



# *Vertuo Creatista*

SVE850

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EN User Manual

**Sage**

**NESPRESSO**







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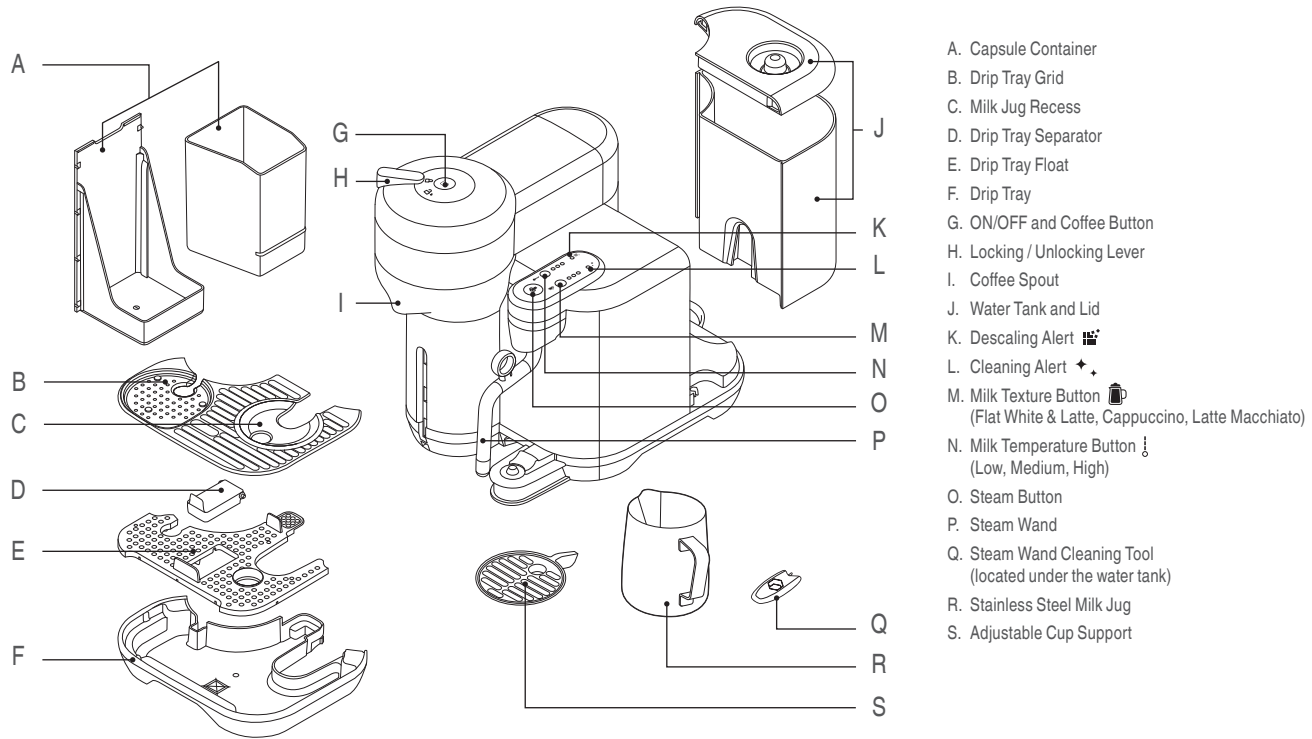
## PACKAGING CONTENT

- Vertuo Creatista Coffee Machine
- Tasting Box of Nespresso Vertuo Capsules
- Vertuo Creatista Recipe Milk Jug
- Nespresso Welcome Brochure
- Quick Start Guide
- Safety Booklet
- Warranty Booklet
- Water Hardness Test Strip

## SPECIFICATIONS

	220 - 240 V	50-60 Hz	1300-1500W
Frequency	2.402 - 2.480 GHz		Max Transmit Power 4dBm
Standby	0.454W (230V/50Hz, EN 50564: 2011)		
	23 cm / 9.05 in		
	33 cm / 12.9 in		
	42 cm / 16.5 in		
	8.7 kg / 19.2 lbs		
	2 L / 67.6 fl.oz		

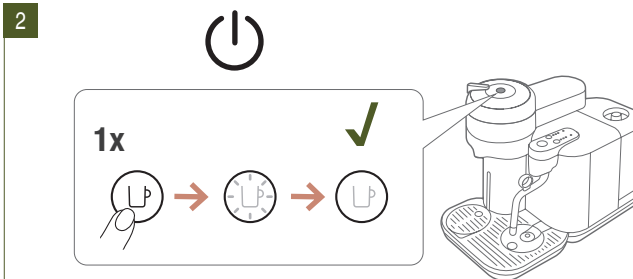
# MACHINE OVERVIEW



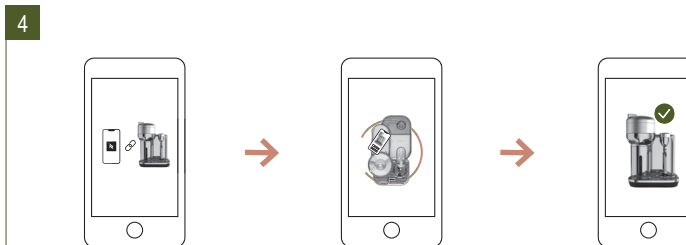
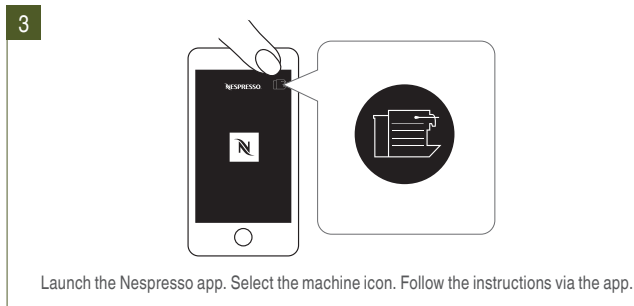
- A. Capsule Container
- B. Drip Tray Grid
- C. Milk Jug Recess
- D. Drip Tray Separator
- E. Drip Tray Float
- F. Drip Tray
- G. ON/OFF and Coffee Button
- H. Locking / Unlocking Lever
- I. Coffee Spout
- J. Water Tank and Lid
- K. Descaling Alert
- L. Cleaning Alert
- M. Milk Texture Button
- N. Milk Temperature Button
- O. Steam Button
- P. Steam Wand
- Q. Steam Wand Cleaning Tool (located under the water tank)
- R. Stainless Steel Milk Jug
- S. Adjustable Cup Support

# EN CONNECTIVITY

## GET THE APP



**i** \* App Store is a trademark of Apple inc., registered in the U.S. and other countries.  
\*\* Google Play and the Google Play logo are trademarks of Google LLC.



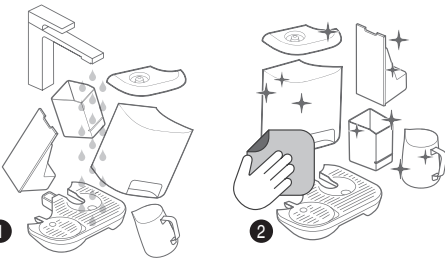
**i** By default, the Bluetooth® / Wi-Fi® is switched on. Factory reset will also switch the Bluetooth®/ Wi-Fi® on.

## Benefits of connecting your machine:

- Smart Coffee:** Enjoy the latest coffee innovations from Nespresso by always keeping your machine up to date.
- Expert advice:** Receive real-time tips thanks to step-by-step features such as descaling, rinsing and cleaning your machine.
- Machine Care:** Get support and tutorials for your machine care via your smartphone.

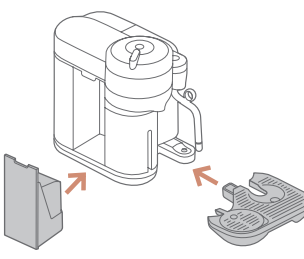
# MACHINE SET UP

**1**



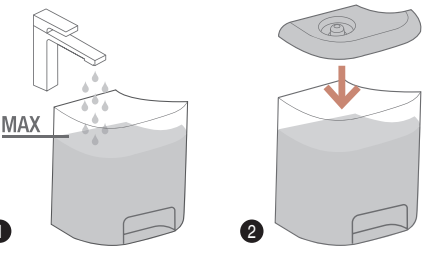
**1** Rinse and dry all removable parts.

**2**



**2** Reassemble the machine.

**3**



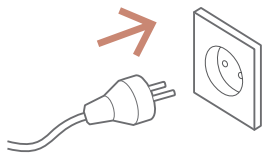
**1** Fill the water tank with fresh potable water.

**4**



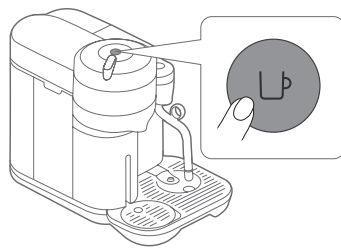
**4** Properly attach water tank to the machine.

**5**



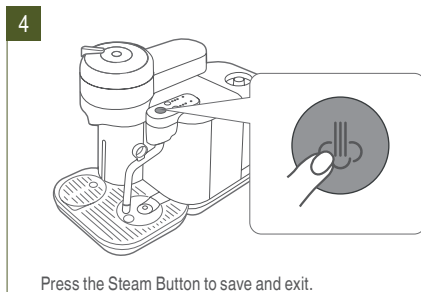
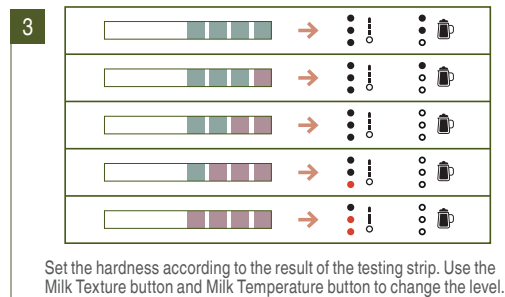
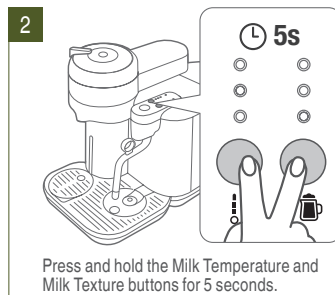
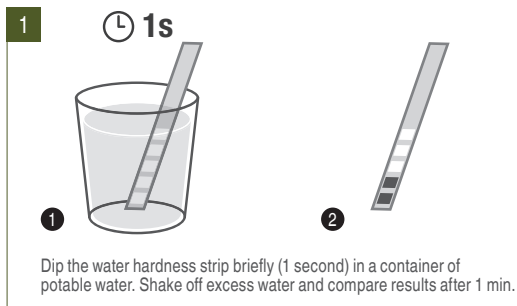
**5** Plug in the power cord and turn the machine on.

**6**



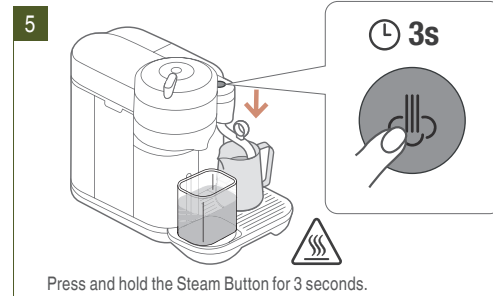
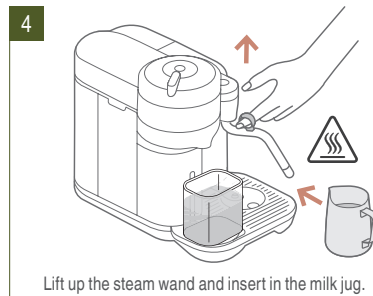
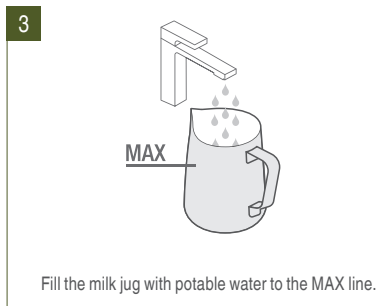
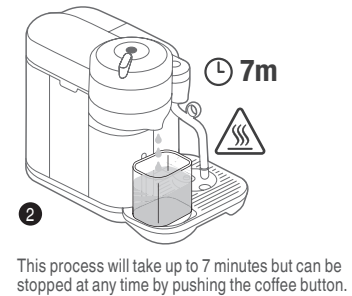
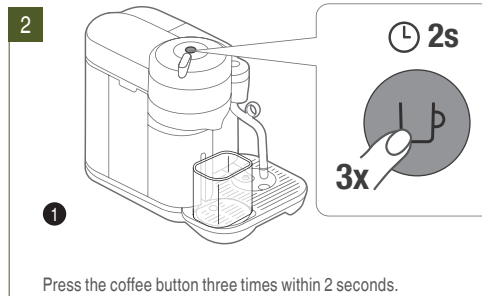
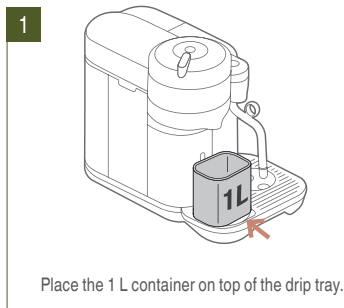
**6** Press the coffee button once.

## EN SETTING THE WATER HARDNESS



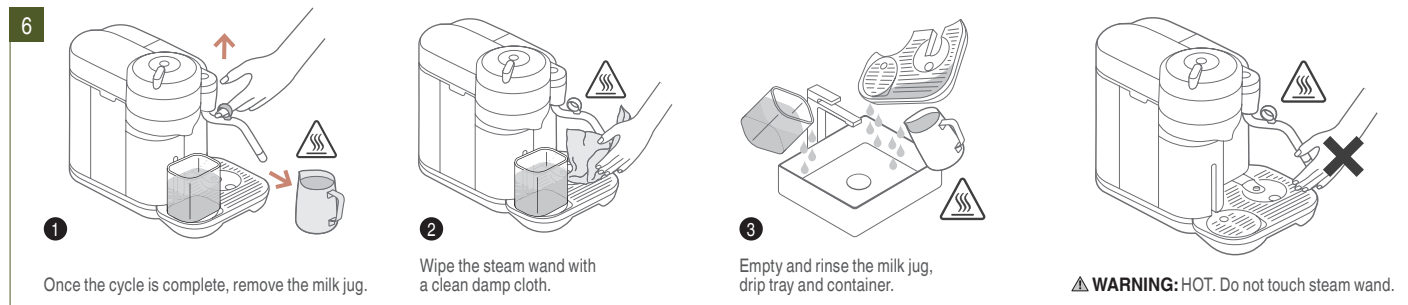
# FIRST USE / RINSE CYCLE

**⚠ WARNING:** Make sure there is no capsule in the machine during the rinsing process.



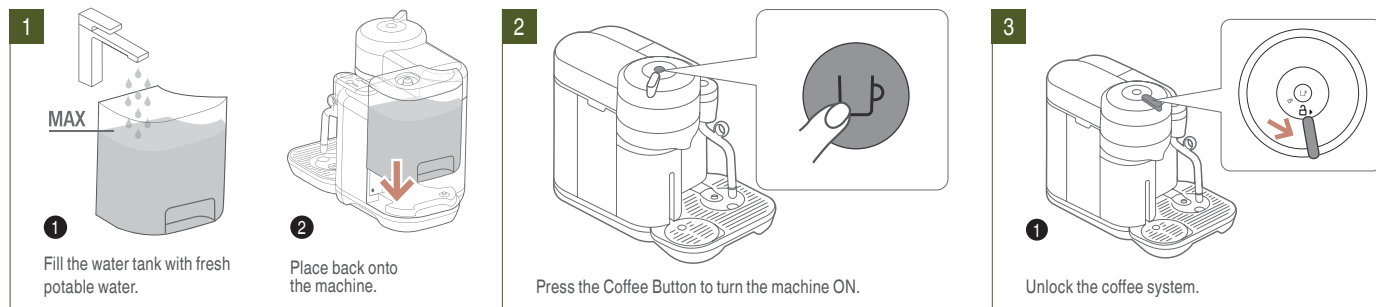
## FIRST USE / RINSE CYCLE

**⚠ WARNING:** Make sure there is no capsule in the machine during the rinsing process.

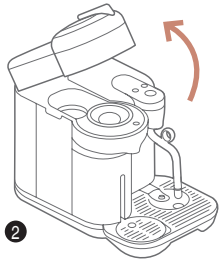


**i NOTE:** Do not put any parts except the steam wand tip in the dishwasher.

## COFFEE PREPARATION

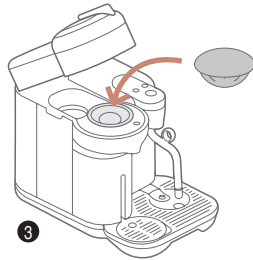


# COFFEE PREPARATION



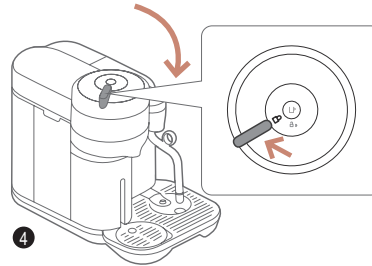
2

Open the coffee system.



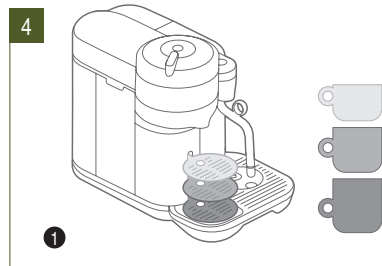
3

Insert a coffee capsule.



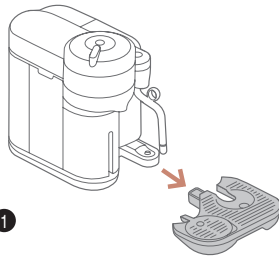
4

Close and lock the coffee system.



4

Adjust the height position of the cup support.



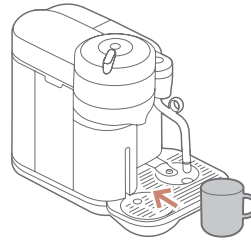
1

Remove the cup support and drip tray when using a carafe.



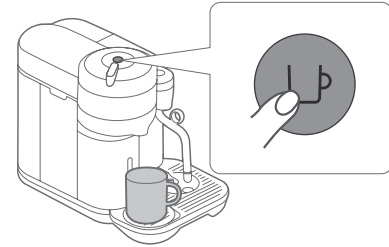
2

5



Place a large enough cup under the coffee spout.

6

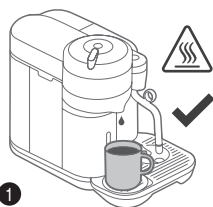


Press the coffee button. To stop the coffee flow early, press the coffee button again.

**CAUTION:** Risk of scalding may occur due to hot coffee overflowing.

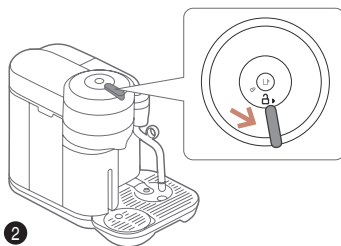
## COFFEE PREPARATION

7



1

Once coffee preparation is complete.



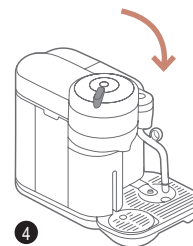
2

Unlock the coffee system.



3

Open the coffee system, the capsule will be ejected.

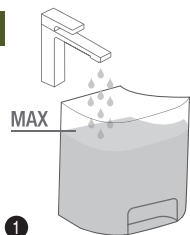


4

Close the coffee system.

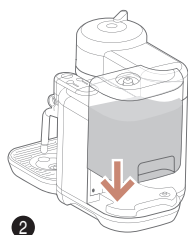
## MILK COFFEE PREPARATION

1



1

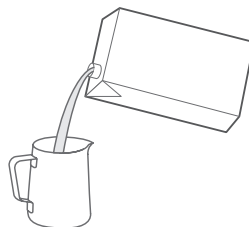
Fill the water tank with fresh potable water.



2

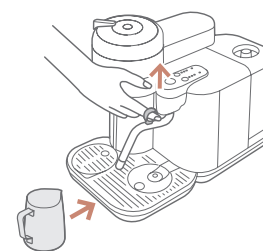
Place back onto the machine.

2



Pour the milk of choice into the milk jug. Refer to the recipe suggestions for the ideal amount. Do not exceed the MAX line.

3



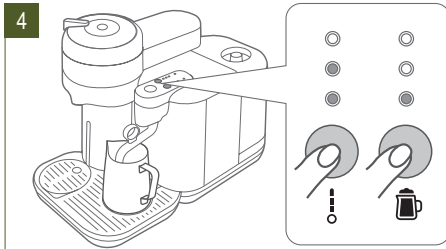
Lift up steam wand and insert in the milk jug. Position the milk jug, into the drip tray recess.

**NOTE:** For an ideal milk froth, we recommend the use of semi-skimmed pasteurized milk at fridge temperature.

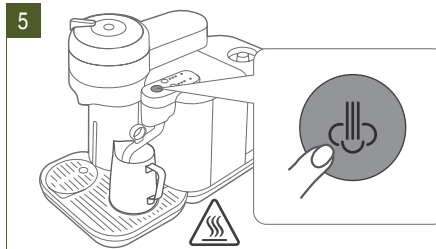
**NOTE:** You can use soy, almond or oat drink for your drink preparations. Adjust your milk settings to suit your preference.

**WARNING:** The cleaning methods provided in the instructions does not guarantee the complete removal of allergens. In the case of confirmed or suspected allergies, do not use milk and plant based drinks in the same machine/device.

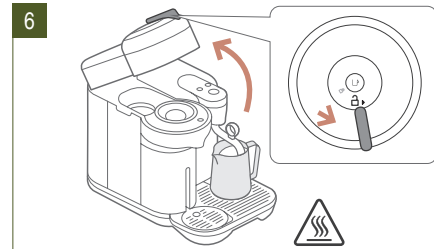
# MILK COFFEE PREPARATION



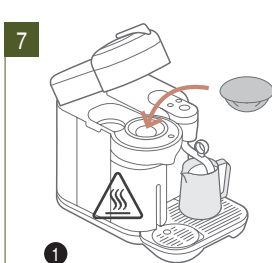
Select Milk Temperature level and Milk Texture level.



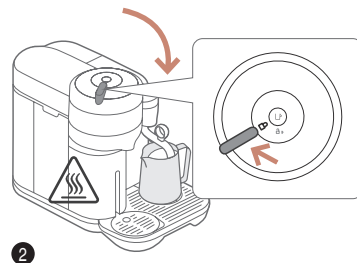
Press the Steam Button to start frothing.



Unlock and open the coffee system.



1 Insert a coffee capsule.



2 Close and lock the coffee system.



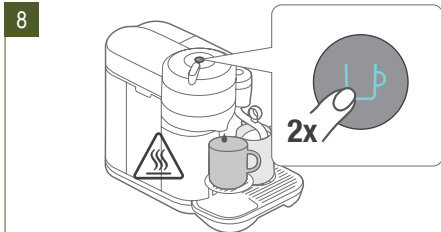
3 Adjust the height position of the cup support.



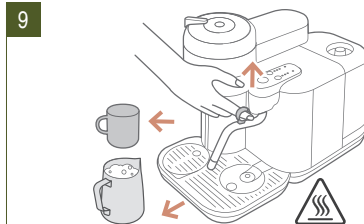
4 Place a large enough cup under the coffee spout.

**CAUTION:** Risk of scalding may occur due to hot coffee overflowing.

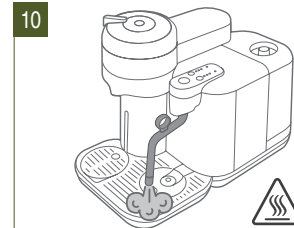
# MILK COFFEE PREPARATION



Press the Coffee button twice (2x) for milk extraction.  
To stop the coffee extraction early, press the Coffee button.



Once the coffee extraction and milk texturing are complete, remove the cup and milk jug from the machine.



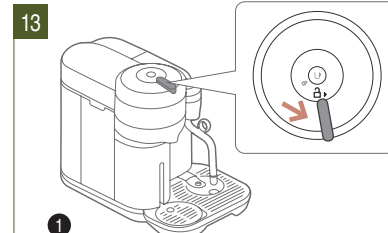
The machine will purge the steam wand once it returns to its downward position.



Wipe the steam wand with a clean, damp cloth.



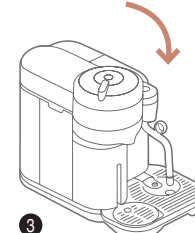
Pour the milk into the coffee.



1 Unlock the coffee system.



2 Open the coffee system, the capsule will be ejected.



3 Close the coffee system.



**NOTE:** When making a latte macchiato, pour the textured milk into the glass, then position under coffee spout and press the Coffee button (2x) to start the extraction.



# RECIPE SUGGESTIONS

EN

## CAPPUCCINO + FLAT WHITE



**S**   25 ml / 0.8 fl oz \*

**M**   40 ml / 1.3 fl oz \*

**L**   80 ml / 2.7 fl oz \*

Min

Level 1

Level 2

## LATTE MACCHIATO



Level 1

Level 2

Max

## CAFÉ LATTE



Level 1


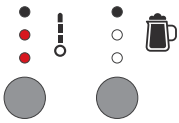




Level 2

Max


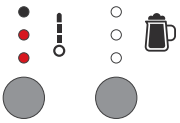




**NOTE:** For Barista Creations capsules, please refer to the information on the coffee sleeve.

# MILK COFFEE RECIPES


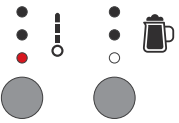




## CAPPUCCINO

1	
2	
3	
1	
2	
3	


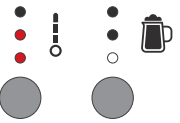




## LATTE MACCHIATO

1	
2	
3	
1	
2	
3	

## FLAT WHITE

1	
2	
3	
1	
2	
3	

## LATTE / CAFÉ LATTE

1	
2	
3	
1	
2	
3	

## DAILY CLEANING



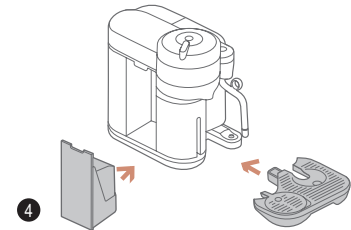
**1**  
Wipe the steam wand with a clean damp cloth after each use.



**2**  
Wash and rinse milk jug, the drip tray, cup support, capsule container and water tank.

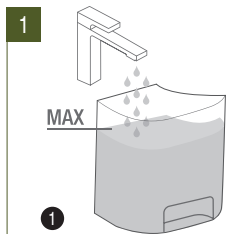


**3**  
Wipe all parts dry.

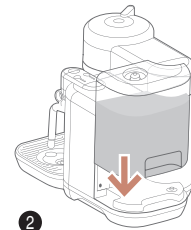


**4**  
Reassemble the machine.

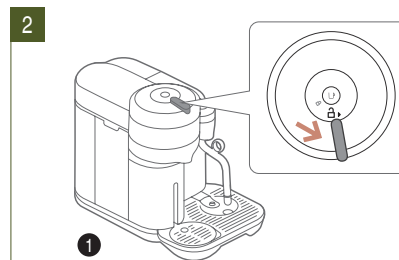
## CLEANING THE COFFEE SYSTEM



**1**  
Fill the water tank with fresh potable water.



**2**  
Place back onto the machine.

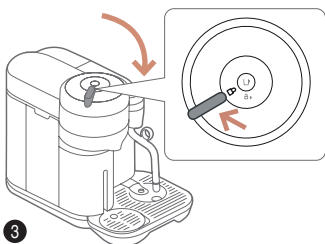


**1**  
Unlock the coffee system.



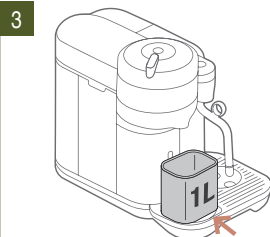
**2**  
Open it and eject the coffee capsule.

## EN CLEANING THE COFFEE SYSTEM



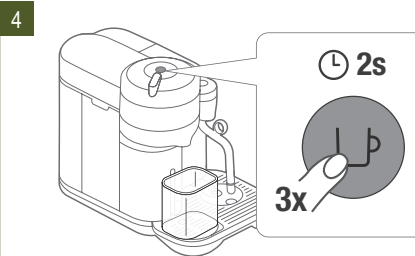
3

Then close and lock the coffee system.



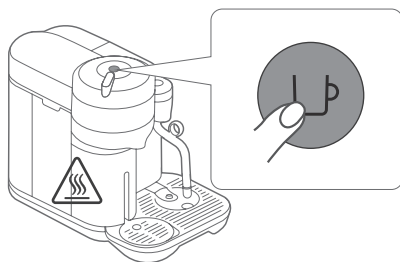
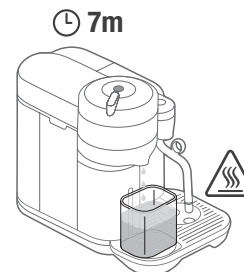
3

Place a 1 L container  
under the coffee outlet.



4

Turn the machine ON. Press the coffee button 3 times (within 2 seconds).



**NOTE:** The clean cycle can be interrupted by pressing the coffee button.



1

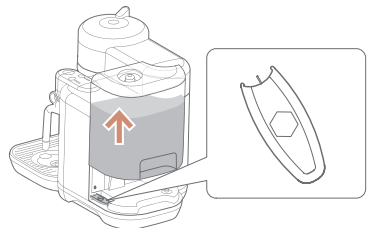
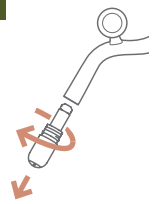
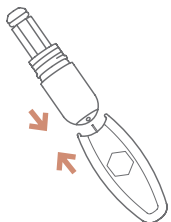


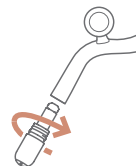
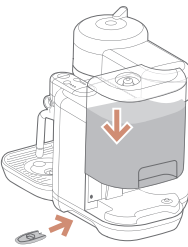

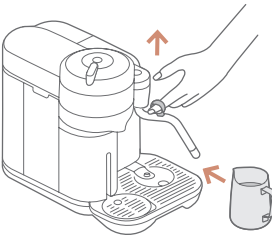
Once the process is complete, wash the drip tray and capsule container in warm water with mild detergent.



2

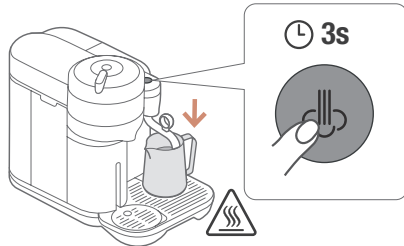
Dry with a clean damp cloth.

# CLEANING THE STEAM WAND

<p><b>1</b></p>  <p>Remove the pin cleaning tool from under the water tank.</p>	<p><b>2</b></p>  <p>Unscrew and remove the steam wand tip.</p>	<p><b>3</b></p>  <p>Use the steam wand cleaning tool to clear each hole in the steam wand tip. Tip can be cleaned in a dishwasher.</p>	<p><b>4</b></p>  <p>Use the pin cleaning tool to remove the steam tip cap.</p>	<p><b>5</b></p>  <p>Rinse and wipe the steam wand tip and the cap.</p>
<p><b>6</b></p>  <p>Reassemble the steam tip and return this onto the steam wand.</p>	<p><b>7</b></p>  <p>Put the pin cleaning tool on the machine located under the water tank.</p>	<p><b>8</b></p>  <p>Fill the milk jug to the max line with fresh potable water.</p>	<p><b>9</b></p>  <p>Lift and place the steam wand in the milk jug.</p>	

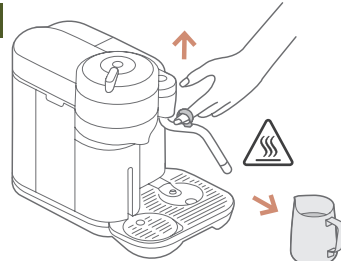
## CLEANING THE STEAM WAND

10



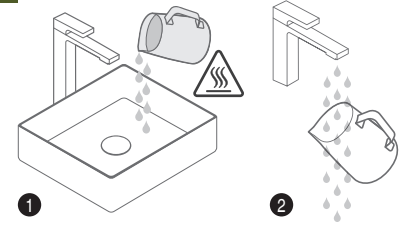
Turn the machine ON. Press and hold the Steam Button for 3 seconds to start the clean cycle.

11



Once complete, lift the steam wand and remove the jug.

12



1 Empty the milk jug.

2 Rinse the milk jug.

## DESCALING

**WATER HARDNESS  
SETTING LEVEL**

**WATER HARDNESS  
°fH**

**WATER HARDNESS  
°dH**

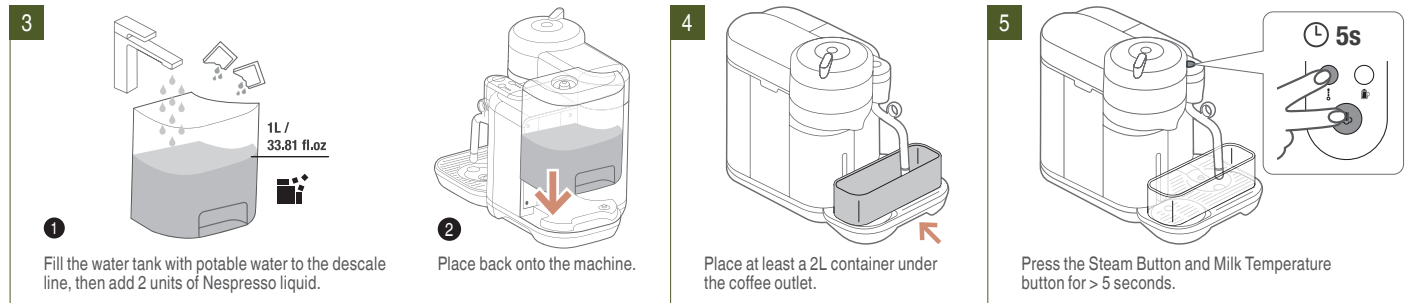
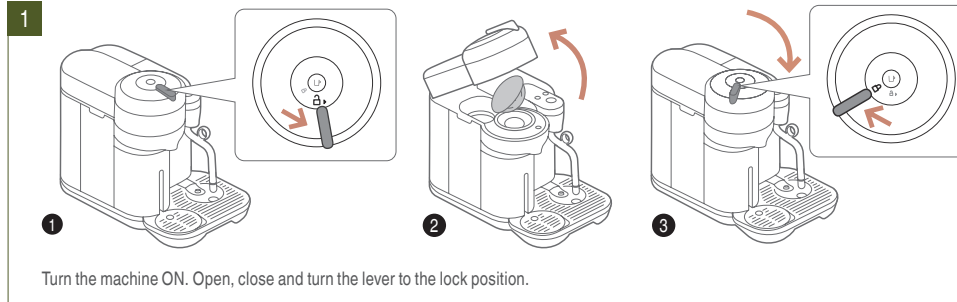
**WATER HARDNESS  
CaCO<sub>3</sub>**

1	0 to 5	0 to 3	0 to 50mg/l
2	> 5 to 13	> 3 to 7	>50 to 130mg/l
3	> 13 to 25	> 7 to 14	> 130 to 250mg/l
4	> 25 to 38	> 14 to 21	> 250 to 380mg/l
5	> 38 to 40fH	> 21 to 23	> 380mg/l to 400mg/l

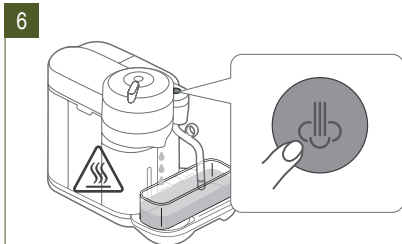
# DESCALING

**TIP:** Before descaling, it is recommended to clean the steam wand tip. Refer to the instructions on the previous page.

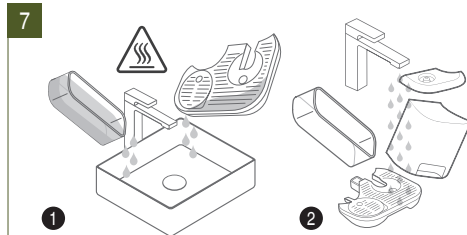
**NOTE:** The descale and rinse cycle can be paused at anytime by pressing the Steam button. To resume, press the Steam button again.



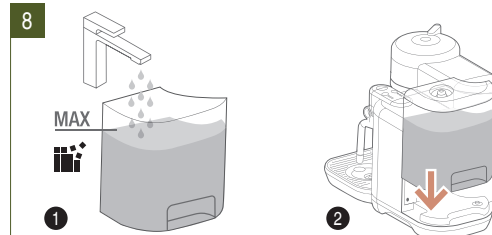
## EN DESCALING



Press the steam button to begin the steam and coffee descale cycle.

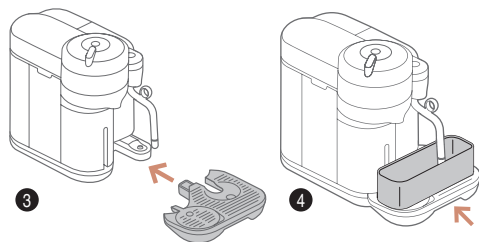


Once the steam and coffee descale cycle is complete, remove, empty and rinse the water tank, container and drip tray.

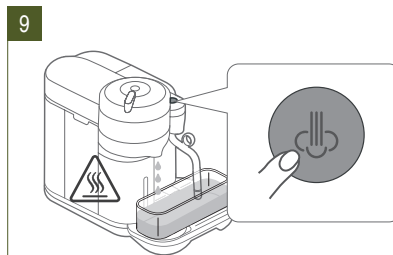


Refill the water tank to the MAX line with fresh potable water.

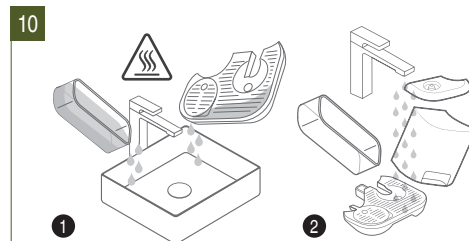
Place back onto the machine.



Replace the drip tray and container.



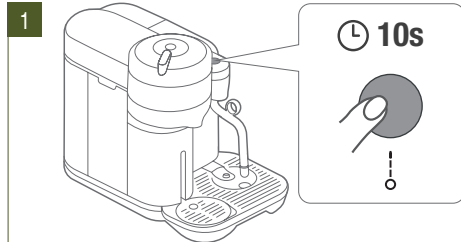
Press the Steam button to resume the rinse cycle.



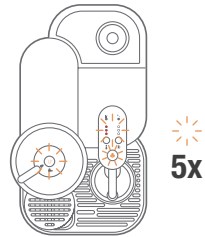
Once complete, remove, empty and rinse, the water tank, container and drip tray.

## RESET TO FACTORY SETTINGS

THIS WILL RESET ALL PRE-PROGRAMMED VOLUMES, WATER HARDNESS SETTING, MILK TEMPERATURE AND MILK TEXTURE SETTINGS.

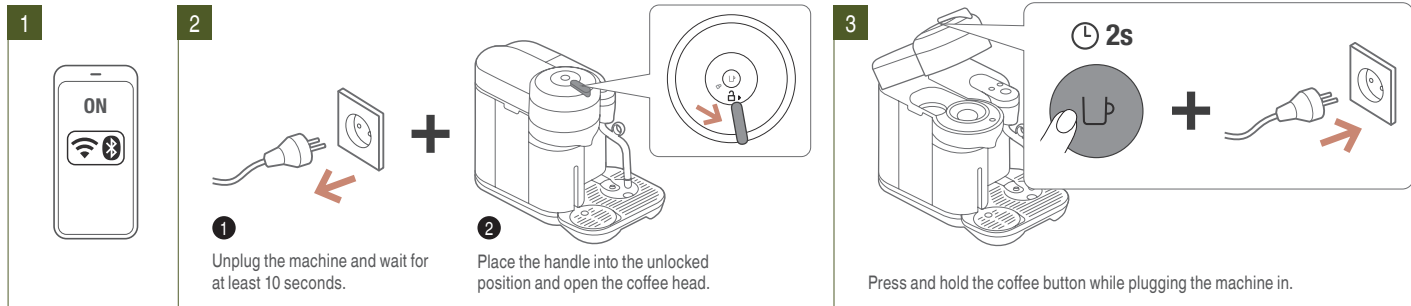



Turn the machine ON. Press and hold the Milk Temperature button for 10 seconds.



All lights will flash 5 times to indicate that the machine has been reset.

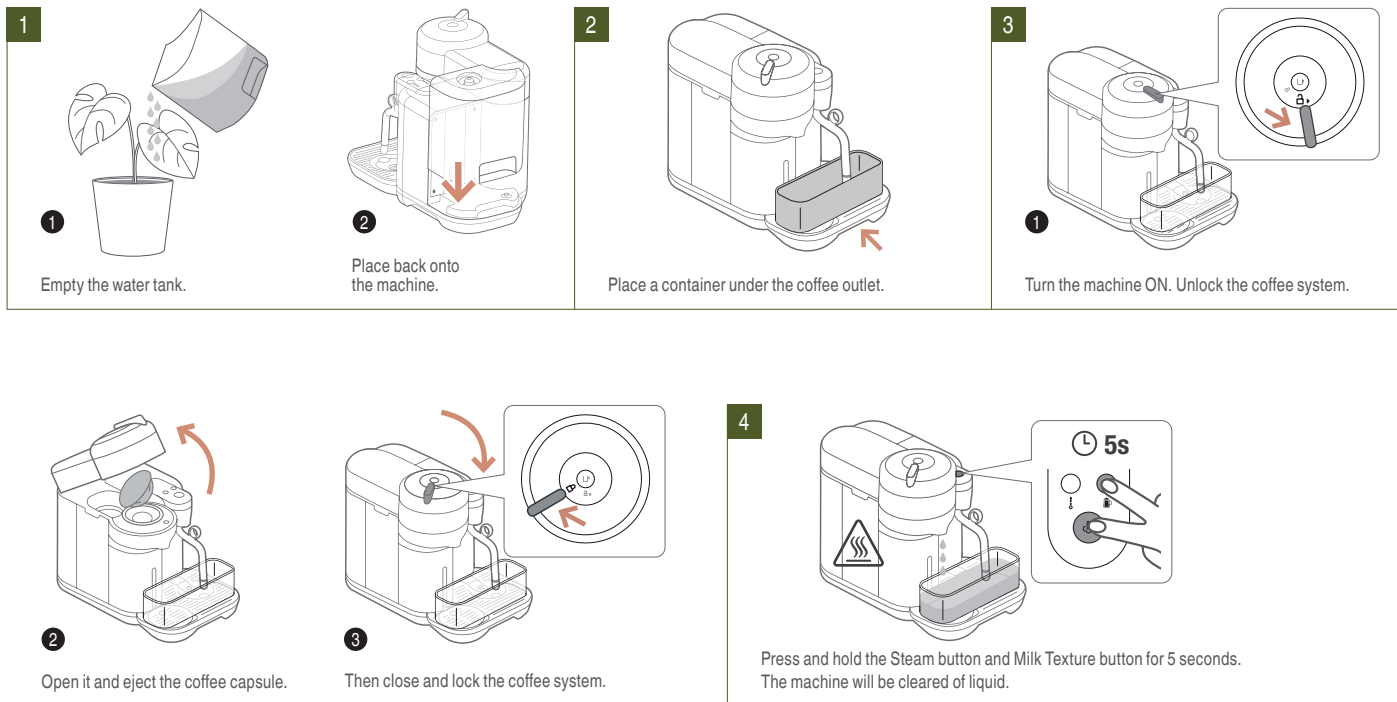
## TURN THE BLUETOOTH® / WI-FI® ON-OFF



 By default, the Bluetooth® / Wi-Fi® is switched on. Factory reset will also switch the Bluetooth®/Wi-Fi® on.

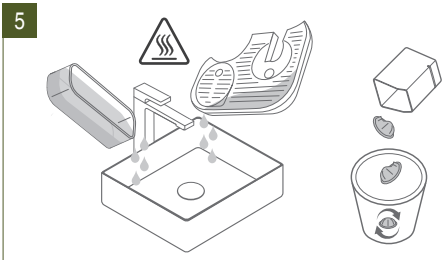
## EMPTYING THE SYSTEM

EMPTYING THE SYSTEM BEFORE A PERIOD OF NON-USE, FOR FROST PROTECTION OR BEFORE A REPAIR.

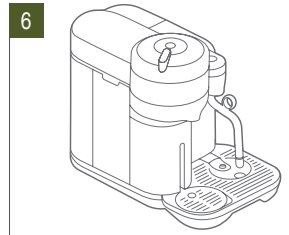


# EMPTYING THE SYSTEM

EMPTYING THE SYSTEM BEFORE A PERIOD OF NON-USE, FOR FROST PROTECTION OR BEFORE A REPAIR.



Empty container, the drip tray and capsule container.



The machine turns OFF automatically when machine is completely empty.

# TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSES	EASY SOLUTION
Buttons do not light up.	<ul style="list-style-type: none"> <li>The machine has turned "off" automatically.</li> </ul>	<ul style="list-style-type: none"> <li>Push coffee or steam button to turn machine on.</li> <li>Check the mains, plug, voltage, and fuse.</li> </ul>
No coffee.	<ul style="list-style-type: none"> <li>Check that the water tank is full.</li> <li>Check that a fresh capsule is inserted in the correct position, that the handle is properly locked and push the button to start.</li> </ul>	<ul style="list-style-type: none"> <li>Descale if necessary.</li> <li>Open the machine head and let the capsule be ejected. Then perform a cleaning as per cleaning section.</li> </ul>
Coffee is not hot enough.	<ul style="list-style-type: none"> <li>Preheat cup with hot potable water from the tap.</li> </ul>	<ul style="list-style-type: none"> <li>Descale if necessary.</li> </ul>
The machine doesn't start and the Coffee Button light is on and steady.	<ul style="list-style-type: none"> <li>Check that the Coffee Lever is properly locked.</li> <li>If brewing coffee, check that a fresh capsule is inserted in the correct position, that the handle is properly locked and push the button to start.</li> </ul>	<ul style="list-style-type: none"> <li>If you are cleaning, descaling or emptying the machine, make sure there is no capsule in the machine, then close, lock it and push the button to start one of these operations.</li> </ul>
The machine has stopped and the coffee or steam button blinks red continuously.	<ul style="list-style-type: none"> <li>Check that the water tank is full.</li> </ul>	<ul style="list-style-type: none"> <li>Fill the water tank and press the coffee or steam button to restart the process.</li> <li>Descale if necessary.</li> </ul>
Coffee light blinks while machine is running.	<ul style="list-style-type: none"> <li>If coffee is flowing normally, this indicates the machine is working properly.</li> <li>If only water is flowing, the machine is executing a user request for either cleaning, descaling or emptying the system.</li> </ul>	<ul style="list-style-type: none"> <li>If there is no intention to clean, descale, or empty the machine, then push the button to stop it. If the machine is still blinking, exit descaling mode by pushing and holding the button for at least 7 seconds or refer to next section. If problem persists, call <b>Nespresso</b>.</li> </ul>
Coffee light blinks and machine is not running.	<ul style="list-style-type: none"> <li>It will take some time before the coffee flow comes out (due to the barcode being read and parameters being adjusted).</li> <li>Check that a fresh capsule is inserted in the correct position, that the handle is properly locked and push the button to start.</li> <li>Fill the water tank and push button to start.</li> </ul>	<ul style="list-style-type: none"> <li>Turn the machine to "off mode" by pushing the coffee button for 3 seconds and then push it again to turn the machine "on". Now wait approximately 20 minutes to allow the machine to cool down after extensive use.</li> <li>If the machine doesn't turn "off" then exit descaling mode by pushing the Coffee button for at least 7 seconds.</li> </ul>

# TROUBLESHOOTING

EN

PROBLEM	POSSIBLE CAUSES	EASY SOLUTION
Machine is not running and Coffee Button light continuously displays 2 blinks Red and 1 pause.	<ul style="list-style-type: none"> <li>• During regular Coffee/Esspresso preparation:               <ol style="list-style-type: none"> <li>1) Unlock the handle and open the machine head to check that a fresh undamaged capsule is inserted in the correct position.</li> <li>2) Check that the handle is in the "locked" position.</li> <li>3) Check that the water tank is full.</li> </ol> </li> <li>• During Descaling, Emptying and Cleaning:               <ol style="list-style-type: none"> <li>1) Check that capsule is ejected.</li> <li>2) Check that the handle is in the "locked" position.</li> </ol> </li> <li>• During Programming Volume:               <ol style="list-style-type: none"> <li>1) Check and insert a capsule.</li> <li>2) Please refer to the corresponding chapter.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• If problem persists:               <ol style="list-style-type: none"> <li>1. Unlock the handle and open machine head.</li> <li>2. Replace capsule (if needed).</li> <li>3. Disconnect power cord from the outlet and plug the machine back into outlet after 10 seconds.</li> <li>4. Close the head and press the button to turn "on" and press again to start brewing. If problem persists, call <b>Nespresso</b>.</li> </ol> </li> </ul>
Leakage or unusual coffee flow.	<ul style="list-style-type: none"> <li>• Check that the water tank is correctly positioned.</li> </ul>	
Machine enters standby.	<ul style="list-style-type: none"> <li>• To save energy the machine will turn off after 2 minutes of non-use.</li> </ul>	<ul style="list-style-type: none"> <li>• See Energy Saving Concept Section.</li> </ul>
Coffee grounds in the cup.	<ul style="list-style-type: none"> <li>• Perform the cleaning procedure twice.</li> </ul>	<ul style="list-style-type: none"> <li>• See Cleaning the coffee system section.</li> </ul>
Coffee light on, but no light on milk side.	<ul style="list-style-type: none"> <li>• Machine communication error</li> </ul>	<ul style="list-style-type: none"> <li>• Unplug the machine, wait 10 seconds, plug in the machine, wait 10 seconds, press steam button.</li> </ul>
Descale alert LED is blinking. Descale alert LED is on and Steam does not work.	<ul style="list-style-type: none"> <li>• Machine requires descaling in order to achieve optimal performance.</li> </ul>	<ul style="list-style-type: none"> <li>• Descale the machine.</li> </ul>
Milk steam cycle does not start.	<ul style="list-style-type: none"> <li>• Check that the water tank is correctly positioned.</li> <li>• Check steam tip for any blockages and ensure wand is lowered into the correct position</li> <li>• Check if a coffee brew is in progress as steam can only start after the coffee is finished.</li> <li>• Check if the descale alert is showing and then requires a descale.</li> <li>• Check if the "clean" led is indicating that the steam wand requires a clean.</li> </ul>	<ul style="list-style-type: none"> <li>• Fill water tank.</li> <li>• Complete a steam wand cleaning cycle.</li> <li>• Complete a descale cycle.</li> </ul>

# TROUBLESHOOTING

## PROBLEM

## POSSIBLE CAUSES

## EASY SOLUTION

Quality of froth not satisfactory.

- For optimal milk froth, use semi skimmed UHT or pasteurized milk at refrigerated temperature (about 4-6°C / 39-43°F).
- Check the milk froth setting.

- Use the milk jug provided and follow the levels marked.
- Clean both the milk jug and steam wand after each use.
- Clean the steam wand.
- Ensure milk jug is correctly positioned on milk jug recess.

Steam has excess water.

- Use cold, potable water. Do not use highly filtered, demineralised or distilled water.

Milk overflows.

- Fill jug with appropriate milk volume.

- To stop overflow, either reduce the initial volume of milk and/or reduce the froth level. This varies depending on milk type.

Milk temperature is too hot.

- Use the milk jug provided.
- Check the milk jug is positioned correctly, in the recess and on the milk jug temperature sensor.
- Check the temperature sensor in the drip tray is clean.

- Decrease the milk temperature setting.

Milk temperature is not hot enough.

- Preheat cup.
- Use the milk jug provided.
- Check the milk jug is positioned in the recess and on the milk jug temperature sensor.























- Increase the milk temperature setting.
- Check the steam tip for blockages.


Clean Steam Wand alert LED is on.

- Steam wand requires cleaning be completed in order to achieve optimal milk frothing performance.



























- Follow the steps to clean the steam wand.


# BLINKING SUMMARY / ERRORS

INDICATION					
Power Off	-	-	-	-	-
Heat up mode (coffee)				-	-
Ready mode				-	-
Brewing mode		-		-	-
Recipe Brewing mode		-		-	-
Steaming mode				-	-
Pre-order Brew				-	-
Pre-order recipe brew				-	-






















\* **NOTE:** Last user milk settings may vary.


# BLINKING SUMMARY / ERRORS

INDICATION					
Steam auto purge ready mode				-	
Steam auto purge mode				-	
Standby mode	-	-	-	-	-
Milk communication error		-	-	-	-
Coffee error				-	-
Coffee overheat				-	-
Milk overheat				-	-
User error				-	-

\* **NOTE:** Last user milk settings may vary.

# BLINKING SUMMARY / ERRORS

INDICATION					
Water tank empty - during coffee		-		-	-
Water tank empty - during milk	-			-	-
Descale warning					-
Descale Lockout			-		-
Steam wand blocked			-	-	
Cleaning cycle needed		-	-	-	

\* **NOTE:** Last user milk settings may vary.

EN

## ENERGY SAVING CONCEPT

The machine can be turned "off" at any time (when not operating) by removing the plug from the power outlet.

Automatic "off" Mode: the machine will turn off automatically after 2 minutes of non-use.

**i NOTE:** In special cases, the machine can take up to 5 minutes to automatically turn off.

## CONTACT NESPRESSO

Should you need any additional information, in case of problems or simply to seek advice, call **Nespresso**.

Contact details for your nearest Nespresso can be found in the welcome material in your machine box or at **nespresso.com**

## DISPOSAL AND ENVIRONMENTAL PROTECTION

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.

# NOTES

EN



NESPRESSO. Sage

SVE850 EN SAGE IB 240V A23