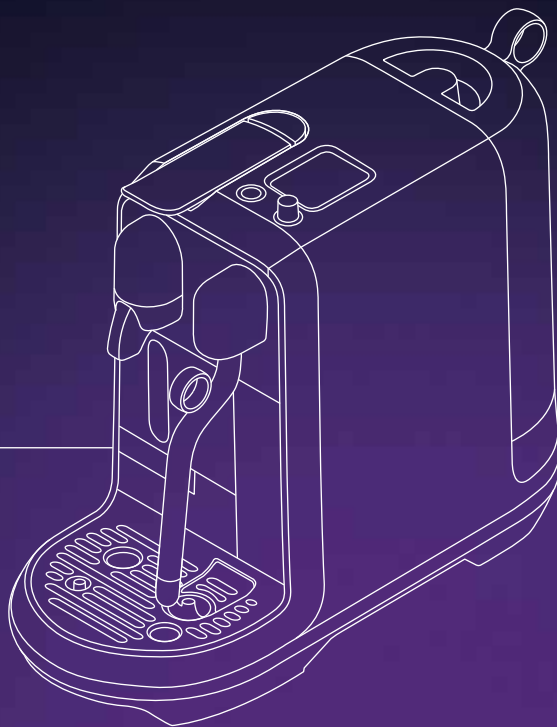




CREATISTA PLUS

by *Nespresso*



CREATISTA PLUS

MY MACHINE

EN Packaging Content



1 **Creatista Plus** Coffee Machine



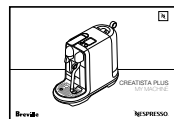
2 **Tasting Box** of *Nespresso*
Capsules



3 **Milk** Jug



4 **Nespresso** Welcome Brochure



5 **User** Manual



6 **1 x Water Hardness** Test Strip, in the User Manual

Creatista Plus

USER MANUAL

Nespresso is an exclusive system creating the perfect Espresso, time after time. Each parameter has been calculated with great precision to ensure that all the aromas from each capsule can be extracted, to give the coffee body and create an exceptionally thick and smooth crema.

CAUTION: When you see this sign, please refer to the important safeguards to avoid possible harm and damage.

INFORMATION: when you see this sign, please take note of the advice for the correct and safe usage of your coffee machine.

BNE800 Specifications/ techniques

~ 220-240 V, 50 Hz, 1300-1600 W

P_{max} 19 bar / 1.9 MPa

kg ~5.2 kg / 11.4 lbs

L 1.5 L / 50 oz

Box 17.0 cm / 6.7 in
Depth 30.9 cm / 12.2 in
Height 40.9 cm / 16.1 in

<i>Nespresso Creatista Plus</i>	2
Packaging Content	3
Creatista Plus	3
Specifications	3
Safety Precautions	5-7
Machine Overview	8
First Use	9-10
Navigation	11
Regular Coffee Preparation	12
Milk Coffee Preparation - Single Cup	13-14
Milk Coffee Preparation - Two Cup	15-17
Latte Macchiato Preparation	18-19
Adjusting Regular Coffee Drinks	20
Adjusting Milk Coffee Drinks	21
Reset to Factory Settings	22
Emptying the System	22
Energy Saving	23
Daily Cleaning	23-24
Steam Wand Cleaning Procedure	24
Descaling	25
Water Hardness	26
Troubleshooting	27
Troubleshooting Milk Froth Preparation	28
Contact <i>Nespresso</i> Club	29
Disposal and Environmental Protection	29
Limited Guarantee	30

 CAUTION	 DISCONNECT DAMAGED SUPPLY CORD
 ELECTRICAL DANGER	 CAUTION HOT SURFACE

⚠ CAUTION: the safety precautions are part of the appliance. Read them carefully before using your new appliance for the first time. Keep them in a place where you can find and refer to them later on.

⚠ CAUTION: when you see this sign, please refer to the safety precautions to avoid possible harm and damage.

i INFORMATION: when you see this sign, please take note of the advice for the correct and safe usage of your appliance.

- The appliance is intended to prepare beverages according

to these instructions.

- Do not use the appliance for anything other than its intended use.
- This appliance has been designed for indoor and non-extreme temperature conditions use only.
- Protect the appliance from direct sunlight effect, prolonged water splash and humidity.
- This is a household appliance only. It is not intended to be used in: staff kitchen areas in shops, offices and other working environments; farm houses; by clients in hotels, motels and other residential type environments; bed and breakfast type environments.

- This appliance may be used by children of at least 8 years of age, as long as they are supervised and have been given instructions about using the appliance safely and are fully aware of the dangers involved. Cleaning and user maintenance shall not be made by children unless they are older than 8 and they are supervised by an adult.
- Keep the appliance and its cord out of reach of children under 8 years of age.
- This appliance may be used by persons with reduced physical, sensory or mental capabilities, or whose experience or knowledge is not sufficient, provided

they are supervised or have received instruction to use the appliance safely and understand the dangers.

- Children shall not use the device as a toy.
- The manufacturer accepts no responsibility and the warranty will not apply for any commercial use, inappropriate handling or use of the appliance, any damage resulting from use for other purposes, faulty operation, non-professionals repair or failure to comply with the instructions.

Avoid risk of fatal electric shock and fire.

- In case of an emergency: immediately remove the plug

from the power socket.

- Only plug the appliance into suitable, easily accessible, earthed mains connections. Make sure that the voltage of the power source is the same as that specified on the rating plate. The use of an incorrect connection voids the warranty.

The appliance must only be connected after installation.

- Do not pull the cord over sharp edges, clamp it or allow it to hang down.
- Keep the cord away from heat and damp.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons, in order to avoid all risks.

- If the cord is damaged, do not operate the appliance; return the appliance to the *Nespresso* Club or to a *Nespresso* authorised representative.
- If an extension cord is required, use only an earthed cord with a conductor cross-section of at least 1.5 mm² or matching input power.
- To avoid hazardous damage, never place the appliance on or beside hot surfaces such as radiators, stoves, ovens, gas burners, open flame, or similar.
- Always place it on a horizontal, stable and even surface. The surface must be resistant to heat and fluids, like water, coffee, descaler or similar liquids.
- Disconnect the appliance

from the mains when not in use for a long period. Disconnect by pulling out the plug and not by pulling the cord itself or the cord may become damaged.

- Before cleaning and servicing, remove the plug from the mains socket and let the appliance cool down.
- Never touch the cord with wet hands.
- Never immerse the appliance or part of it in water or other liquid.
- Never put the appliance or part of it in a dishwasher.
- Electricity and water together is dangerous and can lead to fatal electrical shocks.
- Do not open the appliance. Hazardous voltage inside!
- Do not put anything into any openings. Doing so may cause fire or electrical shock!

Avoid possible harm when operating the appliance.

- Never leave the appliance unattended during operation.
- Do not use the appliance if it is damaged or not operating perfectly. Immediately remove the plug from the power socket. Contact the *Nespresso* Club or *Nespresso* authorised representative for examination, repair or adjustment.
- A damaged appliance can cause electrical shocks, burns and fire.
- Always completely close the slider and never open it during operation. Scalding may occur.
- Do not put fingers under coffee outlet, risk of scalding.
- Do not put fingers into

capsule compartment or the capsule shaft. Danger of injury!

- Water could flow around a capsule when not perforated by the blades and damage the appliance.
- Never use a damaged or deformed capsule. If a capsule is blocked in the capsule compartment, turn the machine off and unplug it before any operation. Call the *Nespresso* Club or *Nespresso* authorised representative.
- Fill the water tank only with fresh and potable water.
- Empty water tank if the appliance will not be used for an extended time (holidays, etc.).
- Replace water in water tank when the appliance is not operated for a weekend or a

similar period of time.

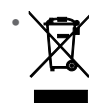
- Do not use the appliance without the drip tray and drip grid to avoid spilling any liquid on surrounding surfaces.
- Do not use any strong cleaning agent or solvent cleaner. Use a damp cloth and mild cleaning agent to clean the surface of the appliance.
- To clean machine, use only clean cleaning tools.
- When unpacking the machine, remove the plastic film and dispose.
- This appliance is designed for *Nespresso* coffee capsules available exclusively through the *Nespresso* Club or your *Nespresso* authorised representative.
- All *Nespresso* appliances pass stringent controls.

Reliability tests under practical conditions are performed randomly on selected units. This can show traces of any previous use.

- *Nespresso* reserves the right to change instructions without prior notice.
- This machine contains magnets.

Descaling

- *Nespresso* descaling agent, when used correctly, helps ensure the proper functioning of your machine over its lifetime and that your coffee experience is as perfect as the first day.



The symbol shown indicates that this appliance should not be disposed of in normal household waste. It should be taken to a local authority waste collection centre designated for this purpose or to a dealer providing this service. For more information, please contact your local council office.

SAVE THESE INSTRUCTIONS
Pass them on to any subsequent user.
This instruction manual is also available as a PDF at [nespresso.com](https://www.nespresso.com)

Machine Overview

Color display

SELECT dial

START | CANCEL button

Lever for capsule insertion

Capsule container

Pop out cup support

Removable drip grid

Removable drip tray with full indicator

Water tank & lid

Removable pin cleaning tool

Easy clean steam wand

Milk jug temperature sensor

Milk jug

Press the START|CANCEL button to Start or Cancel an operation or to go back

Rotate the SELECT dial to navigate left or right to select your drink

Press the SELECT dial to Adjust Espresso Volume, Milk Temperature or Milk Froth

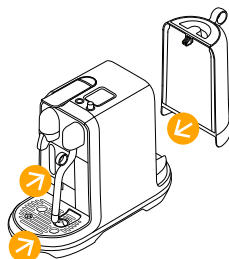


Read the important safeguards first to avoid risks of fatal electrical shock and fire.

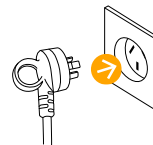
- 1 Rinse the water tank**
before filling it with
potable water.



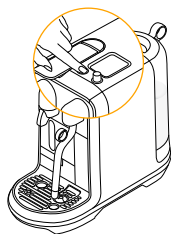
- 2 Place the water tank,** insert
the drip tray and the capsule
container in position. For your
safety, operate the machine
only with drip tray and
capsule container in position.



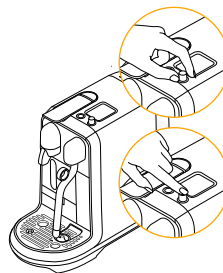
- 3 Plug the machine** into
the power outlet.



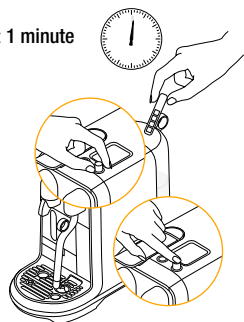
- 4 Turn the machine ON** by pressing the START/CANCEL
button. Heating up takes approximately 3 seconds.



- 5 Rotate** the SELECT dial to set your
language. Press SELECT to confirm.



< 1 minute



- 6 Setting your water hardness**, dip the Water Hardness Test Strip in and out the water tank.

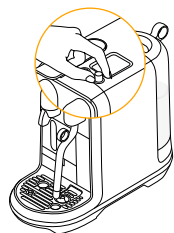
Wait 1 minute. Set the water hardness by rotating the SELECT dial according to the results on the Test Strip. Press SELECT to confirm. For further information refer to page 26.

- 7 Follow** the on-screen prompts to rinse & prepare your machine for use.

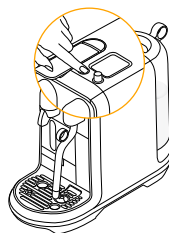


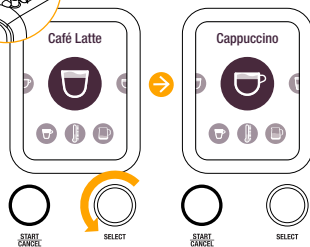
- i First** use is to rinse the machine & prime the heating system.

- 8 Follow** the Quick Start Tutorial.

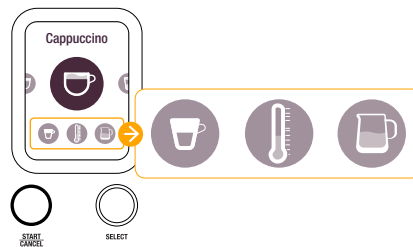


- 9 To turn OFF your machine**, press and hold the START/CANCEL dial for 2 seconds until machine is off.





- 1 **Rotate** the SELECT dial to select your coffee



- 2 **Display** shows current drink settings, Coffee Volume, Milk Temperature, Milk Texture.



- 3 **Press** START/CANCEL to make a coffee with the current settings.



- 4 **Press** the SELECT dial to adjust the current settings. Refer page 20 & 21.

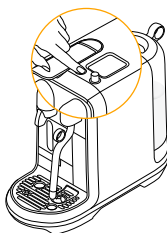
Regular Coffee Preparation

EN

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



- 2 Turn the machine ON** by pressing the START/CANCEL button. Heating up takes approximately 3 seconds.



- 3 Place a cup** under the coffee outlet. Use the cup support if required. PUSH the cup support to unlock.

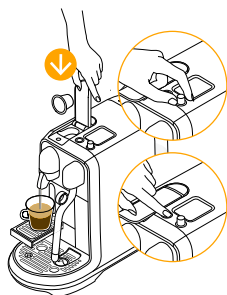


- 4 Lift the Lever**, insert a capsule and close the lever. Rotate SELECT dial to select your coffee

-  Ristretto (25ml / 0.85 oz)
-  Espresso (40 ml / 1.35 oz)
-  Lungo (110 ml / 3.7 oz)

Press START/CANCEL button to extract

i To ensure hygienic conditions, it is highly recommended to not reuse a used capsule.



- 5 Preparation will stop automatically.** Lift the Lever to eject the capsule.



- 6 To stop the coffee flow** press the START/CANCEL button.



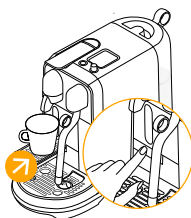
EN Milk Coffee Preparation - Single Cup

i Only use the milk jug provided.

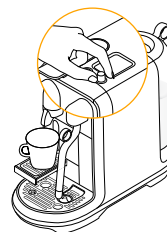


- 1** Fill the water tank with fresh potable water.

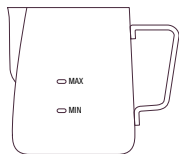
i **TIP:** For optimal milk froth, use pasteurised whole or semi skimmed milk at refrigerated temperature (about 4-6 °C / 39-43 °F).



- 2** To accommodate smaller cups, use the cup support. PUSH the cup support to unlock.



- 3** Rotate the SELECT dial to select your drink.



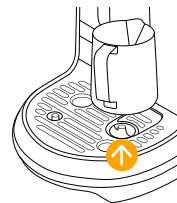
- 4** Fill the milk jug with enough fresh cold milk. Minimum and maximum levels are marked on the inside and outside of the milk jug.



CAUTION: Do not fill milk jug above the maximum level marked on the inside & outside of the jug.



- 5** Lift the steam wand & position in the centre of the milk jug.



- 6** Ensure the milk jug is making contact with the temperature sensor located in the drip tray.

Milk Coffee Preparation - Single Cup

EN

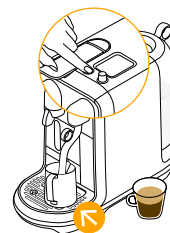
- 7 Lift the Lever &**
insert your capsule.



- 8 Press** the START/CANCEL
button to start the
espresso extraction.



- 9 When the espresso**
extraction is complete,
press START/CANCEL to
begin milk frothing.



- 10 When milk frothing**
complete, lift the steam wand,
wipe with a clean damp cloth.



- 11 Allow steam wand** to return
to its down position & it will
auto purge to rinse itself.



- 12 Pour milk** into the espresso
to finish your drink.



EN Milk Coffee Preparation - Two Cups

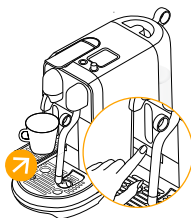
i Only use the milk jug provided.

i **TIP:** For optimal milk froth, use pasteurised whole or semi skimmed milk at refrigerated temperature (about 4-6 °C / 39-43 °F).

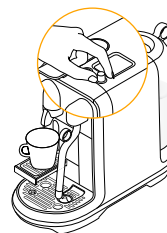
- 1** Fill the water tank with fresh potable water.



- 2** To accommodate smaller cups, use the cup support. PUSH the cup support to unlock.



- 3** Rotate the SELECT dial to select your drink.



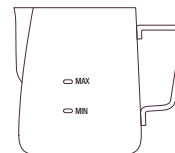
- 4** Lift the Lever & insert your capsule.



- 5** Press the START/CANCEL button to start the espresso extraction.



- 6** Fill the milk jug with enough fresh cold milk for 2 drinks. Maximum level is marked on the inside and outside of the milk jug. Do not overfill.

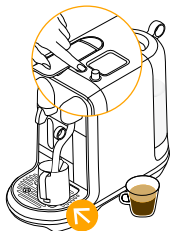


CAUTION: Do not fill milk jug above the maximum level marked on the inside & outside of the jug.

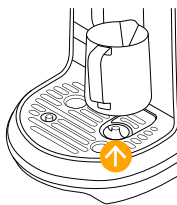
Milk Coffee Preparation - Two Cups

EN

- 7 Lift the steam wand** & position in the centre of the milk jug and press START/CANCEL to begin milk frothing.



- 8 Ensure** the milk jug is making contact with the temperature sensor located in the drip tray.



- 9 When milk frothing** is complete, lift the steam wand, wipe with a clean damp cloth.



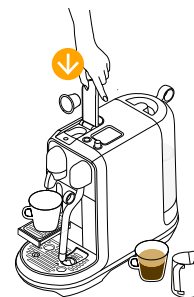
- 10 Allow steam wand** to return to its down position & it will auto purge to rinse itself.



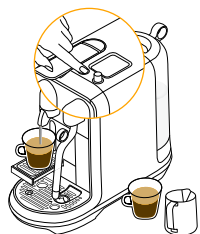
- 11 Place** your second cup under the coffee spout.



- 12 Lift the Lever** & insert your capsule.



EN Milk Coffee Preparation - Two Cups



- B** Press the **START/CANCEL** button to start the espresso extraction.



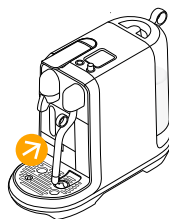
- 14** Pour **milk** into the espresso to finish your drinks.

Latte Macchiato Preparation

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



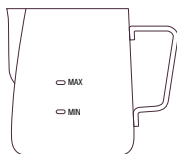
- 2 To accommodate** a Latte Macchiato glass, push the cup support in until it locks.



- 3 Rotate** the SELECT dial to select your drink.

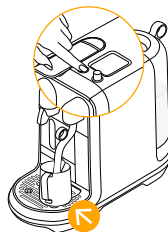


- 4 Fill the milk jug** to the marked maximum level with fresh cold milk

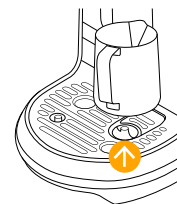


CAUTION: Do not fill milk jug above the maximum level marked on the inside & outside of the jug.

- 5 Lift the steam wand &** position in the centre of the milk jug and press START/CANCEL to begin milk frothing.



- 6 Ensure** the milk jug is making contact with the temperature sensor located in the drip tray.

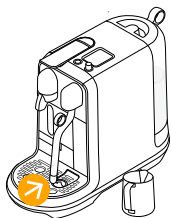


EN Latte Macchiato Preparation

- 7 When milk frothing is complete, lift the steam wand, wipe with a clean damp cloth.



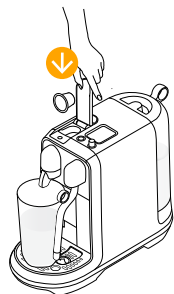
- 8 Allow steam wand to return to its down position & it will auto purge to rinse itself.



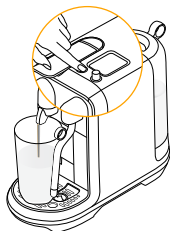
- 9 Pour milk into the Latte Macchiato glass and place under the coffee spout.



- 10 Lift the Lever & insert your capsule.

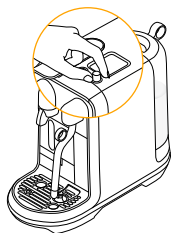


- 11 Press the START/CANCEL button to start the espresso extraction.

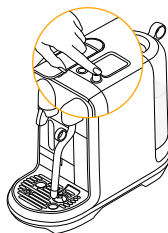


Adjusting Regular Coffee Drinks

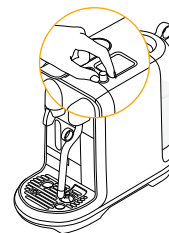
- 1 **Rotate** the SELECT dial to the drink.



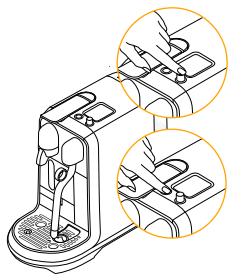
- 2 **Press** the SELECT dial to adjust the coffee volume.



- 3 **Rotate** the SELECT dial to adjust the coffee volume. The suggested volume is marked with a dotted line.



- 4 **Press** SELECT dial to save & exit or press START/CANCEL to exit without saving.



Any coffee can be programmed.

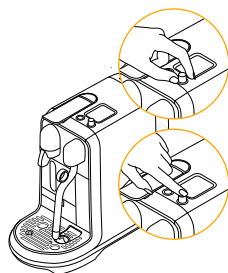
1. Ristretto: from 25 to 60 ml / 0.85-2 oz.
2. Espresso: from 25 to 60 ml / 0.85-2 oz.
3. Lungo: from 70 to 150 ml / 2.37 to 5 oz.



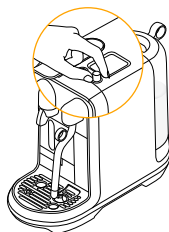
Default coffee volumes listed on page 12.

EN Adjusting Milk Coffee Drinks

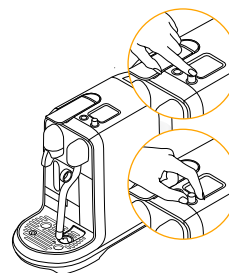
i This machine is optimized for pasteurised whole or semi skimmed milk. Milk Temperature and Milk Froth may be adjusted to suit different milk types.



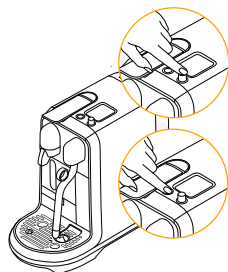
- 1 **Rotate** the SELECT dial to the drink & press the SELECT dial to adjust drink.



- 2 **Rotate** the SELECT dial to adjust, Espresso Volume, Milk Temperature or Milk Froth level.



- 3 **Press** the SELECT dial to enter & rotate to adjust the setting.
Froth levels & Espresso Volumes suggested settings are marked with a dotted line.



- 4 **Press** SELECT dial to save & exit or press START/CANCEL to exit without saving.



- 5 **Press** START/CANCEL to exit the adjustments menu.

Any milk coffee can be programmed.

1. Coffee Volume: from 25 to 60 ml / 0.85-2 oz.
2. Milk Temperature: from 56 to 76 °C / 133 to 169 °F.
3. Milk Froth: from 2 to 30 mm / 0.08 to 1.2 in.

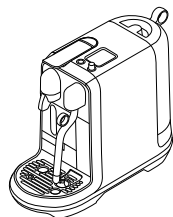
Reset to Factory Settings

1 Drink Settings are:

-Coffee Volume, Milk Temperature and Milk Froth.

To reset your drink settings:

1. Select SETTINGS
2. Select RESET
3. Select COFFEE RESET
4. Select ✓ to confirm
5. Select ✕ to cancel

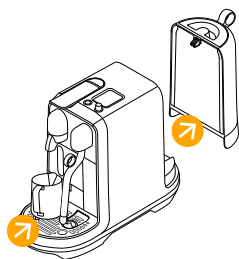


To reset factory settings:

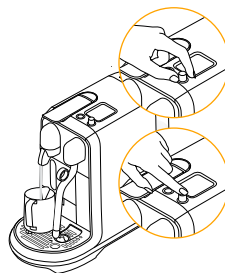
1. Select SETTINGS
2. Select RESET
3. Select FACTORY RESET
4. Select ✓ to confirm
5. Select ✕ to cancel
6. Machine will power off
7. On next use, you will need to refer to first use instructions

Emptying the System before a period of non-use or for frost protection

- 1 **Remove the water tank.**
Place the empty Milk Jug under the coffee outlet.

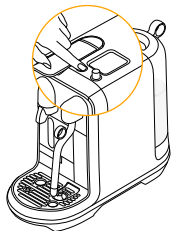


- 2 **Rotate** the SELECT dial to MAINTENANCE, press SELECT dial. Select "Empty Cycle" & press SELECT to start. When the pump stops, empty & wipe dry the capsule bucket & drip tray.



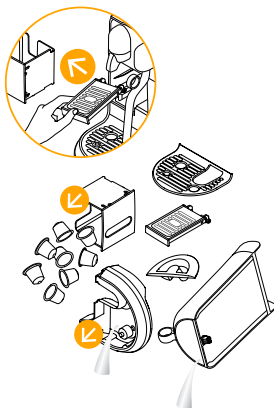
EN Energy Saving

- 1 **Energy efficient:** Machine minimises power use when not making a drink. The display dims after 2 mins of no use, after 10 mins of no use display turns off. Restart by pressing the START/CANCEL button.



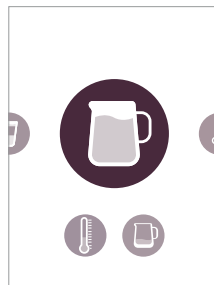
Daily Cleaning

i To ensure hygienic conditions, it is highly recommended emptying and cleaning the capsule container every day.



- 1 **Empty the drip tray** and the capsule container every day. Remove cup support by first removing the capsule bucket, then unlocking the cup support, pulling the cup support forward & lifting it upwards to disengage from the machine. Clean cup support and wipe inside machine, reassemble with a clean damp cloth. Remove the water tank and lid and clean them both with odorless detergent and rinse with warm water. Refill the water tank with fresh potable water.

- 2 **Rinse** the milk jug & dry after each use.
If required, wash the jug with mild detergent.



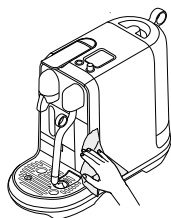
- 3 **Fill the milk** jug with potable water between the min & max marks. Select the MILK function & press START. When complete discard the hot water, then wipe the steam wand with a clean damp cloth.

Daily Cleaning

EN



- 4 **Do not use** any strong or abrasive solvent, sponge or cream cleaner. Do not put in the dishwasher.



- 5 **Dry all the parts** with a soft clean cloth and reassemble all parts. Clean the coffee outlet and inside the machine regularly with a clean damp cloth.

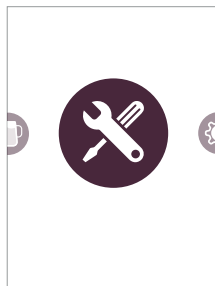


- 6 **Never immerse** the appliance or part of it in water or any other liquid.

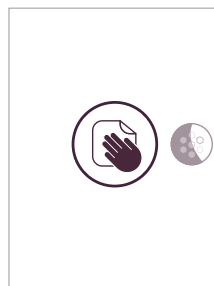
Steam Wand Cleaning Procedure

Milk System Cleaning Procedure.

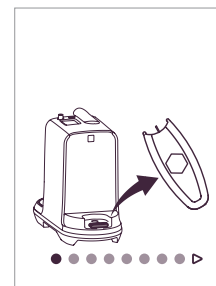
Recommended you perform this monthly to prevent steam tip blockages or when the display shows "Clean Steam Wand".



- 1 **Select Maintenance**



- 2 **Select Clean Steam Wand**



- 3 **Follow the on-screen prompts**



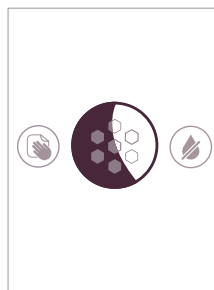
Duration approximately 15 minutes.



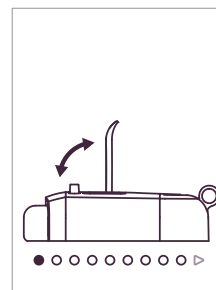
Read the important safeguard on the descaling package and refer to the table for the frequency of use. The descaling solution can be harmful. Avoid contact with eyes, skin and surfaces. Never use any product other than the *Nespresso* descaling kit available at the *Nespresso* Club to avoid damage to your machine. The following table will indicate the descaling frequency required for the optimum performance of your machine, based on water hardness. For any additional questions you may have regarding descaling, please contact the *Nespresso* Club.

Descaling: Removes scale build-up, maintains coffee taste and prevents machine damage. Frequency will depend on your water hardness & amount of use. Descale when prompted on-screen. The machine will stop you from use if the descale cycle has not been performed after 10 uses. A "lockout" count-down will appear to alert you of the number of uses remaining until usage will stop.

1 Rotate dial to select MAINTENANCE



2 Select DESCALE

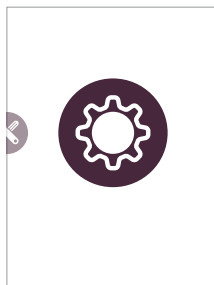


3 Follow the on-screen prompts to complete

Water Hardness

To determine water hardness level use the test strip provided.

To change the water hardness setting:



1 Rotate dial to select
SETTINGS



2 Select Water Hardness



3 Follow the on-screen
prompts to complete

Water hardness:*

	App.	fH	dH	Descaling after:*	
	Level 0	<5	<3	< 50 mg/l	(40 ml) 2 200
	Level 1	>7	>4	> 70 mg/l	1 800
	Level 2	>13	>7	> 130 mg/l	1 400
	Level 3	>25	>14	> 250 mg/l	1 000
	Level 4	>38	>21	> 380 mg/l	600

fH French degree

dH German Grade

CaCO₃ Calcium Carbonate

Buttons not illuminated.	- Machine turns OFF automatically. See paragraph on «Energy Saving Concept». - Press START/CANCEL or SELECT to turn to «ON-mode».	- Check the outlet: plug, voltage, fuse.
No steam or hot water	- Press START/CANCEL or SELECT to turn to «ON-mode».	- Check the outlet: plug, voltage, fuse.
No coffee, no water, unusual coffee flow.	- Check if the water tank is correctly positioned, if empty, fill with potable water.	- Descale the machine, if necessary.
Coffee is not hot enough.	- Preheat cup.	- Descale the machine, if necessary.
The capsule lever does not close completely	- Empty the capsule container.	- Check that no capsule is blocked inside the machine. (Note: do not put the finger inside the machine)
Leakage (water under the machine).	- Empty drip tray if full. - Check drip tray is securely inserted.	- If problem persists, call the Nespresso Club.
No coffee flow, water goes directly into the capsule bucket (despite inserted capsule).	- Ensure capsule lever is closed.	- Empty capsule bucket and check that no capsule is blocked inside the machine. (NOTE: do not put finger inside the machine) If problem persists, call the Nespresso Club.
Colour display is dim and hard to see/read	- Machine display dims automatically after 2 minutes of non use. - See paragraph on «Energy Saving Concept». - Press START/CANCEL or SELECT to turn to «ON-mode».	- Adjust the screen brightness setting. Navigate to Settings menu. Select Screen Brightness. Turn the dial and Select High.
Buttons flashing	- Follow on screen prompt. - Check the water tank. If empty, fill with potable water and brew a coffee. - Check steam tip for blockages. Use pin cleaning tool stored under the water tank to unblock each of the holes.	- Descale machine, if necessary. - Complete a Clean Steam Wand cycle, if necessary.
Fill Water Tank alert remains on display (water tank is full)	- Check if the water tank is correctly positioned.	- If problem persists, call the Nespresso Club.
Descale Now alert is displayed	- Descale the machine. Navigate to Maintenance menu. - Select Descale and follow the on-screen prompts.	
Machine Error message is displayed	- A major fault has occurred.	- Visit Nespresso.com or call the Nespresso Club to contact your local service centre.
Machine is ON but ceases to operate	- Power machine off by holding START/CANCEL. - Wait 60 minutes and press START/CANCEL or SELECT to turn to «ON-mode».	- If problem persists, call the Nespresso Club.
Machine turns to OFF mode.	- To save energy the machine will turn to OFF mode after 10 minutes of non use. See paragraph on «Energy Saving Concept».	- Press START/CANCEL or SELECT to turn to «ON-mode».

Troubleshooting Milk Froth Preparation

Milk steam cycle does not start

- Check if the water tank is correctly positioned, if empty, fill with potable water.
- Check steam tip for any blockages and ensure wand is lowered.

Quality of froth not up to standard

- Be sure to use pasteurised whole or semi-skimmed milk at refrigerated temperature (about 4-6 °C / 39-43 F). For a better result, the milk must be newly opened.
- Check the milk froth setting.
- Use the Sage milk jug provided.
- Clean both the milk jug and steam wand after each use.
- Clean the steam wand. Navigate to Maintenance menu.
- Select Clean Steam Wand and follow the on-screen prompts.

Steam is very wet

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

Milk overflows

- Fill jug with appropriate milk volume.
- Minimum fill level as marked on the inside & outside of the jug.
- Maximum fill level as marked on the inside & outside of the jug.
- To stop overflow, either reduce the initial volume of milk and/or reduce the froth level. This varies depending on milk type.

Milk temperature is too hot

- Be sure to use the Sage milk jug provided.
- Check the milk jug is positioned correctly on the milk jug temperature sensor.
- Check the temperature sensor in the drip tray is clean.
- Decrease the milk temperature setting.

Milk temperature is not hot enough

- Preheat cup.
- Use the Sage milk jug provided.
- Check the milk jug is positioned on the milk jug temperature sensor.
- Increase the milk temperature setting.
- Check the steam tip for blockages.

Lower Wand alert is displayed

- Ensure the steam wand is lowered.

Clean Steam Wand alert is displayed

- Clean the Steam Wand.
- Navigate to Maintenance menu. Select Clean Steam Wand and follow the on-screen prompts.

EN Contact the Nespresso Club

As we may not have foreseen all uses of your appliance, should you need any additional information, in case of problems or simply to seek advice, call the *Nespresso Club* or your *Nespresso* authorized representative.

Contact details for your *Nespresso Club* or your *Nespresso* authorized representative can be found in the «Welcome to *Nespresso*» folder in your machine box or at [nespresso.com](https://www.nespresso.com)

Disposal and Environmental Protection

Your appliance contains valuable materials that can be recovered or can be recyclable. 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.

During the design and engineering of this product, quality was at the forefront of each material and component choice we made, which is why we proudly stand by it with our 2 year warranty and is valid in the UK and Ireland. To validate the purchase date and take advantage of this warranty, you must present your proof of purchase. Should your machine have a defect caused by faulty workmanship and materials, return it to the retailer or point of purchase within the first 30 days of purchase. Outside of 30 days, you are free to contact Nespresso on 0800 442 442 (UK) or 1800 812 660 (ROI).

Sage warrants this product against defects caused by faulty workmanship and materials for 2 years domestic use from the date of purchase. During the warranty period Sage will repair or replace, at its discretion, any defective product. Replacement products or repaired parts will be warranted only for the unexpired portion of the original warranty or six months, whichever is greater. If the product includes a number of accessories, only the defective part or accessory will be replaced. Sage reserves the right to make minor adjustments instead of replacing the product or accessory. Packaging, instructions, recipes etc. will also not be replaced unless faulty. Demonstrators or goods bought or traded as second hand are not covered by warranty.

To the extent permitted by law, this Sage Replacement Warranty excludes liability for consequential loss or any other loss or damage caused to property or persons arising from any cause whatsoever. It also excludes defects caused by the product not being used in accordance with Instructions (including insufficient aftercare or cleaning), accidental damage, external events (fire, flood etc.) misuse (including commercial use), improper or inadequate maintenance, calcium deposits or descaling, connection to incorrect power supply or being tampered with by unauthorised persons, excludes breakables such as glass, ceramic and plastic items, consumable items and normal wear and tear and does not cover the cost of claiming under the warranty or transporting the goods to and from the place of purchase. The terms of this warranty do not exclude, restrict or modify, and are in addition to, the mandatory statutory rights applicable to the sale of the product to you.

How to Claim Under the Sage Warranty

Nespresso is handling product enquires and product servicing on Sage's behalf. If you believe your product is defective, contact the Nespresso Customer Relationship Centre directly for instructions on where to send or bring it for repair by a Sage authorised service agent. Contact Nespresso **UK: 0800 442 442 or ROI: 1800 812 660 (ROI). www.nespresso.com**. This product is imported and distributed by Sage and this warranty is provided by Sage.

To the extent permitted by law, Nespresso has no liability for the product and all guarantees, warranties and conditions by Nespresso are excluded.