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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

<table>
<thead>
<tr>
<th></th>
<th>USA / CA:</th>
<th>120 V</th>
<th>60 Hz</th>
<th>1500 W</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MX:</td>
<td>127 V</td>
<td>60Hz</td>
<td>1 380 W</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Frequency</th>
<th>2402 - 2480 GHz</th>
<th>Max Transmit Power 4dBm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standby</td>
<td>0.39 W/h</td>
<td></td>
</tr>
<tr>
<td>Dimensions</td>
<td>23 cm / 9.05 in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>33 cm / 12.9 in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>42 cm / 16.5 in</td>
<td></td>
</tr>
<tr>
<td>Weight</td>
<td>8.7 kg / 19.2 lbs</td>
<td></td>
</tr>
<tr>
<td>Capacity</td>
<td>2 L / 67.6 fl.oz</td>
<td></td>
</tr>
</tbody>
</table>
MACHINE OVERVIEW

A. Waste 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 (Flat White & Latte, Cappuccino, Latte Macchiato)
N. Milk Temperature Button (Low, Medium, High)
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
CONNECTIVITY

Benefits of connecting your machine:

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

GET THE APP

1. **Launch the Nespresso app.** Select the machine icon. Follow the instructions via the app.

* 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.

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

1. Rinse and dry all removable parts.

2. Reassemble the machine.

3. Fill the water tank with fresh potable water.

4. Properly attach water tank to the machine.

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

SETTING THE WATER HARDNESS

1. Dip the water hardness strip briefly (1 second) in a container of potable water. Shake off excess water and compare results after 1 min.

2. Press and hold the Milk Temperature and Milk Froth buttons for 5 seconds.

3. Set the hardness according to the result of the testing strip. Use the Milk Texture button and Milk Temperature button to change the level.

4. Press the Steam Button to save and exit.
FIRST USE / RINSE CYCLE

⚠️ WARNING: Make sure no capsule is inserted into the machine during the rinsing process.

1. Place the 1 L container on top of the drip tray.
2. Press the coffee button three times within 2 seconds.
3. Fill the milk jug with potable water to the MAX line.
4. Lift up the steam wand and insert in the milk jug.
5. Press and hold the Steam Button for 3 seconds.

This process will take up to 7 minutes but can be stopped at any time by pushing the coffee button.
FIRST USE / RINSE CYCLE

**WARNING:** Make sure no capsule is inserted into the machine during the rinsing process.

1. Unlock the coffee system. Press the Coffee Button to turn the machine ON.
2. Fill the water tank with fresh potable water.
3. Replace back on to the machine.
4. Press the Coffee Button to turn the machine ON.
5. Empty and rinse the milk jug, drip tray and container.
6. Once the cycle is complete, remove the milk jug.
7. Wipe the steam wand with a clean damp cloth.

**WARNING:** HOT. Do not touch steam wand.

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

COFFEE PREPARATION

1. Unlock the coffee system.
2. Fill the water tank with fresh potable water.
3. Replace back on to the machine.
COFFEE PREPARATION

1. Open the coffee system.
2. Insert a coffee capsule.
3. Close and lock the coffee system.
4. Adjust the height position of the cup support.
5. Remove the cup support and drip tray when using a carafe.
6. Place a cup of sufficient capacity under the coffee spout.

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

Press the coffee button, to stop the coffee flow early, press the coffee button.
**COFFEE PREPARATION**

1. Fill the water tank with fresh potable water.
2. Replace back on to the machine.
3. Open the coffee system, the capsule will be ejected.
4. Close the coffee system.
5. Lift up steam wand and insert in the milk jug. Positioning it in the drip tray recess.

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

---

**MILK COFFEE PREPARATION**

1. Fill the water tank with fresh potable water.
2. Replace back on to the machine.
3. Pour the milk of choice into the milk jug. Refer to the recipe suggestions for the ideal amount. Do not exceed the MAX line.

Lift up steam wand and insert in the milk jug. Positioning it in the drip tray recess.
MILK COFFEE PREPARATION

Select Milk Temperature level and Milk Texture level.

Press the Steam Button to start frothing.

Unlock and open the coffee system.

Insert a coffee capsule.

Close and lock the coffee system.

Adjust the height position of the cup support.

Place a cup of sufficient capacity under the coffee outlet.

⚠️ CAUTION: Risk of scalding may occur due to hot coffee overflowing.
MILK COFFEE PREPARATION

Press the Coffee button twice (2x) for a shortened, milk-friendly 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.

Unlock the coffee system.

Open the coffee system, the capsule will be ejected.

Close the coffee system.

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

CAPPUCCINO

1

2

3

LATTE MACCHIATO

1

2

3

FLAT WHITE

1

2

3

LATTE / CAFÉ LATTE

1

2

3
**DAILY CLEANING**

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

2. Wash the milk jug after each use. Remove, empty, and rinse the drip tray, cup support, capsule container and water tank.

3. Wipe dry all parts.

4. Reassemble to the machine.

---

**CLEANING THE COFFEE SYSTEM**

1. Fill the water tank with fresh potable water.

2. Replace back on to the machine.

---

1. Unlock the coffee system.

2. Open it and eject the coffee capsule.
CLEANING THE COFFEE SYSTEM

1. Place a 34 fl. oz / 1 L container under the coffee outlet.
2. Press the coffee button 3 times (within 2 seconds).
3. Then close and lock the coffee system.
4. Press the coffee button 3 times (within 2 seconds).
5. Once the process is complete, wash the drip tray and capsule container in warm water with mild detergent.
6. Dry with a clean damp cloth.

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

EN
CLEANING THE STEAM WAND

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

10 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 Empty the milk jug.

Rinse the milk jug.

DESCALING

<table>
<thead>
<tr>
<th>WATER HARDNESS SETTING LEVEL</th>
<th>WATER HARDNESS °fH</th>
<th>WATER HARDNESS °dH</th>
<th>WATER HARDNESS CaCO3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0 to 5</td>
<td>0 to 3</td>
<td>0 to 50mg/l</td>
</tr>
<tr>
<td>2</td>
<td>&gt; 5 to 13</td>
<td>&gt; 3 to 7</td>
<td>&gt;50 to 130mg/l</td>
</tr>
<tr>
<td>3</td>
<td>&gt; 13 to 25</td>
<td>&gt; 7 to 14</td>
<td>&gt; 130 to 250mg/l</td>
</tr>
<tr>
<td>4</td>
<td>&gt; 25 to 38</td>
<td>&gt; 14 to 21</td>
<td>&gt; 250 to 380mg/l</td>
</tr>
<tr>
<td>5</td>
<td>&gt; 38 to 40fH</td>
<td>&gt; 21 to 23</td>
<td>&gt; 380mg/l to 400mg/l</td>
</tr>
</tbody>
</table>
DESCALING

1. Open, close and turn the lever to the lock position.

2. Empty the drip tray and the capsule container. Clean steam tip holes.

3. Fill the water tank with 2 units of Nespresso descaling liquid and fill the water tank to the descale line.

4. Replace back on to the machine.

5. Place at least a 50 fl. oz / 1.5L container under the coffee outlet.

Press the Steam Button and Milk Temperature button for > 5 seconds.
**DESCALING**

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

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

8. Refill the water tank to the descale symbol with fresh potable water.

9. Press the Steam button to begin the rinse cycle.

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

3. Replace the drip tray and container.

4. Reattach to the machine.
**RESET TO FACTORY SETTINGS**

This will reset all reprogrammed volumes, water hardness setting, milk temperature and milk texture settings.

1. Press and hold the Milk Temperature button for 10 seconds.
2. All lights will flash 5 times to indicate that the machine has been reset.

---

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

1. Unplug the machine and wait for at least 10 seconds.
2. Place the handle in unlocked position and open the coffee head.
3. Press and hold the coffee button while plugging the machine in.

_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.

1. Empty the water tank.
2. Replace back on to the machine.
3. Place a container under the coffee outlet.
4. Unlock the coffee system.

2. Open it and eject the coffee capsule.
3. Then close and lock the coffee system.
4. Press and hold the Steam button and Milk Texture button for 5 seconds. The machine will be cleared of liquid.
EMPTYING THE SYSTEM BEFORE A PERIOD OF NON-USE, FOR FROST PROTECTION OR BEFORE A REPAIR.

5 Empty container, the drip tray and capsule container.

6 The machine turns OFF automatically when machine is completely empty.
## TROUBLESHOOTING

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>POSSIBLE CAUSES</th>
<th>EASY SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>No light on buttons.</td>
<td>• The machine has turned “off” automatically.</td>
<td>• Push coffee or steam button to turn machine on.</td>
</tr>
<tr>
<td></td>
<td>• Check that the water tank is filled.</td>
<td>• Check the mains, plug, voltage, and fuse.</td>
</tr>
<tr>
<td></td>
<td>• Check that a fresh capsule is inserted in correct position, that the handle is properly locked and push the button to start.</td>
<td></td>
</tr>
<tr>
<td>No coffee.</td>
<td>• Check that a fresh capsule is inserted in correct position, that the handle is properly locked and push the button to start.</td>
<td>• Descale if necessary.</td>
</tr>
<tr>
<td></td>
<td>• Check that a fresh capsule is inserted in correct position, that the handle is properly locked and push the button to start.</td>
<td>• Open the machine head and let the capsule be ejected. Then perform a cleaning as per cleaning section.</td>
</tr>
<tr>
<td>Coffee is not hot enough.</td>
<td>• Preheat cup with hot drinking water from the tap.</td>
<td>• Descale if necessary.</td>
</tr>
<tr>
<td></td>
<td>• Check that Coffee Lever is properly locked.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If brewing coffee, check that a fresh capsule is inserted in correct position, that the handle is properly locked and push the button to start.</td>
<td></td>
</tr>
<tr>
<td>The machine doesn’t start and has Coffee Button light steady on.</td>
<td>• Check that the water tank is filled.</td>
<td>• If you are cleaning, descaling or emptying the system, check that no capsule is inserted then close, lock the machine and push the button to start one of these operations.</td>
</tr>
<tr>
<td></td>
<td>• Check that the water tank is filled.</td>
<td></td>
</tr>
<tr>
<td>The machine has stopped and the coffee or steam button blinks red continuously.</td>
<td>• Check that the water tank is filled.</td>
<td>• Fill the water tank and press the coffee or steam button to restart the process.</td>
</tr>
<tr>
<td></td>
<td>• Check that the water tank is filled.</td>
<td>• Descale if necessary.</td>
</tr>
<tr>
<td>Light blinks while machine is running.</td>
<td>• If coffee is flowing normally, this indicates the machine is working properly.</td>
<td>• If there is no intention to clean, descale, or empty the system, then push the button to stop the machine. If the machine is still blinking, exit descaling mode by holding the button for at least 7 seconds or refer to next section. If problem persists, call Nespresso.</td>
</tr>
<tr>
<td></td>
<td>• If only water is flowing, the machine is executing a user request for either cleaning, descaling or emptying the system.</td>
<td></td>
</tr>
<tr>
<td>Light blinks and machine is not running.</td>
<td>• It will take some time before the coffee flow comes out (due to barcode reading and prewetting the coffee).</td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>• Check that a fresh capsule is inserted in correct position, that the handle is properly locked and push the button to start.</td>
<td>• If the machine doesn’t turn “off” then exit descaling mode by pushing the button for at least 7 seconds.</td>
</tr>
<tr>
<td></td>
<td>• Fill the water tank and push button to start.</td>
<td></td>
</tr>
</tbody>
</table>
### TROUBLESHOOTING

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>POSSIBLE CAUSES</th>
<th>EASY SOLUTION</th>
</tr>
</thead>
</table>
| Machine is not running and Coffee Button light continuously displays 2 blinks Red and 1 pause. | • During regular Coffee/Espresso preparation:  
  1) Unlock the handle and open the machine head to check that a fresh undamaged capsule is inserted in the correct position.  
  2) Check that the handle is in “locked” position.  
  3) Check that the water tank is filled.  
• During Descaling, Emptying and Cleaning:  
  1) Check that capsule is ejected.  
  2) Check that the handle is in “locked” position.  
• During Programming Volume:  
  1) Check if a capsule has been well inserted.  
  2) Please refer to the corresponding chapter. | • If problem persists:  
  1. Unlock the handle and open machine head.  
  2. Replace capsule (if needed).  
  3. Disconnect power cord from the outlet and plug the machine back into outlet after 10 seconds.  
  4. Close the head and press the button to turn “on” and press again to start brewing. If problem persists, call **Nespresso**. |
| Leakage or unusual coffee flow.                                        | • Check that the water tank is well positioned.                                 |                                                                                                                                               |
| Machine enters standby.                                                | • To save energy the machine will turn off after 2 minutes of non-use.          | • See Energy Saving Concept Section.                                                                                                          |
| Coffee grounds in the cup.                                             | • Perform the cleaning procedure twice.                                         | • See Cleaning the coffee system section.                                                                                                    |
| Descale alert LED is blinking. Descale alert LED is on and Steam does not work. | • Machine requires a descaling cycle be completed in order to achieve optimal performance. | • Descale the machine.                                                                                                                         |
| Milk steam cycle does not start                                       | • Check if the water tank is correctly positioned.                             | • Fill water tank.                                                                                                                           |
|                                                                        | • Check steam tip for any blockages and ensure wand is lowered.                 | • Complete a steam wand cleaning cycle.                                                                                                       |
|                                                                        | • Check coffee brew in progress - steam can only start after coffee finished.  | • Complete a descale cycle.                                                                                                                   |
|                                                                        | • Check descale alert is showing and requires a descale.                        |                                                                                                                                               |
|                                                                        | • Check clean led is showing and requires a steam wand clean.                   |                                                                                                                                               |
## TROUBLESHOOTING

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>POSSIBLE CAUSES</th>
<th>EASY SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of froth not up to standard</td>
<td>• 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.</td>
<td>• 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.</td>
</tr>
<tr>
<td>Steam is very wet</td>
<td></td>
<td>• Use cold, potable water. Do not use highly filtered, demineralised or distilled water.</td>
</tr>
<tr>
<td>Milk overflows</td>
<td>• Fill jug with appropriate milk volume.</td>
<td></td>
</tr>
<tr>
<td>Milk temperature is too hot</td>
<td>• 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.</td>
<td>• Decrease the milk temperature setting.</td>
</tr>
<tr>
<td>Milk temperature is not hot enough</td>
<td>• Preheat cup. • Use the milk jug provided. • Check the milk jug is positioned in the recess and on the milk jug temperature sensor.</td>
<td>• Increase the milk temperature setting. • Check the steam tip for blockages.</td>
</tr>
<tr>
<td>Clean Steam Wand alert LED is on</td>
<td>• Steam wand requires cleaning be completed in order to achieve optimal milk frothing performance.</td>
<td>• Follow the steps to clean the steam wand.</td>
</tr>
<tr>
<td>DESCRIPTION</td>
<td>INDICATION (TROUBLESHOOTING)</td>
<td>0</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>---------------------------------------</td>
<td>---</td>
</tr>
<tr>
<td>No light on button</td>
<td>Machine OFF</td>
<td></td>
</tr>
<tr>
<td>Steady white illuminated button</td>
<td>Ready mode</td>
<td></td>
</tr>
<tr>
<td>White regular blinking: once/second</td>
<td>Coffee preparation</td>
<td></td>
</tr>
<tr>
<td>Orange light blinking quickly: twice/second</td>
<td>Coffee Cleaning Mode</td>
<td></td>
</tr>
<tr>
<td>Orange light steady on</td>
<td>Descale</td>
<td></td>
</tr>
<tr>
<td>Orange light blinking rapidly: three times/second</td>
<td>Empty</td>
<td></td>
</tr>
<tr>
<td>White light pulsing up: lighting up to steady ON, then OFF</td>
<td>Heating up</td>
<td></td>
</tr>
<tr>
<td>Orange light pulsing down: fading to OFF, then ON</td>
<td>Cooling down after overheating</td>
<td></td>
</tr>
<tr>
<td>Red light blinking rapidly twice, then long OFF</td>
<td>Error</td>
<td></td>
</tr>
</tbody>
</table>
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.

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.
To know more about Nespresso sustainability strategy, go to www.nespresso.com/positive