

CREATISTA UNO
MY MACHINE

Sage®

NESPRESSO®

Nespresso Sage Creatista Uno

Congratulations on your purchase of the *Nespresso Sage Creatista Uno*, the machine that allows you to make cafe quality milk coffees.

EN Packaging Content



1 **Creatista Uno** Coffee Machine



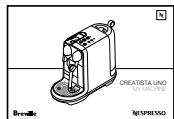
2 **Tasting Box** of *Nespresso* Capsules



3 **Milk Jug**



4 **Nespresso** Welcome Brochure



5 **User Manual**



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

Creatista Uno

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.

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

BNE500/SNE500 Specifications/ techniques

~ 220-240V, 50-60Hz, 1300-1600W





P_{max} 19 bar / 1.9 MPa

kg ~4.52kg / 9.94 lbs

📄 1.5 L / 50 fl.oz

📦 17 cm 6.7 in **📦** 30.9 cm 12.2 in **📦** 40.9 cm 16.1 in

<i>Nespresso Creatista Uno</i>	2
Packaging Content	3
Creatista Uno	3
Specifications	3
Safety Precautions	5-7
Machine Overview	8
First Use	9-10
Regular Coffee Preparation	11
Milk Coffee Preparation	12-13
Latte Macchiato Preparation	14-15
Adjusting Regular Coffee Drinks	16
Reset to Factory Settings	16
Emptying the System	17
Energy Saving	18
Daily Cleaning	18-19
Steam Wand Cleaning	20
Descaling	21-22
Water Hardness	23
Troubleshooting	24
Troubleshooting Milk Froth Preparation	25
Contact <i>Nespresso Club</i>	26
Disposal and Environmental Protection	26
Limited Guarantee	27

 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.

EN Safety Precautions

- 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.

Care of Your Machine Surface

- Use only a clean, damp cloth with warm or soapy water to wipe the surface of the appliance.
- Dry the surface thoroughly with a clean dry cloth.
- If necessary, use only cleaning agents specifically designed for the cleaning of

- stainless steel surfaces.
- Do not use any strong or abrasive solvents, cream cleaners, bleach or chloride based solutions on any surface of your appliance.



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

Control panel

Lever for capsule insertion

Capsule container

Pop out cup support

Removable drip grid

Removable drip tray with full indicator

Easy clean steam wand

Milk jug temperature sensor

Milk jug

Water tank & lid

Removable pin cleaning tool

Control Panel

Descal alert LED



Steam wand clean alert LED

Lungo button



Milk temperature button

Espresso button



Milk froth level button

Ristretto button



Steam button

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

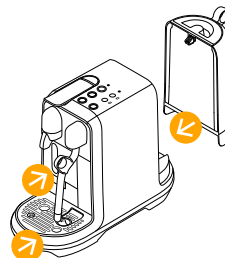
1 Rinse the water tank before filling it with potable water.



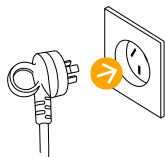
2 Fill the water tank with potable water.



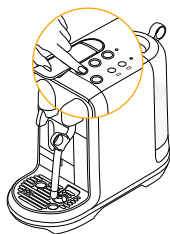
3 Place the water tank, insert the drip tray and the capsule container in position. For your safety, operate the machine only with drip tray and capsule container in position.



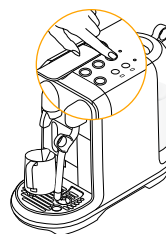
4 Plug the machine into the power outlet.



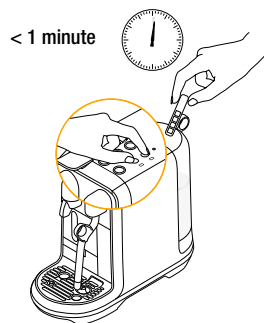
5 Turn the machine ON by pressing the Lungo, Espresso, Ristretto, or Steam button. The buttons will flash while the machine heats up. Heating up takes approximately 3 seconds. The Lungo button will illuminate once heated.



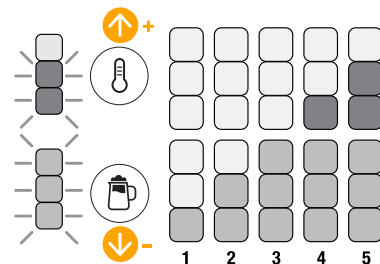
6 Place empty jug under the coffee outlet. Press Lungo button to begin cycle. Once done, discard the liquid from the jug. Rinse the jug.



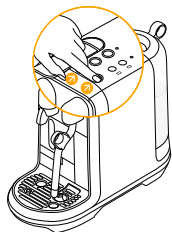
i First use is to rinse the machine & prime the heating system.



- Setting your water hardness**, dip the Water Hardness Test Strip in and out of the water tank. Wait 1 minute. Press and hold the temperature button and the milk froth level button for 5 seconds to set the water hardness level. Pressing temperature button increases the level and pressing milk froth button decreases the level. Set the water hardness according to the results on the Test Strip. For further information refer to page 23. Press any button not blinking to save and exit.

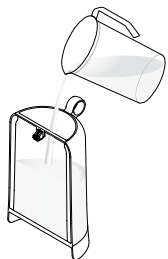


- To turn OFF your machine**, press and hold the Ristretto and Steam buttons together for 0.5 second until machine is off. Steam wand purges when the machine turns off.

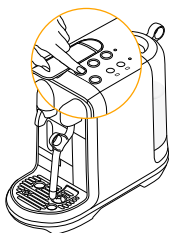


EN Regular Coffee Preparation

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



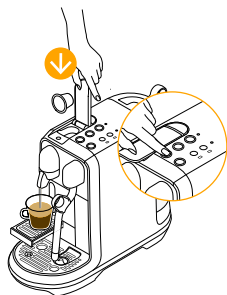
- 2 **Turn the machine ON** by pressing Ristretto, Espresso, Lungo, or Steam button. The buttons will flash while the machine heats up. Heating up takes approximately 3 seconds.






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



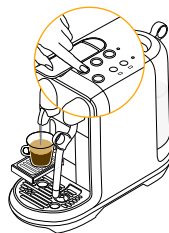
- 4 **Lift the Lever**, insert a capsule and close the lever. Press one of the coffee buttons to extract.



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

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

- 5 **Preparation** will stop automatically or press the coffee button before completing the extraction, to stop the coffee flow.



Milk Coffee Preparation

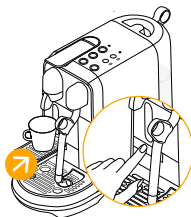
i Only use the milk jug provided.

i **TIP:** This machine is optimised for pasteurised whole or semi skimmed milk, refrigerated & freshly opened. Milk Temperature and Milk Froth may be adjusted to suit different milk types.

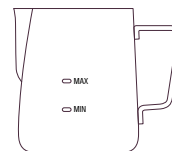
1 Fill the water tank with fresh potable water.



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



3 Fill the milk jug with enough fresh cold milk from the fridge. Minimum and maximum levels are marked on the inside and outside of the milk jug.

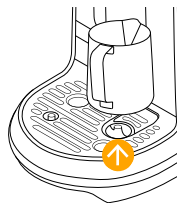


! **CAUTION:** Do not fill milk jug above the maximum level marked on the inside & outside of the jug.

4 Lift the steam wand & position in the centre of the milk jug.



5 Ensure the milk jug is making contact with the temperature sensor located in the drip tray.

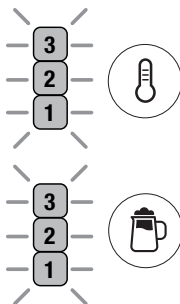
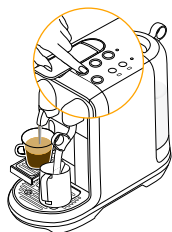


6 Lift the Lever & insert your capsule. And close the lever.



EN Milk Coffee Preparation

- 7 Press one of the coffee buttons to start the coffee extraction.



- 8 When the coffee extraction is complete, select milk setting for your preferred drink.

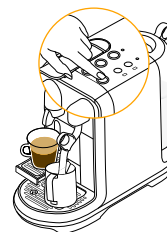
Milk Temperature Setting

- 1 = cool
- 2 = ideal
- 3 = hot

Milk Froth Level Setting

- 1 = Flat White
- 2 = Cappuccino
- 3 = Latte Macchiato

- 9 Start milk frothing by pressing steam button.



- 10 When milk frothing is complete, lift the steam wand, remove the jug and 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 coffee to finish your drink.

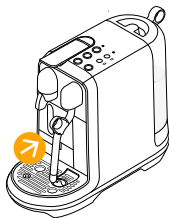


Latte Macchiato Preparation

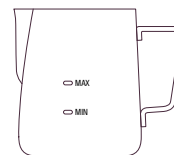
- 1 Fill the water tank with fresh potable water.



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

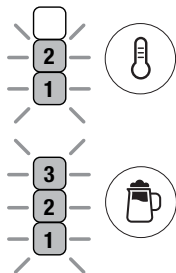


- 3 Fill the milk jug to the marked maximum level with fresh cold milk from the fridge.

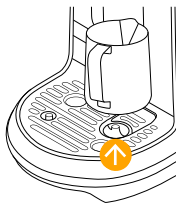


CAUTION: Do not fill milk jug above the maximum level marked on the inside & outside of the jug.

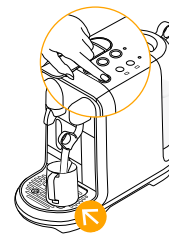
- 4 Set milk froth level at 3 and temperature level at 2.



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



- 6 Lift the steam wand & position in the centre of the milk jug and press the Steam button to begin milk frothing.



EN Latte Macchiato Preparation

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



CAUTION: Jug surface gets hot. Use the handle to lift the jug.

- 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. Rinse the jug.



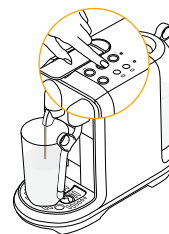
- 10** Place the Latte Macchiato glass under the coffee spout.



- 11** Lift the Lever & insert your capsule. And close the lever.

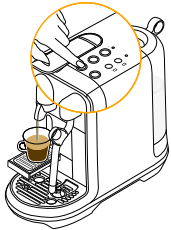


- 12** Press the Espresso button to start the coffee extraction.

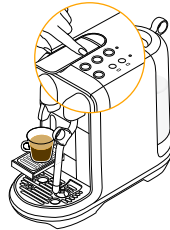


Adjusting Regular Coffee Drinks

- 1** **Lift the Lever** & insert your capsule. Press and hold one coffee button you want to adjust among Ristretto, Espresso, and Lungo.



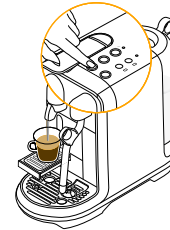
- 2** **Release** the button after desirable shot duration.



- 3** **Adjusted coffee volume** will be saved for next use.

Any coffee can be programmed

1. Ristretto: 15-30ml / 0.5-1oz
2. Espresso: 30-70ml / 1-2.3oz
3. Lungo: 70-130ml / 2.3-4.4oz

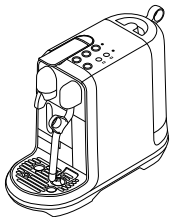


 **Default** coffee volumes listed on page 11.

Reset to Factory Settings

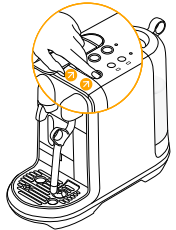
- 1** **To reset factory settings:**

1. Turn the machine ON.
2. Press and hold the Lungo button and the Ristretto button for 5 seconds.
3. Press the Lungo button or the Ristretto button to confirm. Press any button not blinking to exit the mode.
4. After a Factory Reset, the machine will restart in the Ready Mode.

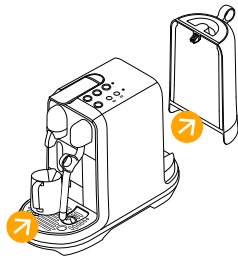


EN Emptying the System before a period of non-use or for frost protection

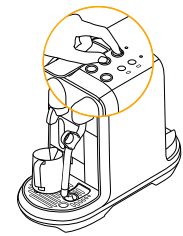
1 Turn off the machine
by pressing and holding
Ristretto button and
Steam button together for
0.5 seconds.



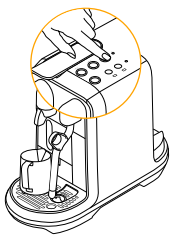
2 Remove the water tank.
Place the empty Milk Jug
under the coffee outlet.



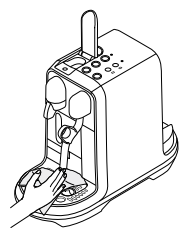
3 Press and hold the
Espresso button and the
Lungo button together for
5 seconds.



4 Press the Espresso button
or the Lungo button to start
emptying cycle. Press any
button not blinking to exit the
mode.

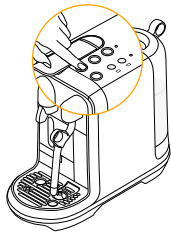


5 When the pump stops, empty
& wipe dry the capsule bucket
& drip tray.



Energy Saving

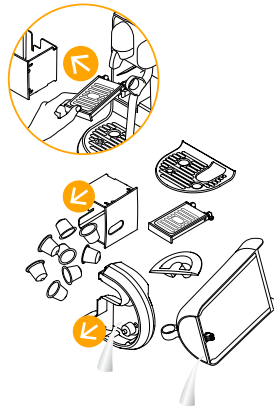
- 1 Energy efficient:** Machine minimises power use when not making a drink. After 10 mins of no use, the machine enters sleep mode. Restart by pressing Ristretto, Espresso, Lungo, or Steam button.



Daily Cleaning

EN

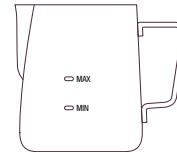
- i** To ensure hygienic conditions, it is highly recommended emptying and cleaning the capsule container every day.



- 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 with a clean damp cloth. Remove the water tank and lid and clean them both with odourless detergent and rinse with warm water. Refill the water tank with fresh potable water.

- i** Drip tray, grid, cup support, and capsule bucket are not dishwasher safe.

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

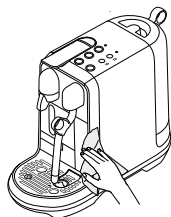


- 3 Fill the milk jug** with potable water between the min & max marks. Press the Steam button to start steaming. When complete discard the hot water, then wipe the steam wand with a clean damp cloth.

EN Daily Cleaning



- 4 **Do not use** any strong or abrasive solvent, sponge or cream cleaner. Do not put the parts in the dishwasher. Only the milk jug is dishwasher safe.



- 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.

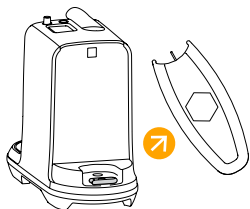


- 6 **Never immerse** the appliance or part of it in water or any other liquid.

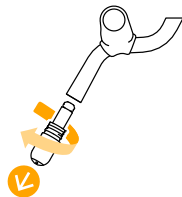
Steam Wand Cleaning

It is recommended that you perform this monthly to prevent steam tip blockages or when the steam wand clean alert LED is on. When it flashes, do manual steaming by pressing and holding the Steam button for 3 seconds.

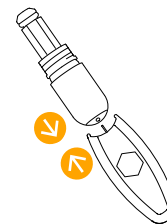
- 1 Remove the pin cleaning tool** located in the back of the machine, under the water tank.



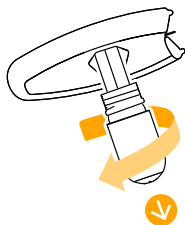
- 2 Unscrew and remove** the steam tip.



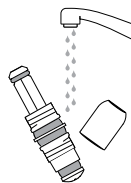
- 3 Use the pin cleaning tool** to clear each hole of the steam tip.



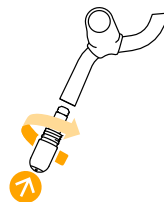
- 4 Use the pin cleaning tool** to remove the steam tip cap.



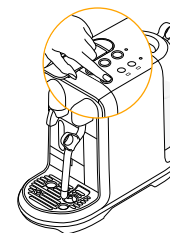
- 5 Rinse the steam tip and cap** to remove any milk residue, then wipe them with a clean dry cloth. Inspect the seals for damage. Do not put these parts in the dishwasher.



- 6 Reassemble steam tip** and return it onto the steam wand.



- 7 Put the pin cleaning tool and water tank** back in place. Press and hold the Steam button for 3 seconds to begin steam purge.



EN Descaling

i **Duration** approximately 15 minutes

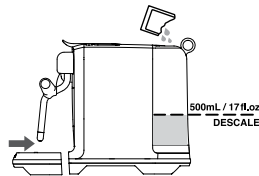
! **Read the important safeguard** on the descaling package and refer to the table for the frequency of use. The descaling solution can be harmful. Avoid contact with eyes, skin and surfaces. Never use any product other than the *Nespresso* descaling kit available at the *Nespresso Club* to avoid damage 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. The descale alert LED will flash when descaling is due. If you continue to use the machine, the descale alert LED will switch to solid on, after which, the machine will not function until descaling is performed.

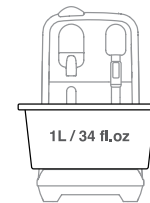
- 1** **Open and close the capsule lever to remove any used capsule.** Empty and clean capsule bucket, drip tray and water tank. And put them back on the machine.

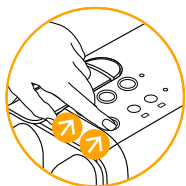


- 2** **Ensure** there is 500ml / 17 fl.oz. of water and drip tray is inserted. Place descaling agent in the water.

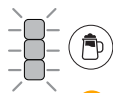


- 3** **Place a 1L / 34 fl.oz. container** under the coffee outlet and steam wand.





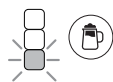
- 4 Make sure** the machine is off. Press and hold the Ristretto button and the Steam button together for 5 seconds to enter the descaling mode. The Ristretto and the Steam buttons will be solid on. Press any button not illuminated to exit the mode. Press the Ristretto button or the Steam button to start the descaling process. Both buttons will blink.



Descaling



First rinse cycle



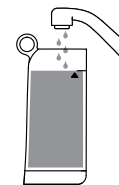
Second rinse cycle

- 5 Milk froth level LED** will indicate the progress of the descaling process.

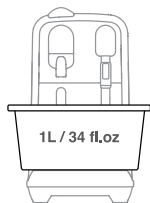
- 6 Once finished,** discard liquid from the container. Empty water tank and rinse clean.



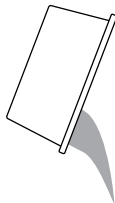
- 7 Fill water tank to MAX** with potable water.



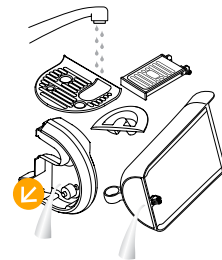
- 8 Place a 1L / 34 fl.oz. container** under the coffee outlet and steam wand. Press the Ristretto button or the Steam button to start rinse cycle.



- 9 Once finished,** discard liquid from the container. Repeat 6 – 8. When the second rinse cycle is finished, the Ristretto button and the Steam button will flash 3 times, and the machine will be turned off.

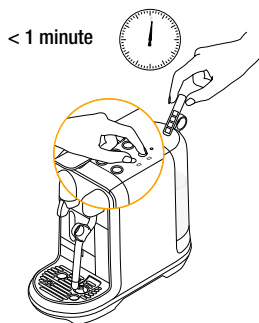
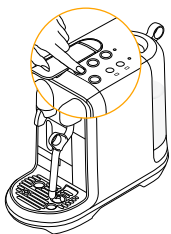


- 10 Rinse** drip tray and water tank. And put them back on the machine.



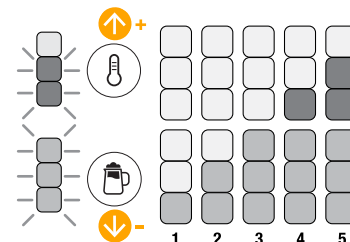
EN Water Hardness

- 1 Turn the machine ON** by pressing the Lungo, Espresso, Ristretto, or Steam button. Heating up takes approximately 3 seconds.



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

Wait 1 minute. Press and hold the temperature button and the milk froth button for 5 seconds to set the water hardness level. Pressing temperature button increases the level and pressing milk froth button decreases the level. Set the water hardness according to the results on the Test Strip. Press any button not blinking to save and exit.



Water hardness

	App.	dH	CaCO ₃	☕ (40 ml)
	Level 1	<3	< 50 mg/l	2 200
	Level 2	>4	> 70 mg/l	1 800
	Level 3	>7	> 130 mg/l	1 400
	Level 4	>14	> 250 mg/l	1 000
	Level 5	>21	> 380 mg/l	600

Descaling after

dH German Grade

CaCO₃ Calcium Carbonate

Buttons not illuminated	<ul style="list-style-type: none"> - Check the water tank. If empty, fill with portable water. - Machine turns OFF automatically. - See paragraph on «Energy Saving Concept». - Press the Ristretto, Espresso, or Lungo button to turn to «ON-mode». 	<ul style="list-style-type: none"> - Check the outlet: plug, voltage, fuse.
No steam or hot water	<ul style="list-style-type: none"> - Press the Ristretto, Espresso, or Lungo button to turn to «ON-mode». - Check the descale alert LED or the steam wand cleaning alert LED is on. If on, descale or clean the steam wand. - Do a manual purge by pressing and holding the Steam button for 3 seconds. 	<ul style="list-style-type: none"> - Check the outlet: plug, voltage, fuse.
No coffee, no water, unusual coffee flow	<ul style="list-style-type: none"> - Check if the water tank is correctly positioned, if empty, fill with potable water. 	<ul style="list-style-type: none"> - Descale the machine, if necessary.
Coffee is not hot enough	<ul style="list-style-type: none"> - Preheat cup. 	<ul style="list-style-type: none"> - Descale the machine, if necessary.
The capsule lever does not close completely	<ul style="list-style-type: none"> - Empty the capsule container. 	<ul style="list-style-type: none"> - Check that no capsule is blocked inside the machine (Note: do not put your finger inside the machine).
Leakage (water under the machine)	<ul style="list-style-type: none"> - Empty drip tray if full. - Check drip tray is securely inserted. 	<ul style="list-style-type: none"> - If problem persists, call the <i>Nespresso</i> Club.
No coffee flow, water goes directly into the capsule bucket (despite inserted capsule)	<ul style="list-style-type: none"> - Ensure capsule lever is closed. 	<ul style="list-style-type: none"> - 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 <i>Nespresso</i> Club.
Buttons flashing	<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - Descale machine, if necessary. - Complete a Clean Steam Wand cycle, if necessary.
Descal alert LED is on	<ul style="list-style-type: none"> - Descal the machine. 	
Machine is ON but ceases to operate	<ul style="list-style-type: none"> - Turn off the machine. - Wait 60 minutes and press the Ristretto, Espresso, or Lungo button to turn to «ON-mode». 	<ul style="list-style-type: none"> - Visit <i>Nespresso.com</i> or call the <i>Nespresso</i> Club to contact your local service centre.
Machine is ON but ceases to operate	<ul style="list-style-type: none"> - Power machine off by holding the Ristretto, Espresso, or Lungo button. - Wait 60 minutes and turn on. 	<ul style="list-style-type: none"> - If problem persists, call the <i>Nespresso</i> Club.
Machine turns to OFF mode	<ul style="list-style-type: none"> - To save energy the machine will turn to OFF mode after 10 minutes of non use. See paragraph on «Energy Saving Concept». 	<ul style="list-style-type: none"> - Press Ristretto, Espresso, or Lungo to turn to «ON-mode».

EN 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.

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.

Clean Steam Wand alert LED is on

- It alerts when the machine detects that steam wand is blocked or after the machine has done 90 cycles.
- Clean the Steam Wand.

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* authorised representative. Contact details for your *Nespresso* Club or your *Nespresso* authorised representative can be found in the «Welcome to *Nespresso*» folder in your machine box or at 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.

Sage

Notes



CREATISTA UNO
by *Nespresso*