



DROP

USER MANUAL



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1. SAFETY PRECAUTIONS

1. Read all instructions and keep these safety instructions.
2. Connect the appliance to a mains socket with an earth connection only. Mains voltage must be the same as the details on the rating plate. The use of incorrect connection will negate the guarantee and may be hazardous.
3. This appliance is intended to be used in household only. It is not intended to be used in following applications, and the guarantee will not apply for:
 - 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;
4. Your appliance is intended for domestic use inside the home only at an altitude below 3400 m.
5. In case of any inappropriate use or failure to comply with the instructions, the manufacturer accepts no responsibility and the guarantee may not apply.
6. We recommend using the NESCAFÉ® Dolce Gusto® capsules designed and tested for the NESCAFÉ® Dolce Gusto® machine. They were designed to interact together - the interaction provides the in-cup quality that NESCAFÉ® Dolce Gusto® is known for. Each capsule is designed to prepare a perfect cup, and cannot be reused.
7. Do not remove hot capsules by hand. Use handles or knobs.
8. Always use the appliance on a flat, stable, heat resistant surface away from sources of heat or water splashes.
9. To protect against fire, electric shock and injury to persons do not immerse the power cord, plugs or the appliance in water or other liquid. Never touch the power cord with wet hands. Do not overfill the water tank.
10. In case of an emergency remove the plug from the power socket immediately.
11. Close supervision is necessary when the appliance is used near children. Keep the appliance / power cord / capsule holder out of reach of children. Children should be supervised to ensure that they do not play with the appliance. Never leave the appliance without surveillance while making a beverage.
12. This appliance is not intended for use 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 concerning use of the appliance by a person responsible for their safety. Persons who have a limited or no understanding of the operation and use of this appliance must first read and fully understand the contents of the user manual, and where appropriate seek additional guidance on its operation and use from the person responsible for their safety.
13. Do not use the appliance without the drip tray and drip grid, except when a very tall mug is used. Do not use the appliance for hot water preparation.
14. For health reasons, always fill the water tank with fresh drinking water.
15. After use of the appliance always remove the capsule and clean the capsule holder. Empty and clean the drip tray and capsule bin daily. Users allergic to dairy products: Rinse the appliance according to the cleaning procedure.
16. Unplug from the mains socket when not in use.
17. Unplug from the mains socket before cleaning. Allow to cool before putting on or taking off parts, before cleaning the appliance. Never clean wet or immerse appliance in any fluid. Never clean the appliance with running water. Never use detergents to clean the appliance. Clean the appliance only using soft sponges/brushes. The water tank should be cleaned with a baby bottle brush.
18. Never turn the machine upside down.
19. If away for prolonged periods, on holiday, etc. the appliance must be emptied, cleaned and unplugged. Rinse before reuse. Operate the rinse cycle before re-using your appliance.
20. Do not turn off the appliance during the descaling process. Rinse the water tank and clean the appliance to avoid any residual descaling agent.
21. Any operation, cleaning and care other than normal use must be undertaken by after-sales service centres designated by NESCAFÉ® Dolce Gusto® Hotline. Do not dismantle appliance and do not put anything into openings.

22. In case of intensive use without allowing sufficient cooling time, the appliance will stop functioning temporarily with the red indicator light blinking. This is to protect your appliance from overheating. Switch the appliance off for 20 minutes to let it cool down.
23. Do not operate any appliance with a damaged cord or plug. If the power cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Do not operate any appliance that malfunctions or has been damaged in any manner. Unplug cord immediately. Return the damaged appliance to the nearest authorised service facility designated by NESCAFÉ® Dolce Gusto® Hotline.
24. The use of accessory attachments not recommended by the appliance manufacturer may result in fire, electric shock or injury to persons.
25. Do not let the cord hang over the edge of a table or counter, or touch hot surfaces or sharp edges. Do not allow the cord to dangle (risk of tripping up). Never touch the cord with wet hands.
26. Do not place on or near a hot gas or electric burner, or in a heated oven.
27. To disconnect, turn the power button OFF, then remove the plug from the wall socket. Do not unplug by pulling the cord.
28. Always insert the capsule holder in the machine to prepare a beverage. Do not pull out the capsule holder before the indicator stops blinking. The appliance will not work if the capsule holder is not inserted.
29. Do not put fingers under the outlet during beverage preparation.
30. Do not touch the needle of the extraction head.
31. Never carry the appliance by the extraction head.
32. The capsule holder is equipped with permanent magnets. Avoid placing the capsule holder near appliances and objects that can be damaged by magnetism, e.g. credit cards, USB drives and other data devices, video tapes, television and computer monitors with picture tubes, mechanical clocks, hearing aids and loud speakers.
33. Patients with pacemakers or defibrillators: Do not hold the capsule holder directly over the pacemaker or defibrillator.
34. If the power socket does not match the plug on the appliance, have the plug replaced with a suitable type by after-sales service centres designated by NESCAFÉ® Dolce Gusto® Hotline.
35. Packaging is made of recyclable materials. Contact your local council / authority for further information on recycling programs. Your appliance contains valuable materials which can be recovered or recycled.
36. For additional guidance on how to use the appliance, refer to the user manual on www.dolcegusto.com or call NESCAFÉ® Dolce Gusto® hotline number.
37. Please be aware that the appliance is still using electricity whilst in eco-mode (0.4 W/hour).



To reduce the risk of fire or electric shock, do not remove the cover. No user serviceable parts inside. Repair should be done by authorized service personnel only!

EUROPEAN MARKETS ONLY:

38. Keep the appliance and its cord out of reach of children aged less than 8 years. Children shall not play with the appliance.
39. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and if they understand the hazards involved.
40. Cleaning and user maintenance shall not be made by children unless they are older than 8 and supervised by an adult.

This appliance is labeled in accordance with European Directive 2002/96/EC concerning used electrical and electronic appliances equipment – WEEE). The directive determines the framework for the return and recycling of used appliances as applicable throughout the EU.

The guarantee does not cover appliances that do not work or do not work properly because they have not been maintained and/or descaled.

2. OVERVIEW



- ① Hot water icon
- ② Cold water icon
- ③ Touch volume selector / Bar display
- ④ Water tank
- ⑤ Capsule bin
- ⑥ Cleaning needle
- ⑦ Injector tool
- ⑧ Drip grid
- ⑨ Drip tray
- ⑩ Capsule holder
- ⑪ Power button / Descaling signal / Error signal
- ⑫ Injector

	UK/CH/DE/AT/FR/ES/PT/IT/NL/LU/BE/GR SG/MY Canada AR/PY/UY	230 V, 50 Hz, max. 1500 W 230 V/伏特, 50 Hz/赫兹, max./最大 1500 W/瓦 120 V, 60 Hz, max. 1500 W 220 V, 50-60 Hz, max. 1340 W
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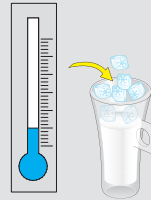
P max. 15 bar	0.8 L	~3 kg	5-45 °C 41-113 °F	A = 25.2 cm B = 31.9 cm C = 25.2 cm
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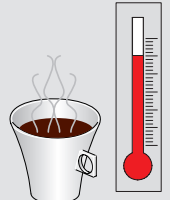
3. BEVERAGE EXAMPLES



Cold Beverage



Hot Beverage



ESPRESSO



35 ml
Ristretto



50 ml
Espresso
Espresso Intenso

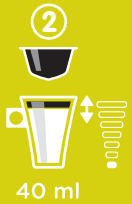
CAPPUCCINO



① + ②



200 ml



40 ml



240 ml

CHOCOCINO



① + ②



100 ml



10 ml

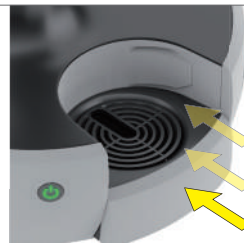


210 ml

CAPPUCCINO ICE



① + ②



135 ml

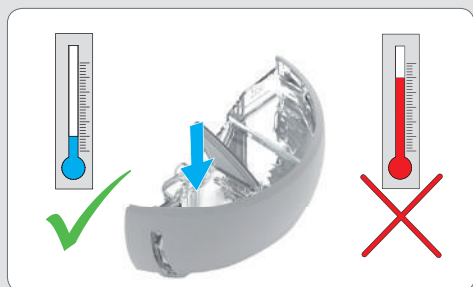


10 ml

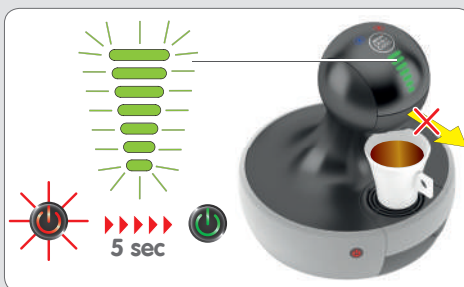


240 ml

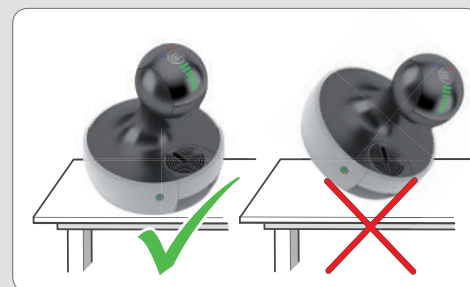
4. RECOMMENDATIONS FOR SAFE USE



⚠ Never add hot water to the water tank!



⚠ After finishing preparation the bar display flashes and the power button blinks red for about 5 seconds. **During that time do not try to pull out the capsule holder!**



⚠ Always keep the machine upright!

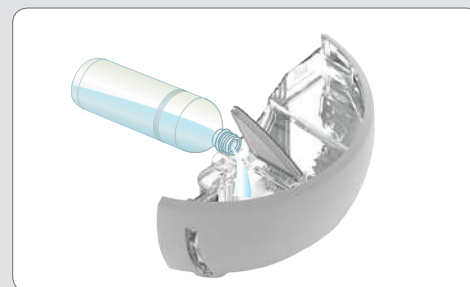


⚠ Do not touch plug with wet hands.

⚠ Do not touch machine with wet hands!



⚠ Never use a wet sponge. Only use a soft damp cloth to clean the top of the machine.



⚠ For rinsing and beverage preparation only use drinking water.



⚠ Never touch needle with surface of finger!

⚠ Do not use machine without needle!



⚠ Do not touch used capsule after beverage preparation! Hot surface, risk of burns!



IF LEFT UNUSED FOR MORE THAN 2 DAYS: Fill water tank with fresh drinking water and insert it into machine. Rinse machine, therefore follow instructions in "7. CLEANING" on page 12, beginning with step 4. Remove water from water tank. Dry water tank. Insert water tank into machine.

5. FIRST USE



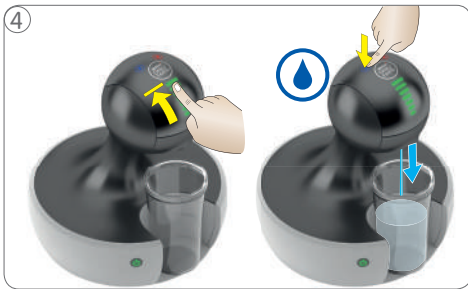
① Rinse water tank manually with fresh drinking water. Fill water tank with fresh drinking water. Place cap and insert water tank into machine.



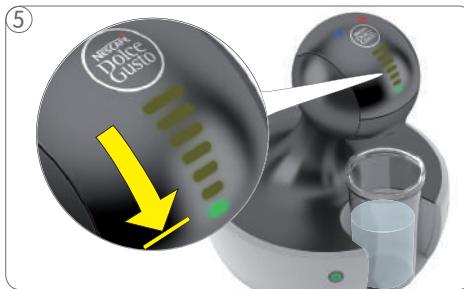
② Insert empty capsule holder. Place an empty large container underneath the coffee outlet. Ensure to use the correct mains voltage as given in "2. OVERVIEW" on page 5. Connect power plug to mains power socket.



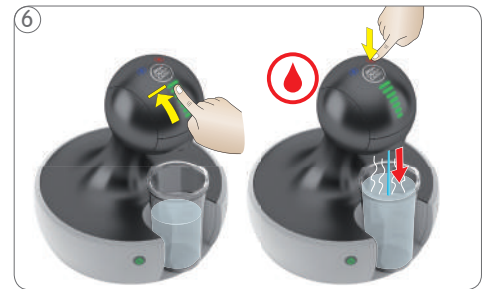
③ Switch machine on. While machine is heating up, power button starts blinking red. After approx. 30 seconds, power button lights up steady green and machine is ready.



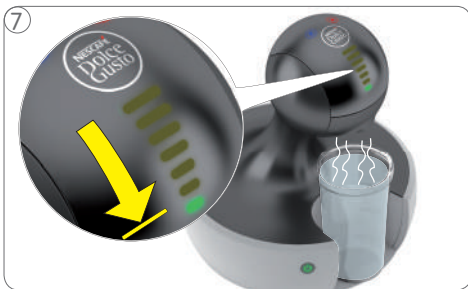
④ Start rinsing with cold water: Set bar display to max. level with touch volume selector. Touch cold water icon. Machine starts rinsing.



⑤ Wait until countdown is finished and machine stops.



⑥ Continue rinsing with hot water: Set bar display to maximum level with touch volume selector. Touch hot water icon. Machine starts rinsing.



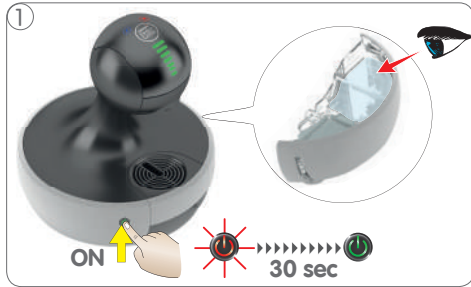
⑦ Wait until countdown is finished and machine stops.



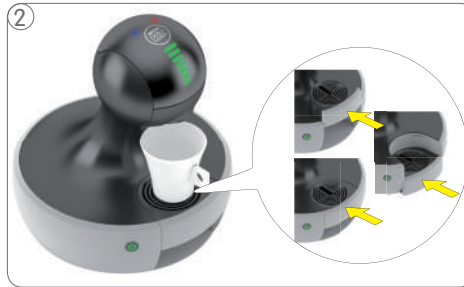
⑧ Empty container. Refill water tank with fresh drinking water. Insert water tank back into machine. Place drip grid on drip tray. Then insert drip tray at desired position.

6. PREPARING A BEVERAGE

6.1 ONE CAPSULE (E.G. LUNGO)



Check if water tank contains enough fresh drinking water. Switch machine on. While machine is heating up, power button starts blinking red. After approx. 30 seconds, power button lights steady green and machine is ready.



Adjust drip tray position. Place cup with correct cup size on drip tray. See "3. BEVERAGE EXAMPLES" on page 6 or package.



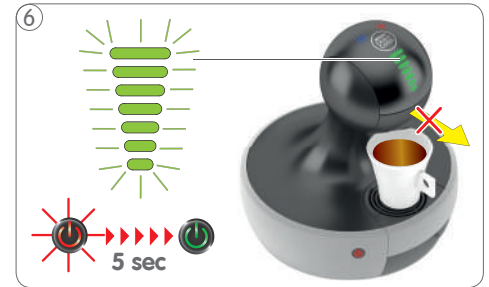
Pull out capsule holder. Insert capsule in capsule holder and insert capsule holder back into machine.



Use touch volume selector to illuminate bars in accordance with the number of bars shown on capsule, or set bar display to your own taste.



Touch hot (or cold water icon—depending on beverage). Beverage preparation starts. Stay beside the machine throughout the preparation! Bar display lights vanish progressively. Machine stops preparation automatically.



After finishing preparation, bar display flashes and power button blinks red for about 5 seconds.

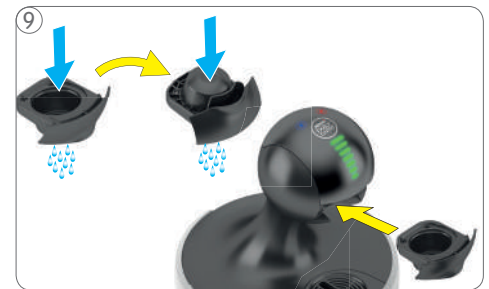
During that time do not try to pull out the capsule holder!



Take cup from drip tray.



Pull out capsule holder and remove used capsule. Put used capsule in capsule bin.

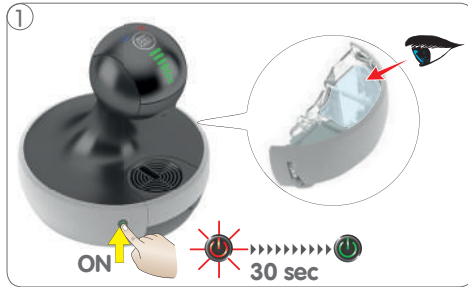


Rinse capsule holder with fresh drinking water from both sides. Dry capsule holder. Insert it into machine. Enjoy your beverage!



6. PREPARING A BEVERAGE

6.2 TWO CAPSULES (E.G. CAPPUCCINO)



Check whether water tank contains enough water. Switch machine on. While machine is heating up, power button starts blinking red. After approx. 30 seconds, power button lights steady green and machine is ready.



Adjust drip tray position. Place cup with correct cup size on drip tray. See "3. BEVERAGE EXAMPLES" on page 6 or package.



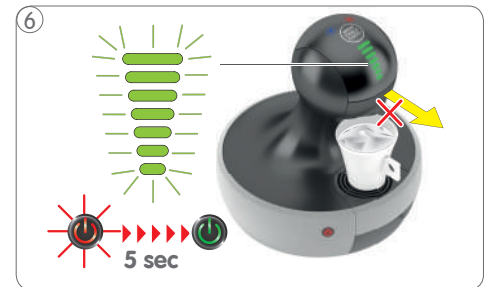
Pull out capsule holder. Insert first capsule in capsule holder and insert it back into machine.



Use the touch volume selector to illuminate the bars in accordance with the number of bars shown on capsule, or set the bar display to your own taste.



Touch hot (or cold water icon—depending on beverage). Beverage preparation starts. Stay beside the machine throughout the preparation! Bar display lights vanish progressively. Machine stops preparation automatically.



After finishing preparation, bar display flashes and power button blinks red for about 5 seconds.

During that time do not try to pull out the capsule holder!



Pull out capsule holder. Remove used capsule. Put used capsule in capsule bin.



Insert second capsule in capsule holder. Insert it back into machine.



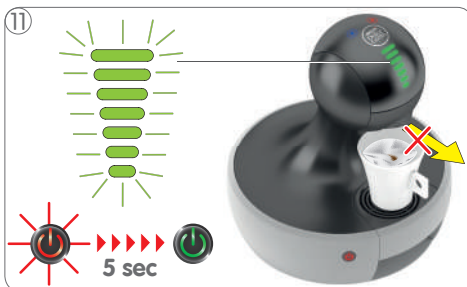
Use touch volume selector to illuminate bars in accordance with number of bars shown on capsule, or set the bar display to your own taste.

6. PREPARING A BEVERAGE

6.2 TWO CAPSULES (E.G. CAPPUCCINO)



Touch hot (or cold water icon depending on beverage). Beverage preparation starts. Stay beside the machine throughout the preparation. Bar display lights vanish progressively. Machine stops preparation.



After finishing preparation, bar display flashes and power button blinks red for about 5 seconds.

During that time do not try to pull out the capsule holder!



Take cup from drip tray.

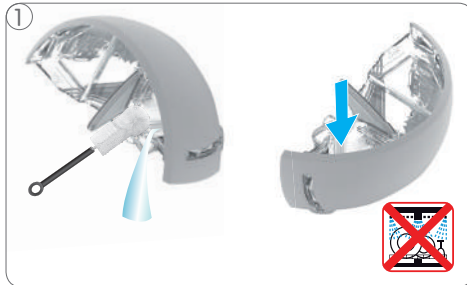


Pull out capsule holder and remove used capsule. Put used capsule in capsule bin.



Rinse capsule holder with fresh drinking water from both sides. Dry capsule holder. Insert it into machine. Enjoy your beverage!

7. CLEANING



Rinse and clean water tank. Use a clean food-safe brush and washing-up liquid as needed. Afterwards refill with fresh drinking water and insert it into machine. The water tank is not dishwasher proof!



Rinse drip tray with fresh drinking water and clean it with a clean food-safe brush.



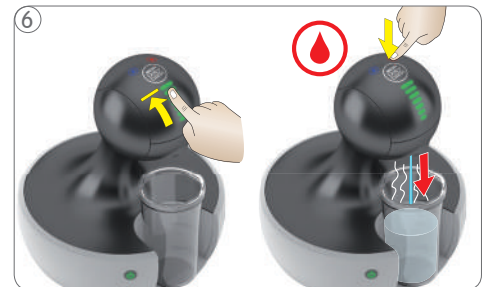
Clean with washing-up liquid and fresh drinking water both sides of capsule holder. Alternatively wash in dishwasher. Dry it afterwards.



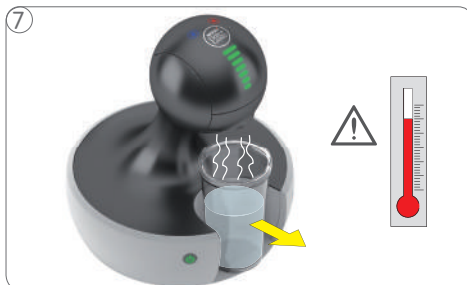
Insert empty capsule holder. Place an empty large container underneath the coffee outlet.



Switch machine on. While machine is heating up, power button starts blinking red. After approx. 30 seconds, power button light turns green. Machine is ready to use.



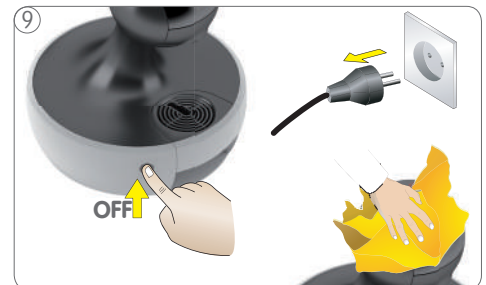
Rinse the machine: Light up all bars to max. level using touch volume selector. Touch hot water icon. Machine starts rinsing. Lights on bar display display vanish progressively.



Remove empty container.
Warning: Hot water! Handle with care!



Place drip grid on drip tray. Then insert drip tray at desired position. If any, remove water from water tank.



Switch machine off. Unplug power plug. Clean machine with a soft damp cloth. Dry it afterwards with a soft dry cloth.

8. DESCALING AT LEAST EVERY 3 – 4 MONTHS



If the beverage comes out slower than usual (even in droplets), or if it is cooler than usual or if the power button is steady orange (descaling signal), the machine has to be descaled.



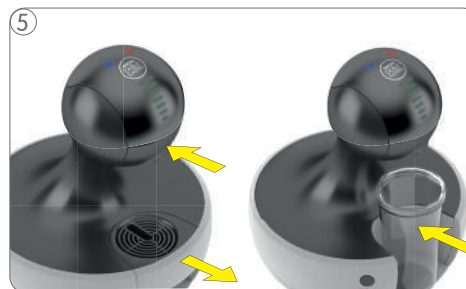
Switch off machine. If any, remove water from water tank.



Call the NESCAFÉ® Dolce Gusto® Hotline or go on the NESCAFÉ® Dolce Gusto® website. For hotline numbers see last page.



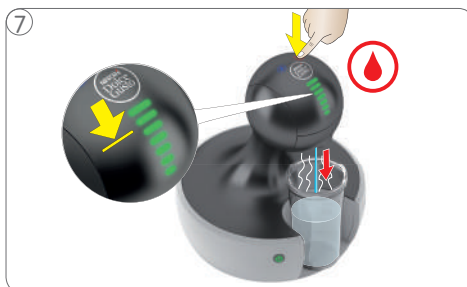
Mix 0.5 litre fresh drinking water with descaler sachet in a measuring cup. Pour descaling solution into water tank and insert water tank into machine.



Insert empty capsule holder. Place an empty container underneath the coffee outlet.



Press and hold power button for at least 5 seconds. Power button starts blinking alternately green / orange and machine enters descaling mode.



Touch hot water icon. Bar display begins to count down. Machine descales in start-stop operation for approximately 2 minutes. Wait until extraction stops.



Touch cold water icon. Bar display begins to count down. Machine descales in start-stop operation for approximately 2 minutes until the water tank is empty.

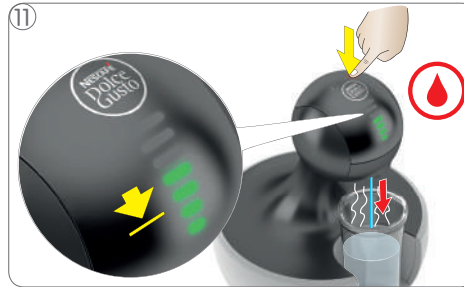


For a better effect of the descaler, the machine enters a waiting time of 2 min. The power button blinks alternately green / orange during the waiting time.

8. DESCALING AT LEAST EVERY 3 – 4 MONTHS



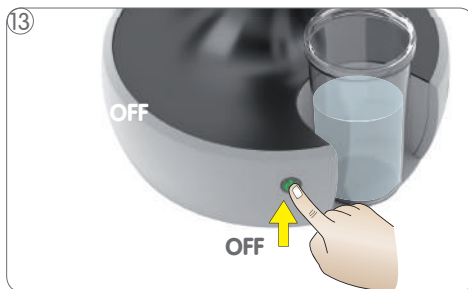
Empty and clean container. Rinse and clean water tank. Use a clean food-safe brush and washing-up liquid as needed. Afterwards refill with fresh drinking water and insert it to machine.



Touch hot water icon to start rinsing. Bar display begins to count down. Wait until extraction stops.



Refill water tank with fresh drinking water. Touch cold water icon to start rinsing. Bar display begins to count down. Wait until extraction stops.



At the end of the rinsing cycle, power button lights up red. Wait until power button light turns green. Then switch machine off.

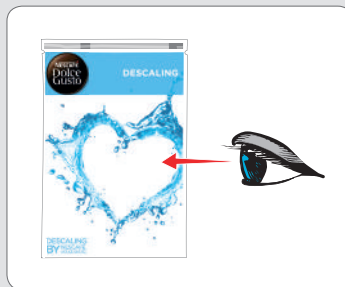


Empty and clean container. Rinse and clean water tank. Afterwards refill it with fresh, drinking water and insert it into machine.



Clean machine with a soft damp cloth. Dry it afterwards with a soft dry cloth. Place drip grid on drip tray. Then insert drip tray at desired position of machine.

IMPORTANT HINTS



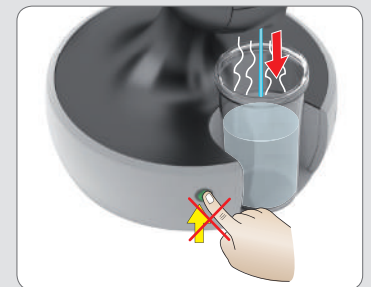
Follow instructions on descaling kit user manual.



Avoid contact of descaling liquid with any part of the machine.



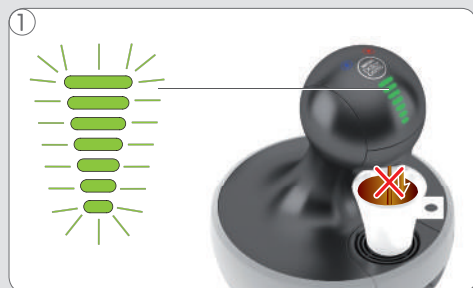
Do not use vinegar for descaling.



Do not push power button during descaling cycle.

9. TROUBLESHOOTING

9.1 NO LIQUID COMES OUT – NO WATER?



No liquid comes out: Beverage preparation stops part way during delivery or does not start at all. Bar display flashes and power button blinks red and green rapidly.



Check if there is water in the water tank: if not, refill with fresh drinking water and touch hot/cold water icon again to continue preparation; if the water tank is full proceed as follows.

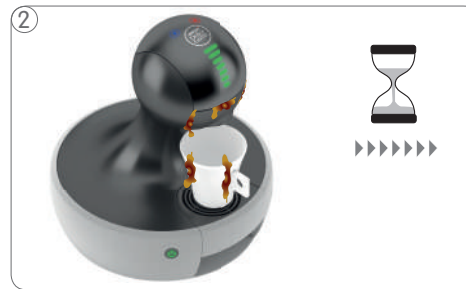
9.2 NO LIQUID COMES OUT – CAPSULE / INJECTOR BLOCKED?



No liquid comes out: The capsule may be blocked and under pressure.



Always keep machine upright! To stop preparation, touch hot/cold water icon again. Do not unplug the machine! Machine releases pressure.



Coffee mix is pressed out of top of capsule holder. Wait until pressing process is finished. This is the case if you hear no noise coming from the machine.



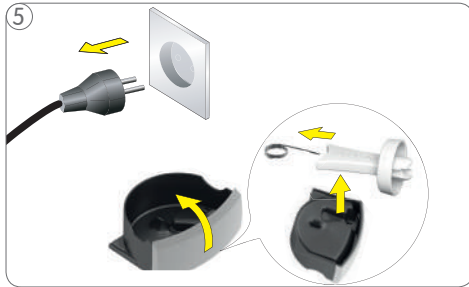
Do not drink the coffee! If capsule holder can be pulled out: Throw away the capsule. If capsule holder cannot be pulled out, wait for 20 minutes, try again. If capsule holder is still blocked, unplug machine. Call NESCAFÉ@ Dolce Gusto@ Hotline.



Rinse machine, therefore follow instructions in "5. FIRST USE" on page 8. Clean with washing-up liquid and fresh drinking water both sides of capsule holder. Rinse drip tray with fresh drinking water and clean it with a clean food-safe brush.

9. TROUBLESHOOTING

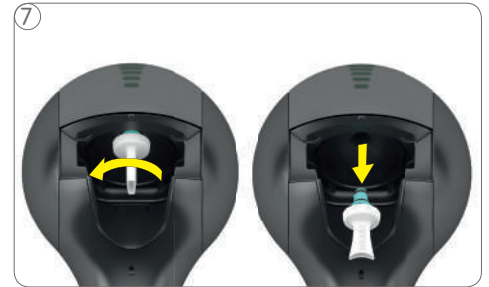
9.2 NO LIQUID COMES OUT – CAPSULE / INJECTOR BLOCKED?



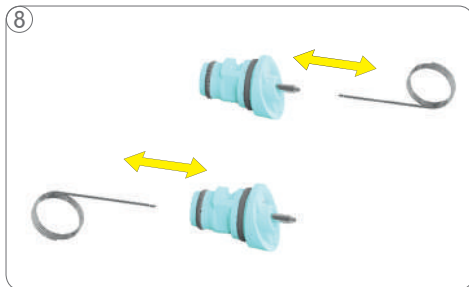
5 Unplug power plug! Turn drip tray over. Take out the injector tool. Pull cleaning needle out of injector tool. **Keep needle out of reach of children!**



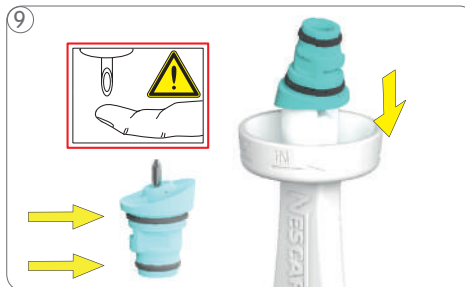
6 Remove capsule holder. Push injector tool over injector.



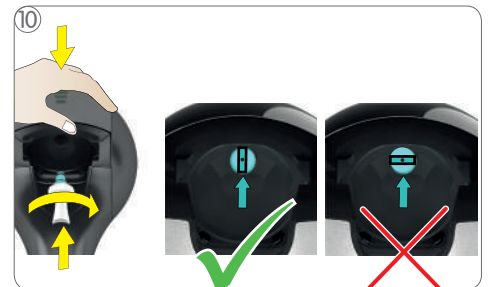
7 **Remove injector only on cold machine!** Turn injector tool anti-clockwise. Remove injector. **Do not leave injector unattended! Keep injector out of reach of children!**



8 Insert cleaning needle into injector to unclog it. If not possible, prepare a descaling solution with one sachet and 0.5 L drinking water. Put injector in descaling solution.



9 Check whether both o-rings are intact and are in the right place on the injector. Put injector onto injector tool.



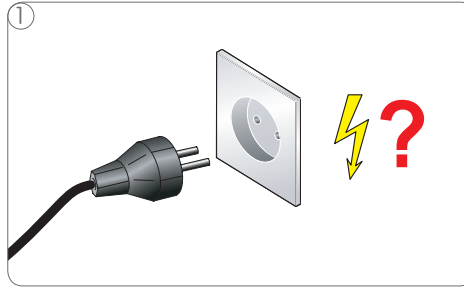
10 Insert injector from below into opening of machine. Support injector with hand. Rotate injector clockwise until it fits. Follow instructions in "3. BEVERAGE EXAMPLES" on page 6.

9. TROUBLESHOOTING

9.3 VARIOUS



Machine cannot be switched on.



Check if the power plug is correctly plugged into a mains power socket. If yes check your electricity supply.



If machine still cannot be switched on, call the NESCAFÉ® Dolce Gusto® Hotline. For hotline numbers see last page.



Beverage is splashing out of coffee outlet.



To stop preparation, touch active hot or cold water icon. Pull out capsule holder and check capsule. Throw away capsule.



Insert a new capsule in capsule holder and insert it back into machine.



Beverage only comes out in droplets or beverage is cooler than usual: the machine has to be descaled.



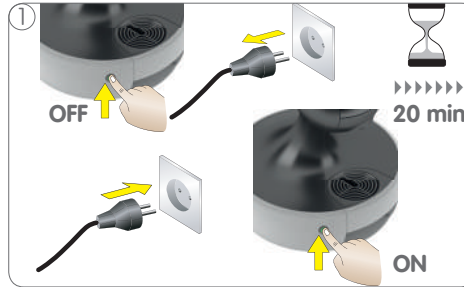
Call the NESCAFÉ® Dolce Gusto® Hotline or go on the NESCAFÉ® Dolce Gusto® website. For hotline numbers see last page, see "8. DESCALING AT LEAST EVERY 3 – 4 MONTHS" on page 13.

9. TROUBLESHOOTING

9.3 VARIOUS



Power button flashes red fast.



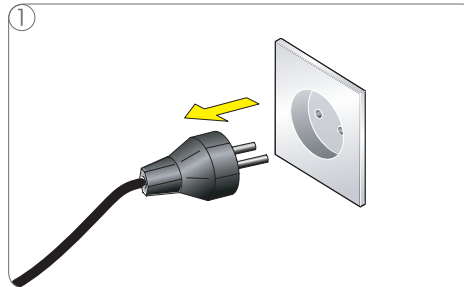
Switch machine off. Check if capsule is blocked, see "9.2 NO LIQUID COMES OUT – CAPSULE / INJECTOR BLOCKED?" on page 15. Unplug power plug and wait 20 minutes. Afterwards plug power plug into mains power socket and switch machine on.



If power button still flashes red call the NESCAFÉ® Dolce Gusto® Hotline. For hotline numbers see last page.



- **Water accumulates underneath or around machine.**
- **Clear water leaks around capsule holder during beverage preparation.**



Unplug machine.



Call the NESCAFÉ® Dolce Gusto® Hotline. For hotline numbers see last page.





HOTLINES

AE 800 348786, 8008 971 971	FR 0 800 97 07 80	LV 67508056	RU 8-800-700-79-79
AL 0842 640 10	GB 0800 707 6066 00800 6378 5385	MA 212522590259	SA 8008 971 971
AR 0800 999 81 00	GR 800 11 68068	ME 020 269 902	SE 020-29 93 00
AT 0800 365 23 48	GT 2179 8888	Middle East: +971 4 8100000	SG 1 800 836 7009
AU 1800 466 975	HK 1-800-299-0019	MX 5267 3304, 01800 365 2348	SK 0800 135 135
BA 0800 202 42	HN 800-2220-6666	MK 0800 00 200	SL 080 45 05
BE 0800 93217	HR 0800 600 604	MT 80074114	SR 0800 000 100
BG 0 800 1 6666	HU 06 40 214 200	MY 1800 88 3633	SV 800-6179
BR 0800 7762233	ID 001803657121	NI 1-800-4000	TH 1-800-295588, 0-2657-8601
CA 1 888 809 9267	IE 00800 6378 5385	NL 0800-3652348	TR 0800 211 02 18, 4 44 31 60
CH 0800 86 00 85	IT 800365234	NO 800 80 730	TW 0800-000-338
CL 800 4000 22	JO +962-6590 2998	NZ 0800 365 234	UA 0 800 50 30 10
CO 01800-05-15566	JP (machines) 81-35651-6848 (capsules) 81-35651-6847	PA 800-0000	US 1-800-745-3391
CN 400 630 4868	KR 080-234-0070	PE 80010210	UY 0800-2122
CR 0800-507-4000	KG 0842 640 10	PH 898-0061	ZA +27 11 514 6116 (toll free) 086 009 6116
CZ 800 135 135	KW +97148100081	PL 0800 174 902	
DE 0800 365 23 48	KZ 8-800-080-2880	PT 800 200 153	
DK 35460100	LB +961 4 548595	PY 0800-112121	
EE 6 177 441	LU 8002 3183	QA +97148100081	
ES 900 10 21 21	LT 8 700 55 200	RO 0 800 8 637 853	
FI 0800 0 6161			