NESPRESSO®
PROFESSIONAL



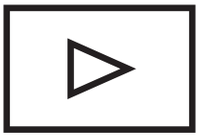
Nespresso Momento Coffee (230 / NP100)
Nespresso Momento Coffee & Coffee (231 / NP200)

User Manual

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?





Nespresso Momento Coffee (230 / NP100)
Nespresso Momento Coffee & Coffee (231 / NP200)

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1. Safety precautions and general information



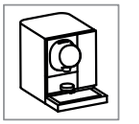
Safety Precautions

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 with 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 if 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 (such as the water tank, pipes, etc.) are not showing any damage (such as a tear or 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

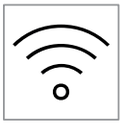
Note: This appliance contains a Class 1 laser product.



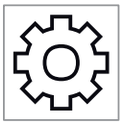
Contact with electrical components during operation of the machine could result in death or serious injury.

- The machine should only be installed, relocated, removed, serviced, and/or repaired by trained personnel, who are trained in the correct use of the machine in line with 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.

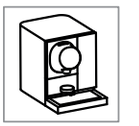




How to dry the machine in case it gets wet or if there is a water leak (risk of electric shock):

- 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 clean, 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.



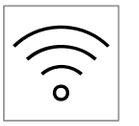


CAUTION: Risk of scalding

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.

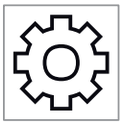




Risk of injury

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

- Do not put fingers into the capsule insertion slots.
- 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 a stable support and a flat horizontal surface able to withstand the weight of the machine (see "**Appendix**" for additional information).

For installation in any other environments, applicable regulations must be identified and fulfilled in advance 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.
- Trained operator staff: Trained operator staff are staff able to operate the machine and execute the cleaning and maintenance activities described in this manual.

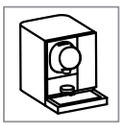




Operation

This machine is only suitable for brewing coffee and dispensing 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. Refer to the chapter "**Machine menu**" and section "**Maintenance menu**" for more information.
- Always ensure the machine is in a vertical and upright position. Do not transport the machine on its side or upside down.
- All operations other than those mentioned in this user manual must only be performed by authorised and trained service providers from **Nespresso** aftersales centres.





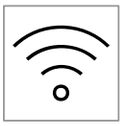


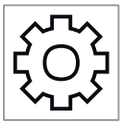


Cleaning the machine

- 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 moist but not wet to avoid increasing the 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 cleaning products (such as odourless chemicals and mild detergents that are food-safe and non-abrasive).
- Refer to the chapter "**Daily cleaning and maintenance**" for a complete guide to successfully cleaning your machine.









Disclaimer: Please do not remove the plastic part around the new water tank floater when placing it in the dishwasher. Otherwise, please remove the floater before.

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 cleaning products 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: only use either a non abrasive, damp single use cloth or a paper towel for cleaning (refer to "**Daily cleaning and maintenance**").
- 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, unless stated otherwise in this manual.
- 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.
- Clean the coffee outlet with dedicated, single-use and non-abrasive paper towels.

Machine hygiene

- For optimal machine hygiene, frequent automated rinsing takes place automatically to maintain 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 25,000 beverages per coffee head.

  Note: A maintenance plan should be in place for your machine.

- 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 may result in damage to property.
- 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.
- Fill the tanks only with the dedicated liquids. 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.
- The machine is class 4 and, in accordance with its design, must be operated between 5 °C and 32 °C.

Reminder

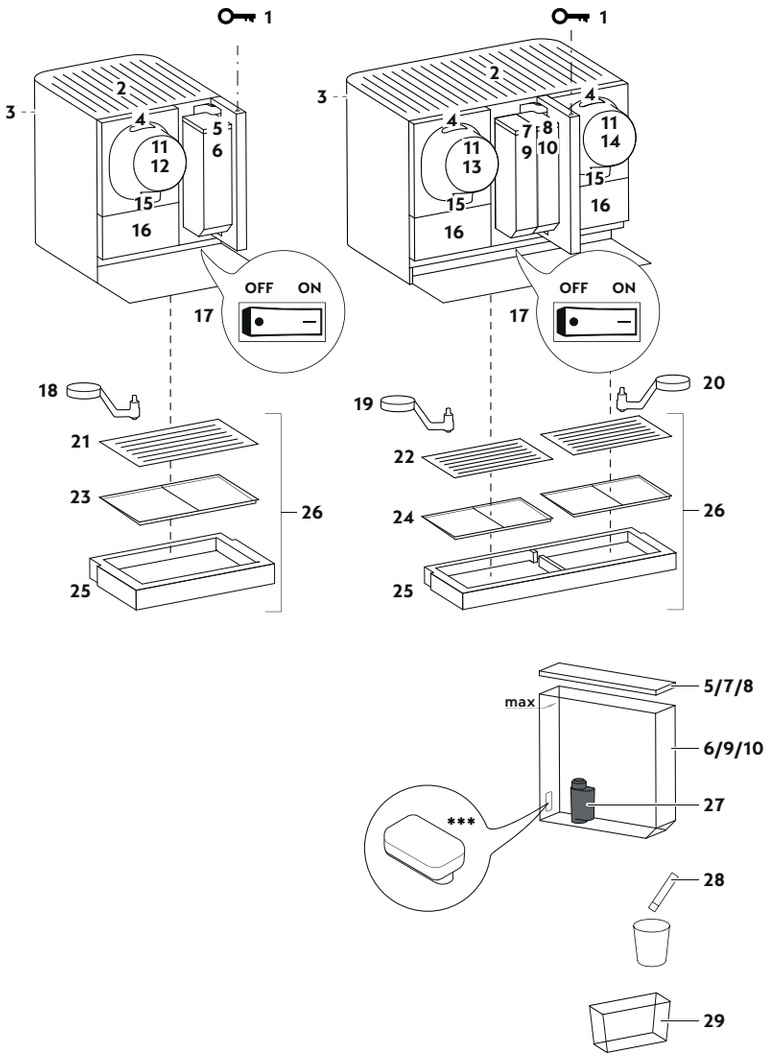
At least one copy of this user manual should be kept in a location available at all times to maintenance and management staff. Safety instructions must be available for all users.

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 **Nespresso** 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 **Nespresso** 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.
Nespresso 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 "**Automatic machine rinsing**".
Cup heater does not work.	Modify the Energy saving settings in your machine's setup menu. Activate the cup heater. If the problem persists, contact your machine operator.

2. Machine overview

2.1. Overview of the parts



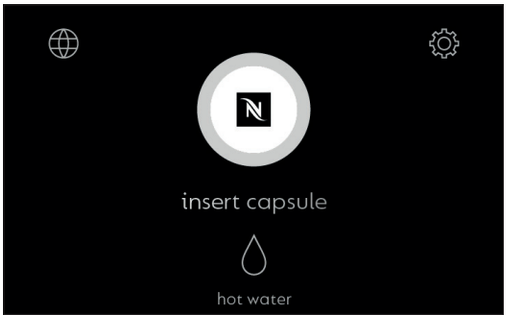
1	Key for water tank door
2	Cup heater*
3	Telemetry device** (located inside the machine)
4	Capsule insertion slot
5	Water tank lid NP100
6	Water tank NP100
7	Water tank lid NP200 (left)
8	Water tank lid NP200 (right)
9	Water tank NP200 (left)
10	Water tank NP200 (right)
11	Proximity sensor**
12	Touch control panel NP100
13	Touch control panel NP200 (left)
14	Touch control panel NP200 (right)
15	Coffee outlet
16	Capsule container
17	Main switch (the drip tray must be removed in order to access the main switch.)
18	Cup support NP100
19	Cup support NP200 (left)
20	Cup support NP200 (right)
21	Drip grille NP100
22	Drip grilles NP200
23	Drip tray inlet NP100
24	Drip tray inlets NP200
25	Drip tray
26	Drip tray assembly
27	Water filter
28	Water hardness test strip
29	Waste water container NP100: 1x, NP200: 2x (used during the cleaning process)

ⓘ 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.
*** Floater

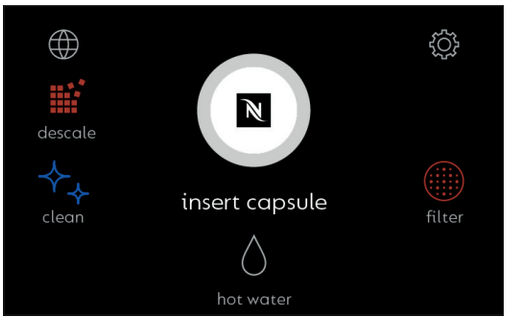
3. Interaction with the machine

3.1. Home Screen



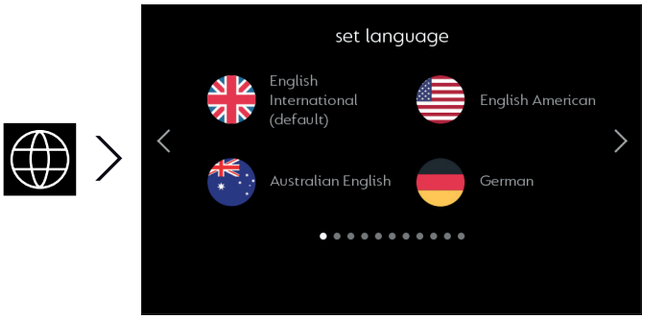
Hot water can be selected from the home screen.

3.2. Red symbols on the home screen



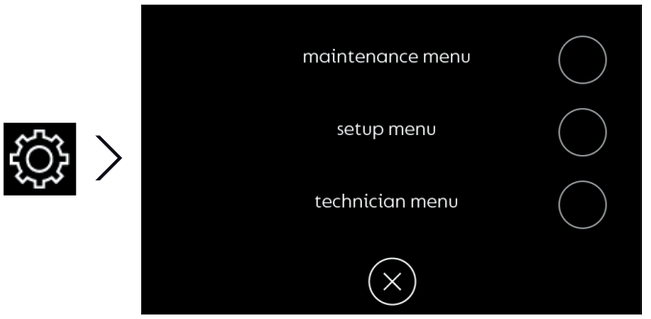
	Red “descale” symbol: the machine needs to be descaled (see “**Descaling**”)
	Red “filter” symbol: change water filter (see “**Change the water filter**”)
	Blue clean symbol: the water tank must be cleaned (apply only when the machine is connected to a direct water connection). Touch the symbol and follow the screen instructions.

3.3. Language screen



Select the desired language and tap the “confirm” symbol. After 45 seconds without any interaction, the machine will revert to the original language.

3.4. Machine menu



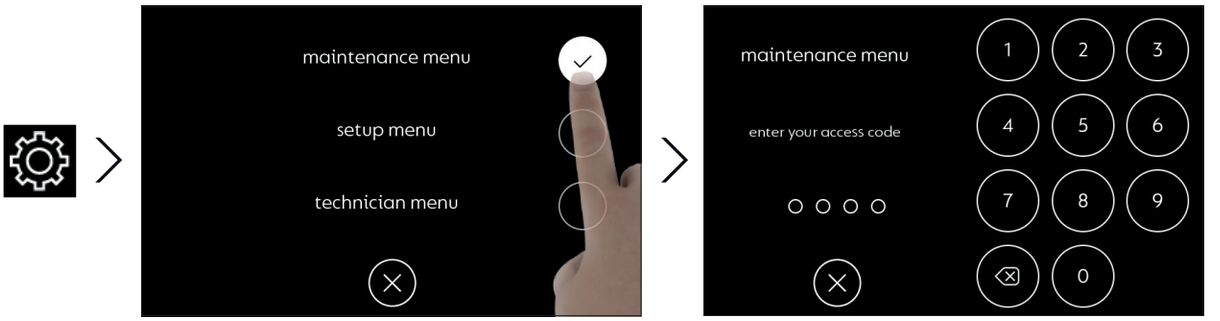
Maintenance menu
Service procedures (default code 8888)

Setup menu
General settings (default code 8888)

Technician menu
Can only be accessed by a trained **Nespresso** technician

3.4.1. Maintenance menu

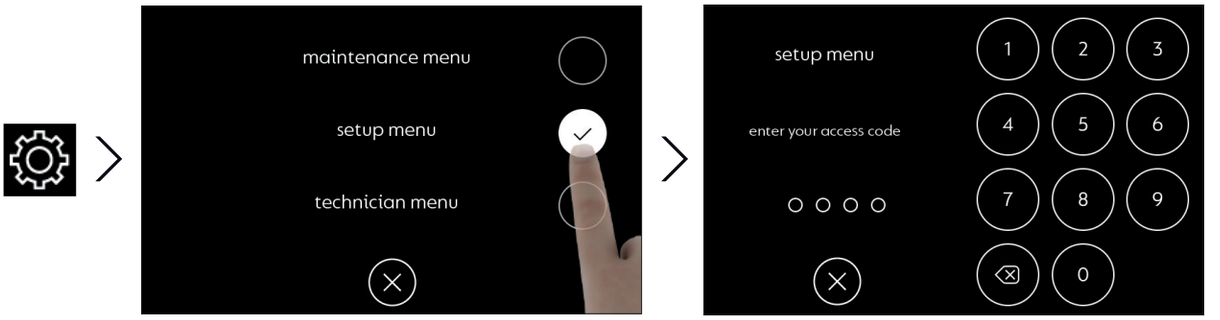
The menu can be reached by tapping the tools setting icon.



Parameters	Explanation	Momento Coffee (230 / NP100) / Momento Coffee & Coffee (231 / NP200, left head)	Momento Coffee & Coffee (231 / NP200, right head)
Descale the machine	Once the descaling threshold is reached, the descaling symbol is displayed on the machine screen and indicates that the machine has 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
Display the connectivity status	Network data are displayed.	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
Display the log	Automatic protocol of software events i. e. to diagnose problems.	yes	yes
Display the S/N and the SW version	Serial numbers and software versions of the corresponding machine parts are displayed.	yes	–
Emptying the machine	Prepare the machine for long storage or transportation.	yes	yes
Consumption data	Visualise machine coffee consumption and health status.	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	–

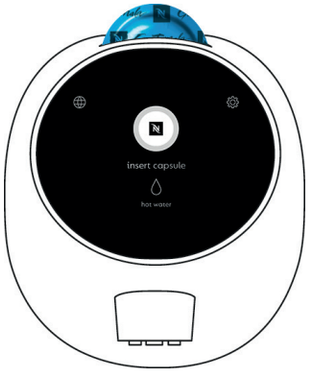
3.4.2. Setup menu

The menu can be reached by tapping the tools setting icon.



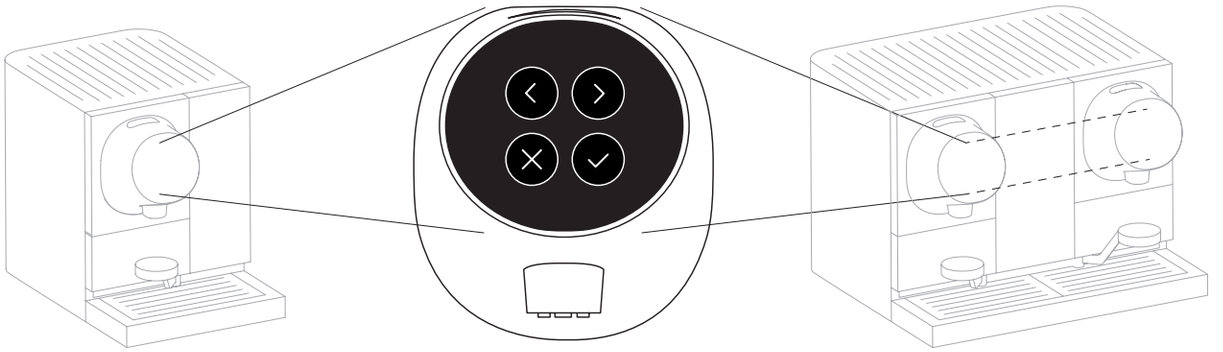
Parameters	Explanation	Momento Coffee (230 / NP100) / Momento Coffee & Coffee (231 / NP200, left head)
Set language	Set the desired language displayed on the screen.	yes
Set time	Set the local time (hh:mm).	yes
Set cup heater	Activate / deactivate the cup heater	yes
Set energy saving mode	Each machine is equipped with two power-saving modes which get activated in case of inactivity.	yes
Set temperature	Set the temperature of your coffee (each machine).	yes
Set recipes	Set the recipes displayed on your screen.	yes
Set recipes cup length	Increase / decrease the overall recipe cup length.	yes
Set functions	Set non-coffee recipe(s) displayed on your home screen.	yes
Set function cup length	Increase / decrease the non-coffee recipe length.	yes
Set top up	Enable / disable top up with the latest ingredient of a recipe.	yes
Set access code	Set the access code for the maintenance and setup menu. The default access code is 8888.	yes
Set water hardness	Use a glass of tap water and a test strip to determine the water hardness.	yes
Set water filter installation	Each machine can be operated with an “internal” water tank filter or directly connected to the water network.	yes
Periodic rinsing	A rinsing cycle is automatically performed to keep the coffee fluid line at the optimal temperature.	yes
Reset to factory setting	Reset the machine to factory settings. **Warning: All customised settings will be lost!**	yes

3.5. Insert a Nespresso capsule in the capsule insertion slot



The capsule will not fully enter the machine head until the beverage is selected. Do not push it further in the insertion slot as it might create a capsule jam.

3.6. Recurring screen symbols



Go to previous screen

Go to next screen

Confirm symbol

Cancel (back to main screen)

Use the screen symbols to navigate.

4. Other machine interaction

4.1. Automatic machine rinsing

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

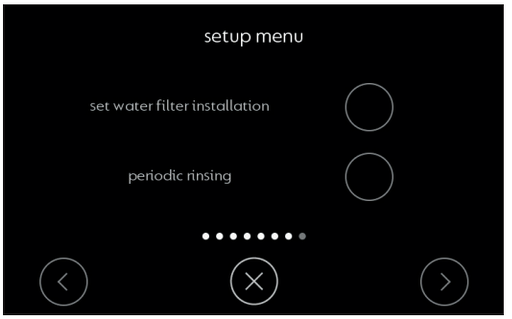
Once per day, at machine start up, the machine automatically performs a rinsing cycle (200 ml) through the coffee and hot water outlets.

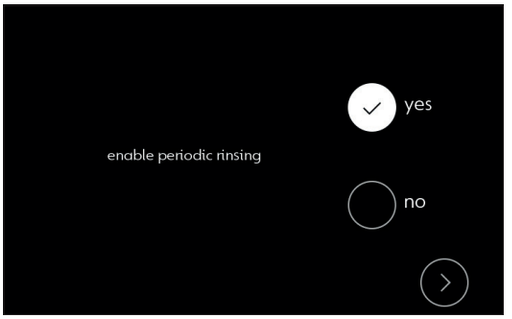
Rinsing after exiting a power-saving mode

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 after 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).





4.2. 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. The **proximity sensor** can differentiate two interacting zones: the first zone ("**far field**") can recognise movement at a distance of approximately 4 metres, 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.

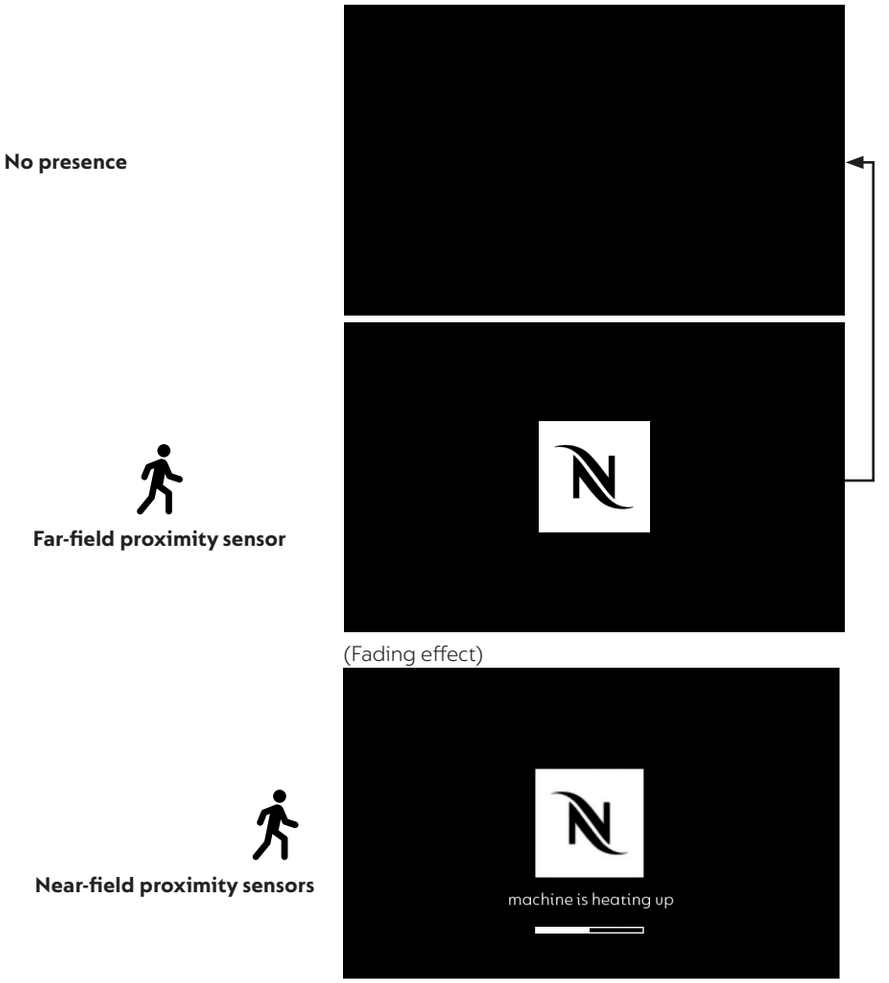
4.3. Power-saving modes

The machine is equipped with 2 power-saving modes that can be customised to save energy (setup menu > set energy-saving modes).

4.3.1. Standby mode

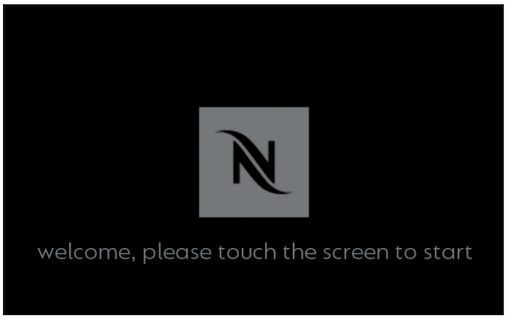
The machine enters **Standby mode** if unused or if its sensors do not detect any movement over 120 min (Factory settings). The time delay for Standby mode can be set between 10 and 480 minutes of inactivity.

Power-saving modes with proximity sensors enabled



The machine is heating up.

Energy-saving modes with proximity sensors disabled or unavailable

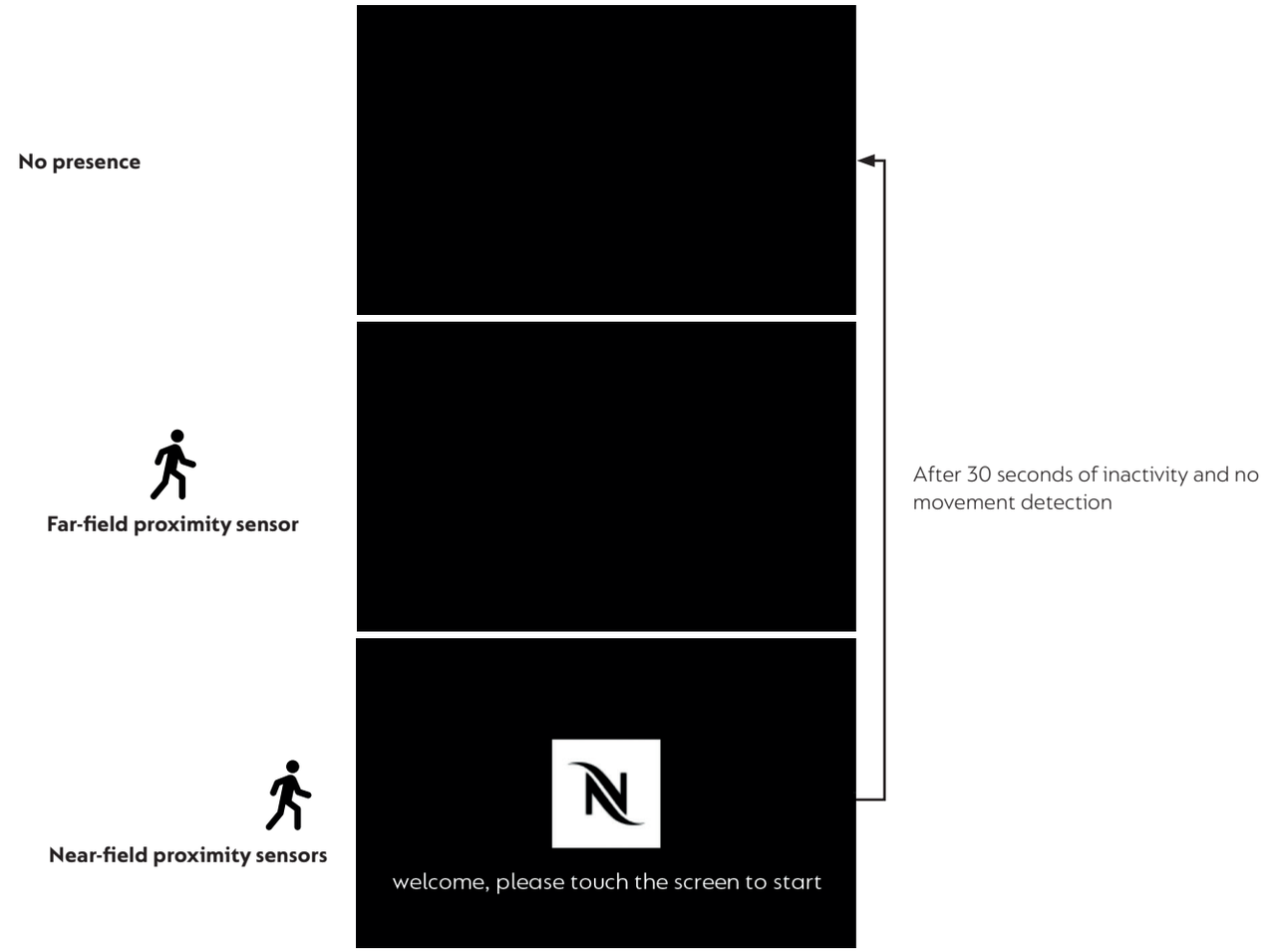


Luminosity dims to 30 % to secure screen longevity.

4.3.2. Deep sleep mode

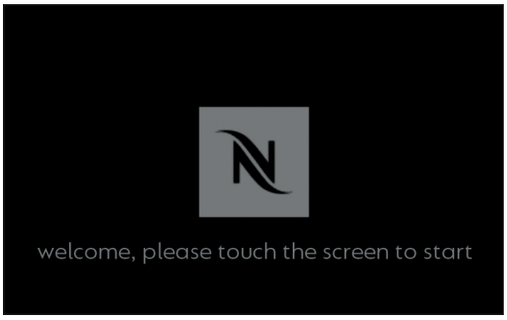
The machine enters **Deep sleep mode** after having been in standby over 120 min (Factory settings). The time delay for Deep sleep mode can be set between 10 and 480 minutes. The machine always enters Standby mode before switching to Deep sleep mode.

Power-saving modes with proximity sensors enabled



Touch the screen to start.

Energy-saving modes with proximity sensors disabled or unavailable



Luminosity fades in / out to ensure screen longevity.

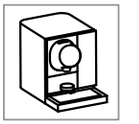
Components that switch off	
Standby	**Deep sleep**
Thermoblock / Display	Thermoblock / Display / Cup heater

4.4. Machine setting examples

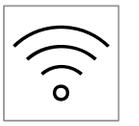
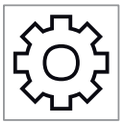
Recommended set-up

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





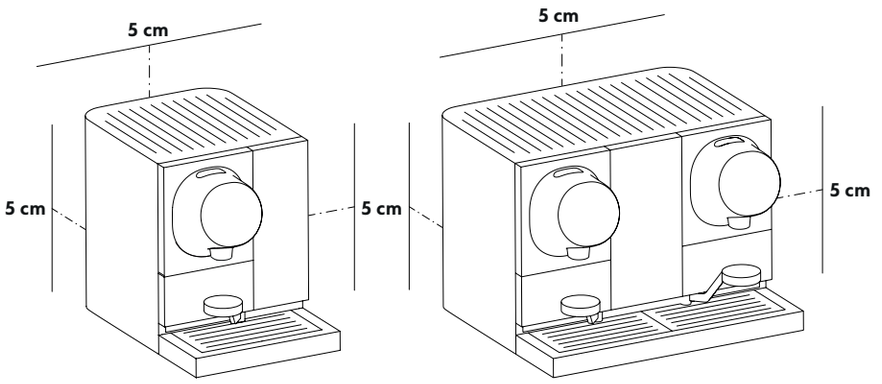


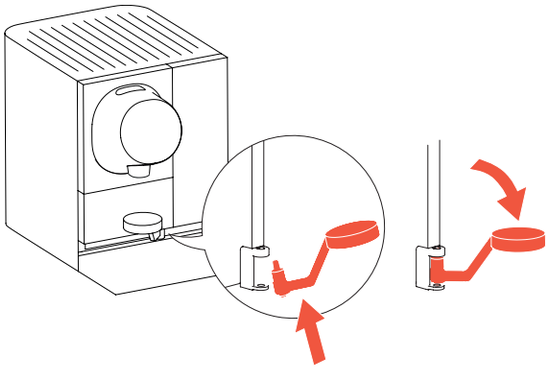

5. Machine installation and beverage preparation

5.1. Machine installation

	Momento Coffee (230 / NP100)	Momento Coffee & Coffee (231 / NP200)

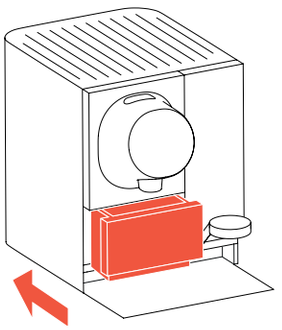


Please ensure the coffee machine is placed in a location with sufficient ventilation (at least 5 cm space at the back, sides and top of the machine).



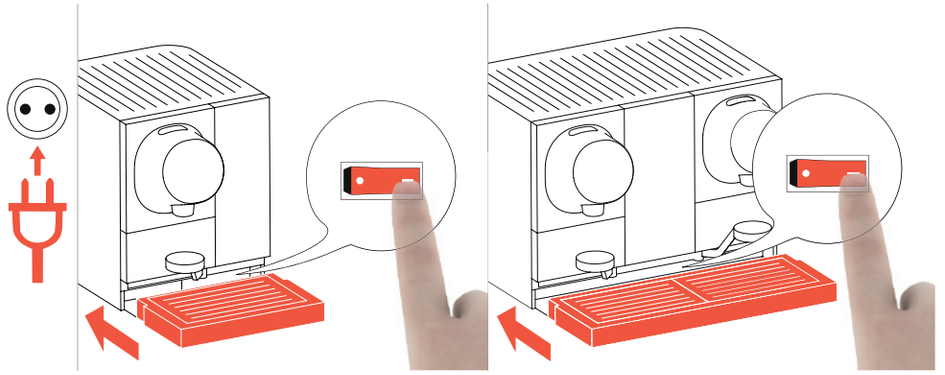
1

Insert the cup support (on both sides for the NP200) by tilting it into position.



2

Insert the capsule container (on both sides for the NP200).



3

Connect the power plug to the mains power socket. Ensure to use the correct mains voltage as given in the "**Appendix**". Switch on the machine. Insert the drip tray with the drip grid.

5.2. Machine set-up

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 symbols to navigate.

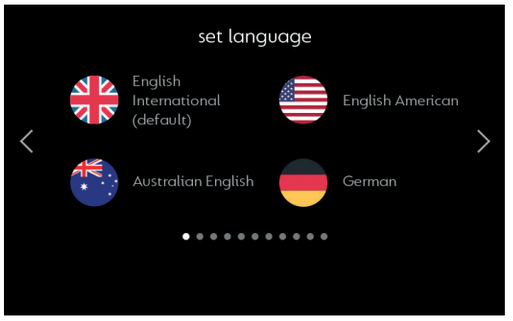


Follow the instructions on the screen to set the parameters of your machine.

Parameters:

Set language	**Welcome screen**
Set time zone	**Set time**
Set date	**Set cup heater**
Set energy saving modes	**Set coffee temperature**
Set recipes (recommendation screens)	**Set recipe cup length**
Set functions	**Set function cup length**
Set top up	**Set access code**
Set water hardness	**Set machine operating mode**
Set standalone machine with / without filter	**Water filter installation for standalone machine** (if the filter is set)

5.2.1. Set language



Select desired language and tap on “ ” symbol.

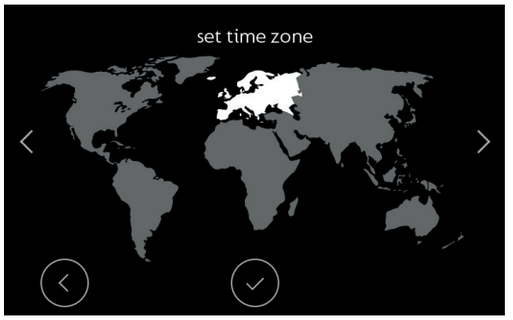
The languages are grouped by similar languages, so that it is easier to find the correct one.

5.2.2. Welcome screen



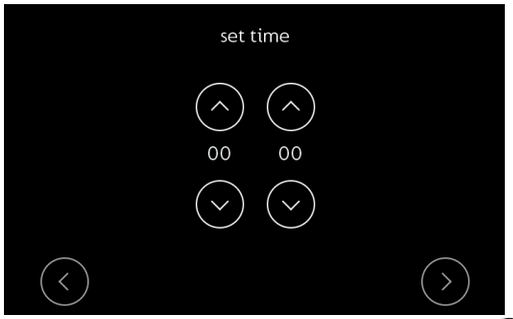
After the language is set, a welcome screen appears.

5.2.3. Set time zone



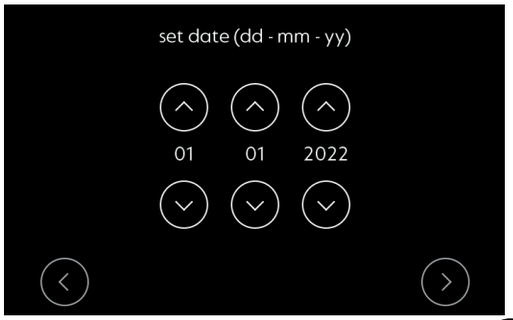
Use left or right arrows to set time zone and tap on the “ ” symbol to proceed.

5.2.4. Set time



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

5.2.5. Set date



Use up or down arrows to set date and tap on the “ ” symbol to proceed.

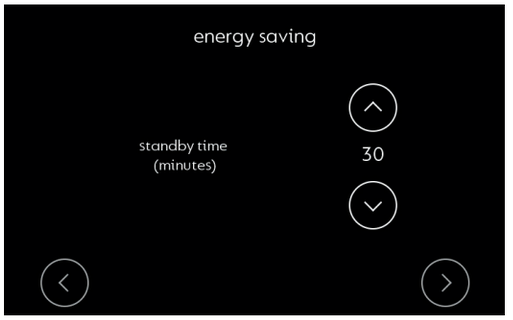
5.2.6. Set cup heater



Activate / deactivate the cup heater and tap on the “ ” symbol.

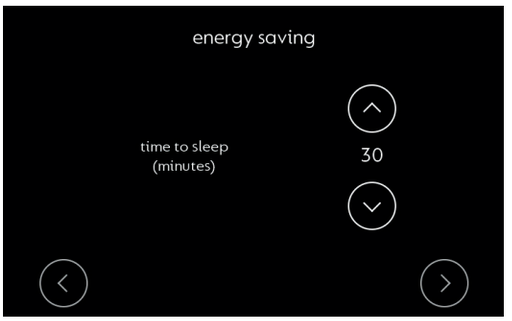
5.2.7. Set energy saving modes

Standby time



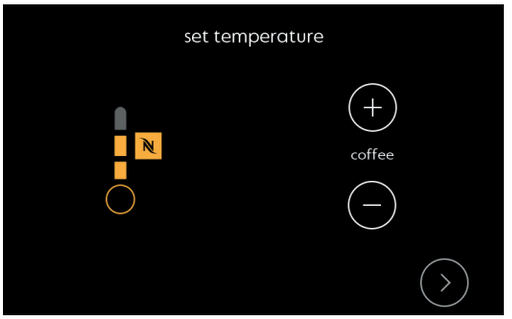
The machine enters Standby mode if unused or if its sensors do not detect any movement over 120 min. The time delay for Standby mode can be set between 10 and 480 minutes of inactivity (as of software update 6.24).

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.

5.2.8. Set coffee temperature



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

5.2.9. Set recipes (recommendation screens)

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

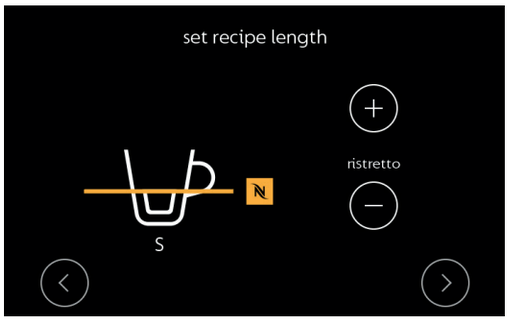


To choose your recipes, simply touch the recipe to select / deselect them. Recipes selected are highlighted (golden ring) for easy identification.



Confirm your selection by tapping on the “ ” symbol.

5.2.10. Set recipe cup length



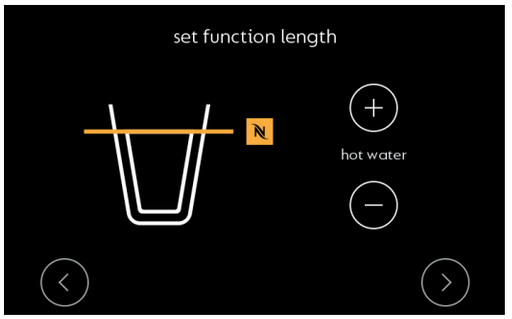
To scroll through the recipe list, use the right and left arrow. To set your recipe cup length of preference, use the + / – button.

5.2.11. Set functions



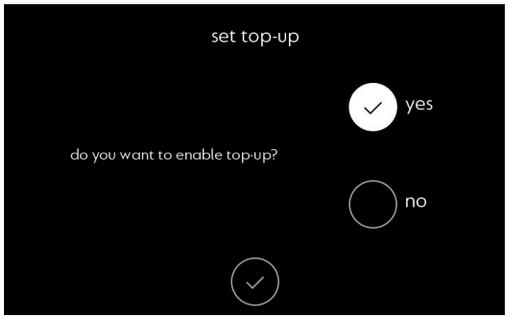
Set your non-coffee recipes: To choose the non-coffee recipe that will be available in the home screen, simply touch the recipe to select / deselect them. Recipes selected are highlighted (golden ring) for easy identification.

5.2.12. 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.

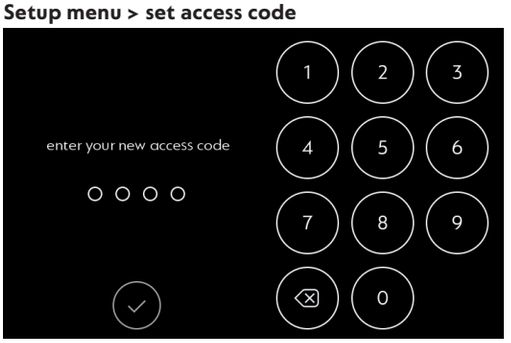
5.2.13. Set top up



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

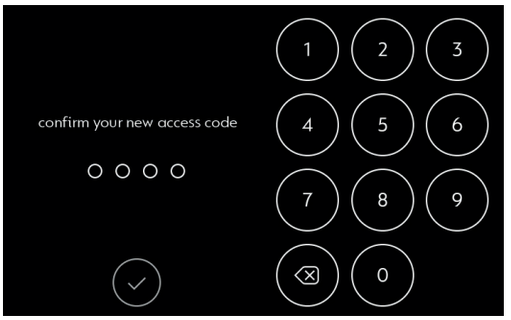
5.2.14. Set access code

Setup menu > set access code



1

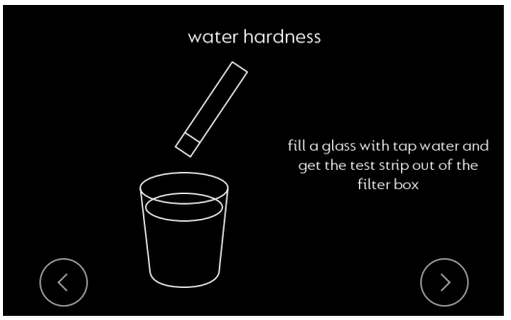
The default access code for the maintenance and setup menu is 8888. Enter the new access code and tap on the "✓" symbol.



2

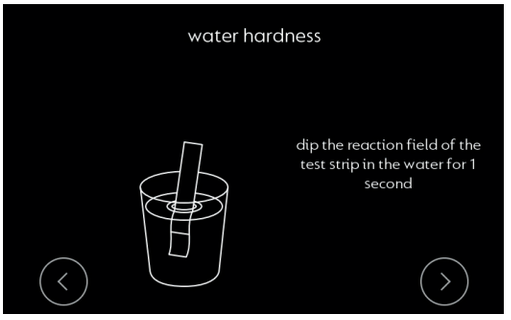
Confirm the new access code and tap on the "✓" symbol.

5.2.15. Set water hardness



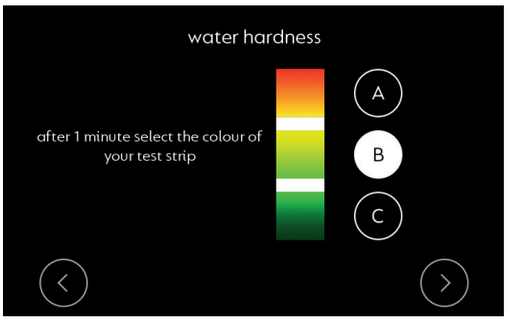
1

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



2

Place the test strip in water for one second then remove it. After one minute the test strip changes colour.

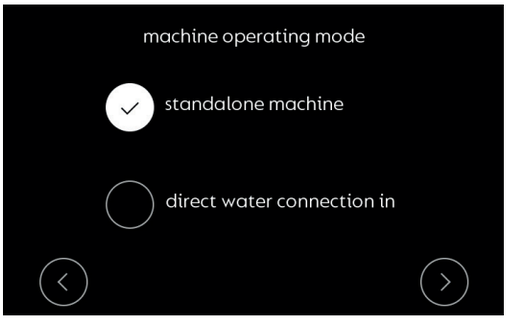


3

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

5.2.16. 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.



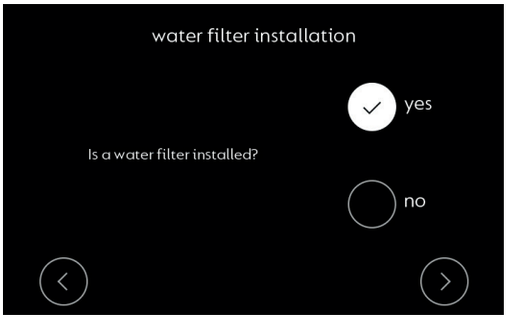
Select the appropriate option and tap on the “ ” symbol to proceed.

5.2.17. Set standalone machine with / without filter

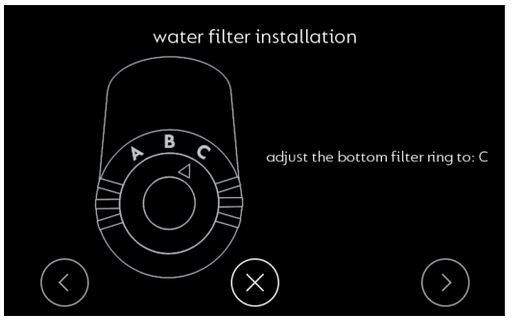
Momento machines are designed to work in optimal conditions with a water filtration cartridge.
Either with:

- “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 (230 / NP100) / Momento Coffee & Coffee (231 / NP200)) 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.

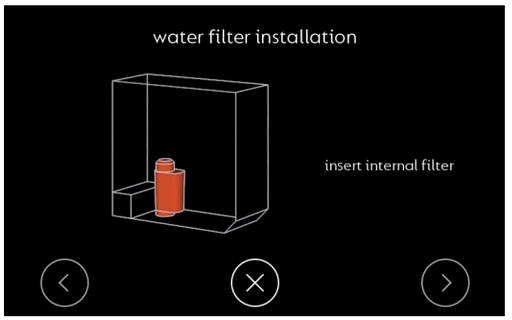


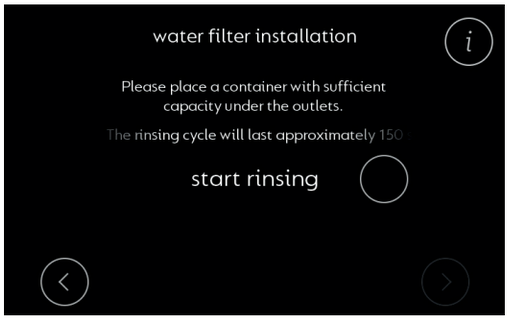
5.2.18. Water filter installation for standalone machine



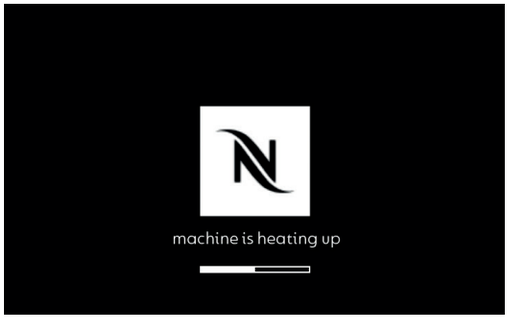
If the filter option is chosen, you are guided through the various steps. Follow the instructions on the screen.







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.

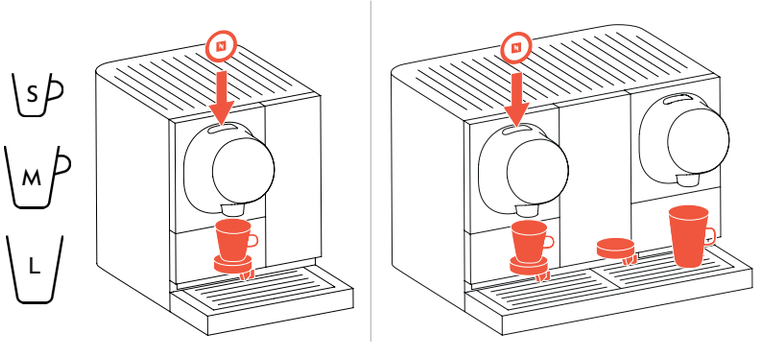


Once the rinsing is completed, the first installation is completed. The machine heats up.

5.3. Coffee and hot water preparation

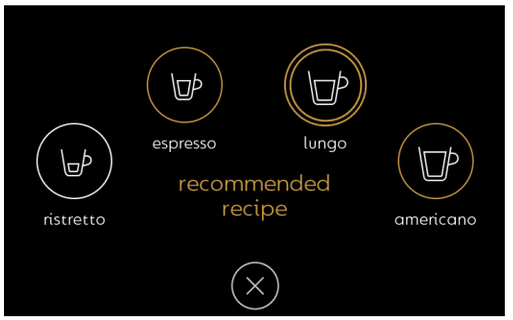
	Momento Coffee (230 / NP100)	Momento Coffee & Coffee (231 / NP200)

5.3.1. Coffee based recipes



1

Select the right cup (size) for your recipe (refer to "**Recipe list**"). 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.

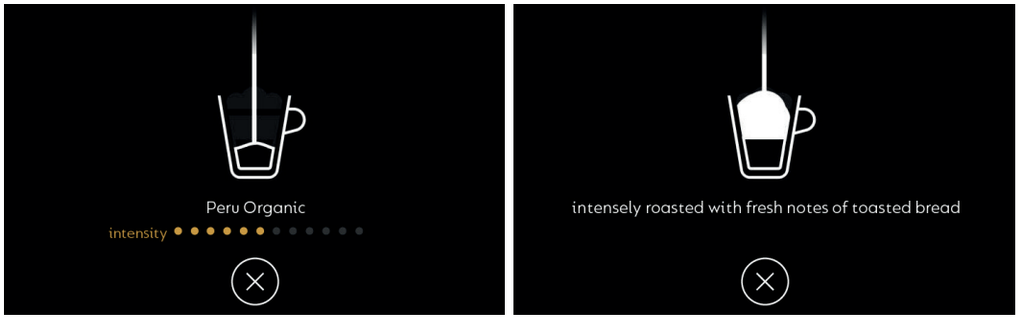


2

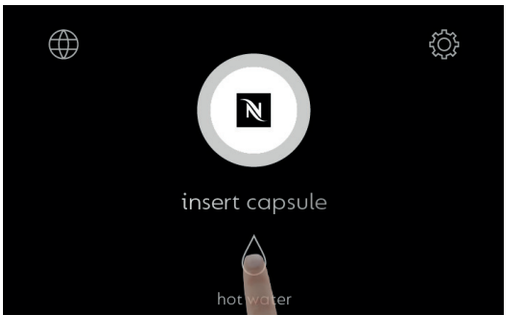
For **coffee preparation**, insert the capsule into the capsule slot. Recommended recipes for the inserted capsule are highlighted. Make your choice.

Recommended recipes for the inserted capsule are highlighted by a golden ring. Two rings indicate the "best enjoyed as" (best recommendation).

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



5.3.2. Other recipes



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

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

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.





5.4. 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.

Recipe	Nespresso branded cups S = 80 ml M = 180 ml L = 350 ml	ingredient 1st	ingredient 2nd	Top-up Max. top-up 50 ml	Cup length programming range min – max (approx.)
Ristretto (25 ml)	S	Coffee (25 ml)		Coffee	15 – 35 ml
Espresso (40 ml)	S	Coffee (40 ml)		Coffee	35 – 70 ml
Lungo (110 ml)	M	Coffee (110 ml)		Coffee	70 – 150 ml
Americano (150 ml)	M	Coffee (25 ml)	Hot water (125 ml)	Hot water	130 – 190 ml
Large Americano (210 ml)	L	Coffee (50 ml)	Hot water (160 ml)	Hot water	190 – 260 ml
Other recipes		**ingredient** 1st			
Hot water (225 ml)	L	Hot water		Coffee	125 – 325 ml

Cold recipes

Recipe	Nespresso branded cups	ingredient			Top-up	Cup length programming range
	S = 80 ml M = 180 ml L = 350 ml	1st	2nd	3rd	Max. top-up 50 ml	min – max (approx.)
 **Americano over ice** (195 ml)	L	Ice (90 ml)	Coffee (25 ml)	Water (80 ml)	Water	180 – 220 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.

To select the recipes you wish to offer on the recipe screen, see "**Set recipes (recommendation screens)**".
To set the cup volume of a recipe, see "**Set recipe cup length**".
To set the cup volume of a non-coffee recipe, see "**Set function cup length**".

5.5. Personalise the recipes with the top-up function

If you do not want to offer the topping up function, go to the setup menu > "set top up" and unselect the option.



After finishing the recipes, it can be topped up with the latest ingredient (see "**Recipe list**").

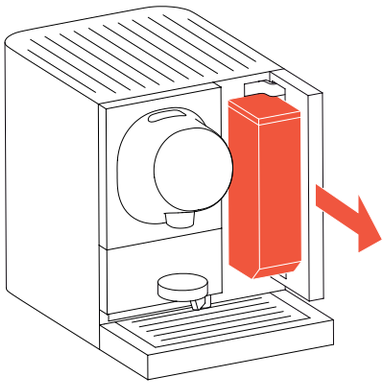
6. Daily cleaning and maintenance

	Momento Coffee (230 / NP100)	Momento Coffee & Coffee (231 / NP200)

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.

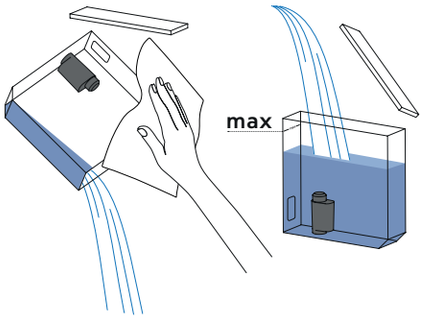
6.1. Rinse water tanks

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



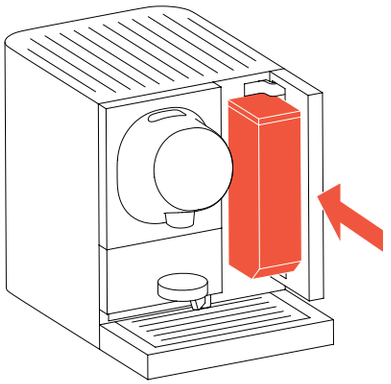
1

Remove the water tank from the machine (both for NP200).



2

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



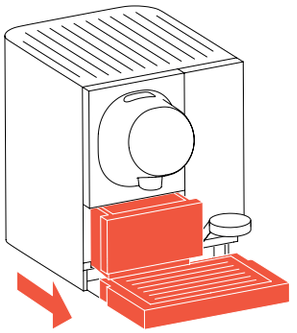
3

Attach the lid and insert the water tank back to the machine (both for NP200).

You can wash these components in the dishwasher:
- Water tank Momento Coffee (230 / NP100), Momento Coffee & Coffee (231 / NP200, left and right)
- Drip grid Momento Coffee (230 / NP100), drip grids Momento Coffee & Coffee (231 / NP200)

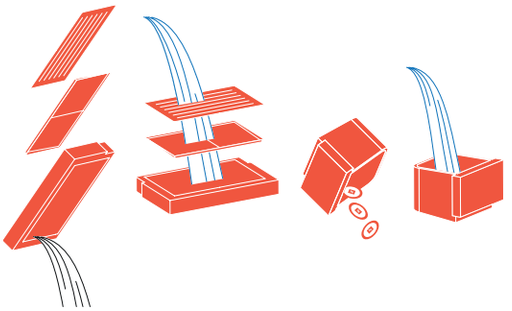
Refer to "**Machine overview**".

6.2. Clean drip tray and capsule container (daily)



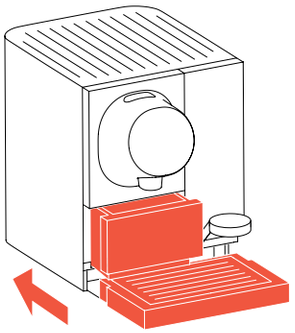
1

Remove the drip tray assembly with the drip grid. Swing the cup support to the side and remove the capsule container (both for NP200).



2

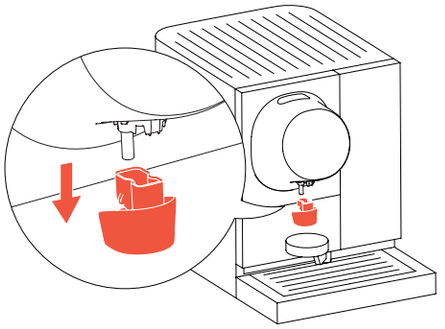
Empty the drip tray. Empty the capsule container. Wash all the components with soapy water, rinse and dry elements.



3

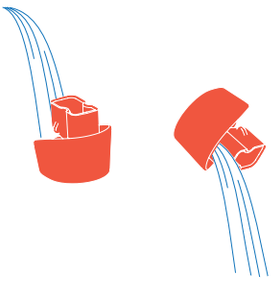
Insert the drip tray assembly and the capsule container back to the machine (both for NP200).

6.3. Clean coffee outlet (daily)



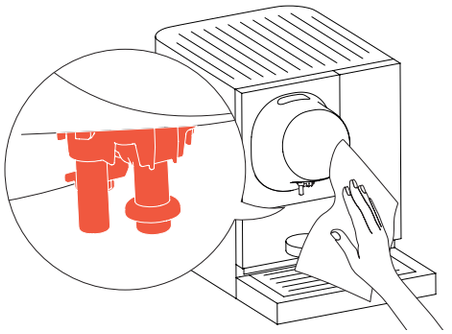
1

Remove coffee outlet cover (both for Momento Coffee & Coffee (231 / NP200)). **Be careful, hot water might drip.**



2

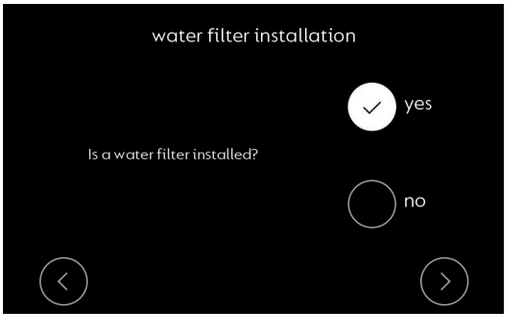
Rinse coffee outlet cover with fresh potable water and dry it.



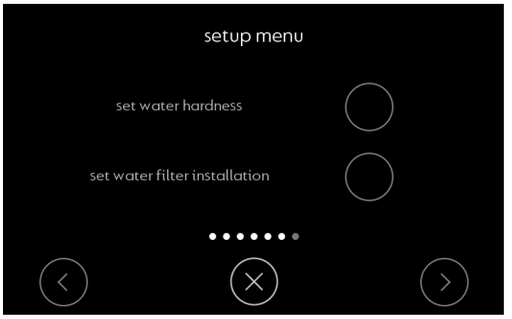
3

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 (231 / NP200)).

6.4. 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.

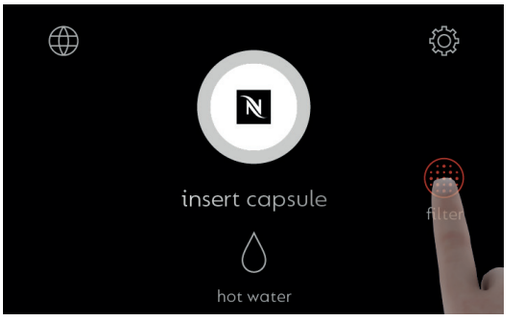
Alternatively, an external filtration system can be installed by a **Nespresso** service partner if the machine is installed with a direct water connection.

6.5. Change the water filter

The water tank should be cleaned every time the filter is changed.

There are 3 possible options to set the water hardness: A, B, C. Refer to “**Descaling intervals (with/without water filter) and water filter exchange**”.

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.



1

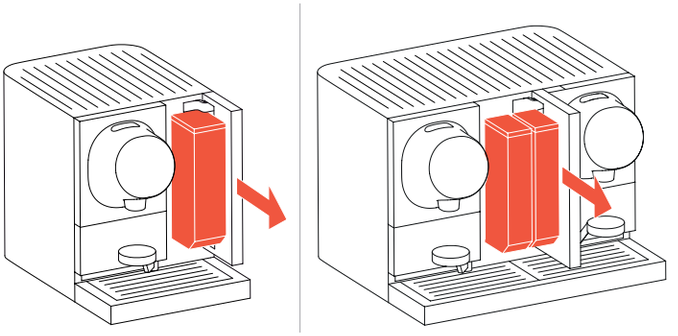
When the “filter” symbol appears in red the internal filter should be changed. Tap on the red filter symbol and follow the instructions.

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.



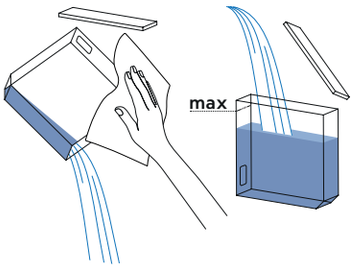
2

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



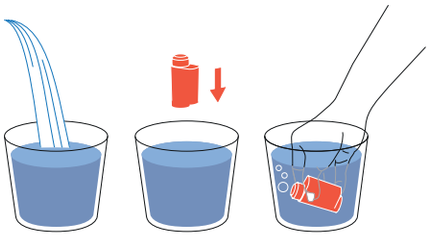
3

Once the water hardness is set, remove the water tank and its lid.



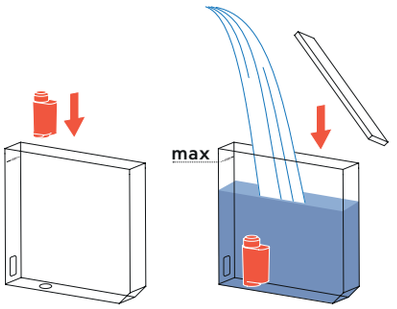
4

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



5

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.



6

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.

6.6. Descaling

	Momento Coffee (230 / NP100)	Momento Coffee & Coffee (231 / NP200)

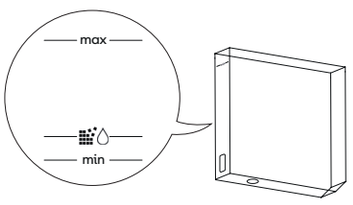
To secure machine life time and consistent coffee quality day after day, the use of the machine will be blocked after 30 days of the descaling alerts.

Material needed:

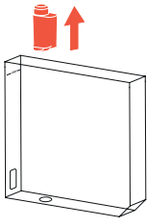
Prepare the following items to complete the descaling process:

- cleaning tank
- waste water container
- 2 bags of **Nespresso** liquid descaler (4 bags for the NP200)
- 1 l of water (2 l for the NP200)

The procedure will last about 15 minutes. For descaling, use **Nespresso** liquid descaler. **Never** use vinegar.



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.



1

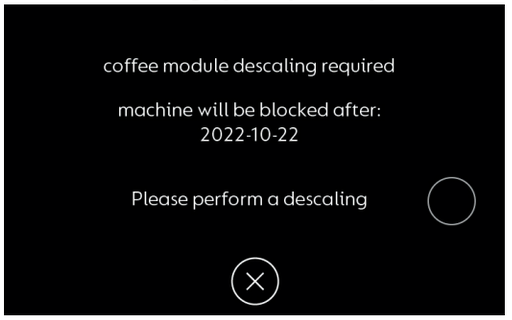
When the “descale” symbol appears in red, the machine should be descaled. Tap on the red descaling symbol and follow the instructions on the screen.

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

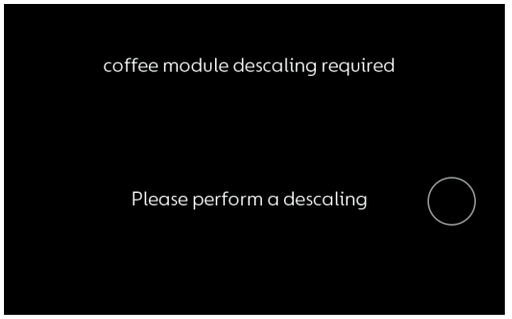
6.6.1. Descaling intervals (with/without water filter) and water filter exchange

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

Recommended stage (abort possible)



Mandatory stage (abort not possible)



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

	Water tank filter		Coffee system descaling interval after [# litres]	
	Water filter setting	**Water tank filter exchange**	Filter	No filter
High water hardness	C	80 l or 183 days	420	50
Medium water hardness	B	150 l or 183 days	560	150
Low water hardness	A	200 l or 183 days	840	300

25 recipes/day	
Coffee module	
Filter	No filter
~8 months	~1 month
~11 months	~3 months
~17 months	~6 months

50 recipes/day	
Coffee module	
Filter	No filter
~4 months	< 1 month
~6 months	~2 months
~8 months	~3 months

80 recipes/day	
Coffee module	
Filter	No filter
~3 months	< 1 month
~4 months	~1 month
~5 months	~2 months

Based on i) coffee recipes averaging 100 ml, ii) with usage ~20 days / month

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

6.7. 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.

7. Machine connectivity

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 1 h 30 min, 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.

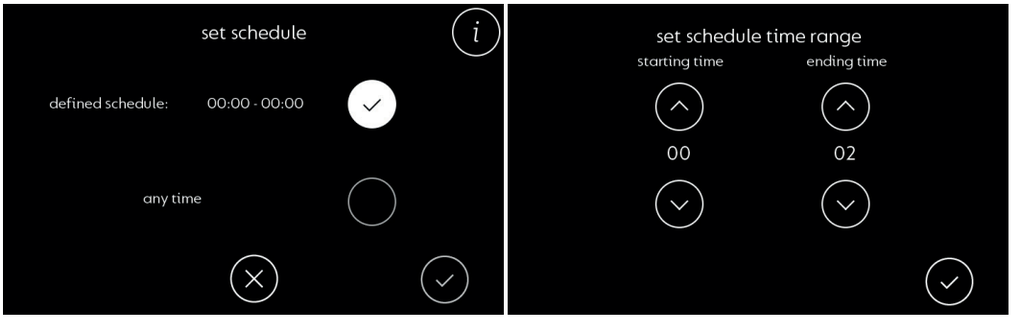
7.1. Machine Software updates

Set a preferred schedule for remote software updates



7.1.1. Defined schedule

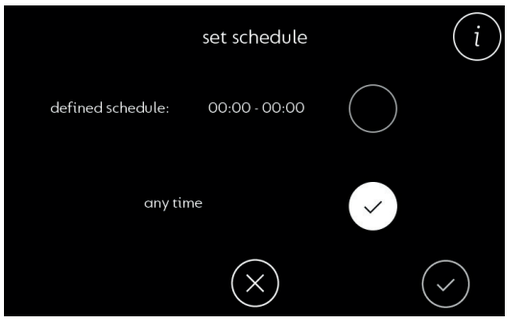
The default value is **defined schedule**: 23 h – 5 h and can be changed.



Note: Minimum of 2 h between starting and ending time.
The scheduled range indicates when the remote software update starts. It doesn't consider the software upgrading process itself.

7.1.2. Any time

When **any time** is selected, the RSU will starts 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.

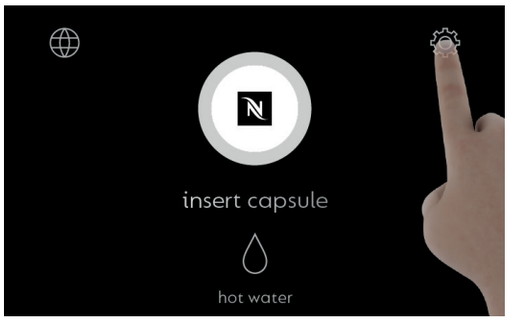


7.1.3. How to update the software for my machine

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 except 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.

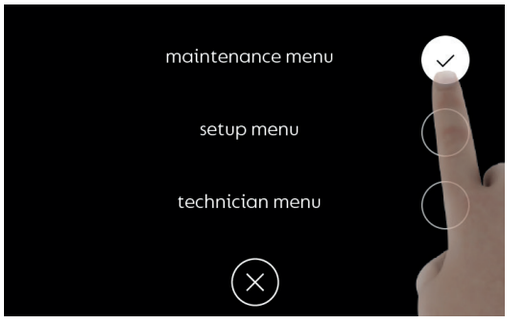
A software update via SD card is possible too, but requires the intervention of a **Nespresso** trained technician representative.

7.1.4. How to see the software version



1

Tap on "settings" symbol to access settings menu.



2

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".

8. Momento Ecosystem

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.

8.1. Momento All-in-One configurations*

Side by Side



Tower with cabinet



Mini Tower



* All possible configurations are not illustrated above. Function not available in all countries. Please contact your **Nespresso** representative for more details.

9. Appendix

Direct water connection
The machine can be connected directly to a water supply. Therefore, water filters need to be changed less often. No water refill is required. Only an original **Nespresso** direct water connection kit can be used. The connection to fixed water must be made according to the direct water connection installation sheet. The installation must be performed according to the national norms and regulations. The water supply tube must resist 200 psig. A trained **Nespresso** technician or a certified plumber is required (plumber installation) and the pressure will need to be verified as being between 2 (min) – 4 (max) bar (0.2 – 0.4 MPa).

Specifications	**Nespresso Momento 100**	**Nespresso Momento 200**
Weight	19 kg	33 kg
Operation temperature range	The machine is class 4 and, in accordance with its design, must be operated between 5 °C and 32 °C.	
Storage temperature range	–25 °C – +60 °C (please empty your machine before storage)	
Water tank capacity	2.5 L	2x 2.5 L
Dimensions (W x D x H)	30 x 50 x 42 cm	56 x 50 x 42 cm
Noise emission	< 55 dBA	
Maximum total water hardness allowed	45°fH	

Telemetry*
The machine can be connected to **Nespresso** via the Internet. To get the following benefits, the machine must remain switched ON: • Viewing machine data and diagnostics • Updating of configuration settings and software with the latest functionalities** • Receiving additional **Nespresso** services • Receiving scheduled remote software updates (between 11 pm and 5 am)*.

Telemetry Specifications

PLS62T-W	**Nespresso Momento 100**	**Nespresso Momento 200**
Modem frequency bands	**2G:** 850/900/1800/1900 MHz **3G:** 800/850/900/1800/1900/2100 MHz **4G:** 700/800/850/900/1800/1900/2100/2600 MHz	
Maximum radio-frequency power	**2G:** 33 dBm **3G:** 24 dBm **4G:** 23 dBm	

M4GM-EU-01	**Nespresso Momento 100**	**Nespresso Momento 200**
Frequency bands	**GSM:** 850/900/1800/1900 MHz **LTE-FDD:** B1/B3/B5/B7/B8/B20/B28 **LTE-TDD:** B38/B40/B41	
Transmitting power	Class 4 (33 dBm ±2 dB) for GSM850 Class 4 (33 dBm ±2 dB) for EGSM900 Class 1 (30 dBm ±2 dB) for DCS1800 Class 1 (30 dBm ±2 dB) for PCS1900 Class 3 (23 dBm ±2 dB) for LTE-FDD bands Class 3 (23 dBm ±2 dB) for LTE-TDD bands	

M4GM-NA-01	**Nespresso Momento 100**	**Nespresso Momento 200**
Frequency bands	**WCDMA:** B2/B4/B5 **LTE-FDD:** B2/B4/B12	
Transmitting power	Class 3 (24 dBm +1/–3 dB) for WCDMA bands Class 3 (23 dBm ±2 dB) for LTE-FDD bands	

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

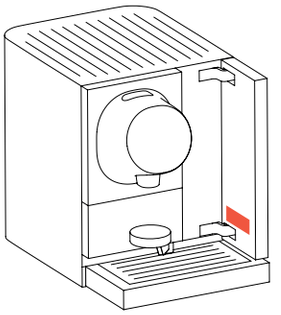
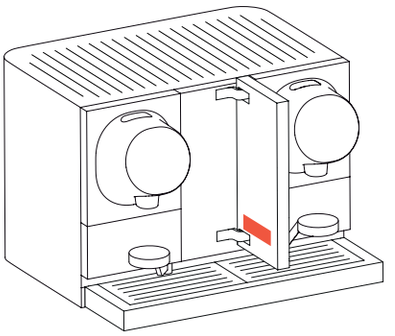
** Images and texts presented in this user manual might not exactly reflect the ones displayed on your machine touch control panel.

M4GM-GL-01	Nespresso Momento 100	Nespresso Momento 200
Frequency bands	**GSM:** 850/900/1800/1900 MHz **WCDMA:** B1/B2/B4/B5/B6/B8/B19 **LTE-FDD:** B1/B2/B3/B4/B5/B7/B8/B12/B13/B18/B19/B20/B25/B26/B28 **LTE-TDD:** B38/B39/B40/B41	
Transmitting power	Class 4 (33 dBm ±2 dB) for GSM850 Class 4 (33 dBm ±2 dB) for EGSM900 Class 1 (30 dBm ±2 dB) for DCS1800 Class 1 (30 dBm ±2 dB) for PCS1900 Class E2 (27 dBm ±3 dB) for GSM850 8-PSK Class E2 (27 dBm ±3 dB) for EGSM900 8-PSK Class E2 (26 dBm ±3 dB) for DCS1800 8-PSK Class E2 (26 dBm ±3 dB) for PCS1900 8-PSK Class 3 (24 dBm +1/–3 dB) for WCDMA bands Class 3 (23 dBm ±2 dB) for LTE-FDD bands Class 3 (23 dBm ±2 dB) for LTE-TDD bands	

M4GM-CN-01	Nespresso Momento 100	Nespresso Momento 200
Frequency bands	**GSM:** B3/B8 **LTE-FDD:** B1/B3/B5/B8 **LTE-TDD:** B34/B38/B39/B40/B41	
Transmitting power	Class 4 (33 dBm ±2 dB) for EGSM900 Class 1 (30 dBm ±2 dB) for DCS1800 Class 3 (23 dBm ±2 dB) for LTE-FDD bands Class 3 (23 dBm ±2 dB) for LTE-TDD bands	

Proximity Sensor Specifications*	Nespresso Momento 100	Nespresso Momento 200
Frequency	5.8 ±0.075 GHz	
Maximum power	**ETSI countries:** ca 2 mW / ca 5 dBm **FCC countries:** < 50 mV/m, < 94 dBuV/m	

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

Type plate	Nespresso Momento 100	Nespresso Momento 200
Machine type	**Nespresso** Professional Coffee Machine	
Model	**Nespresso** Momento 100	**Nespresso** Momento 200
Type	230 / NP100	231 / NP200
Voltage and frequency	according to type plate	
Power	according to type plate	
Serial number	according to type plate	
Production date	according to type plate	
		

Recycling capsules and machine's 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**

For service calls, contact your country-specific **Nespresso** representative on **www.nespresso.com**

Publishing details

Version: User manual **Nespresso** Momento 100/200, original user manual

NESPRESSO®
PROFESSIONAL

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