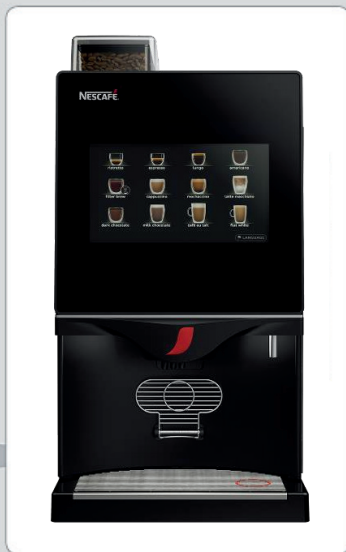




NESCAFÉ®

FTS 60 E

DRINK QUALITY PROGRAM



The DQP Handbook is for the exclusive use of Nestlé Professional staff, distributors, service partners and beverage dispenser operators.

NESTLÉ PHILIPPINES INC.

31 Plaza Drive Rockwell Center, Makati, 1200 Philippines

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WARNINGS



DANGER
Hot water



DANGER
Electric shock



Use the service key
to prevent injury.



DANGER
Moving parts



Always switch OFF
the machine before
cleaning activity.



Wash your hands
before cleaning.



Use gloves for
handling chemicals.



Use non-abrasive
sponge in cleaning.



Follow the cleaning, disinfection, and
maintenance schedule. When in doubt, always
consult this manual.

CAUTION

- Disconnect the power supply before servicing.
- To reduce the risk of electric shock, do not remove or open cover; no user-serviceable parts inside. Refer servicing to NP hotline in Page 26.
- To ensure quality and safety, use only Nestlé Professional products and potable drinking water. This machine must remain closed during operation. Do not place the machine in direct sunlight or near a source of heat or under rain.

DISCLAIMER

This machine should not be serviced by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction. Children under 8 years old must be supervised when using the machine. Children must not play with the machine. Children under 8 years old must not carry out cleaning and maintenance procedures. This machine is intended for indoor use, in food service applications such as:

- small shops, convenience stores and kiosks
- bars and restaurants
- staff kitchen areas in shops, offices and other working environments
- hotels and motels

BASIC PARTS OF THE MACHINE

SPECIFICATIONS: FTS 60E

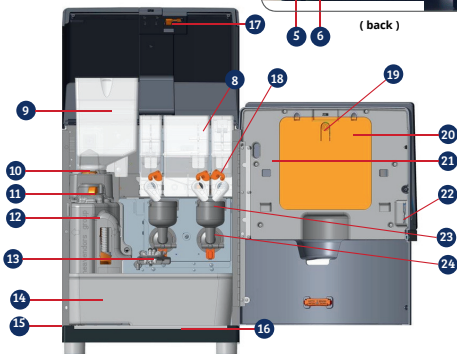
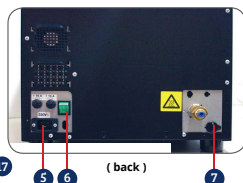
Power: 220-240 V / 50-60 Hz / 3000 W (Consumption: ~P95/day)

Dimensions: Height: 66.8 cm • Depth: 56.8 cm

Width: 42.2 cm • **Weight:** 36 kg



1. Front panel
2. Selection buttons
3. Espresso cup stand
4. Drip tray and grid
5. Power socket
6. On/off switch
7. Drain outlet



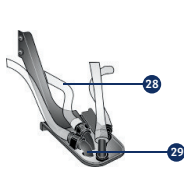
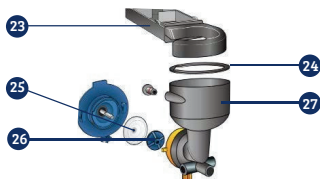
8. Instant product canister
9. Coffee beans canister with splitter
10. Orange baffle
11. Coffee grinder
12. Coffee brewer
13. Nozzle support
14. Grounds container
15. Level sensors
16. Drip tray

17. Door switch and service key
18. Powder chute
19. Internal button (PROG)
20. Protection carter
21. Coin box housing
22. Door lock
23. Mixing bowl
24. Mixer motors

BASIC PARTS OF THE MACHINE

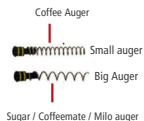
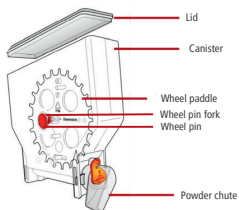
Mixing Bowl and Detailed Parts

- 23. Steam trap
- 24. Upper ring
- 25. Mixer bush gasket
- 26. Mixer fan
- 27. Mixing bowl

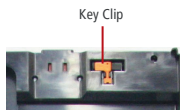


- 28. Dispensing tube
- 29. Product nozzle
- 30. Carter/brewer cover
- 31. Ground orange conveyor
- 32. Brewer

Canister Assembly



Programming



Programming button (PROG)



Programming key connector



MACHINE DISASSEMBLY



TURN OFF THE MACHINE BEFORE PERFORMING DAILY CLEANING.



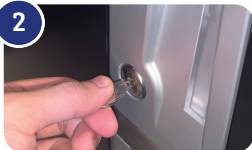
WASH HANDS THOROUGHLY WITH WATER AND SOAP BEFORE HANDLING THE MACHINE AND THE PRODUCTS. USE ONLY POTABLE WATER TO CLEAN AND FILL THE MACHINE.

1



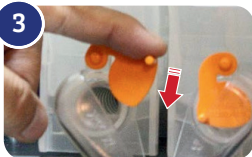
Switch off the machine.

2



Unlock with key and open the front door.

3



Close the powder chute.

4



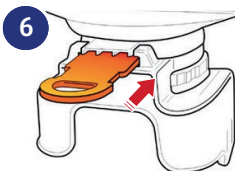
Remove top cover.

5



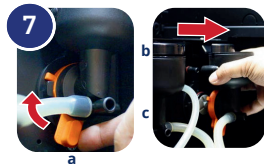
Remove all canisters and place in a clean tray.

MACHINE DISASSEMBLY



To remove the coffee bean canister, push the orange closing baffle and lift the hopper.

(Pay attention not to spill the content.)
Clean (and/or disinfect) according to the Quick Guide to Cleaning on page 7.



Move the clamp (a) to the left to unlock remove the mixing bowl (b) and whipper housing (c) altogether



Remove steam trap.



Remove drip tray and grid.



Remove coffee grounds container.

MACHINE DISASSEMBLY

10 Disassembly of Instant Product Canister



Remove top cover of product canister.



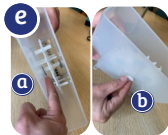
Remove product chute by twisting clockwise.



Remove auger lock by twisting clockwise.



Pull the spiral pin.



Remove (a) wheel pin fork and (b) wheel pin.



Gently open wide the canister to remove wheel paddle.

11 Disassembly of Coffee Brewer



The whole coffee brewer can be cleaned and washed with running water.

1. Remove the ground orange conveyor.
2. Unclip the carter.
3. Remove the coffee brewer.

NOTE: These parts cannot be cleaned in a dishwasher.

QUICK GUIDE TO CLEANING

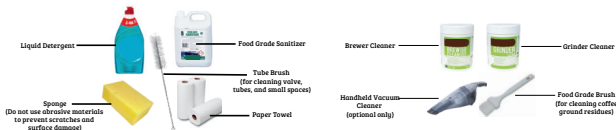


TURN OFF THE MACHINE BEFORE PERFORMING DAILY CLEANING.



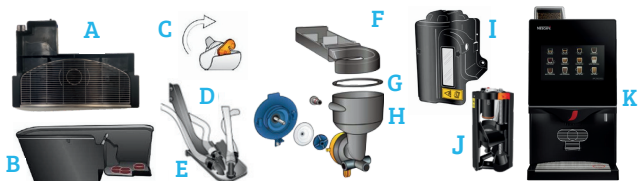
WASH HANDS THOROUGHLY WITH WATER AND SOAP BEFORE HANDLING THE MACHINE AND THE PRODUCTS. USE ONLY POTABLE WATER TO CLEAN AND FILL THE MACHINE.

RECOMMENDED CLEANING MATERIALS/TOOLS



FREQUENCY OF PARTS TO CLEAN

DAILY OR EVERY 12 HOURS



Parts to Clean

- A. Drip tray & grid
- B. Coffee grounds container
- C. Product chute
- D. Dispensing tube

- E. Product nozzles
- F. Steam trap
- G. Upper ring
- H. Mixing bowl

- I. Carter/brewer cover
- J. Brewer assembly
- K. Machine exterior and interior

WEEKLY



Parts to Clean

- L. Coffee bean canister
- M. Powder canister assembly (except product chute)

DAILY OR EVERY 12 HOURS CLEANING

1



Empty waste from coffee grounds container daily or every 50 cups dispensed.

2



Clean coffee grounds container.

3



Clean mixing bowl with brush.
(Use liquid soap & brush to remove power residue.)

4



Clean steam trap.

5



Clean powder chute.

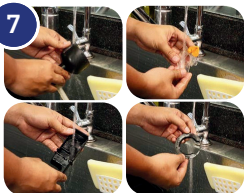
6



Clean silicon tubes with tube brush.

DAILY OR EVERY 12 HOURS CLEANING

7



Rinse all parts with running water.

8



Place all parts on a clean tray and sanitize.

9



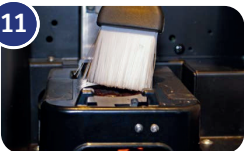
Clean whipper, interior and exterior surfaces with wet paper towel.

10



Rinse coffee brewer with running water.

11



Clean coffee grinder with food grade brush.

DAILY OR EVERY 12 HOURS SANITIZING



Ensure parts are cleaned and free from residues before sanitizing.

1



Prepare 200ppm sanitizing solution as per manufacturer's instruction.

*(e.g. for chlorine-based sanitizer add:
2 teaspoon sanitizer (equivalent to 2 cap full)
+ 4 liters of water to make 200 ppm solution)*

2



Submerge all dismantled parts (steam trap, whipper housing, dispensing tube, etc.) for 1-2 minutes in prepared sanitizing solution.

3



Rinse all parts on running water.

4



Place all parts in a clean tray and let dry.

5



a

b

a. Reinstall the parts and refill products as required per canister.
(refer to page 14 for machine reassembly)

b. Switch on the machine.

WEEKLY CLEANING



TURN OFF THE MACHINE BEFORE PERFORMING WEEKLY CLEANING.



WASH HANDS THOROUGHLY WITH WATER AND SOAP BEFORE HANDLING THE MACHINE AND THE PRODUCTS. USE ONLY POTABLE WATER TO CLEAN AND FILL THE MACHINE.

1



Clean the bean hopper, product canisters, and coffee grounds container then thoroughly rinse with running water.

2



Clean auger lock, auger pin, and wheel paddle, wheel pins, and wheel pin forks then thoroughly rinse with running water.

3



Sanitize all cleaned parts. Follow preparation guide for sanitizing solution as per manufacturer's instructions.

4



Place all parts in a clean tray and air dry. Ensure canisters are completely dry before filling with product to prevent power hardening.

BREWER CLEANING



FOLLOW ALL SAFETY PRECAUTIONS AND BEWARE OF ELECTRIC SHOCK.



WASH HANDS THOROUGHLY WITH WATER AND SOAP BEFORE HANDLING THE MACHINE AND THE PRODUCTS. USE ONLY POTABLE WATER TO CLEAN AND FILL THE MACHINE.

WEEKLY

NOTE: Buy locally/commercially available product recommended for cleaning R&G Machine for Grinder and Brewer.



Open the front door and remove the brewer cover.



Prepare one cleaning tablet.



Press the PROG key.



Press CLEANING/RINSING



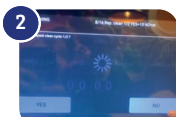
Press START
CLEANING BREWER.



Put the cleaning tablet into the brewer chamber.



Wait until water stops flowing from the dispense valve.



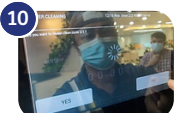
Press "No", if it asks to repeat the cleaning cycle 1/2.



Clean the upper and lower filter holder using a clean brush.



Press "Skip" if it prompts you to skip the final coffee.



Press "No", if it asks to repeat the cleaning cycle 2/2.



Press PROG key again and machine is now ready for use.

GRINDER CLEANING



FOLLOW ALL SAFETY PRECAUTIONS AND BEWARE OF ELECTRIC SHOCK.



WASH HANDS THOROUGHLY WITH WATER AND SOAP BEFORE HANDLING THE MACHINE AND THE PRODUCTS. USE ONLY POTABLE WATER TO CLEAN AND FILL THE MACHINE.

WEEKLY

NOTE: Buy locally/commercially available product recommended for cleaning R&G Machine for Grinder and Brewer.



Open the front door and remove the brewer cover.



Push the orange baffle and remove the bean canister.



Press the PROG button and navigate to the Programming Menu.



Go to SELECTIONS > Selection 1 > Espresso



Remove the brewer from the machine.



Prepare 1 sachet of grinder cleaner. If in jar, weigh 35 grams of pellets.



Pour the pellets in the grinder assembly.



Put the bean canister back in its place.



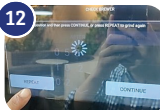
Place a cup and press "Test It" to start the grinding process.



Repeat the grinding process 2-3 times until grinder cleaner is consumed.



Place back the brewer assembly into position.



Press Repeat and wait until the grinding process is complete.

MACHINE REASSEMBLY



- a. Place the grounds container back.
- b. Reinstall the drip tray and grid.



Place the steam trap back in place.



Fix the (a) mixing bowl and (b) whipper housing in position and move the (c) clamp to the right.



Install back the brewer and the coffee dispensing pipe. Make sure that the fixing buckle is securely locked.



Fix all the canisters in place.
(To reassemble instant powder canister, follow canister disassembly in reverse as in page 6.)



- a. Place back the top cover.
- b. Close and lock the front door with the key.



Switch on the machine. It is now ready for use.

PRODUCT HANDLING



Do not fill canisters while inside the machine.
It may result to spillage and eventually infestation.

ALLERGENS:

Some products may contain allergens (substances that trigger allergic reactions);
please check the allergen declaration on the product packaging.

REFILLING OF POWDER

1



Open the door.

2



Close the powder chute and remove
the canister from the machine and
place on a clean table.

3



Fill all canisters with the correct
product until around 1cm from
the top. *(Do not overfill.)*

Gently shake the canister until
powder is level.

4



Put canister back in correct place.

5



Open the powder chute

PRODUCT HANDLING

REFILLING OF BEANS

1



Remove the bean canister from machine.

2



Remove the lid.

3



Refill the bean canister.

4



Put the bean canister back in the correct place and close the front door.

NOTE:

- The front side capacity is 600g.
- The rear side capacity is 1400g.
- For quality and consistent brewed coffee, replace coffee beans inside canister every 72 hours or 3 days

MINIMUM FILL INDICATOR

For consistent taste and quality, refill bean canister when product reaches minimum fill indicator.



NOTE: Check minimum fill level from the side of the canister.

It may happen that the canister looks full in front but is hollow in the middle.

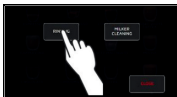
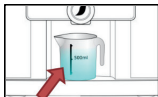
RINSING

Semi-automatic rinse process conducted 3x/day (Morning, Afternoon and Evening)



DANGER: HOT WATER INJURY

NOTE: Every time you carry out a rinse, take the opportunity empty the drip tray.



1. Place a bucket (minimum of 0.5 litre) on the drip tray to collect the rinsing water.
2. Press three times at the top left of the touch screen and then press "Rinsing".
3. The automatic rinse process will start by rinsing coffee brewer, then mixing bowl 1, then mixing bowl 2... (check display).
4. When complete, discard the dirty water.

FOOD SAFETY REMINDERS

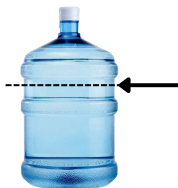
WATER LEVELS



Use potable* water and ice.

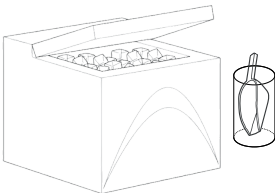
*refers to water and ice that are safe and suitable for drinking, conforming to the quality and safety standards established by local regulations, specifically the Philippine National Standards (PNS) for Drinking Water.

- Ensure that water supply is enough before starting operations.
- Refrain from refilling the water gallons from other water sources.
- Pump should be submerged in water.



WATER AND ICE QUALITY

- Use only potable water and ice from **certified sources** with a **valid certificate of analysis**.
- Clean and disinfect the **ice box** or chest daily, and **ensure hands are clean** before refilling.
- Store the ice scoop in a clean, separate container—**never leave it inside the ice box** or chest.



ALLERGENS

Some products may contain allergens (substances that trigger allergic reactions); please **check the allergen declaration** on the product packaging.

SERVING BEVERAGES

1



Place cup on grid tray and aligned with spout.
For cold beverage, add ice to desired service level.

2



Press desired selection.

3



Hot beverage will be dispensed for both hot and cold beverage selections.

BEVERAGE QUALITY REMINDERS

Six Control Points to Ensure Beverage Quality

Water & Ice



USE SAFE AND POTABLE WATER & ICE.

- Certificate of Analysis (COA) is available with recent results for micro and chemical tests as required by Philippine National Standards for Drinking Water
- Water and ice are stored in clean & closed containers and are not placed directly on the floor
- Submersible pump is clean
- Water container is sealed and protected from contaminants

Powder & Product



USE NESTLÉ PROFESSIONAL PRODUCTS & INGREDIENTS.

- No hardening, abnormal odors, no foreign materials
- Intact packaging, no pest bites
- Store open packs in an airtight container to prevent contamination.
- Not expired

Temperature



MACHINE SHOULD BE WORKING PROPERLY.

- Product dispensed from the machine should be at the right temperature.
- Coffee calibration should be agreed between Nestlé and customer
- Operator is not allowed to calibrate the machine.
- Refer to troubleshooting guide in DQP handbook.
- If troubleshooting fails, call for service.

Product Mix & Bowl Life



PREPARE ONLY WHAT IS NEEDED.

- Consume powder in canisters up to 5-7 days only.
- Consume prepared beverages immediately.

Product Preparation



THREE CHECKS TO ENSURE CORRECT PRODUCT PREPARATION.

- Powder in canister is above the minimum fill level
- Correct water level in container and water pump is working
- Cleaning and self-rinsing should not be just "checks" but are "activities"

Cleaning



CLEAN INTERIOR AND EXTERIOR OF MACHINE DAILY.

- Cleaning and sanitizing procedures are followed as per DQP
- Mixing bowl, dispensing tubes, powder chute, and vapor tray are cleaned DAILY
- Canisters are cleaned WEEKLY
- Machine is fully covered during pest control activities.

NOTE:







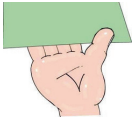

SOPs for Personnel Hygiene, Cleaning and Sanitizing, Pest and Waste Management should be in place.

PERSONAL HYGIENE

When to Wash Your Hands

 <p>Wash your hands before starting work at a machine and after visiting the toilet.</p>	 <p>Wash your hands after touching your hair, eating, coughing, sneezing, blowing your nose, handling waste food, refuse or even plants/flowers.</p>	 <p>Wash your hands after handling cleaning chemicals or equipment.</p>
 <p>Wash your hands after putting on a waterproof dressing or dealing with an ill person.</p>	 <p>If no handwashing facilities are available close to the machine use handwipes or other suitable cleaners.</p>	 <p>You should use disposable plastic gloves which should only be used once to protect your hands but remember they must be changed whenever you would otherwise wash your hands - e.g. after handling rubbish or cleaning chemicals.</p>

How to Wash Your Hands

<p>1.</p>  <p>Wet hands thoroughly.</p>	<p>2.</p>  <p>Use soap.</p>	<p>3.</p>  <p>Rub palms together.</p>	<p>4.</p>  <p>Rub the fingers.</p>
<p>5.</p>  <p>Rub the thumbs.</p>	<p>6.</p>  <p>Rinse hands thoroughly.</p>	<p>7.</p>  <p>Use paper towel for drying.</p>	<p>8.</p>  <p>Turn off the tap using the paper towel.</p>

The essentials of Hygiene "A Guide For Vending" by Richard A. Sprenger

PERSONAL HYGIENE

Personal Hygiene

Food poisoning bacteria can be found:

					
on the hands especially if you have skin problems.	in cuts, boils, sores, and spots.	in the intestine.	in the hair.	ears, nose, and mouth.	clothes and uniforms.



Remember: You are very likely to carry food poisoning germs and spread them to food if you are ill.

You must advise your supervisor before you start handling food if you:





















- feel ill, especially if you have sickness or diarrhea, a bad cold, sore throat, or discharge from the nose or ears.
- have food poisoning, cuts, septic spots, boils, or other skin infections.
- have been in close contact with someone with food poisoning or sickness and/or diarrhea.



Important: In some cases you will need medical clearance before handling food. Check with your supervisor.



Personal Hygiene Essentials









 	 	 	 	 
Keep yourself and your uniform clean. Remember to wear strong sensible shoes.	Wash your hands thoroughly.	Keep your nails clean and short. Don't bite them. Don't lick your fingers or spit.	Cover cuts with a waterproof dressing. A blue one if available.	Keep your hair clean and tidy. Don't scratch your head.
 	 	 	 	 
Don't smoke or eat when you're working with food.	Don't cough, sneeze, or touch your mouth whilst working with food.	Don't wear earrings, hairgrips, rings, bracelets, or wristwatches.	No nail varnish or false nails.	Don't wear strong aftershave or perfume.

The essentials of Hygiene "A Guide For Vending" by Richard A. Sprenger

SAFETY AND SANITATION









PRODUCT HANDLING



 <p>Check the product expiry date on the label.</p>	 <p>Follow recommended product preparation and dilution procedure.</p>	 <p>ALLERGENS: Check product label for allergen declaration.</p>	 <p>Always seal packs to avoid contamination and product hardening.</p>
 <p>Serve and consume beverages immediately. Harmful germs grow fast between 5°C and 63°C.</p>	 <p>Use ice prepared from potable water or purchased from reliable source. Ensure that ice is stored in a clean container.</p>	 <p>Use only reliable, purified or potable water source as per regulations.</p>	 <p>When performing pest control, cover dispenser. Do not spray insecticides on food-contact surfaces, i.e. dispenser, preparation area, etc.</p>

DISPENSER HANDLING



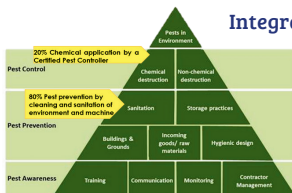
 <p>Ensure that the counter is sturdy and stable to support the weight of the machine.</p>	 <p>Allow 4in to 6in space at the sides and back for proper ventilation.</p>	 <p>Position the machine away from any heat emitting objects, i.e. ovens, grills, etc.</p>	 <p>Ensure that water supply is enough before operation. Pump should be submerged in water.</p>
 <p>Always observe minimum fill level to ensure consistent taste.</p>	 <p>Perform semi-automatic rinsing 3x a day.</p>	 <p>Do not use extension cord.</p>	 <p>Report broken parts immediately and if not functioning properly despite troubleshooting.</p>

OUTLET HYGIENE TIPS

 <p>Keep food preparation area, utensils, equipments, and surroundings clean.</p>	 <p>Trash bins are covered and trash are segregated and disposed regularly.</p>	 <p>Use food grade liquid soap to clean the machine contact parts.</p>	 <p>Perform cleaning task each turn or as necessary as possible to remove dirt, product spills or foods on floor walls near machine to prevent insect infestation.</p>
 <p>Monitor if your cleaning and pest control programs are in place. Document your activities.</p>	 <p>Cups must be clean and dry, free of odors caused by chemicals.</p>	 <p>Ensure compliance to laws and regulation involving food safety (e.g. sanitary permit, health certificates of personnel).</p>	 <p>Maintain pest-free surroundings. Refer to page 22-23 for guide on Pest Management and Control.</p>

PEST MANAGEMENT & CONTROL

NOTE: Pest Management & Control is the responsibility of the outlet.



Integrated Pest Management or IPM

is a recommended practice to ensure the quality and safety of food and beverage products in food business operations.

IPM pyramid is a graphical representation of related activities which when implemented and when fully mastered, should lead to a predominantly pest-free environment.

4D's of Pest Control

1. **DENY** Entry
2. **DO NOT** Feed
3. **DO NOT** Shelter
4. **DESTROY**

Pests can cause:

- contamination of food & beverages
- harm to customer
- loss of customer
- damage to outlet



Rodents



Flies



Ants



Cockroaches

- ✓ Seal entry points and hiding places like cracks and crevices, drains, pipes, windows, idle equipment, boxes, cardboards, and papers.
- ✓ Do not leave exposed food and water sources to feed on like food residues, crumbs, spills, trash, organic wastes, unclean equipment and dirty utensils.

Machine Suitable Location

- ✓ Properly space should be allocated around ~4in to 6in from other equipment and walls for easy access during cleaning.
- ✓ Beverage dispenser should be away from any hot frying plate, oven, other beverage dispensers and any other equipment that may generate heat.
- ✓ Keep the machine away from trash storage areas and food wastes, containers and toilets.
- ✓ Maintain the cleanliness of surrounding area including platform where machine is placed.

Beverage Dispenser Best Practices

- ✓ Turn-off beverage dispenser after closing of business hours.
- ✓ Follow prescribed cleaning procedures and frequency.
- ✓ Maintain the beverage dispenser machine clean inside and out, including the drip tray, free from beverage residues.
- ✓ After closing, remove, clean and store the drip tray away from the beverage dispenser.
- ✓ Monitor pest activity using cockroach glue traps under the machine and nearby areas, replacing them monthly or when full. Report to pest control provider if more than 10 insects were trap. Do not place traps inside the machine.

PEST MANAGEMENT & CONTROL

COCKROACH GLUE TRAP GUIDE

Pest Prevention

Install a cockroach trap to effectively monitor infestation levels in the environment. Document all sightings and pest activity.

Outside view of trap



Inside view of trap



The glue trap must not be placed inside machine.



Position the trap beneath the coffee machine, aligning it with the back side, and ensure it is placed in close proximity to the machine.

Pest Evaluation

Monitor pest activity and log the daily count from the trap. Replace the cockroach trap monthly or when it is full. Promptly report any issues to the pest control service provider for immediate action.

Summary of levels of infestation and actions to take:

Infestation Level	Number of <i>Blattella germanica</i> spp. adhered to the trap	Number of <i>Periplaneta</i> spp. adhered to the trap	Action
Zero	0	0	Keep monitoring
Low	1-5	1-2	Perform machine cleaning Perform environmental cleaning Keep monitoring.
Medium	6-10	3-5	Stop machine operation . Pest control activity needs to be performed on top of machine & environment cleaning.
High	11-20	6-10	Stop machine operation and advise for machine service. Pest control activity in area needs to be performed. Machine can be reinstalled after evaluation.

NOTE: Fully cover the machine during pest control activities (chemical application etc.). Ensure NO entry points for pest.



Additional Reminders

- ✓ Maintain a contract with a pest control company to routinely perform monitoring and pest control activities.
- ✓ Cover beverage dispenser when not in use and when performing pest control activities to prevent pest entry.
- ✓ Check machine for signs of pests prior to operation.
- ✓ Do not leave food residues, food waste, or drinks on the counter.
- ✓ Perform daily cleaning of other equipment in the kitchen such as meat slicers, meat grinders, cold cutters, and others.
- ✓ Do not allow empty containers, cardboard boxes and disposable materials to remain within the establishment.
- ✓ Keep all food containers closed.
- ✓ Use trash bins with lids and ensure they do not overflow.

TROUBLESHOOTING GUIDE

PROBLEMS	POSSIBLE CAUSE	ACTIONS
No Powder or Dispensing Water only	<ol style="list-style-type: none"> 1. No powder in canister 2. Powder caking/clumping 3. Powder chute closed 4. Orange baffle in coffee canister closed 	<ol style="list-style-type: none"> 1. Refill empty canisters 2a. If powder is caking, switch off the machine and clean powder-contact parts. No more dispensing to protect wheel paddle, motor etc. from damage. 2b. If powder is not caking, take out canisters and press selection buttons one by one to check the gear rotation. If a gear doesn't rotate, please turn off the equipment, stop operations and call for service. 3. Check and open powder chute. 4. Check and pull orange baffle to open.
Display shows "Water Refilling"	<ol style="list-style-type: none"> 1. Water pressure from water supply is too low 2. Water filter is jammed 3. Machine failure 4. No water in bottle or pump failure 	<ol style="list-style-type: none"> 1. Check water supply system 2a. Clean or replace filter core 2b. If pumping is not finished within 2 mins., message will show "No water, out of service". 3. If no problem with filter, please power off the machine and restart it. If the faults cannot be removed, please call for service. 4. Refill bottle with water, if it still doesn't work after water is replaced, please call for service.
Powder caking	<ol style="list-style-type: none"> 1. Powder damped or gone bad 2. Delivery components not air-dried before replacing 3. Vapor trap jammed or incorrectly installed 4. Vapor tray or exhaust pipe jammed or the fan is damaged 	<ol style="list-style-type: none"> 1. Empty and clean canister before replacing powder. Please note that the storage life of powder in canister is 7 days. 2. Clean and install parts properly. Canisters should be completely dry before refilling of product. 3. Clean or re-install the vapor trap. 4. Clean the exhaust fan and pipe and call for service.
Not working after starting	<ol style="list-style-type: none"> 1. Power (supply) failure. 2. Service key RAL not inserted 	<ol style="list-style-type: none"> 1. Check power supply and connection of power cord 2. Check for a broken fuse 3. If the abovementioned options do not work, please switch off the machine, stop operation and call for service.
Power restart when dispensing beverage	<ol style="list-style-type: none"> 1. Mixing impeller is not installed in place and/or it is blocked 2. Mixing bowl base is installed incorrectly. 3. Mixing motor shaft rotates abnormally. 	<ol style="list-style-type: none"> 1. Remove foreign matters and reinstall the mixing impeller, 2. Reinstall the mixing bowl base 3. Replace the mixing motor
Water leakage	<ol style="list-style-type: none"> 1. Pipeline leakage 2. Water-level probe failure 3. TDS count is below minimum (TDS Req: 75mg/L- 115mg/L) 	<ol style="list-style-type: none"> 1. Connect water pipe and fasten it; if water exceeds 0.8MPa, please add a pressure regulator and pressure gauge before the inlet valve. If it doesn't work, please call for service. 2. Check the leakage area and report it for service. 3. Request a PhysicoChem from the water supplier to verify Total Dissolved Solids (TDS) count
Residues accumulating in bowls and hose	<ol style="list-style-type: none"> 1. Not performing recommended rinsing 	<ol style="list-style-type: none"> 1. Perform rinsing as per Page 16 (Rinsing).

ALERT CODES

ALERT CODE	PROBLEM DESCRIPTION	DIAGNOSTICS
OFF 2	Payment System	Call hotline and report alert code.
OFF 5	Earom	Call hotline and report alert code.
OFF 6	Water Supply Unit	Call hotline and report alert code.
OFF 7	Espresso Circuit	Call hotline and report alert code.
OFF 8A	Coffee Brewer Motor Malfunction	Call hotline and report alert code.
OFF 8B	The machine fails to recognize the presence of the coffee brewer.	1. Make sure the coffee brewer is correctly positioned.
OFF 9	No Coffee Beans	<ol style="list-style-type: none"> 1. Perform a daily rinse of the brewer assembly. 2. Carry out a weekly cleaning of the brewer assembly using a cleaning tablet. 3. Conduct a monthly cleaning of the grinder using a cleaning tablet.
OFF 14	Water Inlet	<ol style="list-style-type: none"> 1. Ensure the water gallon contains an adequate amount of water. 2. For a direct waterline, confirm that the water supply pressure ranges between 40 psi to 43 psi. 3. Verify that the water gallon is positioned within 0.5 meters below the machine. 4. Detach the inlet elbow connector to release any trapped air, then securely reconnect it. 5. If the issue persists, contact a technician.
OFF 31	Espresso Coffee Water	Call hotline and report alert code.
OFF 77	CPU	Call hotline and report alert code.
OFF 80	MDB Change Giver	Call hotline and report alert code.

SERVICare TECHNICAL SERVICES PROGRAM



SERVICare
HOTLINE NUMBERS

MONDAY TO FRIDAY
8:00AM TO 7:00PM

SATURDAY-SUNDAY/HOLIDAYS
8:00AM TO 5:00PM



+632-8898-0061



npholine@ph.nestle.com

FOR ADDITIONAL CONTACT DETAILS, REFER TO MACHINE STICKER

Partnering with Nestlé Professional beverage solutions does not only include quality beverages, but a full program of leading edge dispensing systems, reliable technical services, and superior customer service.

We call this **SERVICare**.

Branded Machines



- Free-on-loan leading edge beverage systems
- First installation includes comprehensive training via our Drink Quality Program
- Attractive brands of Nestlé

Preventive Maintenance



- Free periodic maintenance check of machines
- Free replacement of parts due to normal wear and tear
- Recalibration of machine to ensure in-cup quality
- Refresher training for operations staff

Service Hotline



- On the phone access via dedicated hotline
- A team of professional customer service agents
- Troubleshooting and resolution during the call
- Immediate dispatch of technician for issues that cannot be resolved over the phone

Repair Service



- Skilled technicians deployed nationwide
- Ready to quickly proceed for on-site repair service
- No cost to operator on parts and labor
- Quick replacement unit for broken machines

TRADE ASSET LOAN AGREEMENT

The dispensers are the property of Nestlé Philippines, Inc.

Operator Agrees:

- To purchase required minimum monthly purchase value direct from Nestlé Professional and/or from authorized NP distributor covering the area.
- To use equipment exclusively to prepare and serve recommended Nestlé Professional Products.
- To follow the daily cleaning, sanitizing, product preparation, maintenance and other procedures prescribed by Nestlé to ensure only safe and quality beverages are dispensed at all times.
- To comply with all Health, Sanitation, and Safety laws by the government and local authority regarding use of the equipment. Nestlé is not liable for costs, expenses arising from any act of negligence or omission by the operator.
- To allow Nestlé representative and/or authorized 3rd party service and QA providers to inspect and service the equipment on site at all times.
- To shoulder loss of the equipment, cost of repair services, parts, and other expenses incurred by Nestlé due to loss and/or willful damage to the equipment.
- Not to sell, dispose, mortgage or lend the equipment in favor of a third party. In the event such action is committed, Nestlé shall initiate immediate legal action.
- In the event that operator fails to comply with any of the terms and conditions agreed upon on the Trade Asset Loan Agreement (TALA), Nestlé reserves the right to terminate the agreement and repossess the equipment in site.



Content:
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Nestlé Professional Call Center



NESTLÉ PHILIPPINES, INC.

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