

**NESPRESSO**  
PROFESSIONAL



# **Nespresso** Momento Coffee & Milk

## 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 that you will 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 and Milk (1039 / NP120/US)

## Nespresso Professional coffee machine

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# SAFETY PRECAUTIONS AND GENERAL INFORMATION

## SAFETY PRECAUTIONS (SAVE THESE INSTRUCTIONS)

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

### General safety notes

- In the event of an emergency, switch off the machine using the main switch located under the water tank, behind the drip tray. Unplug the machine. If your machine is connected to direct water connection, turn off the main water supply to the machine.
- This appliance can be used by children age 8 years and above and by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge provided that they have been given supervision or instruction concerning the use of the appliance in a safe way and they understand the hazards involved. Children must not play with the appliance.
- Ensure that all accessories (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.

- Only store milk in the machine's fridge using the milk tank provided with the machine.
- 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

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

the type recommended by the manufacturer.

### Risk of electric shock

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

- The machine should only be installed, relocated, removed, serviced, and/or repaired by 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 wall power voltage.
- Extension cables can be used if needed during the installation.  
**Note:** the extension cable(s) must be grounded and rated for the machine.
- Do not open the casing under any circumstances.

**NOTE:** This appliance contains a Class 1 laser product.

- 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 main cable is not wet (especially at the main plug). Do not touch the main cable if it is wet. If wet, wait until it is dry before proceeding. If/once the main 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.
- Only use UHT or pasteurized cows' milk.
- Only use milk which has been stored according to pack instructions in the milk tank.
- Use the milk within 24 hours

once it has been put into the milk tank.

- To avoid the risk of milk freezing, do not leave the milk tank in the fridge with a small quantity of milk overnight.
- If the temperature in the fridge, with the door securely closed, is above 8°C / 46.40°F for more than 4 hours, remove the milk and contact the service provider.
- Never use any other container than the milk tank supplied to store milk in the machine fridge.
- Only use milk which is within its expiration date.

#### **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.

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

### Risk of injury

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

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

### Intended use

The machine must be installed in indoor buildings, on a stable support and a flat horizontal surface able to withstand the weight of the machine (see appendix page for additional information). For installation in any other environment, 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. Self-serve

users must not conduct any maintenance operations.

- Trained operator staff: Trained operator staff are staff able to operate the machine and execute the cleaning and maintenance activities described in this manual.

### Operation

This machine is only suitable for brewing coffee and milk-based coffee recipes and for dispensing hot water. Take note of the following instructions:

- This machine is designed for **Nespresso** Professional capsules, available exclusively from **Nespresso** and its authorized 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 wall power. Remove, empty, clean and store the milk tank separately

with the lid open. Leave the fridge door open. Refer to the chapter “Settings” and section “Maintenance menu” for more information.

- The milk tank must only be used to store cold milk. Do not fill the tank with other substances, such as sugar solutions, alcohol, etc.
- When pouring the milk into the milk tank, it must have a temperature between 3°C and 5°C / 37.40°F and 41°F as the machine fridge has been designed to keep the milk cool but not to lower its temperature. This is to obtain optimal milk foam quality, which can vary depending on the type of milk used.
- 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 authorized and trained service providers from **Nespresso** after-sales centers.

### 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.
- Use only the appropriate milk cleaning tablets as indicated by **Nespresso**. Do not use any other cleaning detergent or disinfection agent. Using other cleaning detergents or tablets might lead to chemical residue buildup and/or poor cleaning efficiency. To order cleaning tablets please visit your **Nespresso** online shop or contact **Nespresso**.
- Never use any other container than the cleaning tank provided to perform the automated cleaning process.
- Always perform cleaning according to the machine prompt or before switching

off the machine (as milk must not remain in a switched off machine).

- Always perform descaling according to the machine prompt.
- Only use dedicated, single use, non-abrasive paper towels or tissues to clean the milk tank, the fridge, the milk aspiration pipe and all the outlets (coffee, milk, water) to prevent 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.
- If cleaning is performed before switching off the machine for a long period of time (as milk must not remain in a switched off machine), disconnect the machine from the wall power after cleaning is complete. Remove, empty, clean and store the milk tank separately with lid open. Leave fridge door open.
- If milk has been left in the milk tank in the fridge while the fridge is not working or the machine is switched off, then machine cleaning is required.
- 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 odorless 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.

### **Avoid contamination during machine handling:**

- Microbiological contamination: clean and sanitize your hands and all tools or materials used when conducting machine maintenance. Clean the milk tank, fridge and milk aspiration pipe with dedicated, single-use, non-abrasive paper towels.
- Chemical contamination: use appropriate cleaning products for the sanitation (e.g., odorless 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 page).  
21

- Never use tools that have been in contact with other food products.
- Observe hygiene standards while pouring milk into the milk tank.
- 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 and milk outlets with dedicated, single-use, 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 authorized and trained service providers at least once every year or at least every 9,000 beverages. **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, fluid-resistant surface.
- Do not position the machine where a water jet might be used for cleaning.
- Only fill the tanks with the dedicated liquids (i.e., water or milk). Never fill the water tank with milk.
- Store the machine in a dust-free, dry environment, always at a temperature above 0°C / 32°F.
- 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 / 41°F and 89.6°F.

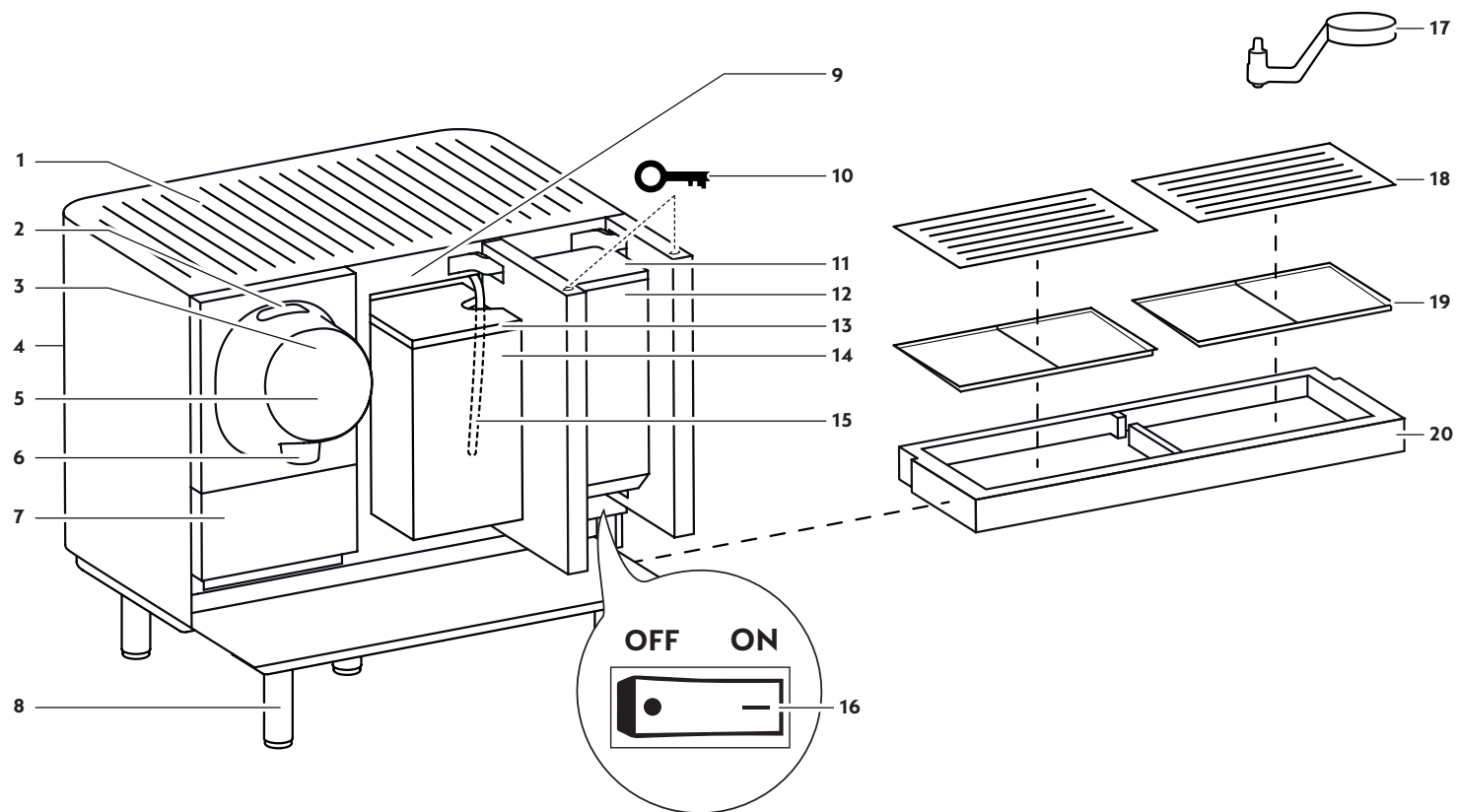
### Reminder

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

When an error occurs, please follow on-screen instructions. If an error persists, please contact your **Nespresso** representative.

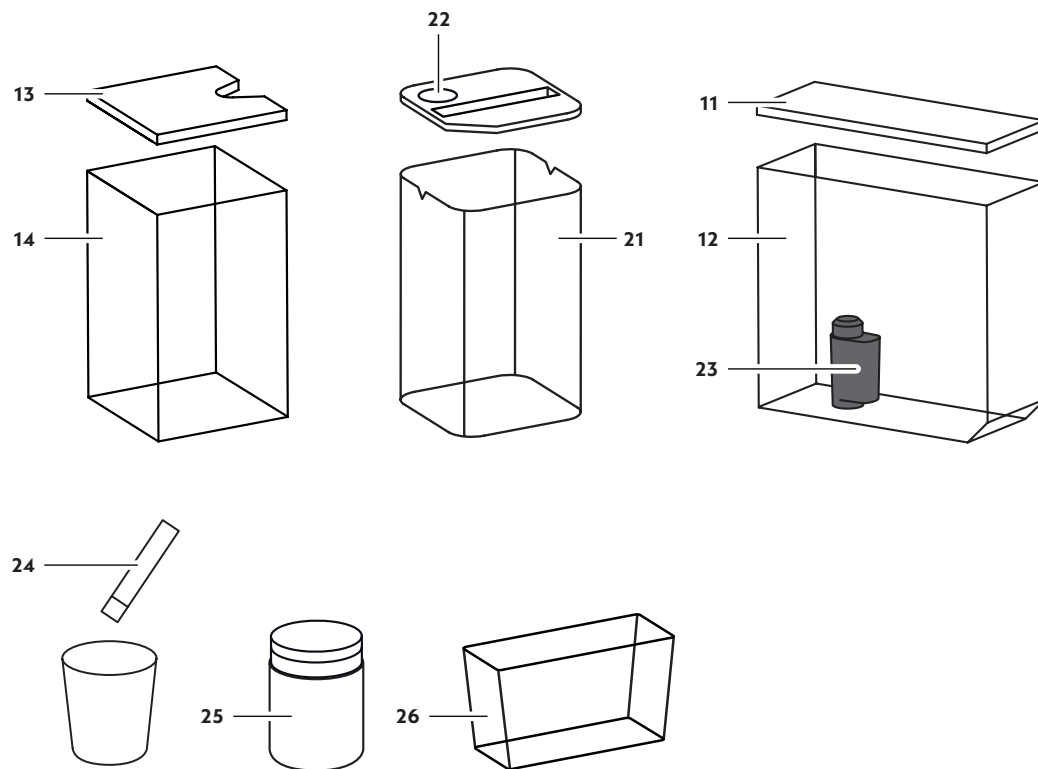
# MACHINE OVERVIEW



## Overview of the parts

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

(i) Test strips are available in the water filter package.



## Recurring screen symbols

(i) Use the screen symbols to navigate.



Go to previous screen



Go to next screen



Confirm symbol

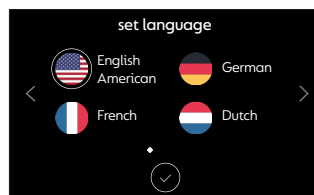


Cancel (back to main screen)

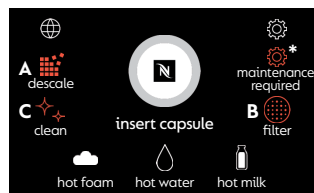
\* Function not available in all countries. Please contact your **Nespresso** representative for more details.

\*\* Machine part is dishwasher-safe.

# INTERACTION WITH THE MACHINE



**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.



## Red symbols on the home screen

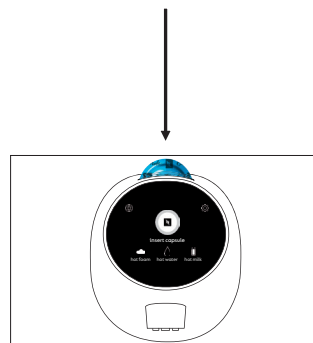
- A** Red “descale” symbol: the machine needs to be descaled (see page 26)
- B** Red “filter” symbol: change water filter (see page 25)
- C** Red “clean” symbol: the milk system needs to be cleaned (see page 21).
- C1** Blue clean symbol: the water tank must be cleaned. (Apply only when the machine is connected to a direct water supply). Tap the symbol and follow the screen instructions.

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



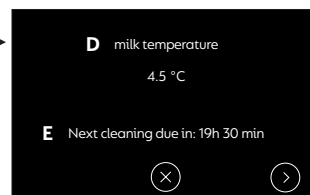
**Home screen:** Non-coffee recipes such as hot foam / hot water / hot milk can be selected from the home screen.

**Touchless functions\*\*:** The machine is equipped with touchless functions that can be set in the setup menu.



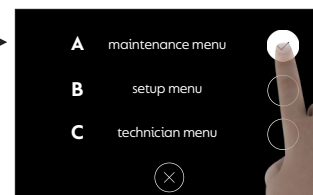
## Insert a Nespresso capsule in the capsule insertion slot

- i** 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.



**D Milk temperature:** The ideal milk temperature is 4°C / 39.2 °F and must not be higher than 10°C. / 50 °F. If above 10°C / 50°F, the machine does not allow any milk recipes. The machine's fridge is designed to keep the milk at the optimal temperature of 4°C / 39.2°F. It is not designed to actively cool down milk from the ambient temperature to colder milk (< 10°C / 50°F).

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



## Settings menu:

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



**Recipe screen:** The recipe screen appears within 2 seconds. Recommended recipes are highlighted by a golden ring. Two rings indicate the “best enjoy as” (best recommendation).

### 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 / 6.76 oz) 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 / 1.35 oz) 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 / 2.36 oz) is automatically performed to keep the coffee fluid line at the optimal temperature. This rinsing cycle can be deactivated (setup menu > periodic rinsing).

### Milk system automatic rinsing

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












- Prior to the milk recipe preparation, the machine performs a short rinsing cycle (15 ml / 0.50 oz). The rinsing water is directly flushed into the drip tray.
- Just before the milk recipe preparation finishes, the milk in the milk line is flushed out with water to rinse the line. This process generates a very small amount of rinsing water (5 ml / 0.16 oz) that runs through the milk outlet.










#### Note about milk system rinsing:

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

## Recipe list

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

Recipe	Nespresso branded cups			1 <sup>st</sup> ingredient	2 <sup>nd</sup> ingredient	3 <sup>rd</sup> ingredient	Top-up Max. top-up 50 ml / 1.69 oz	Cup length programming range min – max (approx.)
	S = 80 ml / 2.70 oz M = 180 ml / 6.08 oz L = 350 ml / 11.83 oz							
<b>Ristretto</b> (25 ml / 0.84 oz)		S	Coffee (25 ml / 0.84 oz)				Coffee	15 – 35 ml / 0.50 – 1.18 oz
<b>Espresso</b> (40 ml / 1.35 oz)		S	Coffee (40 ml / 1.35 oz)				Coffee	35 – 70 ml / 1.18 oz – 2.36 oz
<b>Lungo</b> (110 ml / 3.71 oz)		M	Coffee (110 ml / 3.71 oz)				Coffee	70 – 150 ml / 2.36 oz – 5.07 oz
<b>Americano</b> (150 ml / 5.07 oz)		M	Coffee (25 ml / 0.84 oz)	Hot water (125 ml / 4.22 oz)			Hot water	130 – 190 ml / 4.39 oz – 6.42 oz
<b>Large Americano</b> (210 ml / 7.1 oz)		L	Coffee (50 ml / 1.69 oz)	Hot water (160 ml / 5.41 oz)			Hot water	190 – 260 ml / 6.42 – 8.79 oz
<b>Espresso Macchiato</b> (75 ml / 2.53 oz)		S	Hot foam (35 ml / 1.18 oz)	Coffee (40 ml / 1.35 oz)			Coffee	65 – 85 ml / 2.19 – 2.87 oz
<b>Large Cortado</b> (120 ml / 4.05 oz)		M	Coffee (40 ml / 1.35 oz)	Hot foam (80 ml / 2.70 oz)			Hot foam	105 – 145 ml / 3.55 – 4.90 oz
<b>Piccolo Latte</b> (85 ml / 2.87 oz)		M	Hot foam (40 ml / 1.35 oz)	Hot milk (20 ml / 0.67 oz)	Coffee (25 ml / 0.84 oz)		Coffee	75 – 105 ml / 2.53 – 3.55 oz
<b>Cappuccino</b> (170 ml / 5.74 oz)		M	Hot foam (130 ml / 4.39 oz)	Coffee (40 ml / 1.35 oz)			Coffee	150 – 210 ml / 5.07 – 7.10 oz
<b>Cappuccino Scuro</b> (115 ml / 3.88 oz)		M	Coffee (25 ml / 0.84 oz)	Hot foam (90 ml / 3.04 oz)			Hot foam	100 – 140 ml / 3.38 – 4.73 oz
<b>Cappuccino Chiaro</b> (170 ml / 5.74 oz)		M	Hot foam (40 ml / 1.35 oz)	Hot milk (90 ml / 3.04 oz)	Coffee (40 ml / 1.35 oz)		Coffee	150 – 210 ml / 5.07 – 7.10 oz

Nespresso branded cups						Top-up	Cup length
Recipe		S = 80 ml / 2.70 oz M = 180 ml / 6.08 oz L = 350 ml / 11.83 oz	1 <sup>st</sup> ingredient	2 <sup>nd</sup> ingredient	3 <sup>rd</sup> ingredient	Max. top-up 50 ml / 1.69 oz	programming range min – max (approx.)
<b>Latte Macchiato</b> (260 ml / 8.79 oz)		L	Hot foam (120 ml / 4.05 oz)	Hot milk (100 ml / 3.38 oz)	Coffee (40 ml / 1.35 oz)	Coffee	230 – 330 ml / 7.77 – 11.15 oz
<b>Large Latte Macchiato</b> (330 ml / 11.15 oz)		L	Hot foam (120 ml / 4.05 oz)	Hot milk (100 ml / 3.38 oz)	Coffee (110 ml / 3.71 oz)	Coffee	300 – 340 ml / 10.14 – 11.49 oz
<b>Cortado</b> (55 ml / 1.85 oz)		S	Coffee (40 ml / 1.35 oz)	Hot milk (15 ml / 0.50 oz)		Hot milk	50 – 60 ml / 1.69 – 2.02 oz
<b>Flat white</b> (150 ml / 5.07 oz)		M	Coffee (40 ml / 1.35 oz)	Hot milk (90 ml / 3.04 oz)	Hot foam (20 ml / 0.67 oz)	Hot foam	135 – 180 ml / 4.56 – 6.08 oz
<b>Latte</b> (180 ml / 6.08 oz)		L	Coffee (40 ml / 1.35 oz)	Hot milk (140 ml / 4.73 oz)		Hot milk	160 – 220 ml / 5.41 – 7.43 oz
<b>Latte Grande</b> (300 ml / 10.14 oz)		L	Coffee (110 ml / 3.71 oz)	Hot milk (190 ml / 6.42 oz)		Hot milk	270 – 340 ml / 9.12 – 11.49 oz
Other recipes			1 <sup>st</sup> ingredient				
<b>Hot foam</b> (225 ml / 7.60 oz)		L	Hot foam				125 – 325 ml / 4.22 – 10.98 oz
<b>Hot milk</b> (225 ml / 7.60 oz)		L	Hot milk				125 – 325 ml / 4.22 – 10.98 oz
<b>Hot water</b> (225 ml / 7.60 oz)		L	Hot water				125 – 325 ml / 4.22 – 10.98 oz

Cup sizes in the table are based on the **Nespresso** standard recipe sizes. The final cup volume can vary depending on the milk type used. 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 page 19.

To set the cup volume of a recipe, see page 20.

To select the non-coffee recipes you wish to offer on the recipe screen, see page 19.

To set the cup volume of a non-coffee recipe, see page 20.



## Power-saving modes with proximity sensors enabled

No presence

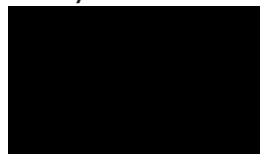


Far-field proximity sensor



Near-field proximity sensors

Machine in standby mode



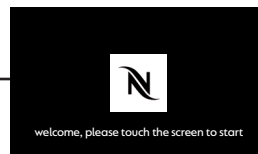
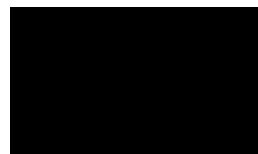
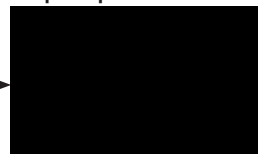
(Fading effect)



The machine is heating up.

After 30 seconds of inactivity and no movement detection

Machine in deep sleep mode



Touch the screen to start.

## Proximity sensor\*

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 recognize movement at a distance of approximately 4 meters / 13.12 feet, and the other zone ("near field") at a distance of approximately 1 meter from the machine. The proximity sensor function can be deactivated (technician menu) when the machine placement requires it.

## Power-saving modes

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

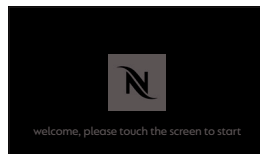
### Standby mode

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.

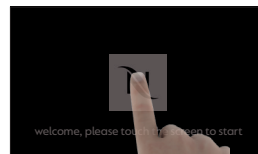
### Deep sleep mode

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

## Energy-saving modes with proximity sensors disabled or unavailable



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

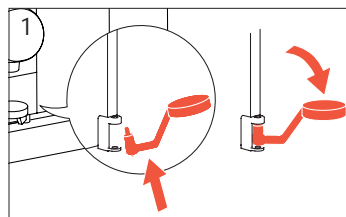
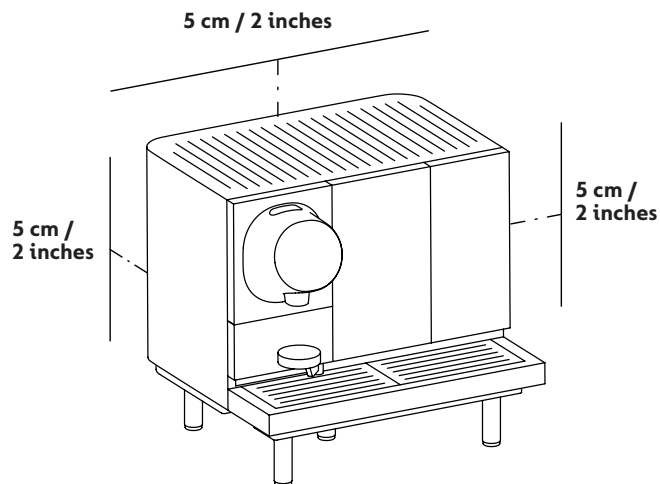


**Machine in deep sleep mode:** Luminosity fades in / out to ensure screen longevity.

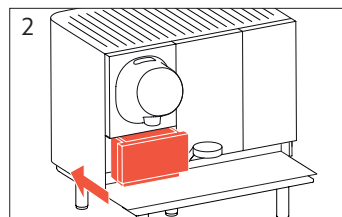
# MACHINE INSTALLATION AND BEVERAGE PREPARATION

## Machine installation

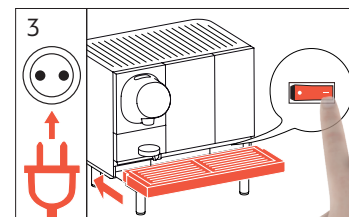
- i Please ensure the coffee machine is placed in a location with sufficient ventilation (at least 5 cm space at the back, sides and top of the machine).



1 Insert the cup support by tilting it into position.



2 Insert the capsule container.



3 Connect the power plug to the wall power socket. Be sure to use the correct wall power voltage as given in the "Specifications" on page 28. Switch on the machine. Insert the drip tray with the drip grid.

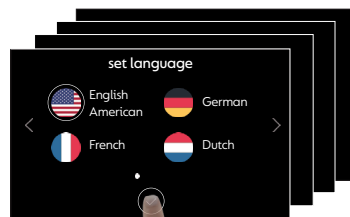
## Machine setup

### WARNING

Use UHT or pasteurized cows' milk only (1.5% – 3.5% fat). The ideal milk temperature is 4 °C / 39.20 °F and must not be higher than 10 °C / 50 °F. Milk recipes become available once the temperature inside the fridge is below 10 °C / 50 °F.

Do not use distilled or decriminalized water (i. e., with hardness of < 5 °dH (8 °fH)) to avoid functionality issues. To ensure optimal machine performance and durability, we also suggest using water with hardness < 18 °dH (32 °fH) and with no chlorines added.

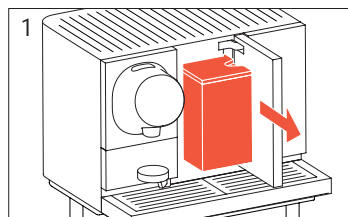
i The machine is designed to be used with the milk tank supplied, which guarantees proper working conditions by means of the sensors embedded in the fridge housing (temperature control, milk tank presence and milk level). The machine is not intended for use with a milk pack.



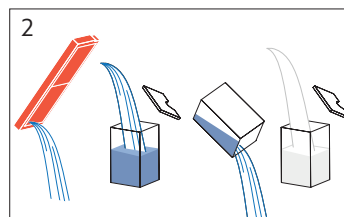
Follow the instructions on the screen to set the parameters of your machine.

### Parameters:

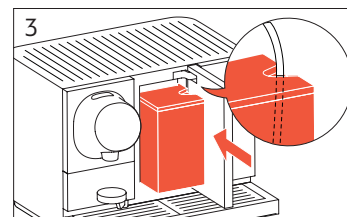
- set language
- set time zone
- set time
- set date
- set energy-saving modes
- set coffee and milk temperature
- set recipes
- set recipe cup length
- set functions
- set function cup length
- set top-up
- set access code
- set water hardness
- set machine operating mode
- set machine with / without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



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



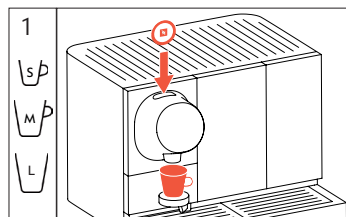
Remove the milk tank, the lid and the drip tray and clean them with odorless detergent. Rinse with warm / hot water and dry all parts with a fresh and clean towel, cloth or paper towels before reassembling all parts. Wipe the milk aspiration pipe with a single-use, non-abrasive paper towel



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

## Recipe preparation

- i Hot foam, hot water and hot milk functions are directly accessible from the home screen.
- i To adjust milk foam quality, refer to Milk foam quality adjustment on page 20.



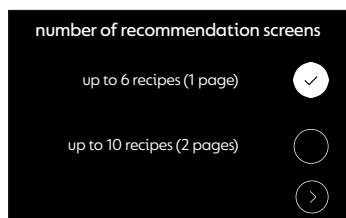
Select the right cup (size) for your recipe (refer to page). 14 Use the cup support for small and medium cups.



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

## Set recipes

- i You can set how many recipes you wish to offer. If you wish to offer up to 6 recipes they will be shown on a single screen. For 7 up to 10 recipes, your recipe selection will be shown on two screens.



The set recipes option (in the setup menu) will guide you step by step in creating your recipe selection.

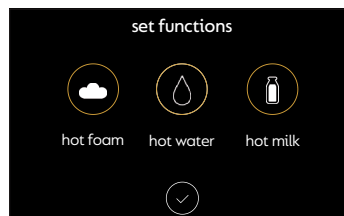


**Setting 3 to 6 recipes:** You must set a minimum of 3 recipes. One of the recipes must be a "pure coffee" recipe.

- i "Pure coffee" is either ristretto, espresso or lungo.
- i Use the right / left arrow to scroll through the menu list. Use the "i" to get help. The confirmation symbol will appear when the necessary criteria are met.



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



**Set your non-coffee recipes:** The non-coffee recipes offered on the home screen can be chosen in the setup menu > set functions.



**Setting 7 to 10 recipes:** 5 recipes must be set on the first recommendations screen. One of the recipes must be a "pure coffee" recipe.

## Set recipe cup length

To program the recipes cup length, go to the setup menu > set recipe cup length.

## Set function cup length

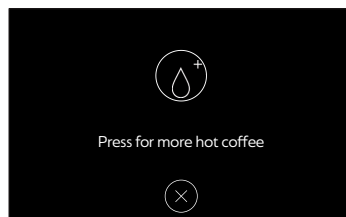
To program the function cup length, go to the setup menu > set function cup length. Consult the Recipe list on page 14 to see the minimum and maximum volumes per recipe.

## Personalize the recipes with the top-up function

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

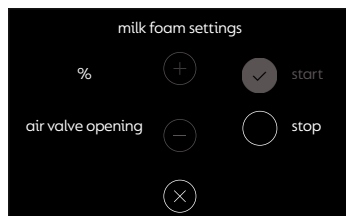


Use +/- to increase/decrease the overall recipe cup length. The recipe ingredients are adapted automatically.



After finishing the recipes, it can be topped-up with the last ingredient (see recipe list on page 14).

## Milk foam quality adjustment



You can customize the milk foam density by adjusting the air valve opening in the maintenance menu > set milk foam quality.

Go to the maintenance menu > adjust milk foam quality.

This parameter allows you to adjust the amount of air injected into the milk to get the desired milk foam density. Less air will generate a more liquid foam, whereas more air will increase the milk foam volume. Depending on the milk type used, there will be a limit at which too much air will generate inconsistent results (unstable foam, rapid drainage, coarse appearance with big bubbles, etc.).

Once you have adjusted the air valve opening, repeat 3 to 4 test preparations to allow the system to stabilize with the new settings.

# DAILY CLEANING AND MAINTENANCE

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

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



clean

- i** The milk system clean alert follows the rule of one clean every 24 hours. The countdown starts only after the first milk recipe has been prepared after the previous clean. The status of the countdown (when the next clean is due) is shown when you touch the setup symbol.
- i** In the event that the cleaning procedure is not performed within 48 hours after notification on machine screen, two consecutive cleaning cycles will be required. Follow the on-screen instructions.
- i** If the “clean” and “descale” symbols appear in red at the same time, proceed first to the cleaning procedure and then to the descaling procedure.
- i** Please remember to use mild odorless detergents and non-abrasive tools.

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

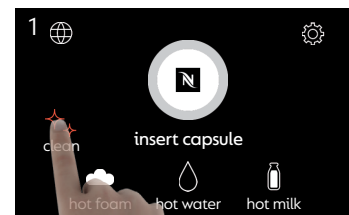
- Standard process: to get used to each cleaning preparation step in a detailed way, simply start the cleaning procedure.
- Fast process: prepare the cleaning tank and the cleaning tablet (as shown in step 7), insert it into the machine fridge (as shown in step 8). Only then start the cleaning procedure. Follow the instruction on screen. You will be asked to confirm that the water tank is full and that drip tray has been emptied prior to launching the automatic cleaning process.

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

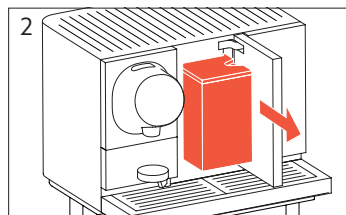
- Tap on the red “clean” symbol and follow the instructions on the screen
- Enter the maintenance menu, select “clean the milk machine” and follow the instructions on the screen.

### Materials needed:

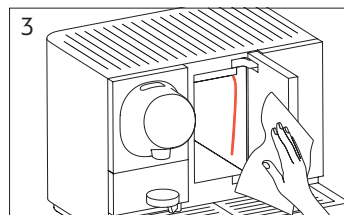
- cleaning tank
- waste water container
- 1 cleaning tablet – only use original Thermoplan cleaning tablets (see “contact **Nespresso**” in appendix)
- duration: ~20 minutes



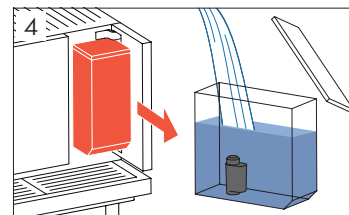
When the “clean” symbol appears in red, the machine must be cleaned. All milk recipes become unavailable.



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



clean towel, cloth or paper towel. Clean the milk aspiration pipe and the milk tank bay with a fresh, clean wet towel.



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

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

i You can wash the following components in the dishwasher:

**11** Water tank

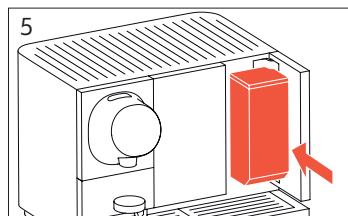
**12** Milk tank lid

**13** Milk tank

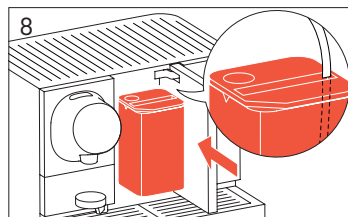
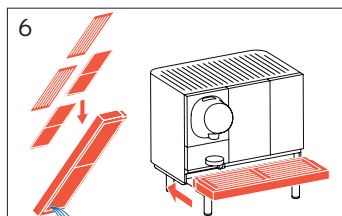
**17** Drip grids

**20** Cleaning tank with lid

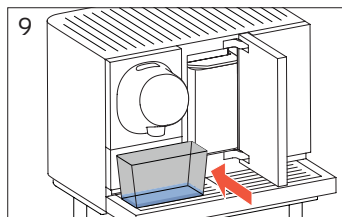
Refer to "Machine Overview" on page 10.



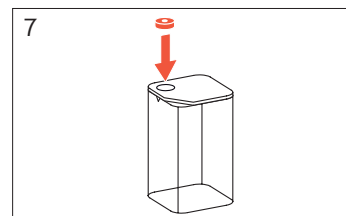
5  
Insert the water tank back into the machine.



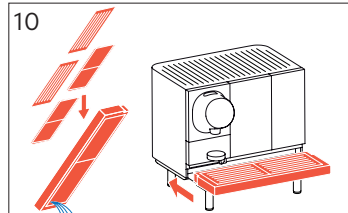
8  
Insert the cleaning tank. The indentation on the cleaning tank lid must be on the front left side for correct insertion. Make sure the milk aspiration pipe is properly placed in the cleaning



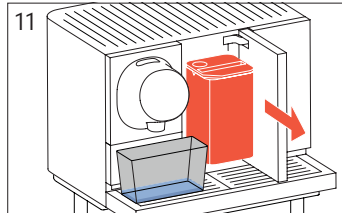
9  
tank. Place the waste water container below the outlets. Leave **the fridge door open** (to avoid condensation in the milk tank bay during the cleaning process).




7  
Place the cleaning tablet in the dedicated slot in the cleaning tank and press gently until it's well secured.



10  
After the cleaning process has finished, remove the drip tray with the drip grid from the machine. Empty the drip tray. Wash with soapy water, rinse and dry both elements. Insert the drip tray with



11  
the drip grid back into the machine. Remove, empty and clean the waste water container. Remove the cleaning tank, remove the lid, empty the tank and clean both the lid and cleaning

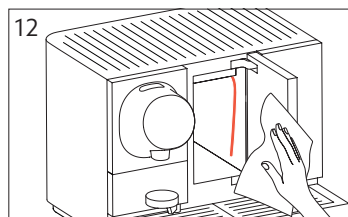
 Select "proceed" to launch the cleaning procedure and follow the instructions on the screen.

tank. Handle the cleaning tank with care as the cleaning solution is warm and composed of cleaning agent.

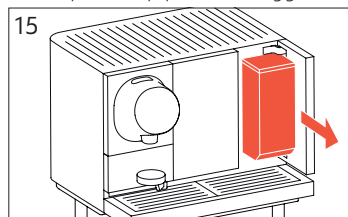


- i Once the cleaning procedure has been completed, exit the menu. The touch control panel will show the home screen and the milk fridge will start to cool down. Close the fridge door to ensure a proper cooling process.

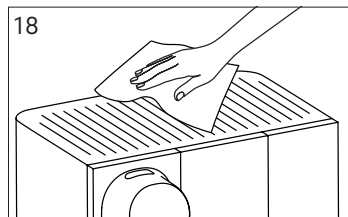
If you want milk recipes to be available right after the cleaning process, refill the milk tank with pre-cooled milk (5°C / 41°F) and insert it back into the machine's fridge. It will take approximately 15 minutes to be ready to dispense milk recipes.



12 Clean and thoroughly dry the milk aspiration pipe and the milk tank bay with a single-use paper towel or tissue. Check visually that the filter on the milk aspiration pipe is not clogged.



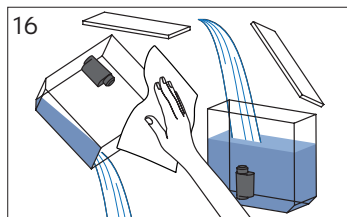
15 Remove the water tank from the machine.



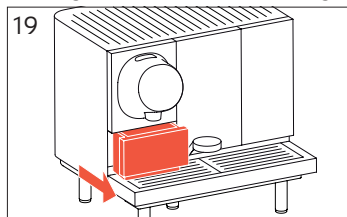
18 Clean the top of the machine with a disposable tissue or paper towel. Be careful, it might be warm.



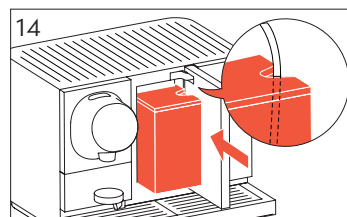
13 If it is, remove the pipe and clean it with fresh drinking water.



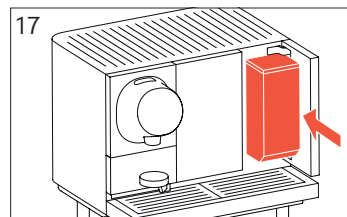
16 Remove the water tank lid. Empty it, clean with a single-use paper towel or tissue and rinse with fresh drinking water. Fill the water tank with fresh drinking water and attach the lid again.



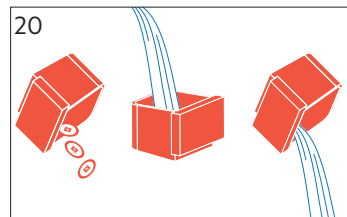
19 Swing the cup support to the side and remove the capsule container.



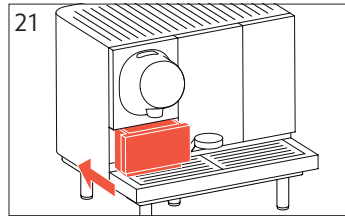
14 Refill the milk tank with refrigerated milk. Insert the milk tank back into the machine's fridge.



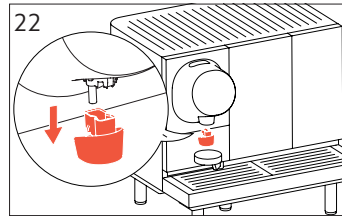
17 Insert the water tank back into the machine.



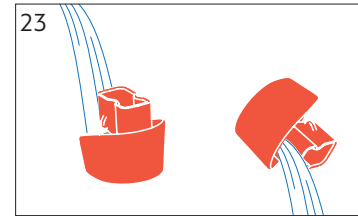
20 Empty the capsule container, wash it with soapy water and dry it.



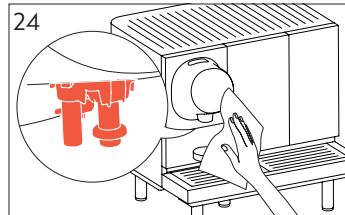
21  
Insert the capsule container back into the machine.



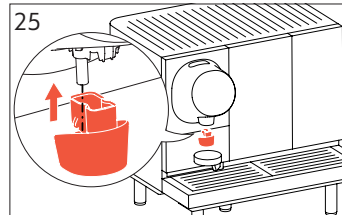
22  
Remove the outlet cover. Be careful, hot water might drip.



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



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

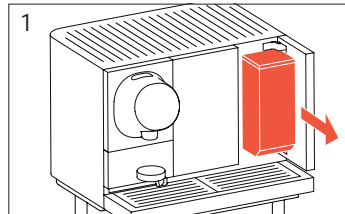


25  
Insert the outlet cover back into the machine.

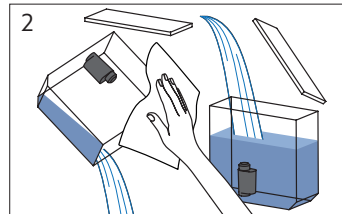
## Rinse water tanks



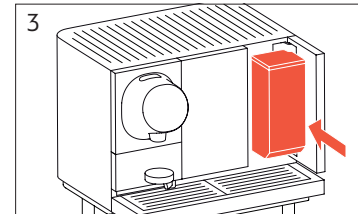
*i* If the clean symbol appears on the display (approximately 30 days), the water tank requires thorough cleaning.



1  
Remove the water tank from machine.

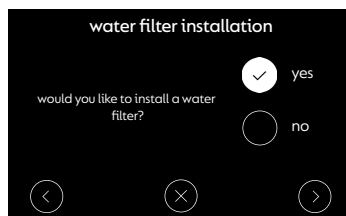


2  
Remove the water tank lid. Empty, clean with a cloth and rinse with drinking water. Fill the water tank with drinking water.

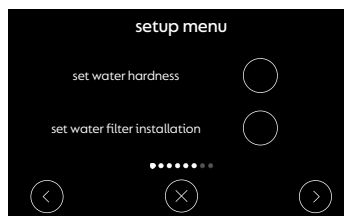


3  
Attach the lid and insert the water tank back in the machine.

## Setting the water filtration system



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



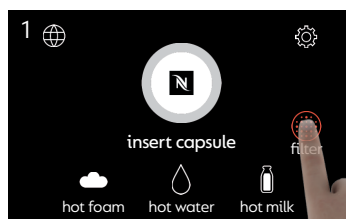
If the machine is already installed, you can go to the setup menu > "set water filter installation" to change the setting.

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

## Change the water filter

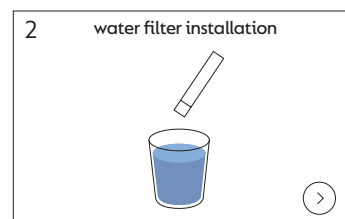


- i* The water tank should be cleaned every time the filter is changed (or at least weekly in the direct water connection mode).
- i* There are 3 possible options to set the water hardness: A, B, C. Refer to "Descaling intervals and water filter exchange" on page 27.
- i* To complete the new water filter 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.
- i* If the machine is installed with an external water filtration system, a descaling alarm will be triggered after 1000 liters / 264.17 gallons.

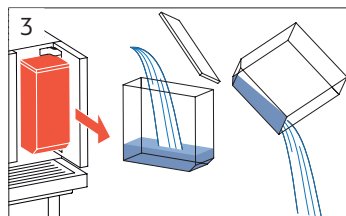


When the "filter" symbol appears in red, the internal filter should be changed. Tap on the red filter symbol and follow the instructions.

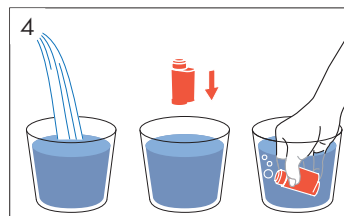
- i* Alternatively, when the "filter" symbol appears in red, you can start the water filter change procedure by entering the maintenance menu. Select "change the internal filter" and follow the instructions.



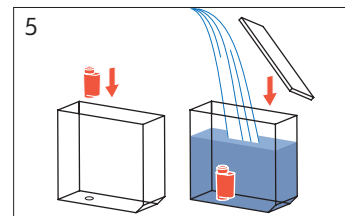
Follow the instructions on the screen to set the water hardness on both the machine and the new water filter.



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

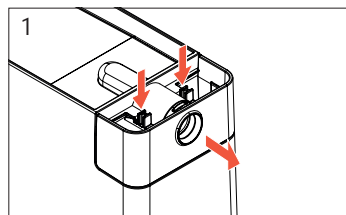


Fill a receptacle with fresh drinking water. Immerse the new water filter completely and squeeze it several times until all air bubbles have been removed.

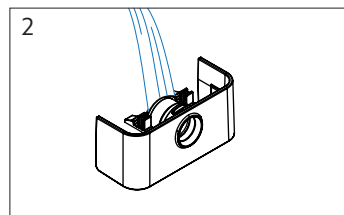


Insert the new water filter. Fill the water tank with fresh drinking water and attach the lid again. Insert the water tank back into the machine.

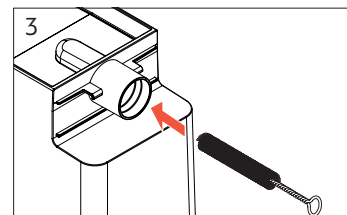
## Clean water tank (weekly)



1 Push the two pins on the bottom of the water tank valve assembly and remove it.



2 Clean the valve assembly under fresh potable water and dry it.

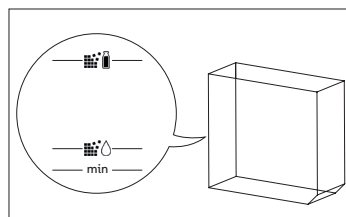


3 Rinse and clean the water tank with fresh potable water and dry it. For ease of cleaning, use the dedicated brush.

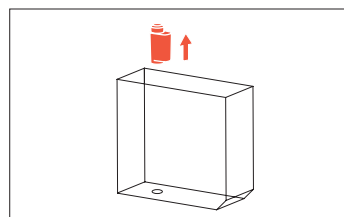
## Descaling



- i* If the “clean” and “descale” symbols appear in red at the same time, proceed first to the cleaning procedure and then to the descaling procedure.



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



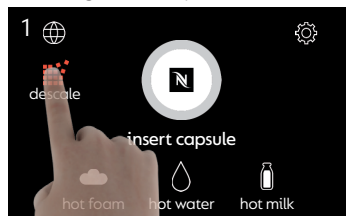
If the machine is equipped with a water filter, always remove it before descaling.

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

## Descaling: coffee



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



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

Follow the instructions on the screen.

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

## Materials needed:

Prepare the following items to complete the descaling process:

- cleaning tank
- waste water container
- 2 bags of **Nespresso** liquid descaler
- 1 l of water / 33.81 oz

The procedure will last about 15 minutes.

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

## Descaling: milk



- i To ensure machine life span and consistent coffee quality day after day, the use of the machine will be blocked after 30 days of descaling alerts.



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

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

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

## Materials needed:

Prepare the following items to complete the descaling process:

- cleaning tank
- waste water container
- 4 bags of **Nespresso** liquid descaler
- 2 l of water / 67.62 oz

The procedure will last about 60 minutes.

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

## Descaling intervals (with/without water filter) and water filter exchange

	Water tank filter		Coffee system descaling interval after [# liters]		25 recipes/day		50 recipes/day		80 recipes/day	
					Coffee module		Milk module		Coffee module	
	Water filter setting	Water tank filter exchange	Filter	No filter	Filter	No filter	Filter	No filter	Filter	No filter
<b>High water hardness</b>	C	80 l / 2705.12 oz or 183 days	420	50	~8 months	~1 month	~4 months	< 1 month	~3 months	< 1 month
<b>Medium water hardness</b>	B	150 l / 5072.1 oz or 183 days	560	150	~11 months	~3 months	~7 months	~6 months	~4 months	~1 month
<b>Low water hardness</b>	A	200 l / 6762.8 oz or 183 days	840	300	~17 months	~6 months	~12 months	~9 months	~5 months	~2 months

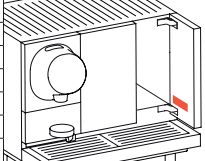
Based on i) coffee recipes averaging 100 ml / 3.38 oz, ii) for milk-based cappuccino recipes, iii) with usage ~20 days / month  
Coffee modules descaling interval [in liters] considering water hardness and with / without filter: A: 840/300; B: 560/150; C: 420/50

## APPENDIX

Direct water connection	The machine can be connected directly to a water supply. In that case, water filters need to be changed less often. No water refill is required. Only an original <b>Nespresso</b> direct water connection kit can be used. The connection to fixed water must be done 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 <b>Nespresso</b> 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			
Weight	38 kg / 83.77 lbs	Dimensions (W x D x H)	560 x 500 x 420 mm / 22.04 x 19.68 x 16.53 oz
Operation temperature range	+5°C – +32°C / +41°F – +89.6°F	Noise emission	< 55 dBA
Storage temperature range	-25°C – +60°C / +77°F – +89.6°F (please empty your machine before storage)	Fluid refrigerant	R600a
Water tank capacity	4.6 l / 155.54 oz	Power of fridge compressor	50 W
Milk tank capacity	3 l / 101.44 oz	Maximum total water hardness allowed	45 °fH
Telemetry*	The machine can be connected to <b>Nespresso</b> via the Internet. To get the following benefits, the machine must remain switched ON: <ul style="list-style-type: none"><li>• Viewing machine data and diagnostics</li><li>• Updating of configuration settings and software with the latest functionalities**</li><li>• Receiving additional <b>Nespresso</b> services</li><li>• Receiving scheduled remote software updates (between 11 pm and 5 am)*.</li></ul>		
Telemetry Specifications			
Modem frequency bands	<b>2G:</b> 850/900/1800/1900 MHz <b>3G:</b> 800/850/900/1800/1900/2100 MHz <b>4G:</b> 700/800/850/900/1800/1900/2100/2600 MHz		
Maximum radio-frequency power	<b>2G:</b> 33 dBm <b>3G:</b> 24 dBm <b>4G:</b> 23 dBm		
Proximity Sensor Specifications*			
Frequency	5.8+/-0.075 GHz		
Maximum power	<b>ETSI countries:</b> ca 2 mW / ca 5 dBm <b>FCC countries:</b> < 50 mV/m, < 94 dBuV/m		
Steam boiler pressure system			
Rated operation pressure	2.8 bar (0.28 MPa)		
Rated operation temperature	142°C / 287.6 °F		
Max. boiler pressure	5 bar (0.5 MPa)		
Min. boiler pressure	-0.2 bar (-0.02 MPa)		
Tested boiler pressure	7.5 bar (0.75 MPa)		

Countries	Power supply	Power consumption	Power cord version
US, CA	208 V~ / 60 Hz	1700 W	65656

### Type plate

<b>Machine type:</b> Nespresso Professional Coffee & Milk Machine	
<b>Model:</b> Nespresso Memento 120	
<b>Type:</b> 1039 / NP120/US	
<b>Voltage:</b> according to type plate	
<b>Power:</b> according to type plate	
<b>Serial number:</b> according to type plate	
<b>Production date:</b> according to type plate	

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

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

### **Recycling capsules and machines' end of life**

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

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

### **Publishing details**

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