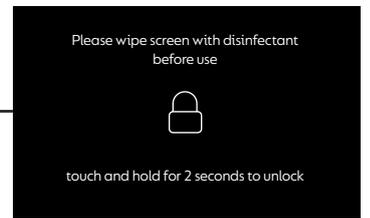
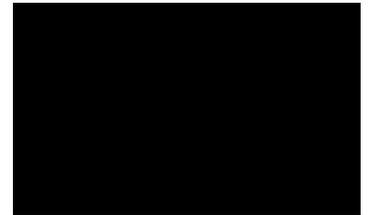
Machine in standby mode



(Fading effect)



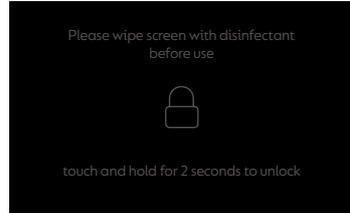
Machine in deep sleep mode



After 30 seconds of inactivity and no movement detection

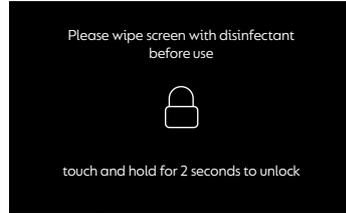
Power saving modes with proximity sensors disabled

Machine in standby mode



Luminosity dims to 30 % to secure screen longevity.

Machine in deep sleep mode

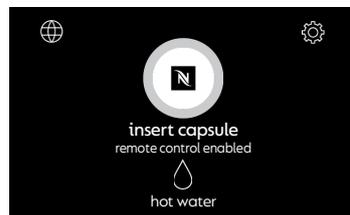


**Machine in deep sleep mode:**  
Luminosity fades in / out to secure screen longevity.

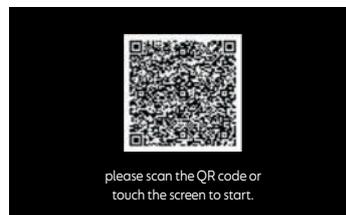
## 5.5.5. Remote control

### Remote control principle

Once the remote control is activated, the home screen will indicate that the remote control is enabled. When activated from the set-up menu, it will take up to 10 minutes to wake up the modem and have remote control work correctly.



Insert a **Nespresso** capsule, a QR code will appear on the touch control panel.

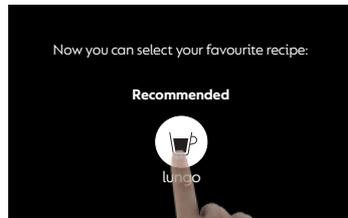


To continue, you have the choice. Either:  
– Touch the control panel to continue manually. In that case, the recommended coffee recipe for the capsule you have selected will appear on the control touch panel  
– or use your smartphone camera to control the brewing remotely.



The mobile shows the **Nespresso** Memento screen.





Select the recipe.



Place the cup under the outlet.

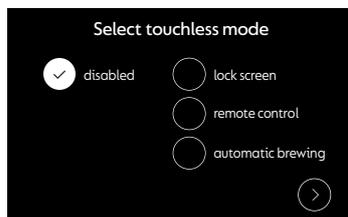


The selected recipe is sent to the machine via modem.

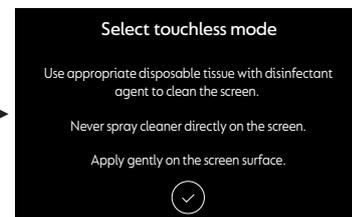


The brewing starts. Enjoy your coffee.

## Get started



Select the option, touch the next symbol: a short guidance is provided.



## Remote control interaction flow chart

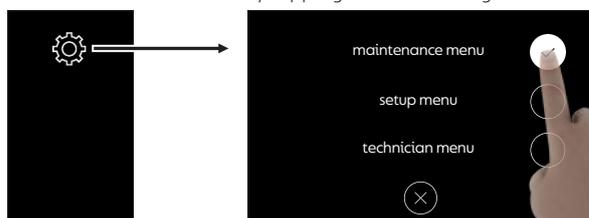
The interaction follows the same logic as "automatic brewing".



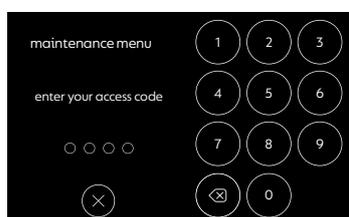
# 6. MACHINE MENU

## 6.1. Introduction

The Menu can be reached by tapping the tools setting icon



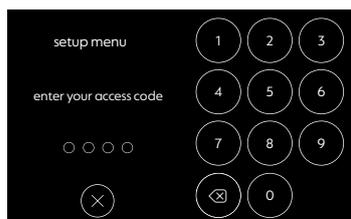
## 6.2. Maintenance menu



| Parameters                         | Explanation   | Momento Coffee /<br>Momento<br>Coffee & Coffee<br>(left head) | Momento<br>Coffee & Coffee<br>(right head) | Momento<br>Coffee & Milk  |
|------------------------------------|---|---|--|---------------------------|
| Clean the milk machine             | Daily cleaning procedure of the milk system   | -   | -  | yes                       |
| Adjust foam parameters             | Adjust the milk foam quality depending of the milk type and brand by adjusting the air valve opening.   | -   | -  | yes                       |
| Descaling the machine              | Once the descaling threshold is reached, the descaling symbol is displayed on the machine screen and indicates that machine have entered the recommended descaling stage. If descaling is not performed during the recommended period, the machine enters mandatory stage and becomes blocked until descaling is performed. | yes   | yes  | yes                       |
| Display the connectivity status    | Network data are displayed.   | yes   | -  | yes                       |
| Change the internal filter         | Change the water tank filter via maintenance menu.  | yes, if the filter is set                                     | yes, if the filter is set                  | yes, if the filter is set |
| Display the log                    | Automatic protocol of software events i. e. to diagnose problems.   | yes   | yes  | yes                       |
| Display the S/N and the SW version | Serial numbers and software versions of the corresponding machine parts are displayed.  | yes   | -  | yes                       |
| Emptying the machine               | Prepare the machine for long storage or transportation.   | yes   | yes  | yes                       |
| Consumption data                   | Visualise machine coffee consumption and health status.   | yes   | -  | yes                       |
| Set software update schedule       | Define schedule for remote software update to take place. It can be restricted to overnight updates or apply without restriction.   | yes   | -  | yes                       |



## 6.3. Setup menu



| Parameters                    | Explanation   | Momento Coffee /<br>Momento<br>Coffee & Coffee<br>(left head) | Momento<br>Coffee & Milk |
|-------------------------------|---|---|--------------------------|
| Set language                  | Set the desired language displayed on the screen.   | yes   | yes                      |
| Set time                      | Set the local time (hh:mm)  | yes   | yes                      |
| Set energy saving mode        | Each machine is equipped with two power-saving modes which get activated in case of inactivity.                   | yes   | yes                      |
| Set temperature               | Set the temperature of your coffee (each machine). Set the temperature of your milk (Momento Coffee & Milk only). | yes   | yes                      |
| Set recipes                   | Set the recipes displayed on your screen.   | yes   | yes                      |
| Set recipes cup length        | Increase / decrease the overall recipe cup length.  | yes   | yes                      |
| Set functions                 | Set non-coffee recipe(s) displayed on your home screen.   | yes   | yes                      |
| Set function cup length       | Increase / decrease the non-coffee recipe length.   | yes   | yes                      |
| Set top up                    | Enable / disable top up with the latest ingredient of a recipe.   | yes   | yes                      |
| Set access code               | Set the access code for the maintenance and setup menu. The default access code is 8888.                          | yes   | yes                      |
| Set water hardness            | Use a glass of tap water and a test strip to determine the water hardness.  | yes   | yes                      |
| Set water filter installation | Each machine can be operated with an "internal" water tank filter or directly connected to the water network.     | yes   | yes                      |
| Periodic rinsing              | A rinsing cycle is automatically performed to keep the coffee fluid line at the optimal temperature.              | yes   | yes                      |
| Set touchless mode            | Control the touchless functions "lock screen" and "automatic brewing" remotely (i. e. with a smartphone).         | yes   | yes                      |
| Reset to factory setting      | Reset the machine to factory settings. <b>Warning:</b> All customised settings will be lost!                      | yes   | yes                      |

## 6.4. Technician menu

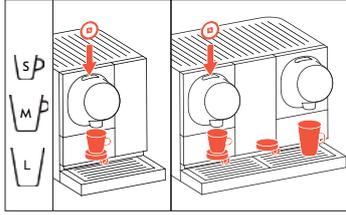
Reserved for technician.



# 7. BEVERAGE PREPARATION

## 7.1. Momento Coffee / Momento Coffee & Coffee

### 7.1.1. Coffee based recipes



Select the right cup (size) for your recipe (refer to page 17). Use the cup support for small and medium cups. Place the cup under the outlets. Insert the capsule into the capsule slot.



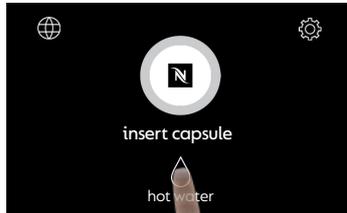
For **coffee preparation**, insert the capsule into the capsule slot. Make your choice.

**i** Recommended recipes for the inserted capsule are highlighted by a golden ring. Two rings indicate the “best enjoy as” (best recommendation).

During the preparation, the coffee varieties, aromatic profiles and intensity is displayed on the screen.



### 7.1.2. Other recipes



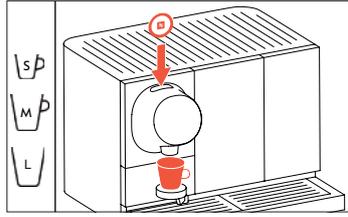
For **hot water preparation** press the “hot water” symbol to fill the cup with hot water.

**i** The hot water function is directly accessible from the home screen.



## 7.2. Momento Coffee & Milk

### 7.2.1. Coffee & milk recipes



Select the right cup (size) for your recipe (refer to page 22). Use the cup support for small and medium cups. Move the cup support to the side if a large cup is used. Place the cup under the outlets. Insert the capsule into the capsule slot.



Recommended recipes for the inserted capsule are highlighted. Make your choice.

**i** Recommended recipes for the inserted capsule are highlighted by a golden ring.

During the preparation, the coffee varieties, aromatic profiles and intensity is displayed on the screen.



### 7.2.2. Non-coffee recipes

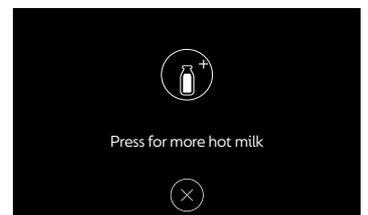
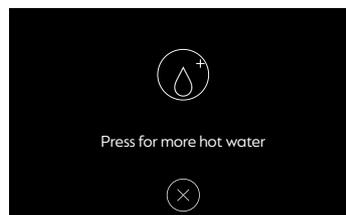
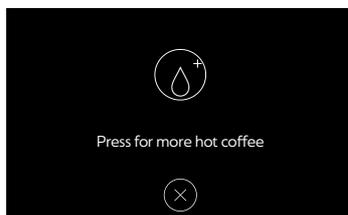


For **non-coffee preparation** press one of the symbols ("hot foam", "hot water", "hot milk") to fill the cup.

**i** Hot foam, hot water and hot milk functions are directly accessible from the home screen.

### 7.2.3. Cup length personalisation during preparation

Once the beverage is completed, users can add more of the last ingredient: tap the icon once to add more, and tap again to stop.



# 8. DAILY CLEANING

## 8.1. Momento Coffee / Momento Coffee & Coffee

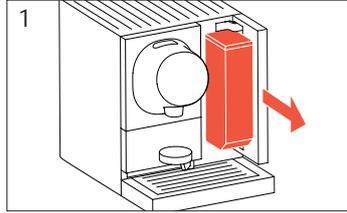
### 8.1.1. Machine cleaning

Your **Nespresso** machine has been developed according to the highest standards of quality and reliability. In order to ensure excellent performance and in-cup quality, please conduct maintenance operations at the required frequency.

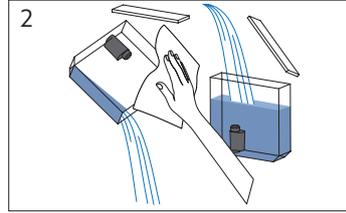
#### Rinse water tanks



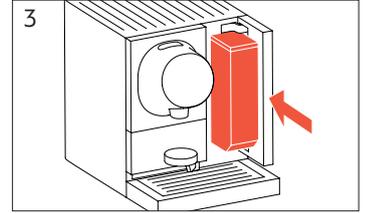
**i** If the clean symbol appears on the display (approximately 30 days) the water tank requires thorough cleaning.



1 Remove the water tank from machine (both for Momento Coffee & Coffee).

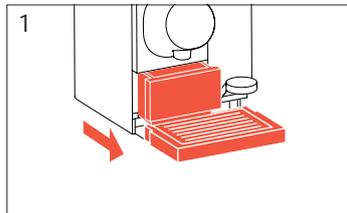


2 Remove the water tank lid. Empty, clean with a cloth and rinse with potable water. Fill the water tank with potable water.

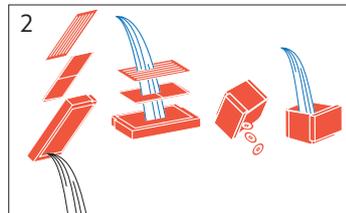


3 Attach the lid and insert the water tank back to the machine (both for Momento Coffee & Coffee).

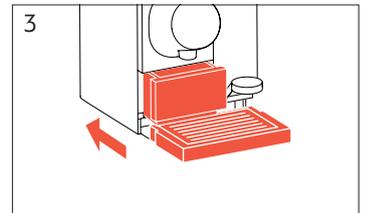
#### Clean drip tray and capsule container (daily)



1 Remove the drip tray assembly with the drip grid. Swing the cup support to the side and remove the capsule container (both for Momento Coffee & Coffee).



2 Empty the drip tray. Empty the capsule container. Wash all the components with soapy water, rinse and dry elements.

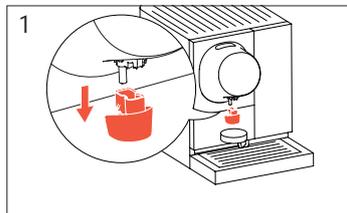


3 Insert the drip tray assembly and the capsule container back to the machine (both for Momento Coffee & Coffee).

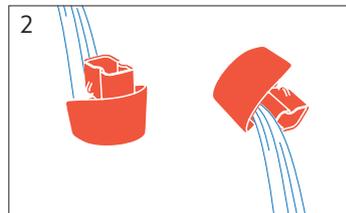
#### Clean coffee outlet (daily)

**i** You can wash these components in the dishwasher:

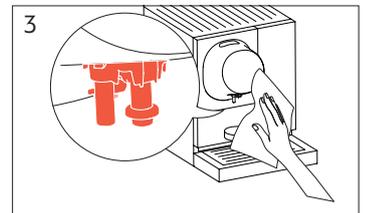
- 8** Water tank Momento Coffee
- 9** Water tank Momento Coffee & Coffee (left)
- 11** Water tank Momento Coffee & Coffee (right)
- 13** Drip grid Momento Coffee
- 17** Drip grids Momento Coffee & Coffee



1 Remove coffee outlet cover (both for Momento Coffee & Coffee). Be careful, hot water might drip.



2 Rinse coffee outlet cover with fresh potable water and dry it.



3 Clean the coffee outlet with a disposable tissue or a paper towel. Insert the coffee outlet cover back into the machine (both for Momento Coffee & Coffee).

Refer to "Machine Overview" on pages 11 / 12.



## 8.2. Momento Coffee & Milk

### 8.2.1. Machine cleaning

Your **Nespresso** machine has been developed according to the highest standards of quality and reliability. In order to ensure excellent performance and in-cup quality, please conduct maintenance operations at the required frequency.

#### Clean the milk machine and the water tank (daily)



The alert follows the rule of one clean every 24 hours. The countdown starts only after the first milk recipe has been prepared after the previous clean. The status of the countdown (when the next clean is due) is shown when you touch the setup symbol. In case the “clean” and “descalc” symbols appear in red at the same time, proceed first to the cleaning procedure and then to the descaling procedure.

Please remember to use mild odourless detergents and non-abrasive tools.

#### The cleaning procedure can be performed in two ways:

- **Standard process:** to get used to each cleaning preparation step in a detailed way, simply start the cleaning procedure.
- **Fast process:** prepare the cleaning tank and the cleaning tablet (as shown in step 7), insert it into the machine fridge (as shown in step 8). Only then start the cleaning procedure. Follow the instructions on the screen.

You will be asked to confirm that the water tank is full and that drip tray has been emptied prior to launching the automatic cleaning process. If the machine is connected to the direct water connection, and depending of the type of installation, you might require to monitor the automatic water tank refill for prior to start the cleaning process.

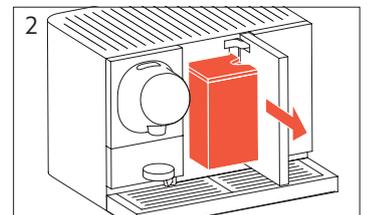
#### There are two ways to start the cleaning procedure:



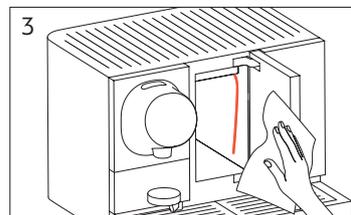
**Option 1:** Tap on the red “clean” symbol and follow the instructions on the screen



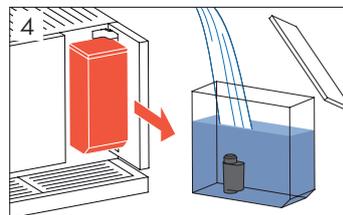
**Option 2:** Enter the maintenance menu, select “clean the milk machine” and follow the instructions on the screen.



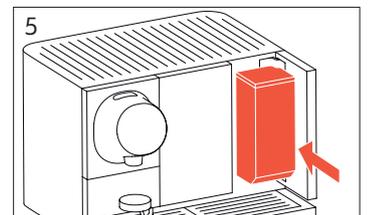
Swing the cup support to the side and remove, empty and clean the milk tank. Clean the milk tank and the lid with odourless detergent, rinse with warm water and dry with a fresh and clean towel, cloth or paper towel.



Clean the milk aspiration pipe and the milk tank bay with a fresh and clean wet towel.



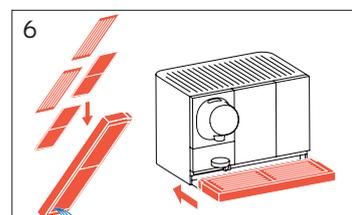
Remove the water tank from the machine. Fill the water tank completely with fresh drinking water.



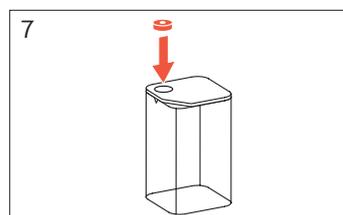
Insert the water tank back into the machine.

- i** You can wash these components in the dishwasher:
- 10** Milk tank lid
  - 11** Milk tank
  - 14** Water tank
  - 17** Drip grids
  - 21** Cleaning tank with lid

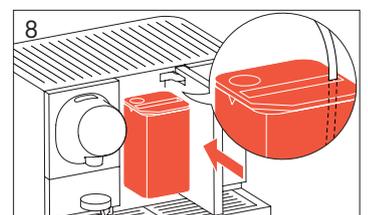
Refer to “Machine Overview” on page 13.



Remove the drip tray with the drip grid from the machine. Empty the drip tray. Insert the drip tray with the drip grid back into the machine.

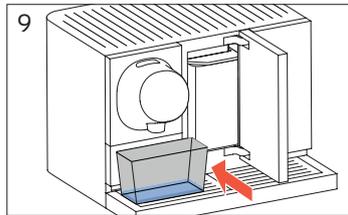


Place the cleaning tablet in the dedicated slot in the cleaning tank and press gently until it's well secured.



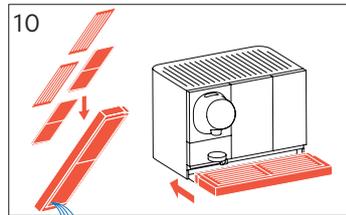
Insert the cleaning tank. The indentation on the cleaning tank lid must be on the front left side for correct insertion. Make sure the milk aspiration pipe is properly placed into the cleaning tank.

- i** If a cleaning tablet is not present or inserted correctly, the cleaning procedure cannot be started.

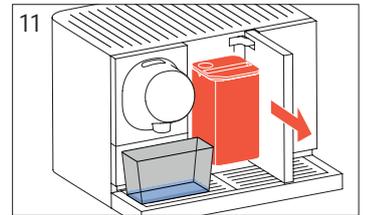


Place the waste water container below the outlets. **Leave the fridge door open** (to avoid condensation in the milk tank bay during the cleaning process).

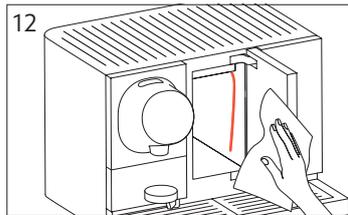
 Select "proceed" to launch the cleaning procedure and follow the instructions on the screen.



After the cleaning process has finished, remove the drip tray with the drip grid from the machine. Empty the drip tray. Wash with soapy water, rinse and dry both elements. Insert the drip tray with the drip grid back into the machine.



Remove, empty and clean the waste water container. Remove the cleaning tank, remove the lid, empty the tank and clean both the lid and cleaning tank. Handle the cleaning tank with care as the cleaning solution is warm and composed of cleaning agent.



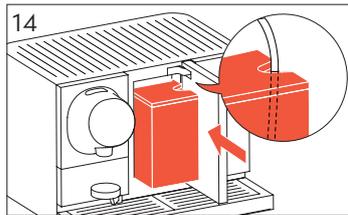
Clean and thoroughly dry the milk aspiration pipe and the milk tank bay with a single-use paper towel or tissue. Check visually that the filter on the milk aspiration pipe is not clogged. If it is, remove the pipe and clean it with fresh drinking water.



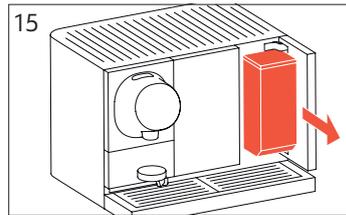
Once the cleaning procedure has been completed, exit the menu.

The touch control panel will show the home screen and the milk fridge will start to cool down. Close the fridge door to ensure a proper cooling down process.

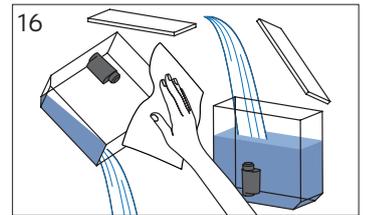
If you want milk recipes to be available right after the cleaning process, refill the milk tank with pre-cooled milk (5 °C) and insert it back into the machine's fridge. It will take approximately 15 minutes to be ready to dispense milk recipes.



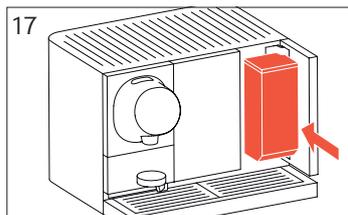
Refill the milk tank with refrigerated milk. Insert the milk tank back into the machine fridge.



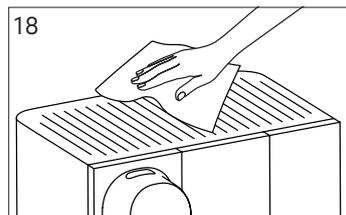
Remove the water tank from the machine.



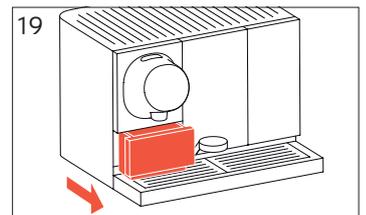
Remove the water tank lid. Empty it, clean with a single-use paper towel or tissue and rinse with fresh drinking water. Fill the water tank with fresh drinking water and attach the lid again.



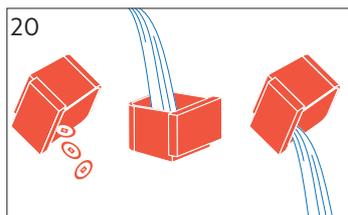
Insert the water tank back into the machine.



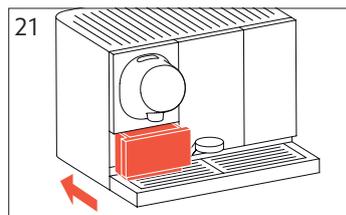
Clean the top of the machine with a disposable tissue or paper towel. Be careful, it might be warm.



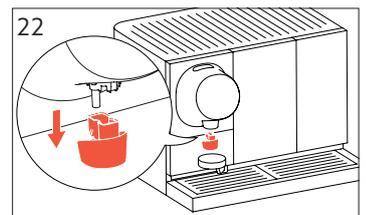
Swing the cup support to the side and remove the capsule container.



Empty the capsule container, wash it with soapy water and dry it.

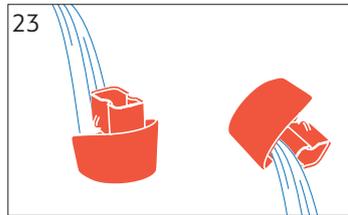


Insert the capsule container back into the machine.

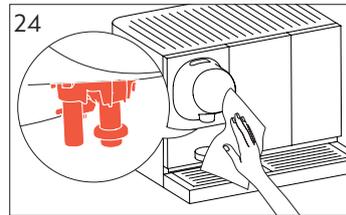


Remove the outlet cover. Be careful, hot water might drip.

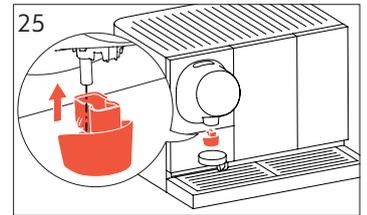




23 Rinse the outlet cover with fresh drinking water and dry it.



24 Clean the coffee and the milk outlets with a disposable tissue or a paper towel.

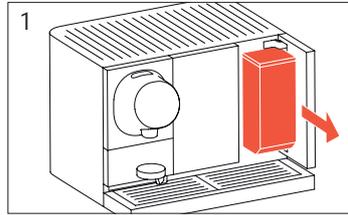


25 Insert the outlet cover back into the machine.

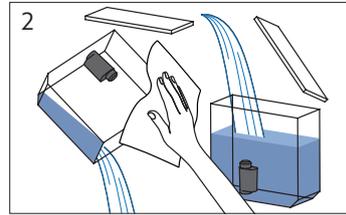
### Rinse water tanks



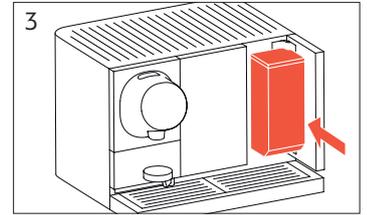
**i** If the clean symbol appears on the display (approximately 30 days) the water tank requires thorough cleaning.



1 Remove the water tank from the machine.



2 Remove the water tank lid. Empty, clean with a cloth and rinse with drinking water. Fill the water tank with drinking water.



3 Attach the lid and insert the water tank back to the machine.

## 8.3. Automatic machine rinsing

### 8.3.1. Momento Coffee / Momento Coffee & Coffee

Rinsing the machine is not only important for **hygienic reasons** but also to maintain **optimal machine performance**. There are 3 different automatic rinsing cycles:

#### Daily rinsing on start-up

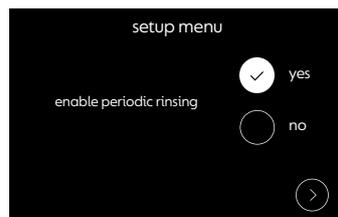
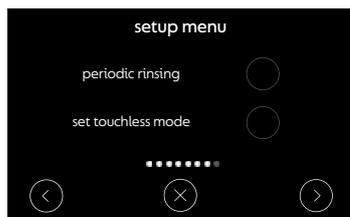
Once per day, at machine start up, the machine automatically performs a rinsing cycle (200 ml) through the coffee and hot water outlets.

#### Rinsing after exiting a power saving mode

Every time the machine exits a power saving mode, a rinsing cycle (40 ml) is automatically performed to clean the coffee and hot water fluid lines and reach the optimal temperature for the next beverage preparation.

#### Periodic rinsing

If the machine does not enter a power saving mode for 130 minutes (i.e. the machine is kept in ready mode by people passing by), a rinsing cycle (70 ml) is automatically performed to keep the coffee fluid line at the optimal temperature. This rinsing cycle can be deactivated (setup menu > periodic rinsing).



### 8.3.2. Momento Coffee & Milk

#### Milk system automatic rinsing

To maintain hygiene and performance of the milk system throughout the day, the machine automatically performs a short rinsing cycle at the beginning and end of milk recipe preparations:

- Prior to the milk recipe preparation, the machine performs a short rinsing cycle (15 ml). The rinsing water is directly flushed into the drip tray.
- Just before the milk recipe preparation finishes, the milk in the milk line is flushed out with water to rinse the line. This process generates a very small amount of rinsing water (5 ml) that runs through the milk outlet.

#### Note about milk system rinsing:

- If the user manually stops a milk recipe preparation by pressing (X) on the touch control panel, the machine will automatically perform a rinsing cycle prior to stopping.
- For short milk recipes such as cortado or espresso macchiato, there is no rinsing cycle at the end of the preparation. In this case, if no other milk recipes are requested within 10 minutes, a short rinsing cycle is automatically performed through the milk outlet.



# 9. MAINTENANCE

## 9.1. Momento Coffee / Momento Coffee & Coffee

### 9.1.1. Setting the water filtration system



The machine can be installed without water filtration. Refer to the descaling table for frequency. Follow the instructions on the screen to set the water filter.



If the machine is already installed, you can go to the setup menu > "set water filter installation" to change the setting.

*i* Alternatively, an external filtration system can be installed by a **Nespresso** service partner if the machine is installed with a direct water connection.

### 9.1.2. Change the water filter

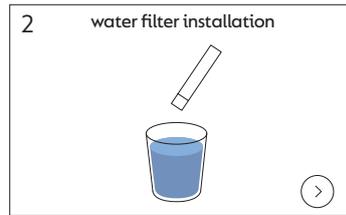


The water tank should be cleaned every time the filter is changed. Alternatively, when the "filter" symbol appears in red, you can start the water filter change procedure by entering the maintenance menu. Select "change the internal filter" and follow the instructions. There are 3 possible options to set the water hardness: A, B, C. Refer to "Descaling intervals with / without internal filter" on page 43.

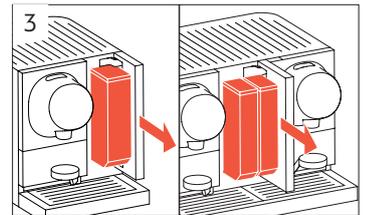
To complete the new water filter installation, the machine will automatically perform a rinsing cycle of approximately 0.5 litres through the outlets, to ensure optimal performance. Therefore, place a container with enough capacity under the outlets.



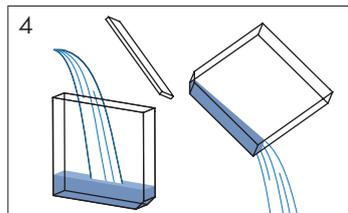
When the "filter" symbol appears in red the internal filter should be changed. Tap on the red filter symbol.



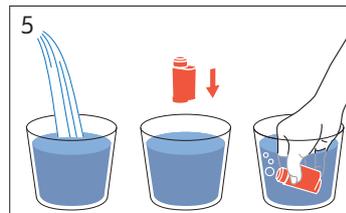
Follow the instructions on the screen to set the water hardness on both the machine and the new water filter.



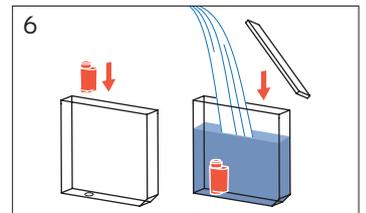
Once the water hardness is set, remove the water tanks and its lids.



Remove the old water filter. Clean the water tank and rinse it with fresh drinking water.



Fill a receptacle with fresh drinking water. Immerse the new water filter completely and squeeze it several times until all air bubbles have been removed.



Insert the new water filter. Fill the water tanks with fresh drinking water and attach the lids again. Insert the water tanks back into the machine.

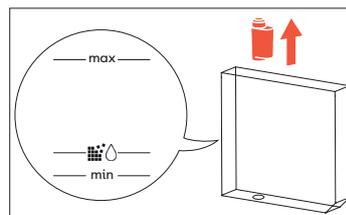
### 9.1.3. Descaling



*i* To secure machine life time and consistent coffee quality day after day, the use of the machine will be blocked after 30 days of the descaling alerts.



When the "descale" symbol appears in red, the machine should be descaled. Tap on the red descaling symbol and follow the instructions on the screen.



The water tank shows different marks. Refer to the descaling mark when descaling the coffee system. If the machine is equipped with water filters, always remove them before descaling.

#### Material needed:

- Prepare the following items to complete the descaling process:
- cleaning tank
  - waste water container
  - 2 bags of **Nespresso** liquid descaler (4 bags for the Momento Coffee & Coffee)
  - 1 l of water (2 l for the Momento Coffee & Coffee)



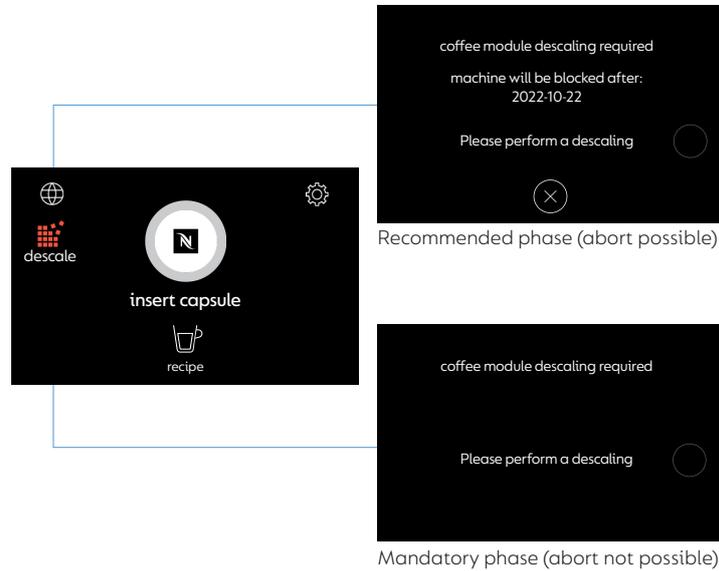
## Descaling intervals with / without internal filter

To secure in cup quality day after day, machine performance and longevity, the machine descaling concept includes two stages:

- recommended stage
- mandatory stage

Once the descaling threshold is reached, the descaling symbol is displayed on the machine screen and indicates that machine have entered the recommended descaling stage. The machine is not blocked. This stage lasts 15 days. If descaling is not performed during the recommended period, the machine enters mandatory stage and becomes blocked. The only way to unblock it is to perform a descaling.

**Note:** 7 days before the recommended stage starts, the descaling symbol starts blinking. The same principle applies for both coffee module and milk module descaling.



|                              | Water tank filter    |                            | Coffee system descaling interval after [# litres] |           |
|------------------------------|----------------------|----------------------------|---|-----------|
|                              | Water filter setting | Water tank filter exchange | Filter  | No filter |
| <b>High water hardness</b>   | C                    | 80 L or 183 days           | 420   | 50        |
| <b>Medium water hardness</b> | B                    | 150 L or 183 days          | 560   | 150       |
| <b>Low water hardness</b>    | A                    | 200 L or 183 days          | 840   | 300       |

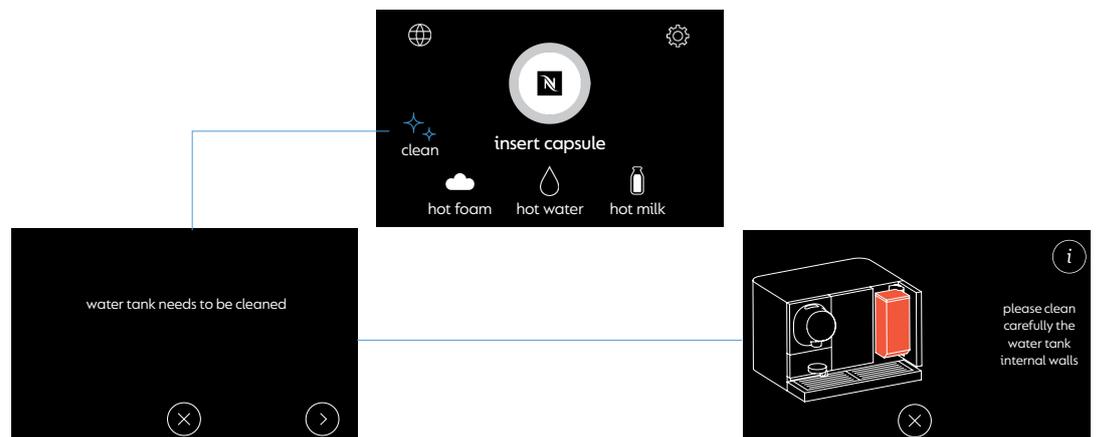
If the machine is installed with an external water filtration system, a descaling alarm will be triggered after 1000 liters.

## 9.1.4. Clean the water tank

### Direct Water Connection

When a machine is connected to the direct water connection (DWC-IN), the water tank is not necessarily monitored on a daily basis. For this reason, we have (re-)implemented a cleaning alert every 30 calendar days, displayed through a clean symbol illustrated in blue. This alert is associated within a cleaning routine.

|   | Momento Coffee / Momento Coffee & Coffee | Momento Coffee & Milk |
|---|--|-----------------------|
| <b>Water tank cleaning in DWC-in, every 30 days</b> | Clean symbol in blue                     |                       |
| <b>Milk system cleaning, every 24 h</b>             | n/a                                      | Clean symbol in red   |

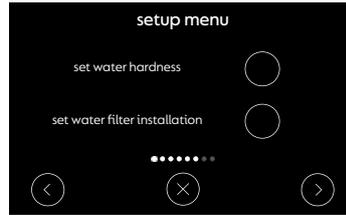


## 9.2. Momento Coffee & Milk

### 9.2.1. Setting the water filtration system



The machine can be installed without water filtration. Refer to the descaling table for frequency. Follow the instructions on the screen to set the water filter.



If the machine is already installed, you can go to the setup menu > “set water filter installation” to change the setting.

*i* Alternatively, an external filtration system can be installed by a **Nespresso** service partner if the machine is installed with a direct water connection.

### 9.2.2. Change the water filter



The water tank should be cleaned every time the filter is changed (or at least weekly in the direct water connection mode). There are 3 possible options to set the water hardness: A, B, C. Refer to “Descaling intervals and water filter exchange” on page 43.

To complete the new water filter installation, the machine will automatically perform a rinsing cycle of approximately 0.5 litres through the outlets, to ensure optimal performance. Therefore, place a container with enough capacity under the outlets.

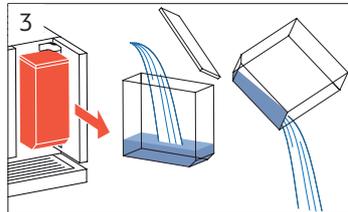


When the “filter” symbol appears in red the internal filter should be changed. Tap on the red filter symbol and follow the instructions.

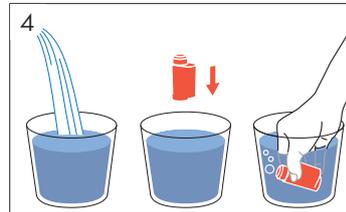
*i* Alternatively, when the “filter” symbol appears in red, you can start the water filter change procedure by entering the maintenance menu. Select “change the internal filter” and follow the instructions.



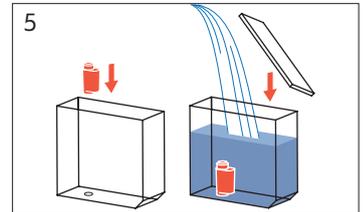
Follow the instructions on the screen to set the water hardness on both the machine and the new water filter.



Once the water hardness is set, remove the water tank and its lid. Rinse with fresh drinking water. Remove the old water filter.



Fill a receptacle with fresh drinking water. Immerse the new water filter completely and squeeze it several times until all air bubbles have been removed.

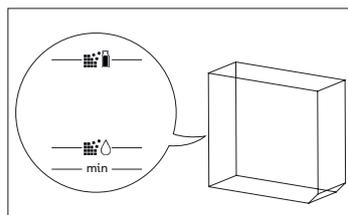


Insert the new water filter. Fill the water tank with fresh drinking water and attach the lid again. Insert the water tank back into the machine.

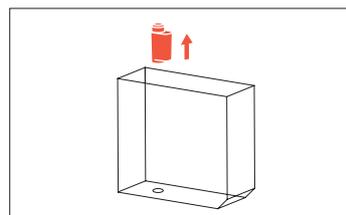
### 9.2.3. Descaling



In case the “clean” and “descale” symbols appear in red at the same time, proceed first to the cleaning procedure and then to the descaling procedure.



The water tank shows different descaling marks. Refer to bottom marking when descaling the coffee system. Refer to the higher marking when descaling the milk system.



If the machine is equipped with a water filter, always remove it before descaling.

*i* Coffee and milk modules are descaled using two separated processes. When one of the descaling processes is required, the screen will inform you of the expected delay until the other descaling process is required.



## Descaling: coffee



To secure machine life time and consistent coffee quality day after day, the use of the machine will be blocked after 30 days of the descaling alerts.



When the “descal” symbol appears in red, the machine should be descaled. Tap on the red descaling symbol. The machine will indicate that it is requesting a coffee module descaling.

Follow the instructions on the screen.

Alternatively, the maintenance menu can be entered to start the descaling procedure.

### Material needed:

Prepare the following items to complete the descaling process:

- cleaning tank
- waste water container
- 2 bags of **Nespresso** liquid descaler
- 1 l of water

The procedure will last about 15 minutes.

For descaling, use **Nespresso** liquid descaler. **Never** use vinegar.

## Descaling: milk



To secure machine life time and consistent coffee quality day after day, the use of the machine will be blocked after 30 days of the descaling alerts.



When the “descal” symbol appears in red, the machine should be descaled. Tap on the red descaling symbol.

The machine will indicate that it is requesting a milk module descaling. Follow the instructions on the screen.

Alternatively, the maintenance menu can be entered to start the descaling procedure.

### Material needed:

Prepare the following items to complete the descaling process:

- cleaning tank
- waste water container
- 4 bags of **Nespresso** liquid descaler
- 2 l of water

The procedure will last about 60 minutes.

For descaling, use **Nespresso** liquid descaler. **Never** use vinegar.

## Descaling intervals with / without internal filter

To secure in cup quality day after day, machine performance and longevity, the machine descaling concept includes two stages:

- recommended stage
- mandatory stage

Once the descaling threshold is reached, the descaling symbol is displayed on the machine screen and indicates that machine have entered the recommended descaling stage. The machine is not blocked. This stage lasts 15 days. If descaling is not performed during the recommended period, the machine enters mandatory stage and becomes blocked. The only way to unblock it is to perform a descaling.

**Note:** 7 days before the recommended stage starts, the descaling symbol starts blinking. The same principle applies for both coffee module and milk module descaling.



| 25 recipes / day |           |             |           | 50 recipes / day |           |             |           | 80 recipes / day |           |             |           |
|------------------|-----------|-------------|-----------|------------------|-----------|-------------|-----------|------------------|-----------|-------------|-----------|
| Coffee module    |           | Milk module |           | Coffee module    |           | Milk module |           | Coffee module    |           | Milk module |           |
| Filter           | No filter | Filter      | No filter | Filter           | No filter | Filter      | No filter | Filter           | No filter | Filter      | No filter |
| ~8 months        | ~1 month  | ~4 months   | ~3 months | ~4 months        | < 1 month | ~3 months   | ~2 months | ~3 months        | < 1 month | ~2 months   | ~2 months |
| ~11 months       | ~3 months | ~7 months   | ~6 months | ~6 months        | ~2 months | ~6 months   | ~4 months | ~4 months        | ~1 month  | ~4 months   | ~3 month  |
| ~17 months       | ~6 months | ~12 months  | ~9 months | ~8 months        | ~3 months | ~9 months   | ~7 months | ~5 months        | ~2 months | ~7 months   | ~5 months |

Based on

- coffee recipes at 100 ml average,
- cappuccino milk-based recipe,
- considering ~20 days / month

Coffee modules descaling interval [in litres] vs. water hardness vs. with / without filter: A: 840 / 300; B: 560 / 150; C:420 / 50

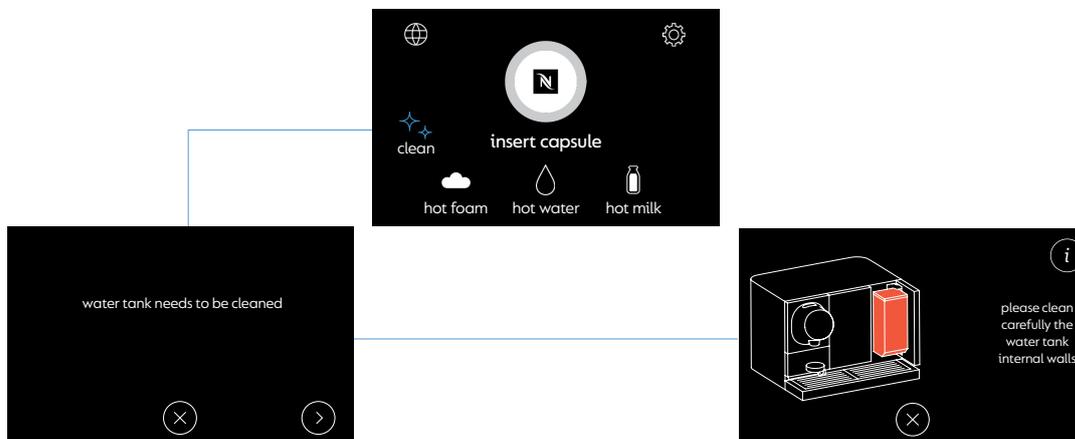


## 9.2.4. Clean the water tank

### Direct Water Connection

When a machine is connected to the direct water connection (DWC-IN), the water tank is not necessarily monitored on a daily basis. For this reason, we have (re-)implemented a cleaning alert every 30 calendar days, displayed through a clean symbol illustrated in blue. This alert is associated within a cleaning routine.

|  | Momento Coffee /<br>Momento Coffee & Coffee | Momento Coffee & Milk |
|--|---|-----------------------|
| Water tank cleaning in DWC-in, every 30 days | Clean symbol in blue                        |                       |
| Milk system cleaning, every 24 h             | n/a   | Clean symbol in red   |



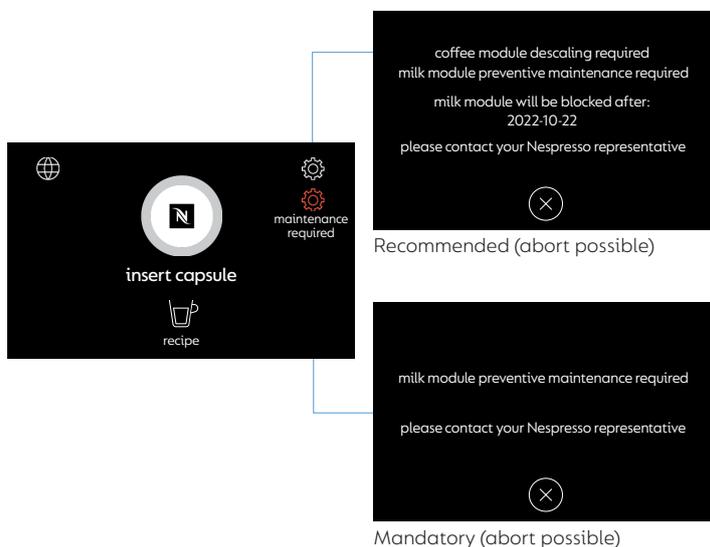
## 9.2.5. Yearly maintenance

The milk system requires a mandatory yearly maintenance (please refer to the service package associated with the machines). Similarly to the descaling concept, the yearly maintenance threshold follows both recommended and mandatory stages:

- The recommended stage last 60 days (the maintenance required symbol is indicated on the machine screen)
- After the 60 days, if the yearly maintenance is not performed, the machine enters the mandatory stage.

**Note:** 10 days before the mandatory stage starts, the maintenance required symbol blinks.

**i Important note:** when the mandatory phase is reached, the machine does not block. Beverages are always possible, but warranty is void.



## 9.3. Water tank removal

Every time the water tank is removed and re-inserted again, air bubbles can be pushed in the fluidic line, thus potentially impacting the performance of the pump and consequently impacting the overall machine performance or the in-cup volume stability. To correct it, an automatic process is implemented once the water tank is reinserted in the machine.

The machine performs a short priming of the fluid line directly in the drip tray (< 20 ml). This will flush away any air bubbles that would be trapped in the fluid line. The process is not visible by the user and last few seconds: no message is shown on display, no user interactions are blocked.



# 10. MACHINE CONNECTIVITY

## 10.1. Overview

Momento connectivity refers to the capability to connect remotely to the machine to either receive information from it, or to send information to it.

### What are the benefits for our customers?

Thanks to the Remote Software Update capability (RSU), customers keep up with the latest machines functionalities and improvements.

In case of machine malfunction, technical team can troubleshoot the machine from distance

Machine settings can be changed remotely

### RSU process is robust:

We privilege RSU happening when machine goes in deep sleep mode (i.e. overnight). The process can take up to 1h30, depending on the machine model, and therefore, in this mode, it's unlikely that we impact our customers daily operation. Customers can set their preferred time period for any software update to happen.

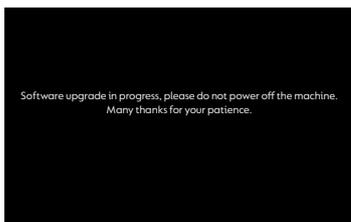
### There is only one golden rule:

The machine has to be always ON.

If our customers switch off their machine at night, the machine cannot be updated. Our logic is not to «force» the RSU when the machine is in daily mode operation, that would require much more attention to avoid our customers dissatisfaction.

**Please note that the machine doesn't have WiFi.**

## 10.2. Machine Software updates



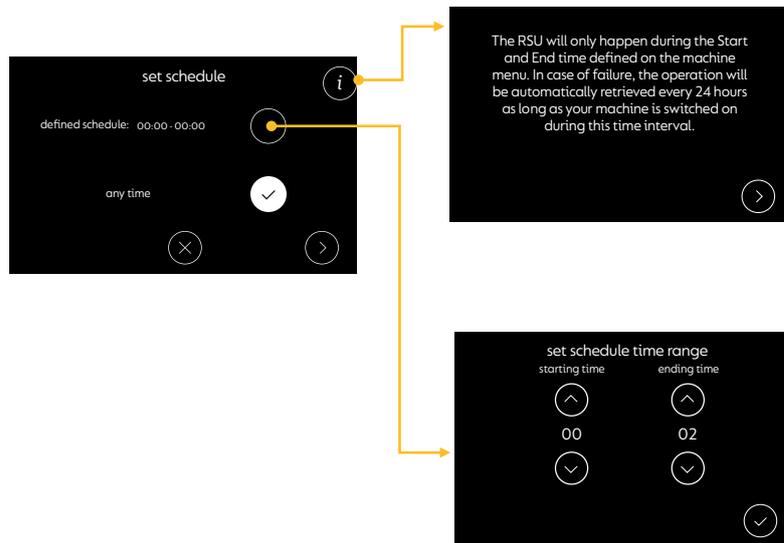
### Set a preferred schedule for remote software updates

There are 2 options:

- defined schedule
- any time

The default value is **defined schedule**: 23 h - 5 h and can be changed following the below steps. Note that the scheduled range indicates when the remote software update starts. It doesn't consider the software upgrading process itself.

When **any time** is selected, the RSU will start automatically on the next time the machine checks for update. In case you want to force the remote software to start, make sure any time option is selected, then power the machine off and on again. The remote software update will start within 10 minutes approximately.

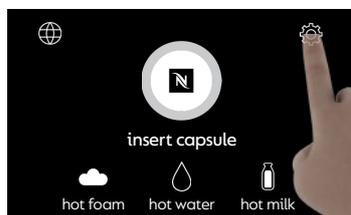


## 10.2.1. How to update the software for my machine

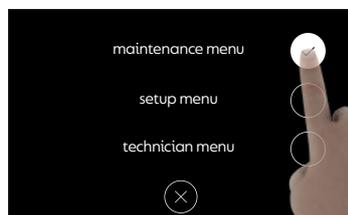
If your machine is eligible to be connected (telemetry available in your country and modem correctly connected and under valid contract) we privilege a software update performed remotely. You do not have anything to do expect to keep the machine switched on. The software update will happen as soon as Schedule start time is reached (refer to set schedule menu option described above). The process can take up to 1h30, depending on the machine model, and therefore in this mode, it's unlikely that we impact your daily operation.

A software update via SD card, is possible too, but require the intervention of a **Nespresso** trained technician representative.

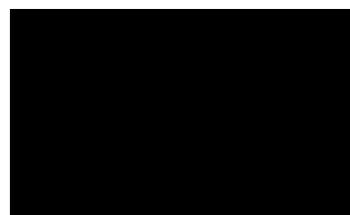
## 10.2.2. How to see the software version



Tap on "settings" symbol to access settings menu.



Select "maintenance menu". Enter your access code: if you haven't changed it during the initial machine setup, the access code is 8888.



Navigate the menu options until you reach "display the S/N and software".



# 11. MOMENTO ECOSYSTEM

## 11.1. Overview

**Nespresso** Momento All-in-One experience is one of a kind, thanks to its unique design, intuitiveness and coffee expertise. As a result, the user interactions are flawless, both for operators and consumers. Our vast expertise with professional clients worldwide shows us that the value for money solution is as important as the coffee experience. With **Nespresso** Momento All-in-One ecosystem, we developed a large range of possibilities in order to tailor our offer to the specific needs of each of our clients.

At **Nespresso**, we are committed to have a positive impact with each cup of coffee.

### Experimental elements



### Momento All-in-One configurations

#### Side by Side



#### Mini Tower



#### Tower with cabinet



All possible configurations are not illustrated above. Please contact your **Nespresso** representative for more details.



# 12. TROUBLESHOOTING

| Problem   | Potential solution  |
|---|---|
| The incorrect language is displayed.  | Modify the language settings in your machine's setup menu. If the problem persists, contact your machine operator.  |
| The machine enters sleep / standby mode too quickly.  | Modify the Energy saving settings in your machine's setup menu. If the problem persists, contact your machine operator.   |
| The temperature of the <b>Nespresso</b> Momento beverages is too hot / too cold.                | Modify the temperature settings in your machine's setup menu. If the problem persists, contact your machine operator.   |
| The length of the <b>Nespresso</b> Momento beverages is too long / too short.                   | Modify the recipe length settings in your machine's setup menu. If the problem persists, contact your machine operator.   |
| <b>Nespresso</b> Momento seems to function, yet no water / coffee comes out of the coffee head. | Ensure there is water in the machine's water tank(s). Ensure there is no air stuck in the water filter. To do that, fill a receptacle with fresh drinking water. Immerse the water filter completely and squeeze it several times until all air bubbles have been removed. Place your filter on the water tank and try the machine again. |
| The display is not illuminated.   | If the proximity sensor function has been disabled (or is not available in your country), the machine might be in deep sleep mode. Touch the screen to wake up the machine. If this is not the case, check if the machine is switched on and if the power plug is connected to the mains power socket.                                    |
| The machine performs too many automatic rinsing cycles.   | Refer to the section "Periodic rinsing" on page 41.   |

## 12.1. Momento Coffee / Momento Coffee & Coffee

| Problem                   | Potential solution  |
|---------------------------|---|
| Cup heater does not work. | Ensure there is water in the machine's water tank(s). Ensure there is no air stuck in the water filters. To do that, fill the water tanks with fresh drinkable water, introduce the filters upside down, and ensure all air inside the filters is out, place your filters on the water tanks and try the machine again. |

## 12.2. Momento Coffee & Milk

| Problem  | Potential solution   |
|--|--|
| The milk container contains milk but the milk recipes are not available. | Milk recipes become available once the temperature in the fridge is below 10 °C. Refer to the section "Interaction with the machine" on page 27 to check the temperature in the fridge. Always use pre-cooled milk (i.e. 5 °C) when refilling the milk tank. Make sure the milk tank is correctly inserted in the fridge.  |
| The milk froth texture is not of the desired quality.                    | <ul style="list-style-type: none"> <li>- Depending on the milk type you use, the setting must be adjusted. This might happen as well if you use the same milk type and brand but in a different period of the year. Refer to the section "Milk foam quality adjustment" on page 25 to set the desired milk foam density.</li> <li>- Make sure the milk aspiration pipe is correctly inserted in the milk tank and not pinched by the milk tank lid.</li> </ul> |



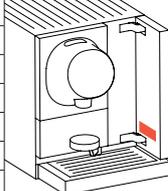
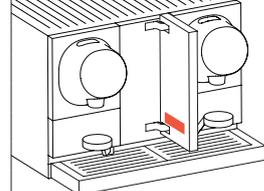
# 13. APPENDIX

## 13.1. Momento Coffee / Momento Coffee & Coffee

|   | Momento Coffee  | Momento Coffee Coffee |
|---|---|-----------------------|
| <b>Direct water connection</b>              | The machine can be directly connected to the water network. Therefore, the water filter needs to be changed less often. No water refill is required.  |                       |
| <b>Specifications</b>                       | A trained <b>Nespresso</b> technician or a certified plumber is required (plumber installation) and pressure needs to be checked between 2 – 4 bar (0.2 – 0.4 MPa).   |                       |
| <b>Weight</b>                               | 16 kg   | 28 kg                 |
| <b>Operation temperature range</b>          | +5 °C – +32 °C  |                       |
| <b>Storage temperature range</b>            | –25 °C – +60 °C (please empty your machine before storage)  |                       |
| <b>Water tank capacity</b>                  | 2.5 L   | 2x2.5 L               |
| <b>Dimensions (W x D x H)</b>               | 300 x 500 x 420 mm  | 560 x 500 x 420 mm    |
| <b>Noise emission</b>                       | < 55 dBA  |                       |
| <b>Maximum total water hardness allowed</b> | 45 °fH  |                       |
| <b>Telemetry*</b>                           | <p>The machine can be connected to <b>Nespresso</b> via the Internet. To get the following benefits, the machine must remain switched ON:</p> <ul style="list-style-type: none"> <li>• Visualise machine data and diagnostics</li> <li>• Update configuration settings and software with the latest functionalities**</li> <li>• Receive additional <b>Nespresso</b> services</li> <li>• Remote software updates are scheduled to happen from 23 h – 5 h*.</li> </ul> |                       |
| <b>Telemetry Specifications</b>             |   |                       |
| <b>Modem frequency bands</b>                | <p><b>2G:</b> 850 / 900 / 1800 / 1900 MHz<br/> <b>3G:</b> 800 / 850 / 900 / 1800 / 1900 / 2100 MHz<br/> <b>4G:</b> 700 / 800 / 850 / 900 / 1800 / 1900 / 2100 / 2600 MHz</p>  |                       |
| <b>Maximum radio-frequency power</b>        | <p><b>2G:</b> 33 dBm<br/> <b>3G:</b> 24 dBm<br/> <b>4G:</b> 23 dBm</p>  |                       |
| <b>Proximity Sensor Specifications*</b>     |   |                       |
| <b>Frequency</b>                            | 5.8+ / –0.075 GHz   |                       |
| <b>Maximum power</b>                        | <p><b>ETSI countries:</b> ca 2 mW / ca 3 dBm<br/> <b>FCC countries:</b> &lt; 50 mV/m, &lt; 94 dBuV/m</p>  |                       |

| Momento Coffee           |                   | Momento Coffee Coffee    |                   |
|--------------------------|-------------------|--------------------------|-------------------|
| Power supply             | Power consumption | Power supply             | Power consumption |
| 220 – 240 V / 50 – 60 Hz | 1200 W            | 220 – 240 V / 50 – 60 Hz | 2300 W            |
| 220 V / 50 – 60 Hz       | 1100 W            | 220 V / 50 – 60 Hz       | 2150 W            |
| 127 V / 60 Hz            | 1320 W            | 200 V / 50 – 60 Hz       | 2300 W            |
| 100 V / 50 – 60 Hz       | 1150 W            |                          |                   |

### Type plate

|  |   |   |   |
|--|---|---|---|
| <b>Machine type:</b> Nespresso Professional Coffee Machine |   |  |  |
| <b>Model:</b> Nespresso Momento Coffee                     | <b>Model:</b> Nespresso Momento Coffee Coffee |   |   |
| <b>Type:</b> 230 / Momento Coffee                          | <b>Type:</b> 231 / Momento Coffee & Coffee    |   |   |
| <b>Voltage:</b> according to type plate                    |   |   |   |
| <b>Power:</b> according to type plate                      |   |   |   |
| <b>Serial number:</b> according to type plate              |   |   |   |
| <b>Production date:</b> according to type plate            |   |   |   |

### Recycling capsules and machines end of life

This appliance complies with the EU Directive 2012 / 19 / EC. The packaging materials and appliance contain recyclable materials. Your appliance contains valuable materials that can be recovered or can be recycled. Separation of the remaining waste materials into different types facilitates the recycling of valuable raw materials. Leave the appliance at a collection point. You can obtain information on disposal from your local authorities. To know more about the **Nespresso** sustainability strategy, go to [www.nespresso.com/positive](http://www.nespresso.com/positive)

For service calls, contact your country-specific **Nespresso** representative on [www.nespresso.com](http://www.nespresso.com)

### Publishing details

**Version:** User manual **Nespresso** Momento 100 / 200  
Original user manual

\* Please contact your **Nespresso** representative for more details. Function not available in all countries.

\*\* Images and texts presented in this user manual might not exactly reflect the ones displayed on your machine touch control panel.

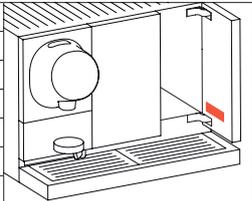


## 13.2. Momento Coffee & Milk

|   |  |
|---|--|
| <b>Direct water connection</b>              | The machine can be directly connected to the water network. Therefore, the water filter needs to be changed less often. No water refill is required.   |
| <b>Specifications</b>                       | A trained <b>Nespresso</b> technician or a certified plumber is required (plumber installation) and pressure needs to be checked between 2 – 4 bar (0.2 – 0.4 MPa).  |
| <b>Weight</b>                               | 39 kg  |
| <b>Operation temperature range</b>          | +5 °C – +32 °C   |
| <b>Storage temperature range</b>            | -25 °C – +60 °C (please empty your machine before storage)   |
| <b>Water tank capacity</b>                  | 4.6 L  |
| <b>Milk tank capacity</b>                   | 3 L  |
| <b>Dimensions (W x D x H)</b>               | 560 x 500 x 420 mm   |
| <b>Noise emission</b>                       | < 55 dBA   |
| <b>Fluid refrigerant</b>                    | R600a  |
| <b>Power of fridge compressor</b>           | 50 W   |
| <b>Maximum total water hardness allowed</b> | 45 °fH   |
| <b>Telemetry*</b>                           | The machine can be connected to <b>Nespresso</b> via the Internet. To get the following benefits, the machine must remain switched ON: <ul style="list-style-type: none"> <li>• Visualise machine data and diagnostics</li> <li>• Update configuration settings and software with the latest functionalities**</li> <li>• Receive additional <b>Nespresso</b> services</li> <li>• Remote software updates are scheduled to happen from 23 h – 5 h*.</li> </ul> |
| <b>Telemetry Specifications</b>             |  |
| <b>Modem frequency bands</b>                | <b>2G:</b> 850 / 900 / 1800 / 1900 MHz<br><b>3G:</b> 800 / 850 / 900 / 1800 / 1900 / 2100 MHz<br><b>4G:</b> 700 / 800 / 850 / 900 / 1800 / 1900 / 2100 / 2600 MHz  |
| <b>Maximum radio-frequency power</b>        | <b>2G:</b> 33 dBm<br><b>3G:</b> 24 dBm<br><b>4G:</b> 23 dBm  |
| <b>Proximity Sensor Specifications*</b>     |  |
| <b>Frequency</b>                            | 5.8+ / -0.075 GHz  |
| <b>Maximum power</b>                        | <b>ETSI countries:</b> ca 2 mW / ca 3 dBm<br><b>FCC countries:</b> < 50 mW/m, < 94 dBuV/m  |
| <b>Steam boiler pressure system</b>         |  |
| <b>Rated operation pressure</b>             | 2.8 bar (0.28 MPa)   |
| <b>Rated operation temperature</b>          | 142 °C   |
| <b>Max. boiler pressure</b>                 | 5 bar (0.5 MPa)  |
| <b>Min. boiler pressure</b>                 | -0.2 bar (-0.02 MPa)   |
| <b>Tested boiler pressure</b>               | 7.5 bar (0.75 MPa)   |

| Momento Coffee Milk      |                   |
|--------------------------|-------------------|
| Power supply             | Power consumption |
| 220 – 240 V / 50 – 60 Hz | 2100 W            |
|                          |                   |
|                          |                   |
|                          |                   |

### Type plate

|   |  |
|---|--|
| <b>Machine type:</b> Nespresso Professional Coffee Milk Machine |  |
| <b>Model:</b> Nespresso Momento Coffee Milk                     |  |
| <b>Type:</b> 232 / Momento Coffee & Milk                        |  |
| <b>Voltage:</b> according to type plate                         |  |
| <b>Power:</b> according to type plate                           |  |
| <b>Serial number:</b> according to type plate                   |  |
| <b>Production date:</b> according to type plate                 |  |

### Recycling capsules and machines end of life

This appliance complies with the EU Directive 2012 / 19 / EC. The packaging materials and appliance contain recyclable materials. Your appliance contains valuable materials that can be recovered or can be recycled. Separation of the remaining waste materials into different types facilitates the recycling of valuable raw materials. Leave the appliance at a collection point. You can obtain information on disposal from your local authorities. To know more about the **Nespresso** sustainability strategy, go to [www.nespresso.com/positive](http://www.nespresso.com/positive)

For service calls, contact your country-specific **Nespresso** representative on [www.nespresso.com](http://www.nespresso.com)

### Publishing details

**Version:** User manual **Nespresso** Momento 120  
Original user manual

\* Please contact your **Nespresso** representative for more details. Function not available in all countries.

\*\* Images and texts presented in this user manual might not exactly reflect the ones displayed on your machine touch control panel.







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